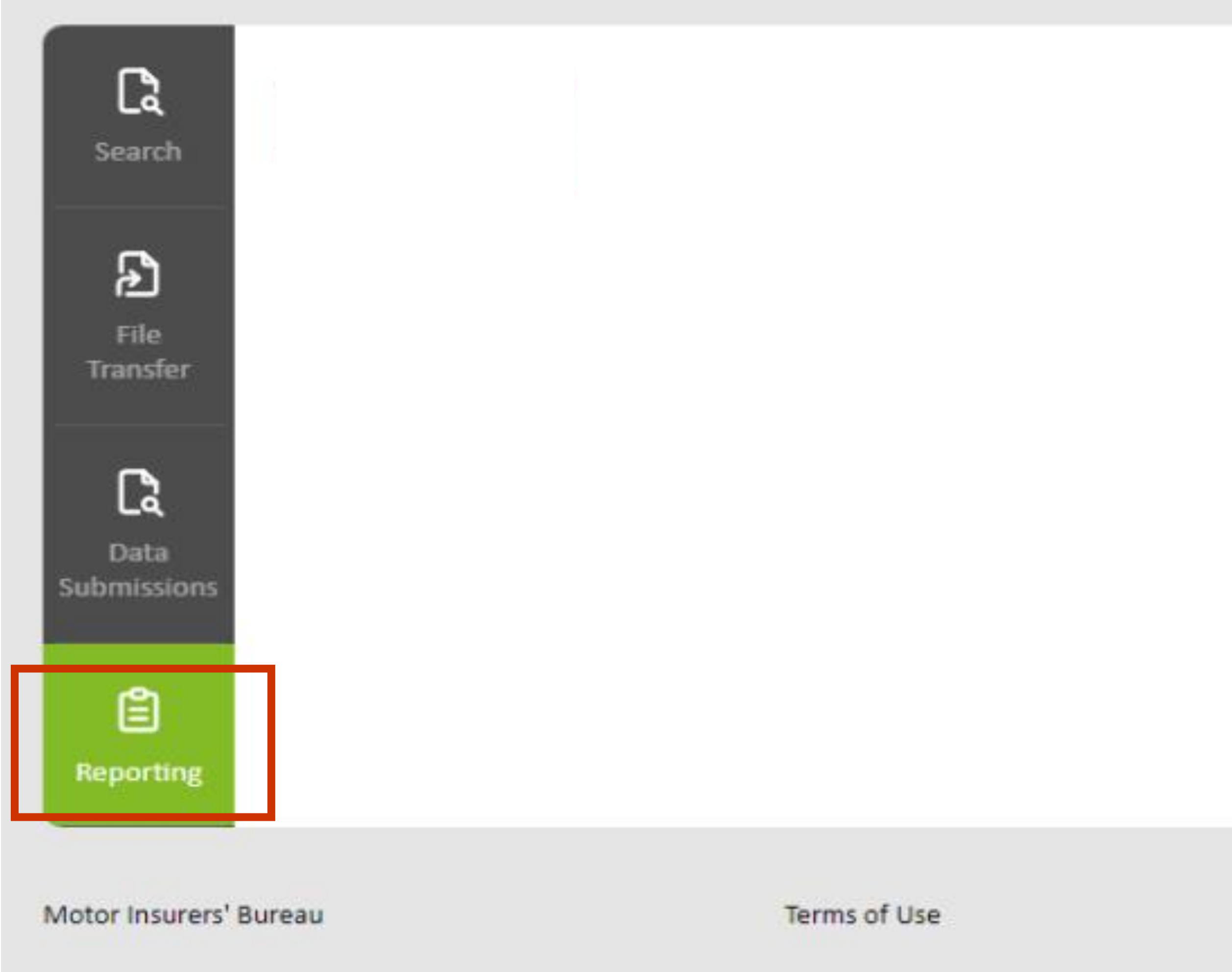
Time to Supply Report User Guide

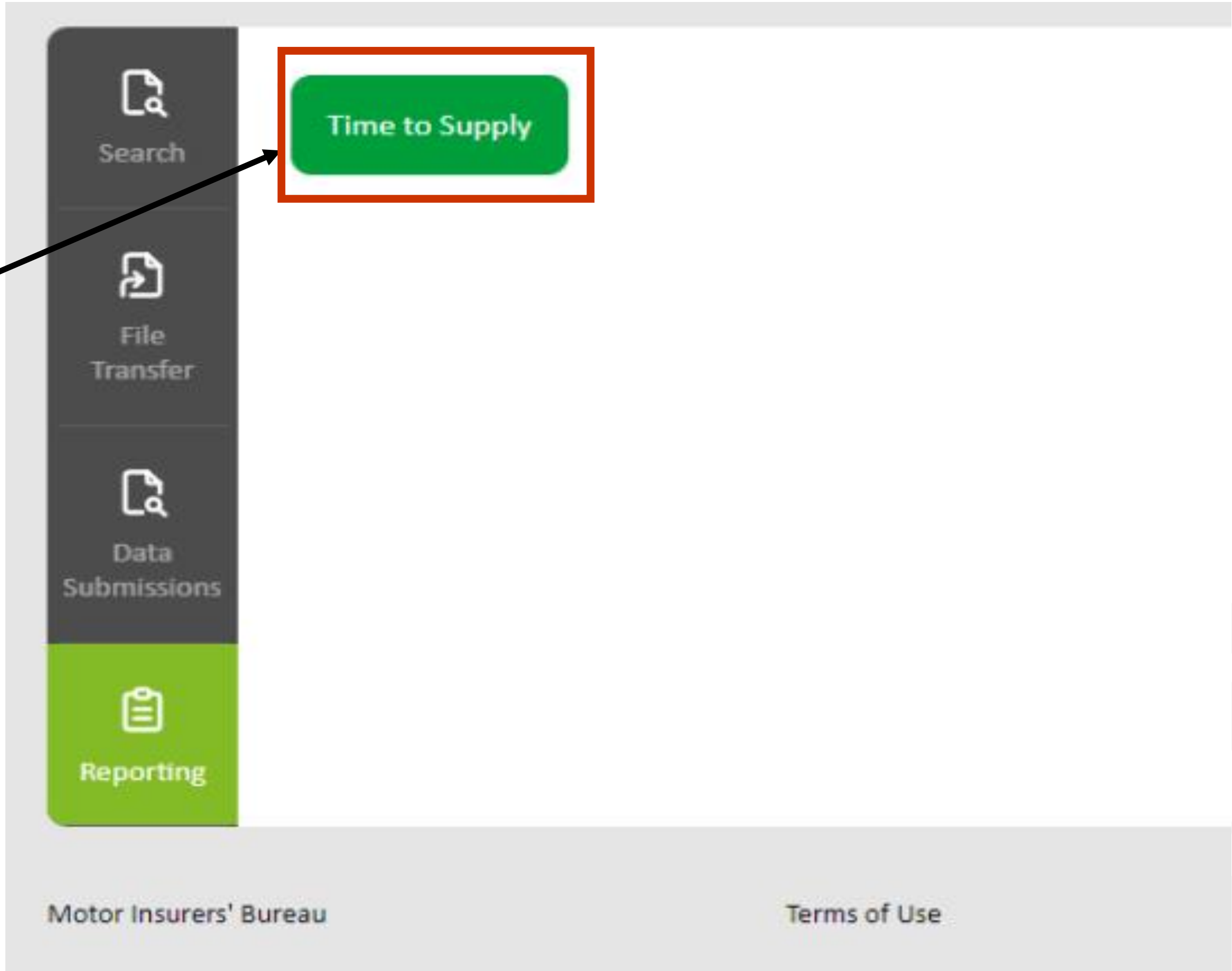
October 2024

Time to Supply Report Guide – Reporting Tab

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.



