

# Transamerica Assurance Company

<b>System:</b> Billing Server ISD	<b>Revision Date:</b> April 27, 1998
<b>Document:</b> Bsrv_isd.doc	<b>Author:</b> L Dunlap
<b>Version:</b> 1.1.2	<b>Page:</b> 1

Internal System Documentation (view as outline, level 4)

## BILLING SERVER

### Automatic Billing Services

## 1. System Purpose and Overview

The purpose of the Enterprise Data Module application called *Billing Server* is to handle all billing jobs for Transamerica Assurance Company's business. It replaces a batch-oriented mainframe billing application, which operated as a part of the Pay Capture system. The EDM version has been designed to add additional functionality, flexibility, and 100% reliability to TAC's billing process. The *Billing Server* is a robust, automatic service, driven by dates submitted by other EDM modules, notably TAC Admin, which provides "batched" and "on-demand" billing function, and RECON, where re-billing printing is provided.

### 1.1. Document approach

This document is *process oriented* in its design.

### 1.2. Functionality

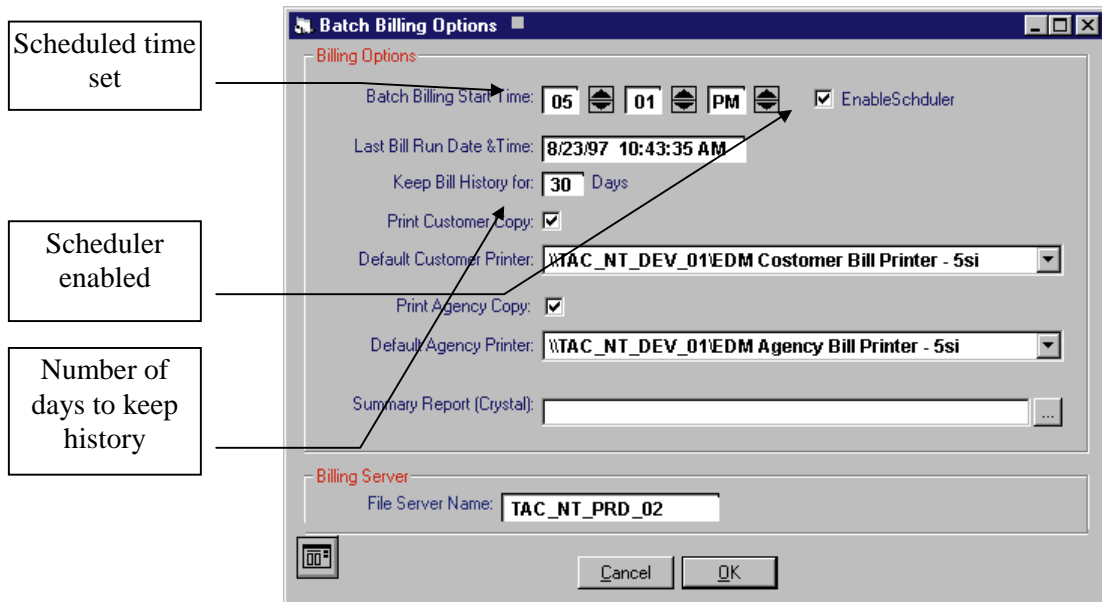
#### 1.2.1. Particular attributes - summary of major functions

##### 1. Auto Scheduling for batch billing.

*Billing Server* scans the BillGroup table on a pre-determined schedule for various EmployerGroup date fields to determine whether a bill should be printed. It also calculates, from frequency and rate, the premium to be printed on the bill. The bills to be printed are batched, queued and delivered to the Print Engine where they are printed, and a coupon representing a receivable is created. See "Field Definitions of BillGroup Table" in **Section 1.3.4 Logical diagrams**.

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## 2. On-demand bill printing

Individual “on-demand” printing can be forced through the TAC ADMIN EDM application, which sends the transaction through the Print Engine, producing a printed bill *with or without* a receivable coupon.

## 3. Re-billing from reconciliation actions

A reconciled bill from the RECON EDM application can also be sent to the Print Engine for re-printing in its corrected form. RECON, cannot, however, create a new bill since the bill must already exist.

### 1.2.2.Design constraints

#### 1.2.2.1.Regulatory policies

N/A

#### 1.2.2.2.Hardware limitations

Application requires a minimum Intel Pentium 200+ processor on the equipment on which it is run.

#### 1.2.2.3.External interfaces

User: The user can access the *Billing Server* functions through the TAC Admin and RECON EDM Applications.

Support: There are two screens available for accessing the *Billing Server* directly for maintenance purposes only.

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## 1.2.2.4.Parallel operations

N/A

## 1.2.2.5.Audit functions

All information sent to Bill Server is held for a user-defined length of time before being purged from the system. The current setting is for 30 days from day of printing.

## 1.2.2.6.Control functions

N/A

## 1.2.2.7.Signal handshake protocols

N/A

## 1.2.2.8.Reliability

The application is designed to not cease functioning in case of error. *Billing Server* creates an error log for all errors it encounters and continues its functions. The error log will print with the print job.

## 1.2.2.9.Application criticality

This application is considered Mission Critical during its billing cycles.

## 1.2.2.10.Safety and security considerations

N/A

## 1.2.3.Integrity policies

The application flags records in the Billing database when they are billed and will allow reconciliation billing against known records only.

## 1.2.4.Resource limits

The only resource limits associated with *Billing Server* are those inherited from SQL Server and the current LAN configuration.

## 1.2.5.Required Standards

Software must be year 2000 compliant.

## 1.2.6.Assumptions and dependencies

The *Billing Server* application assumes that all payroll frequency and premium rates are correct as it uses these figures in calculating premium amounts for bills and coupons during the printing process. The Billing Server application is dependent upon input from the EDM applications, TAC Admin and RECON.

## 1.2.7.Other considerations

This application is not accessible by user.

