

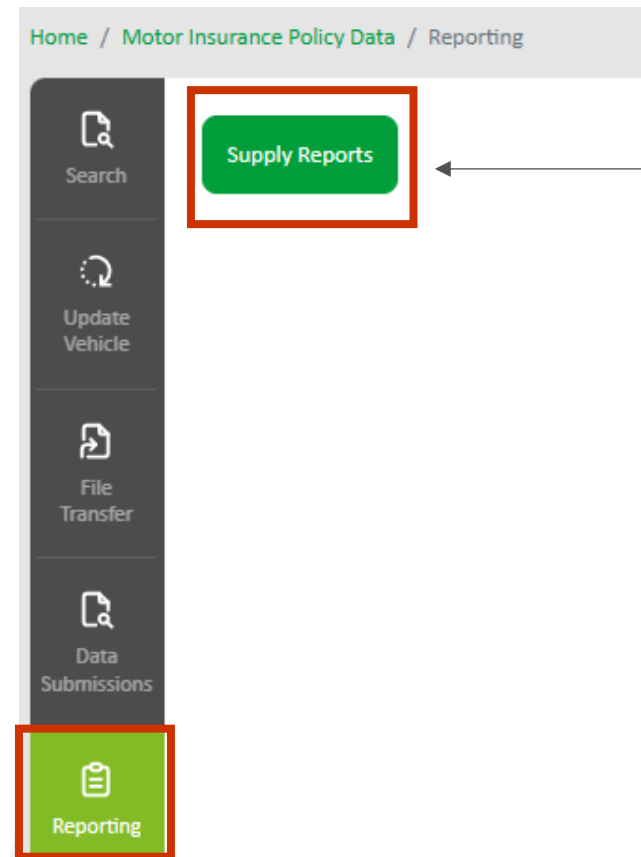
Navigate MIPD Time to Supply & Data Supply User Guide

August 2025

Time to Supply and Data Supply reports are available via the MIPD tile to roles which have the reporting access. Click on the MIPD tile, then go to the 'Reporting' tab, and the Time to Supply Button will be visible. Both the Time to Supply and Data Supply reports are accessible through this one button.

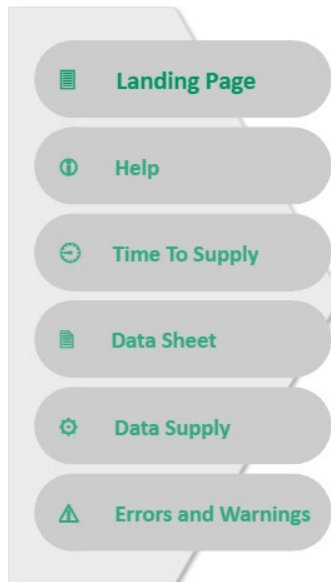


When you login to the Navigate portal, if your user credentials have the reporting role, you will see the Reporting tab on the left ribbon, highlighted in red below. If you don't have this role and think you need it, please request this from your organisation administrator.



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

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



The Help Page provides a guide to how the timeliness of each record type is calculated. You can also switch between the help for the different types of reports.

Field Definitions

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

Time To Supply

Business Line	Section	Record Type	Time to Supply Calculation Logic
Fleet/Commercial Policy	TTS	Amend	Number of days between the last policy renewal date and the effective date of the record, where the update type indicator is 'Y' (Yes) - which is for auto-renewal amend records OR Number of days between the date the batch (and all associated accepted records within the batch) hits the Navig date of the individual record where the update type is 'A' (Amend) and the cancel/lapse indicator is blank - which
Fleet/Commercial Policy	TTS	Cancel	Number of days between the date the batch (and all associated accepted records within the batch) hits the Navig date of the individual record, and where the update type is 'A' (Amend) and the cancel/lapse indicator is 'C' (Canc
Fleet/Commercial Policy	TTS	Delete	Number of days between the date the batch (and all associated accepted records within the batch) hits the Navig date of the individual record, and where the update type is 'D' (Delete). Deleting a policy is rare and is only use catered for with and Amend record.
Fleet/Commercial Policy	TTS	Lapse	Number of days between the date the batch (and all associated accepted records within the batch) hits the Navig date of the individual record and where the update type is 'A' (Amend) and the cancel/lapse indicator is 'L' (Lapse
Fleet/Commercial Policy	TTS	New	Number of days between the date the batch (and all associated accepted records within the batch) hits the Navig date of the individual record, where the update type is 'N' (New) to add a new policy record.
Fleet/Commercial Policy	TTS	Reinstatement	Number of days between the date the batch (and all associated accepted records within the batch) hits the Navig

[illegible]

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

Where an insurer has delegated authorities (DAs) in the supply chain, you can also filter by each DA that supplies for you by Navigate ID code or the MIPD Org ID (previously the MID ID).

