



EESSI – CDM 4.3

S-Sickness

S\_BUC\_21-v4.3.4

Inventory of Months – Fixed Amounts

*BUC Guidelines*



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# S\_BUC\_21 – Inventory of Months – Fixed Amounts

**Description**: The benefits in kind provided by an institution of a Member State on behalf of the institution of another Member State shall give rise to full reimbursement. The reimbursements shall be determined either on production of proof of actual expenditure, or on the basis of fixed amounts.

This particular case deals with the reimbursements on the basis of fixed amounts while the basis of actual expenditure is not appropriate, for the Member State of Residence because of its legal or administrative structure.

The amount of benefits in kind supplied to the insured person shall be reimbursed by the competent institutions to the institutions providing those benefits on the basis of a fixed amount established for each calendar year. This fixed amount shall be as close as possible to actual expenditure.

The first step of this reimbursement is to submit the number of months (inventories) that are to be paid for each individual person within a certain group for a specific year. This number of months will be valuated later. The Debtor Institution's Liaison Body (Counterparty) can accept or contest the inventories sent by the Creditor Institution's Liaison Body.

When the lump sum has been published in the Official Journal of the EU, the calculation for the reimbursements on a basis of fixed amounts can be realised, and the deadlines for the reimbursement process are defined.

**Legal Base:** The Business Use Case document's legal base is described in the following Regulations

* Basic Regulation (EC) No 883/2004
* Implementing Regulation (EC) No 987/2009.

The following matrix specifies the SEDs that are used in this Business Use Case and documents the articles that provide the legal basis for each SED.

| **SEDs** | **Basic Regulation**  **(883/04)** | **Implementing Regulation**  **(987/09)** | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **35(2)** | **63** | **64** | **65** | **66** | **67** | **68** |
| S100: Inventory of months relating to reimbursement on the basis of fixed amounts (IMO) | **✓** |  | **✓** |  |  |  |  |
| S101: Acknowledgement of inventory of months (ACK\_IMO) | **✓** | **✓** | **✓** | **✓** | **✓** | **✓** | **✓** |
| S102: Contestation of inventory of months concerning one person (COC\_IMO) | **✓** | **✓** | **✓** | **✓** | **✓** | **✓** | **✓** |
| S103: : Acknowledgement of contestation of inventory of months (ACK\_COC\_IMO) | **✓** | **✓** | **✓** | **✓** | **✓** | **✓** | **✓** |
| S104: Reply to contestation of inventory of months (RPY\_COC\_IMO) | **✓** | **✓** | **✓** | **✓** | **✓** | **✓** | **✓** |
| S105: Credit note of months (CRN\_IMO) | **✓** | **✓** | **✓** | **✓** | **✓** | **✓** | **✓** |
| S107: Contestation of Credit Note of inventory of months concerning one person (COC\_CRN\_IMO) | **✓** | **✓** | **✓** | **✓** | **✓** | **✓** | **✓** |
| S108: Reply to Contestation of Credit Note of inventory of months (RPY\_COC\_CRN\_IMO) | **✓** | **✓** | **✓** | **✓** | **✓** | **✓** | **✓** |
| S110: Claim for reimbursement of Fixed Amounts (CLA\_IMO) | **✓** | **✓** | **✓** | **✓** | **✓** | **✓** | **✓** |
| S111: Acknowledgement of Claim for reimbursement of Fixed Amounts (ACK\_CLA\_IMO) | **✓** | **✓** | **✓** | **✓** | **✓** | **✓** | **✓** |
| S112: Contestation of global Claim – Fixed Amounts (COC\_CLA\_IMO) |  | **✓** | **✓** | **✓** | **✓** | **✓** | **✓** |
| S113: Reply to contestation of global Claim - fixed Amounts (RPY\_COC\_CLA\_IMO) |  | **✓** | **✓** | **✓** | **✓** | **✓** | **✓** |
| S114: Information on down payment of fixed amounts (IDP\_IMO) |  | **✓** | **✓** | **✓** | **✓** | **✓** | **✓** |
| S115: Reply to Information on down payment of fixed amounts (RPY\_IDP\_IMO) |  | **✓** | **✓** | **✓** | **✓** | **✓** | **✓** |
| S116: Information on payment of individual claim - fixed amounts (PAY\_IMO) |  | **✓** | **✓** | **✓** | **✓** | **✓** | **✓** |
| S117: Acknowledgement of payment of individual claim - fixed amounts (ACK\_PAY\_IMO) |  | **✓** | **✓** | **✓** | **✓** | **✓** | **✓** |