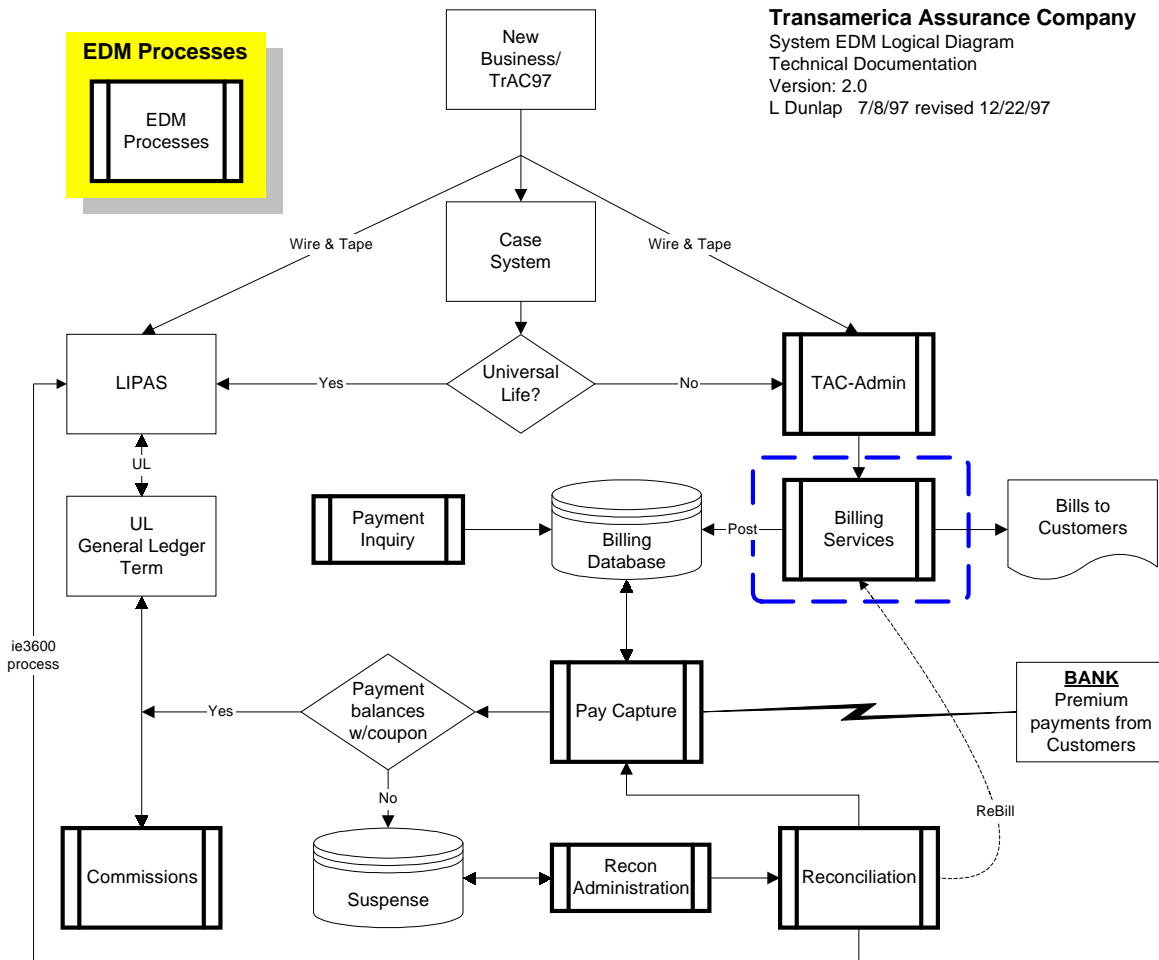
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## 1.3. Diagrams

### 1.3.1. EDM Data-flow

The diagram below illustrates the EDM **Billing Server** application's place (Note dotted line box) in the over all TAC data flow system.. Note input from TAC Admin for cycled and on-demand billing as well as the input from RECON to re-print corrected bills.