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

Clicking 'Clear All Filters', will clear all filters.

Clicking 'Reset Filters', will reset all the filters back to just have the previous month filter for the data set.

The TTS reports show the full previous month by default. By selecting the current month, it will show the data up until today.

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

All users can select various date range and record type filters – as shown below. If you wish to select a compliance period, clear out the default selection of 'Previous Month' in the Month-Year filter by either clicking 'clear all filters' or deselecting 'previous month'. You will then be able to select the relevant compliance period.

The screenshot shows a 'Filter Pane' with the following sections:

- Insurer Name & Navigate Org ID**: All
- Insurer Name & MIPD Org ID**: All
- Supplier Name & Navigate Org ID**: All
- Supplier Name & MIPD Org ID**: All
- Compliance - Period**: All
- Month - Year**: Previous Month (selected)

At the bottom of the filter pane, there are two buttons: **Clear All Filters** (highlighted with a red box) and **Reset Filters**. Below the filter pane, there are two summary cards showing percentages: 91.8% and 99.6%.

The screenshot shows the same 'Filter Pane' as the previous one, but with the 'Month - Year' filter expanded. The expanded list includes:

- ☐ Select all
- ☐ 2024
- ☐ 2025
- ☐ January - March
- ☐ May - July
- ☐ No Sanction

Below the filter pane, there are two summary cards showing percentages: 68.4% and 98.2%.

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

Clicking here ensures only personal policy data is shown.

Transaction types.

Login credentials will ensure only relevant data is available to you, and you will see the organisation name here.

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

Landing Page

Help

Time To Supply

Data Sheet

Data Supply

Errors and Warnings

Personal Policy

Fleet/Commercial Policy

Filter 1

Jun-2025

Σ Total Records and % Total					
<div>New</div> <div>3,243,249</div> <div>40.1%</div>	<div>Amend</div> <div>3,831,863</div> <div>47.4%</div>	<div>Cancel</div> <div>601,679</div> <div>7.4%</div>	<div>Lapse</div> <div>396,492</div> <div>4.9%</div>	<div>Delete</div> <div>6,242</div> <div>0.1%</div>	<div>Total</div> <div>8,079,525</div> <div>100.0%</div>

7-Day TTS | Records Sent and % TTS

<div>3,238,967</div> <div>99.9%</div>	<div>3,815,469</div> <div>99.6%</div>	<div>583,893</div> <div>97.0%</div>	<div>389,016</div> <div>98.1%</div>	<div>4,034</div> <div>64.6%</div>	<div>8,031,379</div> <div>99.4%</div>
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7-Day TTS | Market Total Records Sent and % TTS

<div>3,238,967</div> <div>99.9%</div>	<div>3,815,469</div> <div>99.6%</div>	<div>583,893</div> <div>97.0%</div>	<div>389,016</div> <div>98.1%</div>	<div>4,034</div> <div>64.6%</div>	<div>8,031,379</div> <div>99.4%</div>
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Reporting period is selected here.

Total records accepted by transaction type.

Proportion of total records accepted by transaction type.

Total records TTS compliant by transaction type.

TTS result by transaction type.

This is the full market TTS result.

