

Batch Submission Manual for Agents



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1. Purpose

The purpose of this document is to familiarize surplus lines agents with the MSLA XML import system. Agents may use this system to exchange policy data electronically with MSLA. This document includestechnical specifications for the system.

System architects, designers and developers with computer programming experience should use the details in this document to prepare batch files for submission to MSLA. We assume the readerhas an understanding of the XML and HTTP protocols.

This document is divided into several sections, including the filing process and XML guidelines. The XML schema will be available on the MSLA website http://www.msla.org/producers/batchsubmission-for-producers/) under the Batch Reporting Procedures heading. Please refer to the FAQ section at on this page for additional information.

2. Introduction

MSLA released the web-based Surplus Lines Information Portal (SLIP) in 2008 to facilitate efficient policy filing for agents.

Agents have the following options for policy data submission via SLIP:

- 1. Manual Method enter data manually through the SLIP interface; or
- 2. XML Import Method submit data for one or more policies electronically as an XML documentthrough HTTPS.

The SLIP help file and the online tutorials (http://www.msla.org/resources/tutorials/) containinstructions for the manual method. This document focuses on the XML import method.

We recommend testing new XML files on the SLIP TEST website to ensure validity prior to official submission through https://slip.msla.org. Contact MSLA for a link, username, and password to SLIPTest.

2.1. The XML Import Method

The XML (Extensible Markup Language) Import method allows agents to submit policy data in a single batch process instead of individually entering policies and transactions through SLIP. The method willbe especially beneficial to agents filing a large amount of data with MSLA. A single XML file may contain information for multiple policies.

Agents who store policy data in a central database may take advantage of the XML (ExtensibleMarkup Language) Import function.

The XML Import requires the following two-step process:

1. The agent's computer system generates an XML text file that contains his/her filing information. Optionally it also



generates policy documentation (electronic copies of DecSheets).

2. The agent or his/her representative uploads the zipped version of the XML text file through SLIP. A single ZIP file should contain only one XML file with one or many policies. In addition to submitting policy data, the agent may also include policy documentation associated with thepolicy data contained within the XML file. The policy documentation contained within the batch submission must be individually named for each policy transaction (New Business, Additional Premium, Return Premium, etc.) and referenced by filename within the appropriatesection of the XML file for each transaction. The file formats that can be accepted within the batch file include PDF, TIFF, GIF, PNG and JPG. PDF is the preferred format. Please see section3 for more details. Supporting documentation is required to be submitted for each transaction before certifying the Monthly Transaction Report (MTR). If the documents are not included



within the batch file, then they will need to be uploaded manually for each transaction via thepolicy screen after the batch file has been imported. Please note that you will need to upload each document one at a time if you choose the manual option.

The XML Import Method provides an asynchronous message based dialogue that can programmaticallyconverse from application to application. Some key features are: open standards of XML, HTTPS submission options, reliable messaging, and secure messaging with Digital Certificates.

2.2. Prerequisites for the XML Method

Agents may submit policy data using the MSLA XML Import Method after the following technical requirements are met:

- 1. A permanent SLIP account must exist for agent or agent's representative. MSLA will email a SLIP username and password to the SLIP user. The username and password must be assigned and provided to the SLIP user.
- 2. Confirm that (latest version of) a modern browser such as Google Chrome, Firefox or MicrosoftEdge is installed on your computer.
- 3. Go to http://www.msla.org/insurers/msla-agency-list/ to obtain your agency's MSLA ID number. An MSLA Agency ID number will be required for your reporting agency/agencies.

2.3. Data Requirements for Lloyd's of London Policies

Starting January 1, 2022, agents are no longer required to provide the following additional data elements for the policies insured by Lloyd's of London - Coverholder_Number, Coverholder_Name, and Contract_Number. Omitting these fields from the file will NOT result in file being rejected. The schemafile allows for these fields only to maintain the backward compatibility.

3. The XML Import Process

This section includes an outline of the XML Import Method. Section 4 contains specifics about filecreation.

3.1. Create XML file.

Use the information contained in this document and the XML tool of your choice to create an XML file with the required policy information. Validate the file using the MSLA XML batch schema. See the fileguidelines in Section 4 to get started.

Note: The system will not accept Microsoft Excel files saved as XML Data or XML Spreadsheet file types. Please follow the format described in this document to create the XML file from your database.

