

2008 Automobile Statistical Plan Submission Management System

As of January 2008, insurers are required to report automobile data in the revised Automobile Statistical Plan (ASP) record format. The revised ASP format incorporates additional data elements that have been mandated by the General Insurance Statistical Agency (GISA) effective with 2008 policies. Beginning January 7, 2008, insurers must submit ASP data in the revised 600-byte format, validate and correct the data on-line in real time, generate reports, and analyze the results.

This document provides an overview of how to access the Submission Management application, features of the application, orientation information and instructions for obtaining support.

SYSTEM ACCESS

Users should note the following system access details:

- The secure FTP site for submitting data is **ftpsite.ibc.ca** and the Web Service URL is **filetransfer.ibc.ca**. Company FTP user IDs and passwords have been provided via e-mail to each insurer's designated primary contact person.
- The web address for accessing the on-line applications is <https://portal.ibc.ca>. User IDs and passwords have been provided via e-mail to all on-line application users. Companies requiring access for additional users can complete the User ID Request Form that is available at http://www.ibc.ca/en/DQ_Management/Auto_Stat_Plan.asp or can contact IBC's Member Services by e-mail at memberservices@ibc.ca or by fax at 416-445-8383.
- Insurers must use Internet Explorer 6 or 7 to access the on-line applications.

APPLICATION FEATURES

IBC's Submission Management application includes the following features:

- Automobile data collection including the ability to accept, validate, process and store automobile submissions. *Note:* For details regarding the transition to the new system and new submission format, refer to the *Data Submission Requirements Manual*.
- New portal featuring login, main menu, user-specified settings (My IBC Portal) and logout options.
- Edit rules validating claim and premium submissions as outlined in the most recent version of the Automobile Statistical Plan Reporting Requirements – including requirements for the ASP, Underwriting Information Tracking (UITS) and Edit Rules Documentation (ERD) – and incorporating minor changes that were recommended as a result of all-industry testing.
- Real-time, on-line error correction allowing companies to identify and correct errors, and giving them the ability, within the application, to send an e-mail directly to the IBC Helpdesk.
- Submission analysis reports providing detailed and summarized information about the data a company has submitted, including:
 - Company Balance Report (Countrywide or Provincial)
 - Company Provincial Summary Report (Individual Company or Group)
 - Company Summary Report (Individual Company or Group)
 - Out Of Tolerance Report
 - Submission Detail Report
 - Submission Status Report
 - View Batch Status

- Submission Statistical Status Report available on-line daily
- Test Analysis facility enabling reporting companies to check the quality of test submissions and, when the results are satisfactory, to switch a test batch directly to production without having to re-submit the file.
- Error Analysis reports providing reporting companies with error analysis information to help improve the quality of submissions through the identification of error trends. The following reports present both detailed and summarized information regarding ASP records containing errors:
 - Error Amount Analysis Report
 - Error Code Analysis Report
 - Error Code Analysis Report by Policy ID or Claim ID
 - RU Error Trending Analysis Report
 - Multiple RU Error Trending Analysis Report
 - Process Tracking Report
 - Productivity Report
 - Error Ageing Report
 - High Dollar Report
- Automatic e-mail notification sent to users, including the following:
 - Reject File Notification
 - Test Submission Status Notification
 - Out Of Tolerance Notification
 - Unapproved Out of Tolerance Notification
- Seven years of historical data starting from January 2001 available for viewing via Submission Analysis reports.
- On-line application help.

Note that applications are in English. French versions will be provided in a future release.

ORIENTATION MATERIALS

Access the following training and support materials at http://www.ibc.ca/en/DQ_Management by clicking on the link to the *2008 Auto Stat Plan*:

- E-learning videos
- ASP 2008 FAQs
- Data Submission Requirements Manual
- Submission Management Application User Guide
- File Submission Technical Reference Guides
- Support information

SUPPORTING DOCUMENTATION

The most up-to-date 2008 Automobile Statistical Data Reporting Requirements and ASP Quick Reference Guide documentation can be found on the Internet in the following locations:

- **Infosource** (<https://portal.ibc.ca>): Log in and go to *Home > Auto Stat Plan/IT Renewal > Stat Plan and Edit Rules*.
- **IBC's public web site (www.ibc.ca)**: Click on the *2008 Auto Stat Plan* link on the Data Quality Management page (http://www.ibc.ca/en/DQ_Management).

OBTAINING SUPPORT

IBC is committed to providing superior customer service. We provide full support to our clients through our various support teams:

- Data Quality Management
- Helpdesk
- Member Services

Your primary point of contact is the Data Quality Management Team through your Data Quality Analyst (DQA), who can be reached by phone at 416-445-5912 or 1-800-761-6703 or by e-mail to dataquality@ibc.ca.

For further information, visit IBC's website at www.IBC.ca.