Overview of Two Way Query Messaging

Following the raising of a query by the receiver of an original GRLC message, further Acknowledgement messages may now be sent between sender and receiver parties to pursue resolution of the query.

Adopted by the Ruschlikon community, the two way query messaging introduced with GRLC standard version 2016-10 provides a significant enhancement in query resolution by:

✓ Allowing partners to manage queries as structured message workflows.
✓ Eradicating the need for off-line intervention.
✓ Ensuring full auditability & workflow responsibility.
✓ Enabling accurate cycle time reporting, including participant touch points.
✓ Providing structured insights into query resolution, allowing root causes to be systematically resolved.

Link to overall E-Accounting Benefits

Efficiency gains:

✓ Best practice process resulting in faster payments.
✓ Improved cash flow with the potential to achieve daily payments.
✓ Prompt query resolution, handled early in the process, directly between counter-party technicians. Providing;
   o Clarity over which organisation owns the next action.
   o Ability for both senders and receivers to generate chaser messages to minimize delays.
✓ Avoidance of re-work and re-keying errors aiding straight through processing.
✓ Technician's time freed up to concentrate on value-adding activities.
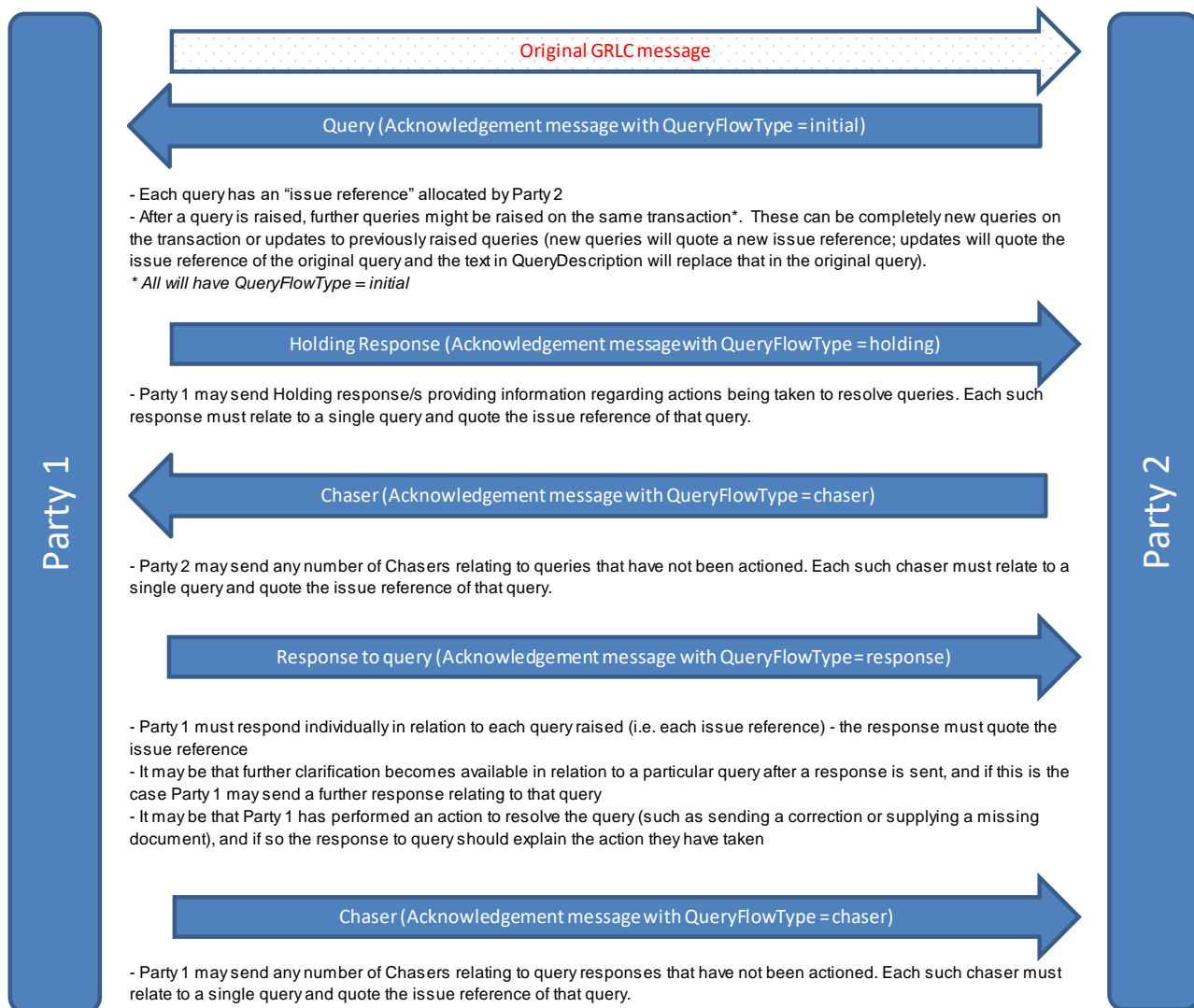✓ Better customer service through faster settlement of approved claims.

