

Nexsure User's Guide

Version 1.92.0

Release Date: 01/15/07

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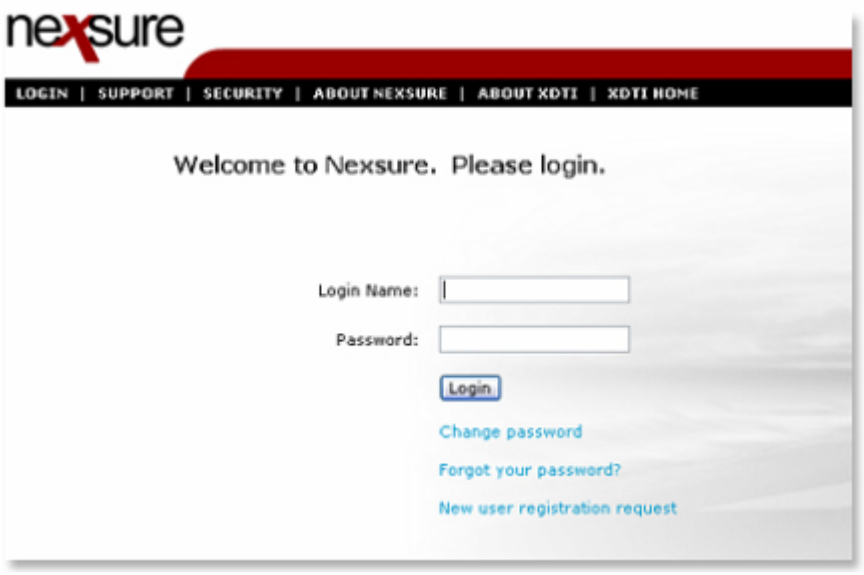
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Getting Started in Nexsure

Logging in to Nexsure

1. Enter your **Login Name**.
2. Enter your **Password**.
3. Click **Login**.

Note: When you are finished with your session in Nexsure click the **Logout** link in the **Utility menu** or you will remain logged in for four hours. After four hours of inactivity the session will be automatically logged off.



Password

Changing Your Password

Ask your Nexsure administrator if there are any password requirements such as a minimum character limit or case sensitivity. These rules are set in the **Setup > Security Administration** screens in Nexsure.

1. On the Login screen, click the **Change Password** link.
2. Enter your login name.
3. Enter your existing password.
4. Enter a new password.

5. Re-enter the new password in the **Confirm** new password field.

6. Click **Change Password**.

Note: While using Nexsure, you are responsible for maintaining the confidentiality of your account and password and for restricting access to your computer. You also agree to accept responsibility for all activities that occur under your account or password.

To Retrieve a Password

1. Enter your User Name.

2. Click the **Forgot your password?** link.

3. A new password will be sent to the email address you have on file.

4. Return to the Nexsure login screen and enter your **User Name** and the new password and click Login.

5. Once you have logged back into Nexsure, you can enter a new custom password.

   - On the **Primary** menu, click **Organization**.
   - Click the **employees** tab.
   - Select your employee name by clicking on the **Details** icon next to your name.
   - Click the **Security** tab.
   - In the **Enter** a new password field, enter a new password.
   - In the **Confirm** new password filed, enter the same password again.
   - Click the **Update** link. Your password is changed.

To Request New User Registration

1. Click the **New User Registration** request link. The new user web form appears.

2. Enter the information. The fields with the red asterisks are required fields.

3. Click **Submit**. The information will be sent to the XDTI sales department and you will be contacted in regards to adding a new user.

Preparing a Workstation for Nexsure

Before beginning the following preparations, print this topic for reference while completing the steps. For more information about printing topics see the Using Nexsure Help topic.

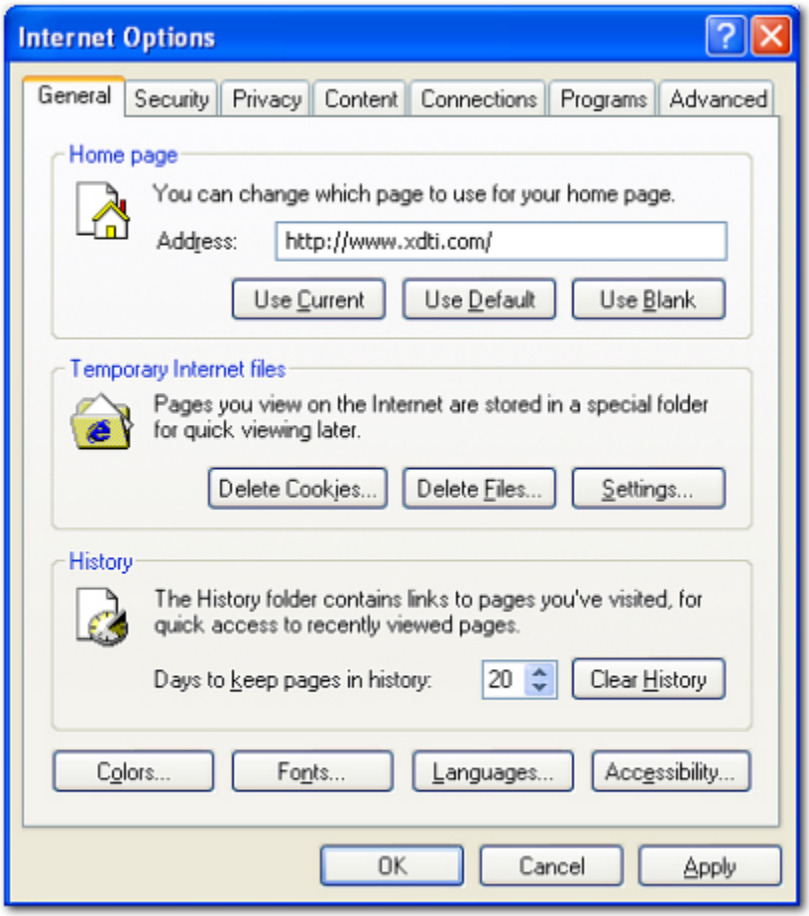
To Clear Temporary Internet Files

Web browsers store content from previously viewed sites in their Temporary Internet Files folder. This allows the browser to load a previously viewed page from a site without downloading it. When using Nexsure it is important to clear these files periodically to make sure the new screen information is shown rather than the old. To delete Temporary Internet Files, perform the following steps:

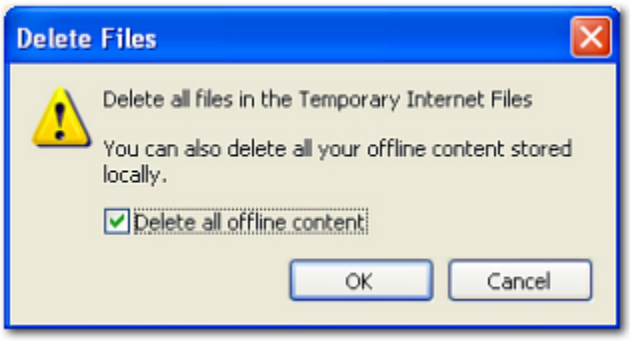
1. In Microsoft® **Internet Explorer**, click **Tools > Internet Options**. The **Internet Options** dialog box is displayed.



2. In the **Internet Options** dialog box, click the **General** tab.
3. On the **General** tab, click **Delete Files**. The **Delete Files** dialog box is displayed.



4. Select the **Delete all offline content** check box.

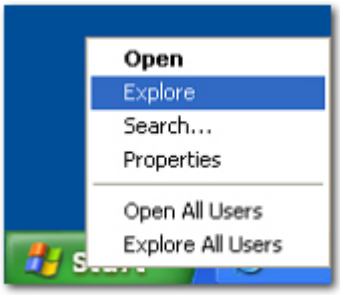


5. Click **OK**. Wait for the process to complete. When the hourglass is no longer present, the process is complete.

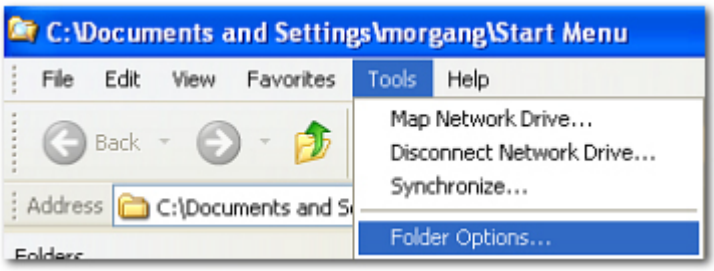
To Clear Local Hard Drive Temporary Files

Sometimes it is necessary to clear the Temp file directory on the local hard drive. Temporary files are stored in the Temp file directory and may be inadvertently accessed when attempting to access a newer file with the same name. To clear the Temp files directory, follow the steps below:

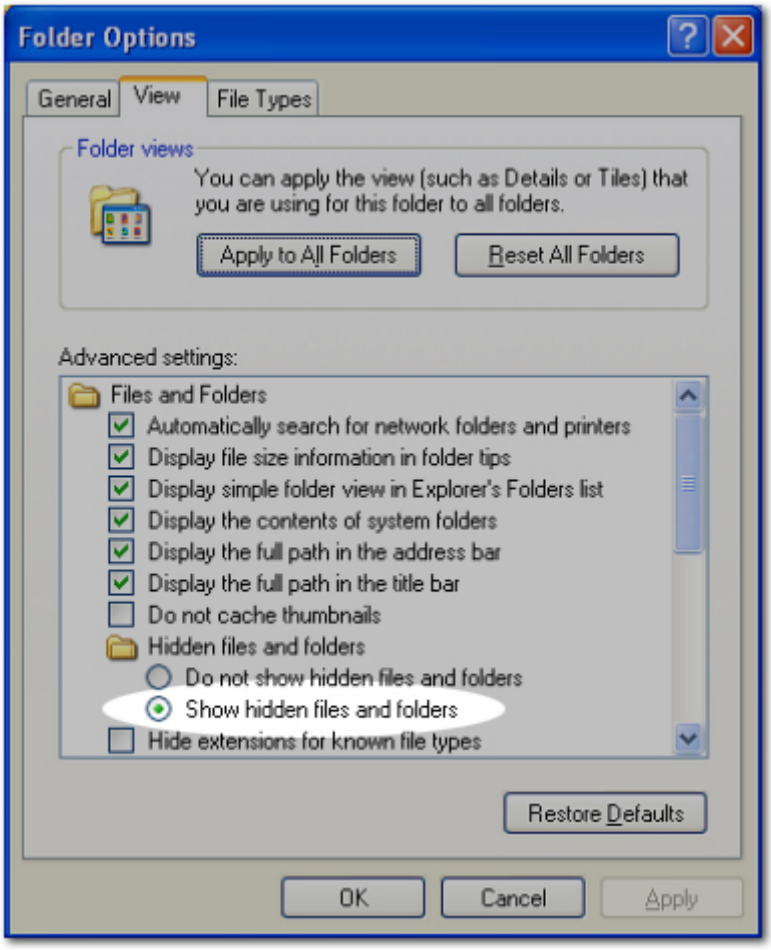
1. Close all open applications such as Microsoft Word®, Outlook®, Excel® or any other programs that may be open.
2. Right-click the **Start** menu.
3. Select **Explore**.



4. Verify that hidden files can be viewed:
   a. On the main menu, click **Tools > Folder Options**.

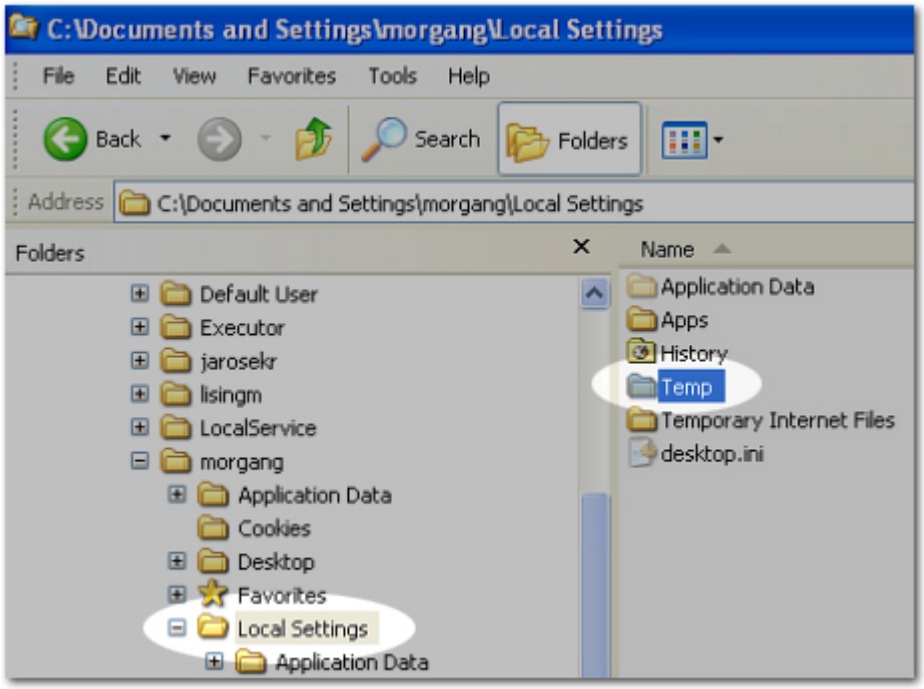


   b. Click the **View** tab.

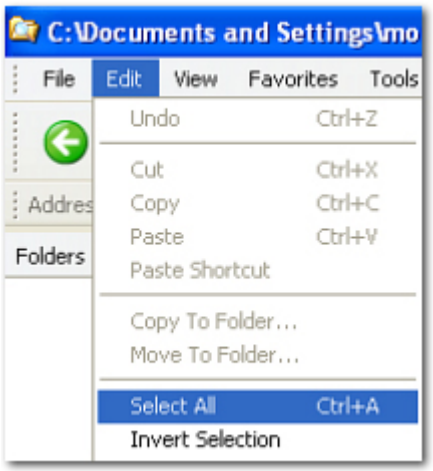


c. Verify **Show hidden files and folders** is selected.

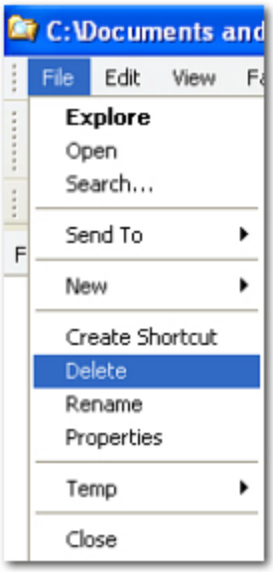
d. Click **OK** to close the window. The Windows Explorer view is displayed.



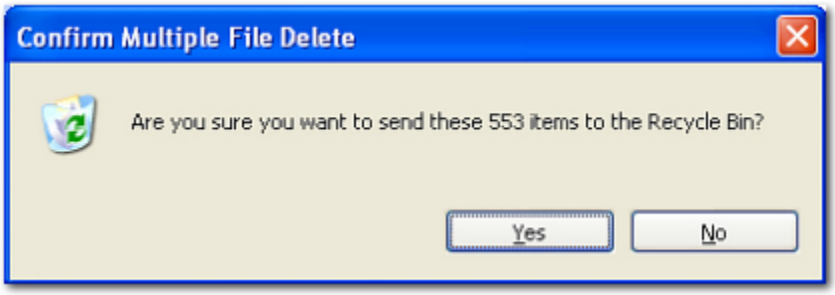
5. Click the **Local Settings** folder.
6. Double-click the **Temp** folder.
7. On the **Windows Explorer** toolbar, click **Edit > Select All**.



8. On the **Windows Explorer** toolbar, click **File > Delete**. The **Confirm Multiple File Delete** dialog box is displayed.



9. In the **Confirm Multiple File Delete** dialog box, click **Yes**.



To Add Windows® XP Service Pack 2 Settings

If Windows XP with Service Pack 2 is installed on the workstation: In order for Nexsure to run properly with Windows XP Service Pack 2, some components are required. If these components have not been installed correctly, the following issues may occur:

- Downloads may not function properly
- Batch printing may not function properly
- Components may not download
- The user may be logged out attempting any of the above functions
- Dialog boxes may not be displayed
- eServices may not function properly
- Third party pop-up blockers must be turned off or www.nexsure.com must be added to the blocker's accept list for Nexsure to work properly

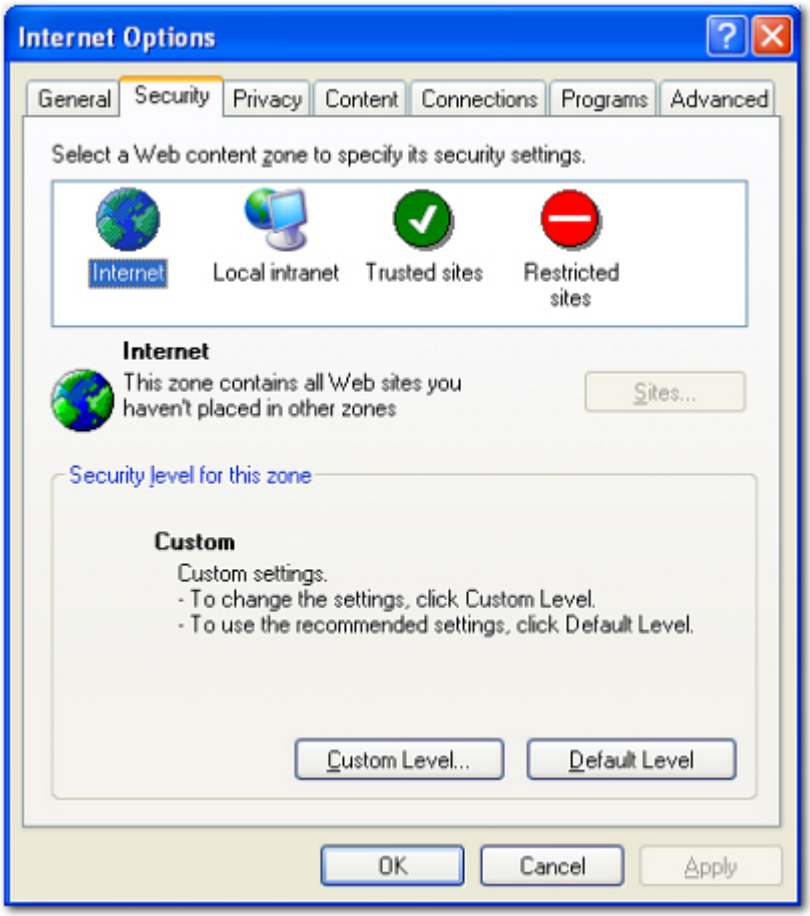
1. Close all open applications.
2. Launch Microsoft **Internet Explorer**.



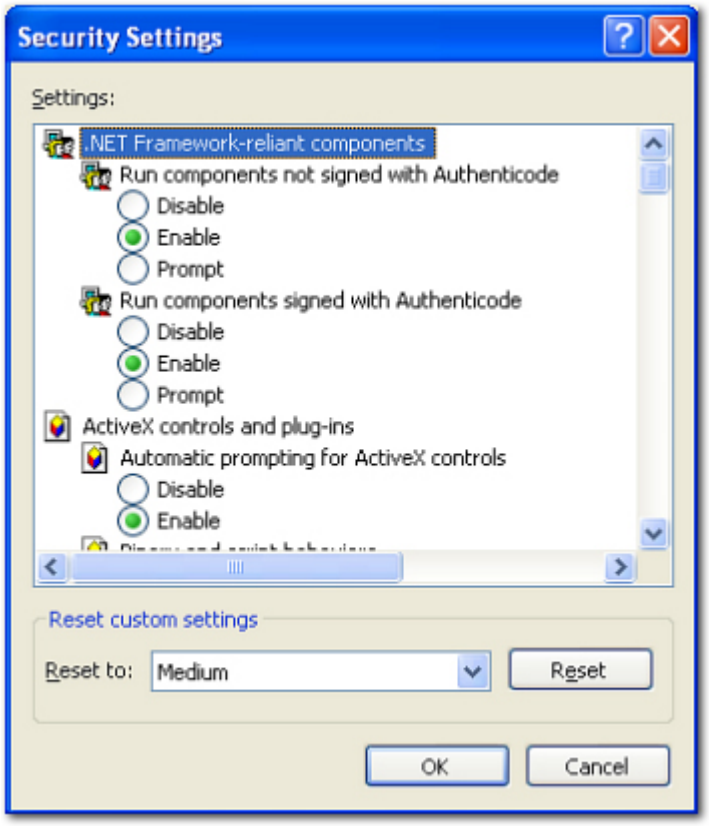
3. In **Internet Explorer**, on the main menu, click **Tools > Internet Options**. The **Internet Options** dialog box is displayed.



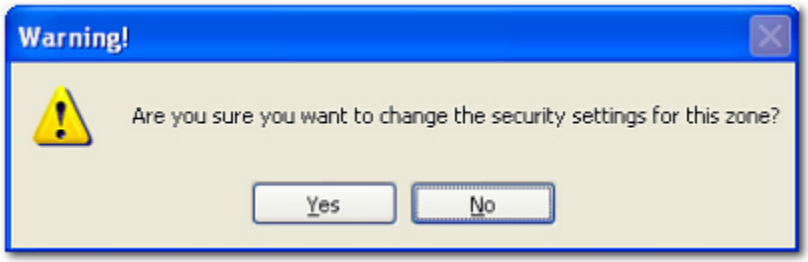
4. In the **Internet Options** dialog box, click the **Security** tab.



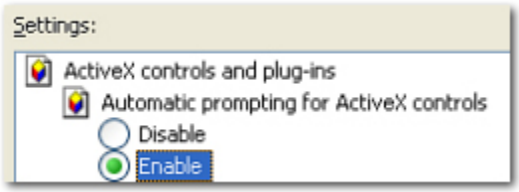
5. On the **Security** tab, click the **Internet**  icon.
6. In the **Security level for this zone** area, click **Custom Level**. The **Security Settings** dialog box is displayed.



7. In the **Reset to** list, select **Medium** and click **Reset**. The following warning is displayed.



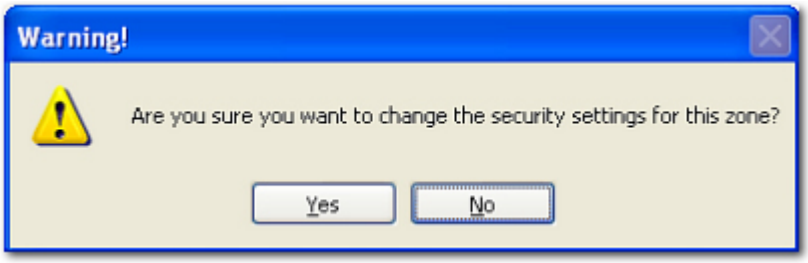
8. Click **Yes**. The **Security Settings** dialog box remains displayed.
9. In the **Settings** list, set **Automatic prompting for ActiveX controls** to **Enable**.



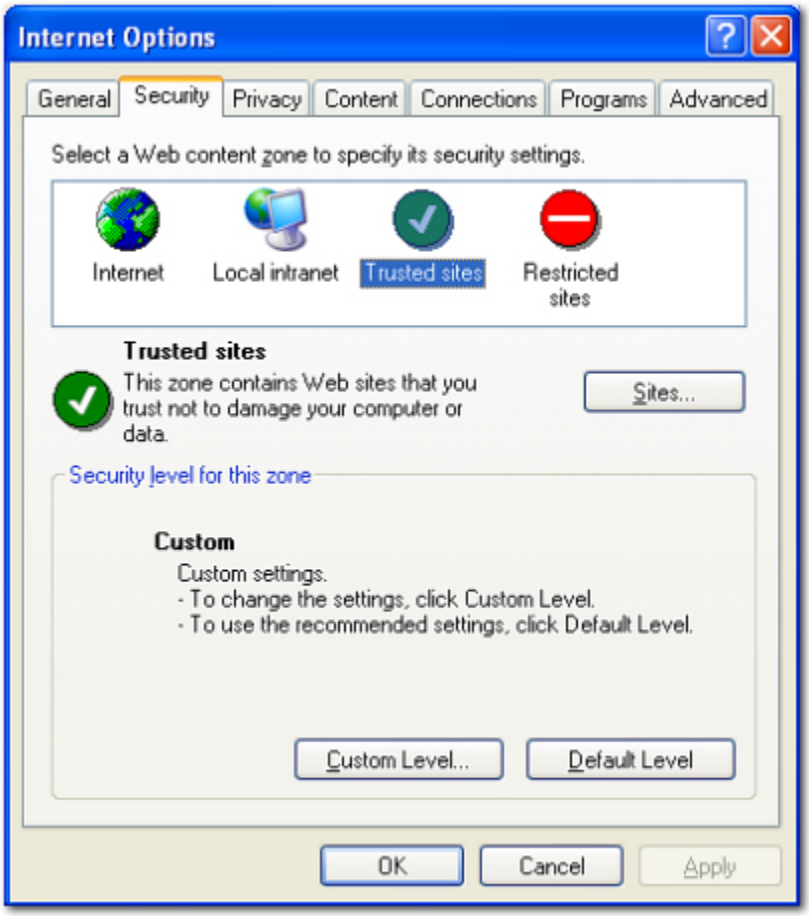
10. In the **Settings** list, set **Automatic prompting for file downloads** to **Enable**.



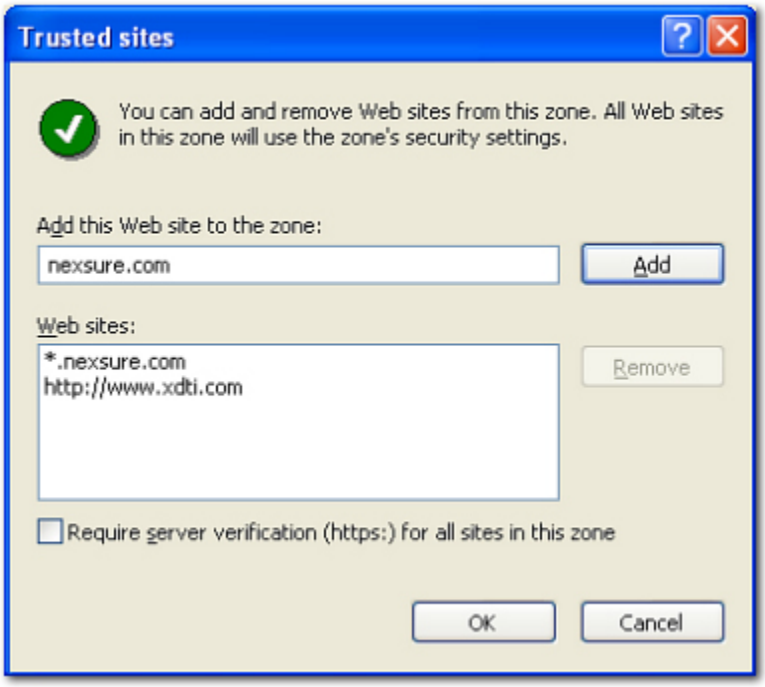
11. In the **Security Settings** dialog box, click **OK**. The following warning is displayed.



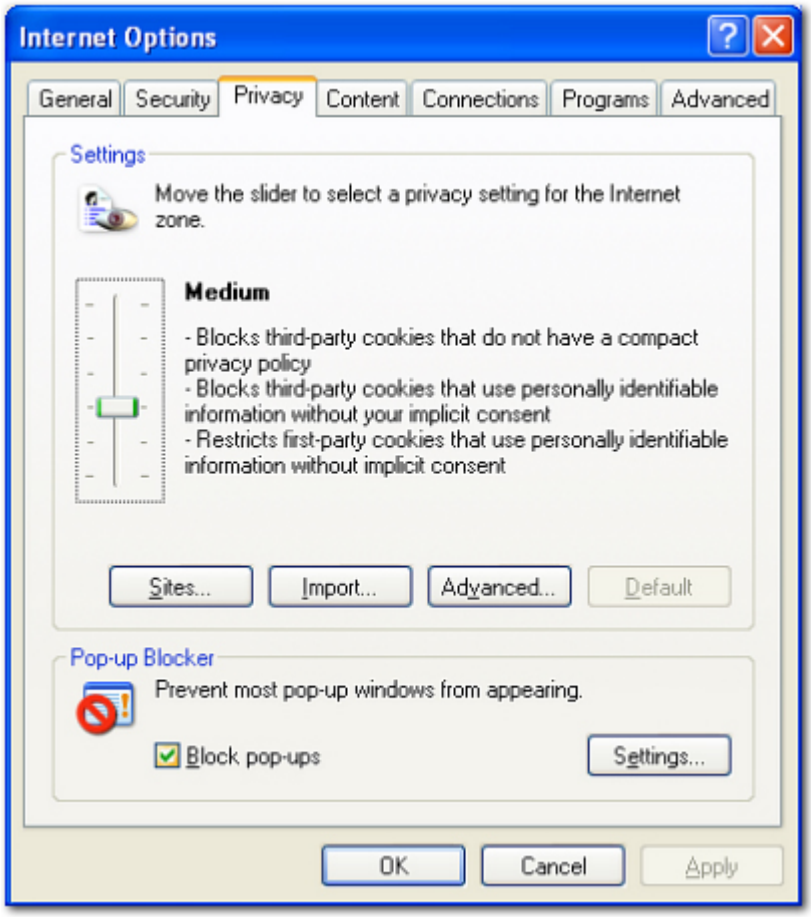
12. Click **Yes**. The **Internet Options > Security** tab remains displayed.



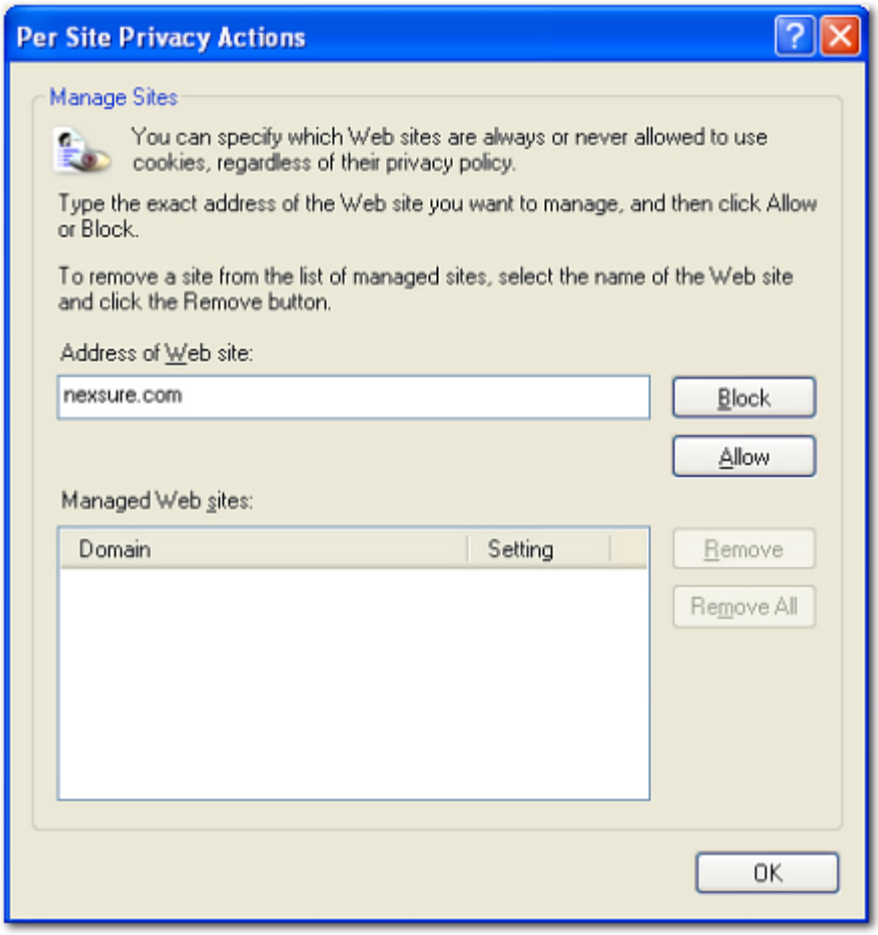
13. In the **Internet Options** dialog box, click the **Trusted sites** icon.
14. In the **Trusted Sites** area, click **Sites**. The **Trusted sites** dialog box is displayed.



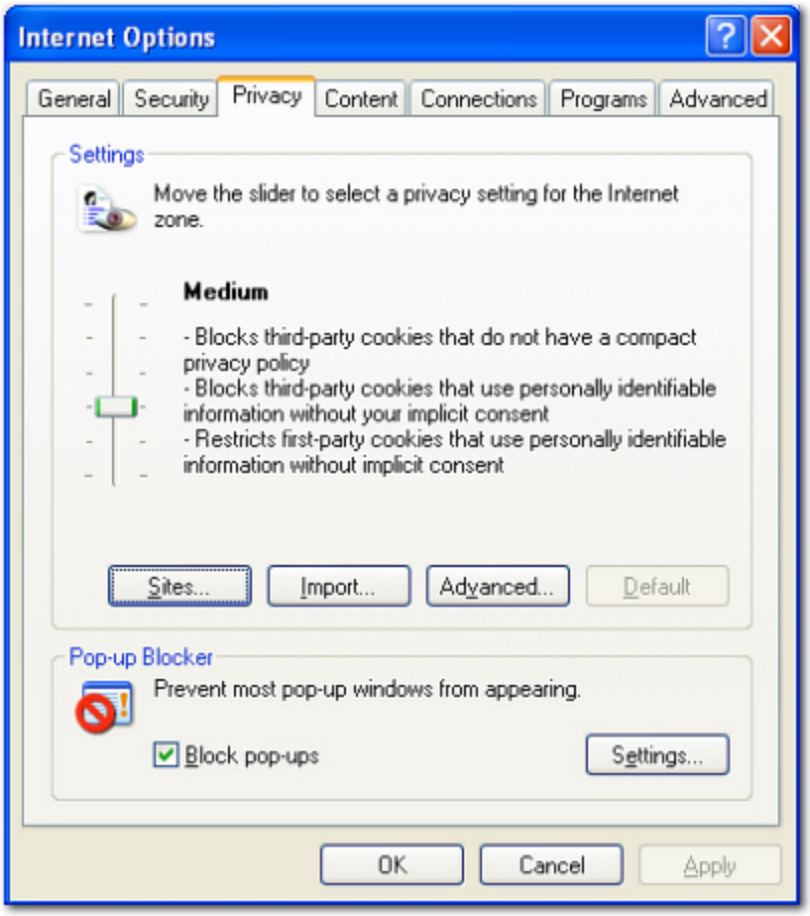
15. In the **Add this Web site to the zone** box, enter **nexsure.com**.
16. Clear the **Require server verification (https:) for all sites in this zone** check box.
17. In the **Add this Web site to the zone** area, click **Add**. The trusted web site is added to the **Web sites** box.
18. In the **Trusted sites** dialog box, click **OK**. The **Internet Options** dialog box remains displayed.



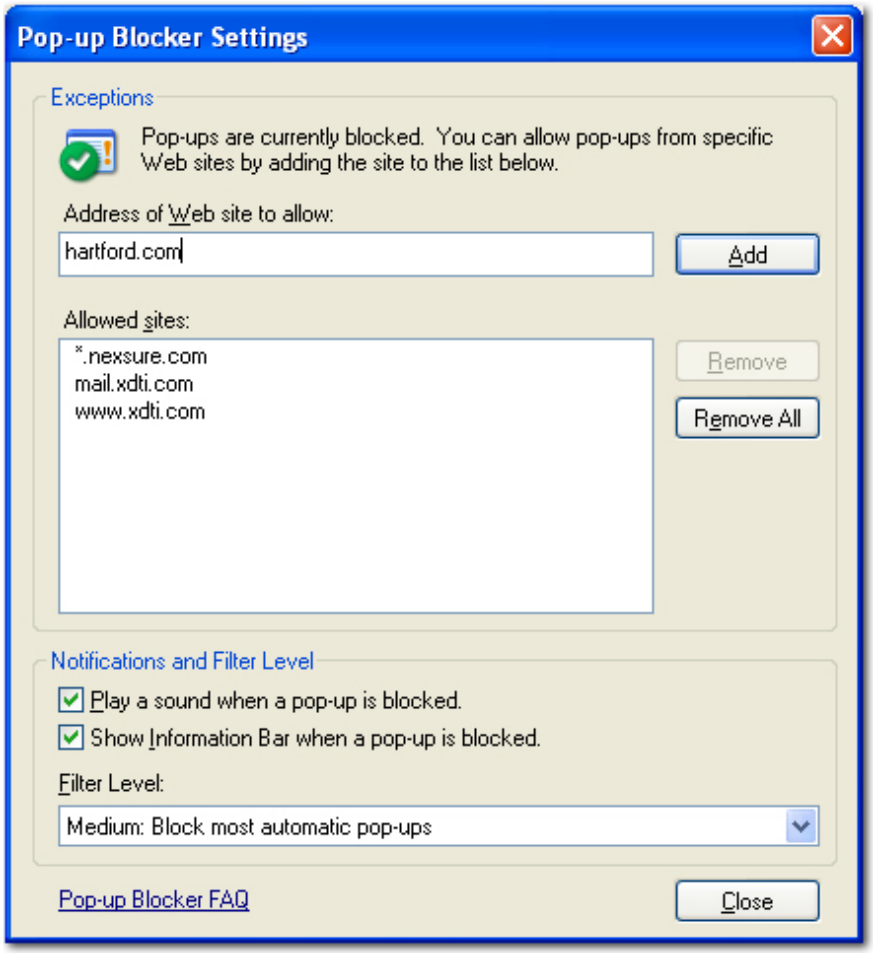
19. In the **Internet Options** dialog box, click the **Privacy** tab.
20. On the **Privacy** tab, click **Sites**. The **Per Site Privacy Actions** dialog box is displayed.



21. In the **Address of Web site** box, enter **nexsure.com** and click **Allow**. The web site is moved to the **Managed Web sites** box.
22. In the **Per Site Privacy Actions** dialog box, click **OK**. The **Internet Options > Privacy** tab remains displayed.



23. In the **Pop-up Blocker** area, if the **Block pop-ups** check box is selected, click **Settings**. The **Pop-up Blocker Settings** dialog box is displayed.



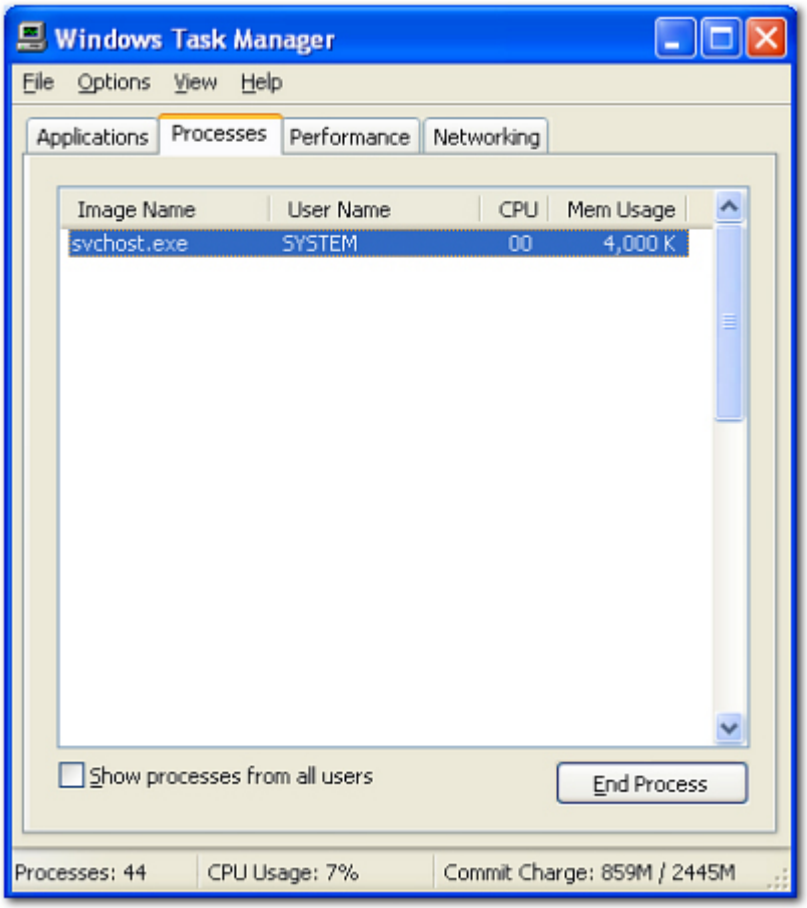
24. In the **Address of Web site to allow** box, enter **nexsure.com** and click **Add**. The web site is moved to the **Allowed sites** box.
25. In the **Pop-up Blocker Settings** dialog box, click **Close**. The **Internet Options** dialog remains displayed.
26. In the **Internet Options** dialog box, click **OK**.

To Remove Webupdate.Control and XDUpload.Upload

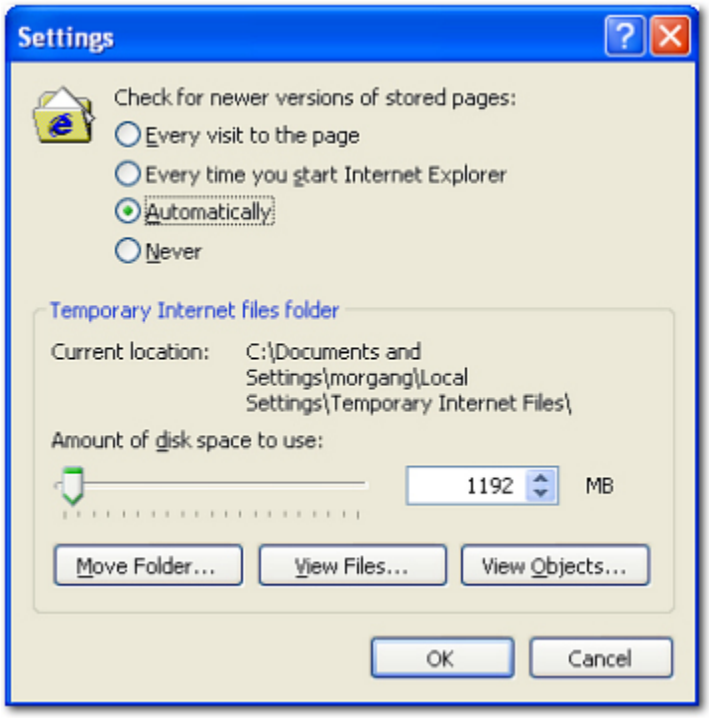
If experiencing office integration issues,download issues, eServices is not working properly, or for an initial setup of a new workstation, perform the following steps for removing the Webupdate.Control and XDUpload.Upload components.

Important: First make sure to close all programs. Use the following steps to ensure all programs are closed.

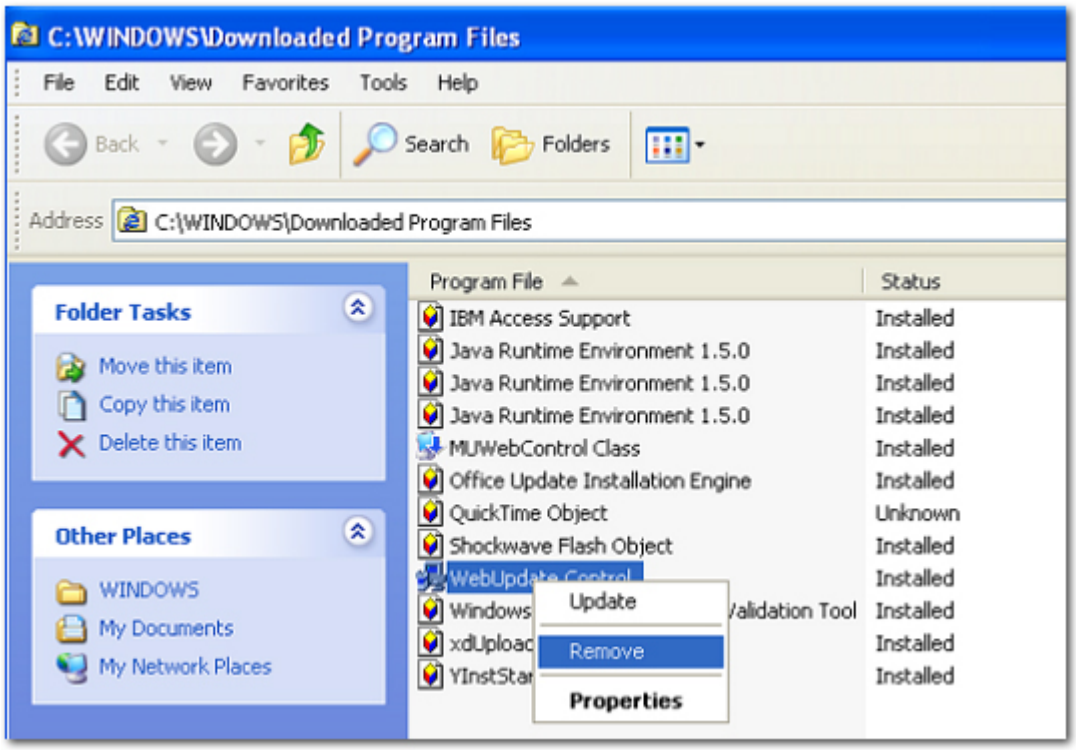
1. Check Windows Task Manager Processes to make sure all office programs are closed and not just minimized. This includes Outlook, Word and Excel. Also make sure Adobe® Reader® is not running as a process. This can be done by holding down **Ctrl-Alt-Del** and clicking **Task Manager**. The **Windows Task Manager** dialog box is displayed.



2. In the **Windows Task Manager** dialog box, click the **Processes** tab.
3. Verify **OUTLOOK.EXE**, **EXCEL.EXE**, **WINWORD.EXE** and **AcroRd32.exe** are not listed. If any of these items are listed, highlight the item(s) and click **End Process**.
4. Close the **Windows Task Manager** dialog box by clicking the **Close** icon.
5. Launch Microsoft **Internet Explorer**.
6. In **Internet Explorer**, on the main menu, click **Tools > Internet Options**. The **Internet Options** dialog box is displayed with the **General** tab open.
7. In the **Temporary Internet files** area, click **Settings**. The **Settings** dialog box is displayed.



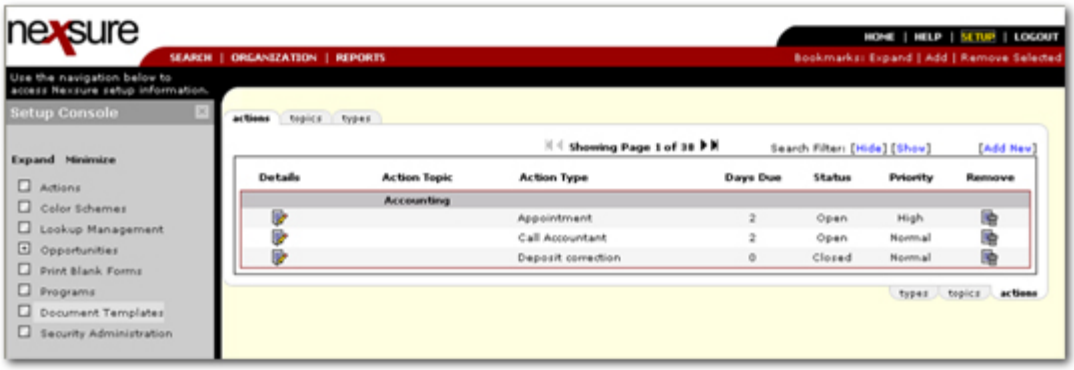
8. In the **Temporary Internet files folder** area, click **View Objects**. Windows Explorer displays the **Downloaded Program Files** folder.



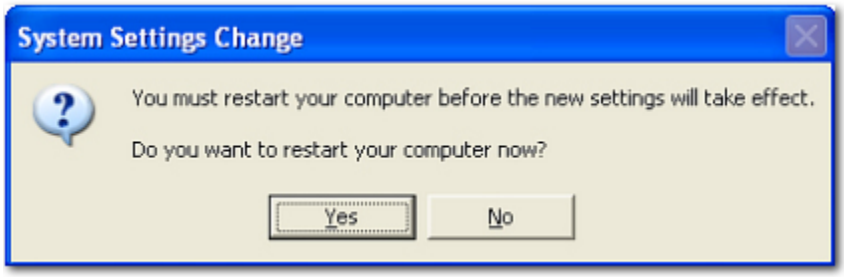
9. Locate the program files **WebUpdate Control** and **xdUpload.Upload**. Right-click on each file and select **Remove**.

Note: One or both of these files may not appear in this list.

10. **Close** Windows Explorer.
11. In the **Settings** dialog box, click **OK**.
12. In the **Internet Options** dialog box, click **OK**. The Internet Explorer session remains displayed.
13. In **Internet Explorer**, open and log on to **Nexsure**.
14. In Nexsure on the Utility menu, click **SETUP**. The **Setup Console** is displayed.



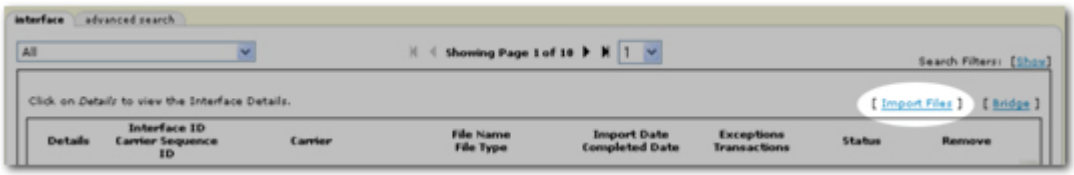
15. In the **Setup Console** area, click **Document Templates**. After a few moments the **Template** tab is displayed. This process loads the WebUpdate Control. The **System Setting Change** dialog box is displayed.