3.2. Create ZIP file

Combine the XML file created in the previous section and all of the policy document files (scannedimages/documents of the policy documents) in one ZIP file.

3.3. Login to SLIP.

Go to https://slip.msla.org. Enter the username and password provided by MSLA. This will establish asecure connection and validate your identity.

If you are a surplus lines agent and you do not have a username and/or password, contact MSLA at (601)713-1111. Alternatively, if you are working on behalf of a surplus lines agent, the agent may create an account for you in SLIP.

3.4. Upload and submit the XML document.



Go to the upload page in SLIP, browse your PC, select a compressed file (.zip) created in step 3.2, and submit it to MSLA.

3.5. SLIP validates the file.

SLIP will validate the XML file before further processing can take place. If the validation is successful, the file will be considered for import. If the validation is unsuccessful, the file will be rejected. You must correct the data and resubmit the file.

Whether the file is accepted or rejected, an e-mail will be sent to the submission contact. The message will contain (a) accepted files: the filing number and filing date if the file was accepted, or

(b) rejected files: the date and time the file was received and the rejection description. The Statusscreen in SLIP will also list the processing status.

3.6. Monitor the status of the submission table on the Status page.

Confirm that your submissions are received and processed by reviewing the submission table on the SLIPstatus page. The status table will contain the date the file was processed and acknowledged. Rejected submissions must be corrected and resubmitted in a timely manner.

In addition to providing insight into file acceptance and/or rejection, the status table confirms that thefile is received and processed.

3.7. Accepted file: End of process / Rejected File: Return to 3.1

Follow this process (from 3.1 forward) when resubmitting rejected files.

Contact MSLA at (601) 713-1111 with questions regarding file rejection and resubmission.

4. XML/ZIP File Guidelines

4.1. File Size

Please limit the size of the zip file containing the XML file (and the policy documents) to less than or equal to 1GB. The zip file should contain one and only one XML file. The zip file may contain many policy documents associated with the filings in the XML file. The zip file should not contain any folders.

4.2. File Type

The allowable file types for the policy document files contained in the zip file are - PDF, PNG, JPG, JPEG, GIF, TIF and TIFF.

4.3. File Name

The file name character limit is 250 characters. There is no requirement for the naming convention, but it should be easy to maintain and track across all of your submissions. We suggest including the date and time in the name. For example, 121108_0810_bob_smith.zip follows a date_time_agent.zipnaming convention.

4.4. HTML (XML) Encoding

The complete XML document must be HTML Encoded before it is submitted. Failure to do so may resultin processing delays and rejections. A typical rejection error is an "Invalid XML" message.

Several special characters are reserved and cannot be used directly in XML element or attribute data. Replace them with XML Entity references or XML Encoded text. These special characters act as flags to the parser; they delimit the document's actual content and tell the parser to take specific actions.

These special characters, therefore, must be represented in their encoded format:



Reserved Character	Entity Reference	Character Name
&	&	Ampersand
4	'	Apostrophe
"	"	Quote
<	<	Less Than
>	£gt;	Greater Than

4.5. File Validation & Rejection

Items 4.4.1-4.4.6 describe the file validation process.

If the document fails **ANY** of these validations, the **ENTIRE** batch file will **NOT** be accepted. If errors are detected, error messages will be e-mailed to allow the user to identify the problem, correct, andresubmit the file.

- 1. Parse the document and check that the document is well-formed.
- 2. Validate the parsed document against the XSD (XML Schema Definition) file.
- 3. Check data elements to be sure they do not exceed maximum lengths.
- 4. Check for required data elements (policy number, transaction type, coverage code).
- 5. Check that values of particular elements comply with the detailed XML documentspecifications (Section 4.6) and the XML schema (Section 4.7).

If the data file is invalid, the system will reject the entire file. An email will be sent to the SLIP userto explain the rejection and request resubmission. The SLIP user can click on the rejected status to view the reasons for the rejection in a pop-up window. Rejected submissions must be corrected and resubmitted in a timely manner.

The user must correct the data file and resubmit it through SLIP. If the data file is valid, the filewill be imported into a temporary queue for policy-level validation.

4.6. Policy Validation and Rejection

If the policy data fails ANY of the following validations, the ENTIRE batch file will NOT be accepted. Ane-mail will be sent to the submission contact. The message will contain a detailed description of the problem and instructions to correct and resubmit the file.

