TICO Internet Data Submission User's Guide

Special Note: County Mutual companies reporting on an MGA level cannot submit QMR data through the Internet and must report to the statistical agent as instructed.

Internet submission is a tool (in place of an edit package) to allow you to process your data through the TICO editing system and review the results immediately. If your data fails, it is not considered as being submitted to TICO. Therefore, you should utilize this tool allowing enough time to make any necessary corrections and submit acceptable data to TICO by the report deadline.

Browsers:
Mozilla Firefox 5.0 or higher
Microsoft Internet Explorer 6.0 or higher
Other browsers may perform successfully, however, we have tested only Firefox and Internet Explorer.

Configuration:
Must enable (turn on) JavaScript.
Must enable (turn on) cookies.
May want to disable (turn off) Receive Cookie Warning.
Some installations using a LAN may need to configure firewalls or proxy servers to allow for file uploads and downloads. Check with your local network administrator for assistance.

Log In:

To reach the TICO PPA data submission website, go to www.ticostat.com and select the PPA tab, then select the Data Submission tab. You will be taken to the TICO Data Submission web page. Once you reach this page, you may wish to set a bookmark in your browser to return you to this site, bypassing the TICO home page.

To participate in our data submission website, you will need to obtain a User Name and password. Click on the line "First time users, click here to register", then complete and submit the registration form. The "User Name" on the first line will be your User Name on the site.

The registration form will be submitted to TICO. The administrator will review the submission and when approved, you will receive an e-mail containing your password.

Once you have received your password, you may return to the TICO data submission website, this time entering the site by clicking on the line "Registered users, click here to log in". Enter your group number, which in most cases will be your NAIC group number. If it is not, you will have already received notice from the TICO administrator. The group number must match our database. The field is five characters in length, so be sure to enter leading zeros (ex. group 999 would be entered as 00999.) Enter the User Name you selected, which is case sensitive and the password, which is not case sensitive.

As a matter of security, your password is effective for twelve months. When you attempt to logon after the password has expired, you will see a popup asking if you wish to re-register.

Select Option:

Once you have successfully logged in, you will reach the options screen. Five menu choices will appear:

Submit Annual Aggregate & Reconciliation data
Submit Quarterly Market Report data
Work with Submitted Internet Batches
Change User Account Information
Log Off

The first two options will send you to the appropriate screen to complete transmittal balancing information for Aggregate/Reconciliation and Quarterly Market data. Read further for more complete details.

The "Work with Submitted Internet Batches" option will permit you to review the status of data submitted over the Internet. You can view edit reports and download error files.

The "Change User Account Information" option will allow you to change your physical address, e-mail address, etc. Approval of the change will generate a new password and invalidate your current password. You are not permitted to change your password. Always be sure you are using an account with the correct e-mail address for the user; otherwise, you will not receive proper notices once data has processed.

The "Log Off" option allows you to depart from our web site in an orderly manner.

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Data Requirement:

Since the data you are submitting is feeding directly into our computer system, the data must be in the correct format. Please refer to page A-6 of the Texas Private Passenger Automobile Statistical Plan. ***Your PC files must be ASCII Fixed Field Length (.txt) or comma separated values (.csv), as described.***

Please refer to page A-10 of the Technical Reporting Instructions for the penalty schedule. There is no penalty for data transmitted prior to the due date of the report, no matter how often it may be transmitted. <u>If the data is transmitted, fails the validity edits and TICO does not receive an explanation of the errors before the due date, the data is not considered submitted and your company will be subject to penalties for data not submitted by the due date.</u>

Submit Annual Aggregate & Reconciliation data – when you choose this option, you will receive a screen requesting basic control information. Your Group ID will already be shown. Using the drop down, choose (or type in) the accounting year of the data you are submitting. Choose the companies you are submitting and click on the "Create Submittal Form" button.

On the submittal form page, the Accounting Year and Companies you indicated on the previous page are shown at the top of the screen. If the information is incorrect, use the "Back" button on your browser to return to the previous screen and correct your entries. The submittal (transmittal) form displayed is dependent upon the information you provide.

Complete the boxes with the record count and the pathname of your file(s). Be sure the "Type" box correctly identifies whether the file is aggregate or reconciliation data. When you have completed the screen, click on the button to submit your data.

The length of time it takes to transfer the file (files) will depend on a number of factors including the speed of the data connection, the size of the files and the traffic on the Internet at the time of submission. Please be patient. When the transfer is complete, you will see a confirmation page indicating whether or not we received the number of records you told us to expect. If the record counts matched, you will be advised of the editing results by e-mail. If the record counts did not match, you should try your submission again as the most common problems are errors in the control amounts or a blip during transmission.

After you receive your e-mail, return to the TICO data submission page and choose the "Work with Submitted Internet Batches" option. Each company will represent a batch. If the status is "REJECTED", you have the option to display the edit reports and/or display the error file. If you do not receive any e-mail at all, some other problem has been encountered and you should investigate immediately.

