



IBM Cúram Social Program Management

Cúram Participant Guide

Version 6.0.4

Note

Before using this information and the product it supports, read the information in Notices at the back of this guide.

This edition applies to version 6.0.4 of IBM Cúram Social Program Management and all subsequent releases and modifications unless otherwise indicated in new editions.

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Chapter 1

Introduction

1.1 Purpose

The purpose of this guide is to define the basic concepts of participants and participant types. After reading this guide, the reader should understand the roles the different participant types play, the importance of participant registration, and what information can be maintained for the different participant types.

In order to best understand these concepts, the guide should be read in full. The guide is not intended to be used as a training manual or user guide.

1.2 Audience

This guide is intended for business analysts working within a social enterprise organization. It is assumed that this audience is familiar with the basic concepts of Social Enterprise Management (SEM) and has a strong knowledge of the organization's business requirements.

1.3 Prerequisites

Only a basic knowledge of the application is required.

1.4 Chapters in this Guide

The following list describes the chapters within this guide:

Understanding Participants

This chapter provides a general definition of participants and introduces the ten participant types. The ten participant types are: persons, prospect persons, employers, prospect employers, product providers, service sup-

pliers, utilities, information providers, representatives, and external parties. Note that the Educational Institute is described under the participant types section because it is presented in the application like other participant types. However, this role is modeled as an Information Provider participant role in the underlying application design.

Maintaining Information for Participants

This chapter provides information on registering participants, on accessing participant information, and on maintaining participant information. This chapter also describes the information that is common to all participant types.

Maintaining Additional Information for Persons or Prospect Persons

This chapter describes the information that can be maintained exclusively for persons and prospects.

Merging Information for Persons and Prospect Persons

This chapter describes merging information for persons and prospect persons.

Maintaining Additional Information for Employer or Prospect Employers

This chapter describes the information that can be maintained exclusively for employers.

Maintaining Additional Information for Product Providers or Service Suppliers

This chapter describes the information that can be maintained exclusively for product providers or services suppliers.

Maintaining Additional Information for External Parties

This chapter describes the information that can be maintained exclusively for external parties.

Chapter 2

Understanding Participants

2.1 Overview of Participant Types

The business of a social enterprise organization involves many individuals and bodies. These are the “participants” of the organization. There are ten participant types modeled in the application. Each of these types plays a role in the delivery or receipt of benefits and services. For example, the person participant type receives benefits from the organization.

A set of information is stored for each participant type. This set includes common information stored for all participant types and additional information stored only for some participant types. For example, address information is stored for all participant types whereas deduction information is only stored for persons.

Each participant's information is stored in a central location. This allows the participant's information to be easily accessed and maintained by users. Participant information can also be reused as necessary throughout the application. For example, a person's information may be reused as part of case processing for that person.

2.2 Person Participant Type

A person is an individual who has registered with the organization. The information stored for a person is useful in managing the person's interactions with the organization. For example, a person's information may be used to determine his or her eligibility to receive benefits or services from the organization.

2.3 Prospect Person Participant Type

The prospect person participant type represents a person who has either sup-

plied insufficient information to be registered as a person participant, or alternatively, the organization does not wish to register the prospect person as a person participant in their system. The prospect person participant allows the organization to fully interact with the person without the participant being fully registered on the system. The prospect participant type may be used to screen an individual for potential eligibility for benefits or services. A prospect person participant can be registered as a person participant if more information becomes available or if prospect screening identifies an individual as potentially eligible for products or services.

2.4 Employer Participant Type

Employers employ persons, prospects, or other individuals. Employers provide insurance for employees and as such are responsible for submitting insurance returns on behalf of those in its employment. The insurance returns are used to determine whether the employer is liable for employer contributions to the organization. Insurance returns are also used in the processing of benefit claims.

2.5 Prospect Employer Participant Type

The prospect employer participant type represents an employer who has either supplied insufficient information to be registered as an employer participant, or alternatively, the organization does not wish to register the prospect employer as an employer participant in their system. The prospect employer participant allows the organization to fully interact with the employer without the employer being fully registered on the system. A prospect employer participant can be registered as an employer participant if required.

2.6 Product Provider Participant Type

Product providers offer products to persons or employers on behalf of the organization. The organization itself may be a product provider. A product is either a benefit or a liability issued to participants. Examples of products include child care and training. An external product provider's role allows the organization to offer products that are not part of its core business. For example, the organization may contract an outside product provider to provide child care.

2.7 Service Supplier Participant Type

Service suppliers offer services to persons on behalf of the organization. A service is a task that must be performed by a qualified individual or body. Examples of services include eye examinations or court translations. A service supplier's role allows the organization to outsource tasks that it is not equipped to perform. For example, an organization may cover the cost of an

aged person's periodic eye examinations.

2.8 Utility Participant Type

Utilities provide an essential commodity such as electricity, gas, or water. The organization's interaction with utilities typically involves the issuance of payments based on third party deductions taken from persons' benefit payments. For example, if a person deducts part of a monthly benefit payment for electricity payments, the organization issues payments to the electricity supplier based on these deductions.

2.9 Information Provider Participant Type

Information providers supply the organization with information relevant to a person or employer. For example, information supplied by some information providers can be used in the prevention of fraud. Types of information providers include private individuals, government agencies, educational institutes, and registered data brokers. The information that can be stored for information providers is limited because they play a peripheral role in the organization and do not directly deliver or receive products or services.