- 1. Check for complete policy data. Data must be included for all required fields.
- 2. Check for valid agent and agency identification numbers. The agent identification number is the surplus lines agent license number. The agency identification number is issued by MSLA, and can be found online at http://www.msla.org/insurers/msla-agency-list/.



3. Accept and/or reject file. An e-mail will be sent to the submission file to confirm theacceptance or rejection of the file.

<u>NOTE</u>: Do not resubmit accepted XML files. This will result in duplicate policy data. The submission contact will be required to correct duplicate data manually through SLIP.

For additional details, please refer to the XML Schema file and examples, located online at http://www.msla.org/producers/batch-submission-forproducers/.

Section 1: Submission Contact

Outline	Group Element /	Field Name	Description	Туре	Min	Max	Min	Max	Required	Refer to
Level	XML				Occurrence	Occurrence	Length	Length		XML
	Schema Name									schema for
										valid data
			Contact information for							
			the person who will							
1	Submission_Contact	-	submit the XML file.	-	1	1	-	-	Υ	-
			Name of the person who							
1.1	Name	-	will submit the XML file.	ContactNameType	1	1	-	-	Υ	-
			The first name of the							
1.1.1	First_Name	First Name	submission contact.	PersonNameType	1	1	1	50	Υ	-
			The middle name of the							
1.1.2	Middle_Name	Middle Name	submission contact.	PersonNameType	0	1	0	30	N	-
			The last name of the							
1.1.3	Last_Name	Last Name	submission contact.	PersonNameType	1	1	1	50	Υ	-
			The suffix of the							
1.1.4	Suffix	Suffix	submission contact.	PersonNameType	0	1	0	30	N	-
			The email address for the							
1.2	Email	Email	submission contact.	EmailAddressType	1	1	1	75	Υ	-
			Address for the							
1.3	Address	-	submission contact.	USAddressType	1	1	-	-	Υ	-
		Address Line	Street Address (line 1) for							
1.3.1	AddressLine1	1	the submission contact.	StreetAddressType	1	1	1	50	Υ	-



1.3.2	AddressLine2	Address Line	Street Address (line 2) for the submission contact.	StreetAddressType	0	1	0	50	N	-
1.3.3	City	City	City for the submission contact.	CityType	1	1	1	30	Υ	-
1.3.4	State	State	State for the submission contact. Official state abbreviations only.		1	1	2	2	Υ	x
1.3.5	ZipCode	Zip Code	Zip code for the submission contact. (5 digits + optional 4)		1	1	5	9	Υ	-
1.4	Phone	Phone	Phone number for the submission contact.	USPhoneNumberType	1	1	1	10	Υ	-
1.5	Phone_Extension	Phone Extension	Extension for the submission contact.	PhoneExtensionType	0	1	0	5	N	-
1.6	Fax	Fax	Fax for the submission contact.	USFaxNumberType	0	1	0	10	N	-
2	Reporting_Agency	-	Reporting agency details.	-	1	1	-	-	Y	-
		Agency	The agency Identification number issued by MSLA. See the Agency List on the MSLA website for details.	AlphaNumericType						
2.1	Agency_Number	Number	(https://www.msla.org/)	(MS + 6-digit number)	1	1	8	8	Υ	-
2.2	Name	Name	The name of the reporting agency.	BusinessName Type	1	1	1	150	Y	-

TELEPHONE 601-713-1111 / FAX 601-713-1122 INCOMING WATS 888-867-5633

Section 3: Billing Contact

Outline	Group Element /	Field Name	Description	Туре	Min	Max	Min	Max	Required	Refer to XML
Level	XML				Occurrence	Occurrence	Length	Length		schema for
	Schema Name									valid data
3	Billing_Contact	-	Billing Contact	-	0	1	-	-	N	-
			details.							
			Name of the billing							
3.1	Name	-	contact.	ContactNameType	0	1	-	-	N	-
			The first name of the							
3.1.2	First_Name	First Name	billing contact.	PersonNameType	0	1	0	50	N	-
			The middle name of							
3.1.3	Middle_Name	Middle Name	the billing contact.	PersonNameType	0	1	0	30	N	-
			The last name of the							
3.1.4	Last_Name	Last Name	billing contact.	PersonNameType	0	1	0	50	N	-
			The suffix for the							
3.1.5	Suffix	Suffix	billing contact.	PersonNameType	0	1	0	30	N	-
			The email address							
3.2	Email	Email	for the billing contact.	EmailAddressType	0	1	0	75	N	-
			Address for the							
3.3	Address	-	billing contact.	USAddressType	0	1	-	-	N	-
			The first line of the							
			street address for the							
3.3.4	AddressLine1	Address Line 1	billing contact.	StreetAddressType	1	1	1	50	Υ	-