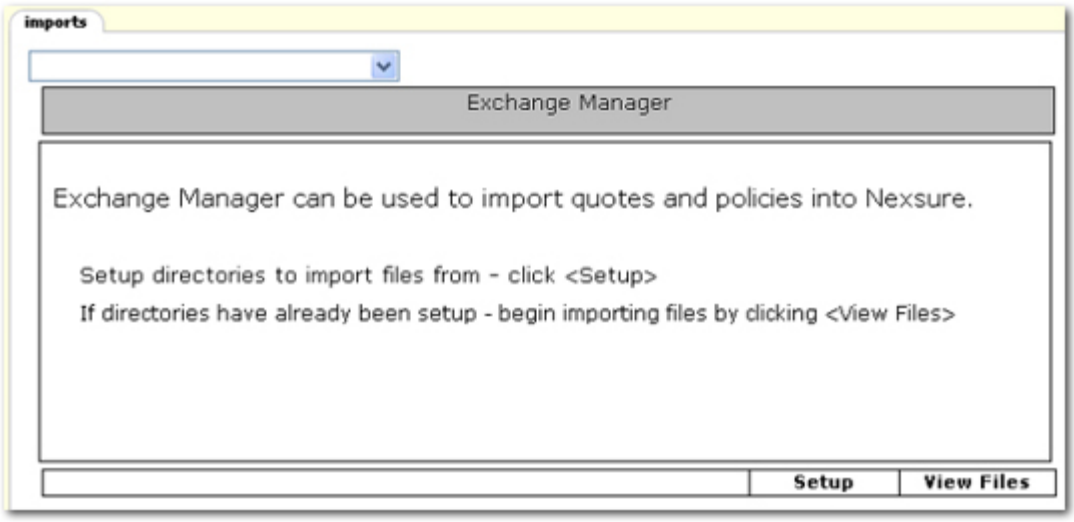
16. In the **System Settings Change** dialog box, click **No**.
17. On the Utility menu, click **HOME**. The Home menu is displayed.



18. On the Home menu, click **INTERFACE**. The **interface** tab is displayed.



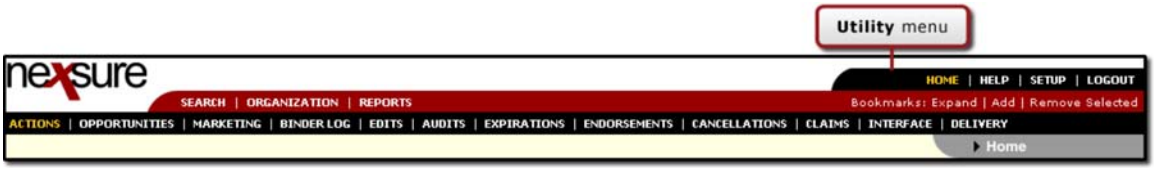
19. On the **interface** tab, click **[Import Files]**. After a few moments the **Exchange Manager** will be displayed. Once this occurs, the XdUpload.Upload will have been loaded. The workstation set up is complete.



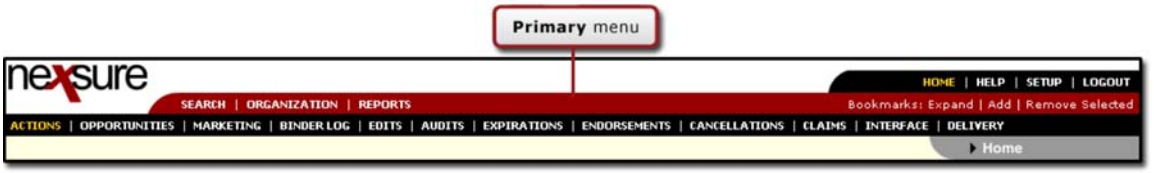
Menu Navigation in Nexsure

To navigate through Nexsure it is important to learn what options are available on each menu. The main menus and available selections are:

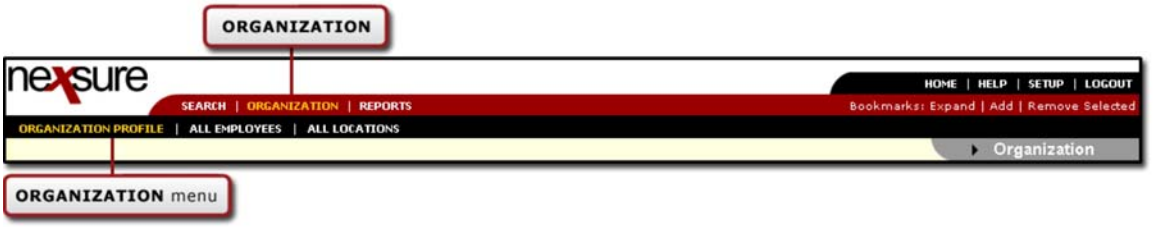
- **Utility menu:** HOME, HELP, SETUP, LOGOUT.



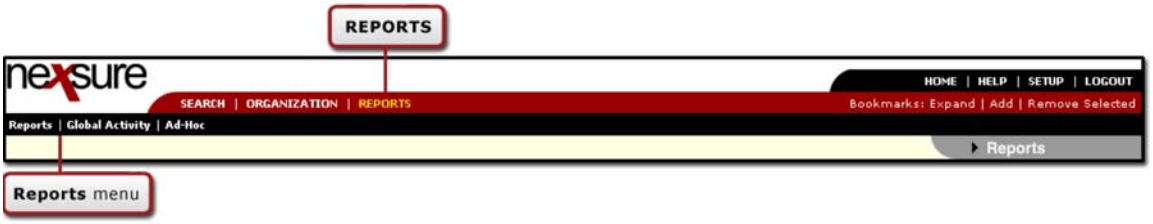
- **Primary menu:** SEARCH, ORGANIZATION, REPORTS, Bookmarks.



- **ORGANIZATION menu:** ORGANIZATION PROFILE, ALL EMPLOYEES, ALL LOCATIONS.

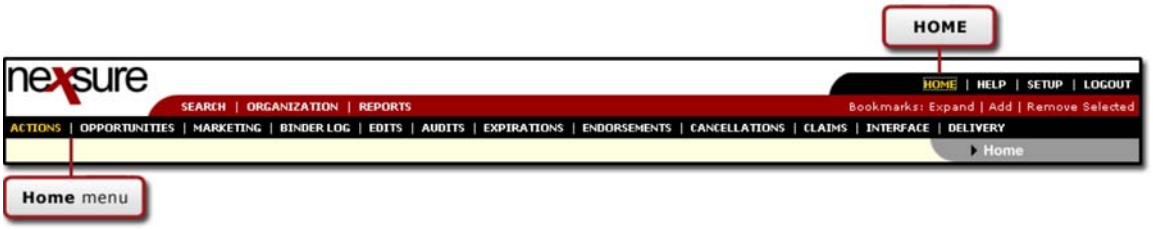


- **REPORTS menu:** Reports, Global Activity, Ad-Hoc.



- **Home menu:** ACTIONS, OPPORTUNITIES, MARKETING, BINDER LOG, EDITS, AUDITS, EXPIRATIONS, ENDORSEMENTS, CANCELLATIONS, CLAIMS, INTERFACE, DELIVERY.

Note: The Home menu is a dynamic (or changing) menu. Upon initial login to Nexsure the **Home** menu is displayed. When a client has been selected on the **Search** screen, the **Home** menu will change to the **Client / Carrier / Retail Agent** menu. The menu remains in the same position, but the menu selections will be different.



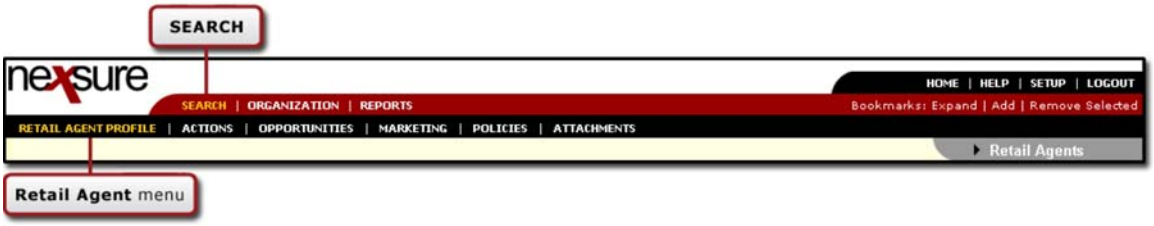
- **Client menu:** CLIENT PROFILE, OPPORTUNITIES, MARKETING, POLICIES, CLAIMS, SERVICING, ATTACHMENTS, ACTIONS, TRANSACTIONS, DELIVERY, T-LOG.



- **Carrier menu:** CARRIER PROFILE, ATTACHMENTS.



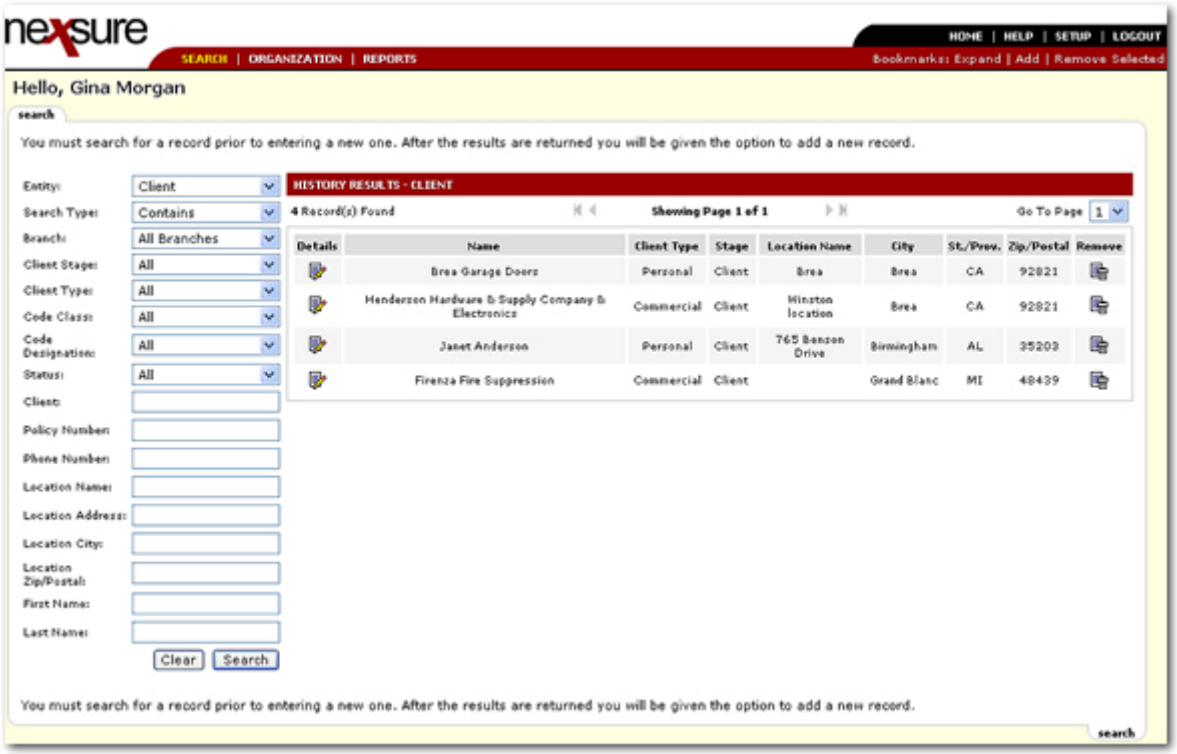
- **Retail Agent menu:** RETAIL AGENT PROFILE, ACTIONS, OPPORTUNITIES, MARKETING, POLICIES, ATTACHMENTS.



Note: Items on the menus can be removed by an administrator for security purposes. For example, administrators may want to restrict access to the organization or reports items for customer service employees.

Search Overview

Use the **search** tab to search for and add entities. Prior to adding a new entity a search is required to avoid entering duplicate records.



To Search for an Entity

1. On the Primary menu, click **SEARCH**. When the **SEARCH** menu is selected, the **HISTORY RESULTS** are displayed with up to five pages of the last entities accessed by the person logged on with the most recent entities accessed displayed first. Select a different entity type to view the **HISTORY RESULTS** for that entity type. Click the **Details** icon next to an entity or continue to search.

   Important: When using more than one search criteria option, Nexsure treats the criteria as an OR search string. That is, Nexsure will search for one piece of criteria OR another piece of criteria and return the results. Adding more than one piece of criteria will not narrow the search results.

2. In the **Entity** list, select the entity type.

   The following entities can be searched for and added:

   - Additional Interest
   - Carrier
   - Client
   - Financial Entity
   - Premium Finance Company
   - Retail Agent
   - Tax Authority
   - Vendor

   Note: Of the following search options, only those applicable to the entity selected are displayed.

3. In the **Search Type** list, select **Begins with** to search for entities that begin with specific characters, or **Contains** to search for entities that contain specific characters anywhere in the selected field.
4. In the **Branch** list, select a branch to narrow the search to branches the person logged on is authorized to access.
5. In the **Client Stage** list, select the **Client Stage** to limit the search by: **Client**, **Prospect**, or **Suspect**. Client stages are automatically assigned by Nexsure based on the following:
    - **Client:** Has at least one in force policy.
    - **Prospect:** Has at least one marketing policy, but no in force policies.
    - **Suspect:** Has card file information and / or opportunity files.
6. In the **Client Type** list, select a **Client Type** to return results specific to a **Commercial** or **Personal** entity.
7. In the **Code Class** list, select a **Code Class** to return clients with that classification. The **Code Class** refers to the designation on the entity profile **classified** tab.
8. In the **Code Designation** list, select a **Code Designation** in conjunction with the **Code Class** to return more specific results. The selections available in the **Code Designation** list will populate based on the **Code Class** selected.
9. In the **Status** list, select whether the search results will be **All**, **Active**, or **Inactive** records.
10. In the **Client** box, enter at least two characters of an entity name. The title of this box changes dynamically depending on the selection made in the **Entity** list.
11. In the **Policy Number** box, enter at least one digit of the policy number. All clients are returned that are associated with the policy number.
12. In the **Phone Number** box, enter at least one character to narrow the search results. Entering some of the phone number returns a broader result. Enter most or all of the number for more specific results. Each account has an optional **Phone Number** field. If multiple phone numbers are on the account, any of those numbers may be entered to return the entity associated with the number.
13. In the **Location Name** box, enter at least one character to narrow the search results. Entering some of the name returns a broad result. Enter most or all of the name for specific results. Each account has an optional **Location Name** field that appears on the search result screen to help identify entities. Only the primary location name is displayed on the search results screen but if a secondary location name is entered for the search, the entity will be found and displayed.
14. In the **Location Address** box, enter at least one character to narrow the search results. Entering some of the address returns broad results. Enter most or all for more specific results. Each account has an optional **Location Address** field. If multiple location addresses are on the account, any of those addressees may be entered here to return the entity associated with the address.
15. In the **Location City** box, enter at least one character to narrow the search results. Each account has an optional **Location City** field. If the account has multiple location addresses, any of those cities may be entered here to return the entities associated with the city.
16. In the **Location Zip/Postal** box, enter at least one character to narrow the search results. Each account has an optional **Location Zip / Postal** field. If multiple location addresses are on the account, any of the zip or postal codes may be entered here to return the entities associated with the zip or postal code.
17. In the **First Name** and **Last Name** boxes, enter at least one character to narrow the search results. Entering some of the contact name returns a broader result, enter most or full first and

last names for more specific results. The **First Name** and **Last Name** boxes are used to search contacts associated with the entity. If multiple contacts are on an account, any of those contacts may be entered to return the entities associated with the contacts.

18. Click **Search** to begin the search. If the entity is not found the **[Add New Record]** link is displayed. Use **[Add New Record]** to open a new **card file** tab to begin adding the new entity.

    Or

    Click **Clear** to clear the search criteria.

Note: Upon navigating away from and returning to the **search** tab, the last searched for entity type will be retained. Once logged out of the current Nexsure session the **search** tab will revert back to the default entity type.

Importing a Record

The **[Import Record]** link allows you to import IVANS or FSC downloads from either the Interface screen or a designated source directory.

Bookmarks

Bookmarks are a convenient way to hold a place in Nexsure. For example, before accessing a different screen in Nexsure (such as the **HELP** system) adding a bookmark to the current screen will allow a quick return to the previous screen.

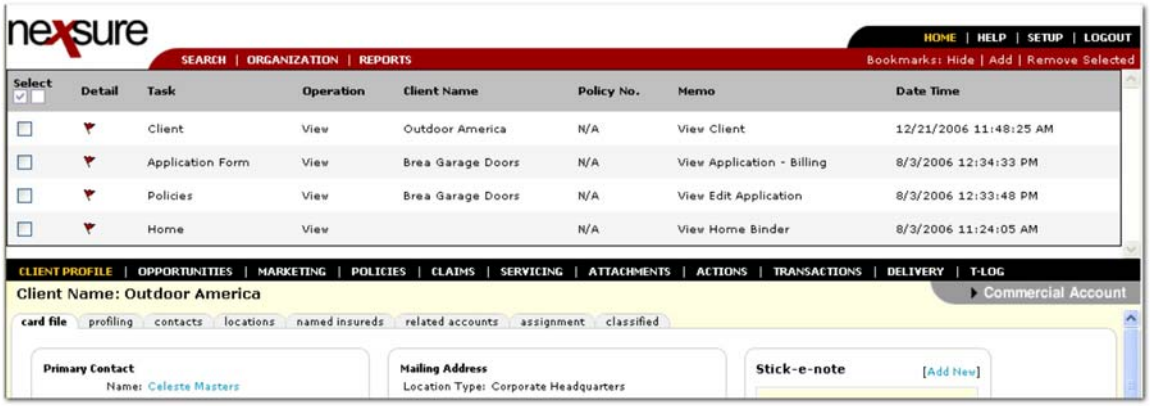
To Insert a Bookmark

Important: Before adding a bookmark, click **Save Changes** to make sure all data entered in the current location has been saved.

1. On the Primary menu, click **Add**. The bookmark is added.



2. On the Primary menu, click **Expand** to view the added bookmark. The bookmark view will open.



3. To return to the bookmarked screen, click the **Flag** icon next to the appropriate bookmark.
4. Once the bookmark has been selected, **Hide** can be clicked to collapse the bookmark screen. The bookmark screen can be left open for further use.

To Remove a Bookmark

1. On the Primary menu, if the bookmark window is closed, click **Expand**.
2. In the **Select** column, **Select** the bookmark to be deleted.
3. On the Primary menu, click **Remove Selected**. All selected bookmarks will be removed.

Utility Menu

The Utility menu is the menu located in the upper right corner of the Nexsure screen.



The Utility menu contains the following options:

- **HOME:** The **Home** screen is the default screen after logging on. Click **HOME** to return to the **Home** menu at any time.
- **HELP:** Clicking **HELP** opens the Nexsure Help system. Be sure to save any data entered before clicking **HELP** as the Nexsure Help system will open within the Nexsure window. To access Nexsure Help without losing the current Nexsure view, right-click on **HELP** and select **Open in New Window**.
- **SETUP:** The **Setup Console** can be accessed by clicking **SETUP** .The **Setup Console** is where Nexsure administrative functions are accessed.
- **LOGOUT:** Click **LOGOUT** to log out of Nexsure and close the session. Using this option frees up a registered user license and lets others in the organization know who has signed out of Nexsure. Click the **ORGANIZATION > employees** tab to view the availability status of other empl oyees.

Note: Closing Internet Explorer does not log you out of Nexsure. You must click the **LOGOUT** link to log out of Nexsure.

Home Menu

The **HOME** menu is displayed as the default menu after signing in to Nexsure. The **HOME** menu and the Client menu utilize the same space. The appropriate menu will appear based upon navigation within Nexsure.



The **HOME** menu displays under the Primary menu. The **actions** tab is displayed by default in the active Nexsure window.



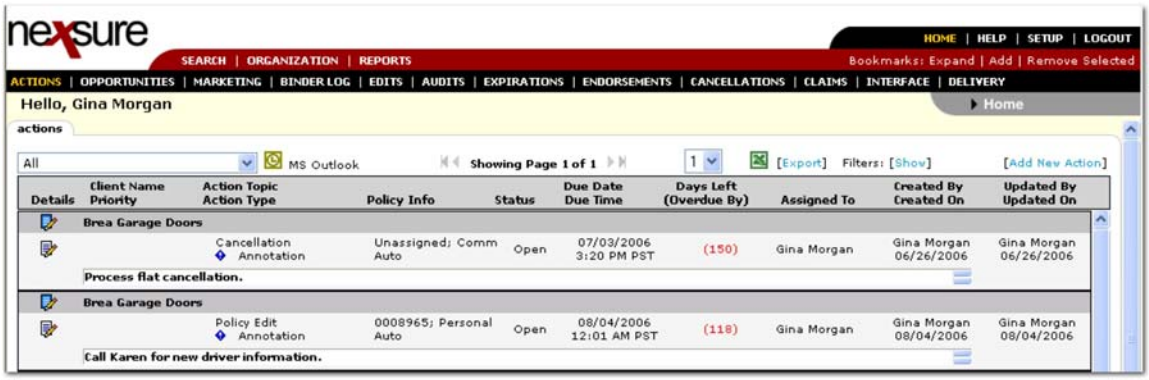
The **HOME** menu contains the following options:

- ACTIONS
- OPPORTUNITIES
- MARKETING
- BINDER LOG
- EDITS
- AUDITS
- EXPIRATIONS
- ENDORSEMENTS
- CANCELLATIONS
- CLAIMS
- INTERFACE
- DELIVERY

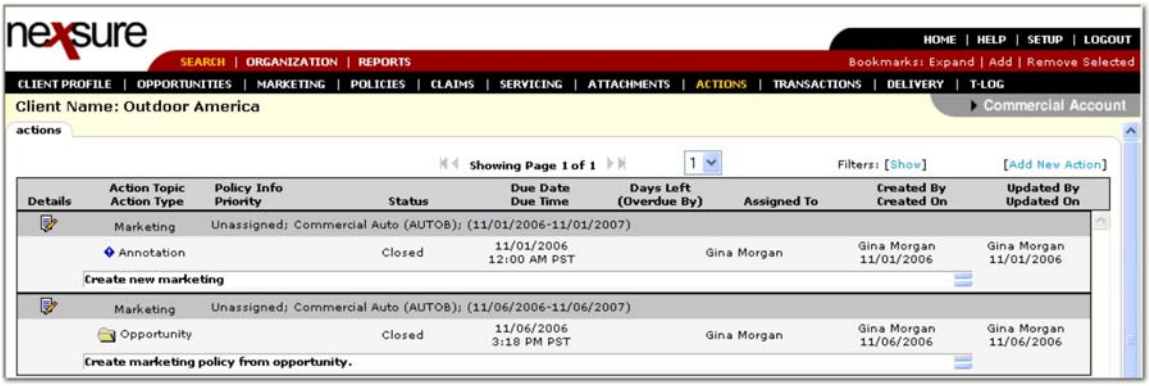
Actions Overview

The actions tab is the default view when Nexsure is opened. Actions are used as follow-up reminders for activities that need to occur. There are three levels of actions that can be created:

- **Personal actions:** Created from the **HOME > actions** tab by clicking **[Add New Action]**. An action created here would be a personal action or a reminder to follow up on a potential client that has had no card file created yet.



- **Client actions:** Created from Client menu **> ACTIONS**. An action created here would contain general information pertaining to a client.

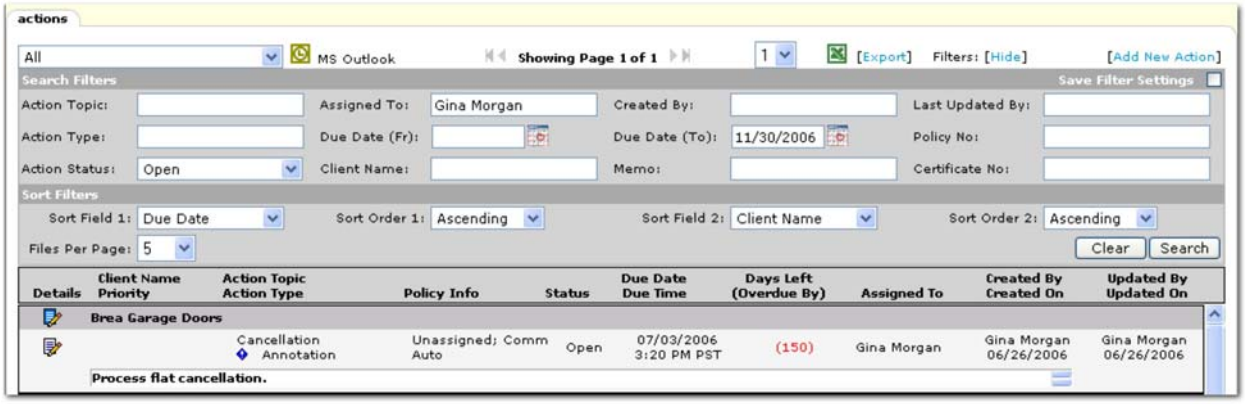


- **Policy actions:** Created from the Client menu **> POLICIES > policy Details**  **icon > actions** tab. An action created here would pertain to a client's policy.



To print out custom actions reports, see Action Reports. For more information on creating actions, see Creating Actions.

There are several options when working with actions. Notice the list boxes and links across the top of the actions tab.



The following options are available when working with actions:

- **Branch:** The **Branch** 

list box in the upper left can be used to select a branch to narrow the search results. Once a branch is selected personal actions and actions tied to the selected branch are displayed.
- **MS Outlook:** The **MS Outlook** icon is used to open Microsoft Outlook® to synchronize actions with an Outlook calendar or tasks. See Creating Actions.
- **Showing Page:** The **Arrow** icons can be used to navigate through pages of search results.
  - **First Page** icon.
  - **Previous Page** icon.
  - **Next Page** icon.
  - **Last Page** icon.
- **Page List:** Click the **Page List** 

arrow to open a list of all search results pages. Select the desired page number to open that page of search results.
- **[Export]**: Click **[Export]** to generate a Microsoft Excel® spreadsheet from the actions displayed on the screen. Exporting to Excel can help to manage large amounts of records by using Excel's search, sort and print capabilities.
- **Search Filters:** Click **[Show]** or **[Hide]** to toggle the **Search Filters** screen.



The options available on the **Search Filters** screen are:

  - **Save Filter Settings:** Selecting the **Save Filter Settings** check box on the **Search Filters** screen and clicking **Search** will change the default **Search Filter** setting. The next time the **actions** tab is opened, the actions returned will be filtered by the saved setting. Exercise caution when using the **Save Filter Settings** check box with a date range as returned actions will be restricted to that date range. As a general rule, check the filter settings each time this tab is accessed.
  - **Action Topic:** Topics can be looked at as groups or categories for the action. Enter the topic to search for.

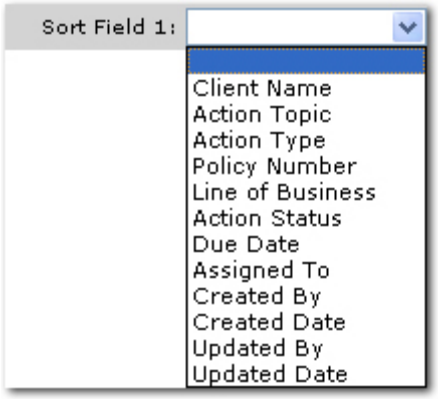
- **Action Type:** Types are a default description clarifying the action and are associated with action topics. Enter the type to search for.
- **Action Status:** Select the status of the action to search for:
  - **All**
  - **Open**
  - **Closed**
- **Assigned To:** Enter the name of the person to whom the action is assigned. Enter at least one character to narrow the search results. Entering some of the **Assigned To** name returns a broader result, enter most or full first and last names for more specific results.
- **Due Date (Fr):** Click the **Calendar** icon to select the beginning date in a date range. A date range can be selected to return all actions with **Due Dates** in the date range.
- **Client Name:** Enter the name of a client to return results that include all actions for a particular client. Enter at least one character to narrow the search results. Entering some of the **Client Name** returns a broader result, enter most of the name for more specific results.
- **Created By:** Enter the name of a person that created the action. Search results will return all actions created by that person. Enter at least one character to narrow the search results. Entering some of the **Created By** name returns a broader result, enter most or full first and last names for more specific results.
- **Due Date (To):** Click the **Calendar** icon to select the ending date in a date range. A date range can be selected to return all actions with **Due Dates** in the date range.
- **Memo:** Enter words from the **Memo** section of the action to search for. Search results will return all actions that contain those words in the **Memo** section of the action.
- **Last Updated By:** Enter the name of the person that last updated the action. Search results will return all actions where the person's name appears in the **Updated By** column of the results. Enter at least one character to narrow the search results. Entering some of the **Last Updated By** name returns a broader result, enter most or full first and last names for more specific results.
- **Policy No:** Enter at least one digit of the policy number associated with the action. The more digits of the policy number entered the more narrow the search results.
- **Certificate No:** Enter at least one digit of the certificate number associated with the action. The more digits of the certificate number entered the more narrow the search results.

- **Sort Filters:** Use the **Sort Filters** to sort the results of the actions search.

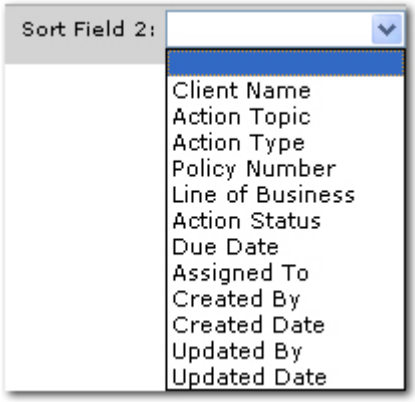
  The options available on the **Sort Filters** screen are:



  - **Sort Field 1:** Select a column heading from the **Sort Field 1** list. The search results will be sorted by the column selected in the **Sort Field 1** list.



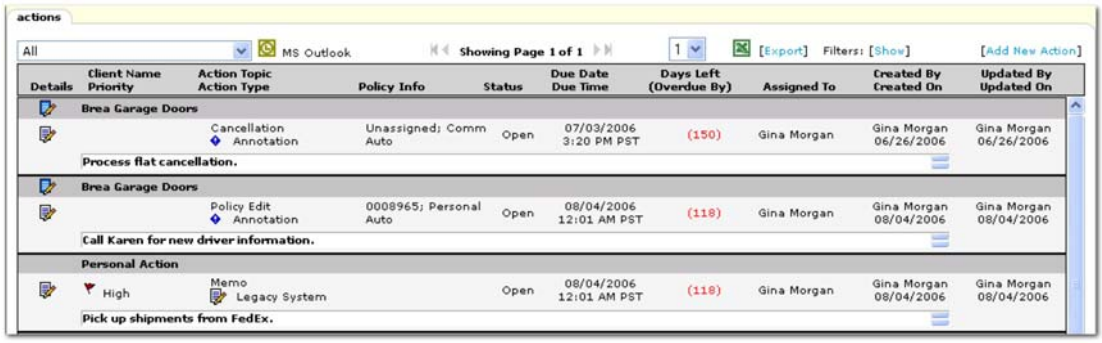
- **Sort Order 1:** Select either **Ascending** or **Descending** to set the order of the actions returned. **Ascending** will set the order from A-Z. **Descending** will set the order from Z-A. The **Sort Field 1** will be the first sort and **Sort Field 2** will be the sub sort.
- **Sort Field 2:** Select a column heading from the **Sort Field 2** list. The search results will be sorted by the column selected in the **Sort Field 2** list.



- **Sort Order 2:** Select either **Ascending** or **Descending** to set the order of the actions returned. **Ascending** will set the order from A-Z. **Descending** will set the order from Z-A. The **Sort Field 1** will be the first sort and **Sort Field 2** will be the sub sort.
- **Files Per Page:** Select **5**, **25**, **50**, or **100** action records to display per screen.
- **Clear:** Click **Clear** to remove all entries in the **Search Filter** and **Sort Filters** fields.

Important: Clicking **Clear** does not remove the **Save Filter Settings** selection.

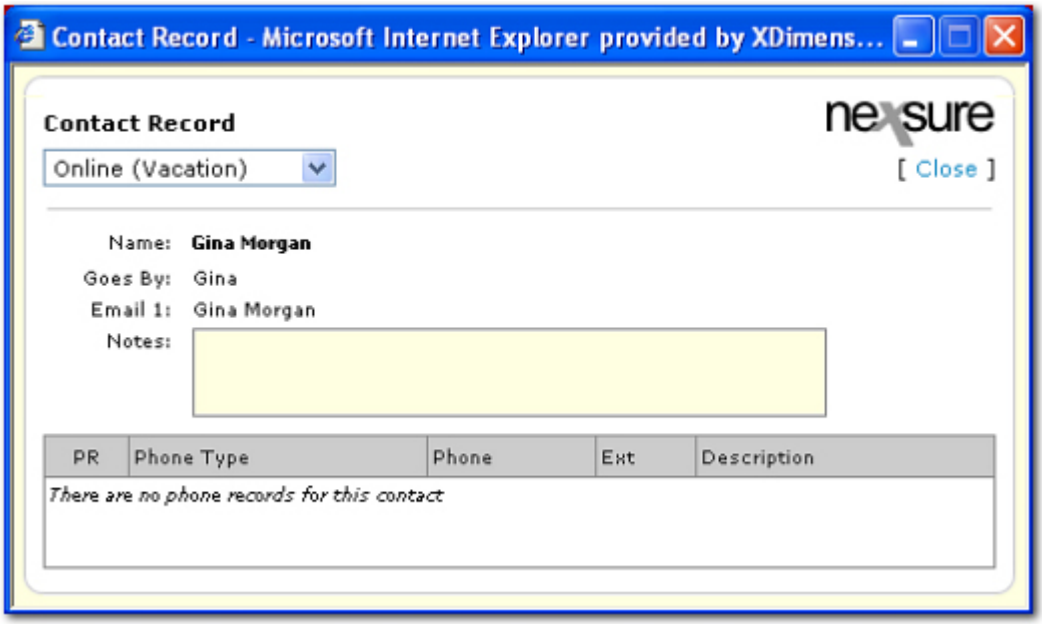
- **Search:** Click **Search**. The results of the **Search Filter** criteria and **Sort Filter** settings are displayed.



The following columns are displayed in the actions search results:

- **Details:** There are two types of **Details** icons that will each give access to different information:
  - The blue **Client Details** icon will display the client card file tab. Right-clicking on the **Client Details** icon displays the following navigation options:
    - **Open:** Opens the client **card file** tab.
    - **Add New Opportunity:** Opens the **Add New Opportunity** dialog box to choose one or more line of business.
    - **Market New Line of Business:** Adds a marketing record with the expiration date of the existing policy as the effective date of the marketing submission and brings up the **Add Line of Business** screen.
  - The white **Policy Details** icon will display the selected action allowing the **Due Date**, **Status**, **Priority** or **User** to be modified, or an additional **Memo** to be added. Right-clicking on the **Policy Details** icon displays the following navigation options:
    - **Open:** Opens the current action to edit.
    - **Add New Action:** Opens the **Add New Personal Action** screen.
    - **Mark As Closed:** Closes the action without adding a new memo to the action.
    - **Print Application:** If the action is associated with a policy, click this link to print the forms associated with the policy.
- **Client Name:** If the action is created for a particular client, the client's name will be displayed as the primary named insured.
- **Priority:** The red **Flag** icon under the client name on the actions tab indicates a high level of priority.
- **Action Topic:** Topics are unique and allow grouping of like items together. For instance, the **Renewal** topic would be used on every action during the renewal process.
- **Action Type:** Type is the actual description of the action such as **Call the Underwriter**. Type is found directly under the **Action Topic** beside the action icon. (See action setup for more details). To the left of the **Action Type** there may be icons displayed such as; [ ] **Question Mark** and [ ] **Information**, these icons are chosen by the agency in the actions setup for each **Action Type**.
- **Policy Info:**If an action is added at the policy level the policy number, line of business, and effective date will be displayed. Hover the mouse pointer over the information in this column to see a pop-up with complete information.
- **Status:** The action status will either be **Open** or **Closed** which is selected while creating or modifying the action.
- **Due Date / Due Time:** This is the date that this action is due to be completed. If more than one action is due on the same day, a due time can be assigned to address each action in chronological order.
- **Days Left:** Next to the **Due Date** is a color-coded countdown number of the days remaining or past the due date of that specific action. The legend is as follows:
  - **Green**: More than five days before the due date.
  - **Orange**: Five days or less before the due date.
  - **Red**: Number of days past the due date.

- **Assigned To:** The person assigned the responsibility to address the action. Click on the name to view the **Contact Record** dialog box.



- **Created By:** Person that created the action. Click on the name to view the **Contact Record** dialog box.
- **Created On:** Date and time the action was created.
- **Updated By:** Name of the person that last updated the action. Click on the name to view the **Contact Record** dialog box.
- **Updated On:** Date and time the action was last updated.
- **Memo:** View the message that was added to the action **Memo** box. To view the full memo, click in the **Memo** box.



To collapse the **Memo** box, click outside of the **Memo** box.

Related Topics

Creating Actions

Setup > Actions

Creating Actions

There are three levels of actions that can be created:

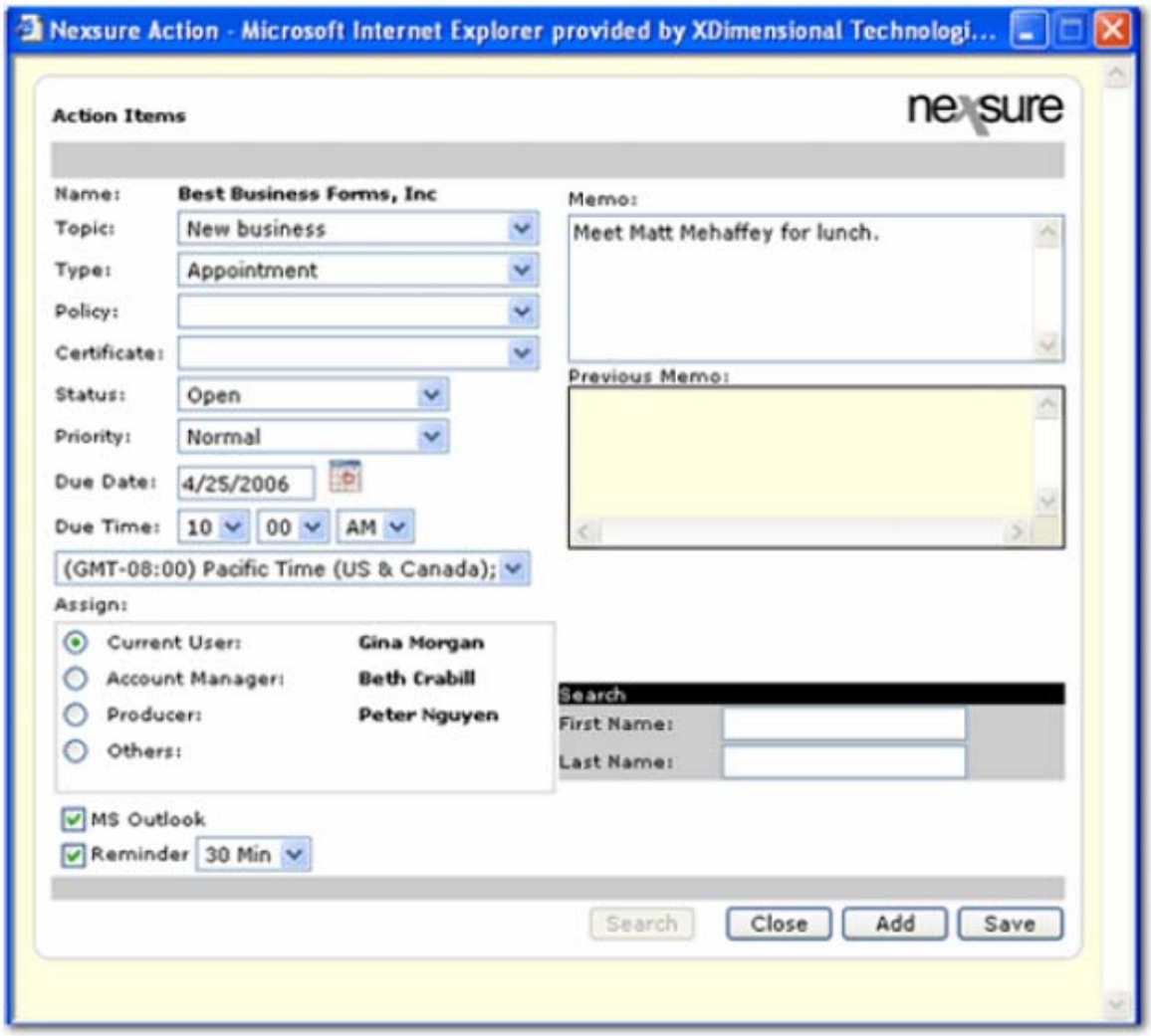
- **Personal actions** – This action is created from the home actions screen by clicking the **[Add New Action]** link. An action created here would be a personal action or a reminder to follow up on maybe a potential client that has had no card file created yet.
- **Client actions** – This action is created from the **Actions** link in the client menu. An action created here would contain general information pertaining to a client.
- **Policy level actions** – This action is created from the actions tab at the policy level. An action created here would pertain to a client's policy.

Logging into Nexsure defaults to the **HOME > actions** screen. This will display a daily list of actions, or tasks, which need to be followed up on. The actions will remain on the **HOME > actions** screen until the due date is extend or the action is closed.

Personal Actions

1. On the Utility menu, click **HOME**. The Actions screen will be displayed.

2. Click the **[Add New] link**. The Nexsure Action pop-up window is displayed.



Note: When adding actions from the Home menu, the Name: field will be blank since it is not associated with a client or a policy. Once saved, the client name field will show as a personal action.

3. Select a **Topic** for the action. Topics are unique and allow grouping of like items together, such as the renewals or endorsements.

4. Select a **Type** for the action. Types (sub-actions) are not unique and may be reused for any topic.

   Tip: Topics and Types are added in Setup.

5. When adding actions from the Home menu, the **Policy** and **Certificate** fields are be grayed out and cannot be assigned.

6. Select the **Status**. The status defaults to Open. When the action is completed, the status is changed to Closed and the action will no longer display on the Home actions screen.

7. Select the **Priority** (Normal or High). A High priority creates a red flag icon that will be displayed to the left of the action.

8. **Due Date:** This field is automatically populated with a date, which has been associated with the topic in setup. The due date can be changed by clicking the calendar icon and selecting a new due date or typing in the date using the correct format

9. **Due Time:** By default the time an action is due is 12:01 AM. If multiple actions are due on the same day, they can be assigned different times so they can be addressed in chronological order.

10. **Time Zone:** In the drop-down list, select the time zone associated with the due time for the action.

Note: Actions do not appear on the **Home > actions** screen until their due date.

11. The action being created will default to the current user. The action can be assigned to another user by selecting the **Others** option button and enter at least two characters in both the first and last name search fields. Click the **Search** button. If a match is found the name will display in the Assign box next to Others. Select the **Others** option to assign the action to this user. If no match was found, click the **Requery** button to run a new search.

12. **MS Outlook:** Selecting this option will mark this action for MS Outlook synchronization. If the action is an appointment, it will be added to the Outlook calendar. Other action types will be added as a task in Outlook. Once the MS Outlook option is selected, an Outlook reminder can be set up by selecting the **Reminder** option and selecting a time interval. Once the action is saved, click the Outlook  icon on the **Home > Actions** screen. Nexsure will open Outlook. In Outlook, on the **File** menu, select **Synchronize** with Nexsure actions. The users Outlook calendar and/or Outlook tasks will be updated. To change how an action is added to the calendar or taskpad, see **Setup > Actions**.

13. In the **memo** field, type the action message. Previous memos will display in the previous memo box, these cannot be edited or deleted.

14. Click **Close** to close the action without saving. Clicking **Add** will add this action and leave the pop-up window open to allow the addition of a new action. Clicking **Save** will save this action and close the pop-up window.

Client Actions

To Associate an Action with a Specific Client

1. On the Primary menu, click **SEARCH**.

2. Click the **Details**  icon of the appropriate client.

3. Click the **Action** link on the Client menu.

4. If no records are found, click the **[Add New Action]** link.

5. Complete the action as described in Personal Actions starting from step 3.

Note: The client's name will appear in the Name field. Policies and certificates for the client will be available in the drop-down boxes. Select the policy and/or certificate to be associated to this action if applicable.

Policy Level Actions

To Associate an Action with a Specific Client

1. On the Primary menu, click **SEARCH**.
2. Click the **Details** icon of the appropriate client.
3. Click the **POLICIES** link on the Client menu.
4. Click the **Details** icon of the appropriate policy.
5. Click the **actions** tab.
6. If no records are found, click the **[Add New Action]** link.
7. Complete the action as described in personal actions starting from step 3.

Note: The client's name will appear in the Name field and the policy number will appear in the Policy field. Certificates for the client will be available in the drop-down box. Select the certificate to be associated to this action if applicable.

Related Topics

About Actions

Setting up Actions

Opportunities

The opportunities screen displays prospective sales data. A separate opportunity should be set up for each line of business or policy package. It is up to each organization to define the use of opportunities to best fit their need.

You can access the opportunities screen from the Home menu, or by clicking the opportunities tab at the client level. When accessed from the Home menu, opportunities for the entire branch will be displayed. The search filter may be used to refine the data that is displayed. Click **[Show]** and enter a minimum of two characters in the appropriate criteria fields. Click **[Hide]** on the search filter to hide.

At the Home level, clicking the details icon next to the opportunity brings you to the client level. When accessed from the client level, only the opportunities for that client will be displayed.

Accessing the Opportunity Screen from the Home Menu

1. On the Utility menu, click **HOME**.
2. Click **OPPORTUNITIES**.

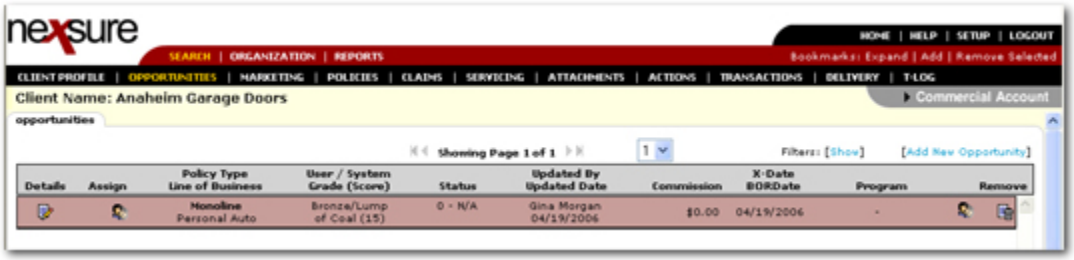


Using Context Menus

- Clicking the blue **Client Details** icon beside the entity name will display the **client profile** screen. Right clicking on the **Client Details** icon will display the following navigation options:
  - **Open:** Opens the client **card file** tab.
  - **Add New Opportunity:** Opens the **Add New Opportunity** dialog box to choose one or more line of business.
  - **Market New Line of Business:** Adds a marketing record with the expiration date of the existing policy as the effective date of the marketing submission and brings up the **Add Line of Business** screen.
- The **Policy Details** icon will display the **qualification** screen for that policy. Right clicking on the **Policy Details** icon will display the following navigation options:
  - **Open:** Opens the **qualification** tab.
  - **Add New Line of Business:** Opens the **Add New Line of Business** screen for the marketing submission.
  - **Market:** Moves the opportunity to the marketing stage.
  - **Print:** Click this link to print the forms associated with the opportunity.

Accessing the Opportunity Screen from the Client Details

1. Click **SEARCH** on the Primary menu and conduct a search for a specified client.
2. Click the **Details** icon next to the specified client.
3. Select the **opportunities** tab. This view will show only those opportunities specific to the selected client.



Clicking the **Details** icon beside the opportunity will display the policy **qualification** tab. Right clicking on the **Details** icon will display the following navigation options:

- **Open:** Opens the **qualifications** tab.
- **Add new line of business:** Opens the **Add New Line of Business** screen for the opportunity.
- **Market:** Moves the opportunity to the marketing stage.
- **Print:** Click this link to print the forms associated with the opportunity.