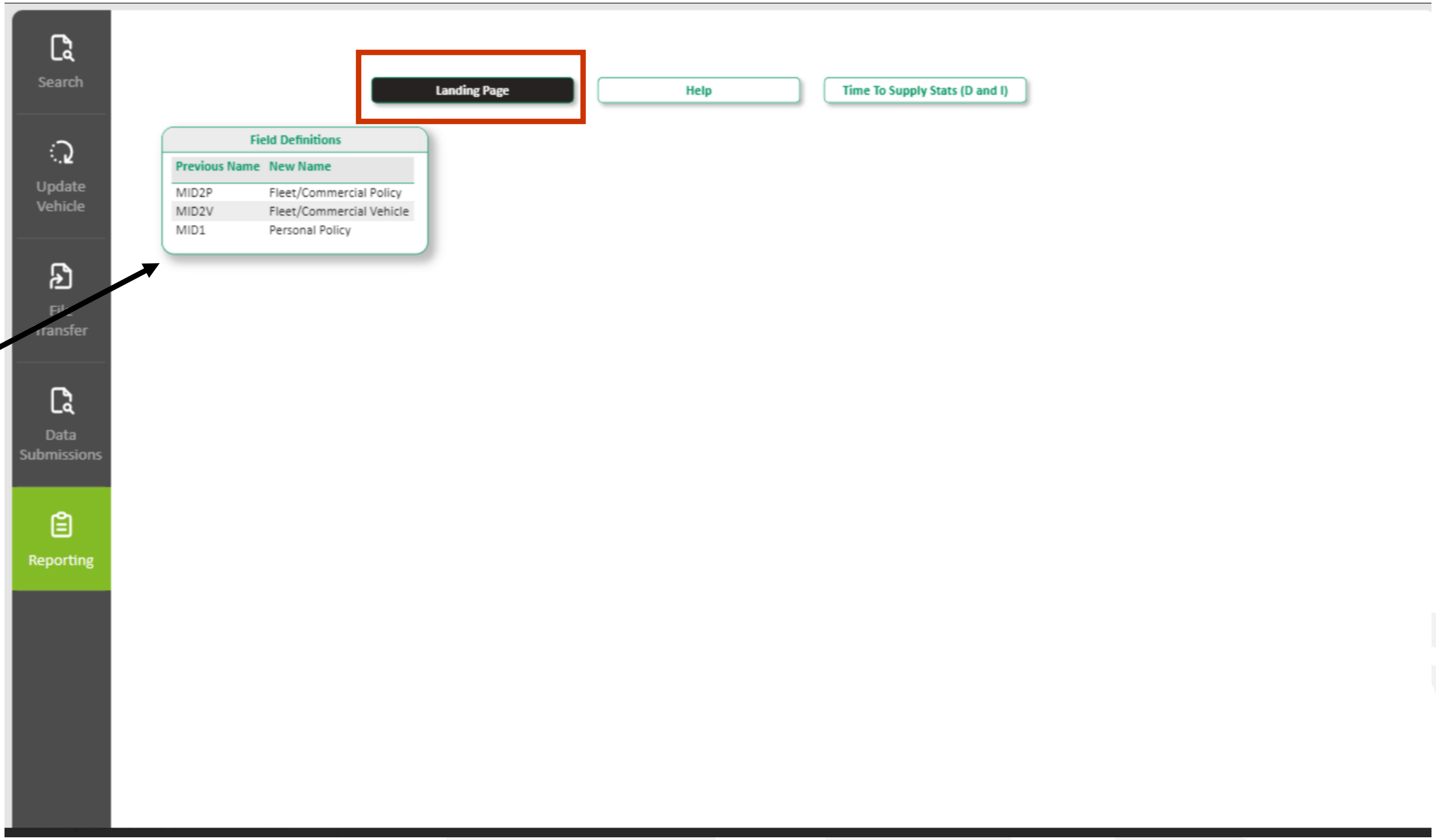
Time to Supply Report Guide – Time to Supply button



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.