**Glossary of relevant terms used in S\_BUC\_21:**

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| **Term used** | **Description** |
| *Case Owner* | In this BUC the Case Owner is the Creditor Institution's Liaison Body of the Member State of Residence that creates the necessary inventory for the reimbursement of benefits on the basis of fixed costs on behalf of a Creditor Institution. |
| *Counterparty* | In this BUC, the Counterparty is the Debtor Institution's Liaison Body of the Competent Member State that replies for the claim on behalf of a Debtor Institution. |

**Request-reply SEDs:**

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| REQUEST SED | REPLY SED(s) |
| S100: Inventory of months relating to reimbursement on the basis of fixed amounts (IMO) | S101: Acknowledgement of inventory of months (ACK\_IMO) |
| S102: Contestation of inventory of months concerning one person (COC\_IMO) | S103: Acknowledgement of contestation of inventory of months (ACK\_COC\_IMO)  S104: Reply to contestation of inventory of months (RPY\_COC\_IMO) |
| S107: Contestation of Credit Note of inventory of months concerning one person (COC\_CRN\_IMO) | S108: Reply to Contestation of Credit Note of inventory of months (RPY\_COC\_CRN\_IMO) |
| S110: Claim for reimbursement of Fixed Amounts (CLA\_IMO) | S111: Acknowledgement of Claim for reimbursement of Fixed Amounts (ACK\_CLA\_IMO) |
| S112: Contestation of global Claim – Fixed Amounts (COC\_CLA\_IMO) | S113: Reply to contestation of global Claim - fixed Amounts (RPY\_COC\_CLA\_IMO) |
| S114: Information on down payment of fixed amounts (IDP\_IMO) | S115: Reply to Information on down payment of fixed amounts (RPY\_IDP\_IMO) |
| S116: Information on payment of individual claim - fixed amounts (PAY\_IMO) | S117: Acknowledgement of payment of individual claim - fixed amounts (ACK\_PAY\_IMO) |

## How to start this BUC?

In order to help you understand the S\_BUC\_21 we have created a set of questions that will guide you through the main scenario of the process, as well as possible sub-scenarios or options available at each step along the way. Ask yourself each question and click on one of the hyperlinks that will guide you to the answer in the next step within this document or to another separate file. You will notice that in some of the steps, where it is allowed to use the additional horizontal and administrative sub-processes, they will be listed under the step description.

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| What is my role in the social security exchange of information I have to complete? |
| If you are the institution of a Member State that needs to send the inventory of months to the relevant institution in another Member State in order to allow this institution to calculate the amount of reimbursement on the basis of fixed costs, then your role will be defined as the **Case Owner**.  [I am the Case Owner.](#_CO.1_who_do)  (step CO.1) |
| If you are the institution of a Member State needs to receive the inventory of months in order to calculate the reimbursement amount, and will reply to the sender, i.e. agree or disagree, then your role will be defined as the **Counterparty**.  [I am the Counterparty.](#_CP.1_What_should)  (step CP.1) |

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| CO.1 **Who do I need to notify?** |
| As the Case Owner, your first step in any new exchange of information will be to identify the responsible Member State that you need to send information to. The second step is to identify the relevant institution in this Member State that is responsible to treat the information you sent. In this Business Use Case, the institution can be chosen only among the institutions responsible for health insurance. This activity will define the Counterparty you will be working with. There can only be one Counterparty in this Business Use Case.  [I need to identify the Counterparty.](#_CO.2_how_do)  (step CO.2)  [I have identified the Counterparty I need to contact](#_CO.3_how_do). (step CO.3) |

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| CO.2 How do I identify the correct institution to exchange information with? |
| In order to determine the relevant Competent Institution from other Member State you will need to consult the Institution Repository (IR). The IR provides an electronic record of all current and previous Competent Institutions and Liaison Bodies that have been responsible for the cross border coordination of social security information for each of the relevant Member States.  Please note that the Liaison Body should be chosen only if it is impossible to identify the correct Competent Institution in the respective Member State or if the case is handled by the Liaison Body.  To access the IR please use the following link.  [I have now identified the Competent Institution(s) from the Member State(s) I need to contact](#CO3). (step CO.3) |