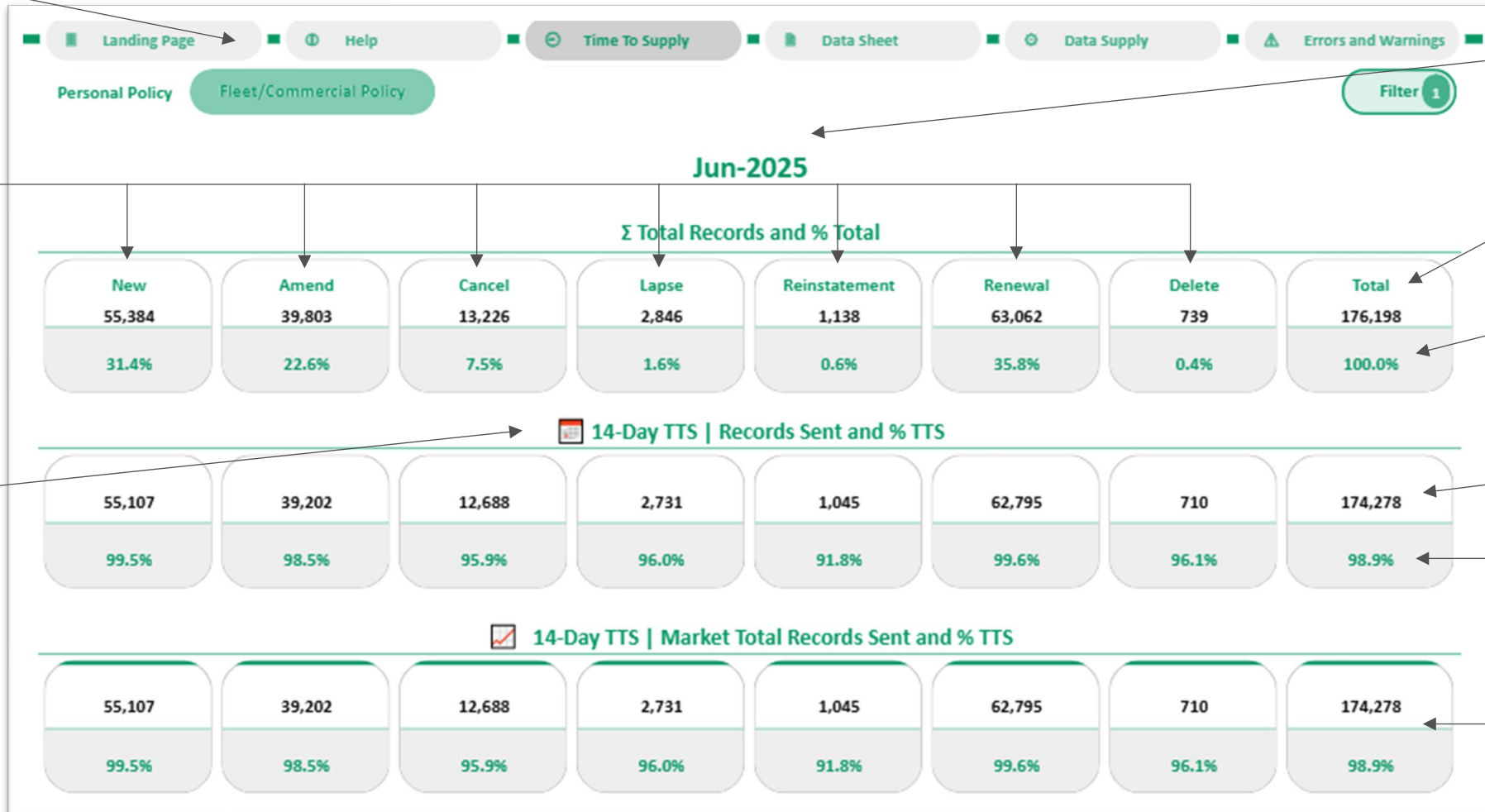
This is the main TTS report where you will see the TTS results for the fleet and commercial business line (old MID2 policies)

Clicking here ensures only fleet and commercial policy data is shown.

Transaction types.

Login credentials will ensure only relevant data is available to you, and you will see the organisation name here.

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



Reporting period is selected here.

Total records accepted by transaction type.

Proportion of total records accepted by transaction type.

Total records TTS compliant by transaction type.

TTS result by transaction type.

This is the full market TTS result.

This shows the number of records submitted on each TTS days based on the record type for personal policies. The same is available for Fleet/Commercial policies by clicking on the relevant tab.

Personal Policy

Fleet/Commercial Policy

Filter 1

Jun-2025

Record Type - Personal Policy

Select Insurer or Supplier:

TTS Days	New	Amend	Cancel	Lapse	Delete	Total	%
FUTURE	646,686	364,493	17,287	5,754	1,324	1,035,544	
0	1,291,473	2,121,133	181,957	31,929	1,549	3,628,041	
1	1,079,515	1,092,227	274,516	137,839	538	2,584,635	
2	173,423	154,948	66,608	85,357	230	480,566	
3	33,661	55,785	22,227	38,302	112	150,087	
4	8,184	16,175	10,426	23,845	50	58,680	
5	2,612	5,379	5,157	34,092	54	47,294	
6	2,195	3,046	3,248	23,201	89	31,779	
7	1,218	2,283	2,467	8,697	88	14,753	
8	1,229	1,699	2,505	2,004	98	7,535	
9	1,199	1,974	1,108	1,804	68	6,153	
10	202	771	907	335	66	2,281	
11	195	626	831	223	61	1,936	
12	135	545	620	355	62	1,717	
13	114	592	700	452	78	1,936	
14	92	865	921	355	52	2,285	
Total	3,243,249	3,831,863	601,679	396,492	6,242	8,079,525	

Record Type Running Total- Personal Policy

Select Insurer or Supplier:

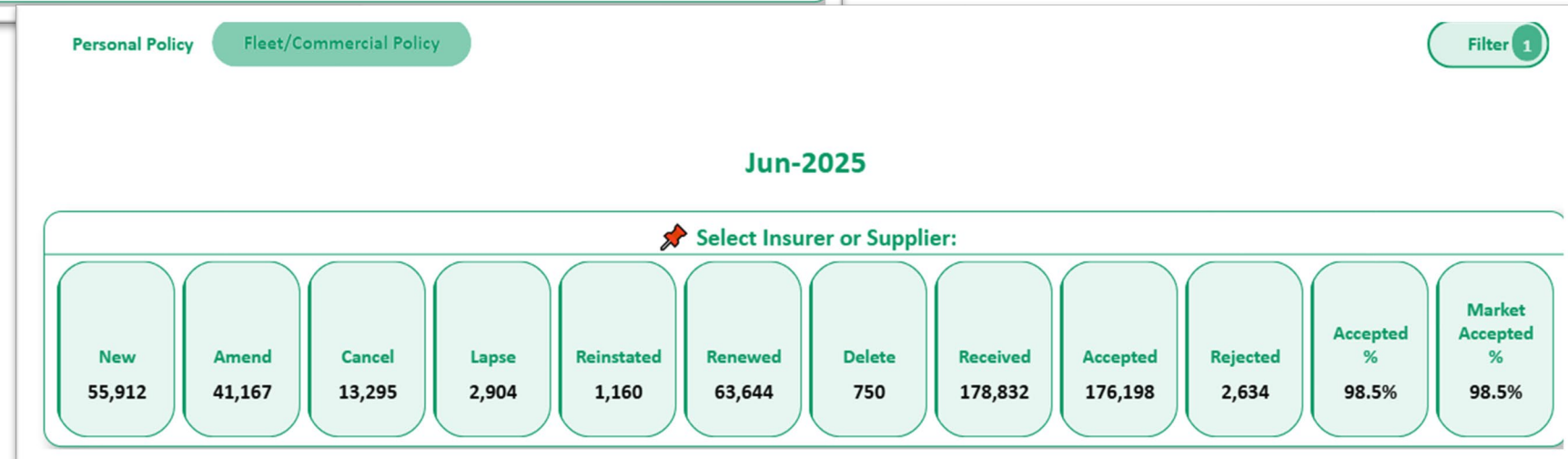
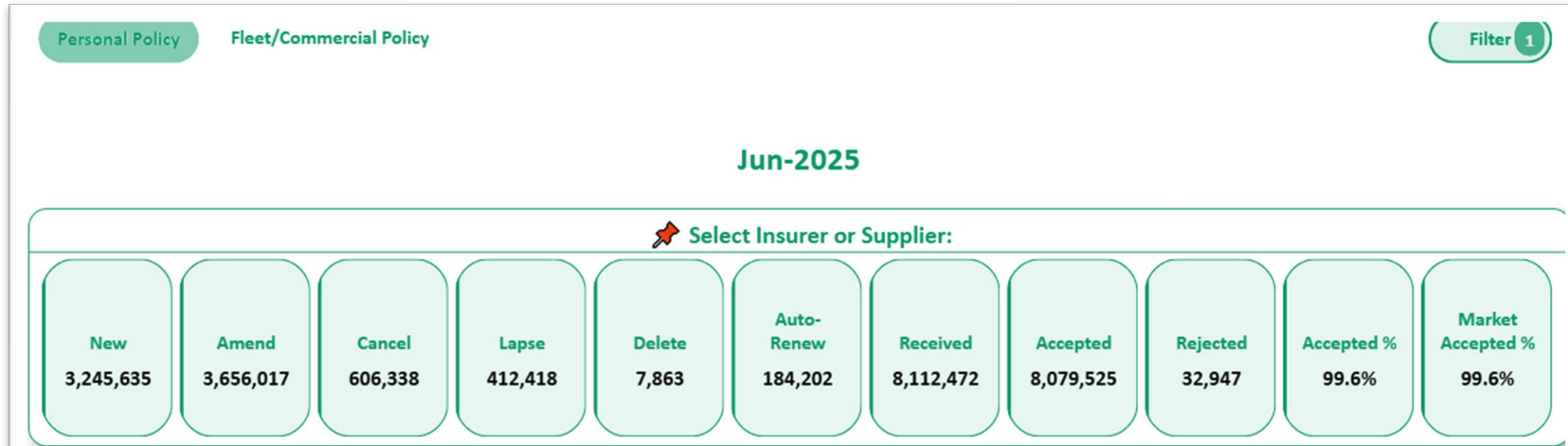
TTS Days	New	Amend	Cancel	Lapse	Delete	Total	%
FUTURE	646,686	364,493	17,287	5,754	1,324	1,035,544	
0	1,938,159	2,485,626	199,244	37,683	2,873	4,663,585	
1	3,017,674	3,577,853	473,760	175,522	3,411	7,248,220	
2	3,191,097	3,732,801	540,368	260,879	3,641	7,728,786	
3	3,224,758	3,788,586	562,595	299,181	3,753	7,878,873	
4	3,232,942	3,804,761	573,021	323,026	3,803	7,937,553	
5	3,235,554	3,810,140	578,178	357,118	3,857	7,984,847	
6	3,237,749	3,813,186	581,426	380,319	3,946	8,016,626	
7	3,238,967	3,815,469	583,893	389,016	4,034	8,031,379	
8	3,240,196	3,817,168	586,398	391,020	4,132	8,038,914	
9	3,241,395	3,819,142	587,506	392,824	4,200	8,045,067	
10	3,241,597	3,819,913	588,413	393,159	4,266	8,047,348	
11	3,241,792	3,820,539	589,244	393,382	4,327	8,049,284	
12	3,241,927	3,821,084	589,864	393,737	4,389	8,051,001	
13	3,242,041	3,821,676	590,564	394,189	4,467	8,052,937	
14	3,242,133	3,822,541	591,485	394,544	4,519	8,055,222	
Total	3,243,249	3,831,863	601,679	396,492	6,242	8,079,525	