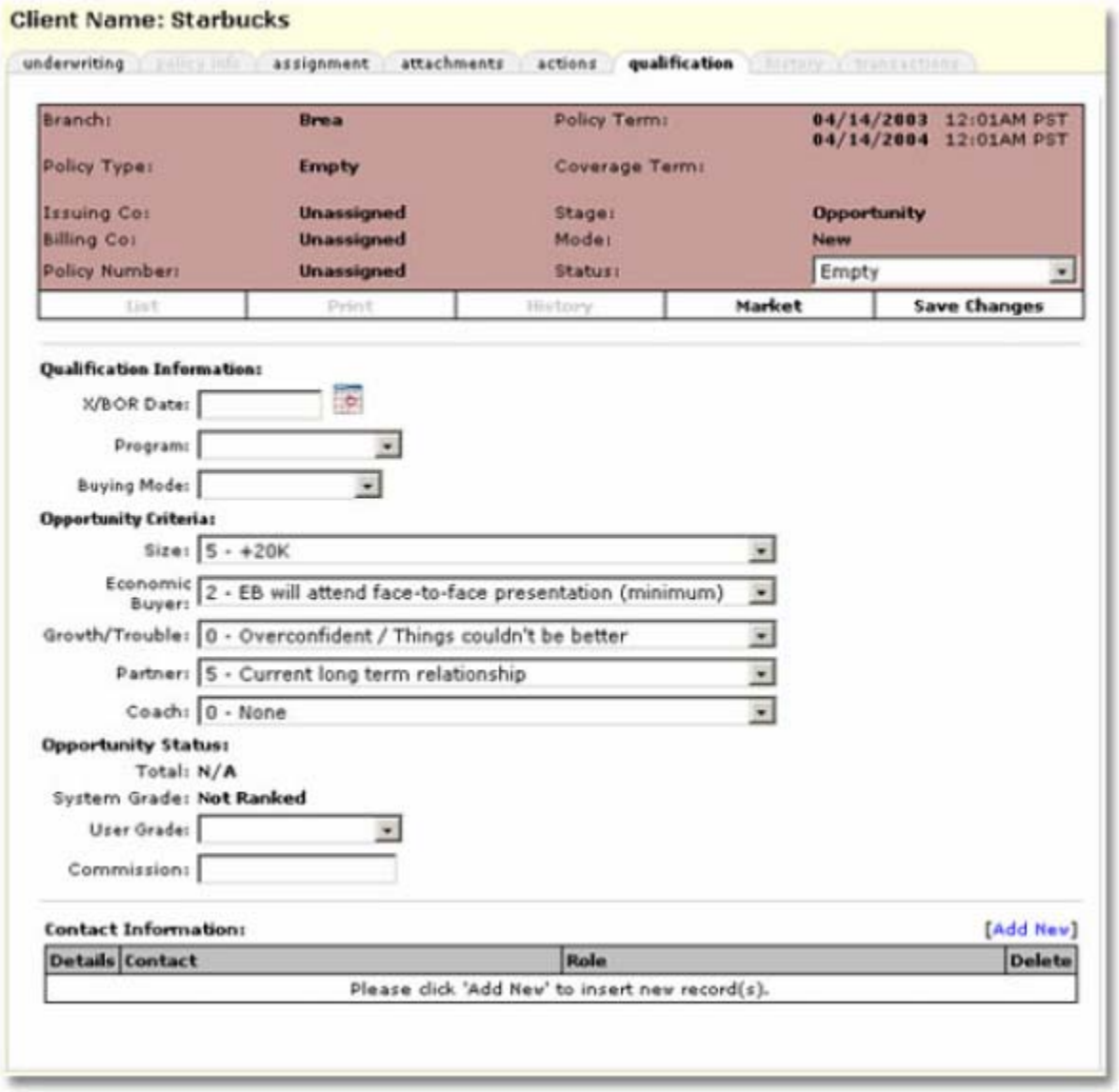
Related Topics

Adding a New Opportunity

Customizing Opportunities for a Branch

Adding a New Opportunity

1. On the Primary menu, click **SEARCH** and conduct a search for the client you wish to add an opportunity to.
2. Click the **Details** icon next to the specified client. Or add a new prospect/client.
3. Click **Opportunities**.
4. Click **[Add New]**. The New Opportunity dialog box will appear.
5. In the **State** drop-down box, select the state in which the policy will be held.
6. From the **Type** drop-down list, select the type of coverage.
7. Select the line of business from the list box. You can select multiple lines of business by holding down the control key to create a package policy.
8. Click **Save**. The opportunity will appear in the list of opportunities for that client.
9. Click the **Details** icon for the new opportunity. The client profile opens to the **qualification** tab:



- **X/BOR Date** – Enter the prospects policy expiration or broker of record date. This field is mandatory. Enter a date manually, or click the calendar icon and select a date.
- **Program** – Select the program, if any, that this opportunity is being qualified for. Programs are tied to branches. If a program that should be available to your agency is not listed in the drop-down list, contact your system coordinator to have it added.
- **Buying Mode** – Select the appropriate buying mode from the list provided. The buying mode is an indication of the prospect's buying attitude.

  Using the drop-down lists, select the appropriate answer for each of the questions listed in the opportunity criteria.

Opportunity Status

- **Total** – The total will automatically calculate the answers selected in the opportunity criteria section.

- **System Grade** – Automatically calculates based on the total score and the answer requirements for the specified questions.
- **User Grade** – The user grade is selected as deemed appropriate for each opportunity based upon user knowledge of the account and factors that may not be considered in the criteria questions.
- **Commission** – Enter the commission amount estimated for each opportunity added.
- **Contacts Information** – Enter the contacts associated with this opportunity and assign their role in the buying process. Click **[Add New]** to associate the client contacts with the opportunity.

Note: The contact names must have already been added to the account at the client level. Roles on this screen differ from those on the client contact details screen.

10. Click **Save Changes** to save the information you have entered on the screen.

Related Topics

Home Menu > Opportunities

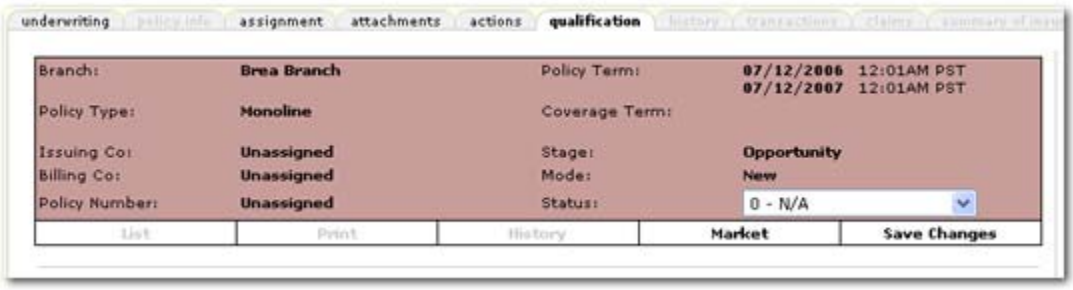
Customizing Opportunities for a Branch

Marketing an Opportunity

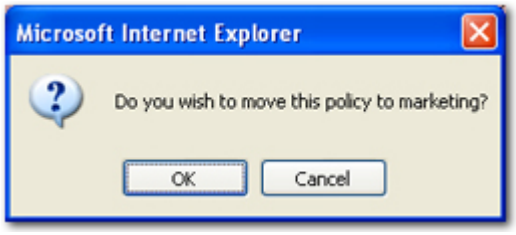
An opportunity can be moved to a marketing policy.

To Move an Opportunity to Marketing

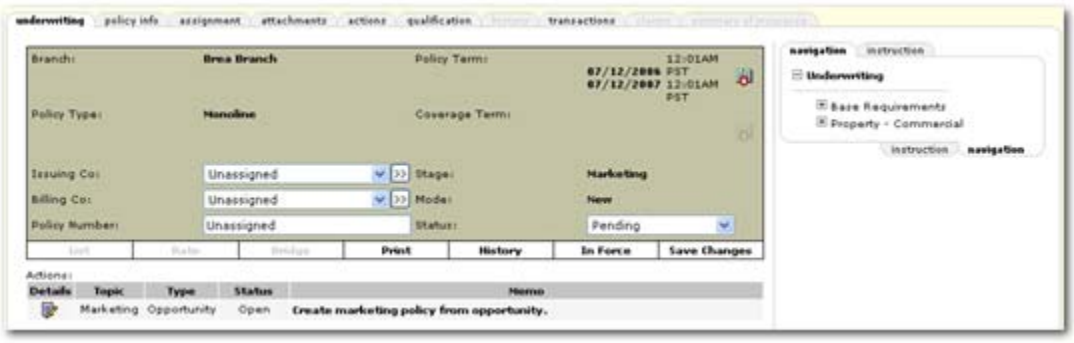
1. On the Primary menu, click **SEARCH**. Search for the client to be updated.
2. In the search results screen, click the **Details** icon next to the client.
3. On the Client menu, click **OPPORTUNITIES**.
4. In the **opportunities** tab, click the **Details** icon next to the opportunity to be sent to marketing. The **qualification** tab is displayed.



5. On the **navigation toolbar**, click **Market**. A dialog box displays to confirm the policy can be moved to marketing.



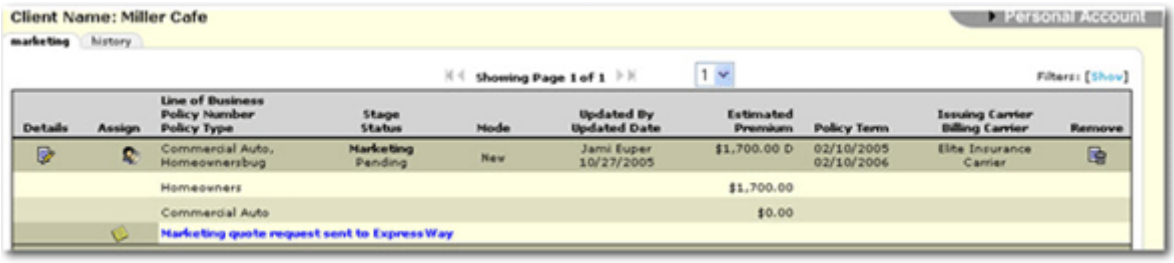
6. Click **OK**. The policy is moved to the marketing stage.



Note: Notice on the **underwriting** tab, an annotation has been added to identify that the opportunity has been moved to marketing.

Marketing

This screen serves as a way to keep track of policies identified with a policy mode of marketing. It is not necessary to create **actions** in order to track these policies as Nexsure keeps track of them for you. Policies displaying on the **marketing** screen located on the **Home** page include both new or renewal policies being re-marketed. After the policy has renewed or moved to history, it will no longer appear on the **marketing** screen.



The **search filter** selections may be used to search and filter for specific submissions. The more fields data is entered into, the more specific the results will be.

Screen column definitions:

- **Branch:** The Branch will default according to user setup but other branches may be selected depending on user security. The policies displayed will only be policies that belong to the selected branch or branches assigned to the logged in user by default. To select a different branch, use the drop-down list.

- Clicking the blue **Client Details**  icon beside the entity name will display the **client profile** screen. Right clicking on the **Client Details**  icon will display the following navigation options:
  - **Open:** Opens the client **card file** tab.
  - **Add New Opportunity:** Opens the **Add New Opportunity** dialog box to choose one or more line of business.
  - **Market New Line of Business:** Adds a marketing record with the expiration date of the existing policy as the effective date of the marketing submission and brings up the **Add Line of Business** screen.
- The **Policy Details**  icon will display the **underwriting** screen for that policy. Right clicking on the **Policy Details**  icon will display the following navigation options:
  - **Open:** Opens the **underwriting** tab.
  - **Add New Line of Business:** Opens the **Add New Line of Business** screen for the marketing submission.
  - **Market Existing:** Copies the forms and adds to marketing with the expiration date of the submission as the effective date to create a new marketing submission.
  - **Print:** Click this link to print the forms associated with the marketing submission.
- **Client Name:** The clients name from the primary named insured on the **named insureds** screen.
- **Assign:** Producer and account manager information. Populated from the **assignment** screen.
- **Policy Type:** Nexsure identifies Policy types on the **underwriting** screen, which display here when a binder is created and the policy has not yet been **In forced**. (Policy types are identified as either monoline or package policies.)
- **Line of Business:** Line of Business is identified by the user on the **underwriting** screen and displays here when the binder is created and the policy is not placed **In force**.
- **Status:** Both the user and Nexsure identify policy status on the **underwriting** screen. The **Status** identifies if the policy is In force, canceled, an endorsement is pending, etc.
- **Updated By:** Displays the user who updated the binder last. The user is identified at login.
- **Premium:** Premium will be populated from the Premium field on the **policy info** screen.
- **Policy Term:** Populated from the effective and expiration date fields on the **underwriting** screen.
- **Billing Carrier:** This is the company who the agency owes money to or who will pay the agency for direct bill policies. The user on the **underwriting** screen identifies the company.
- **Issuing Carrier:** This is the company who actually writes the policy, the name on the top of the written policy. The user on the **underwriting** screen identifies the company.

Related Topics

Policy Info Tab

Assignments Tab

Working With Forms

Importing and Exporting to Policies

Editing the Policy

Working with Schedules

Populating Coverage and Premium Fields

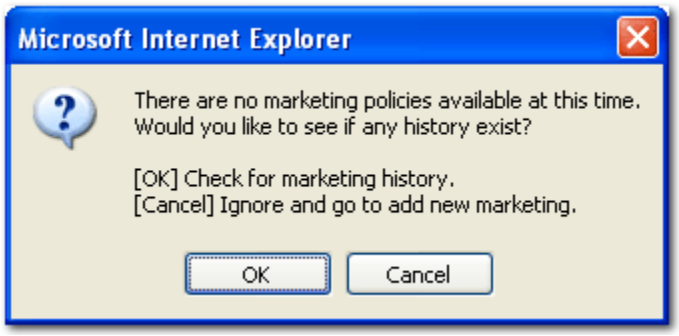
Creating a Package Policy and Add Supplemental Forms

Marketing > Underwriting

Applications are added and completed for submission to carriers on either the Marketing or Opportunities screens.

To Add a Marketing Policy

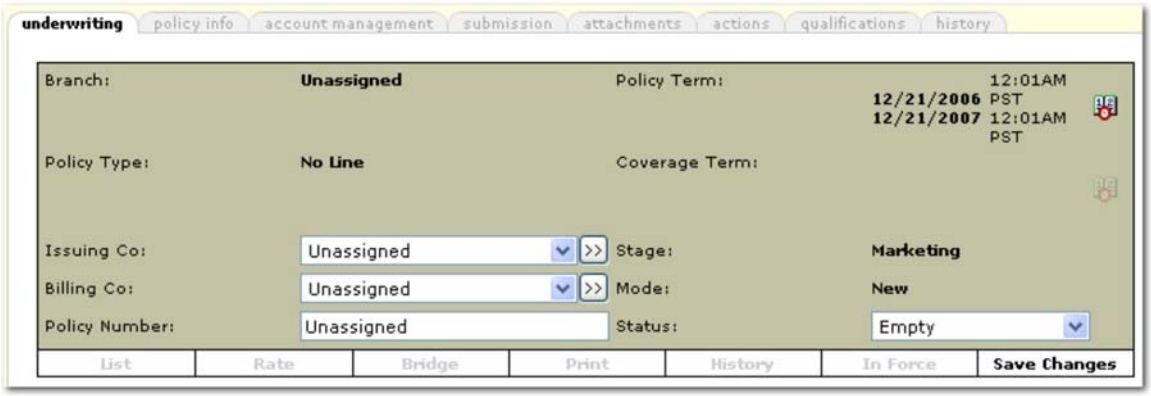
1. On the Primary menu, click **SEARCH**. Search for the appropriate client.
2. Click the **Details** icon next to the client for which the marketing policy will be created.
3. On the Client menu, click **MARKETING**. If no marketing policies exist, a dialog box will display:



4. Click **OK** to check for marketing history. Or, click **Cancel** to add a new marketing policy.

Note: If marketing policies are available, a new marketing policy can be added through **SERVICING > Marketing**. If the correct marketing policy is not found on the **history** tab, click **MARKETING** on the Client menu again. The dialog box is displayed again, click **Cancel**.

5. Once the new marketing policy is open, the **underwriting** tab is displayed.



In the policy header, contains each of the following:

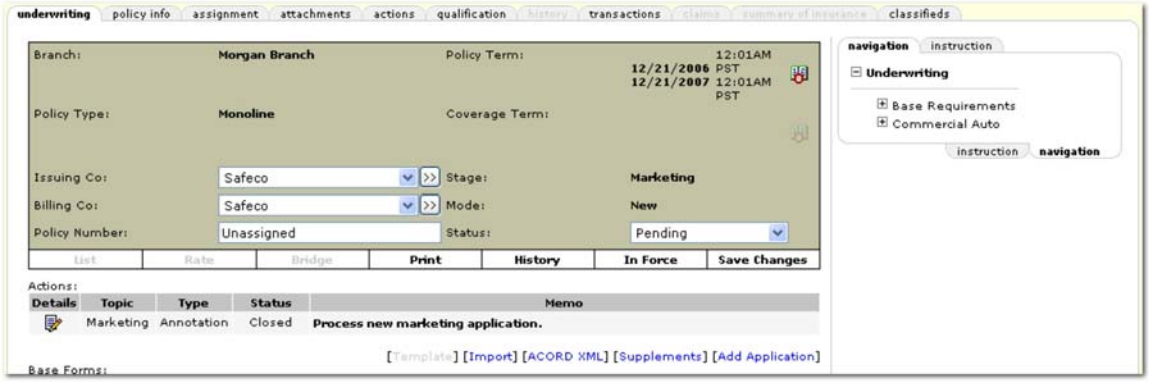
- **Issuing Co:** Select the issuing company name from the list box if known.
- **Billing Co:** Select the billing company name from the list box if known.

Note: Click the button to expand the Issuing Co and Billing Co field to view full names.



- **Policy Number:** Leave the policy number as unassigned as the policy does not yet exist.
- **Policy Term:** The policy term defaults to one year from today's date. To change the policy term dates, click the **Calendar** icon to select new dates. Use the **Selecting a Policy Term** guidelines to complete the **Assign Date and Time** dialog box.
- **Coverage Term:** Coverage term dates are not active in marketing.
- **Stage:** Identifies the current stage of the policy. Nexsure defines the **Stage** automatically, such as: **Marketing** or **Policy** stage.
- **Mode:** The **Mode** identifies the policy as: **New**, **Renew**, or **Re-New-Co**.
- **Status:** Once the policy has been submitted to the carrier, use the Status type to denote where in the quoting process the application stands.

6. On the **navigation toolbar**, click **Save Changes**. New options are added to the **navigation toolbar** and below the policy header.

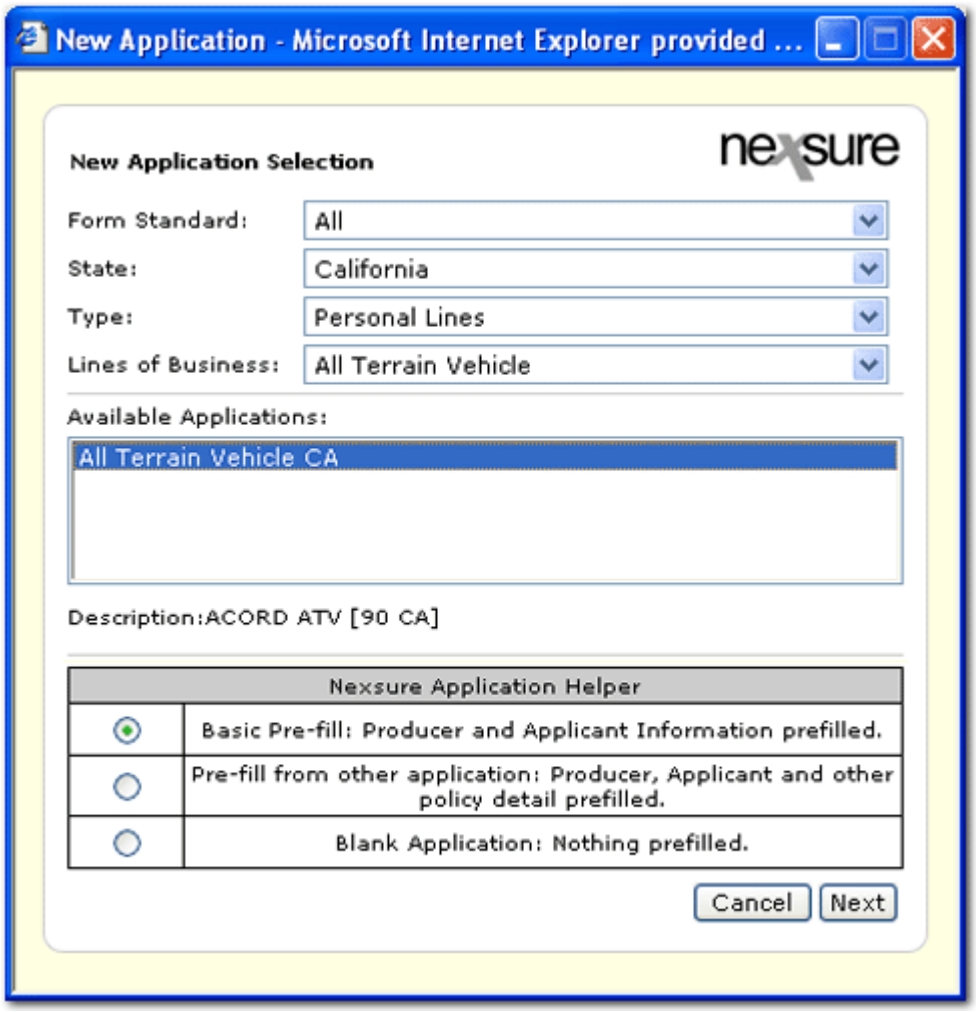


7. The following options are available on the **navigation toolbar**:
   - **Print:** Print the marketing application once it has been added.
   - **History:** Move the marketing policy to history when the marketing policy is no longer active or needed.
   - **In Force:** This option moves the policy from marketing to active, making the policy a current **In Force** or **Bound** policy status. Once a policy is in force, changes may only be made through **SERVICING**.
   - **Save Changes:** Saves any additions or changes made to the **underwriting** tab.
8. The following links are available:

- **[Import]:** Import the client's data into the file from outside programs such as rating vendors.
- **[ACORD XML]:** Import or export XML data.
- **[Supplements]:** After all applications are added, any supplemental forms can then be added.
- **[Add Application]: New Application Selection** dialog box will be displayed.

Note: The **[Template]** link becomes available once an application has been added and the form has been accessed. Templates can be created or used to help populate applications.

9. Under the policy header, click **[Add Application]**. The **New Application Selection** dialog box is displayed.



10. In the **Form Standard** list, select the appropriate **Form Standard**. Available selections are:
    - **ACORD**
    - **Custom**

11. In the **State** list, make a selection if necessary. The default is the state from the primary location on the client profile. The state selection determines what forms will be displayed for the lines of business.
12. In the **Type** list, make a selection if necessary. The default is the client type selected when the card file was created.
13. In the **Lines of Business** list, select the appropriate line of business for the application. The selections available are based on the selections made in the **Form Standard**, **State** and **Type** lists.
14. In the **Available Applications** box, select the appropriate application. The description of the form selected will display below the Available Applications box.
15. In the **Nexsure Application Helper** section, select one of the following options:
    - **Basic Pre-fill:** Selected by default and will pre-fill basic client information.
    - **Pre-fill from other application:** Select an application (same line of business) that has previously been completed to pre-fill information to the new application.
    - **Blank Application:** Pre-fill nothing to the application.
16. Click **Next**. Any forms selected to pre-fill are displayed on the **underwriting** tab.

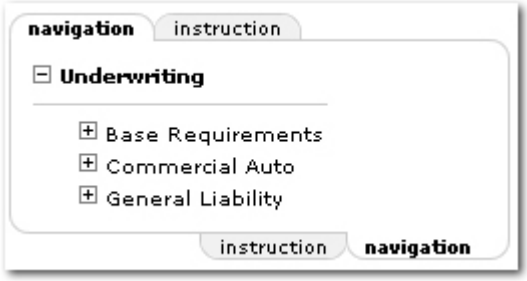


Tip: Click the **Description** of a form to view the form and any notes regarding form usage or completion.

To Navigate Through the Forms

The **navigation** tab found on the right side of the screen will contain all lines of business added for the policy. If it is a commercial policy, **Base Requirements** is the first item when a line of business is dependent on other forms. The dependent form will automatically be added to the **Base Requirements**.

To complete the application, click on the [+] beside the application to expand the view of the various applications. Click on the title of the application and the corresponding entry fields will display in the **underwriting** tab. The application is in sections and any section can be selected for completion. For more information see Working With Forms.



When completing the forms, the following options are available on the **navigation toolbar**:

- **List:** Allows a screen display of every field on the application and the data entered.
- **Rate:** Marketing applications can be exported for rating purposes. Or, to open a supported rating vendor's application directly from Nexsure.

- **Bridge:** Once rating from a supported vendor has been completed, the rating information can be bridged back into Nexsure.

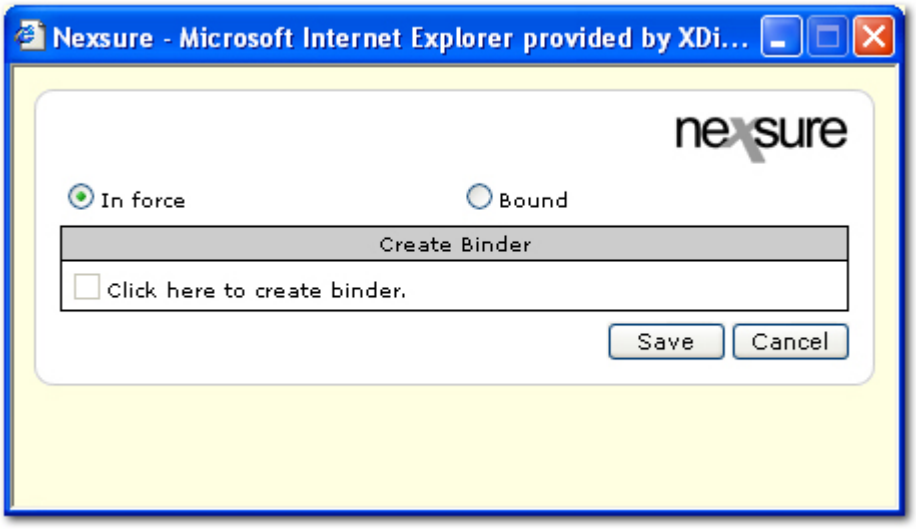
  Important: ExpressWay does not enable application information to be bridged back into Nexsure. Currently supported rating vendors for bridging include WinFSC and ACS2000.

- **Print:** Allows a print preview of the application in Adobe® Reader®. The form will display Adobe® Reader® functionality so the form may be printed if desired.
- **History:** Moves the policy to history.
- **Compare Policy:** Used after the policy is in force. Click the **Compare Policy: [On]** link to compare this edited version of the application to the original application. Anything highlighted in red is an item that is different from the original application. Click the **Compare Policy: [Off]** link after reviewing the changes.
- **In Force:**Moves a marketing policy to in force.

Note: If the policy already exists in the current policy list, use **SERVICING > Renew** to select a marketing policy as the replacement for the renewal policy. Using the renewal process in this case will assure the policy mode is accurate.

Once a policy has been place in force it can only be edited by creating an **Edit** or **Endorsement** from **SERVICING**. In the resulting dialog box, the following options are available:

- **In force:** Moves a marketing policy to in force with a status of **In Force**.
- **Bound:** Moves a marketing policy to in force with a status of **Bound**. Policies with a bound status can be tracked from the **HOME > Binder Log** screen even if an agency binder has not been issued.
- **Create Binder:** This selection is made when issuance of a binder is necessary. A binder will be created and the binder details are displayed. Creating a binder will create an entry on the **HOME > Binder Log** screen.



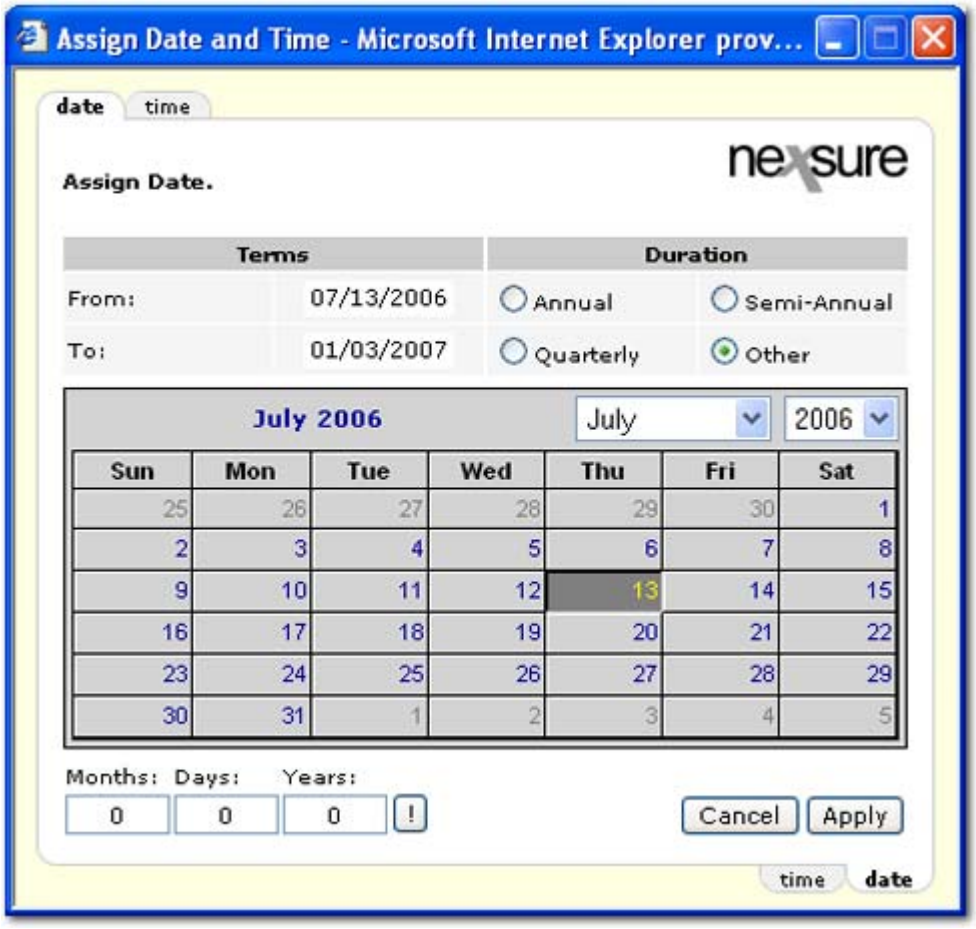
- **Save Changes:** Saves any additions or changes made to the policy header.

Selecting a Policy Term

After selecting the **Calendar** icon the following selections are available for selecting a policy term.

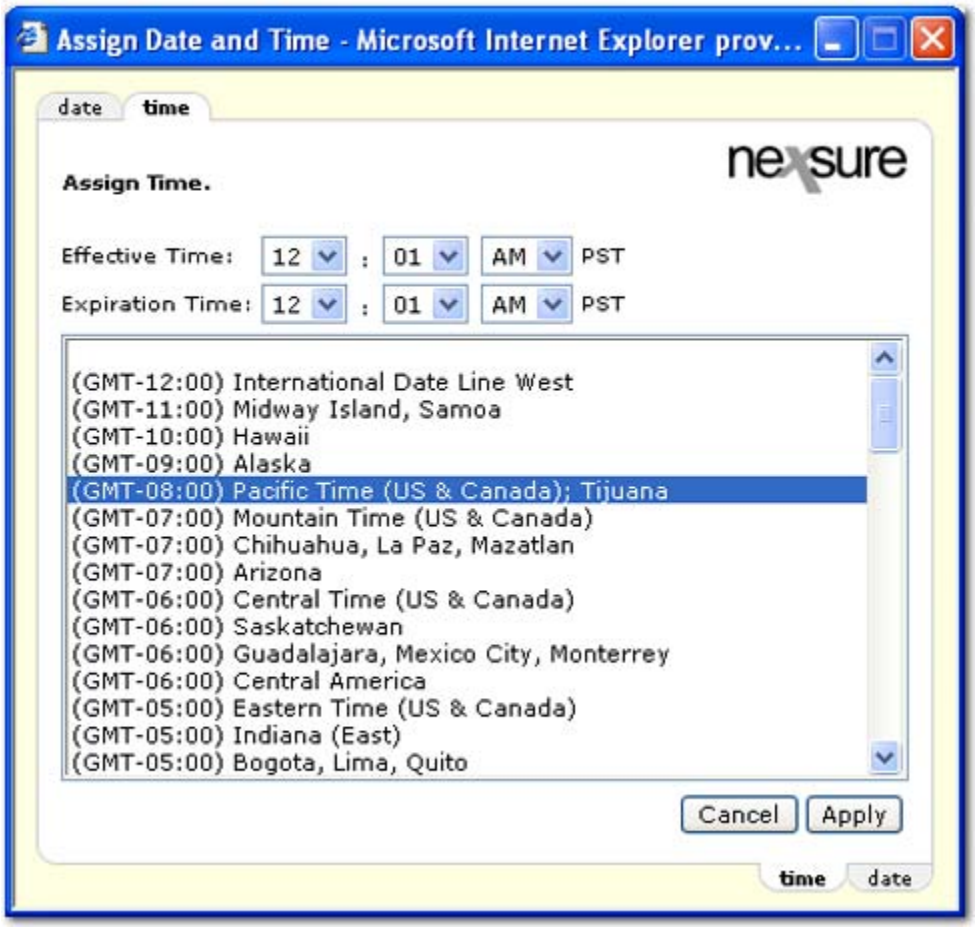
To Select a Policy Term

1. On the **date** tab of the **Assign Date and Time** dialog box in the **Terms** area, the **From** date defaults to the effective date of the policy. To select a different date, select the month and year from the respective lists and click on the day in the calendar.



2. The **To** date defaults to the policy expiration date. To select a different date, select the month and year from the respective lists and click on the day in the calendar.
3. In the **Duration** area, select the duration of the policy. Notice the **To** date will change based on the selection. The following options are available in the **Duration** area:
   - **Annual:** One year from the effective date.
   - **Semi-Annual:** Six months from effective date.
   - **Quarterly:** Three months from effective date.
   - **Other:** Select this option for any policy that falls outside the default policy durations such as special event coverage. After selecting the **Other** option, enter a **From** date and the duration in the **Months**, **Days**, and **Years** boxes below the calendar. Click the ! button to update the policy term with the **Other** selections.

4. Click the **time** tab to change the time zone or effective time in hours and minutes.



5. Click **Apply**. A dialog box is displayed that gives a reminder to click **Save Changes** in the **navigation toolbar** under the policy header to save the date and time selections.

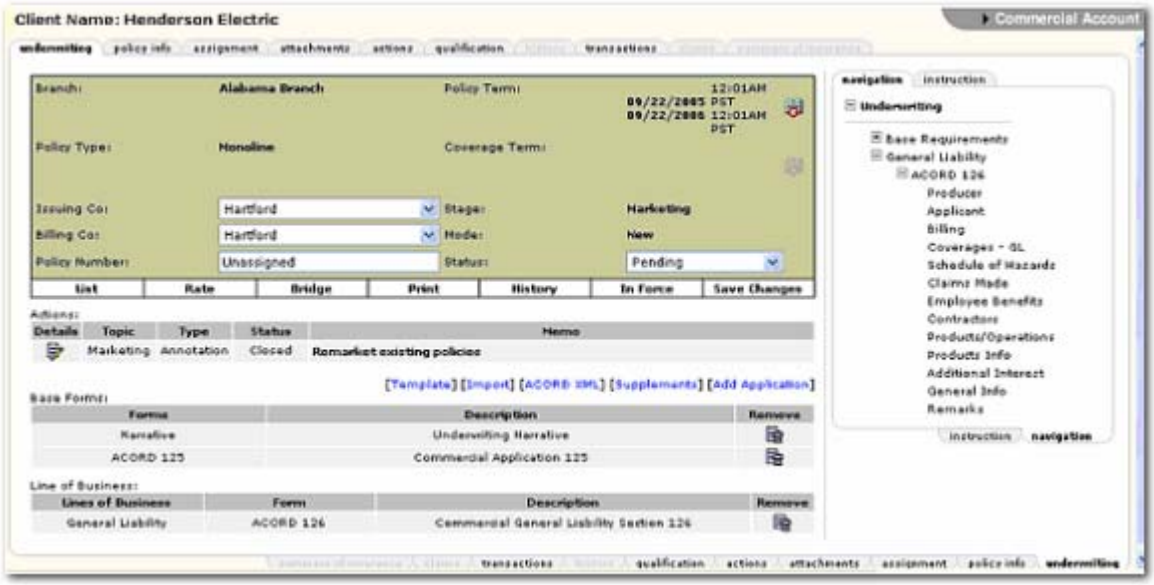
Coverage Templates

Application templates can be created to save application population time. Templates can be created on any client account at the marketing/underwriting level. On state-specific forms, only templates for the same state as the target application may be used.

To Create a Coverage Template

1. Add the desired line of business to marketing and complete the application.

2. Click the ⊞ beside the line of business and the ⊞ beside the form number to activate the **[Template]** link.

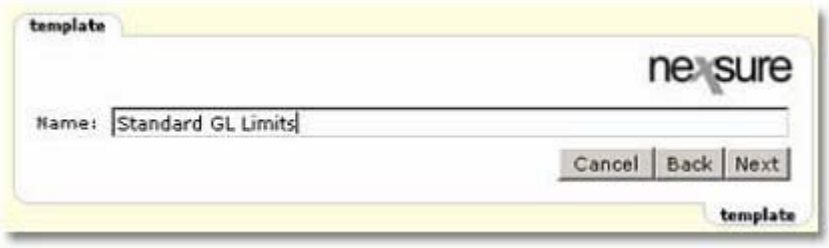


3. Click the **[Template]** link.

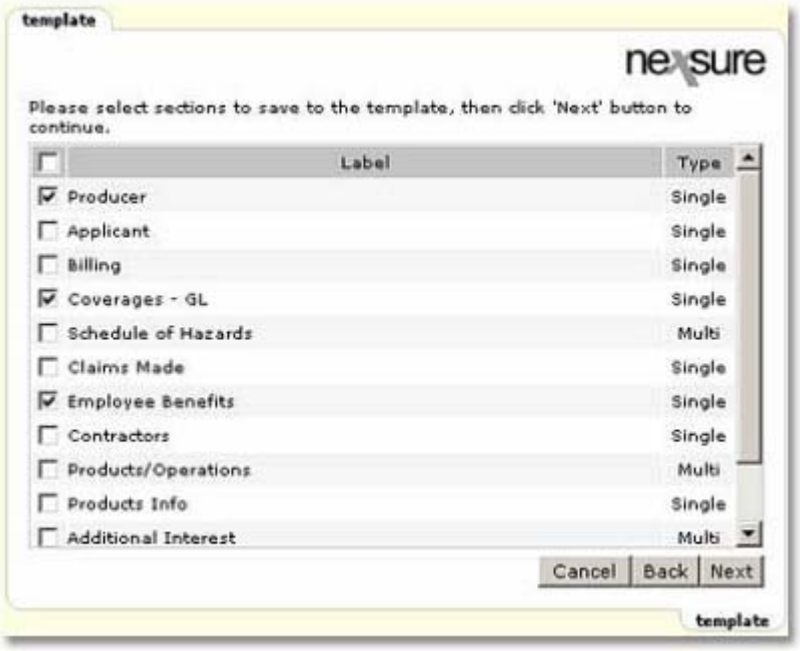


4. Select **Add New** and click **Next**.

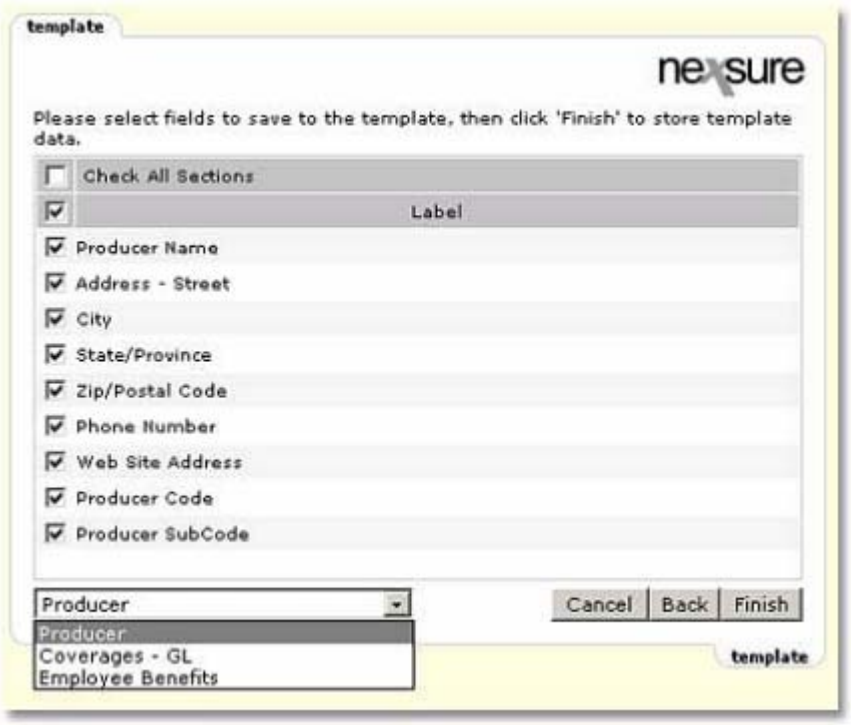
5. Enter a name to identify the template. Naming the template makes it easier to pick out of a list later.



6. Click **Next**.



7. The sections listed are the same sections found in the tree on the navigation tab. Select the sections to be used to create the template and click **Next**.



8. The drop-down box contains each section selected on the previous screen. Selecting the section displays the fields for each section.

9. Select the needed fields. When all sections have been completed, click **Finish**.

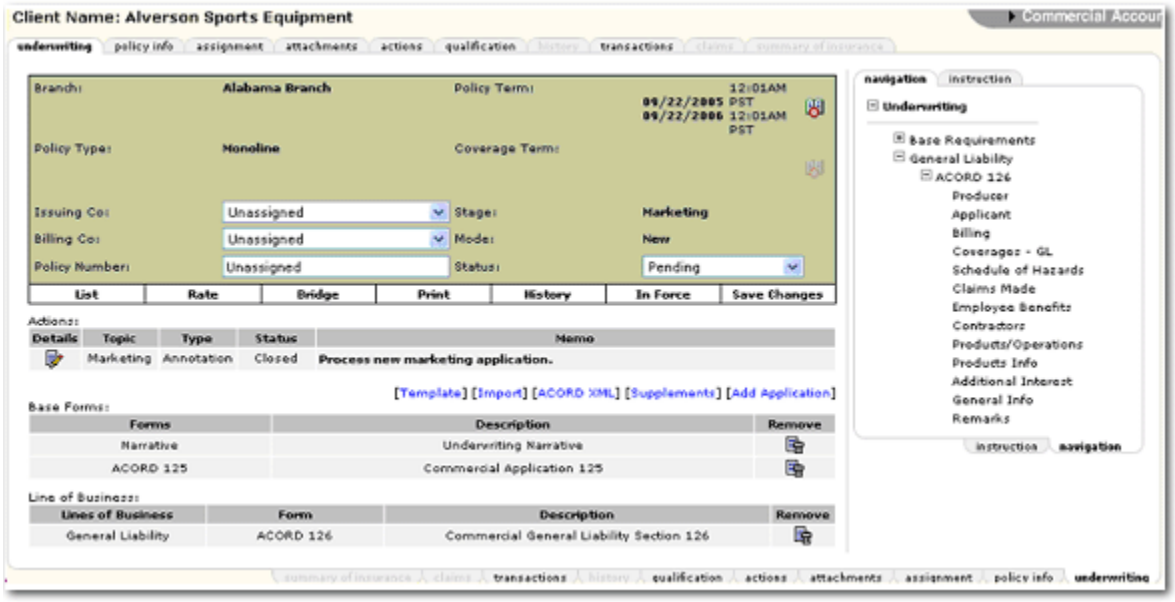
10. Click **OK** to confirm the template.

Using the Template

To Use a Coverage Template

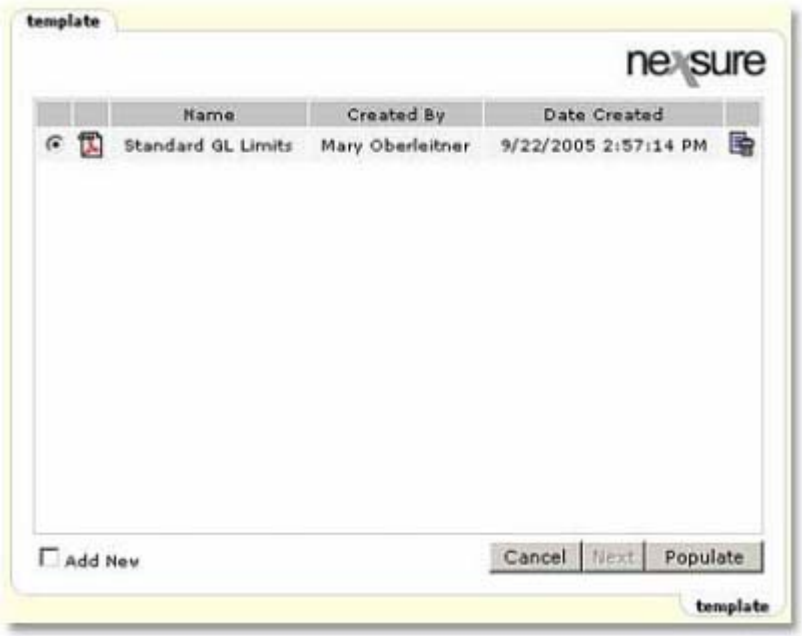
1. Add the line of business to marketing for the prospect or client.

2. Click the plus beside the line of business and then beside the form number.



3. Click the **[Template]** link.

4. Select the option button beside the template to use. You must select a template for the **Populate** button to become available.



5. Click **Populate**. When populated, a message notifies you that the application was successfully populated from the template.

6. Click **Cancel** to close the template screen.

Creating a Package Policy and Adding Supplemental Forms

Package policies are created by simply adding another line of business.

To Change a Monoline Policy to a Package Policy

1. On the Primary menu, click **SEARCH** to search for the appropriate the client or prospect.
2. Click on the **Details** icon next to the client or prospect name to display the card file.
3. On the Client menu, click **MARKETING**. The marketing summary screen is displayed.
4. Click the **Details** icon next to the marketing policy to display the underwriting screen.
5. In the navigation toolbar, click the **Add Applications** link and select another line of business. If the application helper is not needed, click in the box beside the helper to remove the checkmark.
6. Select **Next** to add the application. Notice that the policy type now displays **Package** instead of monoline.

Supplemental Forms

Sometimes forms require a Supplemental form as well.

To Add a Supplement

1. Click the **Add Supplement** link in the navigation toolbar and select the Line of business from the drop-down box.
2. Select the supplement from the **Available Supplements** list. When a supplement is highlighted in the list, a description of the supplement is displayed under the **Available Supplements** box.
3. Click **Next**, the supplement will be added to the policy. Notice that the supplement is now displayed under the selected line of business.

Related Topics

Underwriting

Working with Forms

Populating Coverage and Premium Fields

Marketing a New Application

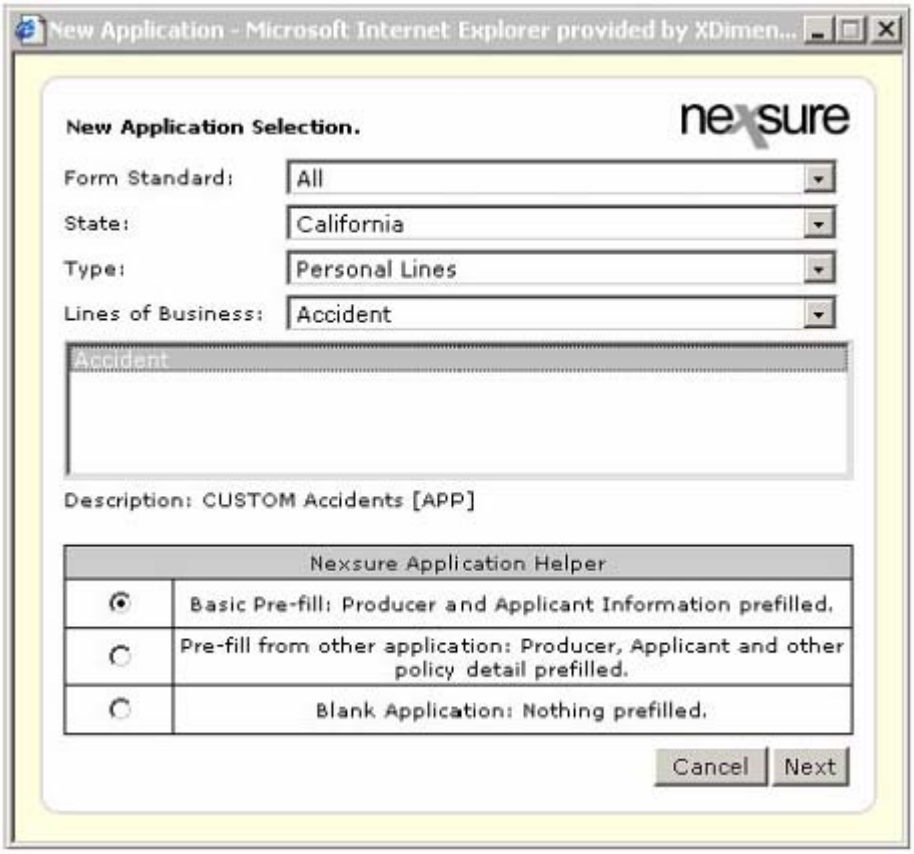
To Market a New Application

1. On the **Primary menu**, click **SEARCH**.
2. Click the **Details** icon next to the appropriate client.

3. On the **Client menu**, click the **MARKETING** option.

4. Click the **Details** icon next to the appropriate marketing policy.

5. On the **underwriting** tab, below the policy header, click the **[Add Application]** link. The New Application dialog displays.



6. Complete the following fields:

   Form Standard: Select the appropriate form type from the drop-down box. Sample choices:

   - All
   - ACORD
   - Carrier Specific

   State: Select the appropriate state the policy is being written in from the drop-down box containing all the states. Only the corresponding applications will be available for that state.

   Type: Select the line of business from the drop-down box which contains the following (This feature will filter the forms):

   - All
   - Personal
   - Commercial

- Benefits
- Bonds

Line of Business: Select the application from the **Line of Business** drop-down box. The drop-down box will only contain applicable choices according to criteria selected in the previous fields.

The Application Helper: Is activated by selecting the check box beside **Pre-fill** applications to help reduce key strokes. The check box is selected by default.

Cancel: Closes the dialog box without saving.

Next: To continue to the next step in the flow, adding a new blank form or copying an existing form to the new form.

Note: If the **Application Helper** check box remains checked when the **Next** button is selected and a matching policy exists, the following is displayed: "Nexsure has determined that the following forms have possible matches to fully or partially pre-fill the current application you are completing." Select the form Nexsure should use for this process and click **Accept** to copy the selected form to the new form. If no policies are found or the check box was not selected the **Application Helper** is skipped.