2.9.1 Educational Institute

Educational Institutes are a type of information provider. Their role is to provide information regarding a person or prospect in relation to education services they are receiving. This information may be used as evidence during case processing or in the selection of appropriate services related to a product delivery case. Examples of educational institutes include elementary schools, junior schools, open universities, and vocational training institutes.

While an Educational Institute is by design a type of Information Provider, it shares many of the functions that are provided for the other participant types. The role is therefore represented in the application as a participant type in its own right. For example, A specific Educational Institute registration and search is provided.

2.10 Representative Participant Type

A representative is an individual who interacts with the organization on behalf of another participant. Representatives can be contacts for participants, correspondents for participants or cases, or nominees who receive benefits on behalf of persons. The information that can be maintained for a representative is limited as most relevant information is stored for the person or case that is represented.

2.11 External Party Participant Type

An external party is an individual or organization which interacts with the organization on behalf of another participant. Types of external parties include community-based organizations. Community-based organizations can assist with a participant's application for benefits. Members of community-based organizations can submit an application on behalf of a participant along with any verification items which are required by the organization, e.g., a copy of a passport.

Chapter 3

Maintaining Information for Participants

3.1 Participant Registration

Participant registration places an individual or body in a specific role and defines the participant type of the individual or body. The registration process can be set up to facilitate the business requirements of the organization; it may be implemented as an independent process or as part of case processing, screening, intake, etc. For example, a person can be registered independently of any other business process or as part of case creation.

Participant registration also adds a new participant to the system. Several categories of information can be stored for each new participant. While some of these categories are common to all participant types, others relate only to some participant types. For example, date of birth Common information is generally useful or applicable to all participant types. For example, address information can be maintained for all participant types and is used for participant correspondence. Additional information is generally only useful or applicable to some participant types. For example, foreign residency information can only be maintained for persons and prospect persons.

Participant registration validates that all necessary information is collected. It also checks to determine if a participant has already been registered. This prevents the same participant from being added to the system more than once. It also prevents a person or employer who is already registered as a participant from being registered again as prospects.

Additionally, participant registration supports multiple registrations for an individual or body. For example, a body who provides products and employs persons may be registered as both a product provider and an employer. A separate registration is completed for each participant type, but the participants are linked on the system and information is shared between them.

3.1.1 Registering Prospect Persons, Prospect Employers, Rep-

representatives

Individuals can be registered as prospect person participants if the organization does not have enough information to register them as person participants. Prospect persons can be registered as part of creating a new screening case or they can be registered in the same manner as the other participant types. They are modeled similarly to person participants but there are fewer information requirements during prospect person registration. This means that an individual can be screened for potential eligibility even if information on that individual is limited. If the organization gains more information on an individual after registering them as a prospect person, the prospect person can be then be registered as a person participant.

Prospect employers are registered in the same manner as the other participant types. If the organization gains more information on an employer after registering them as a prospect employer, they can be then be registered as an employer participant.

Representative registration differs from standard registration. Representatives can be registered as contacts for participants, correspondents for participants or cases, and case nominees. Representatives are registered as part of creating these roles rather than as an independent business process. For example, when a letter is sent to a correspondent who is not a registered participant, the correspondent is automatically registered as a representative. The information entered for the correspondent (such as name and address) is automatically transferred to the representative. Note that representatives are generally accessed from the place where they were registered because their purpose only relates to the role for which they were added. The representative's date of birth is used to differentiate a person representative from an organization representative.



Note

Representative registration can be set up to occur as part of additional processing as needed by the organization. For example, if an organization frequently needs to store information on individuals involved in a certain process, representative registration can be set up to occur as part of that process.

3.2 Accessing Participant Information

A Participant's information can be accessed by performing a participant search. Specific participant searches available include person, employer, and information provider. Additionally, searches can also be performed for product provider, service supplier, external party, external party office and educational institute participants. When searching for a person or employer, the search also returns any prospect persons or employers. Prospect persons and employers have not been fully registered on the system.

For person/prospect person searches, the user can indicate whether or not

the search by names should use a phonetic (sounds-like) search, the implementation of this uses the Double Metaphone algorithm.

3.2.1 Searching for Participants

Common search criteria for participants includes a reference number for any alternate identification, name, which includes any alternate name for the participant, and address. In addition, specific search criteria is provided for certain participants, for example date of birth for person participants.

For person participant searches, the user can utilize nickname and phonetic searching. If a nickname search is performed, the search will return a list of all persons and prospect persons registered under the nickname, and the name associated with the nickname. For example, a person registered as "James" may also go by the name "Jimmy". If a nickname search is performed and the name "Jimmy" is specified in the search criteria, the system will return a list of all persons registered as either "Jimmy" or "James".

Nicknames are associated with names as part of application administration. By default, a person's nickname is automatically taken into account when performing a search. The default setting for the nickname search indicator can be configured via an administration property. For more information on nickname management and configuring the default setting for the nickname search indicator, see the *Cúram System Configuration Guide*.

Phonetic (i.e. "sounds like") searching is implemented as standard in respect of a person's last name. Phonetic searches return similar sounding names. For example, a search for "Smith" will also return "Smyth", "Smythe" plus any other similar sounding names.