Data quality and transparency:

✓ Standard data and process delivers greater transparency. Providing;
   o The facility to submit documents with query responses.
   o Allocation of 'issue references' to easily identify specific items.
✓ Core accounting and claims data shared using ACORD standards with supporting information delivered alongside structured data.
✓ Improved controls and communication. Providing;
   o Easy integration with workflow systems, assisting organisations to manage queries.
   o Identification of internal training requirements, leading to further future reduction in queries.
✓ Only approved transactions can be paid, eliminating the risk of accumulated unreconciled cash.

Overview of Two Way Query Messaging

Two-way message flows to resolve queries

Following the raising of a query (using an Acknowledgement message) by the receiver of an original GRLC message, further Acknowledgement messages may be sent between sender and receiver parties to pursue resolution of the query - see flows below:-

Party 1 / **Party 2**

Original GRLC message

Query (Acknowledgement message with QueryFlowType = initial)

- Each query has an "issue reference" allocated by Party 2
- After a query is raised, further queries might be raised on the same transaction*. These can be completely new queries on the transaction or updates to previously raised queries (new queries will quote a new issue reference; updates will quote the issue reference of the original query and the text in QueryDescription will replace that in the original query).
All will have QueryFlowType = initial

Holding Response (Acknowledgement message with QueryFlowType = holding)

- Party 1 may send Holding response/s providing information regarding actions being taken to resolve queries. Each such response must relate to a single query and quote the issue reference of that query.

Chaser (Acknowledgement message with QueryFlowType = chaser)

- Party 2 may send any number of Chasers relating to queries that have not been actioned. Each such chaser must relate to a single query and quote the issue reference of that query.

Response to query (Acknowledgement message with QueryFlowType = response)

- Party 1 must respond individually in relation to each query raised (i.e. each issue reference) - the response must quote the issue reference
- It may be that further clarification becomes available in relation to a particular query after a response is sent, and if this is the case Party 1 may send a further response relating to that query
- It may be that Party 1 has performed an action to resolve the query (such as sending a correction or supplying a missing document), and if so the response to query should explain the action they have taken

Chaser (Acknowledgement message with QueryFlowType = chaser)

- Party 1 may send any number of Chasers relating to query responses that have not been actioned. Each such chaser must relate to a single query and quote the issue reference of that query.

- All flows above are query Acknowledgement messages (they have Acknowledgement Transaction Type = 'query')
- The original GRLC message will be cross-referenced in all message flows back and forth
- Each message flow will include text in QueryDescription to describe the query and/or query response (this will only contain text that relates to the current message flow, and is not required to reiterate the text of the original query or previous query response/s).
- The Query flows switch responsibility for moving the transaction forwards back and forth between parties. While there are outstanding queries that require a reponse that responsibility lies with Party 1, otherwise it lies with Party 2
- The query is eventually cleared by resumption of the normal messaging flows (correction of original message, or sending of business_validation acknowledgement) - once this happens any outstanding queries (whether responded to or not) will be considered closed and no further messages will be sent by either party
- If, as part of the resolution of a query, new supporting document/s needs to be provided, the "response to query" message type above will be sent to explain this action has been taken. In this case the supporting document/s in question may be sent:-
    - via the normal means used between the partners for exchanging documents (e.g. DRINotify flows, or other means), or
    - there is the option to provide the supporting document/s in the "response to query" Acknowledgment message itself (using the supporting document aggregate, which supports either instream or DRI).