The Application Helper screen will contain the form name under a drop-down box that will contain a listing of all possible application matches to copy to the new form being added. The company and policy number are included in the list. Select the application to be copied and click one of the following buttons:

Cancel: To close without saving the changes

Back: To return to the **New Application** window

Accept: To copy the form to the new form

Related Topics

Working With Forms

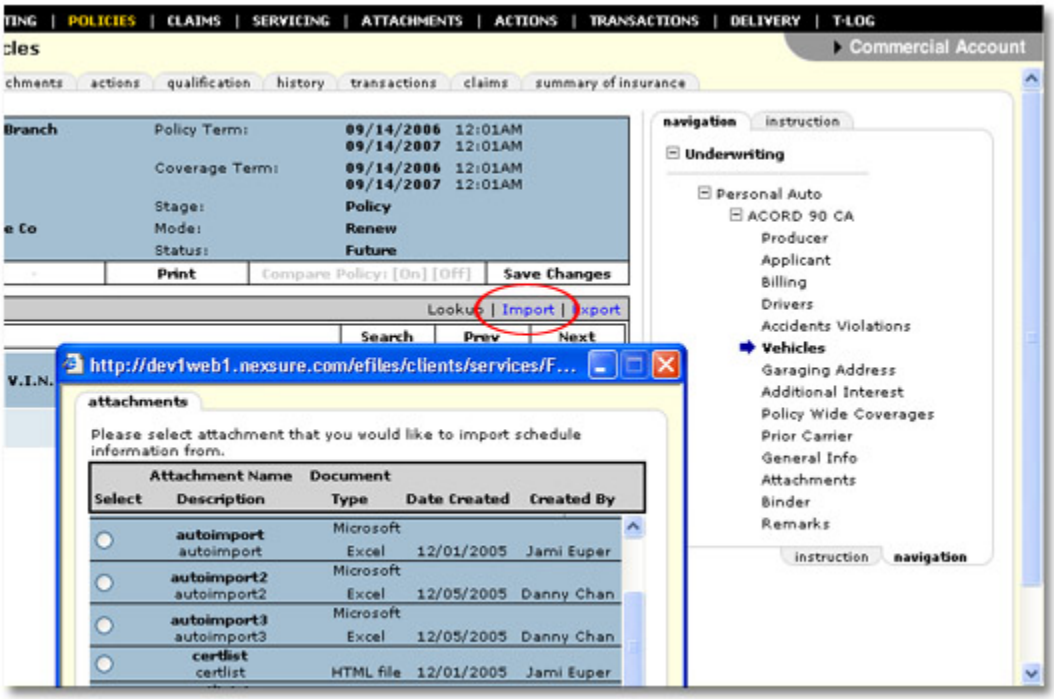
Importing and Exporting XML to Policies

You can import XML data into Nexsure to easily transfer lists of data (such as schedules of autos or drivers) that would otherwise have to be entered manually. This is most useful in transferring information from one Nexsure system to another.

To Import Record Data XML

This procedure is done when filling out policy forms. If the **Import/Export** option is available for a form item, it will appear in the upper right corner of the record summary dialog box. For more information on filling out policy forms, see Working with Forms.

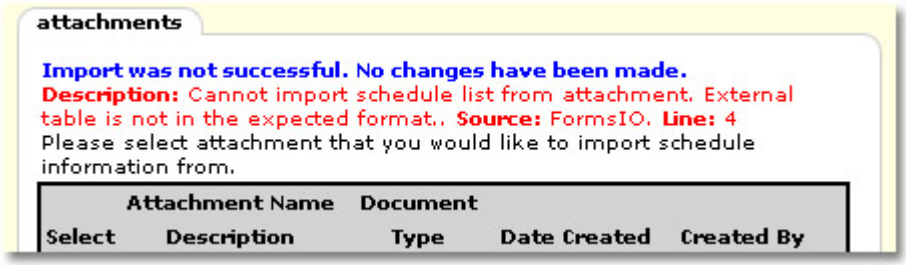
1. From the record summary screen, click **Import**.
2. Browse to the XML data file.
3. Click the **Import** link.



4. Select the items to import and click the **Import** button:



Note: If an error occurs during the import process, a notification will appear on the attachments window:



To Export Record Data XML

1. From the record summary screen, click **Export**. The XML Export Data dialog box appears.
2. Right click on the plus or minus sign to the left of the XML and click **Save Target As**.
3. Name the file and save it to a specified directory.
4. Click **Save**.

Related Topics:

Policy Underwriting

Working With Forms

Policy Underwriting

1. After performing a client search and selecting a client, click on the **marketing** tab. If no marketing policies exist, a dialog box will display explaining that no marketing policies exist and asking if you would like to see if any marketing history exists.

2. Click **OK** to check for marketing history or click **Cancel** to add new marketing policy.

3. Complete the heading information and click on the **Save Changes** link below the header.

4. To add a new policy to marketing when other marketing policies exist, click on the **servicing** tab and follow directions under **Servicing > Marketing**.

   - To view or modify existing marketing policies, click on the **Details** icon.



5. Complete each of the following fields appropriately for the marketing policy:

6. **Branch:** The Branch is selected on the assignment screen and is displayed here automatically when a policy is added.

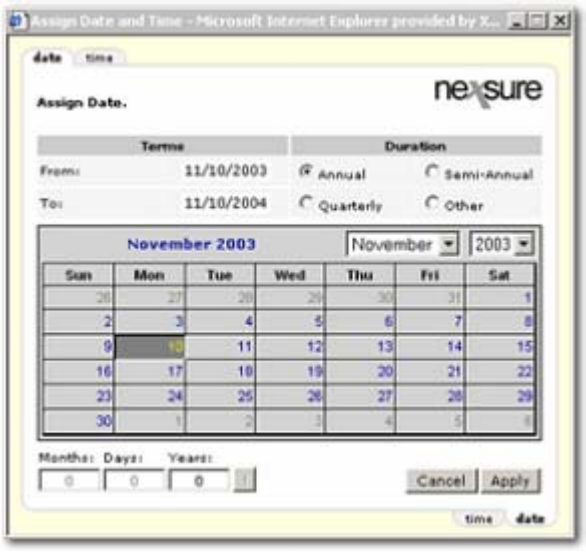
7. **Policy Type:** Identified automatically on this screen using the following criteria:

   - If only one Line of Business is added, the policy type will be identified as **Monoline.**
   - If more than one Line of Business is added, the policy type will be identified as a **Package**.

     Note: adding supplements is not considered a Line of Business and will not change the policy type to **Package**.

8. **Issuing Company:** Use the drop-down box that will contain all the companies added and identified as issuing companies. **Unassigned** may be used if an issuing company is not yet known.
9. **Billing Company:** Use the drop-down box that will contain all the companies added and identified as billing companies. **Unassigned** may be used if a billing company is not yet known.
10. **Policy Number:** The policy number will default to **Unassigned** upon adding the policy since policy numbers are not generally assigned at the marketing stage.

11. **Policy Term:** The current date + 1 year is the default. Effective and expiration times default to 12:01 A.M. Click the calendar icon to select a different date and time:



- The **From** date defaults to the effective date of the policy. To select a different From date, select the month and year from the drop-down boxes and click on the day in the calendar.
- The **To** date defaults to the policy expiration date. To select a different date, select the month and year from the drop-down boxes and click on the day in the calendar.
- Select a **Duration**. Notice the **To** date will change based on your selection.
- **Annual** - one year from beginning date.
- **Semi-Annual** - six months from beginning date.
- **Quarterly** - three months from beginning date.
- Once you have the proper dates entered, click **Apply**.
- **Other** - Select this option for any policy that falls outside the default policy durations such as special event coverage.
    - Select the **Other** option.
    - Select the **From** date.
    - In the text boxes at the bottom of the calendar, enter in the number of days, months, or years for the coverage (i.e. two days).
    - Click the "**!**" button.
- Click **Apply**.

Time

Click the **time** tab to change the time zone or effective time in hours and minutes.

12. The **From** date defaults to the current date (if it's a new policy) or to the effective date of an existing policy. To select a different **From** date, select the month and year from the drop-down boxes and click on the day in the calendar.

    The **To** date defaults to one year past the current date (for a new policy) or the policy expiration date of an existing policy. To select a different date, select the month and year from the drop-down boxes and click on the day in the calendar.

13. Select a **Duration**. Notice the **To** date will change based on your selection.

    Annual - one year from beginning date.

    Semi-Annual - six months from beginning date.

    Quarterly - three months from beginning date.

    Once you have the proper dates entered, click **Apply**.

    Other - Select this option for any policy that falls outside the default policy durations such as special event coverage.

14. Select the **Other** option.

15. Select the **From** date.

16. In the text boxes at the bottom of the calendar, enter in the number of days, months, or years for the coverage.

17. Click the "**!**" button.

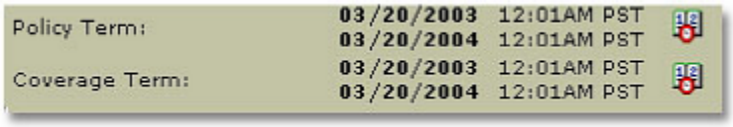
18. Click **Apply**.

19. Click **OK**.

20. On the policy header, click the **Save Changes** link.

Time

1. Click the **time** tab to change the time zone or effective time in hours and minutes.



2. **Coverage Term:** Once a policy is bound and a binder is created, the coverage term of the policy will change. The coverage term effective and expiration dates will be the effective and expiration dates of the binder. Once an endorsement is processed, the coverage term effective dated becomes the effective date of the last endorsement with the expiration date remaining the same as the policy. If a policy is pending cancellation or canceled, the coverage term expiration date will be the cancellation effective date. Click the calendar icon to select a different date and time.

3. **Stage:** Identifies the stage the policy is currently in. Nexsure defines **Stage** automatically, such as: marketing or policy stage.

4. **Mode:** Populated from the policy mode on the **Policy Summary** screen. The **Mode** identifies what the policy is, such as New, Renewal, Rewritten, etc.

5. **Status:** Both the user and Nexsure identify the policy status. The **Status** identifies if the policy is in force, canceled, an endorsement is pending, etc.

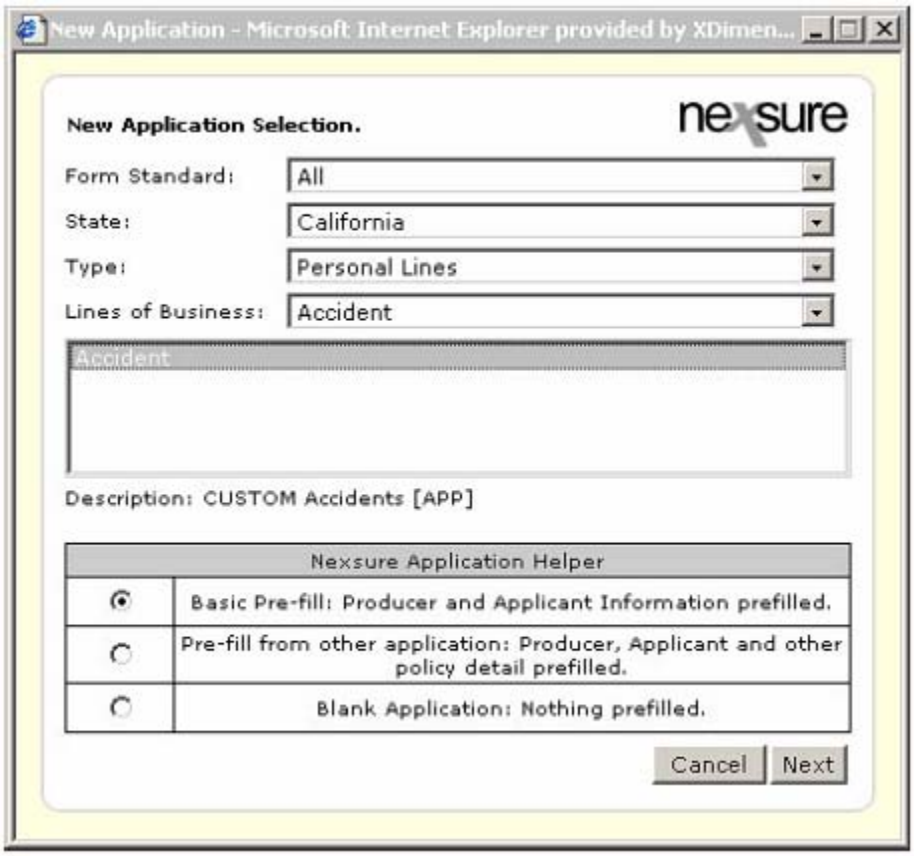
6. **In Force:** Clicking this link will move the policy from **Marketing** to **Policies** making the policy a current **In Force** policy status. Applications should always be added prior to making a policy In Force. Once a policy is In Force, it cannot be edited without either endorsing or clicking **Edit** on the **Servicing menu**.

7. **Import:** The import link will import the client's data into the file from outside programs such as rating vendors.

8. **History:** Click on this link to move the marketing policy to history when the marketing policy is no longer active or needed.

9. **Add Supplements:** This link will add supplements necessary for a particular line of business.

10. **Add Applications:** This link will allow the addition of the application.



11. **Form Standard:** Select the appropriate form type from the drop-down box. Sample choices:
    - All
    - ACORD
    - Carrier Specific
12. **State:** Select the appropriate state the policy is being written in from the drop-down box containing all the states. Only the corresponding applications will be available for that state.
13. **Type:** Select the line of business from the drop-down box which contains the following (This feature will filter the forms):
    - All
    - Personal
    - Commercial
    - Benefits
    - Bonds
14. **Line of Business:** Select the application from the **Line of Business** drop-down box. The drop-down box will only contain applicable choices according to criteria selected in the previous fields.
15. **The Application Helper:** Activated by selecting the check box beside **Pre-fill applications to help reduce key strokes**. The check box is selected by default.
16. **Cancel:** Closes the dialog box without saving.
17. **Next:** To continue to the next step in the flow, adding a new blank form or copying an existing form to the new form.

    Note: If **The Application Helper** check box remains checked when the **Next** button is selected and a matching policy exists, the following is displayed: "**Nexsure has determined that the following forms have possible matches to fully or partially pre-fill the current application you are completing.**" Select the form Nexsure should use for this process and click **Accept** to copy the selected form to the new form. If no policies are found or the check box was not selected **The Application Helper** is skipped.
18. **The Application Helper** screen will contain the form name under a drop-down box that will contain a listing of all possible application matches to copy to the new form being added. The Company and policy number are included in the list. Select the application to be copied and click one of the following buttons:
19. **Cancel** to close without saving the changes.
20. **Back** to return to the New Application window.
21. **Accept** to copy the form to the new form.

    Tip: Once the application has been added, you can access Help information on the selected form by clicking on the name of the form. A PDF file will launch with information specific to each form:



Navigation: This tab found on the right side of the screen will contain all lines of business added for this policy in a tree format. **Base Requirements** is the first item in the tree when a line of business is dependent on other forms such as the ACORD 125 that is required for most commercial applications. The dependent form will automatically be added to the **Base Requirements**. To complete the application, click on the [+] beside the application to expand the tree view of the various applications. The application is broken down into sections and any section can be selected for completion. The navigation bar can be used within the sections as well [Summary, Add New Record, Previous and Next]. For more information see Working With Forms.

1. The navigation bar has the following options available:

   - **List** – This link will allow a screen display of every field on the application and the data entered.
   - **Print** – This link will allow a print preview of the application in Adobe. The form will display Adobe functionality so the form may be printed if desired.

     Tip: Right-clicking on the **Print** link will display the following short cuts: Print App, Endorse, Renew, Re-market, Cancel, Claim, Audit, eServices and Certificate.

   - **History** – Click this link when you are completely through with the marketing policy, which will move the policy to history. Select a status from the drop-down box and enter any applicable notes. The status choices are not available for additions or edits.
   - **In Force** – Is only used on **New** business. If the policy already exists in the current policy list, use the **Renew** option on the servicing page. Once a policy has been placed in force it can only be edited by creating an **Edit** or **Endorsement** from Servicing. In the pop-up window, the following choices may be made:
     - **In force** – This selection is made when policies are being entered into Nexsure from your present data if you did not receive a data conversion.
     - **Bound** – This selection is made when the policy has been bound and the status should reflect this.
     - **Create Binder** – This selection is made when issuance of a binder is necessary. Creating a binder will create an entry on the **Binder Log** found on the **Home** menu.

       The **instruction** tab located next to the **navigation** tab contains instructions or tips that may help complete the current screen.
   - To add supplemental forms, click on **[Add Supplements]**, select the line of business application and then select the appropriate supplement. See Creating a Package Policy and Add Supplemental Forms.

Related Topics

Policy Info Tab

Assignments Tab

Working With Forms

Importing and Exporting to Policies

Editing the Policy

Working with Schedules

Populating Coverage and Premium Fields

Creating a Package Policy and Add Supplemental Forms

Populating Coverage and Premium Fields on a Form

To Populate Coverage and Premium Fields on Forms:

1. On the Primary menu, click **SEARCH**.
2. Enter at least two characters in the name field and click **Search**.
3. Click the **Details** icon next to the client or prospect name to display the card file.
4. On the Client menu, click **MARKETING**. The marketing summary screen is displayed.
5. Click the **Details** icon next to the marketing policy to display the underwriting screen.
6. To populate a premium field on the Commercial ACORD General Liability application, from the Navigation tab on the right, click on the "+" beside **General Liability** and the "+" beside the ACORD form, and then on the **Billing** link.
7. Enter the premium amount without commas.

   Note: The field is formatted automatically after moving to the next field to provide formatting for dollars and cents while limits are formatted for whole numbers.
8. To enter a coverage limit, click on **Coverage/limits.**
9. From the navigation tab, click **Limits**.
10. Enter the limit without formatting; the field automatically formats after moving to the next field. Text may also be entered into these type fields as necessary. For example entering the word “included” in the “Products and Completed Operations Aggregate Limit:” field is accepted after moving to the next field.

Related Topics

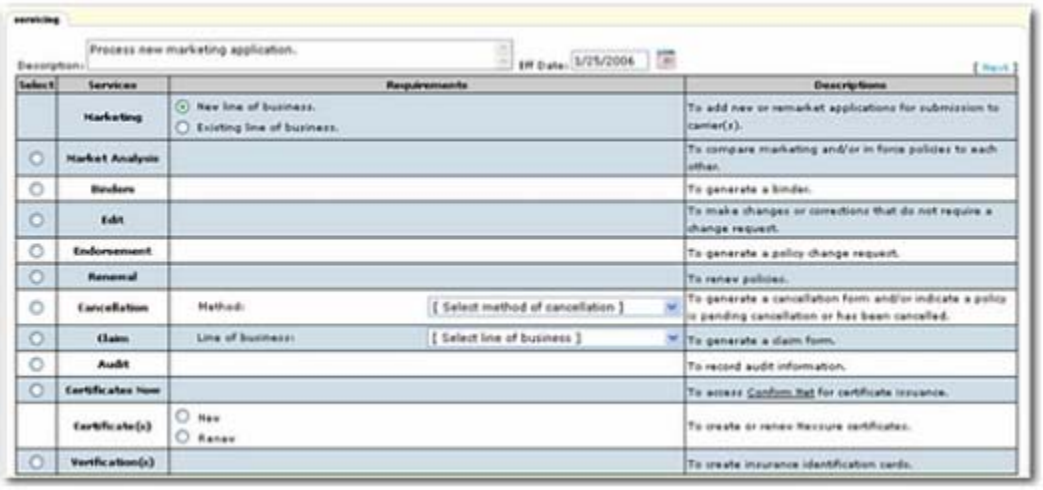
Working With Forms

Remarketing a Policy

Policies may be remarketed at any time, although prior to renewal is standard. Remarketing a policy at renewal allows the Agency the flexibility of obtaining various quotes from carriers for their clients.

1. On the Primary menu, click **SEARCH**.
2. Click the **Details** icon of the appropriate client.

3. On the Client menu, click **SERVICING**.



4. Select **Marketing > Existing line of business** and click **[Next]**.

5. Select the policy to remarket. To search for specific policies, including policies previously sent to history, click **[Show]** to view the search filter screen. If multiple policies are being selected, the policies will be grouped as if they are a package policy. This feature allows applications to be bundled so they can all be sent to the carrier at one time. The policy mode always reflects New. If a marketing version of the policy is selected as the renewal the in force mode will reflect Renew.

   - In the **Include History** drop-down list, select **Yes**.



Note: Use **Servicing > Renew** when issuing the re-marketed policy in order to display the correct mode. (See "Placing a Remarketed Renewal in force" section of help for assistance).

6. Select the lines of business that will make up the renewal policy and click **[Next]**.

Note: When a policy is selected the system automatically copies the existing applications so the user will not need to re-key application information.

7. The marketing underwriting screen is displayed. Select the Issuing and Billing Carrier, edit the policy term dates if needed and click the **Save Changes** link in the navigation toolbar under the header. Review the application for accuracy and make any necessary modifications. (See the Working with Forms section of help for assistance in navigating the forms).

8. To remarket to another carrier repeat steps 1-7. This process is necessary to capture statistical data and separate application information for each carrier.

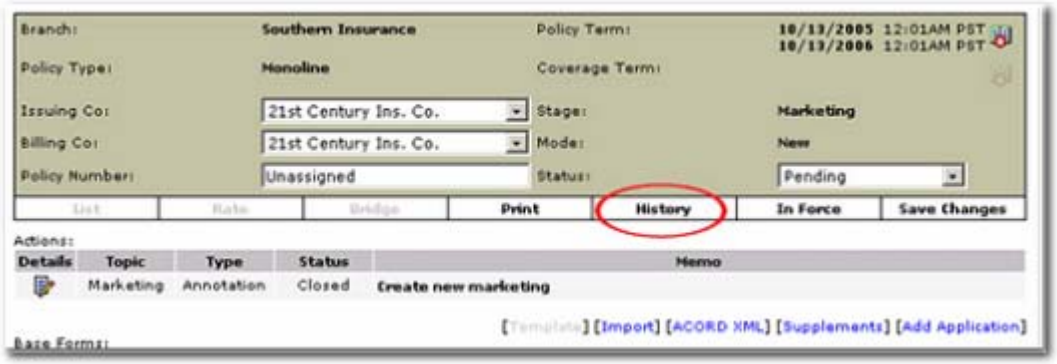
Tip: Use the **Home > Marketing** page to compare quotes or to determine if each carrier's quote has been received.

Sending a Marketing Policy to History

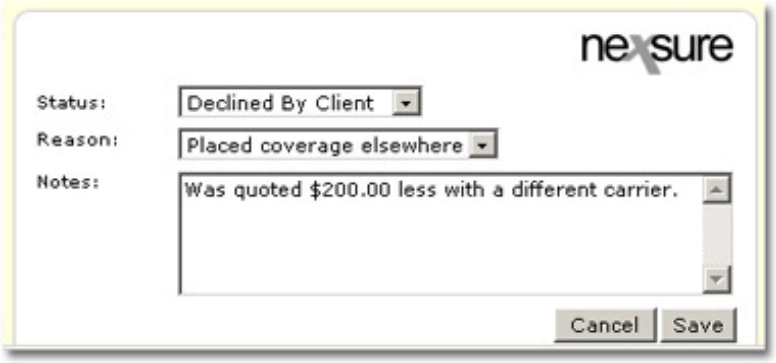
Agencies may define reasons (setup in Actions) for marketing policies sent to history.

To Send a Marketing Policy to History

1. On the **Home > Client** menu, click **MARKETING**.
2. Select the marketing policy to send to history by clicking the **Details** icon.



3. Click the **History** link.



- **Status** - Select the status from the drop-down list.

- **Reason** - Select the reason from the drop-down list. Reasons are agency-defined and can be setup in Actions (see "To define reasons" below).
- **Notes** - Enter a detailed description for the marketing submission.

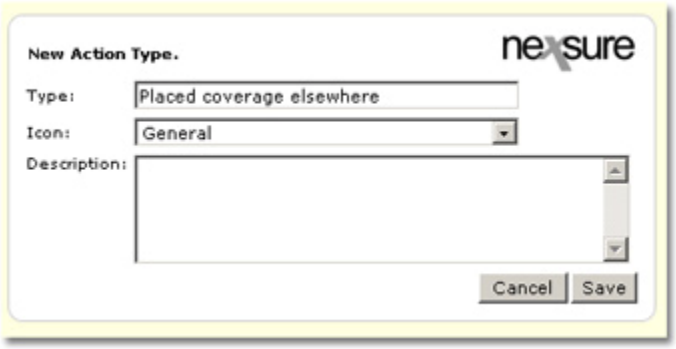
4. Click **Save**. The policy will be available to view on the **history** tab. Note that the policy header is gray denoting that it is in history.



To Define Reasons

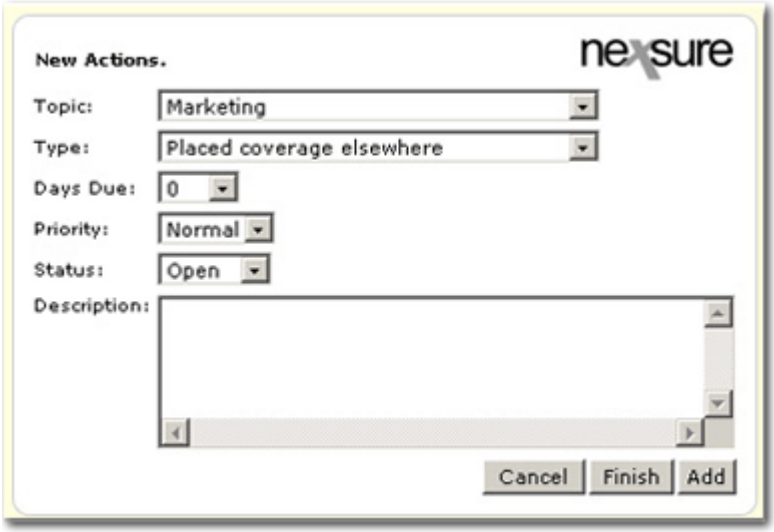
1. On the **Utility** menu, click **SETUP**. The actions setup appears by default. Before adding a new action type, search to see if the action already exists to avoid duplicates.

2. Select the **types** tab and click **Add New**.



3. Enter a reason in the **Type** field and click **Save**.

4. Select the actions tab and click **Add New**.



5. In the **Topic** drop-down, select **Marketing**.
6. In the **Type** drop-down, select the reason which was just created.
7. Click **Finish**.

Related Topics

Sending an Expired Policy to History

Working With Forms

Nexsure works with standard insurance forms such as ACORD forms, allowing you to populate the fields through the Nexsure interface.

Populating form fields is done on the Underwriting screen. When the form has been completed you can view the form in Adobe® Acrobat® and then send the form to a printer for hard copy and/or save the Adobe® PDF file.

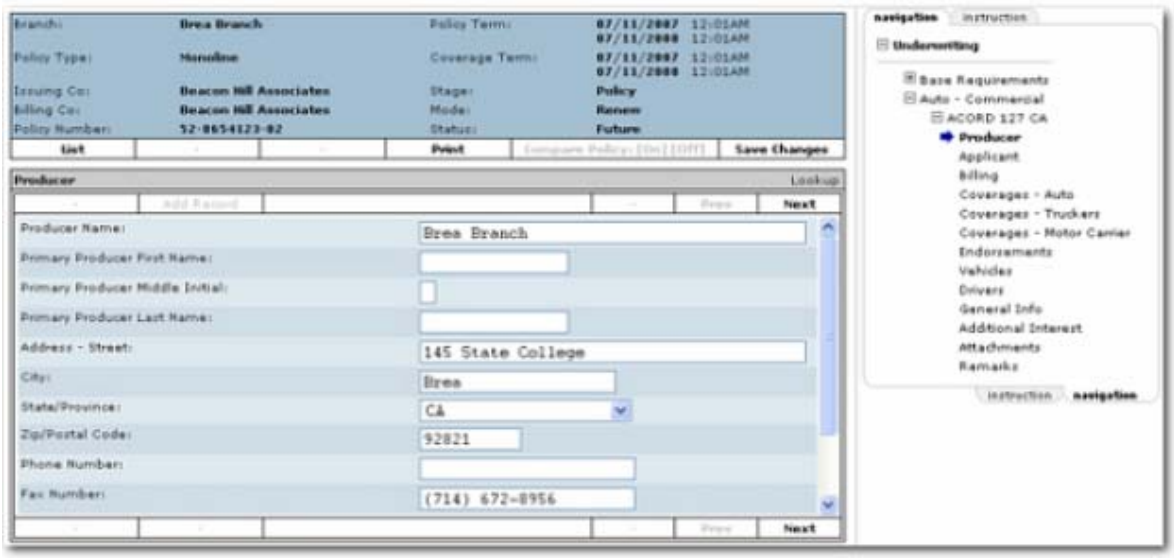


Using Nexsure to Complete a Form

1. Once you have added the application, the form you chose will appear in the navigation panel under **Underwriting**.

2. Selecting the form, in this example ACORD 125, will display a list of fields to be completed for the form.

3. Select an item in the navigation panel, and the form fields will appear to the left. See example below:



Tip: When adding multiple records, such as drivers or accidents to a policy, you must select the item in the navigation panel each time you enter the record. For example, after adding a driver to a personal auto policy, Nexsure will advance to the next item on the form - Accidents Violations. To

add another driver to the policy, you must select drivers in the Navigation panel again. Note that the name of each specific record being worked on is at the top of the fields labeled "Current Record":



4. After completing each screen, click Next or click Prev to go back to the previous page. Or you can skip to any section of the form by clicking on an item in the navigation panel.

5. When all screens are completed, click **Save Changes**.

Record Summaries

In instances where there are multiple records to a single policy, such as multiple drivers, you can manage those records on the Summary screen.

The Summary screen allows you to Sort your records by First, Middle or Last Name, Relationship to Applicant or Date of Birth.

To Sort Records

1. On the Summary screen, click **Sort**.

2. Choose the item to sort by and select **Ascending** or **Descending** from the drop-down list.

3. Click **Sort**. The items will be sorted accordingly in the summary.

To Search Records

You can also search your records by First, Middle or Last Name, Relationship to Applicant or Date of Birth.

1. On the Summary screen, click **Search**.

2. Choose the item to search by and enter the search criteria.

3. Click **Search**. Any items found will appear in the summary.

Working with Schedules

To Add Scheduled Items to a Form

1. On the Primary menu, click **SEARCH**.

2. Search for the client or prospect.

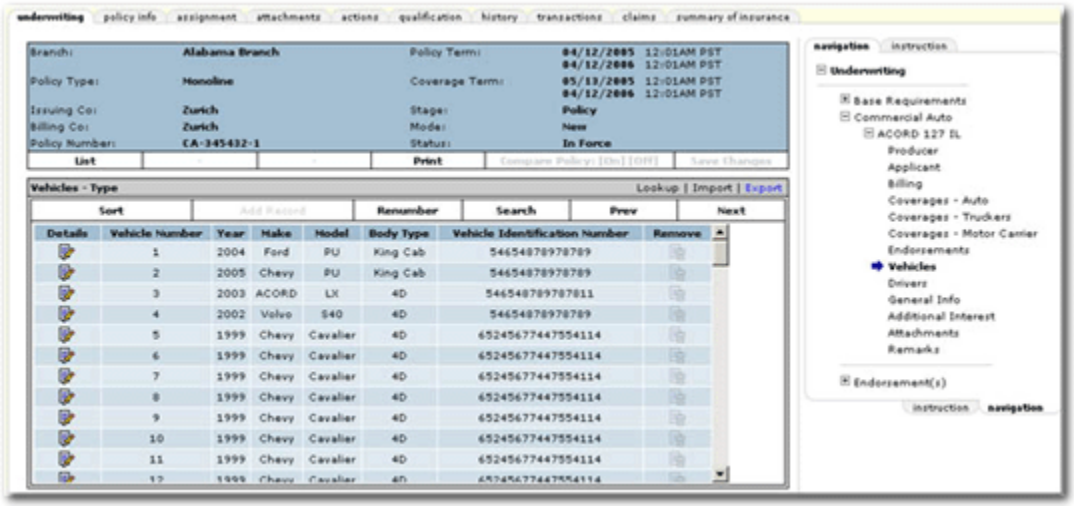
3. Click the **Details** icon next to the client or prospect name to display the card file.
4. On the Client menu, click **MARKETING**. The marketing summary screen is displayed.
5. Click the **Details** icon next to the marketing policy to display the underwriting screen.
6. To populate the Vehicle schedule on the Commercial ACORD auto application from the **navigation tab**, click on the "**+**" beside **Commercial Auto** and the "+" beside the **ACORD** form, and then on the **Vehicles** link.
7. Click the **Add Record** link on the navigation toolbar to add a vehicle.
8. Enter all the vehicle information navigating through all the vehicle screens.
9. Selecting **Summary** on the navigation toolbar saves the current screen and displays to the vehicle summary.
10. To add more vehicles, continue by selecting the **Add Record** link from the navigation toolbar.

Renumbering Schedules

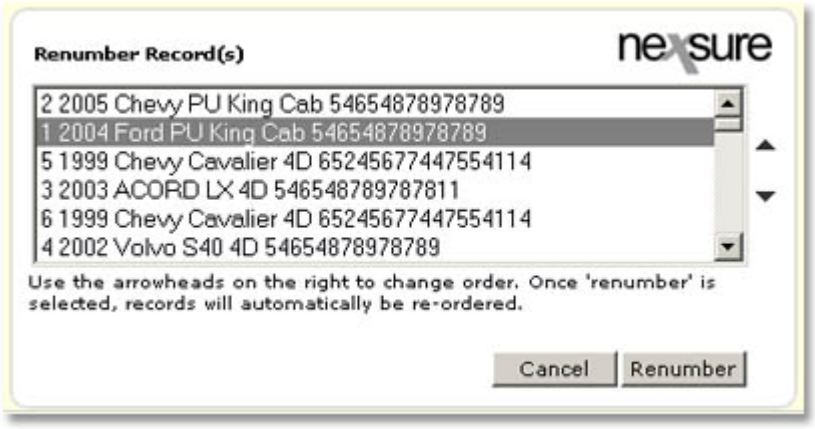
When the policy is in a pliable state (marketing, pending endorsement, edit of future policy) renumbering can be performed within the schedule itself. Items which can be renumbered include: vehicles, drivers, locations and additional interests.

To Renumber a Schedule

1. Select the client.
2. On the Client menu, click **POLICIES**.
3. Select the policy with the schedule by clicking the **Details** icon.
4. In the navigation panel, select the **Vehicles** (in this example) section of the form to display the schedule.



5. Click the **Renumber** link.



6. Select the records in the schedule and click the up or down arrows on the right of the dialog box to change the order of the items. When the records are in the correct order, click **Renumber**.

Entering a Fleet

Some commercial businesses will purchase a fleet of the same type vehicle. In order to save time, enter one vehicle and use the Copy tool to add the remaining fleet.

1. Click the **Vehicles** link on the Navigation tab to display the vehicle summary.

2. Click the **Details** icon beside the auto.

3. On the Navigation toolbar, select the **Copy** link to display the Copy Record screen.

4. Enter in the number of vehicles remaining in the fleet.

5. Select **Copy** to add the specified number of vehicles to the schedule. The vehicles have been added to the schedule.

6. To edit the VIN number of each vehicle, click on the **Details** icon beside the vehicle and edit the VIN number.

7. Click the **Summary** link in the Navigation toolbar to save the change and display the summary.

8. Repeat the process until all vehicles have been updated.

Related Topics

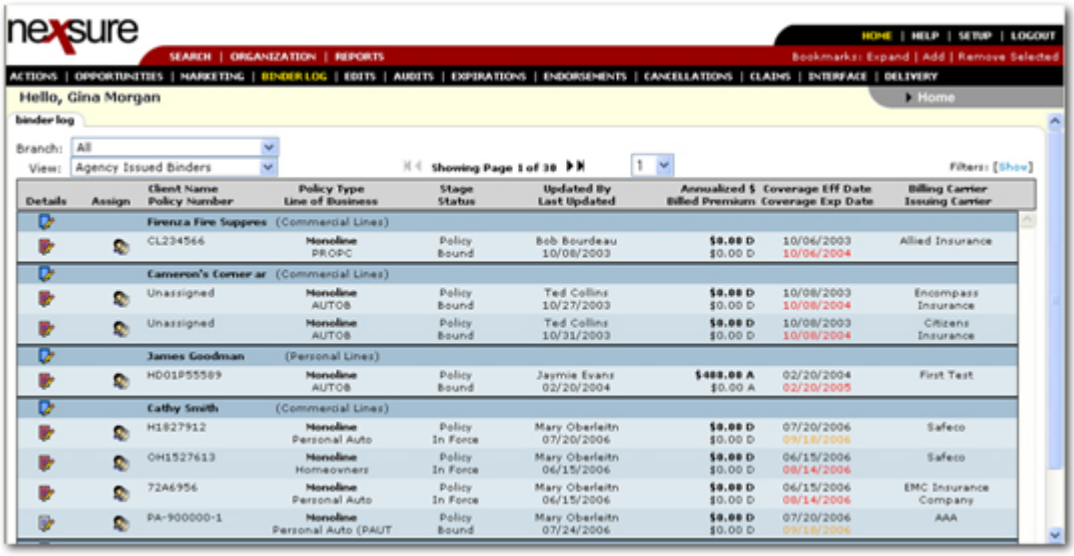
Working with Forms

Binder Log

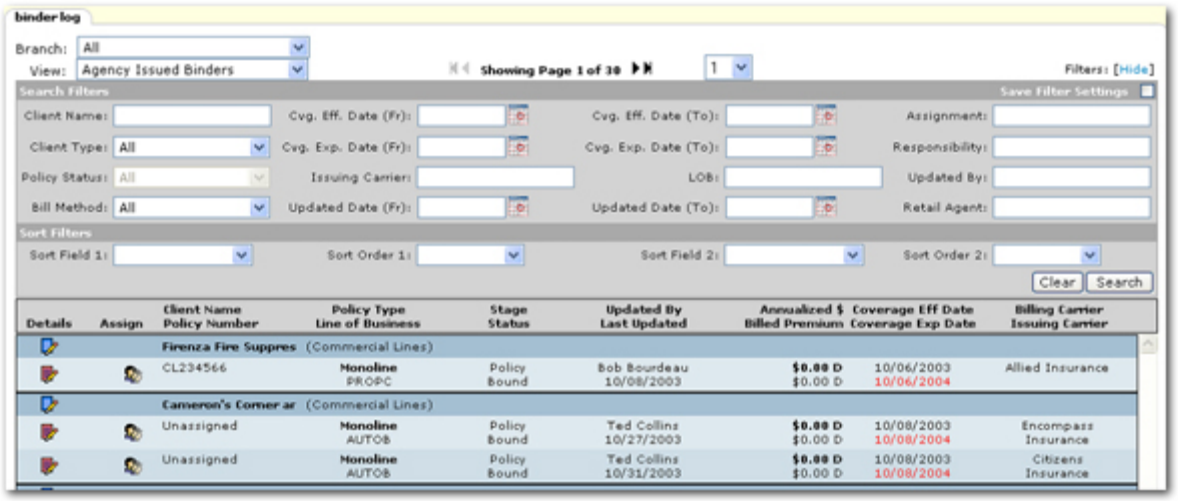
Any policies with an open binder will display on the binder log. When the policy is placed in force or the binder is closed, the policy is removed from the log.

To Access the Binder Log Tab

1. On the Utility menu, click **HOME**.
2. On the Home menu, click **BINDER LOG**. The **binder log** tab is displayed.



There are several options when working with the binder log. Notice the options at the top of the **binder log** tab and the active icons within the tab.



The following options are available when working with the binder log:

- **Branch:** The **Branch**  list box can be used to select a branch. This will narrow the search results. Once a branch is selected, binders tied to the selected branch are displayed.
- **View:** The following selections are available in the **View** list:
  - **Agency Issued Binders:** The default view is **Agency Issued Binders**. This view displays all current binders that have been issued.
  - **Bound / Future - No Open Binder:** If the view is changed to **Bound / Future - No Open Binder**, policies that have a status of **Bound** or **Future** may be viewed. The benefit of the **Bound / Future - No Open Binder** view applies to policies that were bound by the carrier, or on an application where a separate binder was not necessary.

  The binder log view may be managed using the coverage term effective and expiration dates (which are the binder effective and expiration dates) with the ability to extend the binder dates when the carrier does by changing the coverage term dates with the active calendar icon in the policy header. (See Extending a Binder) Once the policy is received, follow the normal workflow to place the policy in force - which would indicate that the carrier binder is closed and thus removing the policy from the **Home > Binder Log**.

  Tip: To set a particular view as the default view, click **[Show]** to open the search and sort filters screen and select the **Save Filter Settings** check box.
- **Showing Page:** The **Arrow** ⏮ ◀ ▶ ⏭ icons can be used to navigate through pages of search results.
  - **First Page** ⏮ icon.
  - **Previous Page** ◀ icon.
  - **Next Page** ▶ icon.
  - **Last Page** ⏭ icon.
- **Page List:** Click the **Page List**  arrow to open a list of all search results pages. Select the desired page number to open that page of search results.
- **Search Filters:** Click **[Show]** or **[Hide]** to toggle the **Search Filters** screen.



The options available on the **Search Filters** screen are:

- **Save Filter Settings:** Selecting the **Save Filter Settings** check box on the **Search Filters** screen and clicking **Search** will change the default **Search Filter** setting. The next time the **binder log** tab is opened, the binders returned will be filtered by the saved setting. Exercise caution when using the **Save Filter Settings** check box with a date range as returned binders will be restricted to that date range. As a general rule, check the filter settings each time this tab is accessed.
- **Client Name:** Enter the name of a client to return results that include all binders for a particular client. Enter at least one character to narrow the search results. Entering some of the **Client Name** returns a broader result, enter most of the name for more specific results.
- **Client Type:** There are two client types in Nexsure: **Commercial** and **Personal**. The search can be narrowed to make the results returned specific to a commercial or personal client.
- **Policy Status:**The **Policy Status** list appears dimmed as the selections are already determined by the selections chosen in the **View** list. If the **Agency Issued Binders** view is selected, Nexsure will look for policies with **Open** binders regardless of the policy status. If the **Bound / Future - No Open Binders** view is selected, Nexsure will look for all policies with a status of **Bound** or **Future** where no binder has been created for the policy.
- **Bill Method:** Select the **Bill Method** that is used for the marketing policy. The available selections are:
  - **All**
  - **Agency Bill**
  - **Direct Bill**
- **Cvg. Eff. Date (Fr):** Click the **Calendar** icon to select the beginning date in a date range. A date range can be selected to return all binders with coverage effective dates in the date range.

  The coverage effective date is the date that the policy coverage takes affect. There may be cases where the term effective date is different than the coverage effective date:
  - If an endorsement was made to the policy, the coverage date for that endorsed policy will differ from the original term date.
  - If a binder is created, the coverage effective date is changed to the date the binder was created and defaults the coverage expiration date to the default number of days entered in Lookup Management.
- **Cvg. Exp. Date (Fr):** Click the **Calendar** icon to select the beginning date in a date range. A date range can be selected to return all binders with coverage expiration dates in the date range.
- **Issuing Carrier:** An **Issuing Carrier** is the company that issues the policy. Enter at least one character to narrow the search results. Entering some of the **Issuing Carrier** name returns a broader result, enter most of the **Issuing Carrier** name for more specific results.
- **Updated Date (Fr):** Click the **Calendar** icon to select the beginning date in a date range. A date range can be selected to return all binders with **Updated Dates** in the date range.

- **Cvg. Eff. Date (To):** Click the **Calendar** icon to select the ending date in a date range. A date range can be selected to return all binders with coverage effective dates in the date range.
- **Cvg. Exp. Date (To):** Click the **Calendar** icon to select the ending date in a date range. A date range can be selected to return all binders with coverage expiration dates in the date range.
- **LOB:** Enter the line of business for the policy. Enter at least one character to narrow the search results. Entering some of the line of business title returns broader results, enter most of the line of business for more specific results.
- **Updated Date (To):** Click the **Calendar** icon to select the ending date in a date range. A date range can be selected to return all binders with **Updated Dates** in the date range.
- **Assignment:** Enter the name of the person to whom the policy has been assigned. Enter at least one character to narrow the search results. Entering some of the **Assignment** name returns a broader result, enter most or full first and last names for more specific results.
- **Responsibility:** Enter the name of the person with primary responsibility for the policy. Enter at least one character to narrow the search results. Entering some of the **Responsibility** name returns a broader result, enter most or full first and last names for more specific results.
- **Updated By:** Enter the name of the person that last updated the policy. Enter at least one character to narrow the search results. Entering some of the **Updated By** name returns a broader result, enter most or full first and last names for more specific results.
- **Retail Agent:** Retail agents are outside producers that broker business through another agency because they do not have a market. Enter at least one character to narrow the search results. Entering some of the **Retail Agent** name returns a broader result, enter most of the **Retail Agent** name for more specific results.

- **Sort Filters:** Use the **Sort Filters** to sort the results of the binder search.



The options available on the **Sort Filters** screen are:

- **Sort Field 1:** Select a column heading from the **Sort Field 1** list. The search results will be sorted by the column selected in the **Sort Field 1** list. The available selections are:



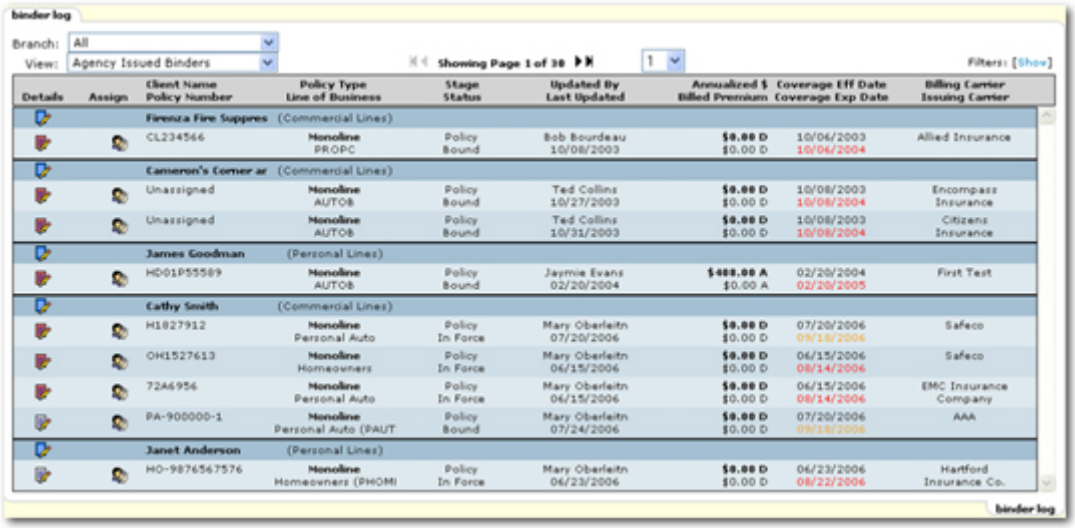
- **Sort Order 1:** Select either **Ascending** or **Descending** to set the order of the binders returned. **Ascending** will set the order from A-Z. **Descending** will set the order from Z-A. The **Sort Field 1** will be the first sort and **Sort Field 2** will be the sub sort.
- **Sort Field 2:** Select a column heading from the **Sort Field 2** list. The search results will be sorted by the column selected in the **Sort Field 2** list. The available selections are:



- **Sort Order 2:** Select either **Ascending** or **Descending** to set the order of the binders returned. **Ascending** will set the order from A-Z. **Descending** will set the order from Z-A. The **Sort Field 1** will be the first sort and **Sort Field 2** will be the sub sort.
- **Clear:** Click **Clear** to remove all entries in the **Search Filter** and **Sort Filters** fields.

Important: Clicking **Clear** does not remove the **Save Filter Settings** selection.

- **Search:** Click **Search**.
  The results of the **Search Filter** criteria and **Sort Filter** settings are displayed.



The following columns are displayed in the binder log search results:

- **Details:** There are two types of **Details** icons that will each give access to different information:
  - The blue **Client Details** icon beside the entity name will display the **client profile** tab. Right-clicking the **Client Details** icon will display the following navigation options:

        - **Open:** Opens the client **card file** tab.
        - **Add New Opportunity:** Opens the **Add New Opportunity** dialog box to choose one or more line of business.
        - **Market New Line of Business:** Adds a marketing record with the expiration date of the existing policy as the effective date of the marketing submission and brings up the **Add Line of Business** screen.
    - The **Policy Details** icon will display the **underwriting** tab for that policy. Right-clicking the **Policy Details** icon will display the following navigation options:
        - **Open:** Opens the **underwriting** tab.
        - **Market Existing:** Copies the forms and adds to marketing with the expiration date of the existing policy as the effective date of the marketing submission.
        - **Print:** Click this link to print the forms associated with the policy.
        - **Service:** Opens the **servicing** tab allowing a service option to be selected while maintaining this policy as the policy being serviced.
- **Assign:** Click the **Assign** icon to display the **Assignment List** dialog box with the list of people in the agency assigned to this binder. The **Assignment List** is populated from the **assignment** tab.
- **Client Name:** If the binder is created for a particular client, the client's name will be displayed as the primary named insured.
- **Policy Number:** If a **Policy Number** has been assigned to the policy, the number will be displayed.
- **Policy Type:** Nexsure identifies policy types on the **underwriting** tab. The **Policy Type** will display as either **Monoline** or **Package**. Holding the cursor over the **Policy Type** will display the information in a larger font for ease of reading. Clicking the item in the summary view will open a display box containing the selected information.
- **Line of Business:** The **Line of Business** the policy was created for. The line of business is identified on the **underwriting** tab. Holding the cursor over the **Line of Business** will display the information in a larger font for ease of reading. Clicking the item in the summary view will open a display box containing the selected information.
- **Stage:** The policy **Stage** will display as **Policy**. The **Stage** is assigned by Nexsure.
- **Status:** The Nexsure assigned **Status** of the policy from the **underwriting** tab is displayed. All possible policy status types are:
    - **In Force**
    - **Received**
    - **Future**
    - **Expired**
    - **Bound**
    - **Reinstated**
    - **Rewritten**
    - **Submitted**
    - **Pending-Cancellation**

- **Updated By:** Name of the person that last updated the binder.
- **Last Updated:** Date the binder was last updated.
- **Annualized $** / **Billed Premium:** The **Annualized $** and **Billed Premium** are determined by Nexsure and display the annualized and billed amounts through posted invoices. The bill type (agency or direct) will be displayed to the right of the premium as an **A** or **D** respectively.
- **Coverage Eff Date** / **Coverage Exp Date:** The effective and expiration date of the binder are displayed.