Users can also choose to search across all participant roles, by entering a set of common search criteria that is applicable for all participant roles. For example, a name and address. Details of all the participants matching the search criteria are returned, including the participant role(s) they are currently assigned to in the application.

3.2.2 Wildcard Searching

Wildcard searching operates slightly differently depending on whether Generic Search Services (GSS) or database searching is used.

Character Used	Description
%	A substitute for zero or more characters . Multiple character wildcard searches looks for 0 or more characters. For example, to search for test, tests or tester, you can use the search: test%
_	A substitute for exactly one character.

Table 3.1 Wildcards for database searching

Character Used	Description
*	To perform a multiple character wildcard search. Multiple character wildcard searches looks for 0 or more characters. For example, to search for test, tests or tester, you can use the search: E.g. test* You can also use the wildcard searches in the middle of a term. E.g. te*t
?	To perform a single character wildcard search. The single character wildcard search looks for terms that match that with the single character replaced. For example, to search for "text" or "test" you can use the search: E.g. te?t

Table 3.2 Wildcards for Generic Search Services

Note: Generic Search Services uses Apache Lucene support for single and multiple character wildcard searches. You cannot use a * or ? symbol as the first character of a GSS\Lucene search. For more information on Global Search Services please refer to Cúram Generic Search Server.

Automatic appending of wildcards

For some searches wildcard characters are appended, prepended or both to some search criteria. For example, for a person search if a user enters "Smith" the appended search criteria is "Smith%" which returns all persons with the name Smith. Without appending the % wildcard the search would return only exact matches on Smith. The following table outlines searches in the application and whether wildcard are automatically appended.

	Database or GSS?	Prepended	Appended
Person	Database	No	Yes
Person	GSS	No	No
Employer	Database	No	Yes
Employer	GSS	No	No
Information Provider	Database	No	Yes
Information Provider	GSS	No	No
Product Provider	Database	No	Yes
Product Provider	GSS	No	No
Service Supplier	Database	No	Yes
Service Supplier	GSS	No	No
Utility	Database	No	Yes
Utility	GSS	No	No
Educational Institute	Database	No	Yes

	Database or GSS?	Prepended	Appended
Educational Institute	GSS	No	No
External Party	Database	No	Yes
External Party	GSS	No	No
External Party Office	Database	No	Yes
All Participant Search	Database	No	Yes
All Participant Search	GSS	No	No
User	Database	Yes	Yes
Organization Unit	Database	Yes	Yes
Position	Database	No	Yes
External User	Database	Yes	Yes
Wait List	Database	Yes	Yes
Work Queue	Database	Yes	Yes

Table 3.3 Summary of application searches

3.2.3 Performing a Quick Search

A quick search facility is provided within the application. The quick search can be accessed from anywhere in the application, and allows a user to enter a reference number and search across all cases, participants, investigations and incidents. If the reference number entered matches the alternate identification for a participant, their participant information is automatically displayed. If the matching participant also has one or more related cases, investigations and incidents, the system returns a set of search results which includes both the participant record and the related records. Organizations can configure which participant roles are included in the quick search via a number of application property settings.

3.3 Common Participant Information

Participant information can be added to and maintained. This is performed manually for most categories of information so that users can keep the information accurate and up-to-date. For example, a user can add a new address for a person.

Several categories of information are added to and maintained automatically by the system. For example, interaction records are automatically added every time a communication or payment is made to a participant.

The following sections describe the categories of information that are common to most participant types. Note that some categories may not be maintained for prospects, representatives, or information providers.

3.3.1 Registration Information

Registration information is saved for each participant when the participant is registered. This information includes the participant's preferences, sensitivity level, and payment information.

A participant's preferences indicate the participant's preferred public office, communication method, and language.

A participant's sensitivity level indicates the users who will be able to access the participant's information. Each user is assigned a sensitivity level on the system. In order for a user to access and/or modify the participant's details, the user must have a sensitivity level equal to or higher than the participant's sensitivity level.

A participant's payment information indicates the currency, method of payment, and frequency by which third party payments are issued to the participant. Third party payments are issued to registered participants based on deductions from a person's benefit payments. For example, an amount can be deducted from a person's benefit and used to pay the provider of a utility such as gas or electricity. Third party payments are issued as a result of case processing. Payment information is not maintained for prospects or representatives.

In order to effectively manage eligibility and the delivery of benefits and services to persons and prospect persons, information about the social community to which the person or prospect person belongs is saved for these participant types during registration. Social community information aids in determining eligibility per strata of society the participant belongs and includes details on ethnic origin, race, and indigenous group. Additional information that can be saved for person and prospect persons includes nationality and country of birth.

An example of an ethnic origin is Hispanic or Latino. Examples of race include Black/African American and White/Caucasian. One or more races can be captured for a participant if appropriate. This enables the participant to be assessed for all the benefits and services that are applicable to each race. Indigenous groups refer to the specific communities of origin to which the person or prospect person belong. For example, Aztec , Babine, Bahwika and so on. Examples of indigenous groups include Eskimo, Maya, and Lakota. Indigenous details include whether or not the participant is a member of an indigenous group and the indigenous group to which the participant belongs.