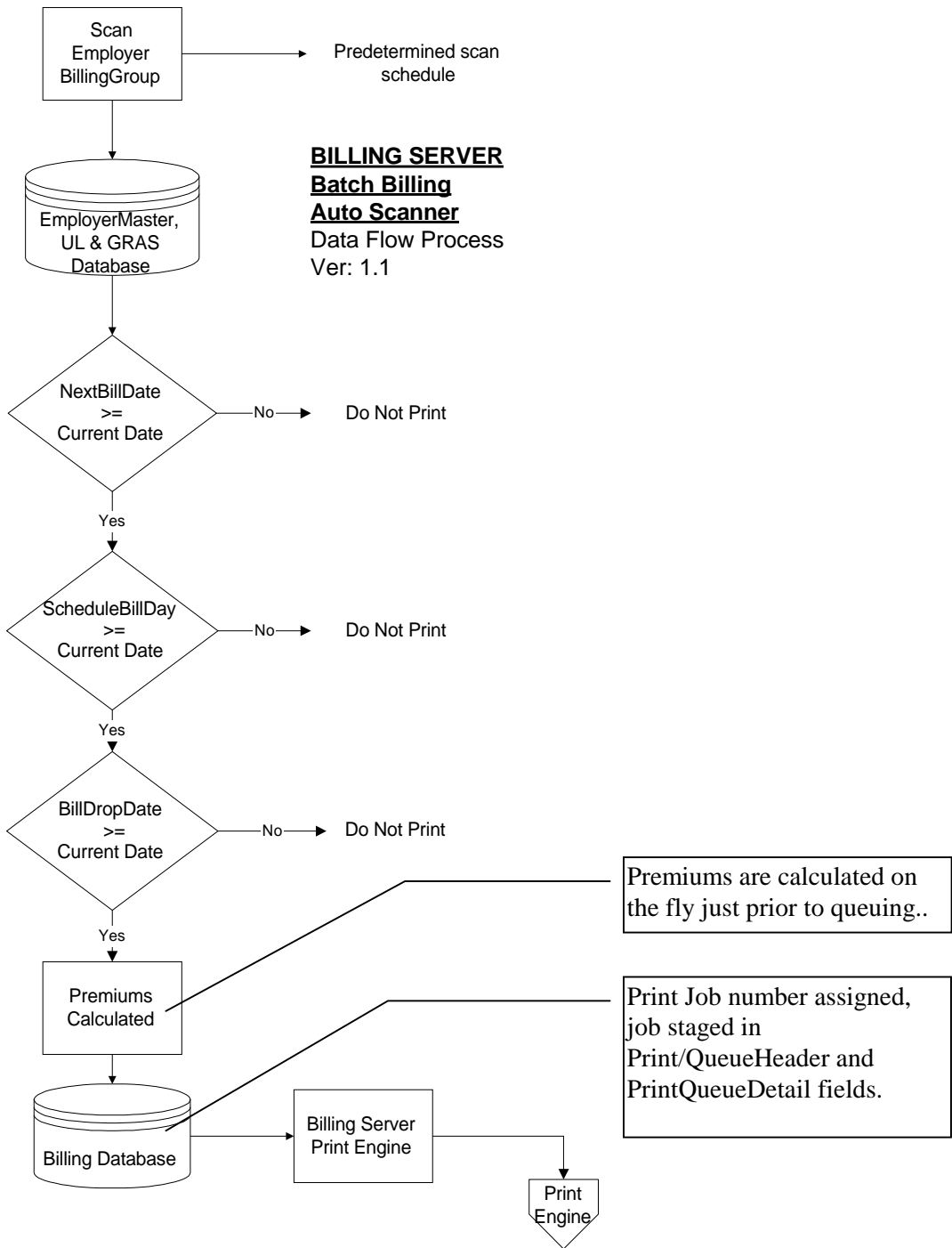


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## 1.3.2. Print Server

Illustrated below is the **Billing Server** Auto-Scheduler process, called on a pre-determined schedule, to create and print bills and receivable coupons.

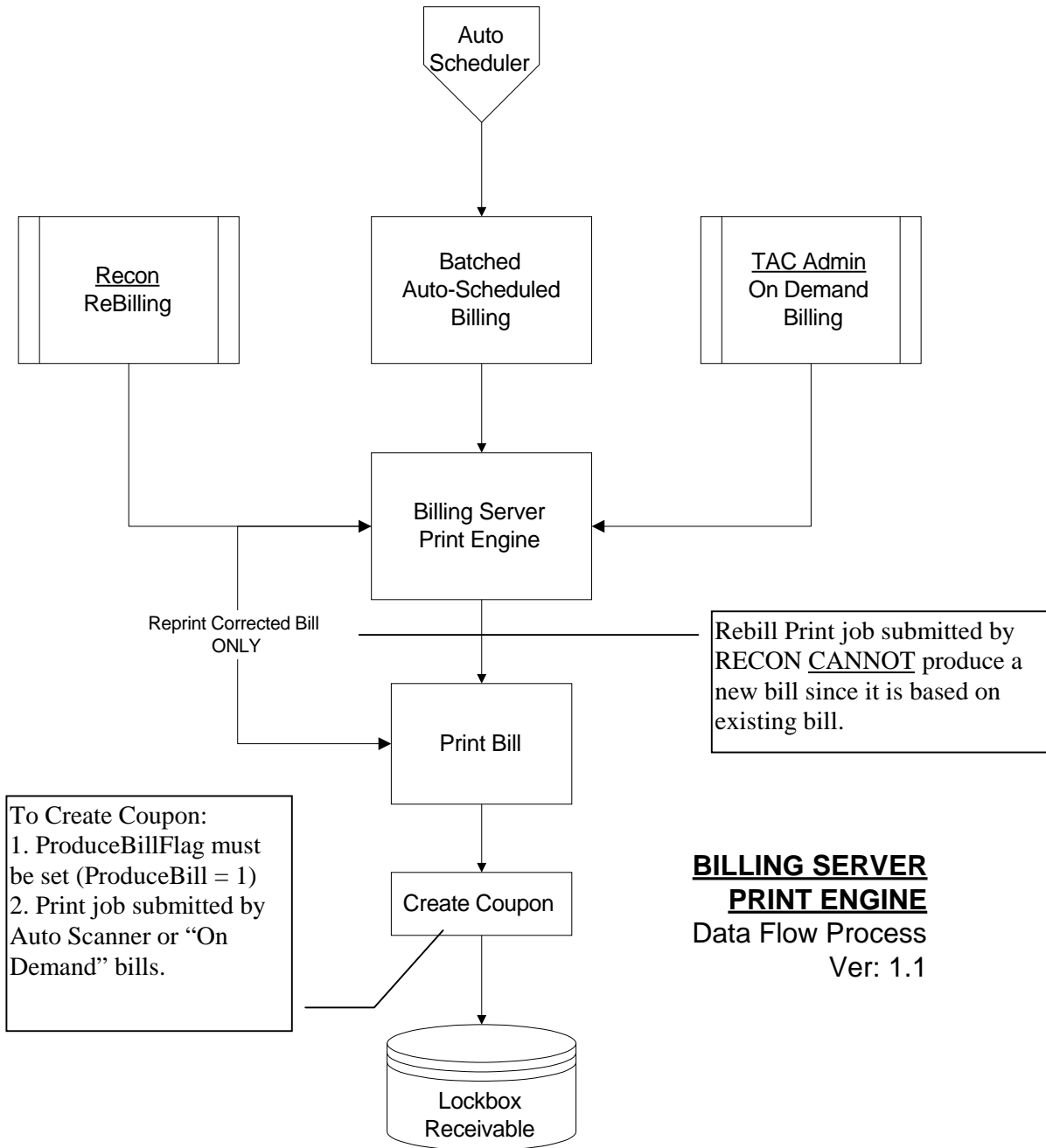


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## 1.3.3.Print Engine

Below, the Print Engine process, which the *Billing Server* deploys when it creates print jobs, is illustrated.



