

RTA PI CLAIMS PROCESS

Q&A and Guidance Notes for Release 1

Question	Answer
When is Release 1 happening?	Release 1 will be live to you from the opening of business on Tuesday 29 th March 2011
What's changing?	There are changes to some of the functionality of the Portal that have been asked for by users to make it easier to use. A full list of the changes can be found here: http://www.rtapiclaimsprocess.org.uk/members_area/members_release1_contents.html
What does it mean to me?	It depends how you use the Portal. If you are a Web user you will see changes to the content and layout of the web page. If you are an A2A user you will need to make changes to your software to accept new claims through the Portal
How do I know if I'm a Web or an A2A (Application to Application) user?	Web users will use an internet 'browser' to login and interact with the Portal using the specially designed screens. A2A users have a computer interface with the Portal that enables their own internal systems to directly transfer and receive information between the two systems, eliminating the need to use the Portal User Interface.
I'm an A2A user and I haven't done anything yet	After 29 th March you will not be able to process new claims through the Portal without implementing the changes to your systems. If your service is provided by a software supplier, contact your supplier who should be aware of the changes being made to the Portal. If you have developed your own connection or you are a software house you need to proceed with your development as a matter of great urgency. Full details (including the detailed technical requirements) of the Release can be found in the Members Area of the RTA PI Claims website: http://www.rtapiclaimsprocess.org.uk/members_area/members_introduction.html
What happens to existing claims already in my system?	Existing claims are unaffected. They will continue to be managed as before and the enhancements to the Portal will not be applied to them.
How much will this cost me?	There are currently no charges being made by Portal Co Ltd for the improvements made in this release. We have no knowledge of or responsibility for your relationship with any software supplier that you may use.
What support will I get?	The Rapid Claims Helpdesk is there to provide technical support prior to implementation of Release 1. They can be contacted by email at: helpdesk@rapidclaimsettlement.org.uk If you are an end user with a software supplier your first point of contact should be your supplier.
I've looked at the Release & I've got some suggestions for improvements	Release 1 is the first of a series of releases that are designed to make the Portal more usable, better aligned to working practice and remove workarounds. This is the first major change since the Portal's launch and there will be subsequent releases which will be communicated to you well in advance. The process for submitting and evaluating improvement proposals is currently being reviewed and details of how to

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	submit a suggestion will shortly be published on the Members Area of the RTA website.
Is there a single source of information that explains everything that I need to know about these changes?	Yes. The Members' Area for the RTA PI Claims website contains comprehensive information about Release 1. This includes a description of the changes, technical information of the developments required, a testing plan, user guides and timescales. These can all be found here: http://www.rtapiclaimsprocess.org.uk/members_area/members_introduction.html

VERSION NUMBERS – IMPORTANT INFORMATION

This note contains important information relating to the use of versions in the Production environment and is intended for A2A system developers.

The portal operates with a version number and the current version in the PRODUCTION environment is 2.0. As of the 29th of March 2011 Release 1 will go into **PRODUCTION using version 2.1**.

As a consequence of this, you must follow the following rules to ensure that your software automatically distinguishes claims that comply with the rules of the current version and versions 2.1 and greater:

- All claims having a version “LESS THAN” or “EQUAL TO” 2.0 must be handled as “**RELEASE 0** claims” (currently there are versions on the portal ranging from 1.0 to 2.0 INCLUSIVE)
- All claims having a version “GREATER THAN” or “EQUAL TO” 2.1 must be handled as “**RELEASE 1** claims.

Please ensure that you don't check for version 2.1, **the check must be for any version greater than or equal to 2.1**, in case we need to implement another version.

Compensators and Claimant Representatives

When RELEASE 1 is deployed on the system, the portal will still contain a large number of RELEASE 0 claims previously created that need to be finalised using RELEASE 0 rules.

Consequently, whenever your software handles a claim, it must be able to identify the version number of the claim and apply the correct A2A functionality and rules for either Release 0 or Release 1.

Additional note for Claimant Representatives

For those who are implementing the new RELEASE 1 software before it is implemented into the Production environment, being as the schema of the AddClaim() has changed from Release 0 to Release 1 (as detailed in the Tech Specs A2A Interface document) your software must use the GetSystemProcessVersion() command in order to check the version of the process deployed in Production and be able to evaluate which schema of AddClaim() function should be used.

Once your software detects a process version “GREATER THAN OR EQUAL TO” 2.1, it will have to execute the AddClaim() as per RELEASE 1 rules and schemas. Once this deployment is detected, it is recommended that your software stops executing GetSystemProcessVersion() and permanently switches over to the Release 1 Schemas.