3.3.2 Addresses, Phone Numbers, and Email Addresses

For each address, phone number, or email address recorded, a type must be selected, e.g., private, business, home. The first address, phone number, or email address entered is the primary one, but this can be changed after registration. The primary address, web address, phone number, or email address is displayed throughout the application. Address records are optional for

prospects and representatives, but mandatory for all other participant types.

Address information is maintained for historical purposes. When modifying an address, the system creates a clone. This ensures that all address details are retained over time. For example, a payment can be sent to a person's address. When that person moves, the system will clone the address details as part of the modifying process. A link is maintained between the payment and the actual address where the payment was issued to.

3.3.3 Administrators

An administrator is the user assigned to manage the interactions between the organization and a participant. For example, Jane Doe, the administrator for the person, Lisa Jones, is responsible for managing all interactions between the organization and Lisa Jones. The user who registers a participant is set as that participant's administrator. The administrator can be changed after registration to another user, or to a group of users by setting the administrator to any organization group, i.e. organization unit, position, or work queue. Assigning ownership to an organization group indicates that the participant can be managed by all members of the specified organization group or work queue.

Administrators are not assigned to representatives.

3.3.4 Alternative IDs

An alternative ID is a form of participant identification. Examples of alternative IDs include passport numbers and National Insurance numbers. Organizations generally use alternative IDs to identify and search for participants. Each participant has a primary alternative ID that is displayed on all application pages relating to the participant.

If an alternative ID is not entered for a participant at registration, the system automatically generates a reference number that serves as the participant's alternative ID.

3.3.5 Attachments

An attachment is a supplemental file specific to a participant that is attached to the participant's record. For example, the organization may attach photographs of a person's pets, first day at school, or sporting achievements in order to provide a record of the key events in the person's life. Other examples of attachments include marriage certificates, letters, and invoices. Additionally, product providers may provide the organization with documents such as fire certificates and health and safety statements.

A range of file types are supported including Microsoft® Word, Microsoft® Excel, and PDF. The system does not restrict the file size of the attachment although the organization may wish to set a limit using an environmental variable. Once the file is attached to the case, it may be accessed by other

system users who have appropriate security privileges.

3.3.6 Bank Accounts

Bank account information contains the details of a participant's bank accounts. Bank accounts can be used to set up electronic fund transfers (EFT) to or from the organization. A type must be recorded for each bank account, e.g., personal current, corporate deposit. A bank branch must also be selected for every bank account. Bank accounts which are jointly owned can be recorded as such for information purposes. It is not possible, however, to record information about the joint bank account owner.

A participant's primary bank account is used for financial transactions with that participant. It is possible to specify a new bank account for use with future or pending payments. It is also possible to transfer all occurrences of future payments to another bank account. If the participant is a nominee on a case (or multiple cases), the system will automatically update the bank account details to match the transfer. Bank transfers allow participants to change bank accounts without disrupting their regular financial transactions with the organization.

Once the organization has issued payments to a bank account, it cannot be deleted from the system and if this bank account subsequently modified, the bank account is cloned to ensure the details are retained for any payments previously issued to this bank account. One of the benefits of the cloning of bank accounts is that when a user views bank account details for a financial transaction, the system displays the details of the bank account relevant at the time the financial transaction occurred.

3.3.7 Communications

A communication is an item of correspondence to or from the organization. Communications related to a participant are contained in the participant's list of communications. The participant may or may not be the correspondent for all communications on this list. For example, a letter may be sent to an outside agency on behalf of a person.

Communications can be hard copy, telephone, or email-based. Outgoing communications can be created using Microsoft Word templates, XSL templates, or email and then automatically stored for a participant. Outgoing and incoming communications can also be recorded after they have been issued or received. For example, a letter received from a participant can be scanned and then stored for the participant.

For a communication to be issued to a participant, relevant information must be stored for the participant. For example, for an email to be sent to a participant, an email address must be stored. Communications cannot be issued for prospect persons who do not have a last name or address recorded.

If a communication is sent to someone who is not registered as a participant, communication information about the correspondent has to be added manually. The correspondent is automatically registered as a representative and

the information entered is stored.

3.3.8 Communication Exceptions

A communication exception is used to indicate that a participant does not wish to receive communications in a specific format. If a correspondent has an active communication exception, a communication cannot be created using that method. For example, if hard copy communications are listed as a communication exception because a person has no fixed address, hard copy communications are not sent to that person.

3.3.9 Contacts

A contact is a person who is assigned to act on behalf of a participant. Contacts are useful if a participant is unable to speak directly with the organization or if the participant is a large body that has designated an individual to handle its interactions. For example, if a person is incapacitated, all the person's interactions with the organization can be conducted through a contact. Or, if a product provider is a large company, a representative of the company might be listed as the company contact.

If a contact who has not been registered as a participant is added, he or she is automatically registered as a representative. The information entered for the contact is used for the new representative.

3.3.10 Financials

Each financial transaction between a participant and the organization is recorded on the participant's list of financials. For example, when a payment is issued to a person, a financial record is automatically added to the person's list of financials.

Financial transactions recorded for persons and employers are issued as a result of case processing. For example, a person may be issued payments when he or she is eligible for a benefit. If necessary, a financial transaction for a person or employer can be entered as an account adjustment from the person or employer's list of financials. This allows a user to credit or debit a financial transaction to correct any errors that may have occurred. A financial transaction is also recorded when a client makes a payment to the agency.