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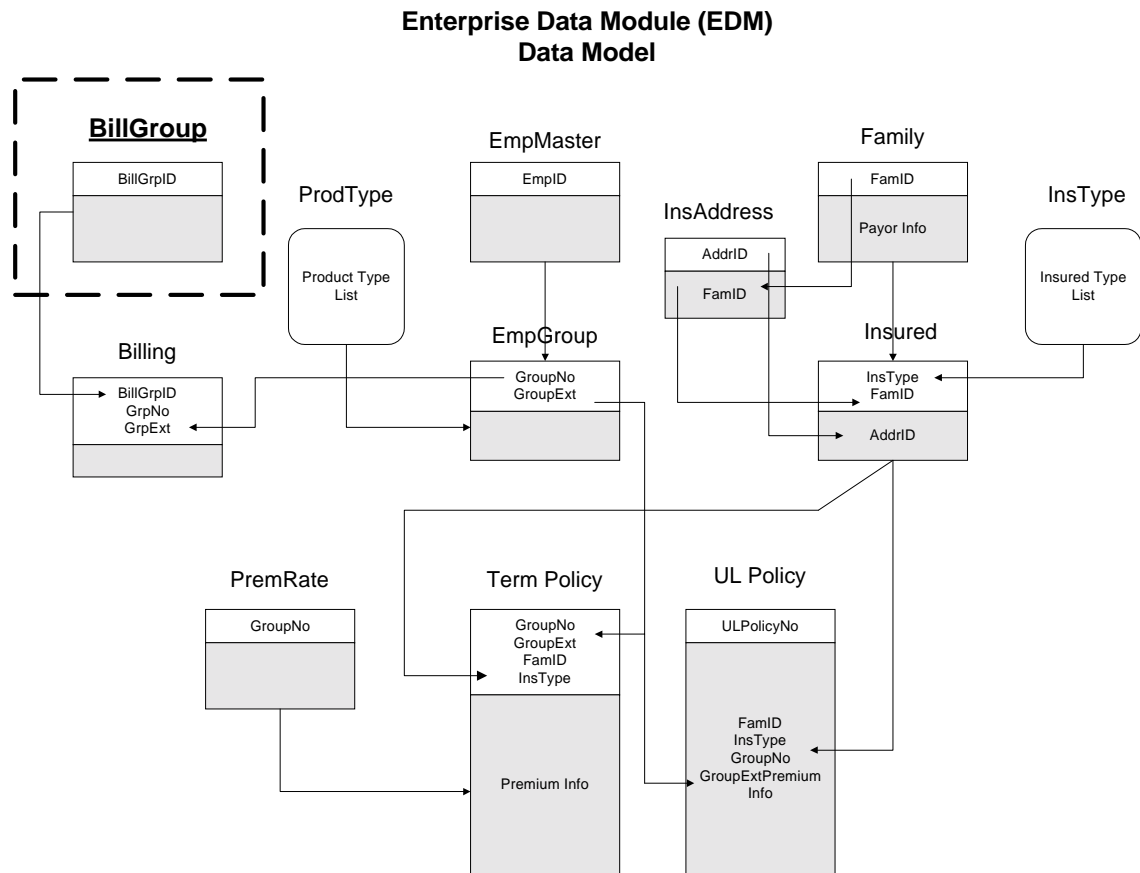
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## 1.3.4.Logical – BillGroup Table

The BillGroup Table is the primary database table which *Billing Server* uses to determine printing schedules. Below is a diagram of the Enterprise Data Module Data Model showing BillGroup's position in the model.

