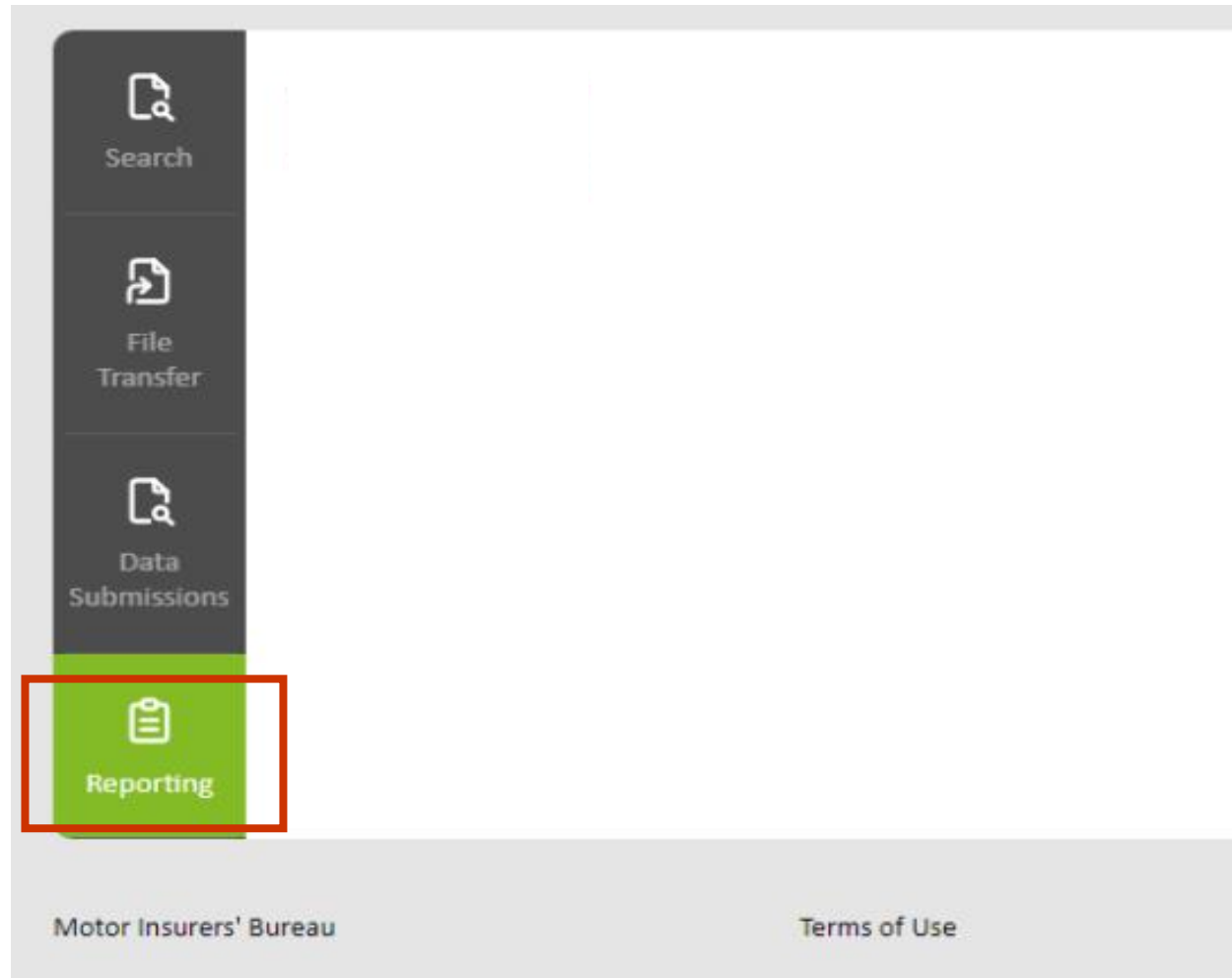


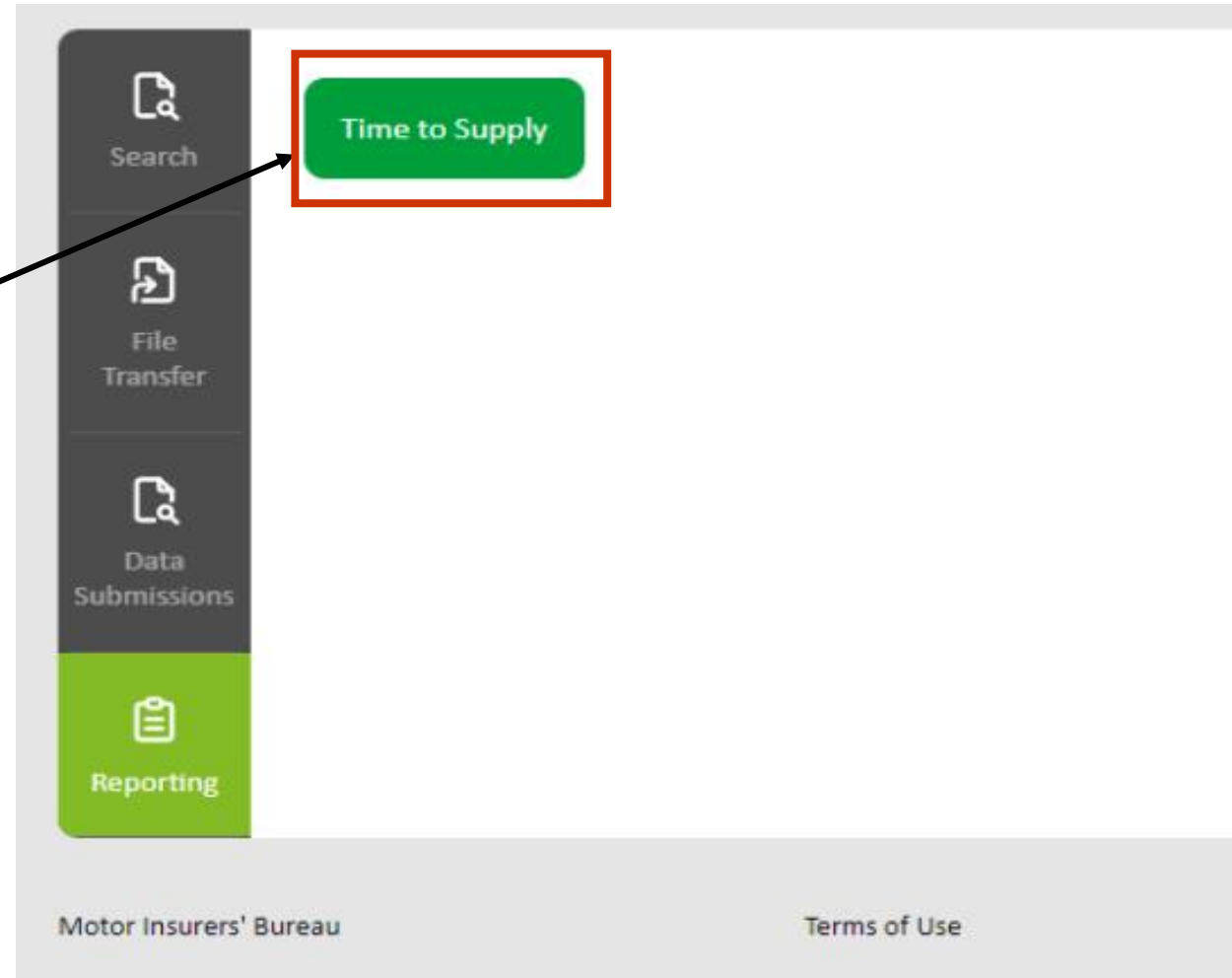
# Time to Supply Report User Guide

October 2024

When you login to the Navigate portal, if your user credentials have the reporting role, you will see the Reporting tab on the left ribbon, highlighted in red below. If you don't have this role and think you need it, please request this from your organisation administrator.



When you click on the Reporting tab, you will be taken to this page where you will see the Time to Supply button at the top left of the screen, which you need to click.



When you click on the Time to Supply button, you will be taken to the Landing Page – this page simply gives the new definitions that are consistent throughout Navigate, along with how they relate to the old MID terminology.

The screenshot shows the NAVIGATE interface with a sidebar on the left containing icons for Search, Update Vehicle, File Transfer, Data Submissions, and Reporting. The Reporting icon is highlighted in green. In the main content area, a button labeled 'Landing Page' is highlighted with a red border. To its right are buttons for 'Help' and 'Time To Supply Stats (D and I)'. Below the 'Landing Page' button is a 'Field Definitions' table.