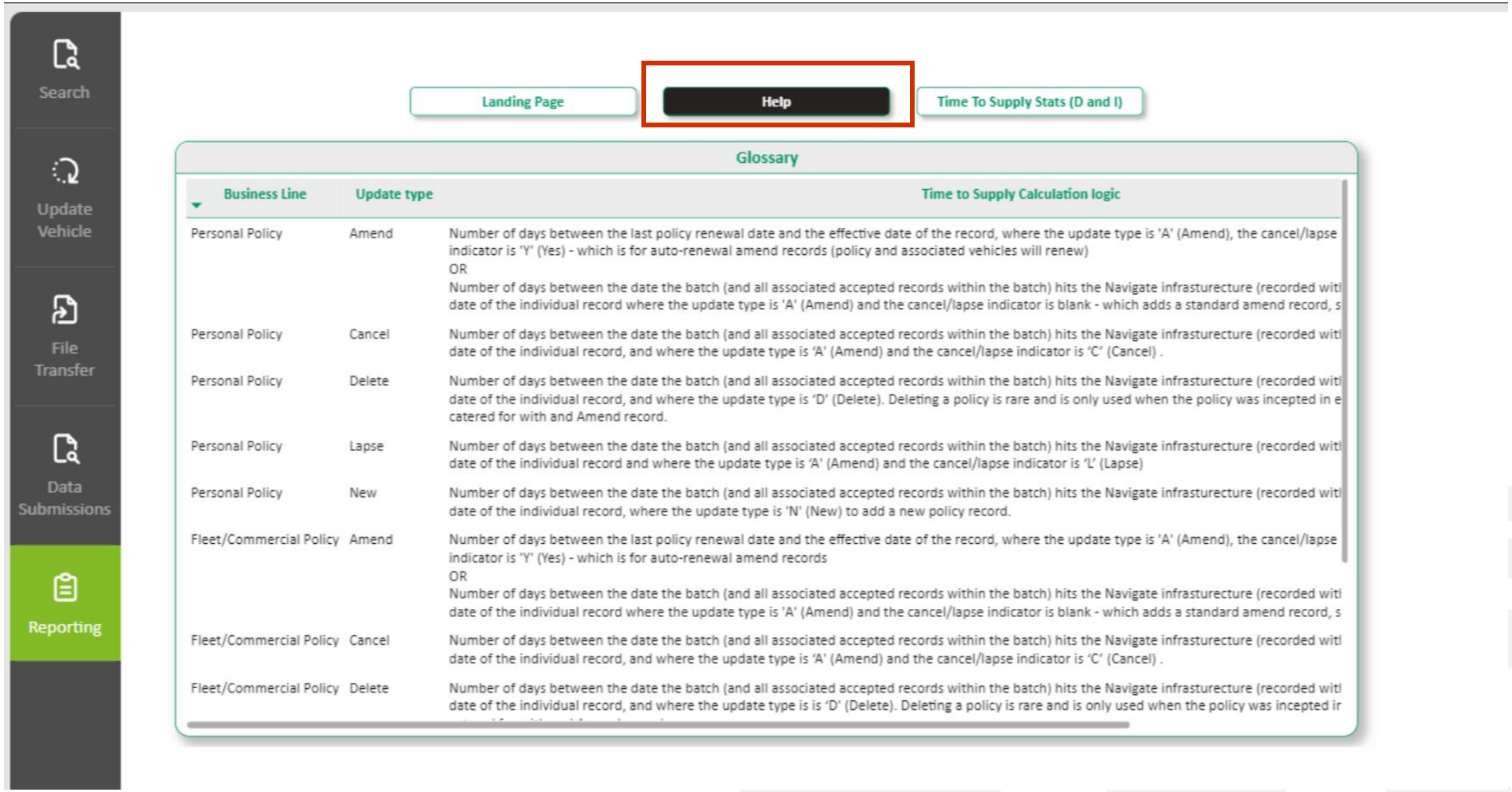
Time to Supply Report Guide – Landing Page

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.



Time to Supply Report Guide – Help Page

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



NAVIGATE

Time to Supply Report Guide – Personal Policy Data Report

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

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%

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

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.