% Record Type Running Total- Personal Policy

Select Insurer or Supplier:

TTS Days	% New	% Amend	% Cancel	% Lapse	% Delete	% Total	% N
FUTURE	19.9%	9.5%	2.9%	1.5%	21.2%	12.8%	
0	59.8%	64.9%	33.1%	9.5%	46.0%	57.7%	
1	93.0%	93.4%	78.7%	44.3%	54.6%	89.7%	
2	98.4%	97.4%	89.8%	65.8%	58.3%	95.7%	
3	99.4%	98.9%	93.5%	75.5%	60.1%	97.5%	
4	99.7%	99.3%	95.2%	81.5%	60.9%	98.2%	
5	99.8%	99.4%	96.1%	90.1%	61.8%	98.8%	
6	99.8%	99.5%	96.6%	95.9%	63.2%	99.2%	
7	99.9%	99.6%	97.0%	98.1%	64.6%	99.4%	
8	99.9%	99.6%	97.5%	98.6%	66.2%	99.5%	
9	99.9%	99.7%	97.6%	99.1%	67.3%	99.6%	
10	99.9%	99.7%	97.8%	99.2%	68.3%	99.6%	
11	100.0%	99.7%	97.9%	99.2%	69.3%	99.6%	
12	100.0%	99.7%	98.0%	99.3%	70.3%	99.6%	
13	100.0%	99.7%	98.2%	99.4%	71.6%	99.7%	
14	100.0%	99.8%	98.3%	99.5%	72.4%	99.7%	
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	

These show the number of policies submitted to Navigate for either Personal or Fleet/Commercial policies.



This shows the top 10 errors and top 5 warnings for Personal Policies. The same is available for Fleet/Commercial policies by clicking on the relevant tab.

Landing Page

Help

Time To Supply

Data Sheet

Data Supply

Errors and Warnings

Personal Policy

Fleet/Commercial Policy

Filter 1

Jul-2025

Top 10 Errors

Select an Insurer or Supplier

Error Code	Error Description	No. Error	% of All
E045	ANOTHER RECORD IN THIS POLICY SET WAS REJECTED	17,609	53.95%
E119	NO POLICY IN FORCE ON THE CANCELLATION DATE	16,428	50.33%
E023	PARTY POLICY CONTROL COUNT OUT OF SEQUENCE	9,861	30.21%
E064	CANCELLATION/LAPSE FOR DIFFERENT NUMBER OF VEHICLES	4,485	13.74%
E049	BACKDATED ENDORSEMENTS ARE NOT PERMITTED	3,582	10.97%

Top 5 Warnings

Select an Insurer or Supplier

Warning Code	Warning Description	No. Warning	% of All
W007	INVALID POLICYHOLDER AGE	540,607	94.69%
W009	NAMED DRIVER AGE INVALID	469,345	82.21%
W006	INVALID POLICYHOLDER DATE OF BIRTH	22,462	3.93%
W013	POLICY RECORD REJECTED AND PPCC NOT ACTIONED	7,951	1.39%
W011	UPDATE TYPE IS D AND EXISTING RECORD NOT FOUND	68	0.01%