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| CO.3 How do I proceed after having identified the Counterparty? |
| Fill out the [SED S100 – 'Inventory of months relating to reimbursement on the basis of fixed amounts'](SEDs/S100.docx)  by entering all required global and individual information on basis of fixed amount reimbursement;  The global section contains the Global Inventory information. The groups concerned by the reimbursement should be selected by checking the appropriate checkboxes;  The individual section is repeatable and contains for each individual person the inventory information for the reimbursement. Information about the group of the person should be mentioned by selecting the appropriate checkbox;  Afterwards, send the SED S100 to the identified Counterparty. Once the Counterparty receives and reviews the SED S100, the Counterparty creates the [SED S101: Acknowledgement of inventory of months (ACK\_IMO)](SEDs/S101.docx) to confirm to you that the Inventory of Months is received.  [I have received SED S101. – 'Acknowledgment of Inventory of Months' from the Counterparty](#_CO.4_How_do_1) (step CO.4) |

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| CO.4 How do I proceed after receiving SED S101 – ' Acknowledgment of inventory of months' ? |
| You must wait till the lump sums have been published in the Official Journal of the European Union. After the publication of the Lump Sums fill out the [SED S110 – 'Claim for reimbursement of Fixed Amounts (CLA\_IMO)](SEDs/S110.docx)' to inform the Counterparty of the submission date of the global claim and the lump sum.  **Notes**:  1. This 'S110 - Claim for reimbursement of fixed amounts' can only be sent to the Counterparty once the lump sums have been published in the Official Journal of the European Union.  2. It is mandatory that S100 and S101 have previously been exchanged.  Afterwards, sends the SED S110 to the identified Counterparty.  Once the Counterparty receives the S110, they fill out the SED [S111:' Acknowledgement of Claim for reimbursement of Fixed Amounts (ACK\_CLA\_IMO)](SEDs/S111.docx)' to confirm the receipt of a request for reimbursement on the basis of fixed amounts. Then they send it to you.  [I have received the SED S111. – 'Acknowledgment of Inventory of Months' from the Counterparty](#_CO.5__How) (step CO.5)  **Alternatively**, depending on the circumstances of the case, any of the below steps can occur/be taken:   * [What should I do if The Inventory of Months must be changed?](#_CO.7__What) (step CO.7) * [What should I do the Counterparty contest the Inventory of Months and send me the SED S102: Contestation of inventory of months concerning one person (COC\_IMO)?](#CO4) (step CO.9) * [What should I do if the Deadline is reached and the Counterparty sends me the SED S112: Contestation of global Claim – Fixed Amounts (COC\_CLA\_IMO)? (step CO.10)](#_CO.10__What) * [What should I do if the Counterparty contests the global claim and send me the SED S112: Contestation of global Claim – Fixed Amounts (COC\_CLA\_IMO)? (step CO.11)](#_CO.11__What_2) * [What should I do if I receive from the Counterparty the SED S114: Information on down payment of fixed amounts (IDP\_IMO) (step CO.12)](#_CO.12__What) |

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| CO.5 How do I proceed after receiving SED S111. – 'Acknowledgment of Inventory of Months' from the Counterparty? |
| You must wait till the Counterparty fills out and sends the [SED S116 - "Information on payment of individual claim – fixed amounts"](SEDs/S116.docx). The SED S116 describes the schedule for payment. A specific payment announcement always refers to a specific SED 100 and SED 110. The S116 only provides the information, which invoices will be paid;  [I have received the SED S116 - "Information on payment of individual claim – fixed amounts"](#_CO.6__How)  (step CO.6)  **Alternatively**, depending on the circumstances of the case, any of the below steps can occur/be taken:   * [What should I do if The Inventory of Months must be changed?](#_CO.7__What) (step CO.7) * [What should I do the Counterparty contest the Inventory of Months and send me the SED S102: Contestation of inventory of months concerning one person (COC\_IMO)?](#CO4) (step CO.9) * [What should I do if the Deadline is reached and the Counterparty send me the SED S112: Contestation of global Claim – Fixed Amounts (COC\_CLA\_IMO)?](#_CO.10__What) (step CO.10) * [What should I do if the Counterparty contest the global claim and send me the SED S112: Contestation of global Claim – Fixed Amounts (COC\_CLA\_IMO)?](#_CO.11__What_2) (step CO.11) * [What should I do if I receive from the Counterparty the SED S114: Information on down payment of fixed amounts (IDP\_IMO) (step CO.12)](#_CO.12__What) |