[redacted]

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

TTS

99.0%

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

Month Year

Sep-2024

Reporting period is selected here

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%

Filter Pane

Insurer & ID

All

Supplier & ID

All

Record Type

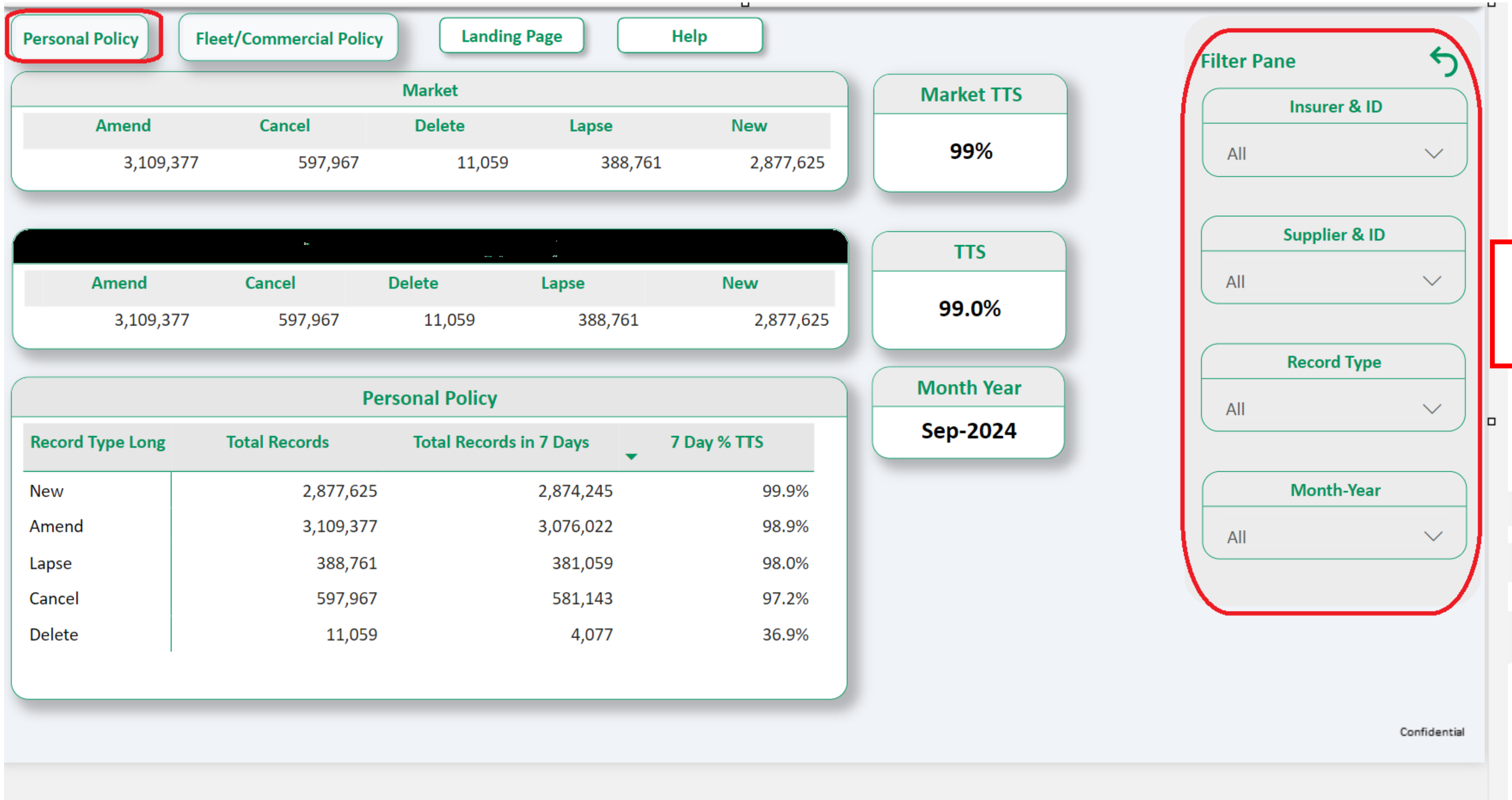
All

Month-Year

All

Time to Supply Report Guide – Personal Policy Data - Filtering

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



See page 10 for filtering tips

NAVIGATE Time to Supply Report Guide – Fleet and Commercial Policy Data

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

Market TTS

98%

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

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

TTS

98.0%

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

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

Reporting period is selected here

Time to Supply Report Guide – Fleet and Commercial Policy Data - Filtering

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

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

[redacted]