Third party payments can be issued to persons, employers, information providers, product providers, utilities, service suppliers, and external party participants based on deductions from a person's benefit payment. The financial transactions recorded for persons, employers, product providers, service suppliers, information providers, utilities, and external party participants typically include several payments from more than one participant. These are usually issued to the participant at a specified frequency, e.g., quarterly, annually.

The frequency, method, and currency by which payments are issued can be set up for each participant. For example, a service supplier may be issued a single payment for all services rendered over a defined period of time. The frequency, method, and currency by which payments are issued can be set up for each product provider, service supplier, utility, or external party.

Financial information is not maintained for representatives.

3.3.11 Interactions

A participant's list of interactions provides information on all of a participant's communications and payments. Interactions are useful because they form an overview of a participant's contact with the organization. For example, if a participant calls about a specific payment, a user can quickly access the general information about that payment and any communications relating to it.

Interaction records are automatically added by the system when they occur. For example, when a payment is made to a participant, an interaction record is automatically recorded for that participant. An interaction is also recorded when a payment is received by a client and when a liability is sent to a client.

Additionally, call centers can be set up to link to interactions. Phone calls received by a call center are automatically added to the list of interactions.

Interaction information is not maintained for representatives.

3.3.12 Notes

Notes allow a user to store additional information regarding a participant. A note is entered as free text and given a sensitivity rating so that it can only be accessed by certain users. A note history is maintained for all notes. This history includes a history of the changes made, the date and time of the changes, and the name of the user who made the changes.

Notes cannot be stored for representatives.

3.3.13 Participant Roles

An individual or body that interacts with the organization in more than one capacity is registered as a separate participant type for each capacity. For example, if a registered person is also registered as an employer, a role record is stored for both the person and employer.

Role records are automatically added for each participant when a participant is registered as an additional participant type. They are likewise automatically canceled when a participant for a related role is canceled.

Roles are not maintained for representatives.

3.3.14 Tasks

A task is an instruction to carry out an item of work. Tasks are usually created automatically by the system but they can also be created manually by a user. Tasks are assigned to a user and managed from the user's inbox. Tasks that are associated with a particular participant are also displayed and managed from the participant's list of tasks. For example, a task created to indicate that a participant's date of birth must be verified after registration appears in the user's inbox and on the participant's list of tasks.

Tasks are not created in relation to representatives.

3.4 External Party Registration Information

An external party's registration information differs to the standard registration information recorded for other participants. In addition to standard information such as preferences and payment details, for certain types of external parties, such as community-based organizations, verification information is also recorded.

Verification information indicates whether or not the external party can collect verification items on behalf of a participant. Examples of verification items include a copy of a birth certificate or passport. If verification is allowed, members of the external party whose user profile contains the appropriate verification privileges can submit verification items to the organization as required.

3.5 Educational Institute Registration Information

Educational institute registration information differs to the standard registration information recorded for other participants. In addition to standard information such as preferences and contact details, the educational institute type, such as graduate school and the school district to which the educational institute belongs is also recorded. Educational institute registration information also indicates whether or not the educational institute is a public or private organization.

Chapter 4

Maintaining Additional Information for Persons and Prospects

4.1 Introduction

This chapter describes the additional categories of information that can be maintained for person participants and/or prospect person participants.

4.2 Person Picture

A picture can be kept for persons and prospects. Once a picture is uploaded by the user it is displayed on the person or prospect person's home page. The picture can also be removed by a user. A maximum picture size of 65 kb is allowed. A variety of image file types can be used including jpeg, png and gif. The option to display pictures for persons and prospect persons is configured in the system administration application.

4.3 Relationships

A relationship indicates a personal relationship between a person participant or prospect person participant and another person, e.g., spouse, appointer/appointee. When a relationship is added for a person participant or prospect participant, the system automatically adds a reciprocal relationship for the related person. For example, if a spouse relationship is stored for a person participant, the relationship is also automatically stored for that person participant's spouse.

Relationships defined between participants are used during integrated case processing. A user can add one or more people who the primary client is related to as case members on an integrated case. Any familial relationships already defined for the participant who is the primary client are already available to be selected on the integrated case. This eliminates the need for a

user to search for the primary client's family members.

4.4 Alternative Names

An alternative name is *any* name recorded for a person participant or prospect person participant. A type must be selected for each alternative name entered, e.g., registered, preferred, stage name, alias. A person participant or prospect person participant's registered name is the name displayed throughout the application. However, setting the type of another name to preferred results in the new preferred name being displayed. Additional names such as a stage name or alias are not displayed, but can be used to search for a person participant or prospect person participant.

4.5 Citizenships

A citizenship record stores information on a country where a person or prospect holds citizenship and on the period of validity for the citizenship. Examples of citizenships include British citizenship or United States citizenship. A person participant or prospect person participant may have more than one citizenship granted at birth or by a naturalization process.

4.6 Foreign Residencies

A foreign residency is a period of time during which a person participant or prospect person participant is resident in a country other than that in which the organization is located. Foreign residency information may be important if reciprocal arrangements exist between two national organizations.