			The second line of the street address for							
3.3.5	AddressLine2	Address Line 2	the billing contact.	StreetAddressType	0	1	0	50	N	-
3.3.6	City	City	The city for the billing contact.	CityType	0	1	0	30	N	-
3.3.7	State	State	The state for the billing contact. Official state abbreviations only.	StateType	0	1	0	2	N	x
3.3.8	ZipCode	Zip Code	The zip code for the billing contact. (5 digits + 4 optional)	ZipCodeType	0	1	5	9	N	-
3.4	Phone	Phone	The phone number for the billing contact.	USPhoneNumberType	0	1	0	10	N	-
3.5	Phone_Extension	Phone Extension	The extension for the billing contact.	PhoneExtensionType	0	1	0	5	N	-
3.6	Fax	Fax	The fax number for the billing contact.	USFaxNumberType	0	1	0	10	N	-

Section 4: Reporting Agent

Outline	Group Element /	Field Name	Description	Туре	Min	Max	Min	Max	Required	Refer to
Level	XML Schema				Occurrence	Occurrence	Length	Length		XML
	Name									schema for
										valid data
			Reporting agent							
4	Reporting_Agent	-	details.	-	1	1	-	-	Υ	-



Section 4, Part 2

4.1	License_Number	License Number	License number for the reporting agent.	AlphaNumericType	1	1	1	10	Y	-
4.2	Name	-	Name of the reporting agent.	ContactNameType	1	1	-	-	Υ	-
4.2.1	First_Name	First Name	The first name of the reporting agent.	PersonNameType	1	1	1	50	Y	-
4.2.2	Middle_Name	Middle Name	The middle name of the reporting agent.	PersonNameType	0	1	0	30	N	-
4.2.3	Last_Name	Last Name	The last name of the reporting agent.	PersonNameType	1	1	1	50	Υ	-
4.2.4	Suffix	Suffix	The suffix for the reporting agent.	PersonNameType	0	1	0	30	N	-
4.4	Policies	_	Details about policies placed within the reporting period.	_	1	1	_	_	Y	-
			This element has an attribute: Xml_AgentID. This number is a unique sequence number	-						
4.4.1	Policy	-	within the file.		1	unbounded	-	-	Υ	X



Section 4, Part 3

Outline	Group Element /	Field Name	Description	Туре	Min	Max	Min	Max	Required	Refer to
Level	XML Schema Name				Occurrence	Occurrence	Length	Length		XML schema for valid data
4.4.1.1	Policy_Number	Policy Number	The policy number.	StringType	1	1	1	50	Υ	-
4.4.1.2	Insured_Name	Insured Name		InsuredNameType	1	1	1	150	Υ	-
4.4.1.3	Insured_Address	-	The address for the insured.	USAddressType	1	1	-	-	Υ	-
4.4.1.3.1	AddressLine1	Address Line	The first line of the street address for the insured.	StreetAddressType	1	1	1	50	Υ	-
4.4.1.3.2	AddressLine2	Address Line 2	The second line of the street address for the insured.	StreetAddressType	0	1	0	50	N	-
4.4.1.3.3	City	City	The city for the insured.	CityType	1	1	1	30	Υ	-
4.4.1.3.4	State	State	The state of the insured. Official state abbreviations only.	StateType	1	1	2	2	Υ	х
4.4.1.3.5	ZipCode	Zip Code	The zip code for the insured. (5 digits + optional 4)	ZipCodeType	1	1	5	9	Υ	-