Report – Choosing this link will display the edit reports showing the number of occurrences of various error flags. If you choose to print these pages from your browser, please remember they are not likely to appear as TICO prints them. However, you can adjust their printed appearance by adjusting the Page Setup options on your browser if you desire.

Error File – Click on the file type to display the error file in either .txt or .csv format. The error file will be displayed in a browser. To work with the error file, save it to your PC by selecting all the records, then copy and paste them into WordPad or NotePad. You will display one file containing the aggregate records followed by the reconciliation records. This assumes you have aggregate errors. If your submission contains only reconciliation errors, then you will display only reconciliation records. To resubmit the data, you will need to separate the error file into two files if you intend to correct the errors on the error file and resubmit both files.

We at TICO are **NOT** notified if your data fails the validity edits. Remember, this is an edit package. After you review the error file, if you believe your data is accurate and

you wish us to consider your data a formal submission, then you should contact us (e-mail, fax or snail mail, <u>not</u> telephone) with explanations of these errors and we will evaluate the data based on your information.

All validity error flags require correction. However, you cannot clear aggregate reasonability error flags A200 or A202 or the "true" reconciliation error flags R127 – R138. If you have these error flags (and all other flags have been cleared), then provide us a detailed explanation of the cause and we will review the data based on the provided explanations.

One special note: Generally, the Texas Department of Insurance does not supply TICO with the Annual Statement Page 14 numbers until mid-April at the earliest. If you submit data before that date, you should see a popup notifying you that we do not yet have those numbers. This will result in error flags R141-R150 on the reconciliation file. If these are the only errors on your data files, just drop us an e-mail telling us those are your only errors and we will consider the data to be submitted. We will hold the files and re-edit when the Page 14 data is received from TDI.

We <u>do</u> receive notification when data submitted over the Internet passes the validity edits and will automatically initiate our review with no action necessary on your part.

Passing the validity edits does not mean TICO has accepted the data. After our review, we will contact you with any questions we may have.

You will receive our usual notification and edit reports when TICO has accepted the data.

Be sure you allow enough time to submit your data and make appropriate corrections before the report due date. Incorrect submissions **<u>will not</u>** be considered submissions in calculating penalties for late reports.

<u>Submit Quarterly Market Report data</u> – when you choose this option, you will receive a screen requesting basic control information. Your Group ID will already be shown. Using the drop downs, choose (or type in) the accounting year and accounting quarter of the data you are submitting. Choose the companies you are submitting and click on the "Create Submittal Form" button.

On the submittal form page, the Accounting Year, Quarter and Companies you indicated on the previous page are shown at the top of the screen. If the information is incorrect, use the "Back" button on your browser to return to the previous screen and correct your entries. The submittal (transmittal) form displayed is dependent upon the information you provide.

Complete the boxes as indicated. This screen should look very similar to the paper transmittal you are already completing. When you have completed the screen, click on the button to submit your data.
Note! A very common error in completing this form is in failing to double the premium and vehicle counts. Please refer to page A-3 of the Technical Reporting

Instructions. If you get an e-mail notifying you the data has failed the pre-edit, this is the first thing you should review. When you display the edit report of the failed pre-edit, the asterisks will indicate where the data in the file did not match the control amounts you told us to expect.

The length of time it takes to transfer the file (files) will depend on a number of factors including the speed of the data connection, the size of the files and the traffic on the Internet at the time of submission. Please be patient. When the transfer is complete, you will see a confirmation page indicating whether or not we received the number of records you told us to expect. If the record counts matched, you will be advised of the editing results by e-mail. If the record counts did not match, you should try your submission again as the most common problems are errors in the control amounts or a blip during transmission.

After you receive your e-mail, return to the TICO data submission page and choose the "Work with Submitted Internet Batches" option. Each company will represent a batch. If the status is "REJECTED", you have the option to display the edit reports and/or display the error file. If you do not receive any e-mail at all, some other problem has been encountered and you should investigate immediately.

Report – Choosing this link will display the edit reports showing the number of occurrences of various error flags. If you choose to print these pages from your browser, please remember they are not likely to appear as TICO prints them. However, you can adjust their printed appearance by adjusting the Page Setup options on your browser if you desire.

Error File – Click on the file type to display the error file in either .txt or .csv format.   The error file will be displayed in a browser. To work with the error file, save it to your PC by selecting all the records, then copy and paste them into WordPad or NotePad.

We at TICO are **NOT** notified if your data fails the validity edits. We do receive notification when data submitted over the Internet passes the validity edits and will automatically initiate our review with no action necessary on your part. Please note that even though your file may pass the validity edits, if it does not balance to the submission from the previous quarter, our staff will reject the data.

Passing the validity edits does not mean TICO has accepted the data. After our review, we will contact you with any questions we may have.

You will receive our usual notification and edit reports when TICO has accepted the data.

Be sure you allow enough time to submit your data and make appropriate corrections before the report due date. Incorrect submissions **will not** be considered submissions in calculating penalties for late reports.