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| CO.6 How do I proceed after receiving SED S116 from the Counterparty ? |
| After receiving the SED S116 - “Information on payment of individual – fixed amounts” claim, you must fill out the [SED S117 - "Acknowledgment of payment of single claim – fixed amounts"](SEDs/S117.docx) to confirm the receipt of a payment for a claim and send the SED S117 to the Counterparty;  If there are additional payments, the Counterparty will send a new SED S116, and you will re-send a new SED S117.  If there are no additional payments, the business use case ends here.  **Alternatively**, depending on the circumstances of the case, any of the below steps can occur/be taken:   * [What should I do if The Inventory of Months must be changed?](#_CO.7__What) (step CO.7) * [What should I do the Counterparty contest the Inventory of Months and send me the SED S102: Contestation of inventory of months concerning one person (COC\_IMO)?](#CO4) (step CO.9) * [What should I do if the Deadline is reached and the Counterparty sends me the SED S112: Contestation of global Claim – Fixed Amounts (COC\_CLA\_IMO)? (step CO.10)](#_CO.10__What) * [What should I do if the Counterparty contests the global claim and send me the SED S112: Contestation of global Claim – Fixed Amounts (COC\_CLA\_IMO)? (step CO.11)](#_CO.11__What_2) * [What should I do if I receive from the Counterparty the SED S114: Information on down payment of fixed amounts (IDP\_IMO) (step CO.12)](#_CO.12__What) |

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| CO.7 What should I do if the Inventory of Months must be changed? |
| If the Inventory of Months must be changed, you must inform the Counterparty by filling out the [SED S105 - "Credit note of months](SEDs/S105.docx)" and entering all required global and individual information about the number of months to be corrected; Send SED S105 to the Counterparty.  A separate SED S105 must be completed for each SED S100 concerned by a correction to the initial inventory;  If the Counterparty accepts the SED S105 Credit note of months, the process "Credit Note of Months" ends here.  **Alternatively**, the Counterparty can contest the "Credit Note of Months". In this case, the Counterparty fills out the [SED S107: Contestation of Credit Note of inventory of months concerning one person (COC\_CRN\_IMO)"](SEDs/S107.docx) and sends it to you.  [I have received the S107: Contestation of Credit Note of inventory of months concerning one person (COC\_CRN\_IMO)" from the Counterparty (step CO.8)](#_CO.8__What) |

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| CO.8 What should I do if I received the S107: Contestation of Credit Note of inventory of months concerning one person (COC\_CRN\_IMO)" from the Counterparty ? |
| After receiving the SED S107 - "Contestation of credit note of inventory of months concerning one person" you must answer to the contestation by filling in the [SED S108 – "Reply to contestation of credit note of inventory of months"](SEDs/S108.docx) and sending it to the Counterparty;  The SED S108 contains all needed clarifications to answer to the Contestation of credit note.  All attachments supporting the reply must be attached to the individual part of the S108. An attachment that is not correctly referenced to a specific individual part might not be handled properly.  If the Counterparty accepts the clarifications of the S108, the process "Credit Note of Months" ends here.  **Alternatively**, the Counterparty can re-send another SED S107, and you will send additional clarifications via another SED S108. |

