

Following the raising of a query 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.

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.
- ✓ Eliminating the need for off-line intervention.
- ✓ Ensuring full auditability and 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:

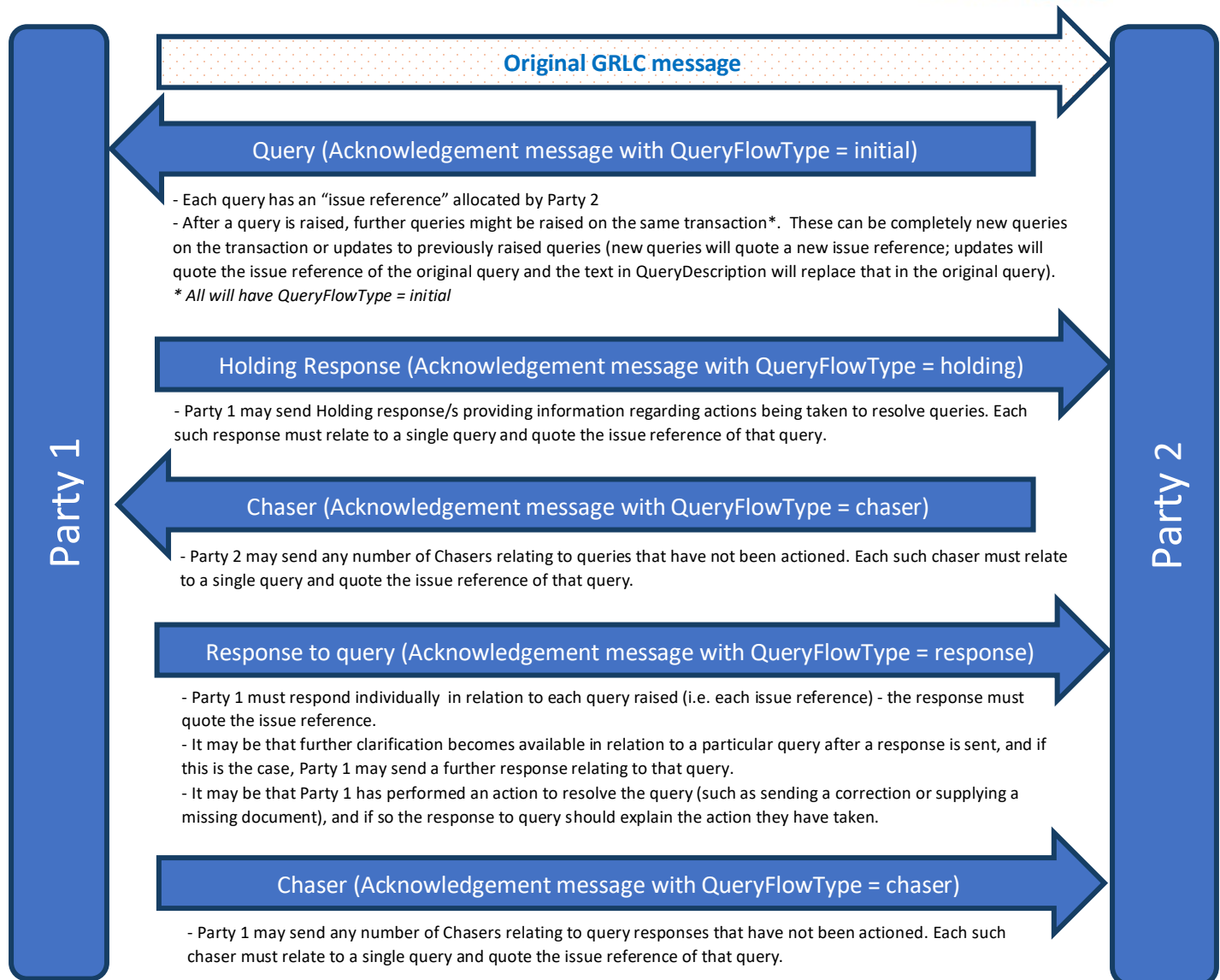
- ✓ Best practice process resulting in faster payments.
- ✓ Improved cash flow with the potential to achieve daily payments.
- ✓ Prompt query resolution, handled early in the process, directly between counter-party technicians. Providing;
 - Clarity over which organisation owns the next action.
 - Ability 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;
 - The facility to submit documents with query responses.
 - 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;
 - Easy integration with workflow systems, assisting organisations to manage queries.
 - 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.

Two-way message flows to resolve queries (from ACORD GRLC EBOT Guide 2016-10.2)

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 on the next page.



The following conventions are valid for two-way query process:

- 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 response that responsibility lies with Party 1, otherwise it lies with Party 2.
- The query is eventually resolved by the resumption of the normal messaging flows in either of the following events:
 - Correction of original message
 - Sending of business validation acknowledgment
- The original sender of the query may raise another query on the same message, but must be raised unique IssueReference. The subsequent query will follow the process as defined above until its resolution.
- If there are more than one query on the transaction then those queries must ALL be resolved to initiate the L4 acceptance on the transaction, as the acknowledgement closes all queries.