### BillGroup Table

### Diagram

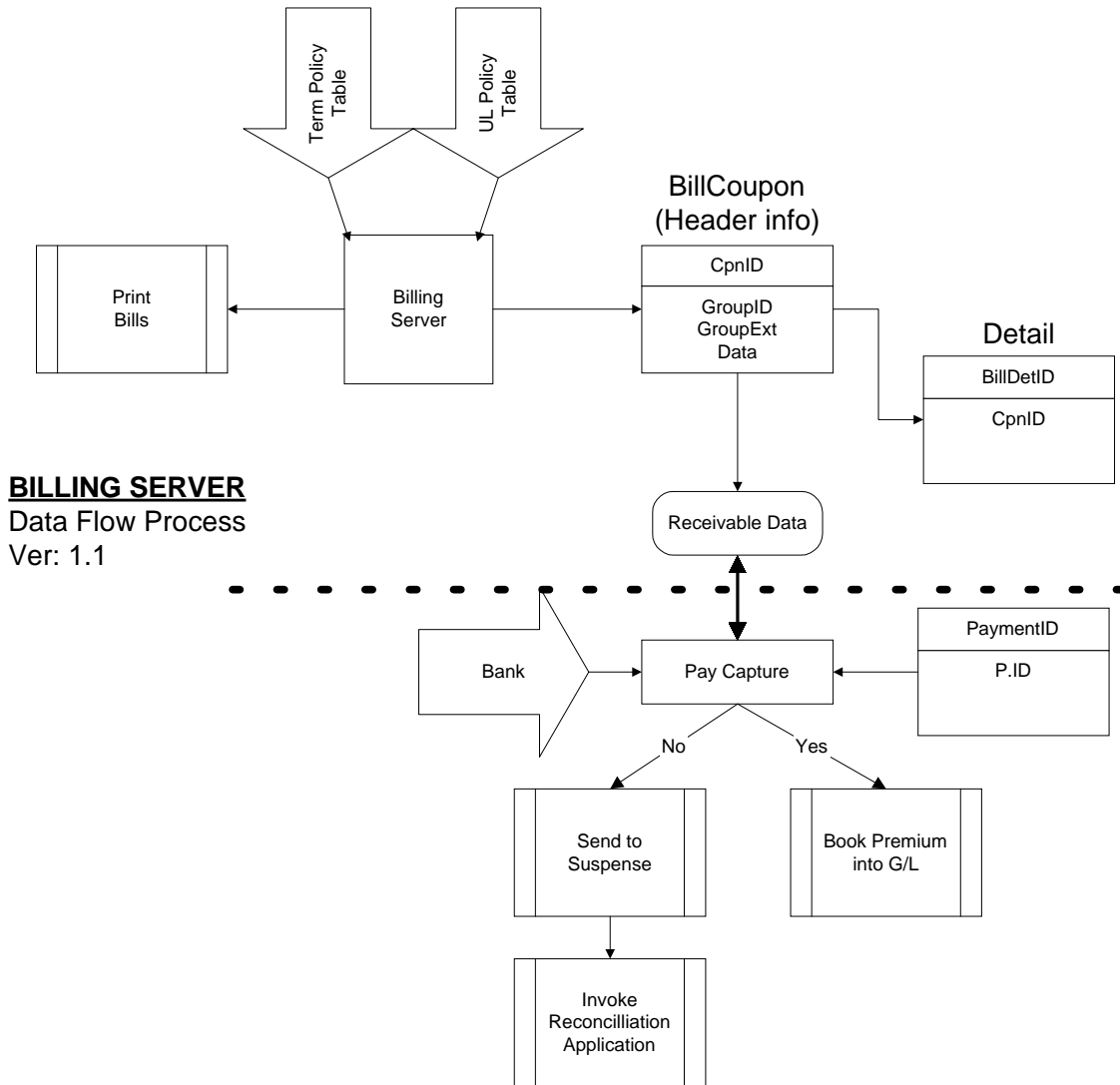


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## 1.3.5. Relational – Billing Server process

Overview of the Billing Sever relational data flow by table.



## 1.4. References to other Documents

Document Name	Description
Sysprem.doc, Item 4	The <i>Billing Server</i> (Current production version) - evolutionary document
Rec_isd.doc	RECON Internal System Document
STD Workstation Hardware.doc	Current Workstation hardware specification

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## 2. Administrative Information

### 2.1. Responsible Parties

#### 2.1.1. Developer

Ahmad Salem

#### 2.1.2. Maintenance

Oscar Ho, Joe Alarcon, Jason Noble, and Jim Phelps

#### 2.1.3. Change Control

Oscar Ho, Joe Alarcon, Jim Phelps, and Jan Pingleton

#### 2.1.4. Security

Jan Pingleton, Jonathan Ausubel (database security)

### 2.2. Security

#### 2.2.1. Physical Security

##### 2.2.1.1. Servers

The *Billing Server* application is resident on its own independent server identified in the server list as **Billing Server**.

##### 2.2.1.2. Media

Standard media - fixed drive

##### 2.2.1.3. Location

The executable program currently resides in the Tower 3rd floor Systems department computer room (T-3). Once *Billing Server* is considered 100% stable, it will reside in the Broadway Data Center.

###### 2.2.1.3.1. Who has location access

Access is currently available to anyone who has access to the computer room in the Systems Department on T-3. Once the server is moved, access will be limited to those who have access to the Broadway Data Center.

#### 2.2.2. Logical Security

##### 2.2.2.1. User authorization

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Security is implemented at the department level with which each user is associated. Note: Security for **Billing Server** is related to the security of TAC Admin. See the TAC Admin Internal System Document, Section 2.2.2.1 User authorization, for information on who has access to TAC Admin. Below, are those who have access to **Billing Server** maintenance screens.

Allowed Name	Department	Description of rights
All Developers	Systems	R, W, F, E

## 2.2.2.2.Usage log

To Be Determined in Phase II

## 2.2.2.3.Audit trails

To Be Determined in Phase II

## 2.2.2.4.Encryption

N/A

## 2.2.2.5.Data integrity check

Standard SQL Server integrity is maintained,

## 2.2.2.6.Communications restrictions

### 2.2.2.6.1.Internal

There is limited User access to the **Billing Server**. In most cases, it is automatically or manually triggered from other EDM applications. However, users may

- re-submit bills for printing – through RECON
- change billing printer location – Change Control
- schedule printing times – TAC Admin
- choose to keep bill printing history files for up to 60 days – Billing Server screen
- 

There is maintenance access to technical staff as authorized in 2.1.2 Maintenance.

Phase II plans to allow Back-Billing.

### 2.2.2.6.2.External

There is no planned External access to the **Billing Server**.

## 2.2.3.Backup Files/Programs

### 2.2.3.1.Frequency

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There is no specific backup schedule for the *Billing Server* other than the normal back-ups of TAC servers as related below.

The LAN Administrator is responsible for assuring that system and file backups are done on a regular basis. Currently the TAC Novell servers and NT/SQL servers are backed up, differentially, nightly from Monday through Thursday nights, using the program BACKUP EXEC (Version 7.0) by Arcada. Full back ups of these servers are performed nightly Friday and Saturday, also using Arcada backup software.

## 2.2.3.2. Medium

Standard TAC procedures using 8 mm Dat tape.

## 2.2.3.3. Storage of backups

### 2.2.3.3.1. Logical

N/A

### 2.2.3.3.2. Physical

Server Backups are trucked to Arcus every 24 hours so backups should never be on the premises longer than 24 hours and usually considerably less. In case of catastrophic loss of data, backups may be retrieved from Arcus.

## 2.2.3.4. Documentation Backup

Refer to the LanMan.doc system document stored in the SourceSafe document directory for more specific documentation regarding systems backup.

## 2.2.4. Problem Management

Currently, the individuals noted in paragraph [2.1.2 Maintenance](#) handle Problem Management on a case by case basis. A Problem Management document is planned for the future that will implement specific instructions for application problems.

### 2.2.4.1. Detection

*Billing Server* creates and prints a Summary Report as it completes each of its actions. Any problems encountered will show up in this report.

### 2.2.4.2. Identification

See Problem Management document (To Be Completed)

### 2.2.4.3. Containment

See Problem Management document (To Be Completed)  
(as in the case of a virus)

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## **2.2.4.4. Correction**

See Problem Management document (To Be Completed)

## **2.2.4.5. Tracking**

See Problem Management document (To Be Completed)

## **2.2.4.6. Logging**

See Problem Management document (To Be Completed)

## **2.2.4.7. Other issues,**

Currently, none

## **2.2.5. Change Control & Management**

Currently, the individuals noted in paragraph [2.1.3 Change Control](#), handle Problem Management on a case by case basis. A Change Control document is planned for the future that will implement specific instructions for application changes.