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| CO.9 What should I do if I have received the SED S102: Contestation of inventory of months concerning one person (COC\_IMO)? |
| When receiving the [SED S102 - "Contestation of inventory of months concerning one person",](SEDs/S102.docx) fill out the SED [S103 - "Acknowledgment of contestation of inventory of months"](SEDs/S103.docx)  to confirm the receipt of a contestation of inventories of months, and send it to the Counterparty.  After the S103 has been sent to the Counterparty, fill out the [SED S104 – "Reply to contestation of inventory of months](SEDs/S104.docx)" by entering all required global and individual information about the number of months to be contested;  The Individual section should be filled-in with required information for each individual contestation. The reply (accept, reject, etc.…) must be filled-in by selecting the appropriate checkbox(es);  All attachments supporting the reply must be attached to the individual part of the S104. An attachment that is not correctly referenced to a specific individual part might not be handled properly.  Send the S104 to the Counterparty. The Counterparty receives the "Reply to contestation of inventory of months" S104 and "Contestation of Inventory of Months" ends here. |

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| CO.10 What should I do if I received the SED S112: Contestation of global Claim – Fixed Amounts (COC\_CLA\_IMO) from the Counterparty? |
| If the deadline is reached, the Counterparty can reject the claim for reimbursement by filling out and sending the [SED S112 - 'Contestation of global Claim – Fixed Amounts (COC\_CLA\_IMO)](SEDs/S112.docx)'.  After receiving SED S112, you have to fill out the [SED S113 – "Reply to contestation of global claim"](SEDs/S113.docx) and send it to the Counterparty.  All attachments supporting the reply must be attached to the individual part of the S113. An attachment that is not correctly referenced to a specific individual part might not be handled properly.  If you "Accept" the global contestation, the sub process "Contestation of global Claim" ends here and the whole process S\_BUC\_21 is finished. |

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| CO.11 What should I do if the Counterparty contests the global claim and sends me the SED S112: Contestation of global Claim – Fixed Amounts (COC\_CLA\_IMO) from the Counterparty? |
| At any moment, after having received SED S110, the Counterparty can reject the claim for reimbursement by filling out and sending the SED S112 - 'Contestation of global Claim – Fixed Amounts (COC\_CLA\_IMO)'.  After receiving SED S112, you have to fill out the [SED S113 – "Reply to contestation of global claim"](SEDs/S113.docx) and send it to the Counterparty.  All attachments supporting the reply must be attached to the individual part of the S113. An attachment that is not correctly referenced to a specific individual part might not be handled properly.  If you "Accept" the global contestation, the sub process "Contestation of global Claim" ends here and the whole process S\_BUC\_21 is finished. |

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| CO.12 What should I do if I receive from the Counterparty the SED S114: Information on down payment of fixed amounts (IDP\_IMO)? |
| After receiving the SED S114 – "Information on down payment for fixed amounts", fill out the [SED S115 – "Reply to information on down payment for fixed amounts"](SEDs/S115.docx) , informing the Counterparty whether the offer is accepted or not. If the offer is accepted, the amount agreed upon should be processed for payment. The process "Down Payment of fixed amounts" ends here. |

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| CP.1 What should I do if I have received the SED S100 – 'Inventory of months relating to reimbursement on the basis of fixed amounts'? |
| Once you receive the [SED S100 – 'Inventory of months relating to reimbursement on the basis of fixed amounts'](SEDs/S100.docx), create the [SED S101: Acknowledgement of inventory of months (ACK\_IMO)](SEDs/S101.docx) to confirm that you received the Inventory of Months, and send it to the Case Owner.  After the publication of the Lump Sums the Case Owner fills out the [SED S110 – 'Claim for reimbursement of Fixed Amounts (CLA\_IMO)](SEDs/S110.docx)' to inform you of the submission date of the global claim and the lump sum, and sends it.  [I have received the SED S110 – 'Claim for reimbursement of Fixed Amounts (CLA\_IMO)' from the Case Owner](#_CP.2_What_should) (step CP.2)  **Alternatively**, depending on the circumstances of the case, any of the below steps can occur/be taken:   * [The Case Owner can update the Inventory of Months and send you the SED S105 – "Credit note of months (CRN\_IMO)"](#_CP.5__What) (step CP.4) * [You could contest the Inventory of Months and send the SED S102: Contestation of inventory of months concerning one person (COC\_IMO) to the Case Owner](#_CP.6__What) (step CP.6)   + For both partial and full contestations, a new contestation for the same individual claim can be submitted only after having received an answer for the first one.   + After sending a contestation, only one reply can be received for that contestation   + After a contestation was sent, no payment of the individual claim is allowed until the contestation has been settled by both parties |