  The binder coverage expiration date is displayed in one of four colors and changes based on the current date in relation to the binder's coverage expiration date.

  - **Black** indicates that the binder will expire in 90 days or more.
  - **Green** indicates that the binder will expire in the next 89 – 31 days.
  - **Orange** indicates that the binder will expire in the next 30 days.
  - **Red** indicates that the binder has expired.
- **Billing Carrier:** The **Billing Carrier** is the company who the agency owes money to or who will pay the agency for direct bill policies. The **Billing Carrier** is identified on the **underwriting** tab in the policy header.
- **Issuing Carrier:** An **Issuing Carrier** is the company that issues the policy. The **Issuing Carrier** is identified on the **underwriting** tab in the policy header.

Related Topics

Creating a binder

Extending a binder

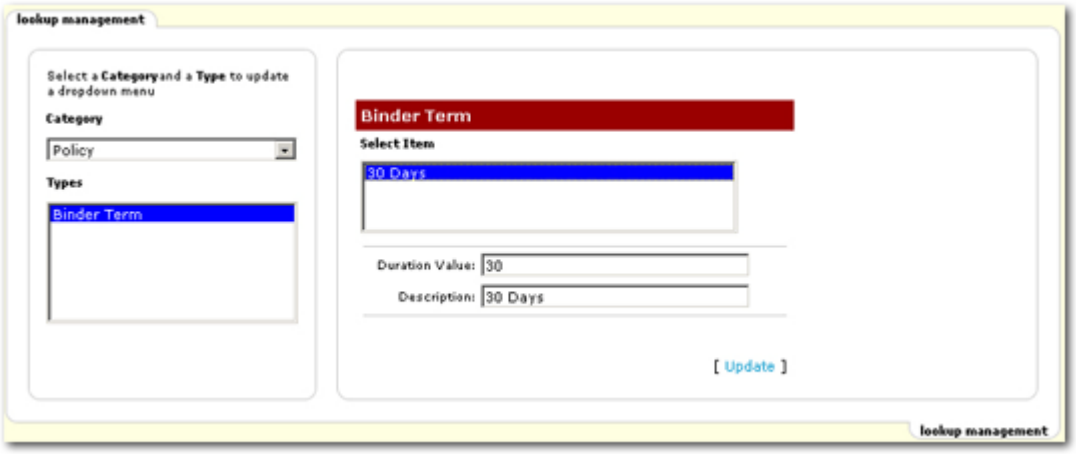
Putting a Bound Policy In Force

Binder Extension Default

When you click the Extend icon on the binder details screen, the binder is automatically extended by 90 days.

To Change the Default Extension

1. On the Utility menu, click **SETUP**.
2. In the Setup Console, click **lookup management**.



3. In the Category drop-down list, select **Policy**.

4. In the Types box, select **Binder Term**.

5. In the **Description** field, enter the number of days you want the binder to automatically extend to (you don't need to type the word 'days').

6. Click **[Update]**.

Related Topics

Binder Log

Creating a Binder

Extending a Binder

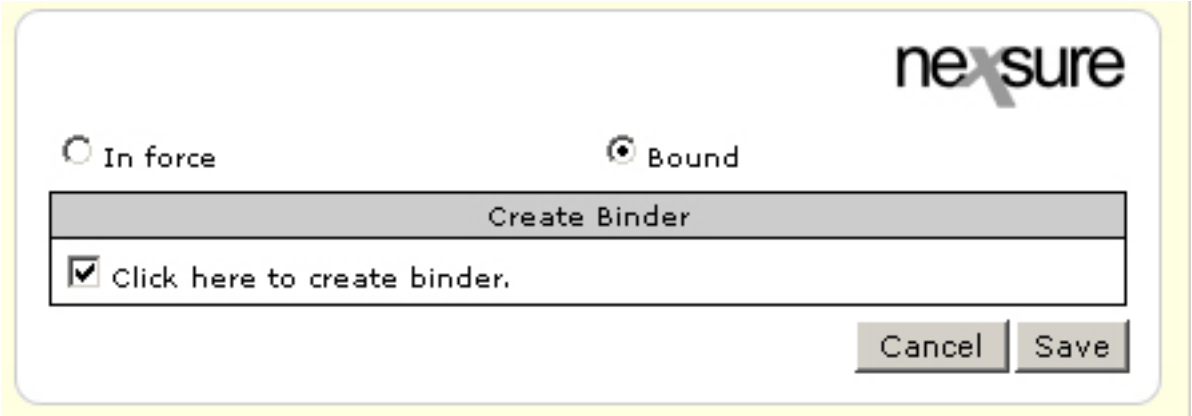
Putting a Bound Policy In Force

Creating a Binder

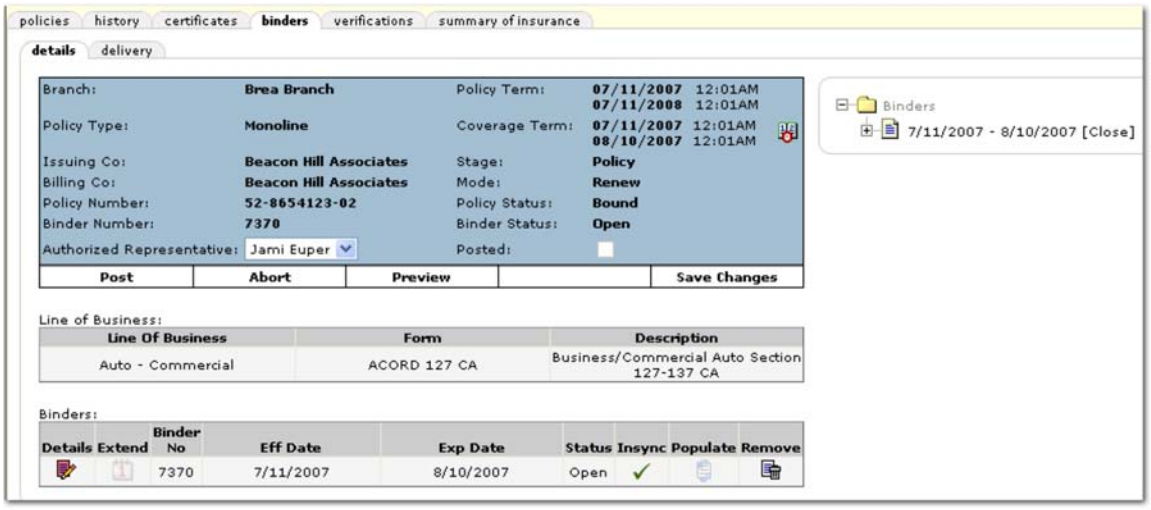
Once you have completed a marketing application, you can in force a policy or create a binder. Binders can also be added to existing policies from the Servicing screen.

To Create a Binder

1. Complete the marketing policy.
2. Click **Save Changes**.
3. Click **In force**.

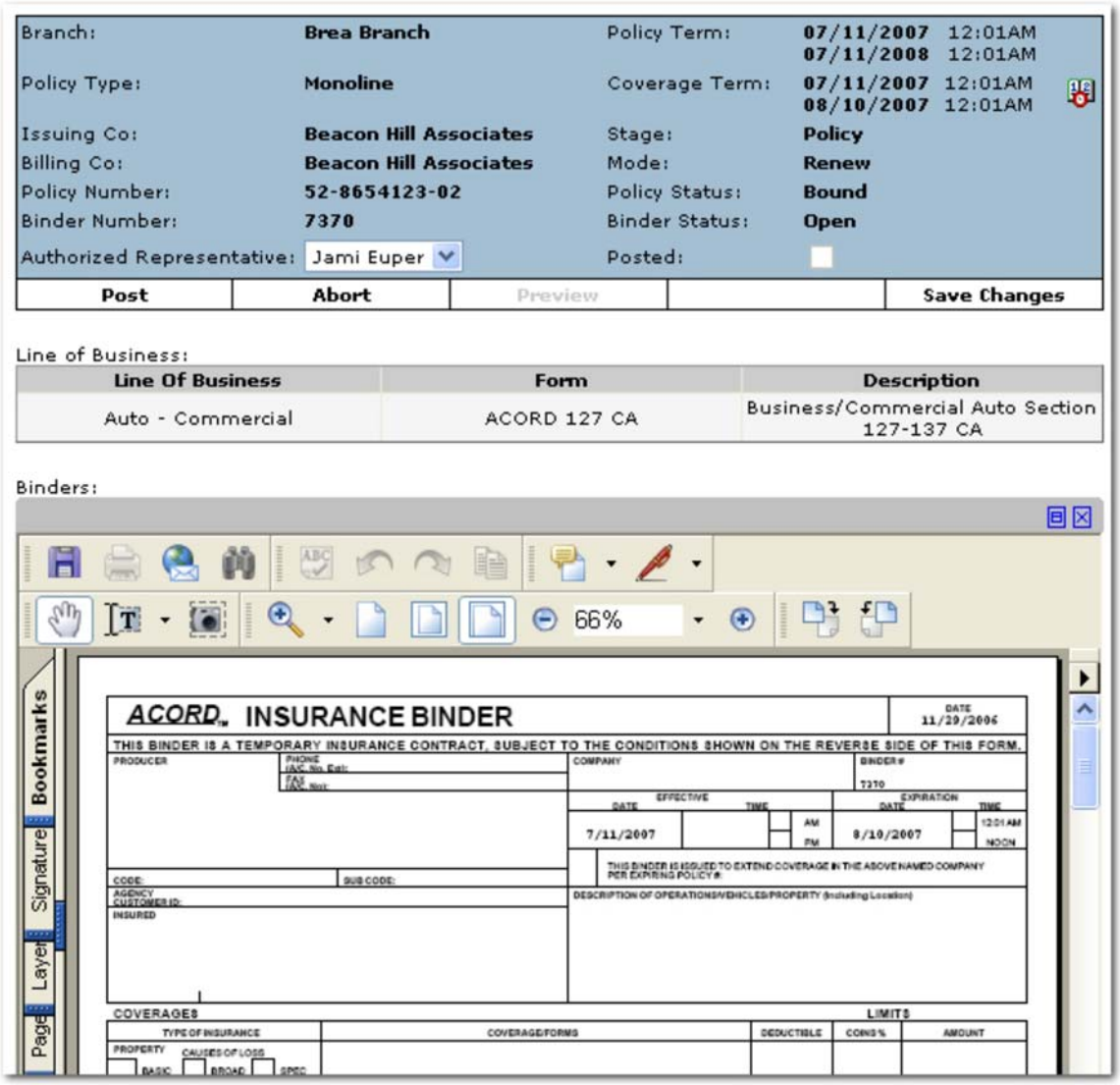


4. Select **Bound**, and select ☑ **Click here to create binder**.
5. Click **Save**. The binder details will be displayed.



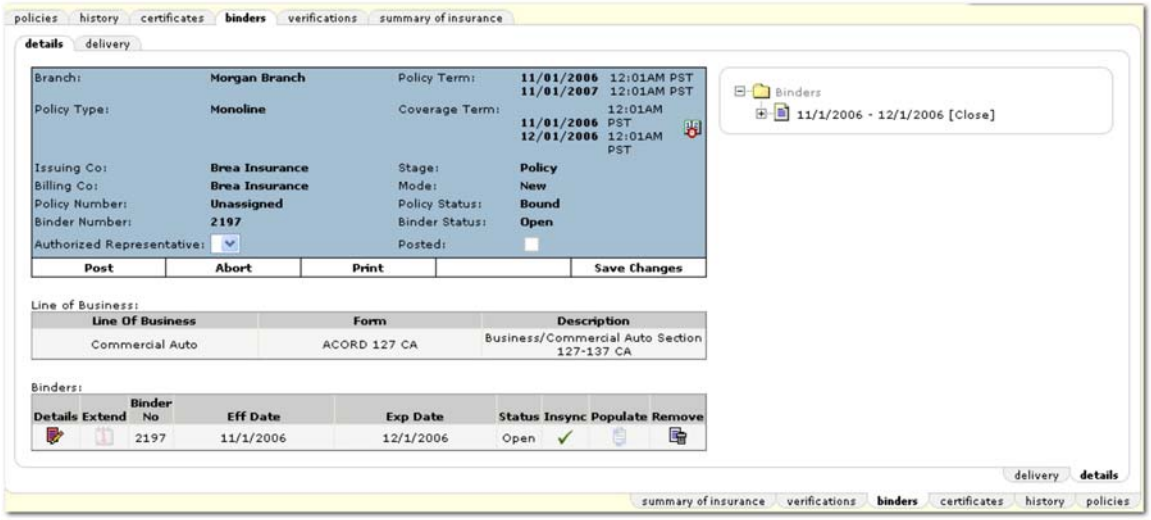
Note: The binder also appears on the right in a tree view. The **[Close]** link is dimmed and unavailable until the binder has been posted. If a binder is closed, an **[Open]** link will be displayed. Click **[Open]** to reopen the binder.

6. In the **navigation toolbar**, click **Preview** to preview the binder in PDF.



Note: The **Print** option is not available in the **navigation toolbar** until the binder has been posted. The binder cannot be printed until it has been posted.

7. In the **navigation toolbar**, click **Post** to post the binder.



8. The following conditions apply once the binder has been posted:
   - The **[Close]** option becomes available.
   - The **Abort** option is no longer available.
   - The **Remove** icon will be dimmed.
   - The **Print** option becomes available.
   - **Delivery** option becomes available.
   - **Extend** icon becomes available. The binder can be extended until closed.
   - **Posted** check box is automatically selected in the policy header.

   - The **Post** option is no longer available as the binder has been posted.
   - The **Authorized Signature** list is available for extensions that require a signature change.

Related Topics

Binder Log

Extending a Binder

Putting a Bound Policy In Force

Delivering a Binder

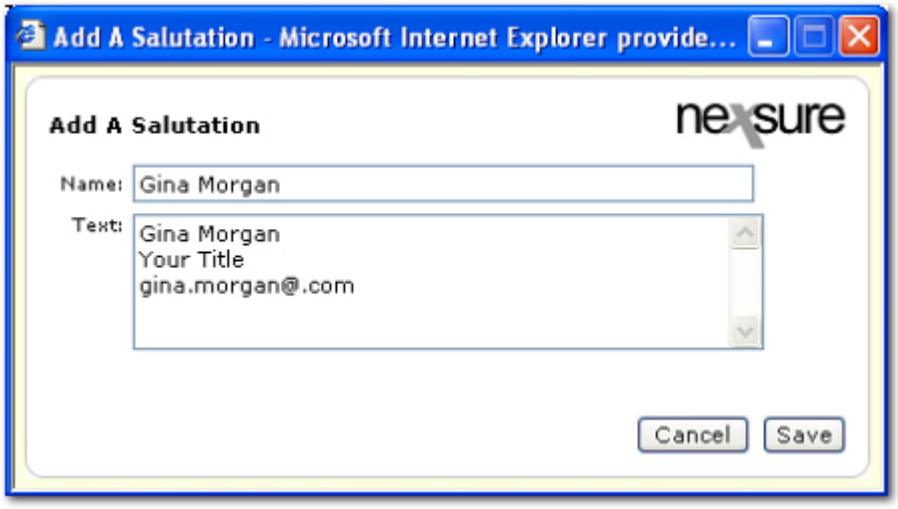
Once a binder has been created, the binder can be delivered via fax or email as an attachment.

To Deliver a Binder

1. On the Primary menu, click **SEARCH**. Search for the appropriate client.
2. Click the **Details** icon next to the appropriate client.

3. On the Client menu, click **POLICIES**.
4. Click the **binders** tab. A summary screen will display all bound policies.
5. Click the **Details** icon next to the binder to be delivered.
6. Click the **delivery** tab. If there is no pending delivery a prompt is displayed to add a new email or fax. If other pending deliveries are found, click **[Add New]** to create a new delivery.
7. Select either the **email** or **fax** tab, depending on the format of the delivery.
8. Enter the following delivery information:
   - **Title:** This entry is not displayed to the recipient, but is intended to be used as an internal note or to aid in a search.
   - **From**: Enter the name of the person whom the delivery is from..
   - **From Email Address / Fax number:** The email address or fax number (for reply purposes only).
   - **To**: Enter the recipient's name.
   - **To Email Address / Fax Number**: Enter the recipient's email or fax number.
   - **CC**: Enter the email address of any additional persons to whom the information should be sent. Separate multiple email addresses with a semicolon.
   - **BCC**: Enter the email address of any additional persons to whom the information should be sent without informing the To or CC recipients. Separate multiple email addresses with a semicolon.
   - **Regarding**: Enter the delivery subject. This entry will be displayed in the **Subject** line of the email.
   - **Message**: Enter a message, if needed, to accompany the attachments. Add a salutation file to deliveries on the employee > identity tab.

     Signature files can display name, company name, phone number etc.



   a. On the Primary menu, click **ORGANIZATION**.
   b. Click the **employees** tab.
   c. Click the **Details** icon next to the employee to be updated with a salutation.

d. Click the **identity** tab.

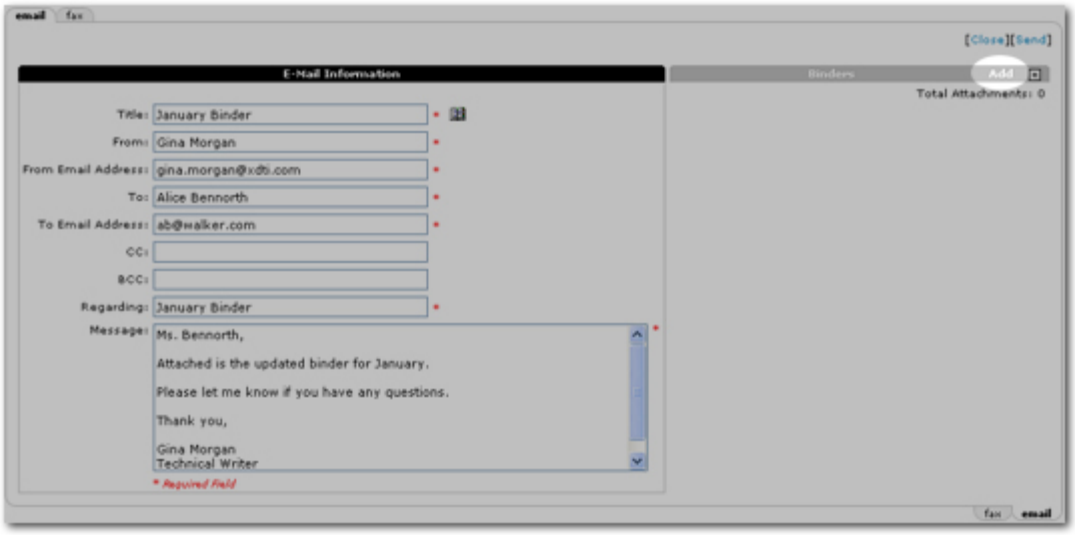
e. On the **identity** tab, click **[add salutation]**. The **Add A Salutation** dialog box is displayed.

f. In the **Name** box, enter a name for the signature file. For example, Delivery.

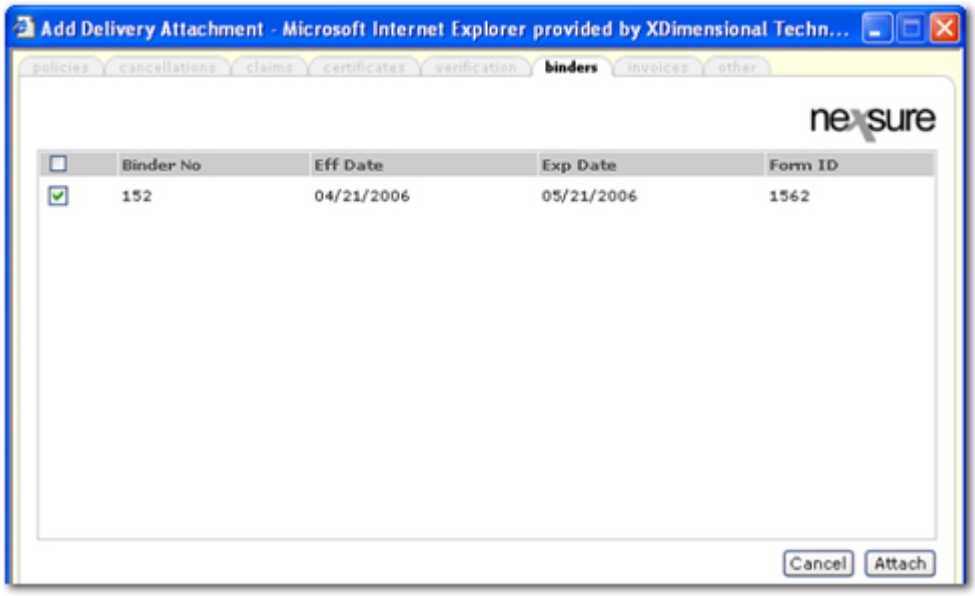
g. In the **Text** box, enter the salutation information.

h. In the **Add A Salutation** dialog box, click **Save**. The new salutation is added to Nexsure.

9. On the right side of the **email** tab, in the **Binders** area, click **Add**. All open and posted binders are displayed with the **Binder No**, **Effective Date**, **Expiration Date**, and **Form ID**.



10. In the **Add Delivery Attachment** dialog box, select the binder to attach.



Note: Only binders that are both open and posted are available for selection.

11. Click **Attach**. The attachment is displayed in the **Binders** area of the **email** tab.



12. Click **[Send]**. The **delivery** tab is again displayed with a summary of the deliveries. In the first column of the summary a **Status** icon is displayed until the email has been successfully sent. Once the email is sent, the **Details** icon is displayed.

    The screen will need to be refreshed to view the status change. Click the **details** tab then the **delivery** tab again to refresh the screen.

Note: Do not use the **Refresh** button in the browser to refresh the screen; the current session will be ended.

Related Topics

Binder Log

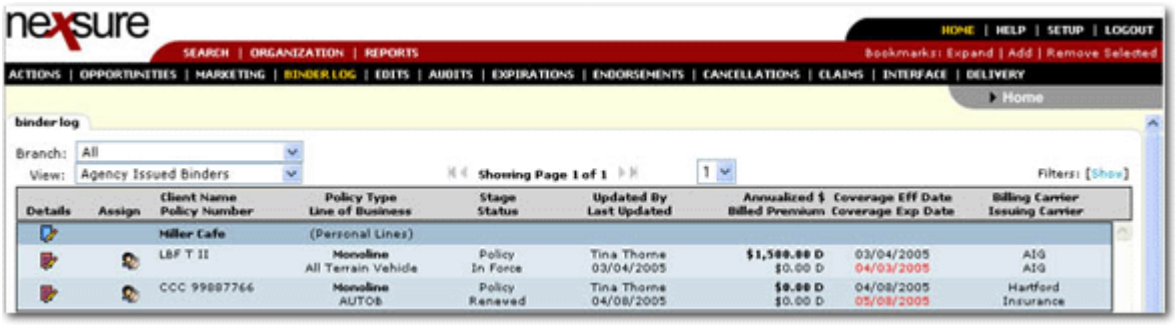
Creating a Binder

Extending a Binder

Putting a Bound Policy In Force

Extending a Binder

Expired binders will appear on the **Home > Binder Log** screen. Notice that the date in the **Coverage Exp Date** column is red denoting that the binder has expired.

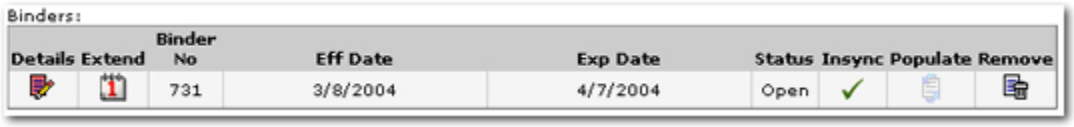


The binder **Details** icon is color coded to show the amount of time left before the binder expires.

- A green **Details** icon indicates there are more than 30 days until the expiration date of the binder.
- A yellow **Details** icon indicates there are less than 30 days until the expiration date of the binder and activates the Extend icon.
- A red **Details** icon indicates the binder has expired.

To Extend a Binder

1. Click the red **Details** icon for the binder you want to extend. If the status of the policy has not been changed to **Expired**, a prompt to change it will be displayed. The binder details screen appears.



2. Click the **Extend** icon. The Nexsure default is 30 days. You can change the default in Setup.

Note: The most recent binder extension will have the **Remove** icon available until the binder is closed (all other iterations will not be removable).

Closed Binders

The following conditions apply to closed binders:

- None of the extensions may be removed.
- The signature can no longer be changed.
- Closed binder iterations may be re-opened. However, **Save Changes** on the **navigation tool bar** and the coverage term calendar are not enabled until the binder is re-opened.

Related Topics

Binder Log

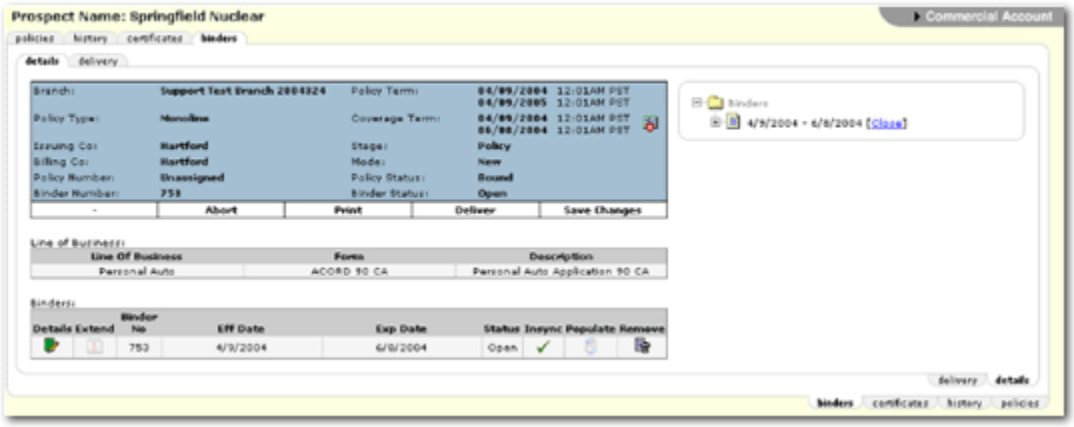
Creating a Binder

Putting a Bound Policy In Force

Putting a Bound Policy In Force

To Change a Bound Status to In Force

1. Select the client with the open binder.
2. From the Home menu, click **BINDER LOG.**
3. Click the **Details** icon beside the binder. The binders/details screen appears.



4. On the right side of the binder details screen click **[Close]**.

5. Click the **Save Changes** link. The policy is now In Force.

> **Note:** A bound policy may also be placed in force by selecting the policy from the Policy Summary screen and selecting **In Force**. Once a policy is In Force it can only be edited from the **Servicing** screen.

Related Topics

Editing an In Force Policy

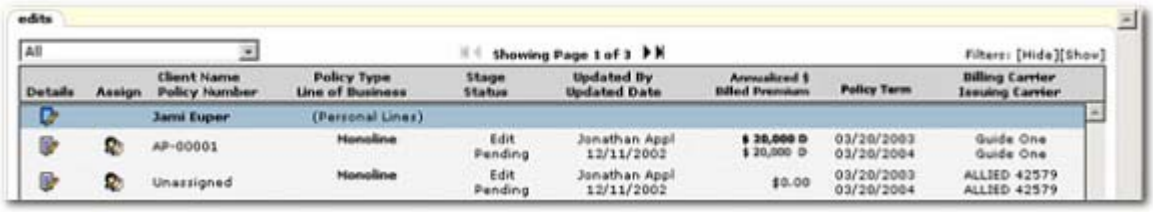
Binder Log

Creating a Binder

Extending a Binder

Edits

Any client with a pending edit to their policy will display on the **Home > Edits** screen until the edit is closed. For information on editing a policy see **Servicing > Edits**.



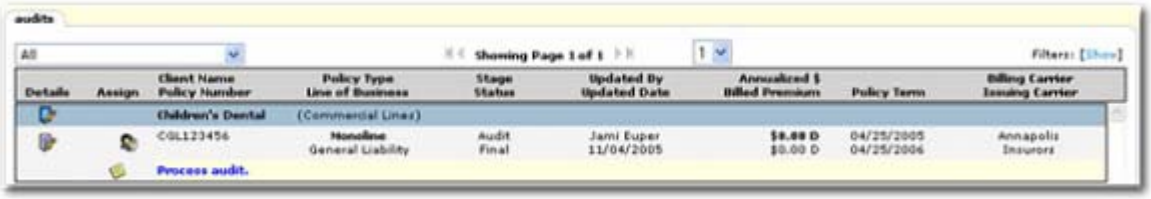
Screen Column Definitions:

- The default **Branch** will be displayed according to user setup, but other branches may be selected depending on user security. Only the policies associated with the selected branch and the logged in user will be displayed. To select a different branch, use the drop-down list to select the appropriate branch.

- Clicking the blue **Client Details**  icon beside the entity name will display the **Client Profile** screen. Right clicking on the blue **Client Details**  icon will display the following navigation options:
  - **Open:** Opens the client **card file** tab.
  - **Add New Opportunity:** Opens the **Add New Opportunity** dialog box to choose one or more line of business.
  - **Market New Line of Business:** Adds a marketing record with the expiration date of the existing policy as the effective date of the marketing submission and brings up the **Add Line of Business** screen.
- Clicking the white **Policy Details**  icon will display the **underwriting** screen for that policy. Right clicking on the **Policy Details**  icon will display the following navigation options:
  - **Open:** Opens the **underwriting** tab.
  - **Abort Edit:** Aborts this edit.
  - **Post Edit:** Posts this edit.
  - **Print:** Click this link to print the forms associated with the edit.
- **Client Name:** The clients name from the primary named insured on the named insureds screen.
- **Assign:** Producer and account manager information. Populated from the **assignment** screen.
- **Policy Type:** Nexsure identifies policy types on the underwriting screen, which display here when an edit is not posted. (Policy types are identified as either Monoline or Package policies.)
- **Line of Business:** Line of business is identified by the user on the underwriting screen and displays here when the edit is pending.
- **Status:** Both the user and Nexsure identify Policy Status on the underwriting screen. The Status identifies if the policy is in force, canceled, an endorsement is pending, etc.
- **Updated By:** Displays the user who updated the binder last. The user is identified at login.
- **Annualized $/Billed Premium:** Premium amounts are populated from the policy info screen. The bill type (agency or direct) will be displayed to the right of the premium as an **A** or **D** respectively.
- **Policy Term** Populated from the effective and expiration date fields on the **underwriting** screen.
- **Billing Carrier:** This is the company who the agency owes money to or who will pay the agency for direct bill policies. The user on the underwriting screen identifies The Company.
- **Issuing Carrier:** This is the company who actually writes the policy, the name on the top of the written policy. The user on the underwriting screen identifies The Company.

Audits

Any existing audits will appear on the **Home > Audits** menu. For information on posting a new audit, see Posting an Audit.



- The default **Branch** will be displayed according to user setup but other branches may be selected depending on user security. Only the policies associated with the selected branch and the logged in user will be displayed. To select a different branch, use the drop-down list to select the appropriate branch.
- Clicking the blue **Client Details** screen will display the **Client Profile** screen. Right clicking on the **Client Details** icon will display the following navigation options:
  - **Open:** Opens the client **card file** tab. Opens the **Add New Opportunity** dialog box to choose one or more line of business.
  - **Add New Opportunity:** Opens the **Add New Opportunity** dialog box to choose a line of business.
  - **Market New Line of Business:** Adds a marketing record with the expiration date of the existing policy as the effective date of the marketing submission and brings up the **Add Line of Business** screen.
- Clicking the white **Policy Details** icon will display the **underwriting** screen for that policy. Right clicking on the **Policy Details** icon will display the following navigation options:
  - **Open:** Opens the **underwriting** tab.
  - **Abort Audit:** Aborts this audit.
  - **Post Audit:** Posts this audit.
  - **Print:** Click this link to print the forms associated with the audit.
  - **Service:** Opens the **servicing** tab allowing a service option to be selected while maintaining this policy as the policy being serviced.
- **Assign:** Producer and account manager information. Populated from the **assignment** screen.
- **Client Name:** The clients name from the primary named insured on the **named insureds** screen.
- **Policy Type:** Nexsure identifies Policy types on the **underwriting** screen, which display here when a binder is created and the policy is not placed **in force**. (Policy types are identified as either Monoline or Package policies.)
- **Line of Business:** Line of business is identified by the user on the **underwriting** screen and displays here when the binder is created and the policy is not placed **in force**.
- **Status:** Both the user and Nexsure identify Policy Status on the **underwriting** screen. The **Status** identifies if the policy is In force, canceled, an endorsement is pending, etc.
- **Updated By:** Displays the user who updated the binder last. The user is identified at login.
- **Annualized $/Billed Premium:** Premium amounts are populated from the policy info screen. The bill type (agency or direct) will be displayed to the right of the premium as an **A** or **D** respectively.
- **Policy Term:** Populated from the effective and expiration date fields on the **underwriting** screen.

- **Billing Carrier:** This is the company who the agency owes money to or who will pay the agency for direct bill policies. The user on the **underwriting** screen identifies The Company.
- **Issuing Carrier:** This is the company who actually writes the policy, the name on the top of the written policy. The user on the **underwriting** screen identifies The Company.

Related Topics

Posting an Audit

Expirations

Any policies that are nearing their expiration date will display on the **expirations** screen. Once the policy has been renewed, Nexsure removes the policy from the **expirations** screen automatically. For information on renewing expired policies, see **Servicing > Renewals**.

A policy is expired when the expiration date is past the current date. When a policy expires in Nexsure, the expiration date is displayed with a red font and a red **Details** icon. The status of an expired policy is changed to Expired when the red **Details** icon is clicked and the **OK** button is selected in the **Expired** status pop-up window.

The **search filter** selections may be used to search and filter for specific expirations. The more fields data is entered into, the more specific the results will be. If a particular sort is desired, select a sort order from the **Sort** drop-down box prior to initiating the search.



Use the navigation buttons (**Showing Page 1 of ...**) to display the different screens.

Screen Column Definitions:

- The default **Branch** will be displayed according to user setup but other branches may be selected depending on user security. Only the policies associated with the selected branch and the logged in user will be displayed. To select a different branch, use the drop-down list to select the appropriate branch.
- Select a different branch by clicking on the arrow of the drop-down box and clicking the appropriate branch.
- **Export**: Click **[**Export**]** to generate an Microsoft Excel® spreadsheet from the expirations being displayed on the screen. Exporting to Excel can help to manage large amounts of records that can be returned on the Home screen by using Excel's search, sort and print capabilities.
- Clicking the blue **Client Details** icon beside the entity name will display the **Client Profile** screen. Right clicking on the **Client Details** icon will display the following navigation options:
  - **Open:** Opens the client **card file** tab. Opens the **Add New Opportunity** dialog box to choose a line of business.
  - **Add New Opportunity:** Opens the **Add New Opportunity** dialog box to choose one or more line of business.

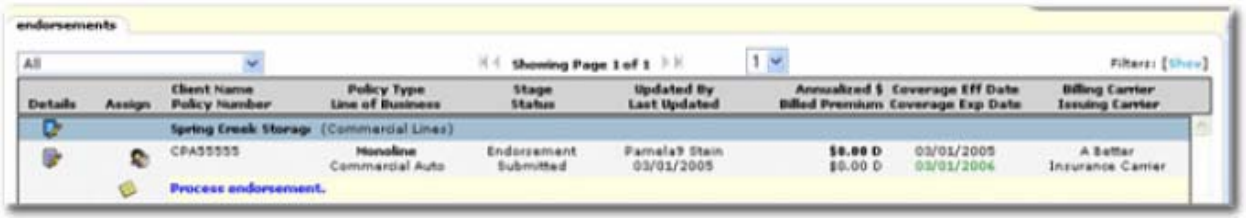
- **Market New Line of Business:** Adds a marketing record with the expiration date of the existing policy as the effective date of the marketing submission and brings up the **Add Line of Business** screen.

- Clicking the white **Policy Details** icon will display the **underwriting** screen for that policy. Right clicking on the **Policy Details** icon will display the following navigation options:
  - **Open:** Opens the **underwriting** tab.
  - **Market Existing:** Copies the forms and adds to marketing with the expiration date of the submission as the effective date to create a new marketing submission.
  - **Print:** Click this link to print the forms associated with the policy.
  - **Renew:** Selects this version of the policy to renew. There is no opportunity to select policies from marketing, split or combine policies.
  - **Send to History:** Opens the **underwriting** tab and the Reasons window to select identifying why the policy is being sent to history.
  - **Service:** Opens the **servicing** tab allowing a service option to be selected while maintaining this policy as the policy being serviced.
- **Assign:** Producer and account manager information. Populated from the **assignment** screen.
- **Client Name:** The clients name from the primary named insured on the **named insureds** screen displays once regardless of the number of expiring policies.
- **Policy Type:** Nexsure identifies policy types on the **underwriting** screen, which display here when the expiration date approaches. (Policy types are identified as either Monoline and Package policies.)
- **Line of Business:** Line of business comes from the **underwriting** screen and displays here when a policy nears its expiration date. Adding multiple lines of businesses to one policy will create a policy type of package. Only the policy type displays on the **Home > Marketing** screen when the **Policy Type** is **Package**.
- **Status:** Nexsure identifies the Policy Status on the **underwriting** screen. The **Status** identifies if the policy is In force, canceled, an edit is pending, etc.
- **Mode:** Identifies whether the policy is a New, Renewal, or *Re-New-Co* Re-New-Co. is a renewal to the agency with a new carrier.
- **Updated By:** Displays the date and user who updated the policy last. The user is identified at login.
- **Annualized $/Billed Premium:** Premium amounts are populated from the policy info screen. The bill type (agency or direct) will be displayed to the right of the premium as an **A** or **D** respectively.
- **Policy Term:** Populated from the effective and expiration date fields on the underwriting screen. The expiration dates are color-coded to show the proximity to the expiration date:
  - **Red** - Expired
  - **Orange** - Expires in 30 days or less
  - **Green** - Expires in 90 days or less (at 30 days color changes to orange).
  - **Black** - Policy is greater than 90 days from expiration.
- **Billing Carrier:** This is identified as who payments are sent to or received from by the branch. The user on the underwriting screen identifies this field.

- **Issuing Carrier:** This is identified as the carrier who actually issues the policy, the name on the top of the written policy. The user on the **underwriting** screen identifies this field.

Endorsements

Any policies awaiting endorsements will appear on the **Home > Endorsements** screen. Once a policy has been endorsed it will be removed from this screen automatically. For information on making an endorsement, see **Servicing > Endorsements**.



Screen Column Definitions:

- The default **Branch** will be displayed according to user setup but other branches may be selected depending on user security. Only the policies associated with the selected branch and the logged in user will be displayed. To select a different branch, use the drop-down list to select the appropriate branch.
- Select a different branch by clicking on the arrow of the drop-down box and clicking the appropriate branch.
- Clicking the blue **Client Details** icon beside the entity name will display the **Client Profile** screen. Right clicking on the **Client Details** icon will display the following navigation options:
  - **Open:** Opens the client **card file** tab. Opens the **Add New Opportunity** dialog box to choose one or more line of business.
  - **Add New Opportunity:** Opens the **Add New Opportunity** dialog box to choose a line of business.
  - **Market New Line of Business:** Adds a marketing record with the expiration date of the existing policy as the effective date of the marketing submission and brings up the **Add Line of Business** screen.
- Clicking the white **Policy Details** icon will display the **underwriting** screen for that policy. Right clicking on the **Policy Details** icon will display the following navigation options:
  - **Open:** Opens the **underwriting** tab.
  - **Print:** Click this link to print the forms associated with the endorsement.
  - **Service:** Opens the **servicing** tab allowing a service option to be selected while maintaining this policy as the policy being serviced.
- **Assign:** Producer and account manager information. Populated from the **assignment** screen.
- **Client Name:** The clients name from the primary named insured on the **named insureds** screen displays once regardless of the number of expiring policies.
- **Policy Type:** Nexsure identifies policy types on the **underwriting** screen, which display here when the expiration date approaches. (Policy types are identified as either Monoline and Package policies.)

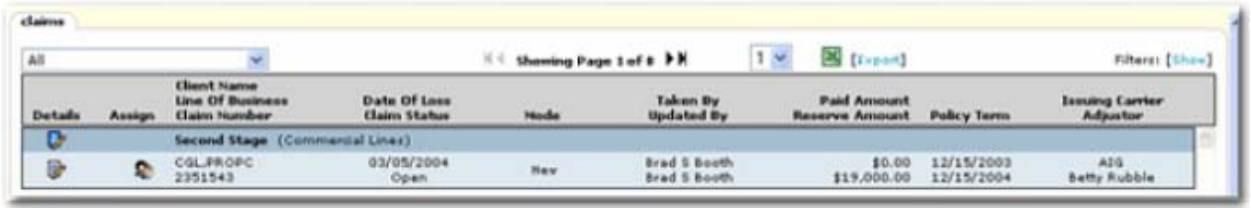
- **Line of Business:** Line of business comes from the **underwriting** screen and displays here when a policy nears its expiration date. Adding multiple lines of businesses to one policy will create a policy type of package. Only the policy type displays on the **Home > Marketing** screen when the **Policy Type** is **Package**.
- **Status:** Nexsure identifies the Policy Status on the **underwriting** screen. The **Status** identifies if the policy is in force, canceled, an edit is pending, etc.
- **Updated By:** Displays the user who updated the policy last. The user is identified at login.
- **Annualized $/Billed Premium:** Premium amounts are populated from the policy info screen. The bill type (agency or direct) will be displayed to the right of the premium as an **A** or **D** respectively.
- **Coverage Eff Date/Coverage Exp. Date** Populated from the effective and expiration date fields on the **underwriting** screen.
- **Billing Carrier:** This is identified as who payments are sent to or received from by the branch. The user on the underwriting screen identifies this field.
- **Issuing Carrier:** This is identified as the carrier who actually issues the policy, the name on the top of the written policy. The user on the **underwriting** screen identifies this field.

Related Topics

Creating an endorsement

Claims

Open Claims will display on the Home menu until the claim is closed. For information on generating a new claim, see **Servicing > Claims**.



Screen Column Definitions:

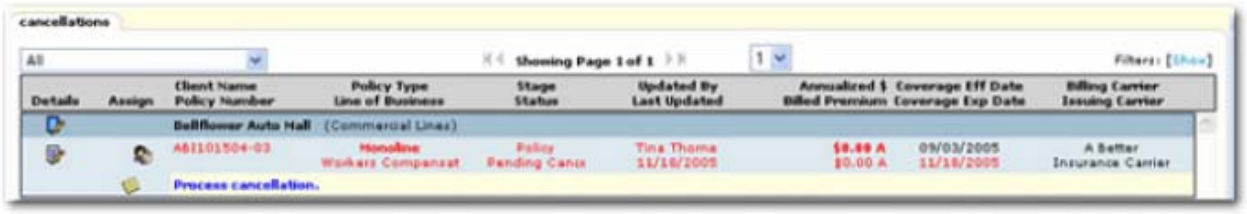
- The default **Branch** will be displayed according to user setup but other branches may be selected depending on user security. Only the policies associated with the selected branch and the logged in user will be displayed. To select a different branch, use the drop-down list to select the appropriate branch.
- **Export**: Click **[Export]** to generate an Microsoft Excel® spreadsheet from the claims being displayed on the screen. Exporting to Excel can help to manage large amounts of records that can be returned on the Home screen by using Excel's search, sort and print capabilities.
- Clicking the blue **Client Details** icon beside the entity name will display the **client profile** screen. Right clicking on the **Client Details** icon will display the following navigation options:
  - **Open:** Opens the client **card file** tab. Opens the **Add New Opportunity** dialog box to choose a line of business.
  - **Add New Opportunity:** Opens the **Add New Opportunity** dialog box to choose one or more line of business.

  - **Market New Line of Business:** Adds a marketing record with the expiration date of the existing policy as the effective date of the marketing submission and brings up the **Add Line of Business** screen.

- Clicking the white **Policy Details** icon will display the **underwriting** screen for that policy. Right clicking on the **Policy Details** icon will display the following navigation options:
  - **Open:** Opens the claim **details** tab.
  - **Market Existing:** Copies the forms and adds to marketing with the expiration date of the submission as the effective date to create a new marketing submission.
  - **Print:** Click this link to print the forms associated with the policy.
  - **Service:** Opens the **servicing** tab allowing a service option to be selected while maintaining this policy as the policy being serviced.
- **Assign:** Producer and account manager information. Populated from the **assignment** screen.
- **Client Name:** The clients name from the primary named insured on the **named insureds** screen.
- **Line of Business:** Line of business is identified by the user on the **underwriting** screen and displays here when the claim is created.
- **Date of Loss:** Identifies the day the loss occurred.
- **Claim Status:** Is reflects as either **Open** or **Closed**, which is assigned on the **policy info** screen under the claim detail.
- **Mode:** Identifies whether the policy is a New, Renewal, or *Re-New-Co*Re-New-Co. is a renewal to the agency with a new carrier.
- **Taken By:** Displays the user who entered the claim information. The user is identified at login.
- **Updated By:** Displays the user who last updated the claim information. The user is identified at login.
- **Paid Amount:** Is the amount paid out for the claim. This amount is entered on the **policy info** screen under the claim detail.
- **Res. Amount:** Is the reserve amount for the claim. This amount is entered on the **policy info** screen under the claim detail.
- **Policy Term:** Populated from the effective and expiration date fields on the **underwriting** screen.
- **Issuing Carrier:** This is the company who actually writes the policy, the name on the top of the written policy. The user on the **underwriting** screen identifies The Company.
- **Adjuster:** The adjuster name is entered on the **policy info** screen under the claim detail.

Cancellations

Any policy with a Pending Cancellation status will display on the **cancellations** screen. The search and filter screen may be used to search for specific pending or previously canceled policies. To post or reinstate a cancellation, see **Servicing > Cancellations**.



Screen Column Definitions:

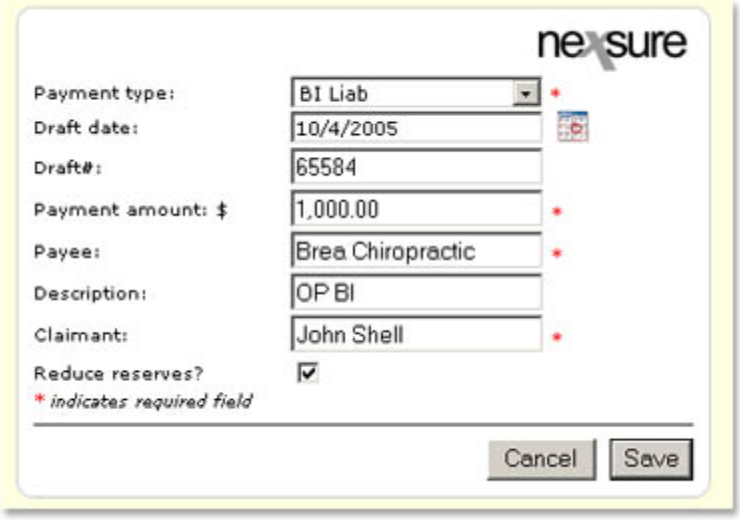
- The default **Branch** will be displayed according to user setup but other branches may be selected depending on user security. Only the policies associated with the selected branch and the logged in user will be displayed. To select a different branch, use the drop-down list to select the appropriate branch.
- Clicking the blue **Client Details** icon beside the entity name will display the **client profile** screen. Right clicking on the **Client Details** icon will display the following navigation options:
  - **Open:** Opens the client **card file** tab. Opens the **Add New Opportunity** dialog box to choose one or more line of business.
  - **Add New Opportunity:** Opens the **Add New Opportunity** dialog box to choose a line of business.
  - **Market New Line of Business:** Adds a marketing record with the expiration date of the existing policy as the effective date of the marketing submission and brings up the **Add Line of Business** screen.
- Clicking the white **Policy Details** icon will display the **underwriting** screen for that policy. Right clicking on the **Policy Details** icon will display the following navigation options:
  - **Open:** Opens the **underwriting** tab.
  - **Abort Cancellation:** Aborts this cancellation.
  - **Post Cancellation:** Posts this cancellation.
  - **Market Existing:** Copies the forms and adds to marketing with the expiration date of the submission as the effective date to create a new marketing submission.
  - **Print:** Click this link to print the forms associated with the cancellation.
  - **Service:** Opens the **servicing** tab allowing a service option to be selected while maintaining this policy as the policy being serviced.
- **Assign:** Producer and account manager information. Populated from the **assignment** screen.
- **Client Name/Policy Number:** The policy number and the clients name from the primary named insured on the **named insureds** screen displays once regardless of the number of expiring policies.
- **Policy Type:** Nexsure identifies policy types on the **underwriting** screen, which display here when the expiration date approaches. (Policy types are identified as either Monoline and Package policies.)
- **Line of Business:** Line of business comes from the **underwriting** screen and displays here when a policy nears its expiration date. Adding multiple lines of businesses to one policy will create a policy type of Package. Only the policy type displays on the **Home > Marketing** screen when the **Policy Type** is **Package**.