### **2.2.5.1. File copies**

Company Policy

### **2.2.5.2. Test versions**

Company Policy

### **2.2.5.3. Testing of changes and enhancements**

Company Policy

### **2.2.5.4. Version identification**

Company Policy

### **2.2.5.5. Change log, audit trail**

Company Policy

### **2.2.5.6. Change authority**

Changes which will effect users must be approved by those noted in [2.1.3 Change Control](#) and [2.1.4 Security](#).

### **2.2.5.7. Change process**

#### **2.2.5.7.1.2. Communication of Changes**

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Company Policy

## 2.2.6. Business Recovery

Refer to the BusRecv.doc document in the SourceSafe documentation directory for procedures during catastrophic interruption of TAC services. This Business Recovery document is kept in the LAN administrator's office and other areas specified by our Business Recovery coordinator. Recovery for this application will follow procedures in this document. Where there is specific deviations from that plan, they will be written below.

### 2.2.6.1. Data protection

Billing Server does not contain data but is driven by and uses data from several TAC databases. For further information regarding database protection, refer to the Database Administrator.

### 2.2.6.2. Critical equipment

Windows NT server and printer as described in this document.

### 2.2.6.3. Off-site storage

Company Policy

### 2.2.6.4. Recovery plan

Company Policy

## 2.3. System Documentation

This document is essential to problem resolution, and can be helpful in identifying and isolating recurring problems. Specific procedures documented here and elsewhere regarding this application should be stored conveniently for immediate access, but should also be on file with the Central Technology Line (CTL) and stored off-site (e.g., at Arcus) for disaster recovery purposes.

Insure that an up-to-date copy of this document and all critical system files are located:

- in the *TAC EDM Documentation* binder in the TAC LAN Administrator's office
- at Arcus
- with the CTL Helpline
- with the CTL Network Services Team
- Data Systems Project Manager's Office

## 3. System Environment

### 3.1. Hardware Requirements (supported)

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## 3.1.1. Workstation

N/A

### 3.1.1.1. CPU

Recommended: Intel Pentium 200 or better.

### 3.1.1.2. Memory

#### 3.1.1.2.1. Dynamic

Recommended: 64 Megabytes of RAM or better.

#### 3.1.1.2.2. Storage

Recommended: 1 Gigabyte of local Fixed Disk if Print Queues are supported locally, significantly less, if not.

### 3.1.1.3. Monitors

Minimum standard requirements as specified in [STD Workstation Hardware.doc](#)

### 3.1.1.4. Printer(s)

The Billing Server application currently requires a networked Hewlett Packard 4Si printer with two trays.

### 3.1.1.5. Special peripherals

None

### 3.1.1.6. Special system configurations

Standard Microsoft NT

## 3.1.2. Server

Windows NT SQL Server

## 3.2. Mainframe relationship

N/A

## 3.3. Network Considerations

### 3.3.1. LAN protocols

N/A

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## 3.3.2. Intranet protocols

N/A

## 3.3.3. Internet protocols

N/A

## 3.4. Operating System(s)

### 3.4.1. OS's which support application

Microsoft Windows NT 4.0 with Service Pack 3.

### 3.4.2. Support needed

Company Policy

## 3.5. Source Code

### 3.5.1. Language(s)

Microsoft Visual Basic 4.0, 32-bit version, add-ins: Sheraton Data Widgets, RDO.

### 3.5.2. Security

TAC uses a Microsoft software management tool called SourceSafe. Documents may only be checked out and changed by authorized users and information regarding the last user who changed the document is stored in the system. All Source Code is stored in designated SourceSafe Directories, which are in turn backed up during the standard TAC Systems back-up procedures.

### 3.5.3. Location

#### 3.5.3.1. Source Code

Source Code for Billing Server is stored in the SourceSafe directories in the \Dev\Admin directory. (Locally, during testing and data conversion, it is also being stored in \\tac\_nt\_salema\c\$Tac Dev Cycle\Prod\Admin).

#### 3.5.3.2. Shared Components

All shared components are on the dedicated workstations's local drive under \\Windows\System

#### 3.5.3.3. Executable

The working executable file is on the dedicated workstation in the following path:  
\\Tac\BillingServer\TACBillingServer.exe

#### 3.5.3.4. INI

There is no .ini file, program uses registry entries only.

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## 3.5.3.5.Reports

Reports are generated automatically and directly to the specified printer in a plain ASCII.

## 3.5.3.6.Specialized Requirements

Printerext.dll contains specialized printer requirements and extensions.

## 3.5.3.7.Documentation

This documentation resides in SourceSafe in the documentation section.

## 3.6. Site Requirements

Application should be near the responsible maintenance personnel.

## 4. Applications System

### 4.1. *input/output*

#### 4.1.1.Input - where does input come from?

1. TAC Admin sets dates in specific date fields for scheduling Billing Server actions and controls On-Demand bill printing.
  - a) Auto-Scheduler for batch bill printing.
  - b) On-Demand for individual bill printing.
2. RECON - rebilling of corrected bills.
3. PAYCAPTURE - reports when bill has been paid to the Billing database so that the print dates can be reset.