4.7 Employment

An employment record contains information relevant to a person participant or prospect person participant's occupation with a registered employer over a period of time. It includes a record of the employer, the type of employment, and the period of employment. A record of the number of hours worked per week for each employment can also be maintained.

4.8 Cases

Cases are used to manage the determination of eligibility and the delivery of benefits and services to person participants and prospect person participants. A case refers to an integrated case or product delivery case.

If a person participant or prospect person participant is recorded as a case member, the case is automatically added to the person's list of cases. This enables the user to see how the person participant or prospect person participant is interacting with the organization. It also provides a convenient way

of accessing any cases that relate to that person. The organization may wish to restrict the case list view to cases where the person participant or prospect participant is the primary client for the case. This is defined during system administration.

The user can also view any service plans, assessments, screenings, investigations and issues where the person participant or prospect person participant is the primary client.

4.9 Education

Education records store information on a person participant and prospect person participant's educational history and qualifications. For example, education information might indicate that a person received a degree from a technical college.

4.10 Incidents

Incidents are events that have (or could have) a direct negative effect on the health and safety of the participants involved. For example, a report of child neglect or abuse or an accident in a work place.

4.10.1 Recording an Incident

An incident record includes:

- The incident type. For example, suspected abuse or suspected neglect.
- The severity and sensitivity of the incident.
- The role that the participant plays in the incident. For example, perpetrator or witness. A number of different participants can be involved in an incident. To allow for this, a role can apply to any participant whose details are recorded for the incident, or any of the participants that the incident concerns. For example, the person who reported the incident may also be the alleged victim. Note that a participant can have multiple roles on a single incident.
- A detailed description of the incident.
- The date that the incident occurred, including either the actual time or time of day. Examples of time of day include early morning, noon and night time.
- The incident reporter. Reporters can be registered participants, users or unregistered persons whose contact details are entered when reporting the incident.
- Any supporting documentation. For example, evidence verifying the circumstances of the incident.

- The injury details, for example, the source of the injury, severity and the person responsible for the injury.

4.10.2 Incident Contact Logs

A contact log maintains details of any follow-up action that is carried out for the incident. For example, a case conference or a home visit. A contact log includes one or more associated contacts, which can be carried out face to face or by Email, phone or hard copy.

Each contact includes:

- The name and details of any contact participants. These can be other participants or unregistered persons whose contact details can be entered on a contact log.
- Details of the contact, such as location, purpose, date, type, method, and narrative.
- A mechanism to upload and store supporting documentation.

One or more contacts can also be previewed as part of a specific contact log. The preview function allows the user to view a snapshot of the key data of any contacts relating to that contact log. In addition, users can also search for a specific contact.

4.10.3 Incident Notifications

One of the benefits of incident reporting is the option of notifying users when incidents are created, updated or closed. Incident notifications can also be configured based on incident severity. For example, users can be notified when changes are made to severe incidents but not when changes are made to minor incidents. By being informed, users are better prepared in making decisions on behalf of their clients.

4.11 Insurance Contribution Line Items and Consolidations

Insurance contribution records for a person include line items and consolidations. An insurance contribution line item is a record of a person's contributions to his or her employer during a period of employment. An insurance contribution consolidation is a grouping of all of a person's insurance line items within an insurance return period.

Insurance contribution records are automatically recorded for a person when the person's employer submits insurance returns.

4.12 Deductions

A person in receipt of a benefit can request that a portion of the benefit be deducted and paid to a third party or allocated toward a debt. Third parties are registered participants. For example, a portion of a person's benefit payments can be paid to a registered electricity supplier. A person may opt to apportion their benefits in this way as a means of budgeting or to clear an existing debt. Additionally the organization can make deductions from a person's benefit as a means of refunding money to the organization.

Deductions are set up as part of case processing. A person's deduction list shows the deductions that are set up across all of the person's cases.

Note that deduction information is not maintained for prospects.

For more information on deduction processing, see the [Cúram Deductions Guide](#).

4.13 Special Cautions

Special cautions can be maintained for person participants to highlight any issues requiring special attention. This information is recorded to ensure the safety of the person(s) and the organization. Special cautions are typically directly associated with the safety of the person or the safety of others in relation to a person. Categories of special cautions include behavioral alerts, for example, runaway, escapee, or suicide risk, health, such as allergies, contagious disease, special dietary needs, or safety issues, for example pertinent criminal history such as violent or sexual offender. The list of special cautions can be configured to meet the requirements of the local organization. When a special caution is no longer current, an end date is recorded which saves the special caution on a list of historical cautions.

Organization users are kept informed of special cautions regarding person participants via the special caution icon. When a registered participant has one or more active special cautions, this icon will be displayed on the person's home page. The complete list of special cautions can be accessed via the icon.

Note that special cautions can only be recorded for person participants.

Chapter 5

Merging Information for Persons and Prospect Persons

5.1 Introduction

Information recorded for persons and prospect persons can be merged. If the organization registers the same person more than once, conflicting or additional information about the person may be recorded on different records. Merging information essentially copies selected details from a duplicate record to a master record as required. A master record is the valid record to be used by case processing. Merging information ensures that the master record contains all the required information about a person and reduces the possibility of inaccurate information being used by the system.

Information can be merged from a person record to another person record. Information can also be merged from a prospect person record to a person record.