- **Status:** Nexsure identifies the Policy Status on the **underwriting** screen. The **Status** identifies if the policy is in force, canceled, an edit is pending, etc.
- **Updated By/Last Updated:** Displays the date and user who updated the policy last . The user is identified at login.
- **Annualized $/Billed Premium:** Premium amounts are populated from the policy info screen. The bill type (agency or direct) will be displayed to the right of the premium as an **A** or **D** respectively.
- **Coverage Eff Date/Coverage Exp. Date** Populated from the effective and expiration date fields on the **underwriting** screen.
- **Billing Carrier:** This is identified as who payments are sent to or received from by the branch. The user on the underwriting screen identifies this field.
- **Issuing Carrier:** This is identified as the carrier who actually issues the policy, the name on the top of the written policy. The user on the **underwriting** screen identifies this field.

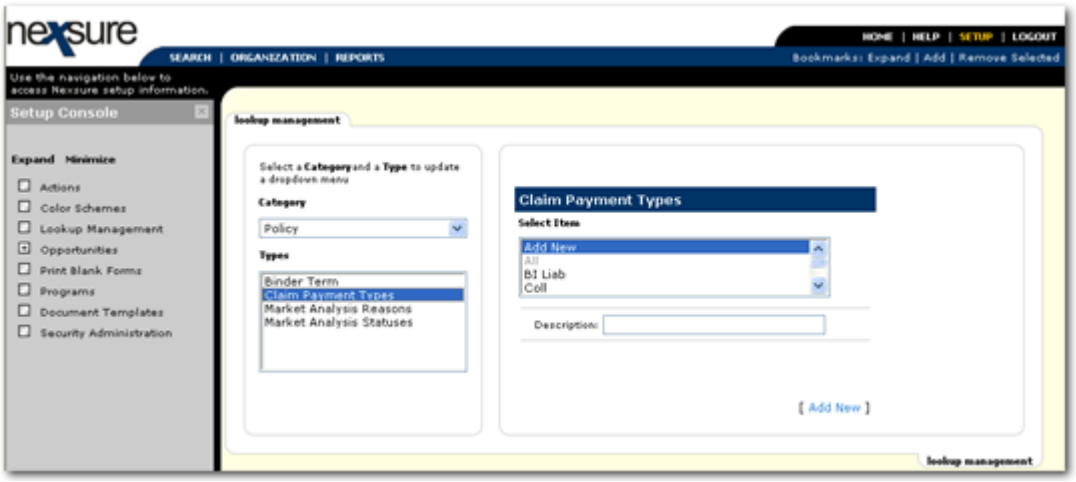
Multiple Claim Payments

To Add Multiple Claim Payments

1. Search for and select the client.
2. On the Client menu, click **Claims**. The underwriting tab will appear.
3. Click the **claims** tab.
4. Select the policy by clicking the **Details** icon.
5. Click the **claim payments** tab.
6. Click **Add New Payment**.



- **Payment type**: Select from drop-down list. These items can be added through lookup management.



7. On the Utility menu, click **Setup**.
8. In the Setup Console, click **Lookup Management.**
9. In the Category drop-down box, select **Policy**.
10. In the Types box, select **Claim Payment Types**.
11. In the Select Item box, select the **Add New** item.
12. Enter a name in the description field and click the **[Add New]** link.

    - **Draft date**: defaults to Date of Loss.
    - **Draft#**: Enter the check number.
    - **Payment amount**: Enter the amount being paid on this payment.
    - **Payee**: The entity receiving the payment on behalf of the claimant.
    - **Description**: Optional.
    - **Claimant**: Enter the name of the claimant.
    - **Reduce reserves?** When selected, the Reserved Amount on the claim details screen will be reduced by the payment amount entered.

13. Click **Save**.

Related Topics

Claims > Home Menu

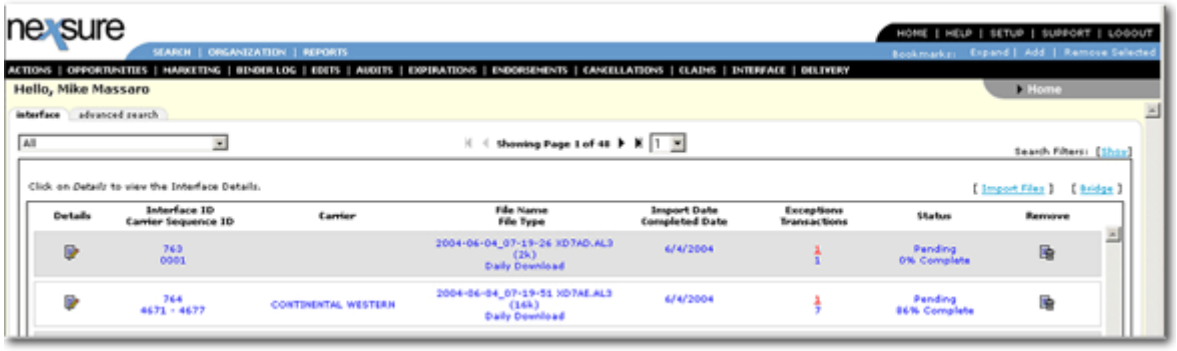
Servicing Claims

Interface

The Interface screen displays a record of all carrier downloads with a Pending status. Pending downloads are displayed in blue, completed transactions display in black. To search for specific

downloads, use the search filter screen by clicking the **[Show]** link. This is also where quotes and IVANS information is imported into Nexsure.

Note: To receive IVANS downloads, you must first have a valid IVANS account. 2-way rating integration requires a rating application to be installed on the user's machine.



- **Details** - The **Details** icon will open the interface details screen. It displays each download for that particular carrier.
- **Interface ID** - The interface ID is a number assigned by Nexsure to make it easier to track specific downloads. Numbers are generated in the order received.
- **Carrier Sequence ID** - This ID is assigned by the carrier and is pulled from the AL3 file.
- **Carrier** - Carrier name.
- **File Name** - This name is generated by Nexsure and is used by support to query the database if need be.
- **File Type** - The different file types are Daily Download, FSC Quote and Initial Load.
- **Import Date/Completed Date** - The date the download was received and the date the transaction was completed.
- **Exceptions** - The import status of a download.
- **Processing Client** - Waiting to be processed.
- **Processing Policy** - Waiting for data import.
- **Aborted** - An error occurred while processing the import, and processing has been aborted by the branch. This might occur, for example, if the policy did not belong to that agency. Selecting the Aborted import status and running a search displays all policies that ere rejected by the agency. Choosing to reject a policy will queue the policy for re-processing. This process looks for the policy again, so if you added the policy, the change would then be attached.
- **Queued for Re-Processing** - Import has been set to be re-processed.
- **LOB Exception** - Line of business not currently supported for import.
- **Carrier Exception** - Carrier could not be determined. Make sure carrier is listed with correct NAIC code, and click **Accept** to re-process.
- **Branch Exception** - Branch could not be determined. Make sure branch code is listed under the carrier's commission tab in Nexsure. Click **Accept** to re-process.
- **Application Exception** - Application does not exist.

- **Client Exception** - Client could not be found. Click here to search existing clients, or click **Accept** to create a new client.
- **Policy Exception -** Endorsement could not determine policy to endorse. Select policy to endorse.
- **Policy Exception -** Reinstatement could not determine policy to re-instate. Select a cancelled policy to re-instate.
- **Policy Exception -** Cancellation could not determine policy to cancel. Select a policy to cancel.
- **Import Completed** - The import file has been successfully imported into Nexsure.
- **Endorsement Date Exception** - Policy to endorse could not be determined due to effective date of endorsement being outside policy term.
- **Reinstatement Date Exception** - Policy to reinstate could not be determined due to effective date of reinstatement being outside policy term.
- **Cancellation Date Exception** - Policy to cancel could not be determined due to effective date of cancellation being outside policy term.
- **Transactions** - The transactions number is the amount of policies or individual files sent from the carrier.
- **Status** - While a download has exceptions that haven't been addressed it remains in a Pending status. When all exceptions are resolved, the status changes to Complete. Pending downloads are displayed in a blue font, completed downloads are black.

  Note: Policies with a status of New can no longer download and add to a client that already has a policy.

- **Remove -** Clicking the **Remove**  icon will delete the download.

Advanced Search Tab

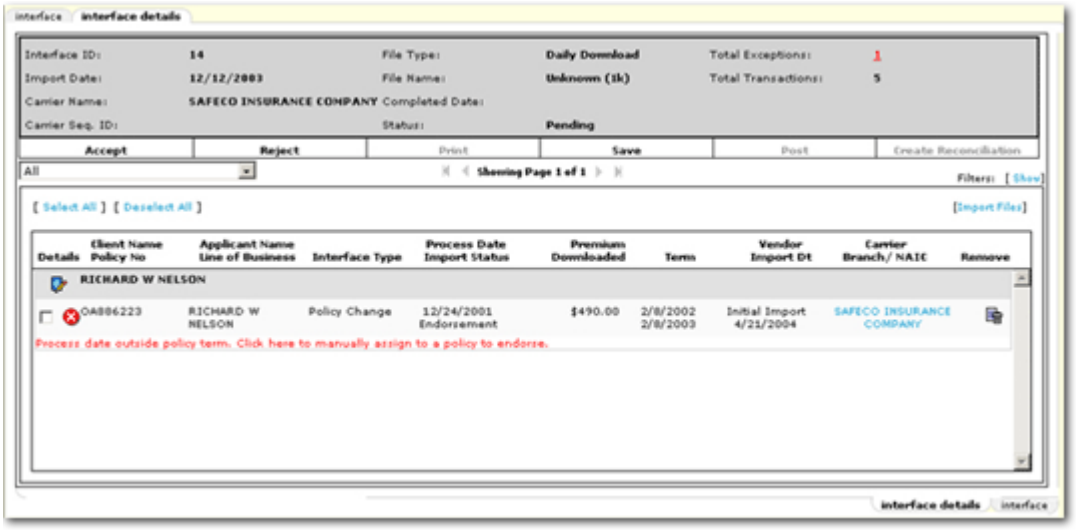
The advanced search tab shows all transactions for all carriers regardless of status.

Processing Downloads

Once downloads have been completed they must be processed.

To Process Downloads

1. Click the **Details**  icon for the download you want to process.



2. Before you can accept or reject a download you must select the check box for each download you wish to process. Use the **Select All** or **Deselect All** links to select or deselect all downloads at once. Select All/Deselect All will only select the boxes of the downloads on the page being displayed.

   Note: If you have multiple pages of downloads, check boxes you have selected will stay selected as you click through the pages. However, if you leave the downloads screen, they will not remain saved unless you click the **Save** link. Selected downloads will all be processed together, for example, if ten downloads are selected and you click **Accept**, all selected downloads will be accepted. If you save your selections and leave the interface screen, upon return make sure you review your current selections before you process them all together.

3. Click **Accept** or **Reject** to process the downloads you selected.

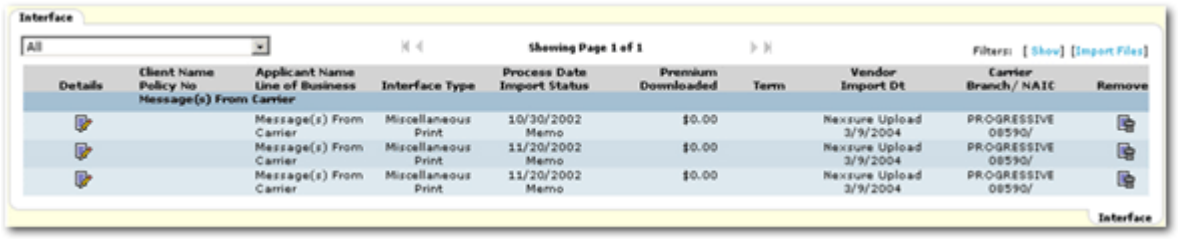
IVANS Downloads

Importing FSC Quotes

AL1 and AL3 Support

ACORD Level 1 and 3 data can be imported into Nexsure via the **Home > Interface** screen.

AL3 data can be accepted into Nexsure as a new business, renewal, policy change, reinstatement or cancellation. AL1 data is imported as a memo and is limited to the Interface screen. AL1 data can be viewed and printed. New memos have an import status of New Memo once they have been viewed they change to Memo.



To View / Print a Memo

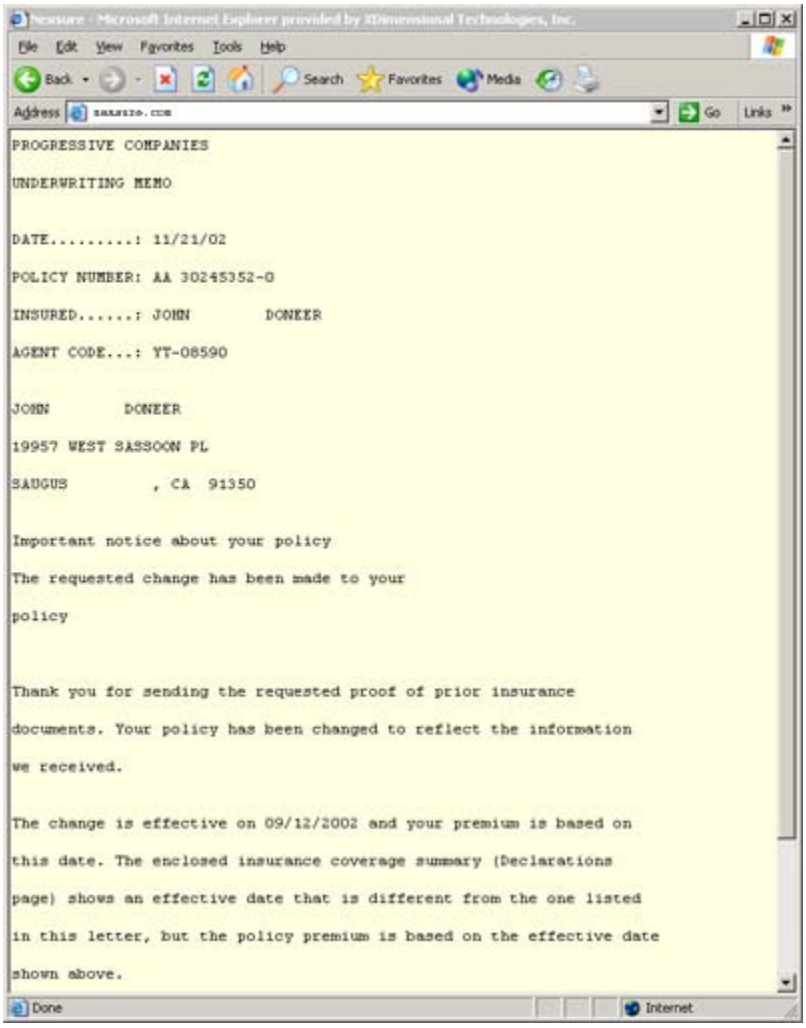
1. On the Home menu, click **INTERFACE**. All downloads for the current day appear.

   Tip: To filter specifically for Memo or New Memo, click the **[Show]** link and select either option in the **Import Status** drop-down list.

2. Select the AL1 (memo) you wish to view/print and click the **Details** icon.

3. The data will appear in a separate window.

4. To print the memo, click your browsers **Print** button or from the **File** menu, click **Print**.



Carrier Commission Downloads

The commission statements come in as a group under the carrier name. The commission statement is worked as a group. At this time, only The Hartford is supported for commission downloads.

To Process Carrier Commission Downloads

1. Prior to working with the Daily Download statements, process all the policy downloads.

2. On the Home menu, click **INTERFACE**. The File types are Commission Downloads.



3. If exceptions exist, take the following steps: (Exceptions are Carrier, Branch, Client or Policy)

   - Click on the red exception link (1) to display the item(s)
   - The exception is displayed. Click the exception link to select the policy for a policy exception to display a list of policies. Select a policy from history or the in-force list.





   - After selecting the policy, click the **Select** link. The invoice is processing.



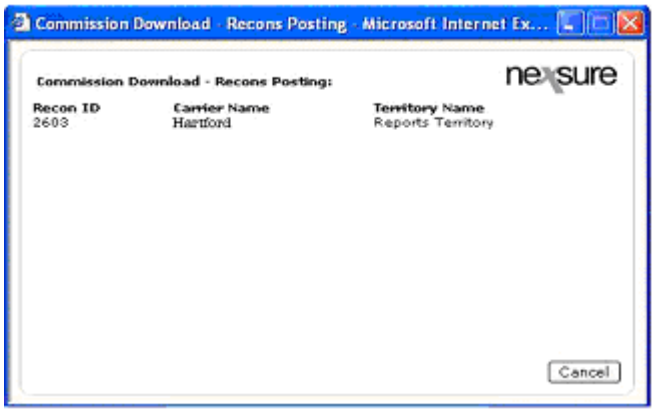
4. After all exceptions are processed, the **Create Reconciliation** link is active. Click the Create Reconciliation link to:

   - Create the invoice.
   - Post the invoice.
   - Create reconciliation worksheet ready for posting.

5. After clicking Create Reconciliation link the Ready to Create Reconciliation message is displayed.

6. Click **OK** to proceed or **Cancel** to abort.

7. The reconciliation confirmation is displayed with the Reconciliation ID. Make note of the ID in order to complete the reconciliation. Click Cancel. The Interface screen is displayed.



8. To complete reconciliation, on the Primary menu, click **Organization**, select the **territories** tab and then click the territory **details** icon.

9. Select the **accounting** tab.

10. Click on the **transactions** tab and then the **reconciliation** tab.

11. If the reconciliation worksheet is not displayed use the **[Show]** link to search for the specific Reconciliation.

12. Click the **Details** icon to display the worksheet.

13. Modify header and transactions as necessary.

14. If the producer commissions need to be adjusted, click the **Item ID** link to display the invoice detail.

15. Scroll down to the other commission and click the **Details** icon to edit.

16. Click the **Post Adjustment** link on the navigation toolbar and acknowledge the post.

Note: If Post Adjustment is not selected any adjustments are aborted. (Clicking on the "X" will abort the adjustment)

17. Click the **Reconciliation** ### link on the navigation toolbar to go back to the reconciliation.

18. The adjusted amount posts with the same ID with an **A** beside the number for easy reference. Please note that once an adjustment is posted it cannot be edited.

19. Click the **Post** link on the reconciliation navigation toolbar to complete.

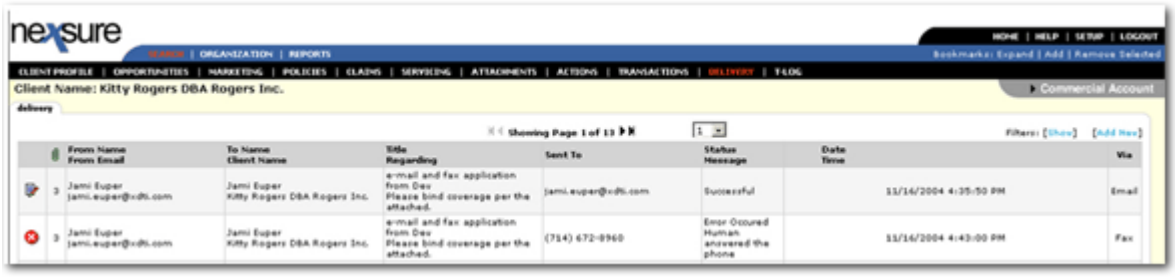
20. Process receive payment and deposit.

Delivery

Using Nexsure's delivery tab, policy information and documents can be delivered via fax or email. All deliveries must be created at the client level.

Delivery Tab

The **delivery** tab can be accessed from the Home menu, or the Client menu. From the Home menu, a summary for all deliveries will appear. At the client level, only deliveries for the specified client will be displayed.



- The **Details** column displays an icon to determine the status of a delivery:

Method	Icon	Status	Status Message	Successful
Email / Fax		Draft	---	No
Email / Fax		Processing Forms	Rendering PDF	No
Email / Fax		Pending	---	No
Fax		Processing	Picked up	No
Fax		Processing	Sending...	No
Fax		Processing	Phone line problem	No
Email / Fax		Successful	Completed	Yes
Fax		Error Occurred	Line busy	No
Fax		Error Occurred	Human answered	No
Fax		Error Occurred	Transmission error	No
Fax		Error Occurred	Bad Conversion	No

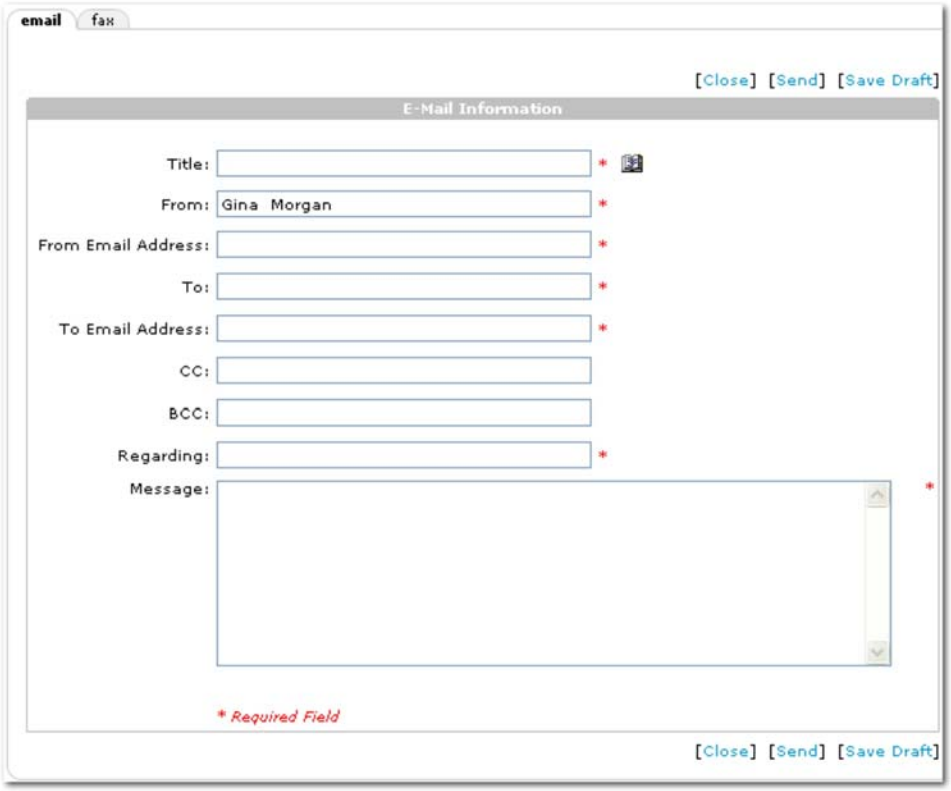
Note: To re-send a failed delivery, from the **delivery** tab, click the **Details** icon for the failed delivery, then click **Re-Send**.

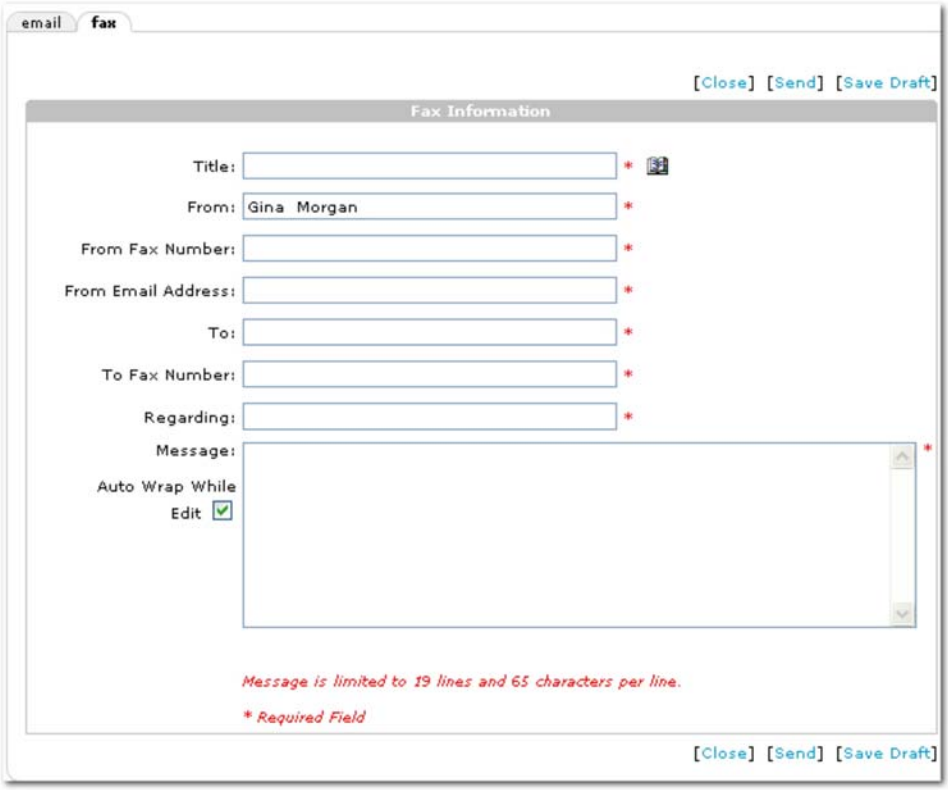
- The attachment column displays the number of attachments associated with the delivery.

Sending a Delivery

To Deliver Policy Information

1. On the Client menu, click **DELIVERY**. The **delivery** tab is displayed. If this is the first delivery there will be a prompt to add a new delivery. If previous deliveries have been made, they will appear in the summary.
2. Click **[Add New]**.
3. Select a delivery method, **email** or **fax** tab.
4. Enter the delivery information in the address fields, or use the address book .





Important: Do not enter dashes (-) in the **From** / **To Fax Number** boxes. Enter only the digits of the fax numbers.

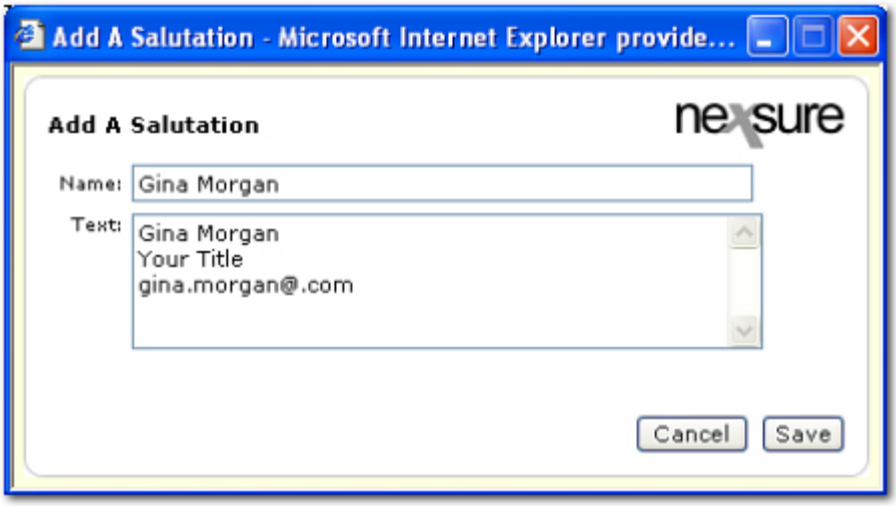
- **Title:** The **Title** box is not displayed to the recipient and is intended to be used as an internal note or to aid in a search.
- **From E-Mail Address / Fax number:** The email address or fax number (for reply purposes only).

  Note: A valid email address or a fax machine is not required, the **From** email box must still be populated. The policy information will be sent via Nexsure and a third party tool.
- **From**: Enter the **From** name.
- **To E-Mail Address / Fax Number**: Enter the recipient's email or fax number.

  Tip: To send an email of fax to multiple recipients, add a semicolon between the multiple email addresses or fax numbers.
- **To**: Enter the recipient's name.
- **CC**: (email only) Enter the email address of any additional persons to whom the information should also be sent. Separate multiple email addresses with a semicolon.
- **BCC**: (email only) Enter the email address of any additional persons to whom the information should also be sent without informing the To or CC recipients. Separate multiple email addresses with a semicolon.
- **Regarding**: The delivery subject, as would be shown on the cover page or in the **Subject** line of an email.
- **Message**: Enter a message, if needed, to accompany the attachments. You can add a signature file to your deliveries on the Employee > Identity screen.

Note: The Auto Wrap While Edit option is available for fax cover pages.

Signature files can display sender's name, company name, phone number, etc.



a. On the Primary menu, click **ORGANIZATION**.

b. Click the **employees** tab.

c. Select the employee name to append the signature file to and click the **Details** icon.

d. Click the **identity** tab.

e. Click **Add Salutation**.

Note: Though it is possible to have more than one salutation (or signature) file, the first one will appear in the delivery message body.

f. Enter a **Name** for the signature file (i.e. Delivery).

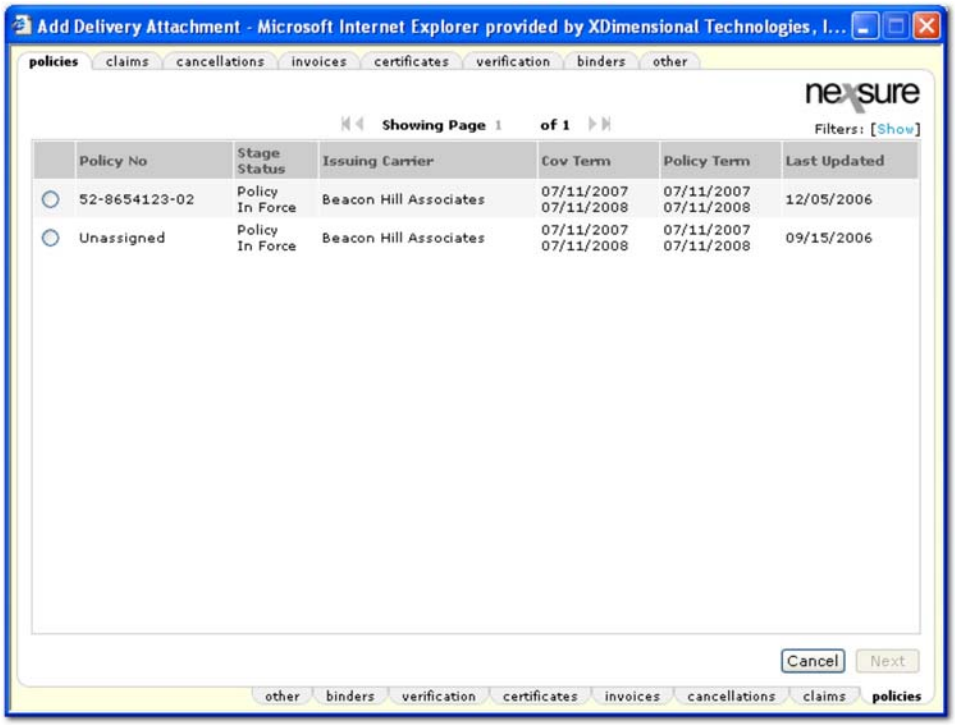
g. In the **Text** box, enter the signature information.

h. Click **Save**, then click **Update** on the **employee** / **identity** tab.

5. Attach a policy, claim, cancellation, certificate, verification, binder or other (such as a digital picture).



6. Choose a type of attachment and click **Add**. The**Add Delivery Attachment** dialog box is displayed.

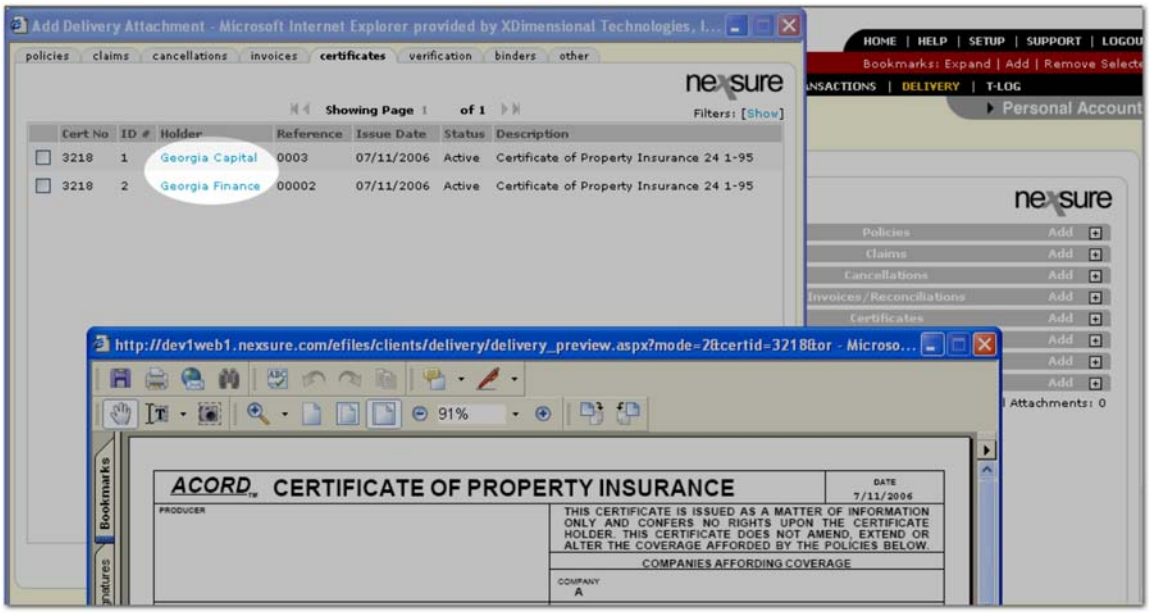


7. Select any of the available tabs:
   - **policies**
   - **claims**
   - **cancellations**
   - **invoices**
   - **certificates**

- **verification**
- **binders**
- **other**

8. On each tab the available attachments are displayed. If a needed attachment is not displayed, the **Filters** may be changed to search for the necessary attachment.

Tip: An attachment may also be previewed before adding it to the delivery. To preview an attachment, find the attachment on one of the available tabs. Notice that the attachment is labeled with blue text. Click on the blue title of the attachment to preview.



9. Select the policy, certificate, image or other item and click **Next**. Follow any remaining prompts.
10. Once the email or fax is complete the following options are available:

- **Close:** Click **[Close]** to close the **fax** or **email** tab without saving changes.
- **Send:** Click **[Send]** to send the email or fax to the recipient.
- **Save Draft:** Click **[Save Draft]** to save the email or fax to send at a later time. Any attachments added to the email or fax will be saved as well. All drafts are then available on the **delivery** tab.

Note: If the initial fax could not be delivered, there are two ways to proceed:

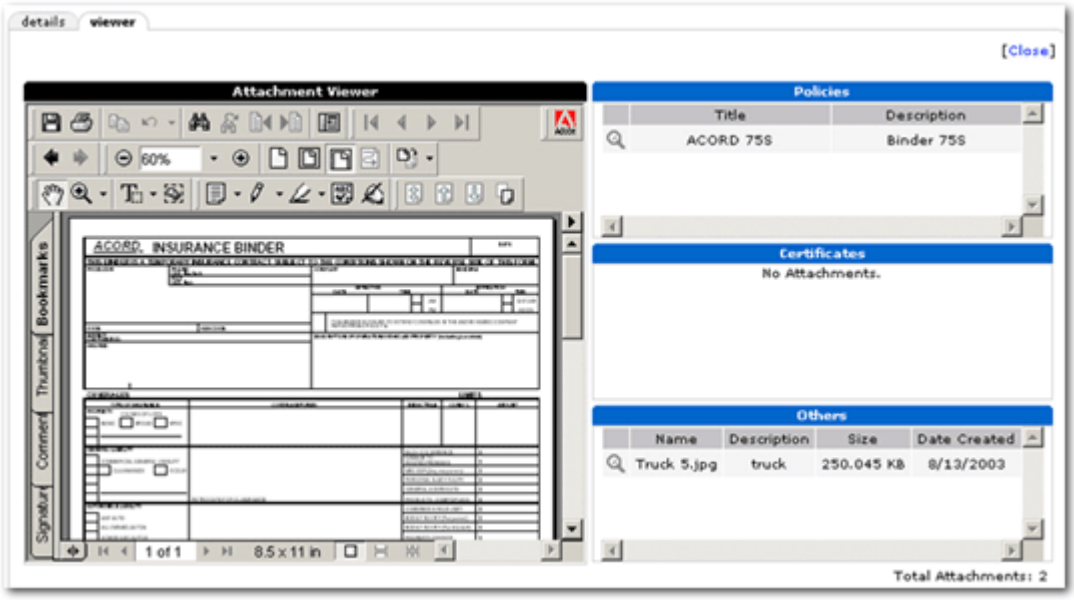
A PDF file of the document will be automatically generated. That file may then be printed and manually faxed.

Or

Click the **Details** icon for the failed delivery, then click **Re-Send**.

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11. After the delivery has been sent, the **viewer** tab will appear on the **delivery** tab. To view the attachment, click the Details icon for the attachment.
12. Click the **viewer** tab, and click the Magnifying Glass icon to view the document attachment or digital image in the viewer.



Important: Once a draft or delivery has been created it cannot be deleted.

To Send a Saved Draft

Once a draft of the email or fax has been saved, the draft can be accessed and sent at a later time.

1. Navigate to the saved draft by clicking **SEARCH**.
2. Click the **Details** icon next to the appropriate client.
3. On the Client menu, click **DELIVERY**. The **delivery** tab is displayed.



4. The draft is identified by a blue **Details** icon and **Draft** in the **Status** column. Click on the blue **Details** icon. The saved email or fax draft is displayed.

Note: The number of attachments, if any, is not shown in the attachment column of the **delivery** tab. The attachments are available but will not show a count until the email or fax has been sent.

5. Make any necessary updates to the draft and click **[Send]**.

Important: If **[Cancel]** is clicked at this point, the email or fax will be cancelled and cannot again be accessed to send. To return to the **delivery** tab again without sending the draft, click **[Save Draft]** to save updates or click **[Close]** to return to the delivery tab without saving changes.

Related Topics

Attachments

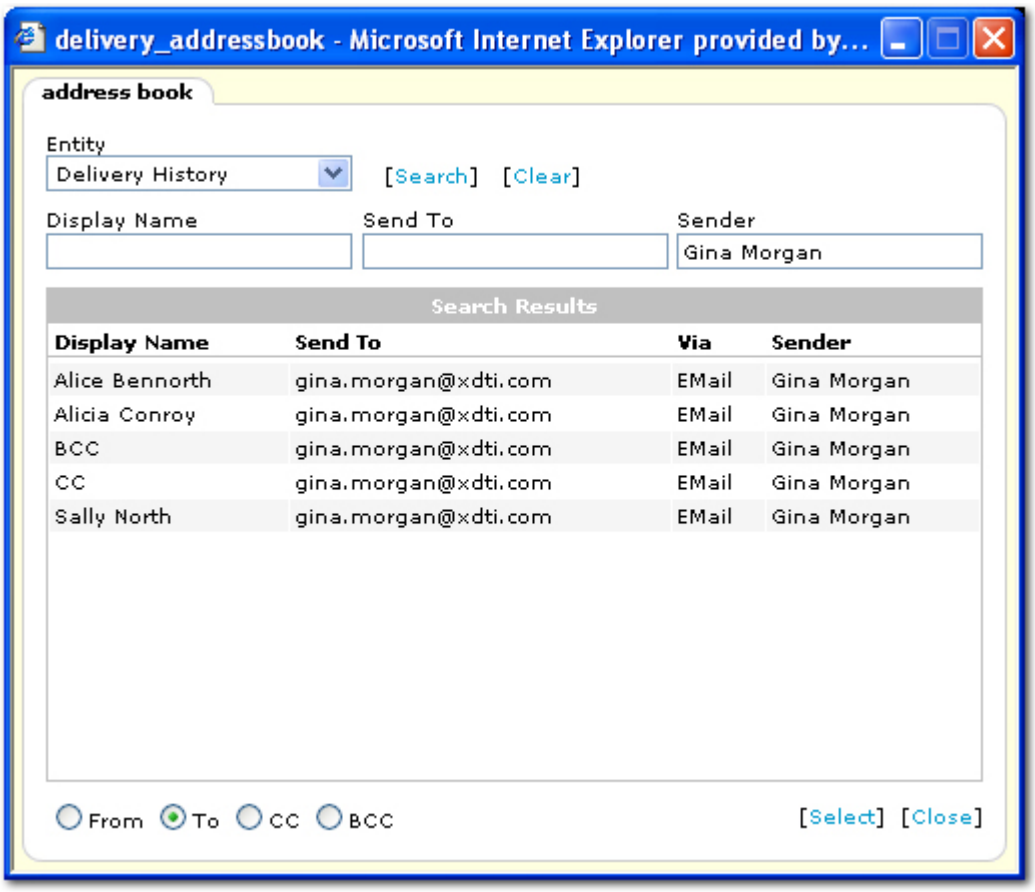
Attaching Outlook Messages

Delivery Address Book

The address book can be used to search and select email or fax recipients.

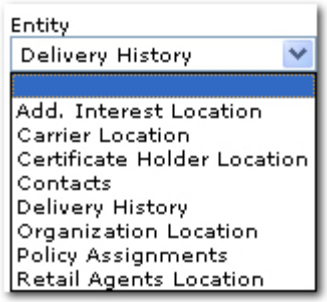
To Use the Address Book

1. On the **fax** or **email** tab, click the **Address Book** icon. The **address book** tab is displayed. By default the address book tab will display the **Delivery History**.



Note: Previous emails sent to **CC** and **BCC** recipients are shown in the **Delivery History** with the **CC** or **BCC** notation in the **Display Name** column.

2. In the **Entity** list, select an entity type to search for a recipient. Respective search options will be displayed for each entity. The **Entity** list allows a search of the following entity types:



3. Enter search criteria in the available search boxes.
4. Click **Search**. The search results are displayed in the **Search Results** area.
5. Click the search results entity to select.

   Tip: Hold the **CTRL** key to select more than one entity.
6. Select **From**, **To**, **CC**, or **BCC** to designate the selected entity.
7. Click **[Select]**. Each of the selected entities are added to the **fax** or **email** tab.
8. Once all entities have been added to the **fax** or **email** tab, click **[Close]**. The **address book** tab is closed.

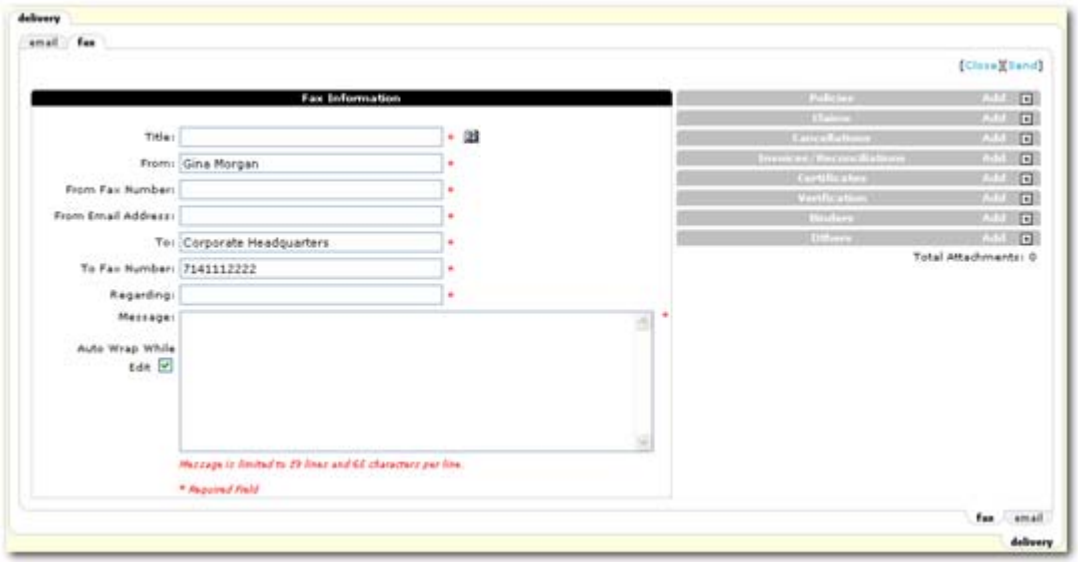
Related Topics

Delivery

Fax Message

On the fax tab, the Message field can be altered with the Auto Wrap While Edit option:

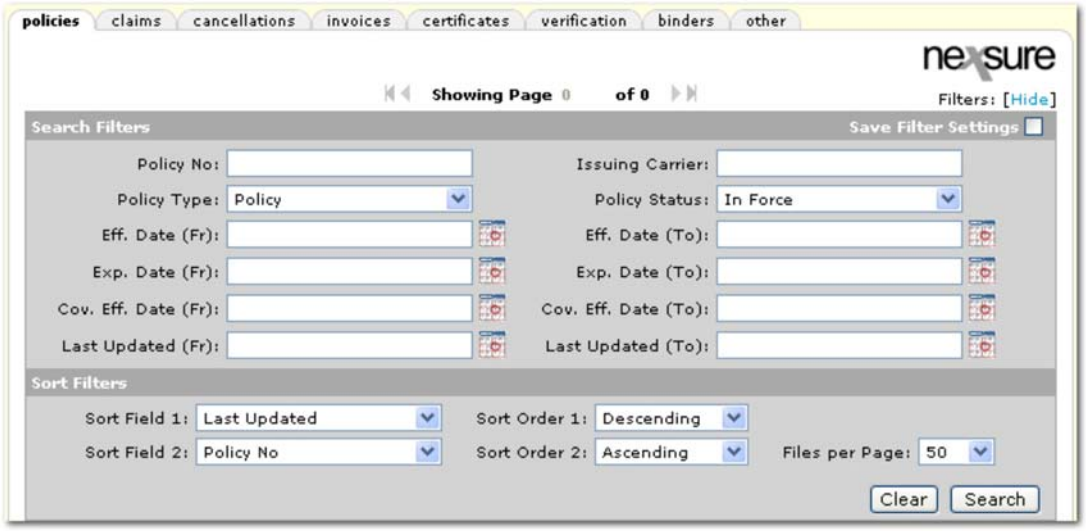
- **Auto Wrap While Edit:** Select this option to have the text wrap during entry. Paragraph breaks entered will be preserved. The breaks added by Nexsure for wrapping purposes are distinguished by a proceeding □ icon. These breaks are dynamic so when text is inserted or deleted they will be repositioned. The message is limited by the fax service to 19 lines with 65 characters per line.



Attachment Filters

Each tab in the **Add Delivery Attachment** dialog box contains **Filters** to search for attachments. The following information lists the default search and sort settings for each tab. The default settings can be modified as necessary to return alternate search results.