#### 4.1.2.Output - where does output go?

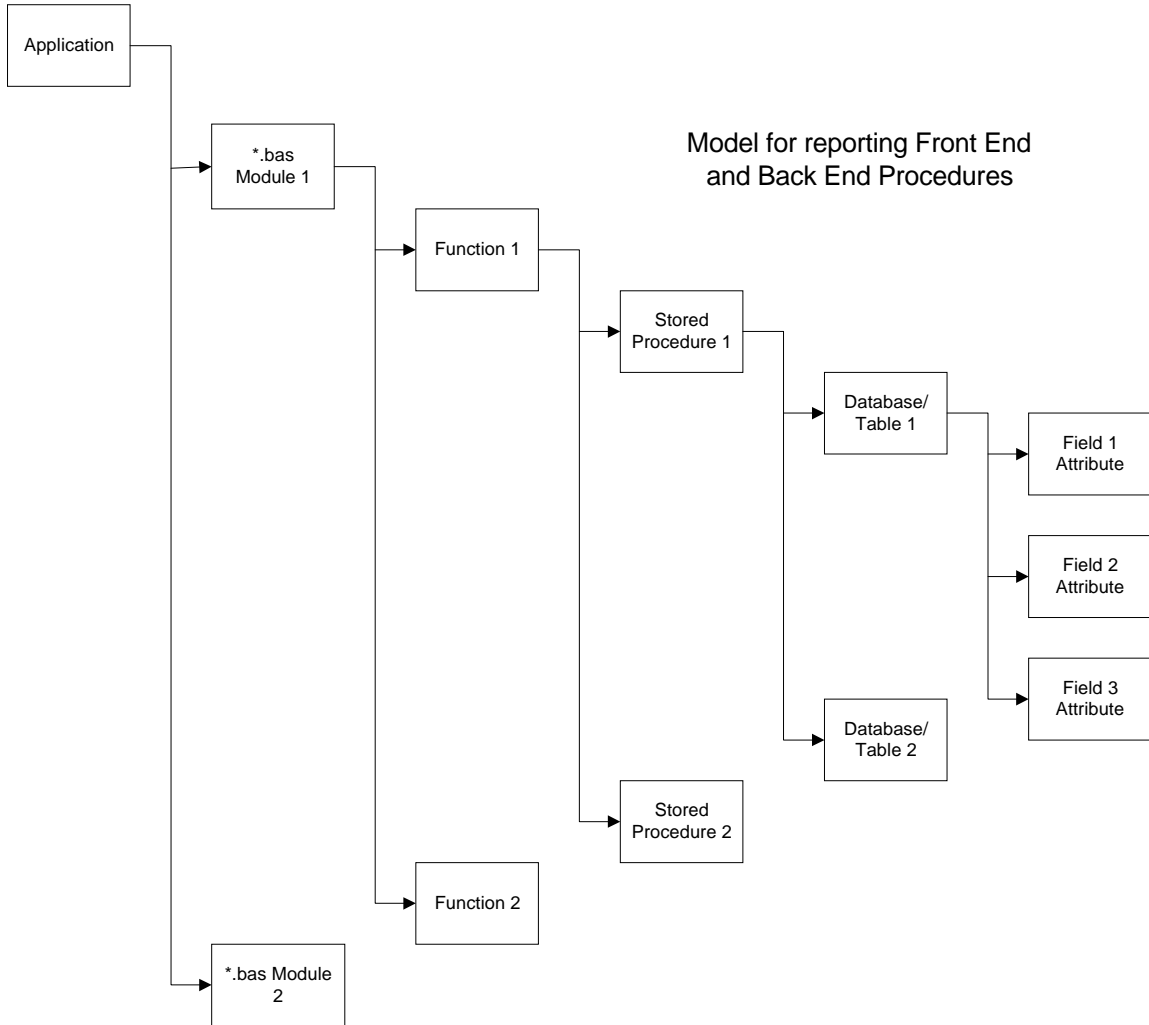
1. Network Printer
2. Coupon Creation
3. Receivable Data
  - a) Lockbox database
  - b) BillDetail table

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## 4.2. Technical Hierarchical Relationships

...To Be Completed (J Phelps)



## 4.3. Other system software, impact

4.3.1. Systems changed by Application (Name, Specification #, Version # and source)

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## 4.3.1.1.Databases accessed and Rights

Database	Rights
Billing	R,W
EmployerMaster	R,W
GRAS	R
LockBox	R,W
UL	R

Main Database and Tables used by *Billing Server*.

EmployerMaster		
Table	Field	Change description
BillGroup	BillPrintDate	Date and time bill was produced
	NextBillDate	Calculated on last bill run date
	PrintBill	Value set to create bill and then reset
	ProduceBill	Value set to create receivable record and reset after print
	SceduledBillDay	Updates from last bill run date and frequency

## 4.3.2.Application changed by Systems

### 4.3.2.1.Databases - databases and/or tables that drive application and their impact

BillGroup Table (EmployerMaster Database)

Below are all the Field Definitions from the BillGroup Table, and a description of how they are used by the Billing Server to define its tasks.

FIELD	DESCRIPTION
AgencyID	Servicing agency for this Employer.
AgentID	Servicing agent at the servicing agency.
BillAnalyst	If payment rejects, Pay Capture will automatically assign Bill Analyst to reconcile payment vs. coupon.
BillDetailSortID	Sort order for the bill detail. 1 Payor Name + Policy No 2 SSN + Policy Number 3 Employee ID + Name
BillDueDay	Actual date payment is due to be paid, regardless of print date.
BillFormID	Pre-defined Billing forms for various TAC products.

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	1 Combo / VTL (detail page for BillDetailSortID) 2 BTL / AD & D No detail page 3 VTL / AD & D No detail page 4 AD & D / Other No detail page 5 AD & D / Keenan No detail page 6 VOL AD & D Special No detail page 7 BTL No detail page 8 TRAVEL No detail page 9 List Bills (detail page for BillDetailSortID)
BillFrequencyID	Chooses from the business rules supported below: AN Annual MO Monthly NI Ninethly QU Quarterly SA Semi-Annual TE Tenthly
BillGroupID	Incremented unique, SQL generated, counter.
BillPrintDate	Date and time bill was produced by <b>Billing Server</b> . (Only gets updated if A/R record is created)
CurrentBillDate	(Oscar, what does this field do?)
DedStartDate	Deduction Start Date - Start bill date for Bill Group based on defined Employer payroll frequency.
EmployerAddressID	from EmployerAddress table - defines billing address
EmployerMasterID	from EmployerMaster table - incremented counter
LastBillDate	Last Bill due date.
NextBillDate	This is a calculated field based on the last bill run which determines when the next bill will be produced,. For monthly bills reconciled by either Pay Capture or Recon, the NextBillDate is set to the reconciled date.
NoOfCopies	Default is 1, prints n multiple copies of bill (beyond Customer and Agency copies).
PaymentMethodID	How payment is expected to be made from the Employer. 1 Lock Box 2 Tape Process 3 Electronic Fund Transfer
PayrollFrequencyID	Employer's payroll frequency (for use in calculation). AN Annual BI Bi-Weekly MO Monthly N Ninethly QU Quarterly SA Semi-Annual M Semi-Monthly TE Tenthly WE Weekly
PrintAgencyBill	Creates a copy for the Agency, Stack automatically sorted by