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| CP.2 What should I do if I have received the SED S110 – ' Claim for reimbursement of Fixed Amounts (CLA\_IMO)'? |
| Once you receive the [SED S110 – 'Claim for reimbursement of Fixed Amounts (CLA\_IMO)](SEDs/S110.docx)' you must fill out the [SED S111 – "Acknowledgment of claim for reimbursement of fixed amounts"](SEDs/S111.docx) to confirm the receipt of a request for reimbursement on the basis of fixed amounts, and send it to the Case Owner.  After sending the S111, if you agree with the Claim for reimbursement of fixed amount, you have to fill out the [SED S116 - "Information on payment of individual claim – fixed amounts"](SEDs/S116.docx) and send it to the Case Owner.  The SED S116 describes the schedule for payment. A specific payment announcement always refers to a specific SED 100 and SED 110. The S116 only provides the information about which invoices will be paid;  When the Case Owner receives the S116, he creates the SED S117- "Acknowledgment of payment of single claim – fixed amounts" and sends it to you.  [I have received SED S117. – 'Acknowledgment of payment of single claim – fixed amounts" from the Case Owner](#_CP.3_What_should)  (step CP.3)  **Alternatively**, depending on the circumstances of the case, any of the below steps can occur/be taken:   * [The Case Owner can update the Inventory of Months and send you the SED S105 – "Credit note of months (CRN\_IMO)"](#_CP.5__What) (step CP.4) * [You could contest the Inventory of Months and send the SED S102: Contestation of inventory of months concerning one person (COC\_IMO) to the Case Owner](#_CP.7__What) (step CP.6) * [You could contest the global Claim and send the SED S112: Contestation of global Claim – Fixed Amounts (COC\_CLA\_IMO)?](#_CP.7__What_1) (step CP.7) * [At any moment after having received SED S110, you could contest the global claim and send to the Case Owner the SED S112: Contestation of global Claim – Fixed Amounts (COC\_CLA\_IMO)? (step CP.8)](#_CP.9__What) * [You could send to the Case Owner the SED S114: Information on down payment of fixed amounts (IDP\_IMO)](#_CP._10_)  (step CP.9) |

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| CP.3 What should I do if I have received the SED S117 –'Acknowledgment of payment of single claim – fixed amounts' from the Case Owner? |
| If there are additional payments, you have to fill out a new [SED S116](SEDs/S116.docx) and send it to the Case Owner. The SED S116 describes the information on payment of individual claim – fixed amount. A specific payment announcement always refers to a specific SED 100 and SED 110. The S116 only provides the information, which invoices will be paid;  Then the Case Owner will re-send a new [SED S117](SEDs/S117.docx).  If there are no additional payments, the business use case ends here.  **Alternatively**, depending on the circumstances of the case, any of the below steps can occur/be taken:   * [The Case Owner can update the Inventory of Months and send you the SED S105 – "Credit note of months (CRN\_IMO)"](#_CP.5__What) (step CP.4) * [You could contest the Inventory of Months and send the SED S102: Contestation of inventory of months concerning one person (COC\_IMO) to the Case Owner](#_CP.7__What) (step CP.6) * [You could contest the global Claim and send the SED S112: Contestation of global Claim – Fixed Amounts (COC\_CLA\_IMO)?](#_CP.7__What_1) (step CP.7) * [At any moment after having received SED S110, you could contest the global claim and send to the Case Owner the SED S112: Contestation of global Claim – Fixed Amounts (COC\_CLA\_IMO)? (step CP.8)](#_CP.9__What) * [You could send to the Case Owner the SED S114: Information on down payment of fixed amounts (IDP\_IMO)](#_CP._10_)  (step CP.9) |

