



Calidad, confianza y compromiso social

# User Guide

NOVA Worksheet



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## What improvements can I find?

### NOVA Worksheet

A standardized **file** with a **single structure** to homogenize all processes

### Nationality finder

A **search tool** to **complete** all information related to the nationality of your insured persons

### NOVA Workspace

It will be the **new digital** experience for businesses, allowing you to work in a **clearer** and **connected environment** to speed up management



# What steps should I follow?

01

## NOVA EXPERIENCE

- › In the "Portal for Companies and Intermediaries", you will find, within the policy information section, the option to download the member's file, which will contain all the information for each policy.
- › On this website you can obtain the "NOVA Worksheet" file with the appropriate format to Renew or Regularize your policies.

02

## COMPLETE THE FILE

- › In the following slides we will show a step-by-step demonstration of how the file should be filled out.

03

## SENDING THE DOCUMENT

- › Sending the document will be done in the same way.



# What does the file allow you to do?



## RENEWAL

The Renewal process allows you to renew your policies. In this case, you must indicate a current status of the policy, thus indicating all the member that must be renewed.



## REGULARIZATION

The Regularization process allows you to indicate movements of Addition, Removal and Capital modification for the same policy year.



# Renewal

To **renew** a policy, it is necessary to include in the **NOVA Worksheet all the members.**

It allows the **inclusion** of **movements** prior to and subsequent to the renewal within the same file.

Only those insured parties for whom this **change** has been **expressly communicated** in the file will be **deregistered**.

**Insured parties** who do **not appear** in the client's file will also be **deregistered**.



# Regularization

With the **NOVA Worksheet** you will be **able to inform** in a single file any **Regularization movement**

Now you can include in **one single file** **any regularization movement** of a policy.

Any movement of **Addition, Removal and/or capital modification** can be included in the same file.

All movements must belong to the **same policy year**.





# How do I complete the file?

## DESCARGABLES

Descarga aquí el archivo necesario para tus gestiones

Mantén tu información organizada y completa con un archivo listo para usar.

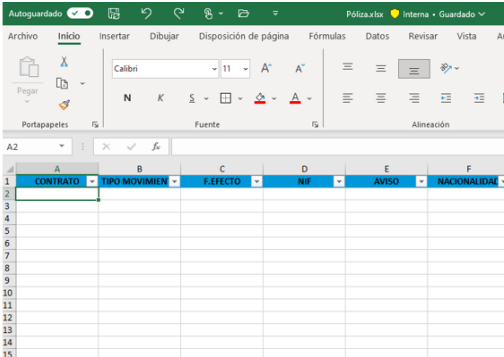
NOVA Worksheet (71kb)



.xls

## DOWNLOAD THE NOVA WORKSHEET FILE

From this same web you can download the file in the **downloadables** section



| CONTRATO | TIPO MOVIMIEN | F.EFECTO | NIF | AVISO | NACIONALIDAD |
|----------|---------------|----------|-----|-------|--------------|
|          |               |          |     |       |              |
|          |               |          |     |       |              |
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|          |               |          |     |       |              |

## COMPLETE THE FILE

In the Excel file you can begin adding all the **information** related to the **insured persons** starting from **cell A2**.

| CONTRATO | TIPO MOVIMIEN | F.EFECTO | NIF |
|----------|---------------|----------|-----|
|          |               |          |     |
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|          |               |          |     |

## INDICATE THE TYPE OF MOVEMENT AND EFFECTIVE DATE

- You must indicate the type:
- For additions: **A / a**
  - For removals: **B / b**
  - For capital modifications: **M/m**
  - If it wasn't **informed**, the **system** would try to **deduct** it

The date must be in **DD/MM/AA** format.

| TIPO MOVIMIEN | F.EFECTO | NIF       | AVISO |
|---------------|----------|-----------|-------|
|               |          | 48439110Y |       |
|               |          |           |       |
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|               |          |           |       |

## REPORT THE INSURED PERSON'S NIF/NIE

The insured person's **NIF/NIE** must be reported **in any case** so that the renewal process can be carried out.

## SELECT A NATIONALITY

INDICATE THE **INSURED  
PERSON'S NAME**

**FALL.AC.24H. (6704)**

REPORT THE **DATE OF BIRTH** AND **SEX** OF THE **INSURED PERSON**

## F.NACIMIENTO

## REPORT THE INSURED CAPITALS

Each **coverage** will appear in a **column** whose header will include a **description** of the **contingency**.



# Mandatory fields in Renewal and Regularization

Depending on the type of movement there are certain mandatory fields.

## Addition

Mandatory data:

- Effective date (Addition)
- NIF/NIE
- Nationality
- Date of birth
- Sex

## Removals

Mandatory data:

- Effective date (Removal)
- NIF/NIE or adhesion number

## Capital Modifications

Mandatory data:

- Effective date (Modifications)
- NIF/NIE or Adhesion number
- Coverage capitals

# Best Practices



## HEADERS ARE FIXED AND CANNOT BE MOVED

The **file headers** cannot be modified and are **fixed** for both Renewal and Regularization processes.