Outline Level	Group Element / XML Schema Name	Field Name	Description	Туре	Min Occurrence	Max Occurrence		Max Length	Required	Refer to XML schema for valid data
4.4.1.4	County_of_Risk	County of Risk	The name of the county of risk for the policy. Must be a MS county.	CountyType	1	1	1	-	Y	X
4.4.1.5	Producing_Agent	-	Producing Agent details.	-	1	1	-	-	Υ	-
4.4.1.5.1	License_Number	License Number	The producing agent's license number.	AlphaNumericType	1	1	1	10	Υ	-
4.4.1.5.2	Name	-	The producing agent's name.	ContactNameType	1	1	-	-	Y	-
4.4.1.5.2.1	First_Name	First Name	The first name of the producing agent.	PersonNameType	1	1	1	50	Υ	-
4.4.1.5.2.2	Middle_Name	Middle Name	The middle name of the producing agent.	PersonNameType	0	1	0	30	N	-
4.4.1.5.2.3	Last_Name	Last Name	The last name of the producing agent.	PersonNameType	1	1	1	50	Υ	-
4.4.1.5.2.4	Suffix	Suffix	The suffix for the producing agent.	PersonNameType	0	1	0	30	N	-



Section 4, Part 4

_												
				The expiration								i
				date of the policy.								1
	4.4.1.6	Expiration_Date	Expiration Date	(CCYY-MMDD)	date	1	1	1	10	Υ	-	ı

Outline Level	Group Element / XML Schema Name	Field Name	Description	Туре	Min Occurrence	Max Occurrence	Min Length	Max Length	Required
4.4.1.7	Comments	Comments	Comments regarding the policy.	ShortExplainationType	0	1	0	255	N
4.4.1.8	Transactions	-	Details about transactions relating to a policy.	-	1	1	-	-	Υ
4.4.1.8.1	Transaction	-	Details for a single transaction.	-	1	unbounded	-	-	Υ
4.4.1.8.2	Insurer_NAIC	Insurer NAIC	The reporting insurer's NAIC number.	AlphaNumericType	1	1	1	10	Υ
4.4.1.8.3	Insurer_Name	Insurer Name	The name of the insurer.	BusinessNameType	1	1	1	75	Υ
4.4.1.8.4	Coverage_code	Coverage Code	The type of coverage provided. Must be a MSLA coverage code.	CoverageCodeType	1	1	1	4	Y
4.4.1.8.5	Transaction_Type	Transaction Type	The transaction type. Must be a MSLA transaction type.	TransactionType	1	1	1	2	Υ
4.4.1.8.6	Effective_Date	Effective Date	The effective date of the transaction. (CCYY-MMDD)	Date	1	1	1	10	Υ



Section 4, Part 5

, , ,			The amount charged/returned to the insured minus any fees.						
			May be positive or						
4.4.1.8.7	Net_Premium	Net Premium	negative.	DecimalAmountType	1	1	1	12	Υ
			Fees charged/returned to the insured. May be						
4.4.1.8.8	Policy_Fees	Policy Fees	positive or negative.	DecimalAmountType	1	1	1	12	Υ
	_		Details about documents relating to a						
4.4.1.8.9	Documents	-	transaction.	-	0	1	-	-	N
			Details for a single						
4.4.1.8.9.1	Document_Name	Document_Name	document.	DocumentNameType	1	unbounded	1	255	N

Starting January 1, 2022, Coverholder_Number, Coverholder_Name, and Contract_Number are NOT required for Lloyd's of London policies. See section 2.3 for details.

Level	Group Element / XML Schema Name	Field Name	Description	7 1	Min Occurrence			Max Length	Required
4.4.1.8.10	Coverholder_Number	Coverholder		AlphaNumericType (CH + 6-digit number)	0	1	8	8	N



		Coverholder	OPTIONAL (only for backward compatibility) Name of the coverholder / US Wholesaler. See Section 2.3 for						
4.4.1.8.11	Coverholder_Name	Name	details.	BusinessName Type	0	1	1	150	N
		Contract	OPTIONAL when Insurer = Lloyd's of London Contract Number or Binding Authority Number See Section 2.3 for						
4.4.1.8.12	Contract_Number	Number	details.	StringType	C	1	1	50	N

5. XML Schema

The XML Schema for Agents is available online at http://www.msla.org/producers/batch-submissionfor-producers.

5.1. Additional XML Information

XML creation software may help you examine and work within the parameters of the XML schema. These tools include Liquid XML Studio, Stylus XML Studio, XML Spy, and others. XML creation software will also validate your file prior to submission.