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| CP.4 What should I do if I have received the SED S105 – "Credit note of months (CRN\_IMO)" from the Case Owner'? |
| If the Inventory of Months must be changed, the Case Owner must inform you by filling out the SED S105 - "Credit note of months" and entering all required global and individual information about the number of months to be corrected;  A separate S105 must be completed for each S100 concerned by a correction to the initial inventory;  When you receive the S105, you can either:   1. **Accept the Credit Note**: then this sub-process "Credit Note of Months" ends here. 2. **Alternatively, you can contest** the "Credit Note of Months". In this case, you must fill out the SED [S107 – "Contestation of Credit Note of inventory of months concerning one person (COC\_CRN\_IMO)"](SEDs/S107.docx) and send it to the Case Owner.   All attachments supporting the reply must be attached to the individual part of the S107. An attachment that is not correctly referenced to a specific individual part might not be handled properly.  After receiving the SED S107 - "Contestation of credit note of inventory of months concerning one person" the Case Owner must answer to the contestation by filling in the SED S108 – ""Reply to contestation of credit note of inventory of months" and sending it to you. The S108 contains all needed clarifications to answer to the Contestation of credit note.  [I have received the S108 – "Reply to Contestation of Credit Note of inventory of months" from the Case Owner](#_CP.4__What). (step CP.5) |

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| CP.5 What should I do if I have received the SED S108 – " Reply to Contestation of Credit Note of inventory of months" from the Case Owner? |
| If you accept the clarifications of the SED S108, the process "Credit Note of Months" ends here.  **Alternatively**, you can re-send another SED S107, and the Case Owner will send additional clarifications via another SED S108. |

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| CP.6 What should I do if I contest the SED S100 – "Inventory of Months"? |
| Once you receive the SED S100 – 'Inventory of months relating to reimbursement on the basis of fixed amounts', you could contest by filling out the [SED S102 – "Contestation of inventory of months concerning one person (COC\_IMO)"](SEDs/S102.docx) and sending it to the Case Owner.  The Individual section should be filled out by the information about the individual contestation; the reason for the contestation and refusal must be filled out by selecting the appropriate check-box(es). When the refusal code selected is "Number of months contested by the debtor institution", the revised number of months should be indicated;  All attachments supporting the reply must be attached to the individual part of the S102. An attachment that is not correctly referenced to a specific individual part might not be handled properly.  When the Case Owner receives SED S102;   1. Creditor creates the SED S103 - "Acknowledgment of contestation of inventory of months" to confirm the receipt of a contestation of inventories of months, and sends it to you. 2. Creditor fills out the SED S104 – "Reply to contestation of inventory of months" by entering all required global and individual information about the number of months to be accepted; The Individual section should be filled out with required information for each individual contestation. A reply code should be filled out by selecting the appropriate checkbox(es); The Case Owner sends the S104 to you;   The process "Contestation of Inventory of Months" ends here. |

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| CP.7 What should I do if I want to contest the global Claim'? |
| If the deadline is reached, you can reject the claim for reimbursement by filling out and sending to the Case Owner the [SED S112 - 'Contestation of global Claim – Fixed Amounts (COC\_CLA\_IMO)](SEDs/S112.docx)'.  All attachments supporting the reply must be attached to the individual part of the S112. An attachment that is not correctly referenced to a specific individual part might not be handled properly.  After receiving SED S112, the Case Owner fills out the [SED S113 – "Reply to contestation of global claim](SEDs/S113.docx)" and sends it to you.  If the Case Owner "Accepts" the global contestation, the process "Contestation of global Claim" ends here and the whole business use case S\_BUC\_21 ends here. |

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| CP.8 What should I do if I want to contest globally the Claim'? |
| At any moment after having received SED S110, you can reject the claim for reimbursement by filling out and sending the [SED S112 - 'Contestation of global Claim – Fixed Amounts (COC\_CLA\_IMO)'](SEDs/S112.docx).  All attachments supporting the reply must be attached to the individual part of the S112. An attachment that is not correctly referenced to a specific individual part might not be handled properly.  After receiving SED S112, the Case Owner fills out the [SED S113 – "Reply to contestation of global claim"](SEDs/S113.docx) and sends it to you.  If the Case Owner "Accepts" the global contestation, the process "Contestation of global Claim" ends here and the whole business use case S\_BUC\_21 ends here. |

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| CP. 9 What should I do if I have to send the Case Owner the SED S114 – " Information on down payment of fixed amounts (IDP\_IMO)"? |
| Create the [SED S114 - "Information on down payment for fixed amounts](SEDs/S114.docx)" to make a down payment on the claims submitted by SED S110. The exact amount of the down payment is determined by the details in the global note claim of SED S110. It is irrelevant whether it is already known that certain inventories will be contested; Send the SED S114 to the Case Owner;  The Case Owner receives the SED S114 - "Information on down payment for fixed amounts" and creates [SED S115 - "Reply to information on down payment for fixed amounts"](SEDs/S115.docx) informing whether the offer is accepted or not and sends it to you. If the offer is accepted, the amount agreed upon should be processed for payment.  [I have received the SED S115 – "Reply Information on down payment for fixed amounts".](#_CP._11_) (step CP.10) |