For example, Linda is registered as a prospect person under her maiden name, "Linda Smith". Linda is later registered as a person under her married name, "Linda Williams". Linda requests that the organization use her married name when sending correspondence. To facilitate this, Linda Smith's prospect record is merged to the Linda Williams person record. Any valid information on the prospect record is also copied across to the person record.

Merging information for persons and prospect persons consists of three stages, marking a record as a duplicate of another record, merging information from the duplicate record to the master record, and completing the merge. Optionally, duplicate records can be unmarked and a merge can be quit and resumed. A list of duplicate records is automatically maintained.

5.2 Marking a Record as a Duplicate

Marking a record as a duplicate flags it as a duplicate of another record and indicates that it can be merged with that other record.

The duplicate record can be accessed by performing a search. Search criteria such as name and date of birth are processed to return a list of all matching person and/or prospect records. The system automatically links the duplicate record to the master record and displays a snapshot of both records. This allows the user to compare the information that exists on both files.

The reason for marking the duplicate record is then recorded, e.g., input error, misuse of identity.

Once the record has been marked as a duplicate, no modifications can be made to it and it will not be used in future processing. However, if the duplicate record is already used by existing processing, for example, if payments are currently issued to the duplicate participant; these financial transactions will continue to be processed. The case owner is notified automatically each time a payment or communication is issued to a duplicate participant.

A record that has been marked as a duplicate can be merged immediately or at a later date.

5.3 Unmarking a Record as a Duplicate

A record that has been marked as a duplicate can be unmarked. For example, if the organization discovers that two records do not relate to the same person, it can unmark the record that was marked as a duplicate. Unmarking a duplicate effectively breaks the link between the two records.

When a record is unmarked, the reason for unmarking the record as a duplicate is recorded, e.g., input error, not a duplicate. The name of the user who unmarked the record and the date the record is unmarked is automatically recorded by the system.

If a record is unmarked as a duplicate, the system automatically notifies the case owner of any cases on which the duplicate participant is the primary client in the event that further action has to be taken on the case. For example, Jim was merged to James Smith. The user had selected to merge Contact Details on Jim's record to James' record. When it was realized that these two individuals were merged in error, they were unmarked.

The contact details that were merged to James Smith's record must be manually removed. Unmarking breaks the links between the 2 individuals, but any details selected during the merge process will need to be manually removed by the caseworker.



Note

If bank account and/or alternative ID information is merged from a duplicate record to a master record and it is later discovered the records do not relate to the same person, the bank account and/or alternative ID must be manually canceled from one of the records be-

fore the duplicate record can be unmarked. This is because only one account number within a particular bank branch is allowed to exist in the system for any one person and only one alternate ID of a particular type is allowed to exist in the system for any one person.

5.4 Merging Information

Key information such as addresses, phone numbers and bank accounts can be merged from the duplicate record to the master record where appropriate. Organizations can configure which key information can be merged as part of the merge process, via a number of client merge application property settings. The information that can be merged is as follows:

- Administrators
- Alternate ID
- Alternate Names
- Bank Accounts
- Citizenships
- Communication Exceptions
- Contacts
- Education Details
- Email Addresses
- Employment Details
- Foreign Residences
- Notes
- Phone Numbers
- Relationships
- Special Cautions
- Web Addresses

Any merged data can then be used as part of any subsequent case processing. Case specific data, such as financials and communications records, cannot be merged to the master record. This information can still be viewed from within the context of the duplicate record.

However, if required, organizations can choose to view this unmerged data from within the master record itself. This information is for view only purposes, and cannot be used as part of any subsequent case processing.



Note

If an alternate name of type 'Registered' or 'Preferred' is merged from a duplicate record to a master record that already has an alternate name of type 'Registered' or 'Preferred', the alternate name will be merged, but the type will be set to 'Alias' in the master record. This is because only one alternate name of type 'Preferred' or 'Registered' is allowed to exist for any one person.

5.5 Completing a Merge

When all the required information has been merged from the duplicate record to the master record, the merge is completed. The name of the user who completed the merge and the merge completion date is automatically recorded.

Once a merge is completed, the status is updated to "merge complete". Users cannot re-enter the merge wizard once they have selected to complete the merge.

5.6 Quitting and Resuming a Merge

The merge wizard can be quit at any stage and the merge resumed at a later date. When a merge is quit, the status of the merge is "merge in progress".

When the merge is resumed, the user is returned to the start of the merge wizard where further information can be merged to the master record as required.

5.7 Viewing the Duplicates List

A list of duplicate records is automatically maintained for all persons and prospect persons. The duplicates list allows the organization to track the progress of a duplicate record from the time it is marked as a duplicate to the time its information is merged to the master record.

The duplicates list records duplicate processing and is automatically updated when a user marks, merges, or unmarks a duplicate record. Details of the user who processed the duplicate are also recorded as well as the date processing occurred.

Chapter 6

Maintaining Additional Information for Employers and Prospect Employers

6.1 Introduction

This chapter describes the additional categories of information that can be maintained for employers and prospect employers.

6.2 Trading Status

A trading status is a record of whether an employer or prospect employer is currently trading. An employer or prospect employer's trading status can be actively trading, ceased trading, or liquidated. Note that only an actively trading employer or prospect employer can be listed as a person's current employer.