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

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

Filter Pane

Insurer & ID: All

Supplier & ID: All

Record Type: All

Month-Year: All

Confidential

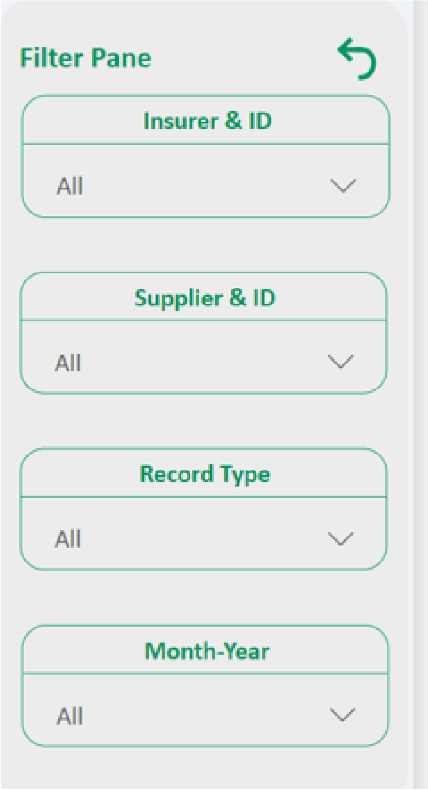
See page 10 for filtering tips

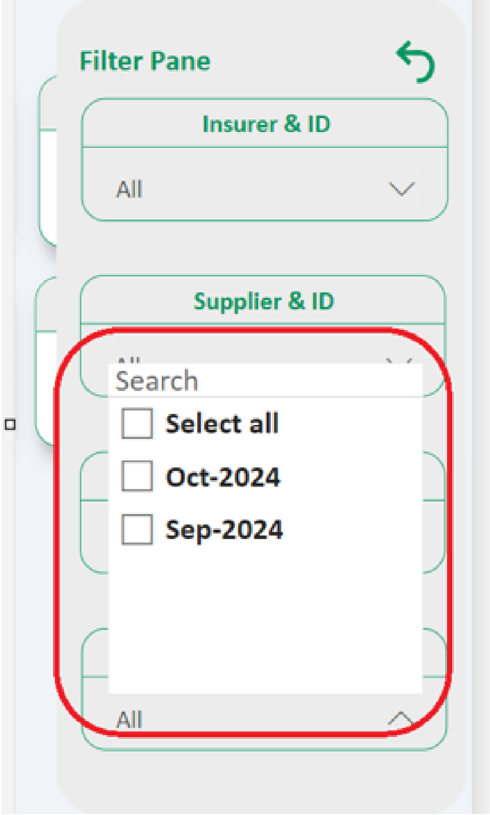
Filtering as an Insurer and as a Delegated Authority – Personal Policy and Fleet/Commercial Policy Report

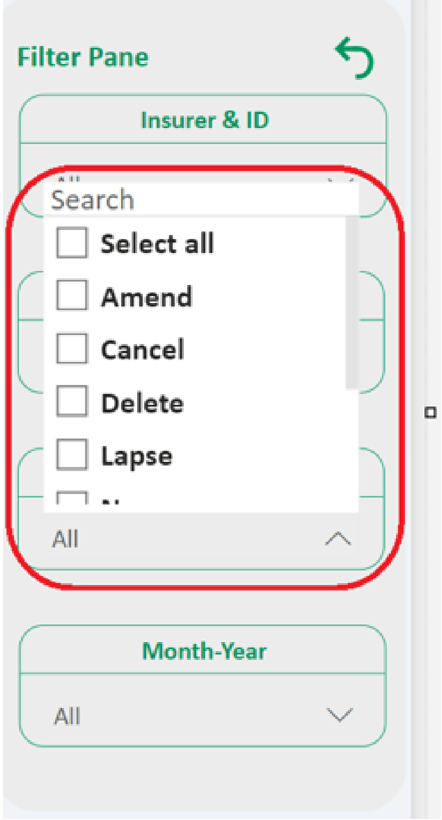
All users can select various date range and record type filters – as shown below. If you are part of a family set up, you can also filter by the insurer ID to view each individual family member. In this situation, selecting ‘all’ is where the overall TTS result at Member level is shown.

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 15th.

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.