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	Agency name. (Optional, default is none)
PrintBill	Y - Create a printed customer bill, N - Do not create a Customer bill.
PrintStackID	The "Print Stack" is a defined number of Billing Groups placed into a special group to allows group actions on the defined Stack.
ProduceBill	Y - Create a Receivable record, N - Do not create a Receivable record
ScheduledBillDay	Normally scheduled print day of month when this BillGroup should be printed. Determined by date last bill was produced and the BillFrequency. This value sets next Bill date.
SkipMonth	* for ninthly and tenthly billings only - First month to begin skipping months to create these specialized billings.
SqlTimeStamp	time of last change on this record
SqlUser	UserID of last user to change this record
SuppressBatchBilling	T - auto-batch billing is suppressed (group billing is on-demand). F - Set for auto-batch billing.
Surcharge	TBD (for future use)

## 4.4. External Interfaces

### 4.4.1. Enterprise (In-company)

Users on WAN who have a User ID login that matches the Custom Authorization List and have rights to the server/directory of the *TAC Admin* executable are allowed access to the application.

### 4.4.2.External

Users who use Winframe and have a User ID login that matches the Custom Authorization List and server/directory will be allowed access to the application. Other programs that can breach the TAC firewall and meet the above requirements will allow access to *TAC Admin*.

### 4.4.3.Users

Use of the *TAC Admin* application is company-wide, so no specific individuals are mentioned here. Security is controlled through a User Authorization List.

This program is not accessible by user but can be triggered by any members of any department with appropriate access to the EDM applications, TAC Admin or Recon.

### 4.4.3.1.Departments

Systems	Maintenance
---------	-------------

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## 4.5. Data structures (See paragraph 4.2 *Technical Hierarchical Relationships*)

### 4.5.1. Billing Server Files Map on Dedicated Workstation.

Relative Directory	Files (Contents)
\\Billingserver\Printerext.exe	Printer controls
\\Billingserver\TAC\BillingServer.exe	Executable
Shared Components	Version and use
\\Winnt\System32\Olepro32.dll	
\\Winnt\System32\Msrdo32.dll	
\\Winnt\System32\Spin32.ocx	
\\Winnt\System32\Msmask32.ocx	
\\Winnt\System32\Ssdatab32.ocx	
\\Winnt\System32\Comdlg32.ocx	
\\Winnt\System32\Tabctl32.ocx	
\\Winnt\System32\Richtx32.ocx	
\\Winnt\System32\Comctl32.ocx	
\\Winnt\System32\Msrdc32.ocx	
Reports	Path
\\batchsummary.rpt	\\Billingserver\

## 4.6. Processing notes

### 4.6.1. How the application executes

Application is date and time sensitive. It directs itself by checking dates and times in certain database table field values and placing records which meet a designated criteria (calculated from other field values) into the Billing database. It calculates premiums (calculated from other field values) and creates a print queue for the selected records that are then forwarded to a Print Engine that handles all of the printing tasks. Additionally, records can be grouped in special batches called *Stacks* for special handling. "On-demand" printing can be forced for new bills from the EDM TAC-Admin application. Another EDM application, RECON, can also force re-printing of bills as they are corrected after reconciliation. PAYCAPTURE reports paid bills to the Billing database and BillGroup table, which resets date fields that are calculated to determine next billing date and premium amounts.

### 4.6.2. Job Steps (if Batch)

Job steps for batching are covered in the diagram **Section, 1.3.1, under Auto-Scheduler.**

## 4.7. Schedules, if any

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## 4.7.1.External schedules

The schedule for scanning the BillGroup table by *Billing Server* is set by the user. It is currently set at 5:00 AM daily on business days.

## 4.7.2.Internal schedules

Internal schedules are automatically set by field calculation.

## 5. Glossary, (Definitions, Acronyms, and abbreviations)

**Auto Scanner** - A process that scans all records in the chosen table to determine subsequent actions.

**Auto Scheduler** - The overall name by which the automated processes in Billing Server create a bill.

**CASE** - Computer Assisted Sales Enrollment system

**GRAS** - GRoup Administration System.

**LIPAS** - Life Insurance Policy Administration System

**Print Engine** - the Billing Server process that physically creates bills and coupon receivable.

**Stacks** - special batches of bills that can be grouped together for processing.

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## 6. Appendix 2 - Printers available to Billing Server

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This is a list of printer options available from TAC ADMIN and RECON systems:

Printer Name	Usage	Paper Type	Location	Special Notes
<b>(Contact your LAN Administrator for printer name)</b>	Prints UL/Combo bills.	Top Tray - White Perforated paper Bottom Tray - White paper	<b>Premium Billing &amp; Collection</b> In the photo copier room against the south wall  ①	
	Prints customer copies for daily batch billing	Top Tray - White Perforated paper Bottom Tray - White paper		Scheduled for daily batch billing at 4:30 pm. <b>DO NOT PRINT BILLS AFTER 4:30 PM.</b>
<b>Group_Operations_2</b>	Prints "Self Billed" Coupons and Continuation bills.	Pink Puffy Paper	<b>Premium Billing &amp; Collection</b> The middle printer in the photo copier room  ②	
<b>Premium_Accting</b>	Prints "List Bill".	Top Tray - Pink Puffy paper Bottom Tray - White paper	<b>Premium Billing &amp; Collection</b> The first printer in the photo copier room  ③	
	Prints Agency copies for daily batch billing	Top Tray - Yellow copy Bottom Tray - White paper		Scheduled for daily batch billing at 4:30 pm. <b>DO NOT PRINT BILLS AFTER 4:30 PM.</b>

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<b>Premium_Accounting</b> - <b>5SI</b>	Generally, use by PB&C staff, but also can print any type of bills.	Top Tray - White Paper Bottom Tray - Legal paper	<b>Premium Billing &amp; Collection</b> Just outside of the photo copier room	
			④	