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| CP. 10 What should I do if I received the SEDS S115 -"Reply to information on down payment for fixed amounts" from the Case Owner? |
| After receiving the [SED S115](SEDs/S115.docx), if the offer is accepted, the amount agreed upon should be processed for payment, and SEDs S116 should be used.  The process "Down Payment of fixed amounts" ends here. |

# BPMN diagram for S\_BUC\_21

Click [here](BPMN_Diagrams/S_BUC_21_Diagram.pdf) to open the BPMN diagram for S\_BUC\_21 main process

Click [here](BPMN_Diagrams/S_BUC_21_1_Contestation%20of%20Inventory%20of%20Months.pdf) to open the BPMN diagram for S\_BUC\_21 Contestation of Inventory of Months sub process.

Click [here](BPMN_Diagrams/S_BUC_21_2_Credit%20Note%20of%20Months.pdf) to open the BPMN diagram for S\_BUC\_21 Credit Note of Months sub process.

Click [here](BPMN_Diagrams/S_BUC_21_3_Contestation%20of%20Global%20Claim.pdf) to open the BPMN diagram for S\_BUC\_21 Contestation of Global Claim sub process.

Click [here](BPMN_Diagrams/S_BUC_21_4_Down%20Payment%20of%20fixed%20amounts.pdf) to open the BPMN diagram for S\_BUC\_21 Down Payment of fixed amounts.

# Structured Electronic Documents (SEDs) used in the process

The following SEDs are used in S\_BUC\_21:

* [S100: Inventory of months relating to reimbursement on the basis of fixed amounts (IMO)](SEDs/S100.docx)
* [S101: Acknowledgement of inventory of months (ACK\_IMO)](SEDs/S101.docx)
* [S102: Contestation of inventory of months concerning one person (COC\_IMO)](SEDs/S102.docx)
* [S103: : Acknowledgement of contestation of inventory of months (ACK\_COC\_IMO)](SEDs/S103.docx)
* [S104: Reply to contestation of inventory of months (RPY\_COC\_IMO)](SEDs/S104.docx)
* [S105: Credit note of months (CRN\_IMO)](SEDs/S105.docx)
* [S107: Contestation of Credit Note of inventory of months concerning one person (COC\_CRN\_IMO)](SEDs/S107.docx)
* [S108: Reply to Contestation of Credit Note of inventory of months (RPY\_COC\_CRN\_IMO)](SEDs/S108.docx)
* [S110: Claim for reimbursement of Fixed Amounts (CLA\_IMO)](SEDs/S110.docx)
* [S111: Acknowledgement of Claim for reimbursement of Fixed Amounts (ACK\_CLA\_IMO)](SEDs/S111.docx)
* [S112: Contestation of global Claim – Fixed Amounts (COC\_CLA\_IMO)](SEDs/S112.docx)
* [S113: Reply to contestation of global Claim - fixed Amounts (RPY\_COC\_CLA\_IMO)](SEDs/S113.docx)
* [S114: Information on down payment of fixed amounts (IDP\_IMO)](SEDs/S114.docx)
* [S115: Reply to Information on down payment of fixed amounts (RPY\_IDP\_IMO)](SEDs/S115.docx)
* [S116: Information on payment of individual claim - fixed amounts (PAY\_IMO)](SEDs/S116.docx)
* [S117: Acknowledgement of payment of individual claim - fixed amounts (ACK\_PAY\_IMO)](SEDs/S117.docx)

# Administrative sub-processes

The following technical administrative sub-processes can be used at any point in the process:

* [AD\_BUC\_11\_Sub-process – Business Exception](../Administrative_Sub-Processes/AD_BUC_11_Subprocess.docx)
* [AD\_BUC\_12\_Subprocess – Change of Participant](../Administrative_Sub-Processes/AD_BUC_12_Subprocess.docx)