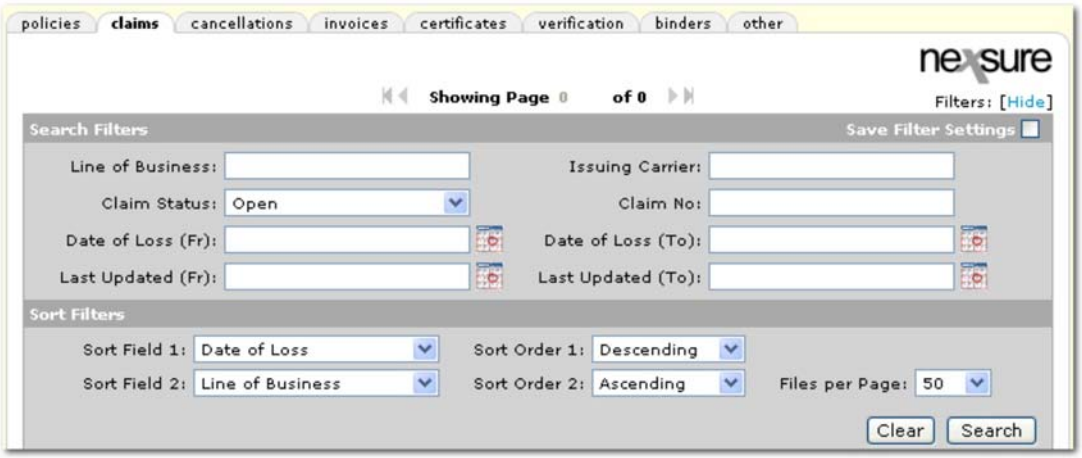
Policies Tab



1. In the **Search Filters** area, the following are default settings:
   - **Policy Type:** Policy
   - **Policy Status:** In Force
2. In the **Sort Filters** area, the following are default settings:
   - **Sort Field 1:** Last Updated Date
   - **Sort Order 1:** Descending

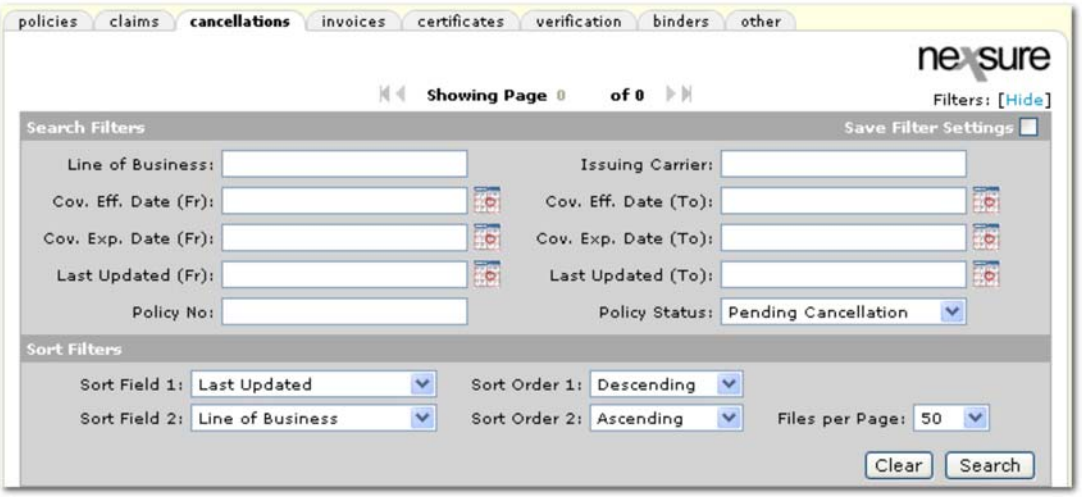
- **Sort Field 2:** Policy No
- **Sort Order 2:** Ascending
- **Files Per Page:** 50

Claims Tab



1. In the **Search Filters** area, the following are default settings:
   - **Claim Status:** Open
2. In the **Sort Filters** area, the following are default settings:
   - **Sort Field 1:** Date of Loss
   - **Sort Order 1:** Descending
   - **Sort Field 2:** Line of Business
   - **Sort Order 2:** Ascending
   - **Files Per Page:** 50

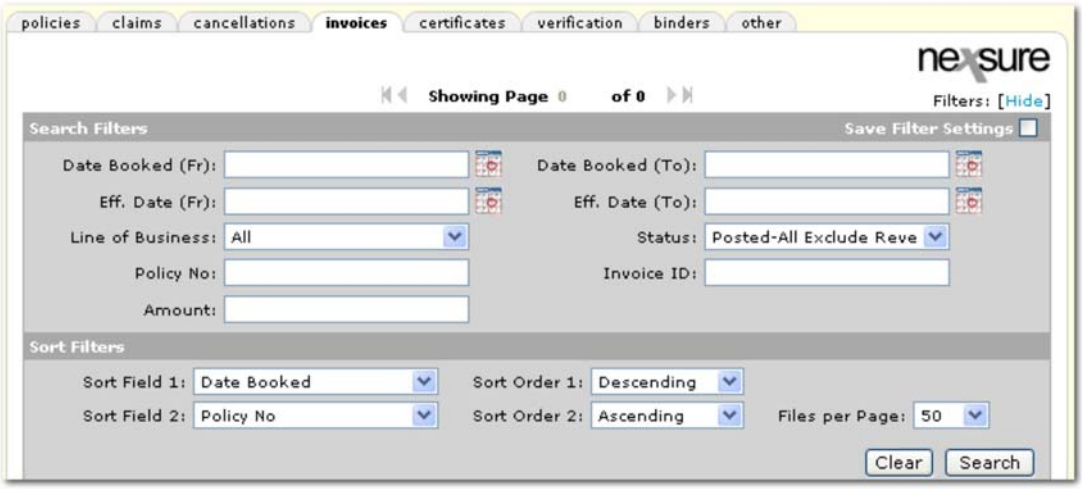
Cancellations Tab



1. In the **Search Filters** area, the following are default settings:
   - **Policy Status:** Pending Cancellation

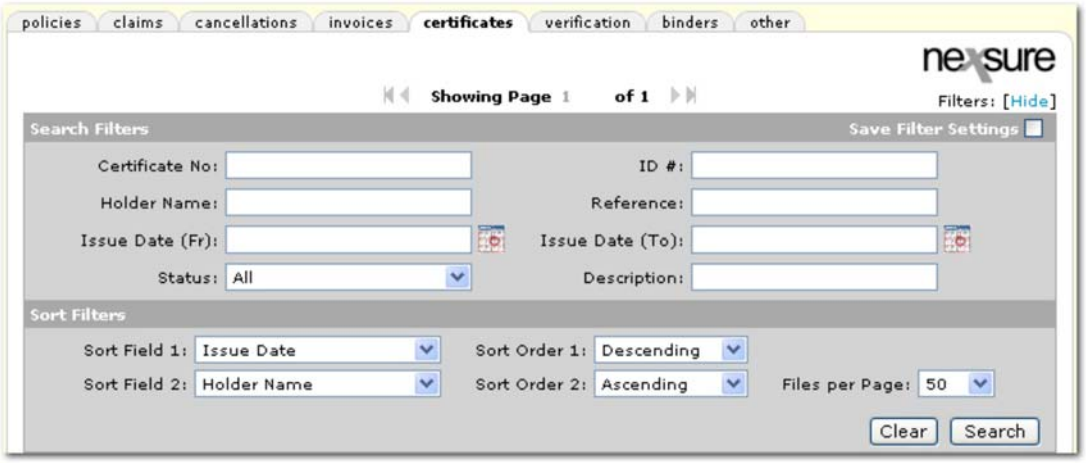
2. In the **Sort Filters** area, the following are default settings:
   - **Sort Field 1:** Last Updated
   - **Sort Order 1:** Descending
   - **Sort Field 2**: Line of Business
   - **Sort Order 2:** Ascending
   - **Files Per Page:** 50

Invoices Tab



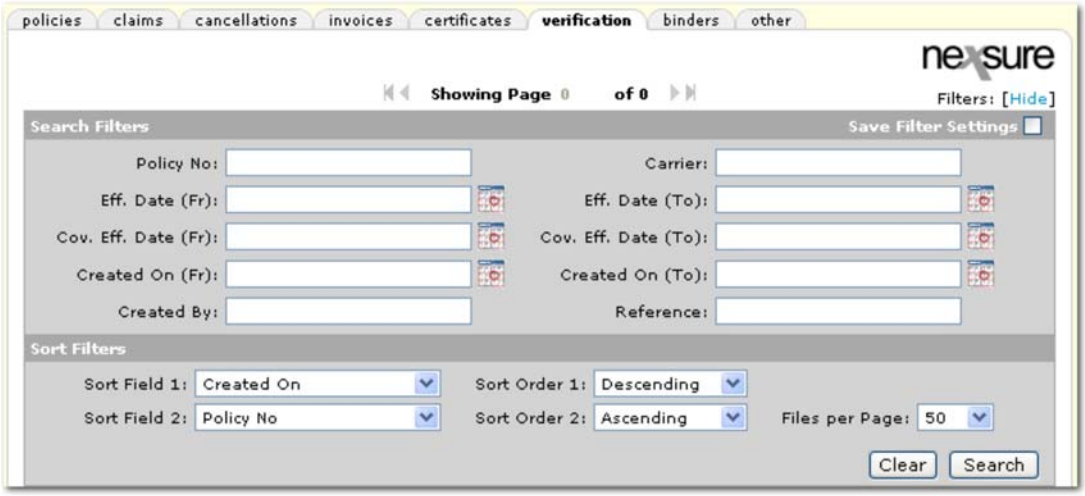
1. In the **Search Filters** area, the following are default settings:
   - **Status:** Posted - All
2. In the **Sort Filters** area, the following are default settings:
   - **Sort Field 1:** Date Booked
   - **Sort Order 1:** Descending
   - **Sort Field 2:** Policy No
   - **Sort Order 2:** Ascending
   - **Files Per Page:** 50

Certificates Tab



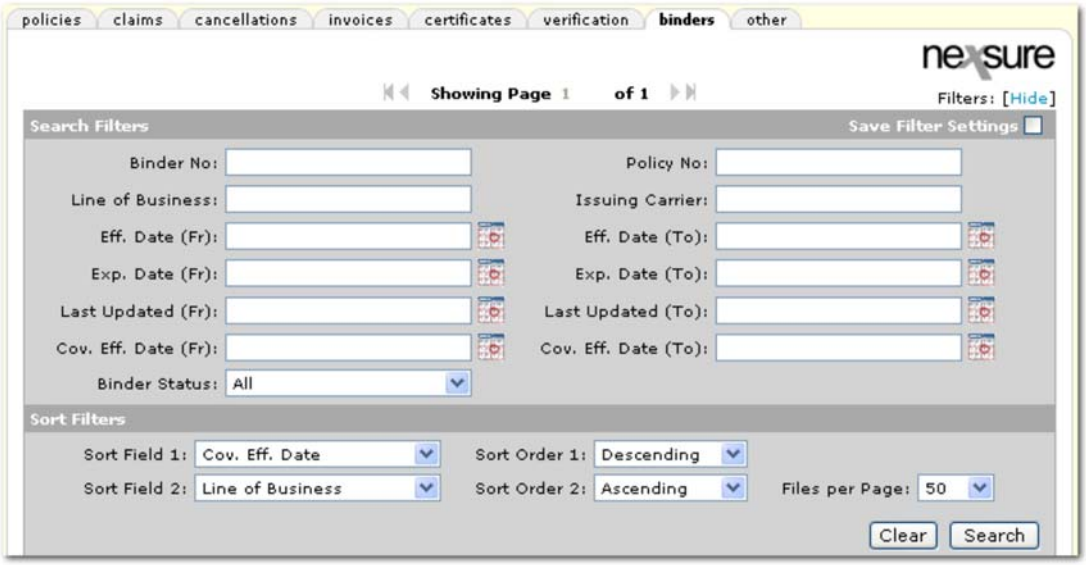
1. In the **Sort Filters** area, the following are default settings:
   - **Sort Field 1:** Issue Date
   - **Sort Order 1:** Descending
   - **Sort Field 2:** Holder Name
   - **Sort Order 2:** Ascending
   - **Files Per Page:** 50

Verification Tab



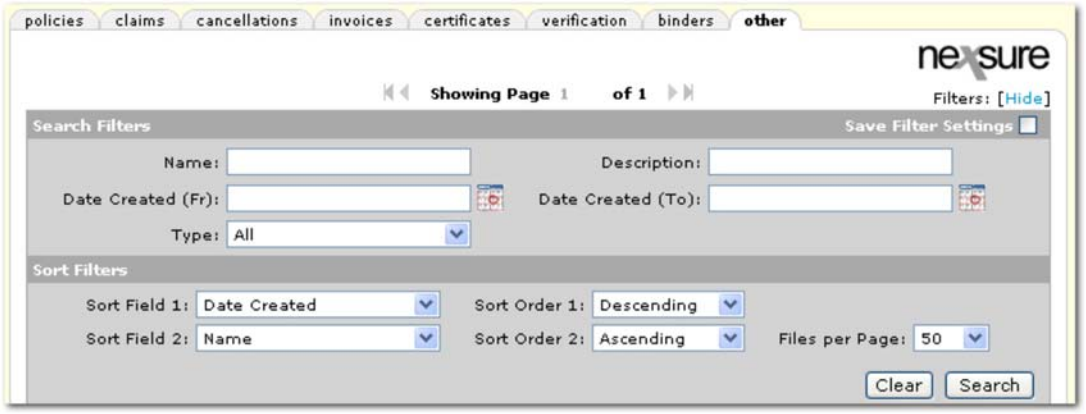
1. In the **Sort Filters** area, the following are default settings:
   - **Sort Field 1:** Created On
   - **Sort Order 1:** Descending
   - **Sort Field 2:** Policy No
   - **Sort Order 2:** Ascending
   - **Files Per Page:** 50

Binders Tab



1. In the **Sort Filters** area, the following are default settings:
   - **Sort Field 1:** Cov. Eff. Date
   - **Sort Order 1:** Descending
   - **Sort Field 2:** Line of Business
   - **Sort Order 2:** Ascending
   - **Files Per Page:** 50

Other Tab



1. In the **Sort Filters** area, the following are default settings:
   - **Sort Field 1:** Date Created
   - **Sort Order 1:** Descending
   - **Sort Field 2:** Name
   - **Sort Order 2:** Ascending
   - **Files Per Page:** 50

Annualized Premium

Nexsure utilizes a simple formula that takes a mid-term premium (debit or credit), calculates the annualized value based on **policy term** compared to **effective date** of the mid-term premium, and adds it to the existing annualized values.

Example

A commercial auto policy with a term of **1/1/2005** to **1/1/2006** and an original premium of **$10,000** will be used.

Next, an endorsement to the policy is made to add an additional vehicle effective **1/24/2005** with pro-rata additional premium of **$1,200.00**. *That is the cost of adding a vehicle from **1/24/2005** to **1/1/2006** or a total of **342** days*.

Nexsure then uses the following formula to determine the annualized amount of $1200:

$1,200 x 365 days / 342 days = $###.##

1200 multiplied by 365 = 438,000 divided by 342 = $1,280.70 so the annualized premium is $1,280.70. That premium is now added to the original annualized premium of $10,000. This is displayed in policy info as:

Annualized $: $11,280.70

Billed Premium: $11,200.00

Setup Console

The Setup Console is accessible via the **SETUP** option on the Utility menu. Use the Setup screens to perform the following functions:

- Actions
- Color Schemes
- Lookup Management
- Opportunities
- Branches
- Buying Modes
- Contact Roles
- Grades
- Labels

- Print Blank Forms
- Programs
- Document Templates
- Security Administration

Actions

To Add or Modify the Defaults for Actions

1. On the Utility menu, click **SETUP.**

2. From the **Setup Console**, click **actions**.

3. By default the **actions** are displayed by **topic**. Use the tabs at the top of the page to view other pages. Click the **types** tab to display the list of **types**. Click the **topics** tab to display the default view of **topics**.

4. Click **[Add New]** to add a new **action** to setup. The **New Actions** pop-up screen is displayed.

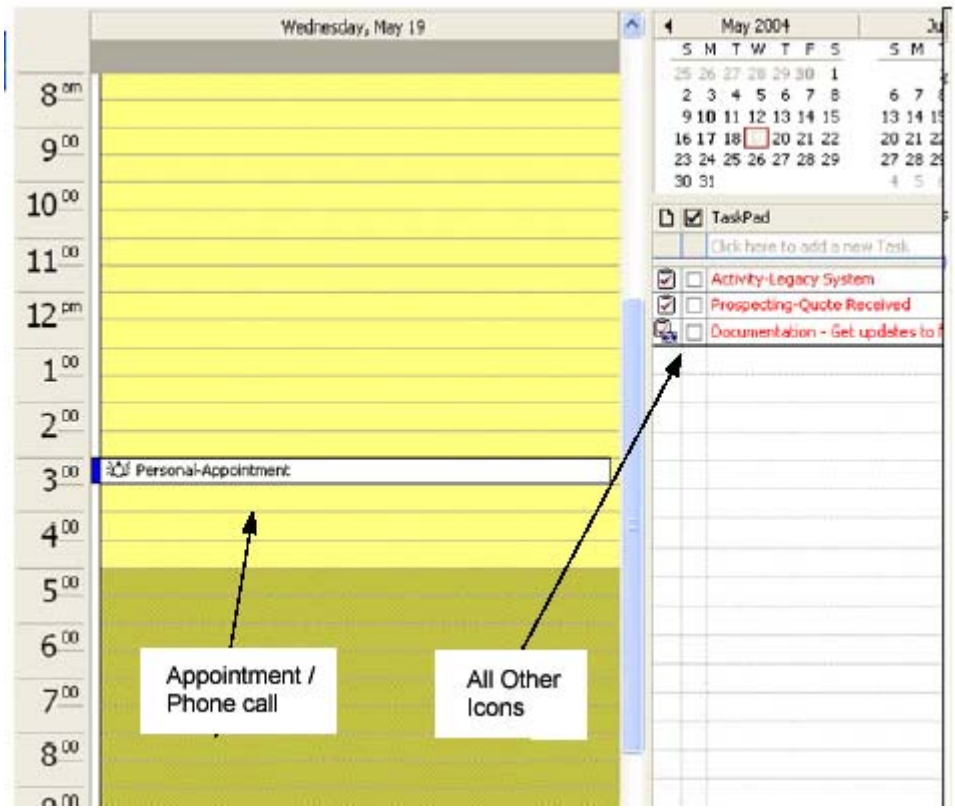
5. Select a **Topic**. Topics are unique and allow grouping like items together such as the renewal topic. This topic would be used on every action during the renewal process, which would then make it easier to determine where you are in the renewal process.

   - If a desired **Topic** does not exist, click **Add** to add a new one. The **Add New Topic** pop-up screen is displayed.
   - Enter the new **Topic** and enter a description in the **Description** area. Click the **Next** button to complete the addition of the new **Topic**. The **New Actions** pop-up screen is displayed. To cancel the addition of the **New Topic**, click the **Back** button.

6. **Types** are not unique and may be reused for any topic, so be careful when adding to make sure the type is not being repeated.

   - To add a new **Type**, Select the type tab and click the **Add New** link. The **Add New Type** pop-up screen is displayed.
   - Enter a name for the new **Type**. Select an icon from the drop-down list. The icon will appear on the **Home > Actions** screen with the action that is associated with it.

     Note: The icon also determines how the action interacts with MS Outlook. Assigning a type to an appointment or phone call icon will synchronize the action with your Outlook Calendar. Assigning any other icon to the type will synchronize the action with the Outlook TaskPad. See Creating Actions.



- Enter a description in the **Description** area. Click the **Next** button to complete the addition of the new **Type**. The **New actions** pop-up screen is displayed. To cancel the addition of the **New Type**, click the **Back** button.

7. From the **Days Due** drop-down list select the number of days to default the **Due date** from the current date when the **action** is created by the user.

8. From the **Priority** drop-down list select **Normal** or **High**. If the action's priority is considered **High** a red flag icon will display on the action in the summary view. If **Normal** no icon will be displayed. The user may change the **Priority** as needed when the **action** is created.

9. The **action** status may be set with a default of either **Open** or **Closed**. When adding a new **action** the status would generally default to **Open** since **actions** are meant to remind the user to do something. The user may change the status as necessary when the **action** is added or modified.

10. The **Description** entered in setup is strictly to identify the **action** in setup.

To Remove Action Topics

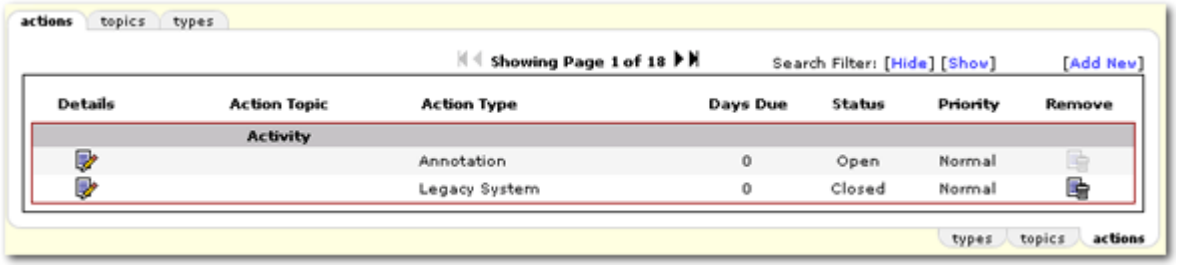
1. On the Utility menu, click **SETUP.**

2. From the **Setup Console**, click **actions**.

3. By default the **actions** are displayed by **topic**. Use the navigation link at the top of the page to view other pages. Click the **[View Types]** link to display the list of **types**. Click the **[View Topics]** link to display the default view of **topics**.

4. Click the **Remove** icon next to the topic you want to remove.

Note: Topics used for **annotations** will not have an active **Remove** icon.



Related Topics

About Actions

Creating Actions

Color Schemes

You can change the Nexsure color scheme or add your company logo to the Nexsure login page. Customizing your interface will allow Nexsure to more closely match your company's look and feel.

To Change the Color Scheme

1. On the Utility menu, click **Setup**.
2. In the Setup Console, select **Color Schemes**.
3. In the Color Schemes drop-down list, select a color scheme. Selecting a scheme will present a preview in the color scheme Preview window.
4. When you have chosen a scheme, click **Change Scheme**.

To Add a Custom Logo Graphic

1. On the Utility menu, click **Setup**.
2. In the **Setup Console**, select **Color Schemes**.
3. Beside **Apply Image**, select **Use New**.
4. Beside **New Logo File**: click **Browse**. Select your logo file in .gif format.

Note: The graphic dimensions must be no bigger than 135 x 58 pixels and a file size no larger than 10 Kb. To resize a graphic that is too large, use a graphics program such as Microsoft Paint (MS Paint is typically found by clicking **Start > Programs > Accessories**) or Microsoft Photo Editor.

5. Click **Change Scheme**.

Adding a Default Message

You can add a message that will appear to all users when they login. For example: "Welcome to Sample Insurance Agency, Please login."

1. On the Utility menu, click **Setup**.
2. In the Setup Console, select **Color Schemes**.
3. In the Default message to all users box, enter a message.
4. Click **Change Schemes**.

Lookup Management

The Lookup Management screens are where the agency has the most control over what is displayed in certain drop-down boxes. Lookup Management consists of three sections:

- Categories
- Types
- Items

Categories are main areas of Nexsure (Additional Interests, Carriers etc.) Types are groupings within Categories. Items are the actual drop-down list options. Items that appear in light gray are system generated items and while they cannot be changed or deleted, the agency is not required to use them.

Listing of Types within each Category and the system generated Items within each Type

Category	Types	System Generated Items
Additional Interest	Interest Types	Corporation Default Individual Partnership
Carrier	Location Types (Carrier)	Corporate Headquarters Home Office Satellite Office

Category	Types	System Generated Items
Client	Business Types	Corporation Default Individual Partnership
	Code Classes	Internet Access
	Code Designation	(No System Generated Items)
	Client Relationship Types	Corporate/Subsidiary Franchiser/Franchisee Partner/Partner PEO/Client Company
	How Relates	(No System Generated Items)
	Location Types (Client)	Corporate Headquarters General Office
	Referred By	Default Past Client
Financial Entity	Location Types	Branch Office Corporate Office
Document Integration	Category	Proposal
Miscellaneous	Attachment File Types	(No System Generated Items)
	Delivery Types	Email Fax FTP

Category	Types	System Generated Items
	Phone Types	After Hours Automated Back Line Building Security Business Phone Fax Number Main Fax Phone Receptionist Technical Support Toll Free
Organization	Location Types (Organization)	Corporate Office General Office Home Office
People	Contact Roles	Daughter Husband Son Wife
	Marital Status	Married Single
	People Availability Status	Offline Online (Available) Online (Unavailable)
	Name Prefixes	Dr. Miss Mr. Mrs. Ms.

Category	Types	System Generated Items
	Titles	Account Manager Default File Clerk Producer
Premium Finance Company	Location Types	Corporate Headquarters Home Office Satellite Office
Retail Agent	Location Types	Corporate Headquarters Home Office Satellite Office
Tax Authority	Location Types	Corporate Headquarters Home Office Satellite Office
Vendor	Location Types	Accounting Office Corporate Headquarters Home Office Satellite Office Retail Office Service Center

Related Topics

Adding Lookup Management Items

Editing Lookup Management Items

Deleting Lookup Management Items

Adding Lookup Management Items

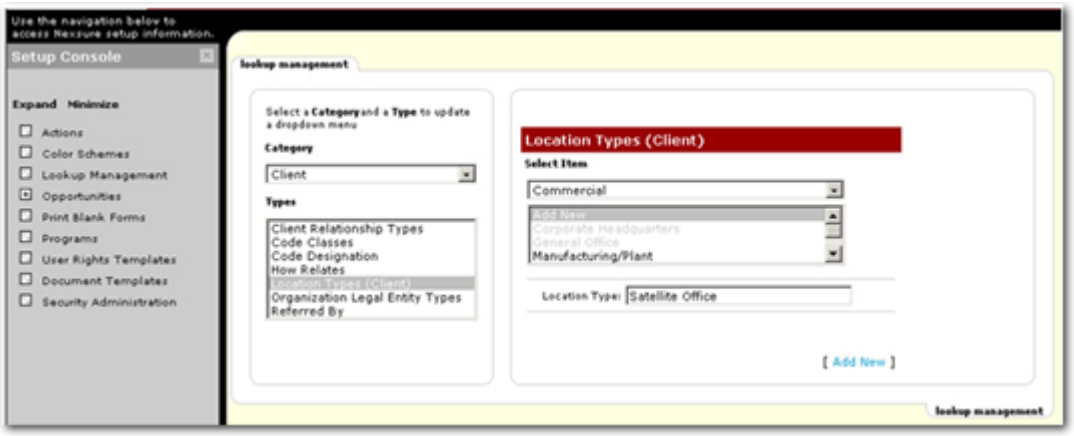
1. On the Utility menu, click **SETUP**.

2. On the Setup Console, click **Lookup Management**. A summary list of existing categories and types will appear.

3. From the drop-down list, select a **Category**. The Types available for the Category will be displayed.

4. Select the **Type** for the Category.

5. Select **[Add New]** in the item list.



6. Enter the item label. This is what will appear in the drop-down list.

7. Click **[Add New]** to add the New Item to the drop-down list.

Related Topics

Lookup Management

Editing Lookup Management Items

Deleting Lookup Management Items

Deleting Lookup Management Items

Note: Items in gray cannot be deleted.

1. On the Utility menu, click **SETUP**.

2. On the Setup Console, click **Lookup Management**. A summary list of existing categories and types will appear.

3. From the drop-down list, select a **Category**. The Types available for the Category will be displayed.

4. Select the **Type** for the item you wish to delete.

5. Select the Item you wish to delete.

6. Click **[Delete]** to delete the Item from the drop-down list.

Related Topics

Lookup Management

Adding Lookup Management Items

Editing Lookup Management Items

Editing Lookup Management Items

Note: Items in gray cannot be modified.

1. On the Utility menu, click **SETUP**.
2. On the Setup Console, click **Lookup Management**. A summary list of existing Categories and Types will appear.
3. From the drop-down list, select a **Category**. The Types available for the Category will be displayed.
4. Select the **Type** for the Category.
5. Select the Item to be modified in the Item list.
6. Modify the item label. This is what will appear in the drop-down list.
7. Click **[Update]** to complete the modification.

Related Topics

Lookup Management

Adding Lookup Management Items

Deleting Lookup Management Items

Opportunities

Opportunities in the Setup Console contains several options. These options allow you to create sales profiling questions and answers. The options are listed below:

- Branches
- Buying Modes
- Contact Roles
- Grades

- Labels

Customizing Opportunities for a Branch

The **Setup > Opportunities > Branches** screen is for adding and managing customer qualifying questions that will be used on the opportunities screen. Each branch can use the same group of questions or (Template) or use their own unique set of questions and answers. After you create the qualifying questions and answers, you can assign a numerical value for each answer which will calculate a grade for prospective clients.

To Setup Qualification Questions for a Branch

Selecting the branches link displays a list of branches previously setup on the right side of the screen.

Note: If no templates exist, click on the link to add a new branch template. "No record(s) found. Please go to here to add new data."

1. On the Utility menu, click **SETUP**.
2. On the **Setup Console**, click **opportunities**.
3. Click **branches**.
4. Click the **Details** icon beside the branch you wish to setup questions for. The **templates** tab for that branch will open.
5. On the Templates screen you can:

   Add a question

   1. Click **[Add New]**
   2. From the **Question** drop-down list, select a question.
   3. From the **Answer** drop-down list, select an answer.
   4. In the **Value** field, assign a value based on the importance of the answer. For example, 1 being highest.
   5. At the bottom of the dialog box, click **Add**.
   6. Continue to add values to the remainder of the available answers.
   7. When completed click **Save**. The new question will be available for that branch next time the **opportunities** screen is accessed.

   Create a new question

   1. Click **[Add New]**
   2. Beside the **Question** drop-down list, click **Add**.

3. From the **Answer** drop-down list, select an answer.

4. In the **Value** field, assign a value based on the importance of the answer. For example, 5 being highest.

5. At the bottom of the dialog box, click **Add**.

6. Continue to add values to the remainder of the available answers.

7. When completed click **Save**. The new question will be available for that Branch next time the **Opportunities** screen is accessed.

Edit the value of an existing answer

1. On the templates tab, only one question and it's corresponding answers will appear per page. Select the answer you wish to change the value for and click the **Details** icon beside the answer.

2. In the Value field, enter or edit the value of the answer.

Change the order of questions and answers as they will appear on the Opportunities screen

1. On the templates tab, Click **[Order]**.

2. All the questions will appear with a corresponding drop-down box to input the desired order.

3. Select an order place for each question.

4. Click **Next**. The answers for each question will appear.

5. You can change the order of the answers for each question, or you can keep them as they were.

6. Click **Save** then click **Close**.

Delete a question

1. On the templates tab, only one question and it's corresponding answers will appear per page. Select the question you wish to delete and click the **Remove** icon.

Buying Modes

The **Setup > Opportunities > Buying Mode** screen is where you can add or modify Buying Modes The Buying Mode is the Client/Suspect/Prospect's buying attitude. For example: Overconfident. that will display on the client opportunities screen in the Buying Mode drop-down list.

To Add a New Buying Mode

1. Click **[Add New]**

2. Enter a Buying Mode. For example: Very Interested.
3. Enter a brief description of the Buying Mode.
4. Click **Save**.

To Modify an Existing Buying Mode

1. Select the **Buying Mode** you wish to modify.
2. Click the **Details**  icon beside the Buying Mode.
3. Modify the Buying Mode.
4. Click **Save**.

Contact Roles

The **Setup > Opportunities > Contact Roles** is where Suspect/Prospect's role as Contact is defined. The contact roles added here will display on the client opportunities screen. The contact roles are limited to four entries. If no contact roles exist, you will be prompted to add new data.

To Add a New Contact Role

1. Click **[Add New]**.
2. Enter the Contact Role. For example: Economic Buyer
3. Selecting Active will make that Contact Role available in the Contact Role drop-down list. If you select Inactive the Contact Role will not be available for selection in the drop-down list.
4. Enter a brief description for the Contact Role (optional).
5. Click **Save**.

To Modify a Contact Role

1. Click the **Details**  icon beside the Contact Role you wish to modify.
2. Modify the Contact Role
3. Click **Save**.

To Change the Order of Contact Roles

1. Click **[Order]**
2. Each Contact Role will have a drop-down list. Select an order number for each Contact Role.
3. Click **Save**.

Grades

The grades screen displays the system ranking results. This includes the minimum number of points needed in order for the opportunity to be ranked in a particular grade. The system default rank may also be set on this screen. The grades added on this screen will be displayed on the opportunities screen based on the total points.

To Add a New Grade

1. On the Utility menu, click **SETUP**.
2. On the Setup Console, click the **+** sign next to **opportunities** to expand the options.
3. Click on **grades**.
4. Click **[Add New]**.
5. Enter a grade in the field. For example: Gold
6. Select **Active** to activate the grade in the ranking system.
7. Enter the minimum number of points needed for this grade.
8. Select the **Default** option if this grade should be the system default grade.
9. Enter a brief description that describes the answer.
10. Click **Add** to save the grade and continue adding another entry.
11. When completed, click **Save**.

Labels

The labels screen lets you name the different groups on the client opportunities screen. For example, Qualifying Information or Contact Information. The default names for the four groups are: **Qualifying Information**, **Opportunity Criteria**, **Opportunity Status** and **Contacts**.

To Assign or Modify a Label Name

1. On the Utility menu, click **SETUP**.
2. On the **Setup Console**, click **opportunities**.
3. Click **labels**.
4. Click **[Add New]**
5. Enter a **Label Name**.

6. Enter a description for the label (optional).

7. Click **Save**.

To modify an existing label name, click the **Details** icon next to the Label Name.

Printing Blank Forms

You can print standard insurance forms, such as ACORD forms, from the **Setup > Print Blank Forms** screen.

To Print a Blank Form

1. On the Utility menu, click **SETUP**.

2. Click **Print Blank Forms**

3. Select the Form Standard, State, Type and Line of Business and click **List**. All available forms matching your criteria will be displayed in the window below.

   Note: In order to view/print the ACORD 125 Commercial Application, Form Standard must be set to All.

4. Click the **View** icon. The form will open in a new window.

5. Click the **Print** icon.

   Note: To view and print forms you must have a PDF viewer installed such as Adobe® Reader®. Click here to download Adobe® Reader®.

Programs

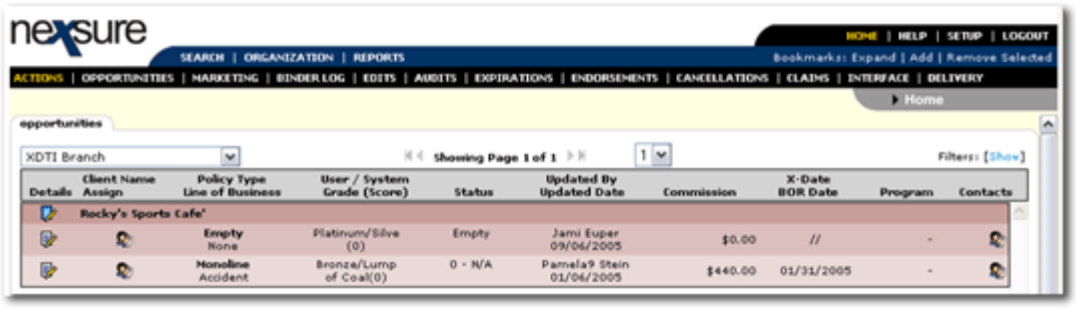
Programs are used to identify whether an opportunity is used for program business. Programs are located on the **OPPORTUNITIES > qualification** tab. The drop-down boxes for these programs are populated by each organization and then associated with each branch in the organization as needed.

Utilizing Programs

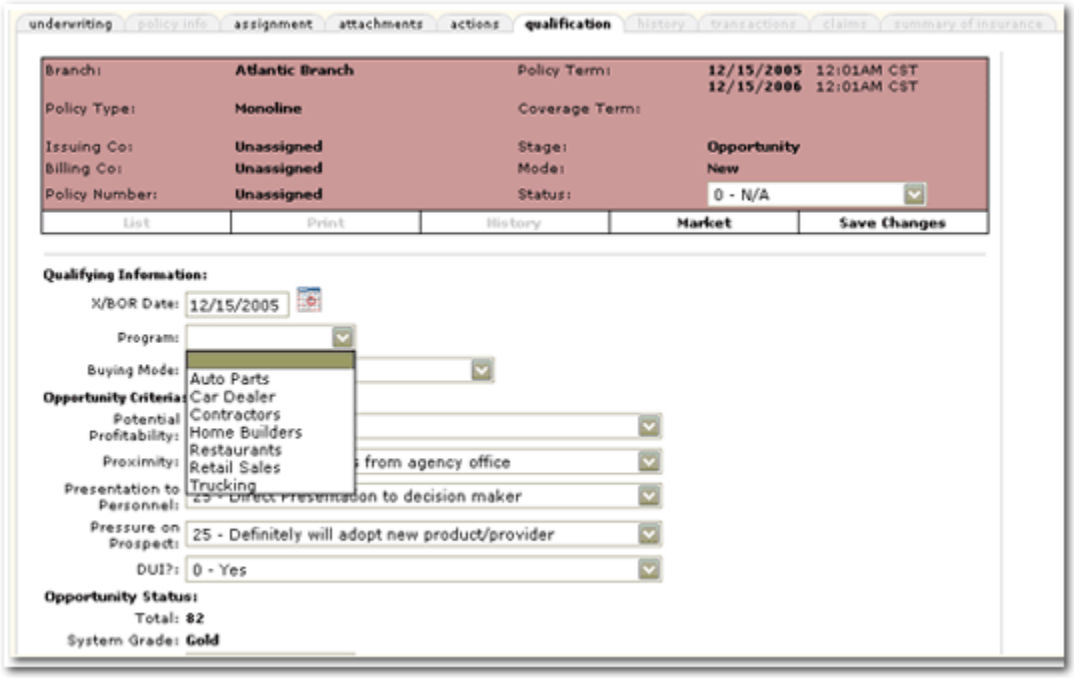
Programs are utilized at the **Client > OPPORTUNITIES** level. One method of accessing an existing opportunity is from the **HOME > OPPORTUNITIES** screen.

1. Click the **HOME** link located on the Utility menu.

2. Click the **OPPORTUNITIES** link.



3. Click the **Details** icon to display the **qualification** tab.



4. Any active program associated with the branch is available for selection from the **Program** drop-down box.

Note: After an opportunity has been added, details may be accessed from either the **HOME > OPPORTUNITIES** or **Client > OPPORTUNITIES** menus.

Related Topics

Adding New Programs

Associating Programs with Branches

Editing an Existing Program

Setting Program Status to Inactive

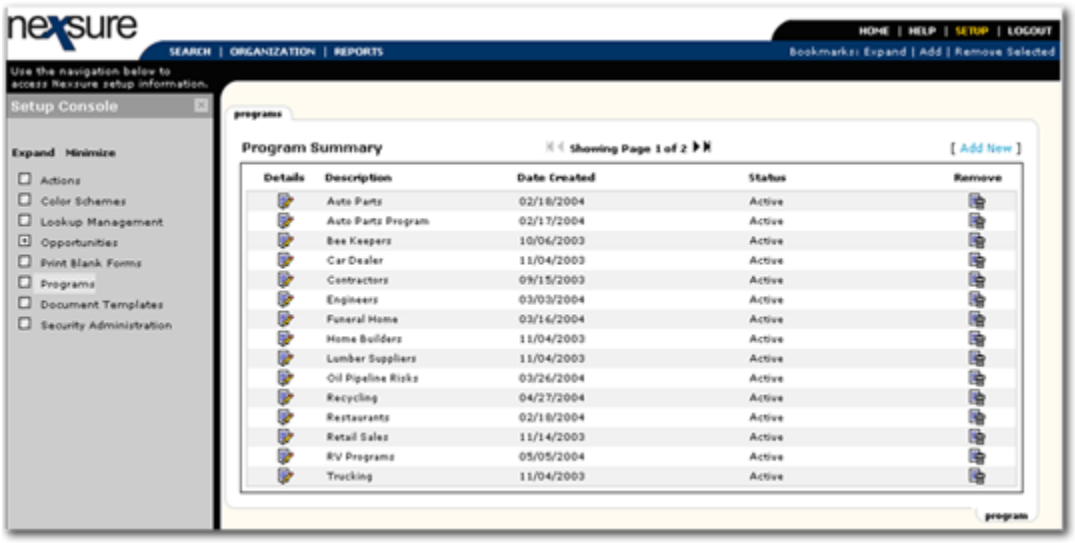
Removing Associated Branches

Removing Programs

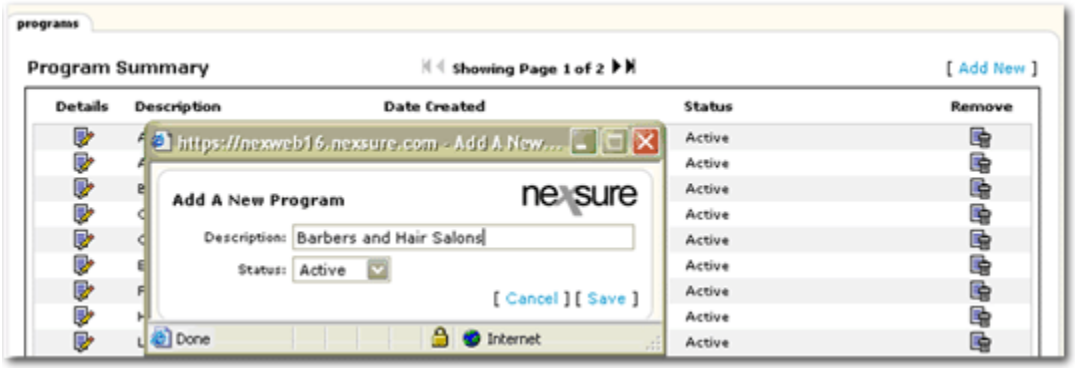
Adding New Programs

To Add a New Program

1. Click the **SETUP** link located on the Utility menu.
2. Click the **Programs** link to display the current programs.
3. Click the **[Add New]** link.



4. Enter the description or name of the program in the **Description** field.
5. Leave the **Status** drop-down box set to **Active**.
6. Click the **[Save]** link to add the new program or **[Cancel]** to abort.



Related Topics

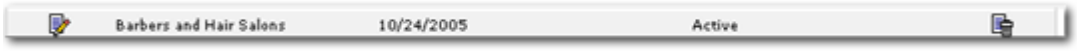
Programs

Associating Programs with Branches
Editing an Existing Program
Setting Program Status to Inactive
Removing Associated Branches
Removing Programs

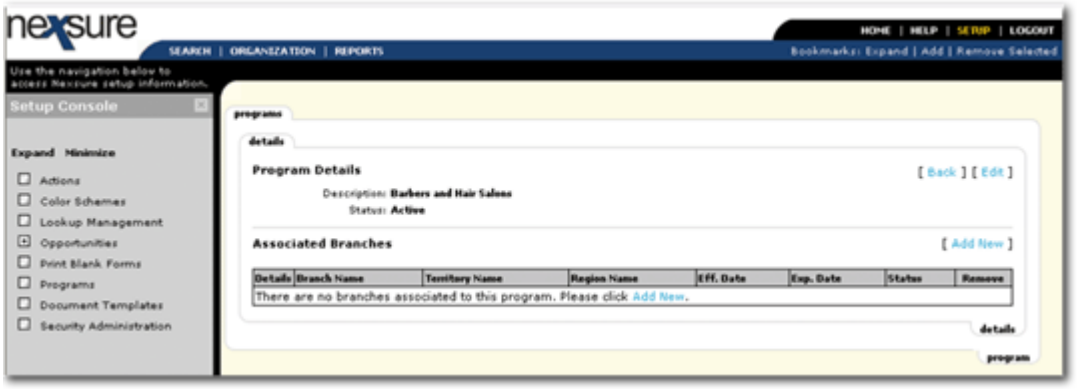
Associating Programs with Branches

To Associate Programs with Branches

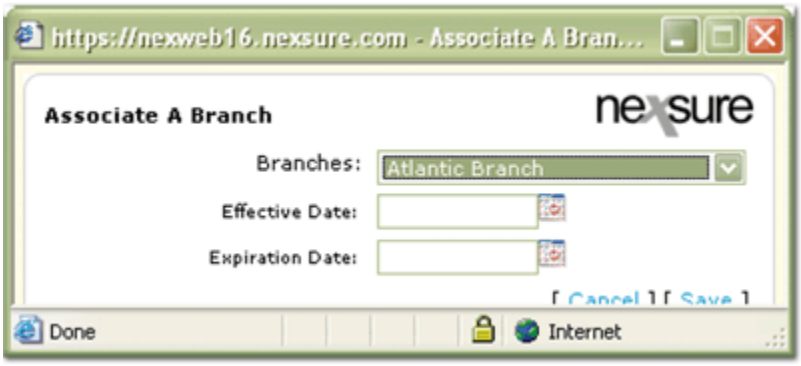
1. Click the **Details** icon of a newly added program to associate it with branches.



2. Click the **[Add New]** link to choose a branch to associate with the new program.

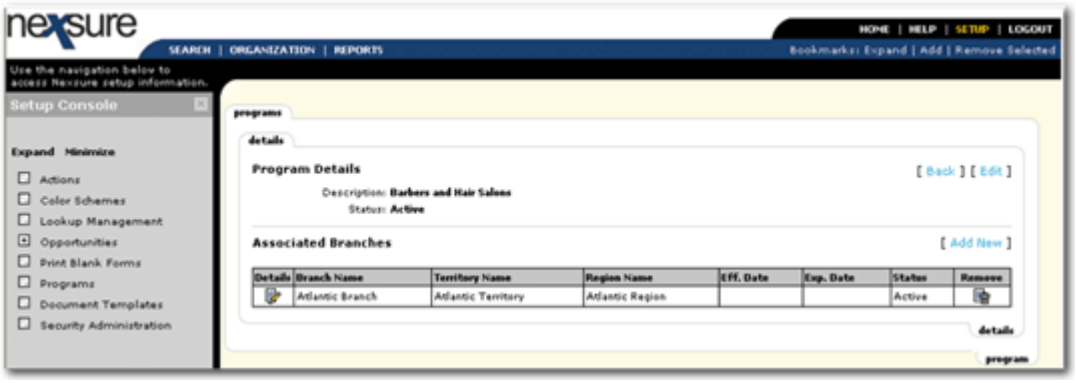


The effective and expiration dates are used to identify the program timeframe. If there is no timeframe, leave the **Effective Date** and **Expiration Date** fields blank and the program will be available until its status is set to inactive.



3. Click the **[Save]** link to store the newly associated branch or **[Cancel]** to abort.

Once the record is stored, the **Program Details** summary screen is displayed, showing the **Branch Name** of the branch or branches associated to the program.



Related Topics

Programs

Adding New Programs

Editing an Existing Program

Setting Program Status to Inactive

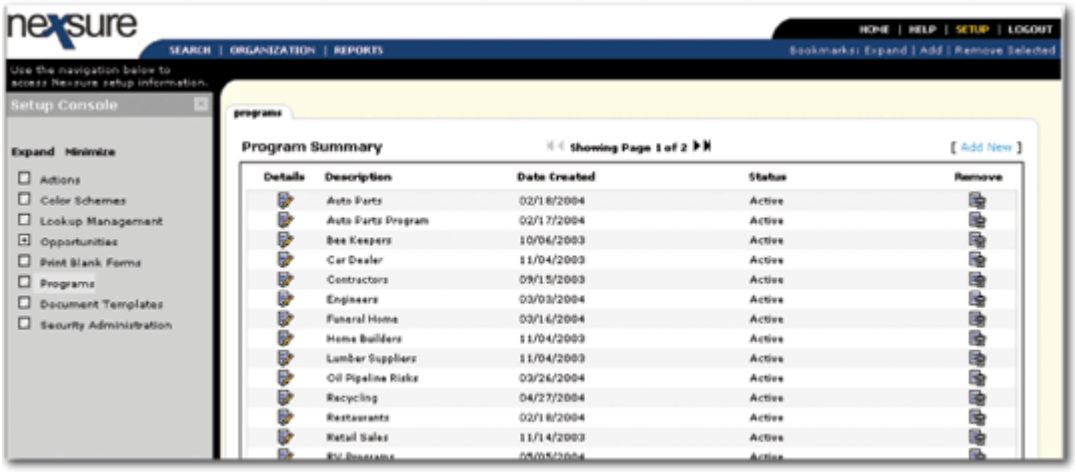
Removing Associated Branches

Removing Programs

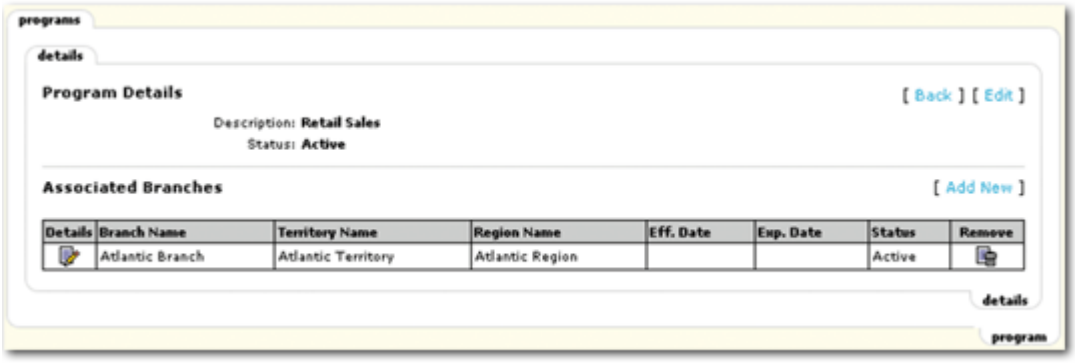
Editing an Existing Program

To Edit an Existing Program

1. On the **Program Summary** screen, click the **Details** icon to display the **Program Details > Associated Branches** screen.



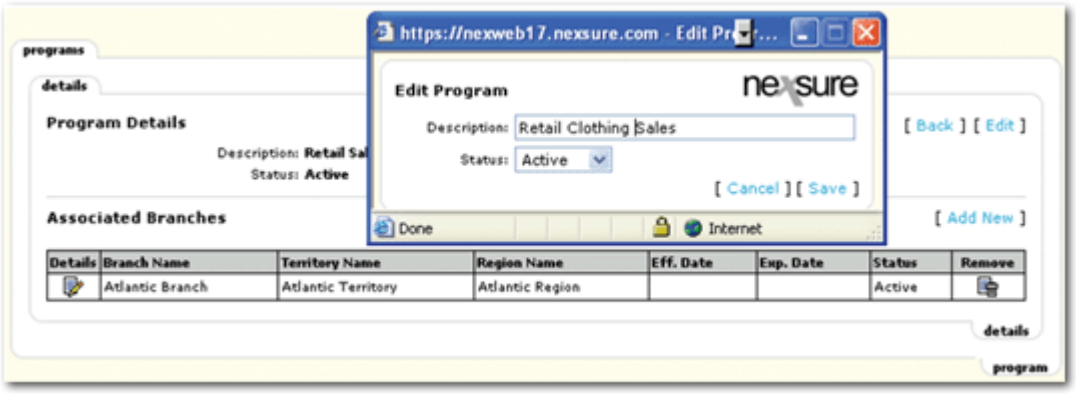
2. Click the **[Edit]** link.



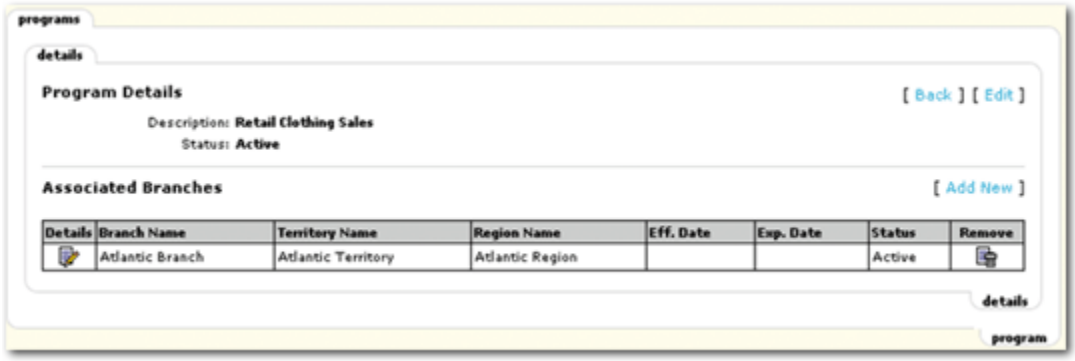
Note: Modifying the program name will modify all programs currently in use at the **Client > OPPORTUNITIES** level.