6.3 Related Companies

A related company is a registered employer or prospect employer that is related to another registered employer. For example, an employer or prospect employer may be the parent company of a subsidiary company. When a related company relationship is added for an employer or prospect employer, the system automatically adds a reciprocal relationship for the related employer.

6.4 Cases

An employer or prospect employer can be the primary client of one or more liability product delivery cases (which can be part of integrated cases). Each of the employer or prospect employer's cases is automatically added to the

employer or prospect employer's list of cases. This list is useful as an overview of all of its cases. It also provides a convenient way of accessing a case relating to the employer or prospect employer.

6.5 Insurance Contributions

Employer insurance contributions are recorded as insurance returns. An insurance return is a record of an employer's contributions on behalf of its employee(s) during a specified insurance return period. An insurance return consists of a header and a list of one or more insurance line items. The header is a record of an employer's general insurance information. The insurance line items are records of the insurance contributions for each employee.

Chapter 7

Maintaining Additional Information for Product Providers and Service Suppliers

7.1 Introduction

This chapter describes the additional information that can be maintained for product providers and service suppliers.

7.2 Product Provider Information

The following sections describe the information that can be maintained for product providers.

7.2.1 Products

A product is either a benefit or a liability. Examples of products include child care and insurance contributions. A registered product provider can be selected to provide a product as part of application administration. The selected product will appear on the product provider's list of products.

7.2.2 Product Provider Locations

Product provider locations are the places where products are delivered, e.g. child care centers or training facilities. Facilities, such as audio or visual impairment services can also be added for each location. The specific product(s) offered by the product provider at a location is set up as part of application administration.

7.2.3 Contracts

Records of signed contracts can be maintained for each product provider. A

contract is an agreement between a product provider and the organization for the provision of one or more products.

7.3 Service Supplier Information

The following sections describe the information that can be maintained for service suppliers.

7.3.1 Services

A service is a task that must be performed by a qualified individual or body. Each service added for a service supplier must be selected from a list of generic services required by the organization, e.g., eye examinations, court translations, etc.

7.3.2 Service Supplier Returns

A service supplier must submit a return that indicates the cost and the number of persons for whom a service has been provided. The organization will pay the service supplier based on this return and the payment will be issued as part of case processing.

7.3.3 Contracts

Records of signed contracts can be maintained for each service supplier. A contract is an agreement between the service supplier and the organization for the provision of one or more services.

Chapter 8

Maintaining Additional Information for External Parties

8.1 Introduction

This chapter describes the additional categories of information that can be maintained for external parties.

8.2 External Party Offices

External party offices are the places from which an external party offers its services, e.g., a library, school, or shelter for the homeless. An external party may have several offices. For example, an external party may offer its services at a shelter for the homeless and a center for the elderly. The type of service offered can also be added for each external party office, such as computer provision or application training. The specific service(s) offered by an external party office is set up as part of application administration.

8.3 External Party Office Search

External party office information can be accessed by performing an external party office search. Search criteria such as external party name, external party type, office name, office type, and address details are processed to return a list of all matching external party offices.

8.4 External Party Office Phone Number

Phone number information can be maintained for external party offices. For each external party office phone number, a type must be selected, e.g., personal, business.

8.5 External Party Office Address

Address information can be maintained for external party offices. It is possible to specify a new address for an external party office or use any address recorded for the external party as the external party office address.

8.6 Office Members

Office members are the individuals associated with an external party office. An office member record contains a profile which relates to the user role the office member plays within the external party. For example, some office members can provide verification items to the organization on behalf of a participant.

Chapter 9

Conclusion

9.1 Summary

The following list summarizes the main concepts covered in this guide:

- Each participant type plays a different role in the delivery or receipt of benefits and services. The ten participant types include persons, prospect persons, employers, prospect employers, product providers, service suppliers, utilities, information providers (includes educational institutes), representatives, and external parties.
- Participant registration places an individual or body in a specific role and defines the individual's or body's participant type.
- There is a set of common information that can be maintained for all participant types. This set includes information such as addresses and bank accounts.
- Additional information can be maintained only for some participant types. This includes information such as foreign residencies for persons and prospect persons, related companies for employers and prospect employers, and office members for external parties.
- Information for persons and prospect person participant types can be merged. Merging information copies selected details from a duplicate person or prospect record to another person record.

9.2 Additional Information

Additional information on the topics covered in this guide are covered in several related documents:

Cúram Address Guide

This guide covers the basic concepts of addresses.

Cúram Integrated Case Management Guide

This guide covers the basic concepts of case processing.

Cúram Issue Management Guide

This guide covers the basic concepts of issue management.

Cúram Evidence Guide

This guide covers the basic concepts of evidence.

Cúram Verification Guide

This guide provides an overview of Cúram Verifications™.

Cúram Financials Guide

This guide covers the basic concepts of financial processing.

Cúram Deductions Guide

This guide covers the basic concepts of deduction processing.

Cúram Service Planning Guide

This guide covers the basic concepts of Cúram Service Planning™.

Cúram Communications Guide

This guide provides an overview of communication functionality.

Cúram Workflow Overview Guide

This guide provides an overview of workflow functionality.

9.3 Where to Go Next

After reading this guide, the reader will be prepared to learn about the concepts covered in the Cúram Case Guide.

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