Previous Name	New Name
MID2P	Fleet/Commercial Policy
MID2V	Fleet/Commercial Vehicle
MID1	Personal Policy

The Help Page provides a guide to how the timeliness of each record type is calculated

The screenshot shows the NAVIGATE application interface. At the top, there are three buttons: 'Landing Page', 'Help' (highlighted with a red box), and 'Time To Supply Stats (D and I)'. Below these buttons is a 'Glossary' table with the following columns: Business Line, Update type, and Time to Supply Calculation logic.

Business Line	Update type	Time to Supply Calculation logic
Personal Policy	Amend	Number of days between the last policy renewal date and the effective date of the record, where the update type is 'A' (Amend), the cancel/lapse indicator is 'Y' (Yes) - which is for auto-renewal amend records (policy and associated vehicles will renew) OR Number of days between the date the batch (and all associated accepted records within the batch) hits the Navigate infrastructure (recorded with date of the individual record where the update type is 'A' (Amend) and the cancel/lapse indicator is blank - which adds a standard amend record, s
Personal Policy	Cancel	Number of days between the date the batch (and all associated accepted records within the batch) hits the Navigate infrastructure (recorded with date of the individual record, and where the update type is 'A' (Amend) and the cancel/lapse indicator is 'C' (Cancel) .
Personal Policy	Delete	Number of days between the date the batch (and all associated accepted records within the batch) hits the Navigate infrastructure (recorded with date of the individual record, and where the update type is 'D' (Delete). Deleting a policy is rare and is only used when the policy was inception in e catered for with and Amend record.
Personal Policy	Lapse	Number of days between the date the batch (and all associated accepted records within the batch) hits the Navigate infrastructure (recorded with date of the individual record and where the update type is 'A' (Amend) and the cancel/lapse indicator is 'L' (Lapse)
Personal Policy	New	Number of days between the date the batch (and all associated accepted records within the batch) hits the Navigate infrastructure (recorded with date of the individual record, where the update type is 'N' (New) to add a new policy record.
Fleet/Commercial Policy	Amend	Number of days between the last policy renewal date and the effective date of the record, where the update type is 'A' (Amend), the cancel/lapse indicator is 'Y' (Yes) - which is for auto-renewal amend records OR Number of days between the date the batch (and all associated accepted records within the batch) hits the Navigate infrastructure (recorded with date of the individual record where the update type is 'A' (Amend) and the cancel/lapse indicator is blank - which adds a standard amend record, s
Fleet/Commercial Policy	Cancel	Number of days between the date the batch (and all associated accepted records within the batch) hits the Navigate infrastructure (recorded with date of the individual record, and where the update type is 'A' (Amend) and the cancel/lapse indicator is 'C' (Cancel) .
Fleet/Commercial Policy	Delete	Number of days between the date the batch (and all associated accepted records within the batch) hits the Navigate infrastructure (recorded with date of the individual record, and where the update type is 'D' (Delete). Deleting a policy is rare and is only used when the policy was inception ir

This is the main TTS report where you will see the TTS results for the personal policy business line (old MID 1 policies)

Clicking here ensures only personal policy data is shown

Your login credentials will ensure only your data is available to you, and you will see the insurer name here.  
If your credentials allow you to access more than one insurer ID, it will default to the first of them alphabetically.

Time To Supply Stats (D and I)

**Personal Policy**
Fleet/Commercial Policy
Landing Page
Help

Market				
Amend	Cancel	Delete	Lapse	New
3,109,377	597,967	11,059	388,761	2,877,625

Market TTS

99%

Personal Policy				
Amend	Cancel	Delete	Lapse	New
3,109,377	597,967	11,059	388,761	2,877,625

TTS

99.0%

Personal Policy			
Record Type Long	Total Records	Total Records in 7 Days	7 Day % TTS
New	2,877,625	2,874,245	99.9%
Amend	3,109,377	3,076,022	98.9%
Lapse	388,761	381,059	98.0%
Cancel	597,967	581,143	97.2%
Delete	11,059	4,077	36.9%

Month Year

Sep-2024

**Filter Pane**

**Insurer & ID**

All v

**Supplier & ID**

All v

**Record Type**

All v

**Month-Year**

All v

This is the full market TTS result for the reporting period selected (Sept 2024)

This is the TTS result for the individual insurer for the reporting period selected

Reporting period is selected here

You can change the view of the report by selecting various combinations from the filters on the right side of the screen.