## INDICATE THE MOVEMENTS

For better control, the Movement Type can be reported, following these rules:

- **A/a**: for additions
- **B/b**: for removals
- **M/m**: for capital modifications



## DATE FORMAT

All dates in the file, both **effective movement dates** and insured person's **birth dates** must be entered as:

**DD/MM/AAAA**



## INFORMATION OF INSURED CAPITALS

Indicate the **capital** that each **insured person** will have for **each coverage**.



# Possible Warnings and Errors

## LIST

Once the file is received, it will be returned with the full list of warnings and errors for your review and correction.

## WARNINGS

They may be corrected if necessary. Even if no corrections are made, you can continue with the process.

## ERRORS

They must be corrected before continuing with either Renewal or Regularization process. Some may block the process entirely.

# Possible Warnings

These are issues that do not prevent continuation, but should be reviewed to ensure coherence within the policy.

## WARNINGS RELATED TO PERSONAL DATA

| Detected Situation                | Description                               | Solution                         |
|-----------------------------------|-------------------------------------------|----------------------------------|
| Differences in personal data      | Names or surnames do not match the policy | Review and correct if applicable |
| Same NIF with several enrollments | The NIF is linked to more than one record | Review for possible duplicates   |

## AVISOS RELACIONADOS CON MOVIMIENTOS o GARANTÍAS

| Detected Situation            | Description                                                           | Solution                                        |
|-------------------------------|-----------------------------------------------------------------------|-------------------------------------------------|
| Type of movement NOT reported | The system deduced the movement, but cannot confirm it with certainty | Indicate or review that the movement is correct |
| Coverage without capital      | The coverage appears but has no amount informed                       | Enter the corresponding capital                 |



# Possible Errors

These issues must be corrected to continue the process.

## FORMAT ERRORS

| Detected Situation                         | Description                                                       | Solution                                                   |
|--------------------------------------------|-------------------------------------------------------------------|------------------------------------------------------------|
| <b>Illegible cell or incomplete record</b> | The <b>cell</b> had <b>incomplete</b> or <b>incorrect entries</b> | <b>Review</b> and <b>complete</b> the <b>cells</b> again   |
| <b>Numeric field with text</b>             | A letter was entered in a field that only accepts numeric values  | Leave <b>only numeric characters</b>                       |
| <b>Date in incorrect format</b>            | Does not follow: dd/mm/yyyy format                                | <b>Correct</b> to the proper <b>format</b>                 |
| <b>Birth</b> date under <b>14 years</b>    | <b>It is not valid to enter an insured person of that age</b>     | <b>Review</b> and <b>correct</b> the <b>birth date</b>     |
| <b>Invalid movement type</b>               | Only accepted: <b>"A/a"; "B/b"; "M/m"</b> or not reported         | <b>Correct</b> the <b>Movement Type</b>                    |
| <b>Negative</b> or <b>zero</b> value       | Only <b>positive values</b> are <b>allowed</b>                    | All <b>reported capitals</b> must be <b>greater than 0</b> |

# Possible Errors

These issues must be corrected to continue the process.

## ERRORS DUE TO MISSING MANDATORY DATA

| Detected Situation                                       | Description                                           | Solution                                                   |
|----------------------------------------------------------|-------------------------------------------------------|------------------------------------------------------------|
| Missing data in an addition                              | Mandatory fields incomplete                           | Complete them. Mandatory fields appear on previous slides. |
| Missing data in a record without a defined movement type | Missing key information for the deduced movement type | Add the key fields for the assigned movement type          |

## ERRORES SEMÁNTICOS Y DE RENOVACIÓN

| Detected Situation                                                         | Description                                                                                                                                                                                                                                                                                                                                                                  | Solution                                                   |
|----------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------|
| Incorrect NIF/NIE                                                          | <ul style="list-style-type: none"> <li>- The letter is <b>NOT</b> correct</li> <li>- The <b>reported NIF</b> does not have 9 characters</li> <li>- The <b>NIF</b> does <b>not match</b> the one recorded by VidaCaixa for this <b>insured party</b></li> <li>- A <b>NIE</b> has been <b>reported</b> for an <b>insured party</b> with <b>Spanish nationality</b>.</li> </ul> | Correct and enter the correct NIF/NIE for the insured      |
| Missing group and/or billing center                                        | The policy has more than one                                                                                                                                                                                                                                                                                                                                                 | Report the correct data                                    |
| Incoherent personal data                                                   | An insured is reported multiple times with different birth dates and/or sexes                                                                                                                                                                                                                                                                                                | Correct the personal data in all records where they appear |
| Differences in personal data (sex and birth date) compared with the policy | Information does not match the existing data in the policy                                                                                                                                                                                                                                                                                                                   | Review and correct                                         |



Thank you

