This forum is used to inform you of changes and enhancements we've made to our Reinsurance Administration System as we continue to improve the processing of *R² - The Reinsurance Resolution*.

Error messages are created to help you. They should supply you with enough information to assist in solving the mystery of why the error occurred and how to correct it. However, you also want an error report that is manageable; error messages are designed to include enough data for 'clues' but brief enough to fit on one line, if at all possible. Your job is to pick out all the clues to find the solution. Let's dissect several messages to see what can be found. Keep in mind that not all of the messages contain revealing information in a literal order.

Example 1:
E 3 13579024( )-0010 Cannot Find Key [TL20WP] <TL20WSFN01> TY=[T2000XX1A] Premium Table:Initial Premium Table (SC)

E 3   The **E** means this is an *Error* message, as opposed to a **W** for a *Warning*, or an **M** for just a *Message*. The **3** means it is a level three. There are three levels:

> **Level 1** means something is odd & assumptions may have been made; it might be okay *but* you should verify that it is correct.

> **Level 2** means something is odd & assumptions may have been made; it may *not* be okay, you *really* need to check it out to make sure.

> **Level 3** means something is wrong & the program will not even try to make assumptions; this policy is not being processed. You *must* check this out and something must be corrected before it can process.

13579024( )

> This is the policy number. If the policy and joint sequences are zero, then there will be blanks in the parentheses. If the policy or joint sequences are not zero, then their values will appear.

-0010 Cannot Find Key

> The **0010** is the four digit error code number. There is a listing in your User Documentation Manual of what each code means. Looking in the manual, 0010 means **Cannot Find Key**. This is the most revealing piece of information in this message - a key to *something* is missing.   ** *It is especially important to note the leading minus sign. This indicates that the error occurred on a reversal transaction.*

[TL20WP]

> This is the plancode. Make sure you know which coverage this plancode is referring to - the base or a benefit.

Anatomy of an Error Message

<TL20WSFN01>
> This is the name of a key that the system is looking for...and can not find.

 TY=[T2000XX1A]
> This is the treaty key.

Premium Table:Initial Premium Table
> This is the next most revealing piece of information in the error message. A premium table is needed, and it is for the original rates, not secondary, ultimate, or guaranteed rates.

(SC)   This is an indicator of the type of transaction being processed. In this case it is a *status code change*. These codes can be found in the transaction code listing document provided by Quasar*Systems.

Now you have all the pieces. So, you have an *E3* error on a *reversal* transaction. The *premium table* key named *TL20WSFN01* is *missing*. Policy *13579024* (or a portion of it) has a plancode of *TL20WP* that is being allocated to treaty key *T2000XX1A*.

If you check the premium rate file [MF], chances are this table is not there. The question is, where is the real problem? Should the table be there and just isn't? If so, the table needs to be loaded. Or are all the tables there and the key is wrong? You will need to research all of these aspects to determine what needs to be fixed for this particular policy.

Be aware of your surroundings - You do not necessarily have to solve every error message line. Often, when there is more than one error message on the same policy, solving the first one will make the following errors disappear. For instance, the 0010 error in Example 1 is usually followed by the 0121 error.

E 3 13579024( )-0010 Cannot Find Key [TL20WP] <TL20WSFN01>TY=[T2000XX1A] Premium Table:Initial Premium Table (SC)
E 3 13579024( )-0121 Looking for a rate outside the valid rates in the table for age 34 Table:TL20WSN01] (SC)

In Example 1, if the rate table key can not be found, then individual rates will not be found either. Therefore any expected rates (such as those for age 34) would be outside the valid rates, because valid rates do not exist. If you solve the first error, then the second one will be solved as well.

Let's try another one.

Example 2:
W 1 24680135( ) 0407 Zero Premium [UVL022] XK, RL Dur 23 Age 73TY<C:0><UVL022XKF2:UL   > Status:1

W 1   This is a level 1 warning (see Example 1 for more detail).

24680135( )
> This is the policy number.

0407 Zero Premium
> The 0407 is the four digit error code number. Looking in the manual, this means **Zero Premium**. This is the most revealing piece of information in this error. Since this is a billing of reinsurance premium, you should be asking yourself "why is the premium zero, and should it be?"

[UVL022]

This is the plancode.

XK XK is the reinsurer that just received Zero Premium.

RL This is the transaction being processed; in this case a renewal transaction.

Dur 23 The duration being processed in the renewal transaction.

Age 73 The issue age of the policy holder.

TY<C:0>

This is an indication of how the treaty is coded to handle premium. **C** stands for *Constant*, while **zero** is $0.00. Therefore the treaty key has been coded to have a constant premium of zero dollars.

<UVL022XKF2:UL   >

This portion contains two items. The first is the treaty key name - **UVL022XKF2**. The second is the treaty code - **UL** (the code at the top of the billings and how the policy exhibits are grouped).

There are several possible reasons for this warning. One possibility is that the source of the premium should not be the treaty file. Something else, such as the plan header or a trailer should be dictating the premium rate, but isn't. Another possibility is that the premium really should be zero, although this is unlikely for duration 23. A third possibility is that the rate table was not completely loaded, and does not contain high enough ages. An insured with a policy issued at age 73, in duration 23, would need rates for attained age 96. Between clues in the error message and your detective work, you should find the correct answer. ➡

Just a reminder that the User Group Meeting is July 25-27, 2007 (Wednesday through Friday). We will be out of the office at that time. If you have an issues that you need assistance with, please contact us the week prior to the meeting. Any messages or emails left during the meeting will be returned the following week.

Thank you,
Quasar*Systems

Thank you for your continued support and suggestions. We appreciate and welcome all your comments and questions. Please let us know if there are any topics you would like to see examined in greater detail.

We would be delighted to answer any questions you might have. If you would like a back issue of Q² please send an email to us at Q2@qsi-r2.com. The main topics of past issues were:

The current version of the Electronic Output Viewing Package is 02c.

QUASAR✳SYSTEMS