The screenshot displays the NAVIGATE interface for the Time to Supply Report. At the top, there are navigation buttons: **Personal Policy** (highlighted with a red box), **Fleet/Commercial Policy**, **Landing Page**, and **Help**. The main content area is divided into several sections:

- Market Summary:** A table showing counts for Amend (3,109,377), Cancel (597,967), Delete (11,059), Lapse (388,761), and New (2,877,625).
- Market TTS:** A card displaying **99%**.
- TTS:** A card displaying **99.0%**.
- Month Year:** A card displaying **Sep-2024**.
- Filter Pane:** A vertical sidebar on the right (highlighted with a red box) containing filters for:
  - Insurer & ID:** All
  - Supplier & ID:** All
  - Record Type:** All
  - Month-Year:** All
- Personal Policy Data Table:** A detailed table with columns: Record Type Long, Total Records, Total Records in 7 Days, and 7 Day % TTS.
 

Record Type Long	Total Records	Total Records in 7 Days	7 Day % TTS
New	2,877,625	2,874,245	99.9%
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Cancel	597,967	581,143	97.2%
Delete	11,059	4,077	36.9%

At the bottom right of the interface, the word **Confidential** is displayed.

See page 10 for filtering tips

This is the main TTS report where you will see the TTS results for the fleet and commercial business line (old MID2 policies)

Clicking here ensures only fleet and commercial policy data is shown

Your login credentials will ensure only your data is available to you and you will see the insurer name here.

If your credentials allow you to access more than one insurer ID, it will default to the first of them alphabetically.

Time To Supply Stats (D and I)

Personal Policy
**Fleet/Commercial Policy**
Landing Page
Help

Market						
Amend	Cancel	Delete	Lapse	New	Reinstatement	Renewal
40,046	15,913	387	3,662	54,716	1,280	50,417

Amend	Cancel	Delete	Lapse	New	Reinstatement	Renewal
40,046	15,913	387	3,662	54,716	1,280	50,417

**Market TTS**

**98%**

Amend	Cancel	Delete	Lapse	New	Reinstatement	Renewal
40,046	15,913	387	3,662	54,716	1,280	50,417

**TTS**

**98.0%**

**Fleet/Commercial Policy**

Record Type Long	Total Records	Total Records in 14 Days	14 Day % TTS
Renewal	50,417	50,131	99.4%
New	54,716	54,281	99.2%
Lapse	3,662	3,565	97.4%
Cancel	15,913	15,258	95.9%
Amend	40,046	38,246	95.5%
Delete	387	360	93.0%
Reinstatement	1,280	1,172	91.6%

**Month Year**

**Sep-2024**

This is the full market TTS result for the reporting period selected (Sept 2024)

This is the TTS result for the individual insurer for the reporting period selected

Reporting period is selected here



You can change the view of the report by selecting various combinations from the filters on the right side of the screen.

The screenshot displays the NAVIGATE interface for the Time to Supply Report. At the top, there are navigation buttons: 'Personal Policy', 'Fleet/Commercial Policy' (highlighted with a red box), 'Landing Page', and 'Help'. Below these are two summary tables for 'Market' data, each with columns for Amend, Cancel, Delete, Lapse, New, Reinstatement, and Renewal. A 'Filter Pane' on the right side (highlighted with a red box) contains dropdown menus for 'Insurer & ID', 'Supplier & ID', 'Record Type', and 'Month-Year'. Below the filter pane is a 'Month Year' selector set to 'Sep-2024'. At the bottom left, a table titled 'Fleet/Commercial Policy' provides a detailed breakdown of record types and their 14-day TTS percentages.