The following sites contain valuable information regarding the XML standard and the UCC XML standard, as well as some information concerning XML tools.

- http://www.w3.org/XML
- https://www.iaca.org/
- http://www.xml.org
- https://msdn.microsoft.com
- http://www.xml.com
- http://www.w3schools.com/xml/default.asp

https://www.w3schools.com/xml/xml_schema.asp



6. CSV Formatting Rules

Please see the sample CSV files on MSLA website for examples of proper usage.

- A header row is required, and all column names in the header must match exactly as noted and be in proper order.
- Fields with an integer data type may only contain numbers without a decimal point.
- Decimal fields may optionally use a decimal point.
- Currency fields may not have dollar signs, and may not use parentheses to denote negative amounts
- Date values must adhere to the following pattern MM/DD/YYYY
- Field data may not contain a linefeed/carriage return.
- As CSV files use the comma character as a delimiter to separate columns, data that contains a comma must be enclosed in double quotes.
 - Example:

PolicyNumber	InsuredName	ExpirationDate
GL-9811134	"Smith Corporation, Inc."	01/25/2024

- Column data that contains double quotes must have the double quotes escaped as two contiguous double quotes.
 - Example:

PolicyNumber	InsuredName	ExpirationDate
GL-9811134	"Pepper Eye ""Scream"" Shop"	01/25/2024



Field Name	Description	Туре	Min Occurr ence	Max Occurrence	Min Length	Max Length	Required
	The policy number.	StringType	1	1	1	50	Υ
PolicyNumber							
	The name of the insured.	InsuredNameType	1	1	1	150	Υ
InsuredName							
InsuredAddressLine1	The address of the insured.	StreetAddressType	1	1	-	_	Υ
InsuredAddressLine2	The first line of the street address for the insured.	StreetAddressType	1	1	1	50	Y
	The second line of the street address for the insured.	CityType	0	1	0	50	N
InsuredCity							
	The city for the insured.	StateType	1	1	1	30	Υ
InsuredState							
	The name of the county of risk for the policy. Must be a MS	< ZipCodeType	1	1	2	2	Y
InsuredZipCode	county.						



			ı	1	ı	1	
	The name of the county of risk						
	for the policy.						
CountyofRisk	Must be a MS county.	CountyType	1	1	1	-	Υ
	The producing agent's license						
Producing A gentlicense Number	number.	AlphaNumoricTypo	1	1			~
ProducingAgentLicenseNumber	The first is an a set the	AlphaNumericType	- -		-	-	T
	The first name of the						
ProducingAgentFirstName	producing agent.	PersonNameType	1	1	1	10	Υ
	The last name of the						
	producing agent.	DavaanNamaaTiina	4	4			V
ProducingAgentLastName		PersonNameType	ı ı	I .	-	-	Y
	The expiration date of the	Date					
PolicyExpirationDate	policy.(CCYY-MMDD)		1	1	1	10	Υ
, 1	The reporting insurer's						
InsurerNAIC	NAIC number.	AlphaNumericType	1	1	1	10	Y
inidar cirty tro	The name of the	/ apriar varietie i ype	'	- '		10	'
InsurerName	insurer.	BusinessNameType	1	1	1	75	V
insuremanie	The type of coverage	businessivanie rype	'			13	- 1
	provided. Must be a MSLA						
	•						
CoverageCode	coverage code.	CoverageCodeType	1	1	1	4	Υ
	The transaction type.Must						
	be a MSLA						
TransactionType	transaction type.	TransactionType	1	1	1	2	Υ
	The effective date of the						
	transaction. (CCYY-						
TransactionEffectiveDate	MMDD)	Date	1	1	1	10	Y
	The amount charged/returned						<u>'</u>
	to theinsured minus any fees.						
	May be positive or						
L	negative.	L					
NetPremium		DecimalAmountType	1	1	1	12	Υ



	Fees charged/returnedto the insured. May be						
PolicyFees	positive or negative.	DecimalAmountType	1	1	1	12	Υ
PolicyComment	Comments regarding the policy.	ShortExplainationType	0	1	0	255	N
DocumentName	File Name that the import process will search for in the zip with extension eg. Test.po		0	1	0	255	N
DocumentType	Either 1 or 2 where 1 = Other and 2 - Declaration Page		0	1	0	1	N