Market						
Amend	Cancel	Delete	Lapse	New	Reinstatement	Renewal
40,046	15,913	387	3,662	54,716	1,280	50,417

Market						
Amend	Cancel	Delete	Lapse	New	Reinstatement	Renewal
40,046	15,913	387	3,662	54,716	1,280	50,417

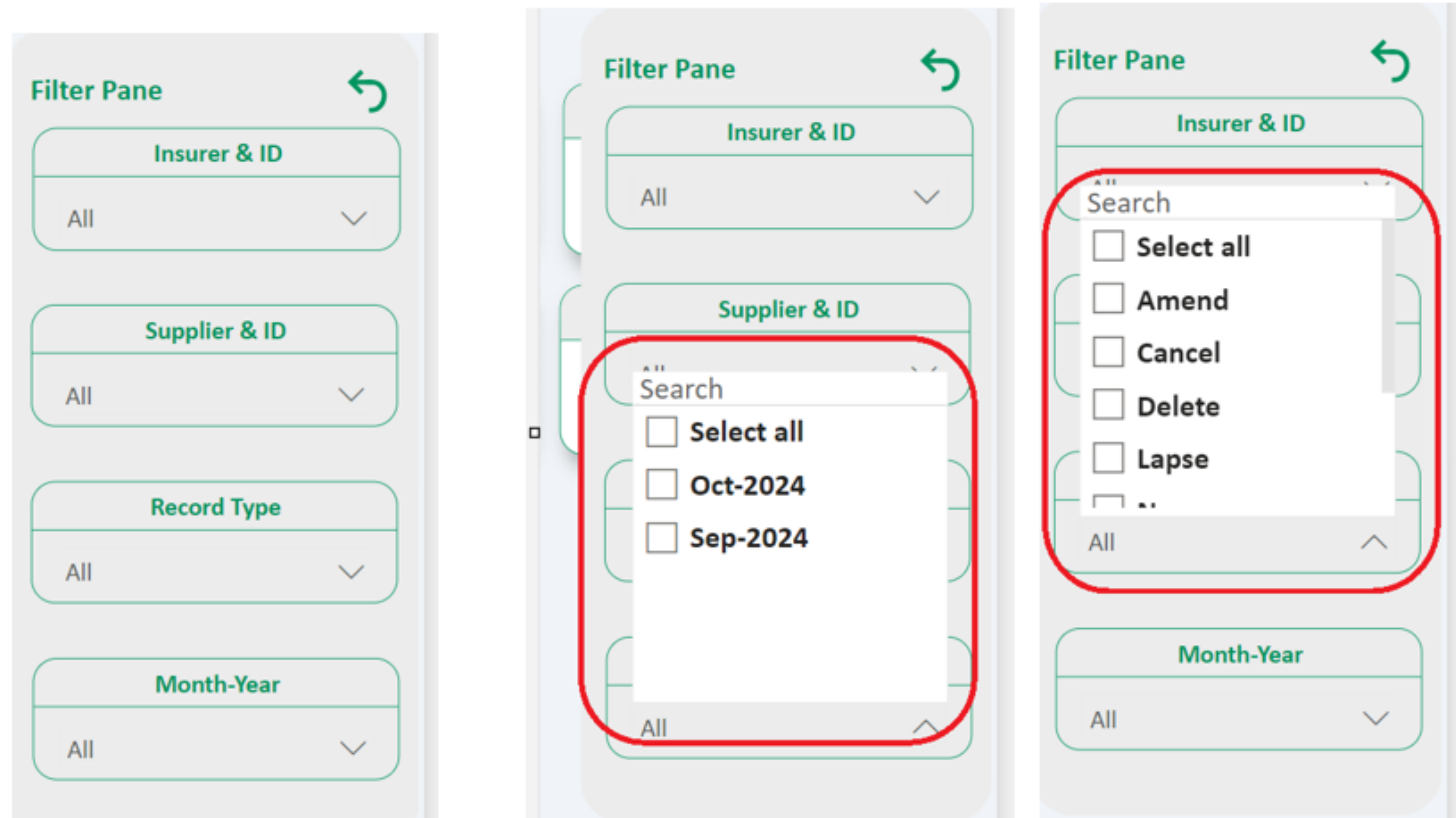
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See page 10 for filtering tips

All users can select various date range and record type filters – as shown below. If you are part of a family set up, you can also filter by the insurer ID to view each individual family member. In this situation, selecting ‘all’ is where the overall TTS result at Member level is shown.

Where an insurer has delegated authorities (DAs) in the supply chain, you can also filter by each DA that supplies for you.

Delegated authorities can do the reverse, they can select the insurers they supply for in the Insurer & ID filter, and this will show the TTS of the records they submitted for each insurer.



The TTS reports show the full month of September 2024 plus the October data up to and including the 15<sup>th</sup>.

When we refresh the data at the end of October, by selecting October in the date filter, it will reflect the full month TTS position.

The date range options will grow month-by-month as we progress through the year.