3. In the **Edit Program** pop-up window, change the program name in the **Description** field.

4. Click the **[Save]** link to save changes or **[Cancel]** to return to the **Program Details** screen.



5. Click the **[Add New]** link to associate other branches to the program.



Related Topics

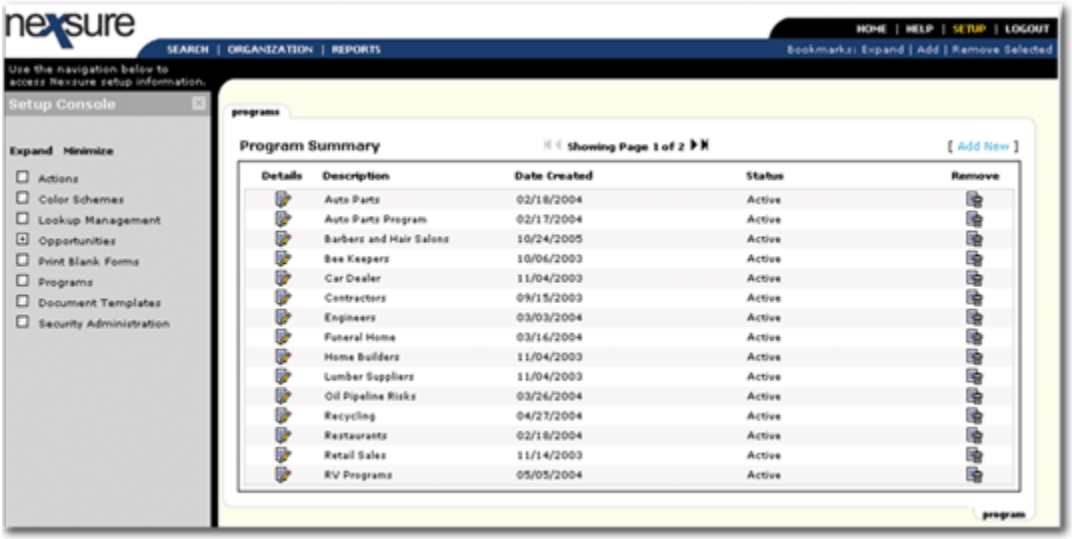
Programs

Adding New Programs
Associating Programs with Branches
Setting Program Status to Inactive
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Removing Programs

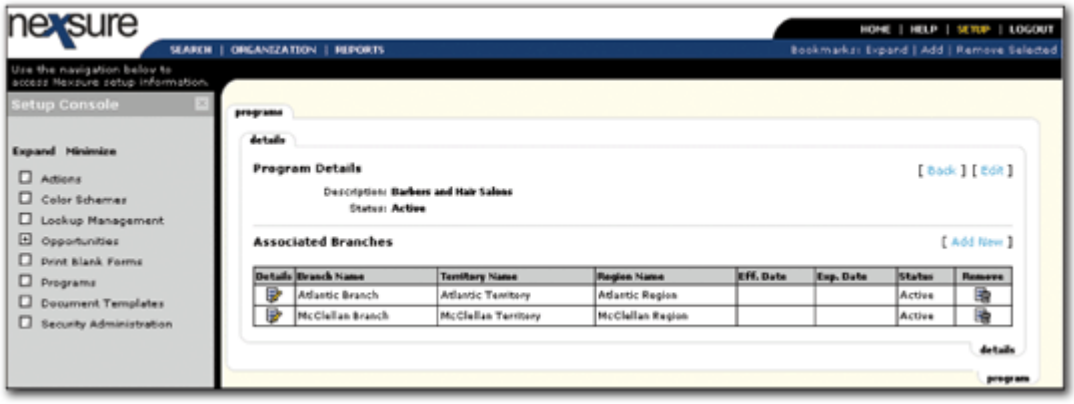
Setting Program Status to Inactive

If a program is no longer valid, it may be identified as inactive so it is no longer an available selection on the **Client > OPPORTUNITIES** detail screen.

1. Click the **Details** icon of the selected program.

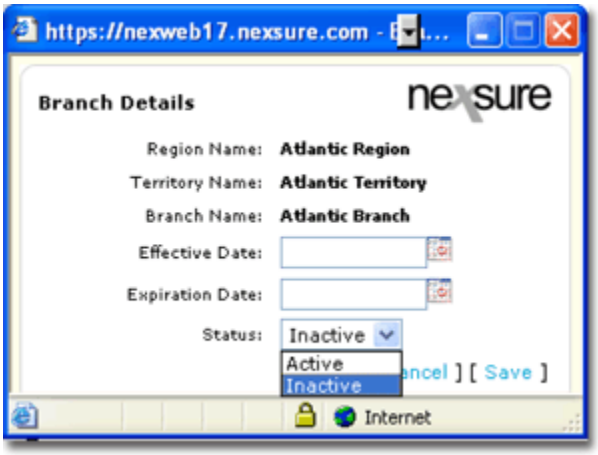


2. Click the **Details** icon on the selected associated branch.



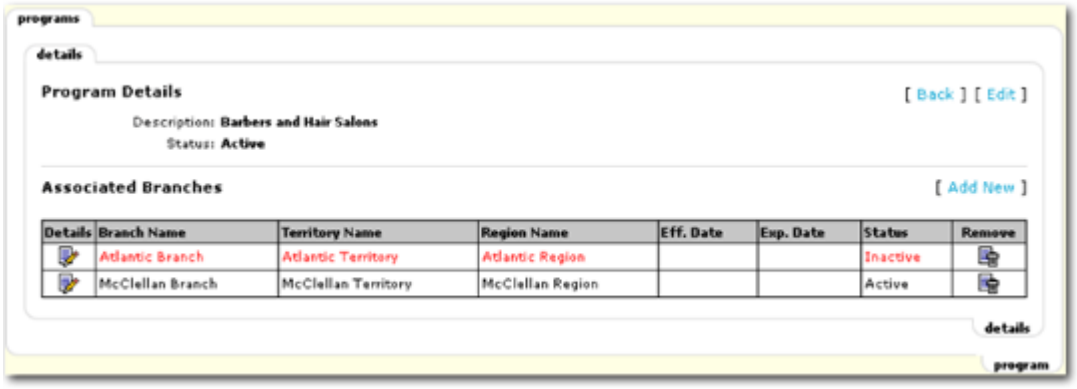
3. On the **Branch Details** pop-up window, select **Inactive** from the **Status** drop-down box.

4. Click the **[Save]** link to store the change or **[Cancel]** to abort.



Note: Programs must be set to inactive by the branch in order to disable use at the **Client > OPPORTUNITIES** level.

After saving the newly modified status, the **Program Details** screen is displayed. The red font indicates that a program's status has been set to Inactive.

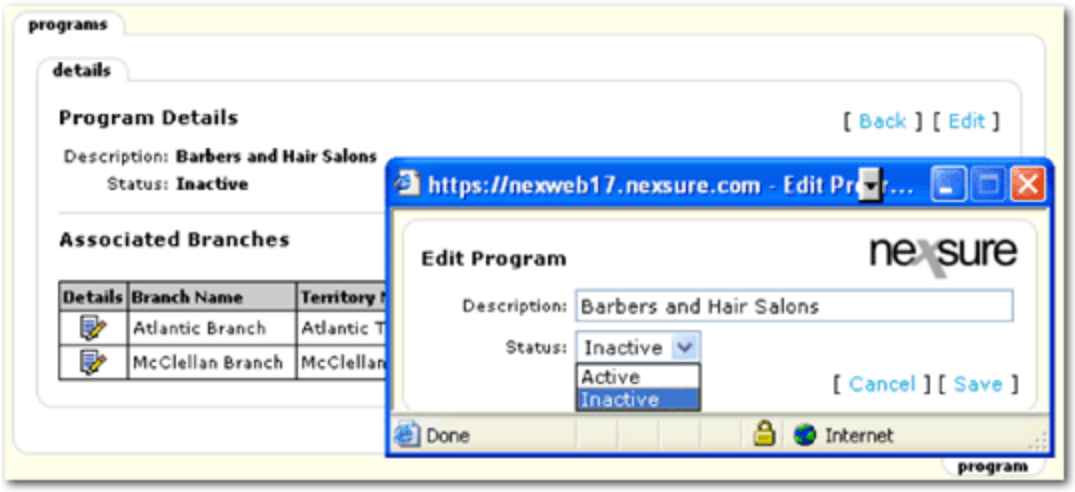


If the entire program is no longer valid for all branches, make sure to set all branches' status to **Inactive** individually.

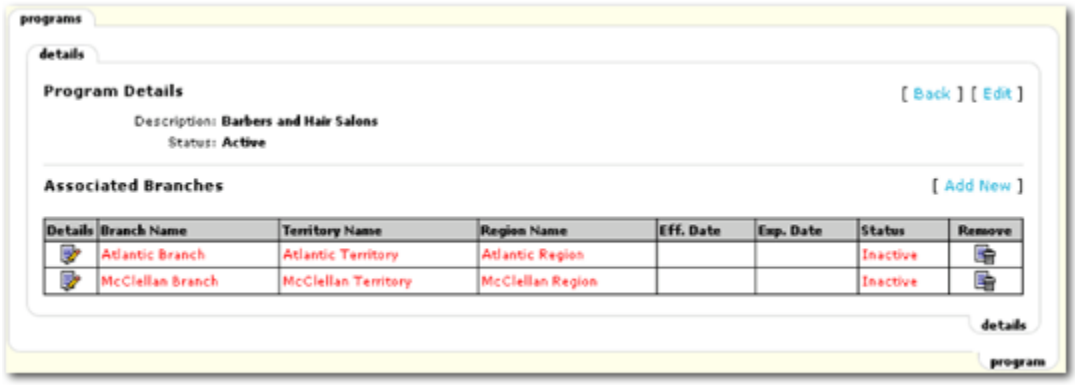
5. Click the **[Edit]** link on the **Program Details** screen.

6. Select the **Inactive** option from the **Status** drop-down box.

7. Click the **[Save]** link to store the change or **[Cancel]** to abort.



Once saved, the program displays on the **Program Details** screen with a red font indicating it is an inactive program.



Related Topics

Programs

Adding New Programs

Associating Programs with Branches

Editing an Existing Program

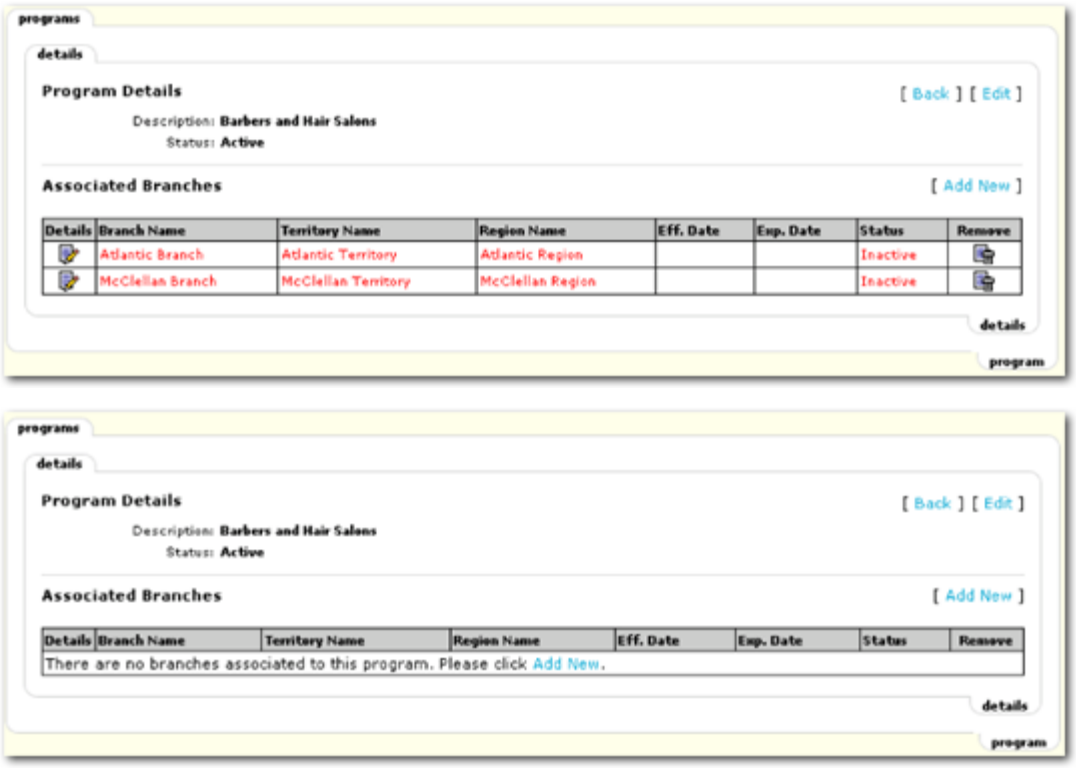
Removing Associated Branches

Removing Programs

Removing Associated Branches

In order to remove a program (the program must not have been used), all associated branches must first be removed from the **Program Details** screen.

1. Click the **Remove** icon on the **Program Details** screen. Repeat for all associated branches.



The program may now be removed.

Related Topics

Programs
Adding New Programs
Associating Programs with Branches
Editing an Existing Program
Setting Program Status to Inactive
Removing Programs

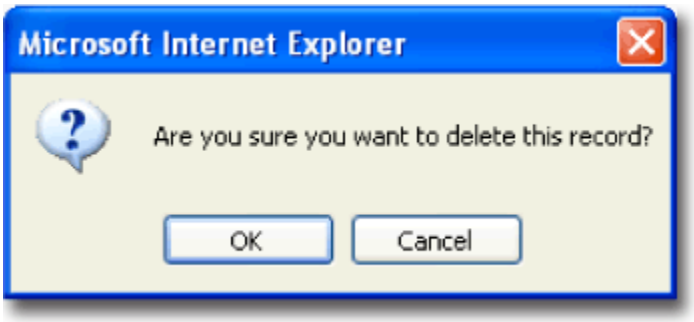
Removing Programs

If a program was added but never used and all associated branches have been removed, the entire program can be removed from the **Program Summary** screen.

1. Click the **Remove** icon on the **Program Summary** screen.



2. Click **OK** to confirm removal.



Note: If the program has been used, it cannot be removed. It can only be disabled by setting its status to **Inactive**.

Related Topics

Programs

Adding New Programs

Associating Programs with Branches

Editing an Existing Program

Setting Program Status to Inactive

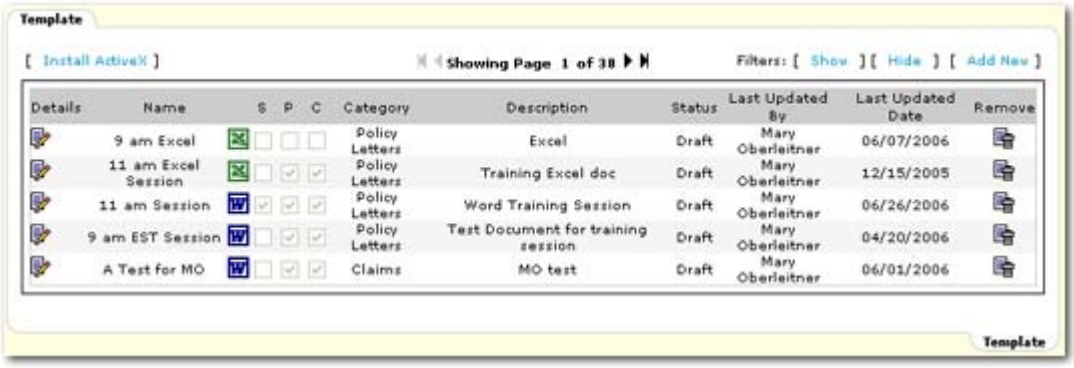
Removing Associated Branches

Creating Document Templates

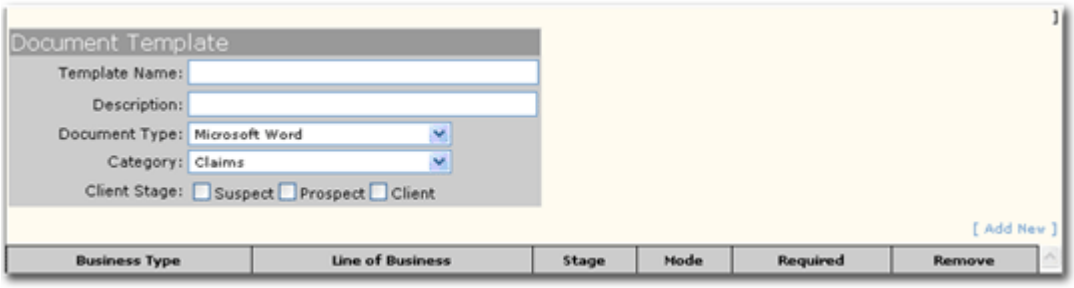
Document templates in Nexsure allow data from the Nexsure database to be integrated into an MS Word or Excel file. Before a template can be appended as an attachment, it must be created in **SETUP**. Nexsure will add components to Word or Excel to aid in the template creation. Use of this feature requires MS Office 2000, XP or 2003.

To Create a Document Template

1. On the Utility menu, click **SETUP**. (If the setup link is not available on the Utility menu, contact the Nexsure point person within the agency for assistance).
2. In the **Setup Console**, click **Document Templates**. The **Template** tab is displayed.



3. In the **Template** tab, click **[Add New]**. The **Document Template** dialog box is displayed.



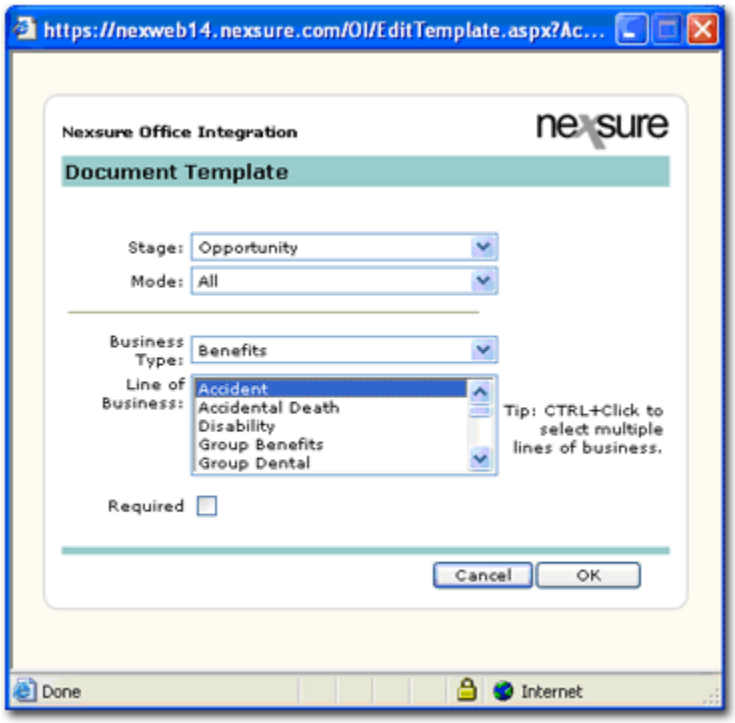
4. In the **Document Template** dialog box, make entries and selections for the new template.

   Complete the following:

   - **Template Name:** Enter a brief name for the type of document that is being added so it can be easily recognized from the **client > policy** level.
   - **Description:** Describe what the document is to be used for.

     Note: After the template has been created, the name and description may be modified.
   - **Document Type:** Select Microsoft® Word® or Excel® from the list.
   - **Category:** This list can be modified in Lookup Management to fit the organizations needs.
   - **Client Stage:** Select a client stage:
     - **Suspect:** Card file only.
     - **Prospect:** Marketing policy only, not an in force policy.
     - **Client:** In force policy.

5. To make the template specific to a line of business, click **[Add New]**. The **Nexsure Office Integration > Document Template** dialog box is displayed.



6. In the **Nexsure Office Integration > Document Template** dialog box, make the following selections pertaining to the line(s) of business:
    - **Stage:** There are three policy stages:
        - **Opportunity:** No form data included.
        - **Marketing:** Only form data from marketing included.
        - **Policies:** Only form data from policies included.
    - **Mode:** There are four policy mode options:
        - **All:** Select if the template can be used for policies that may be in **New**, **Renew** or **Re-New-Co** modes.
        - **New:** Select if the template is exclusively used for newly written policies and have a policy mode of **New**.
        - **Renew:** Select if the template is exclusively used for renewal policies and has a policy mode of **Renew**.
        - **Re-New-Co:** Select if the template is exclusively used for policies that are a renewal to the agency but new to the carrier and have a policy mode of **Re-New-Co**.
    - **Business Type:** There are five group types to use to help filter through the line of business list:
        - **Benefits**
        - **Bonds**
        - **Commercial Lines**
        - **Financial Services**

- **Personal Lines**

- **Line of Business:** Select the line of businesses that the document will be used on by holding down the control key and clicking with the right mouse button. The line of business must be added in order to use the document on that line of business at **client > policy** level.

  Tip: CTRL + Click will allow multiple lines of business to be selected.

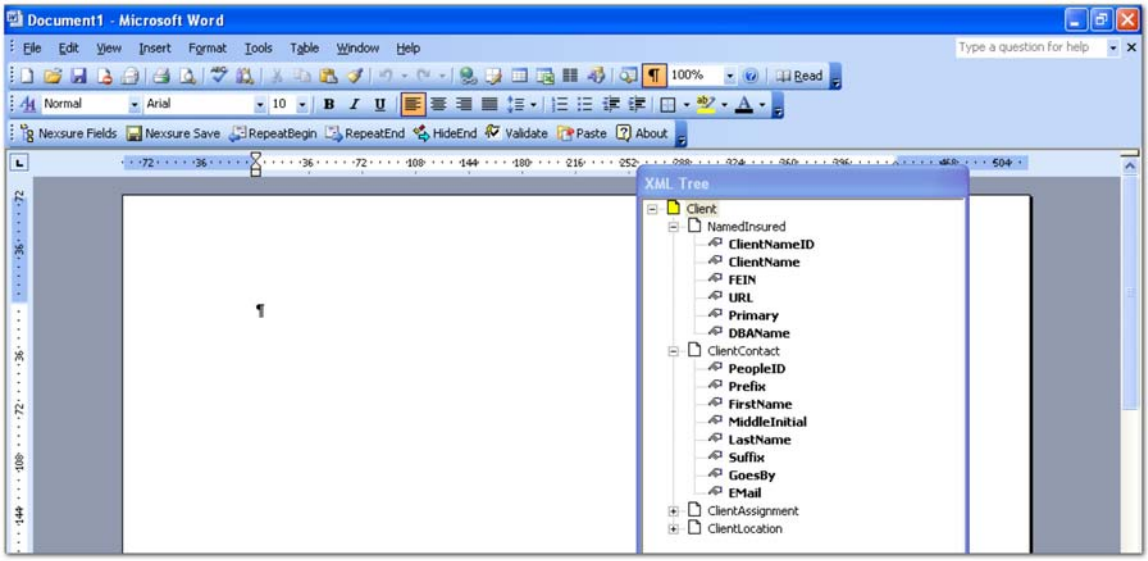
- **Required Check Box** - Use this check box only if it is required to have the selected line of businesses in order to access the letter at **client > policy** level.

  Note: Adding lines of business will allow fields that are pertinent to the line of business available for selection when creating the template.

7. Click **OK**, Word or Excel will open, it may take several seconds to open.
8. Nexsure will add the **Office Integration Toolbar** to the Word or Excel menus.



9. Click **Nexsure Fields** to display the **XML Tree**. The **XML Tree** contains the data fields as they appear in the policy form:



Tip: For easier manipulation between the Word document and XML Tree, resize them so they are side by side.

Note: The **Validate Document** button can be used to validate the structure of custom fields such as HideBegin and HideEnd. Use to help locate problems related to custom fields.

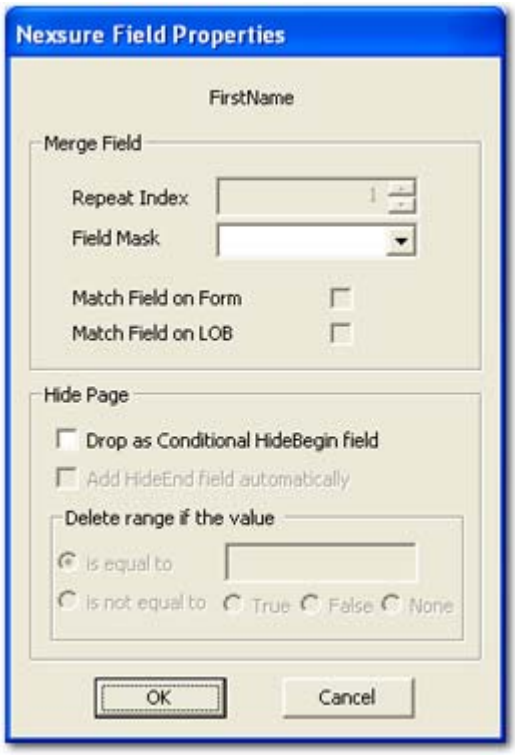
10. Position the cursor where the field will need to be in the template.
11. In the XML Tree click the ⊞ in front of each section to expand the available Nexsure fields.
12. In the Word document window:
    a. On the **Insert** menu, click **Date and Time**.
    b. Select the format.
    c. Check the **Update automatically** checkbox. This will automatically update the date on documents created using this template.

d. Click **OK**.

e. Click at the end of the date field and enter down 1 or 2 spaces.

13. In the **XML Tree**:

a. From the **Client Contact** section, click and drag the **First Name** and drop it into the Word document. The **Nexsure Field Properties** dialog box will display:



b. **Merge Field/Repeat Index:** When generating a schedule the repeat index will allow a specific number of items to generate. For example, if the number 10 is entered only the first 10 vehicles on a policy will be generated. Setting the Repeat Index value to zero will allow ALL vehicles on the policy to generate to the document.

Note: To ensure all data is returned when using only the Repeat Index of -0-, do not add another row touching the bottom row of the table with the scheduled items.

c. **Field Mask:** Select a decimal format (if applicable) to display numeric values. Leaving 'Select Mask' in the drop-down applies no formatting.

d. **Match Field on Form:** Select this option if the field populates a specific form type. For example, to merge a field from a state-specific form, this option must be selected. If Match Field on Form is not selected, any state-specific fields will not be merged.

e. **Match Field on LOB:** Select this option if the field will only populate a specific line of business.

f. **Hide Page:** The Hide Page options are used to hide entire pages if the line of business is not present, such as in a proposal. They can also be used around tables to hide data that does not exist. More...

When using the Hide Page feature it is easiest to view the document in Normal mode (On Word's View

menu, select **Normal**). This view will display all the page breaks so they may be included above or below the HideBegin/HideEnd fields.

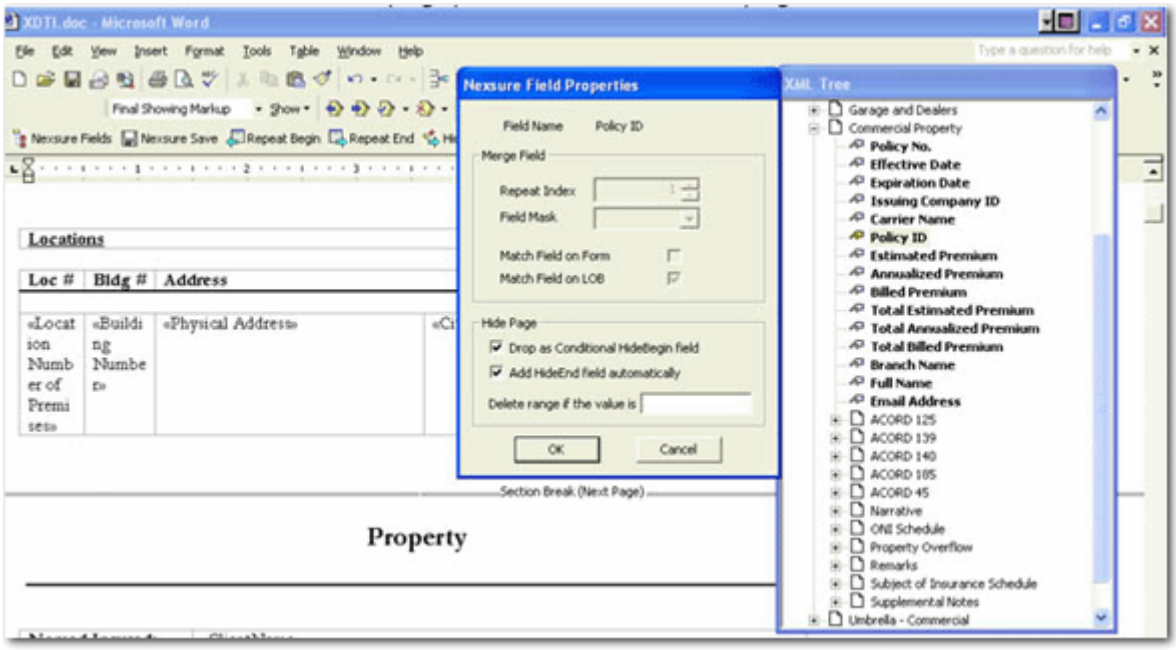
HideBegin is the starting position where the page is to be hidden if the condition is met. Place the cursor where the HideBegin is to be placed.

It is important to select a field that will identify the section to be omitted from the document.

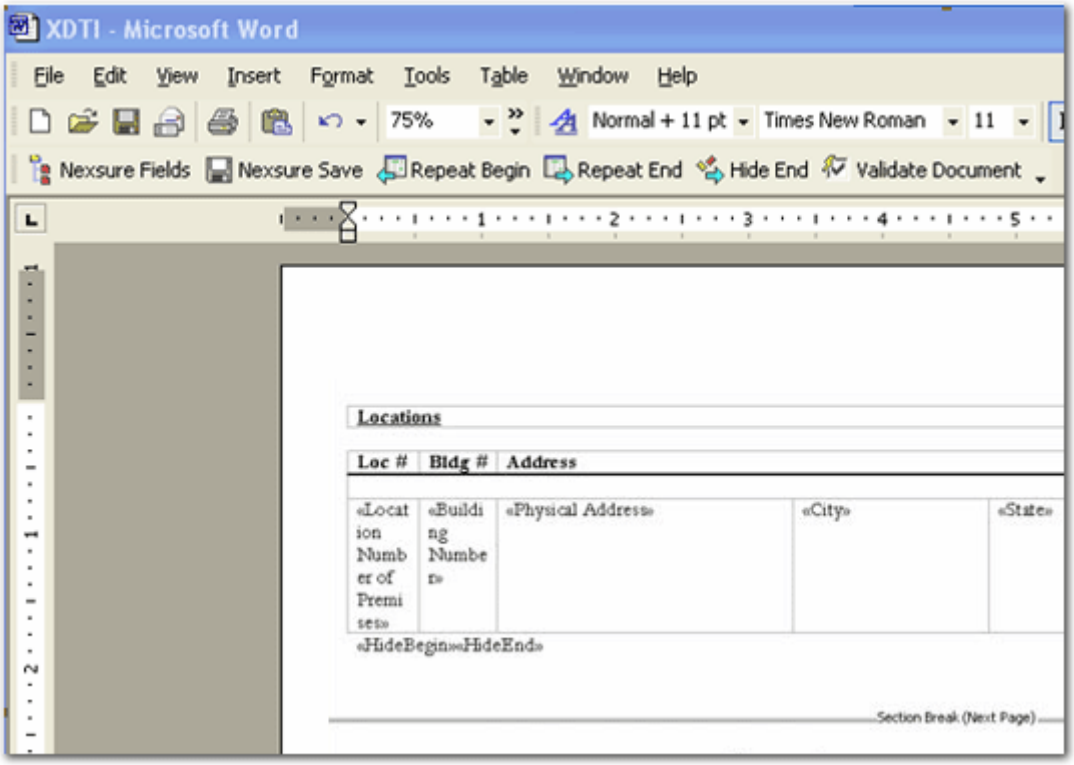
Tip: If the line of business does not exist, consider choosing the Policy ID field. This field is unique and therefore, if it does not exist the page will be suppressed as desired. Find the Policy ID field after selecting the line of business in the XML tree.

Drag the field toward the document to display the Nexsure Field Properties. Select **Drop** as Conditional Hide Page field. Notice that the "**Find the Policy ID** field after selecting the line of business in the XML tree check box is checked. Leaving this box checked automatically places the HideEnd field immediately after the HideBegin. This HideEnd field will need to be moved to the end of the page that will be omitted if the Policy ID in this case is not found.

In this scenario, if the field has no data the desired effect is to omit the page, so leave the **Delete** page if the value is field blank.

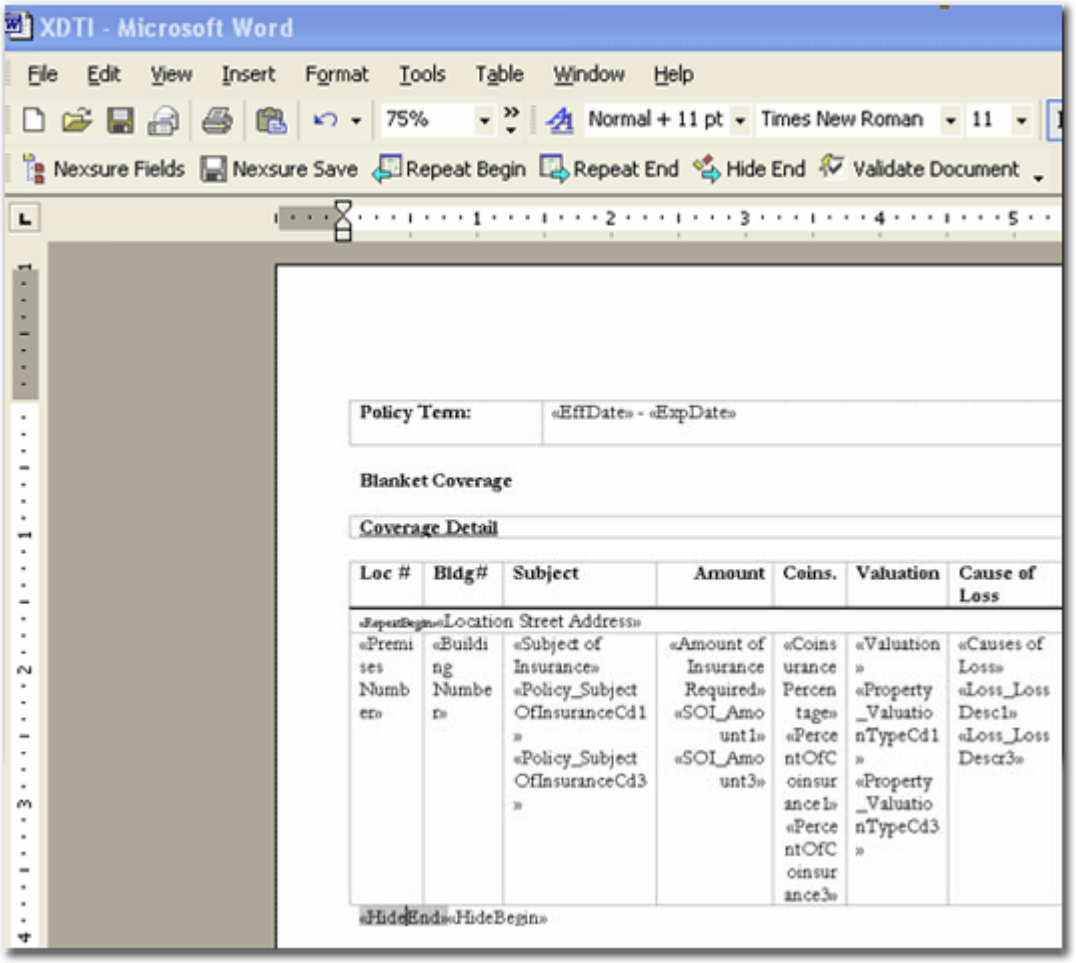


The HideBegin and HideEnd is dropped into the document. Notice that the HideBegin was placed above the Section Break (Next Page). Doing this will suppress any empty pages.



Note: If the HideEnd box was not checked in the Nexsure Field Properties window, place the cursor where the HideEnd should be placed and click the HideEnd button on the toolbar to add.

Select the HideEnd field and cut (use the scissors on the toolbar) and paste (click the clipboard on the toolbar) the HideEnd field at the end of where the page should be hidden.



Note: For every HideBegin there must be a corresponding HideEnd. If not, when the document is merged these HideEnd fields will print on the merged document. Use the printed merge fields to help troubleshoot where missing fields may be.

If it is necessary to have more than one HideBegin before the HideEnd is added, they can be 'nested'. However, the HideBegin may not be embedded in (IF) conditional statements. If more than one condition should be met to determine if the page or section should populate, add as many HideBegin fields as needed. It works like a compare string, making sure the condition is met before populating the section. Make sure to add a HideEnd for each HideBegin after all conditions are added:

<<HideBegin>>

Section information entered here

<<HideBegin>>

Section information entered here

<<HideBegin>>

Section information entered here

<<HideEnd>>

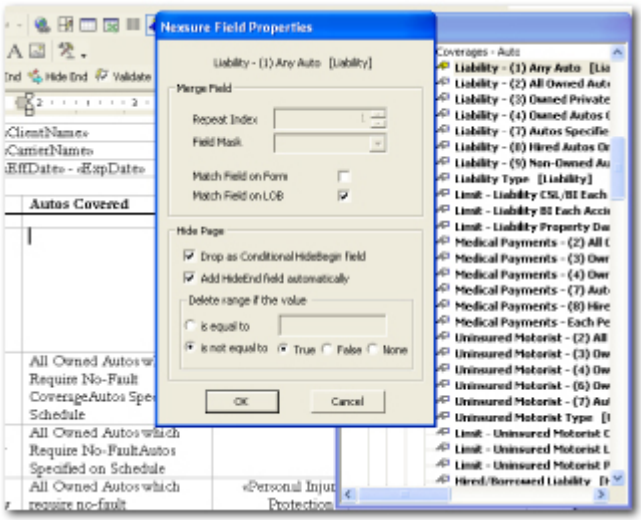
<<HideEnd>>

<<HideEnd>>

Tip: If the items in the Nexsure Field Properties box are irrelevant to the field being inserted in the template click **OK** without entering any data to bypass the dialog box.

Use HideBegin and HideEnd, not only to hide pages but to hide sections or coverages between the page hides. In most cases a <<HideBegin>> and <<HideEnd>> will be used instead of an IF statement. More...

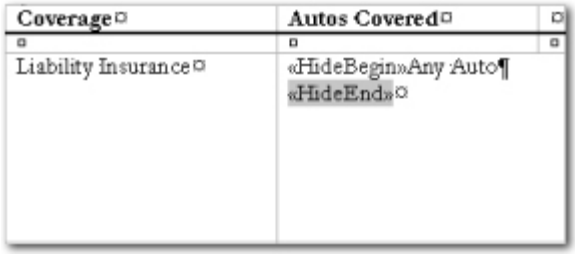
1. To return the words **Any Auto**, use the **Hide Page** check boxes from the **Nexsure Field Properties** dialog box. Click the **Drop as Conditional HideBegin** field and notice the **Add HideEnd** field automatically is checked as well. Leave the **Add HideEnd** field automatically box checked to have the **<<HideEnd>>** field placed in the document with the **<<HideBegin>>** field.



2. To translate a true/false answer to a more meaningful response, select the **True**, **False** or **None** options with the **<<HideBegin>>** equal to or not equal to. Nexsure automatically selects is equal to or (in this case) is not equal to by the selection of the data field type. **True** means the field is not blank or a **Yes** answer on the form. **False** means the field is blank or is a **No** answer on the form. **None** means the field is blank.
3. Click **OK** to insert the **<<HideBegin>>** and **<<HideEnd>>** fields.
4. Place the cursor between the **<<HideBegin>>** and **<<HideEnd>>** fields.

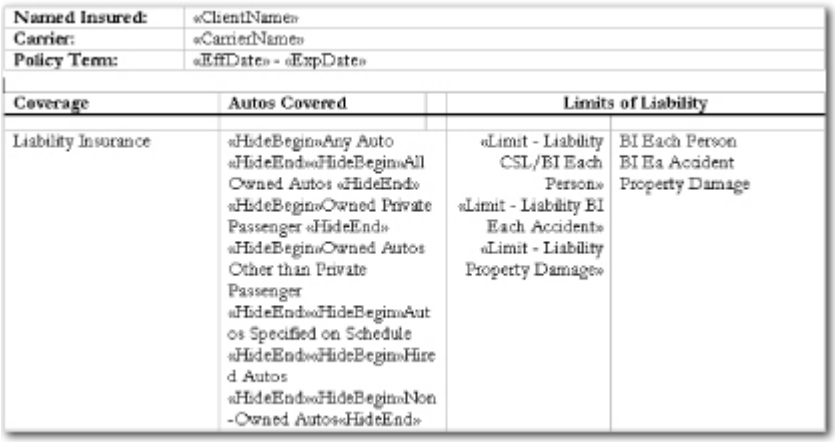
Coverage	Autos Covered
Liability Insurance	«HideBegin»«HideEnd»

5. Enter the text (**Any Auto**) and any formatting necessary such as a carriage return ¶ as shown. If the field result is **True**, then the text and formatting will return. If the field is not equal to **True**, the text will be omitted when the document is merged.



Coverage	Autos Covered
Liability Insurance	«HideBegin»Any Auto¶ «HideEnd»

6. Repeat steps through 5 to add more **<<HideBegin>>** and **<<HideEnd>>** fields as necessary.



Named Insured:	«ClientName»
Carrier:	«CarrierName»
Policy Term:	«EffDate» - «ExpDate»

Coverage	Autos Covered	Limits of Liability	
Liability Insurance	«HideBegin»Any Auto «HideEnd»«HideBegin»All Owned Autos «HideEnd» «HideBegin»Owned Private Passenger «HideEnd» «HideBegin»Owned Autos Other than Private Passenger «HideEnd»«HideBegin»Autos Specified on Schedule «HideEnd»«HideBegin»Hired Autos «HideEnd»«HideBegin»Non-Owned Autos«HideEnd»	«Limit - Liability CSL/BI Each Person» «Limit - Liability BI Each Accident» «Limit - Liability Property Damage»	BI Each Person BI Ea Accident Property Damage

g. Click **OK**.

14. In the Word document window, click at the end of the First Name, press the space bar.
15. In the **XML Tree**, click and drag **Last Name** and click **OK**.
16. In the Word document window, click at the end of the **Last Name**, hit the **Enter** key to tab down.
17. In the **XML Tree**, click and drag **Mail Address 1** and click **OK**.
18. In the Word document window, click at the end of the **Mailing Address**, hit **Enter** key to tab down.
19. In the **XML Tree**, click and drag **Mail City** and click **OK**.
20. In the Word document window, click at the end of **City**, put in a comma, press the space bar.
21. In the **XML Tree**, click and drag **Mail State** and click **OK**.
22. In the Word document window, click at the end of the **State** and press the space bar.
23. In the **XML Tree**, click and drag **Mail Zip Code** field and click **OK**.
24. In the Word document window:
    a. Click at the end of the **Zip Code**, press the enter key to tab down two or three spaces.
    b. Type "**Dear**", press the space bar.
25. In the **XML Tree**, click and drag the **First Name** field.
26. Click **OK.**
27. In the Word document window:

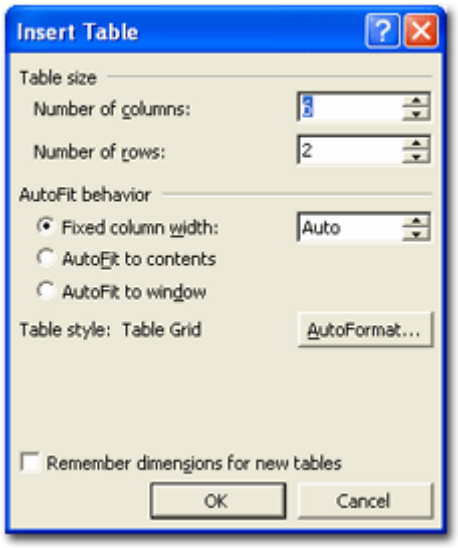
a. Click at the end of the **First Name**, put in a comma, press the enter key to tab down two or three spaces.

b. Type out the message, i.e., "Here is the vehicle schedule you requested. Let me know if you have any questions."

c. Press the **Enter** key to tab down two or three spaces.

28. While still in the Word document window, to create a table:

a. On the **Table** menu, point to **Insert** and click **Table**.



b. **Number of columns:** 6

c. **Number of rows:** 2 (the number of rows will automatically increase to accommodate all items)

d. Click **OK**.

e. Click in the top row of the first column and type **Year**, tab to next row and type **Make**, and continue across the top row until each column has a heading.

Year	Make	Model	Vin	Compl	Collision

Tip: The Word document may be customized by changing the font size, using formatting such as bold or italics, centering rows, etc., as seen in the screen shot above.

Note: If an item is dragged over from the Nexsure Fields window and dropped into an inappropriate spot, highlight it and drag it to the correct spot or it can be deleted by hitting the **Delete** key.

f. Place the cursor in the 2nd row under **Year**.

29. In the **XML Tree**:

a. Click on ⊞ in front of **ACORD 1271 CA** (or applicable form).

b. Click on ⊞ in front of **Vehicles**.

c. Click on ⊞ in front of **Record**.

d. Click and drag the **Year** field.

e. Using the **Nexsure Field Properties** dialog box, select:

- **Repeat Index:** Set to zero to pull all records.
- **Field Mask:** Select Mask.
- **Table Name:** 1 for 1st table.

f. Click **OK**.

30. In the Word document window:

a. Click at the end of **Year** and tab to move the cursor over to the second row under the **Make** column.

b. Repeat steps 29 and 30 for **Make**, **Model** and **Year**.

c. Move the cursor to the second row under the **Compl** column.

31. In the **XML Tree**:

a. Click and drag the **Comprehensive Deductible** field.

b. Using the **Nexsure Field Properties** dialog box, select:

- **Repeat Index:** Set to zero to pull all records.
- **Field Mask:** $#,##0
- **Table Name:** 1 for 1st table.

c. Click **OK**.

32. In the Word document window:

a. Click at the end of **Comp Deductible** and tab to move the curser over to the second row under the **Collision** column.

b. Repeat steps 31 and 32 for **Collision Deductible**.

33. In the Word document window:

a. Click under the table.

b. Enter down 1 or 2 lines.

c. Type "**Thank you,**".

d. Enter down 1 or 2 lines.

34. In the **XML Tree**, under the **Client Assignment**, click and drag the **First Name** field and click **OK**.

35. In the Word document window, click at the end of the **First Name**, press the space bar.

36. In the **XML Tree**:

a. Under the **Client Assignment**, click and drag **Last Name** field.

b. Click **OK**.

37. In the Word document window, the **Repeat Begin** 

and **Repeat End** 

buttons are used in conjunction with schedules to repeat data in a format other than a one row data layout. More...

    a. To insert the <<RepeatBegin>> field, place the cursor in front of the text or field inside the table and click the **Repeat Begin** button.

Loc#	Bld#	Subject of Ins	Limit	Deductible
«RepeatBegin»«Location Street Address»				
«Premises Number»	«Building Number»	«Subject of Insurance 1»	«Amount of Insurance Required 1»	«Deductible 1»«RepeatEnd»

    b. To insert the <<RepeatEnd>>, place the cursor in the last column after the last text field or layout and then click the **Repeat End** button on the toolbar. Notice that the <<RepeatEnd>> field is inserted into the document.

38. In the Word document, on the Nexsure toolbar, the **Paste** option is available for moving blocks of information in the template. More...



    Use the following guidelines to move sections of the template using the **Paste** button:

    a. Place the cursor at the beginning of the section to move.

    b. On the **Insert** menu, click **Bookmark**.

    c. Give the beginning bookmark a name and click **Add**.

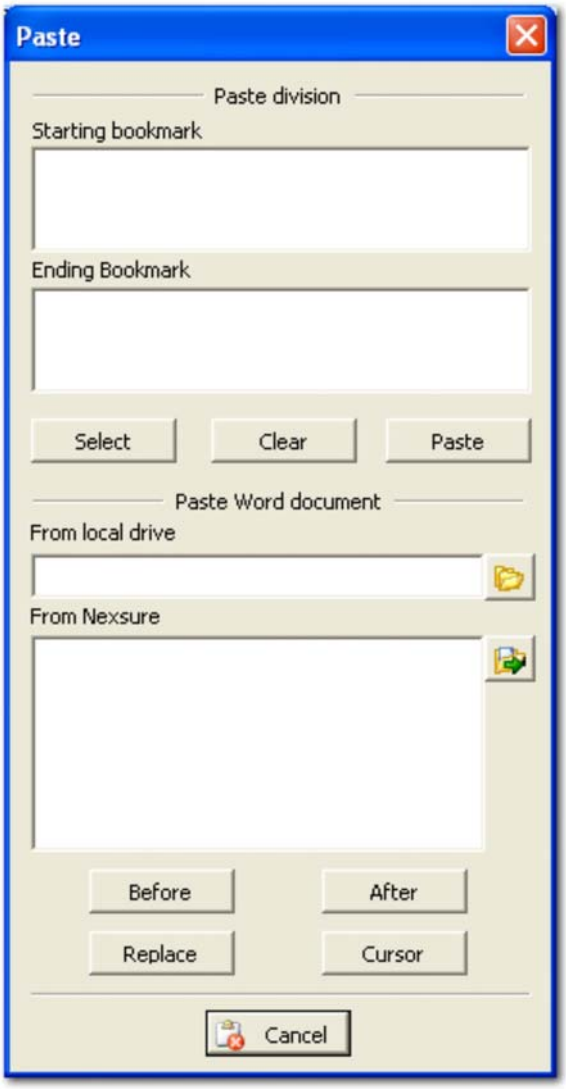
    d. Place the cursor at the end of the section to move.

    e. On the **Insert** menu, click **Bookmark**.

    f. Give the ending bookmark a name and click **Add**. Now a block of text has been defined by the beginning and ending bookmarks.

    g. Decide where the block of text should be moved to and place the cursor in the new position.

    h. Click **Paste**. The **Bookmarks** dialog box is displayed.



i. In the **Bookmarks** dialog box, in the **Starting bookmark** area, select the name of the beginning bookmark. The beginning of the block of text to move.

j. In the **Ending Bookmark** area, select the name of the ending bookmark. The end of the block of text to move.

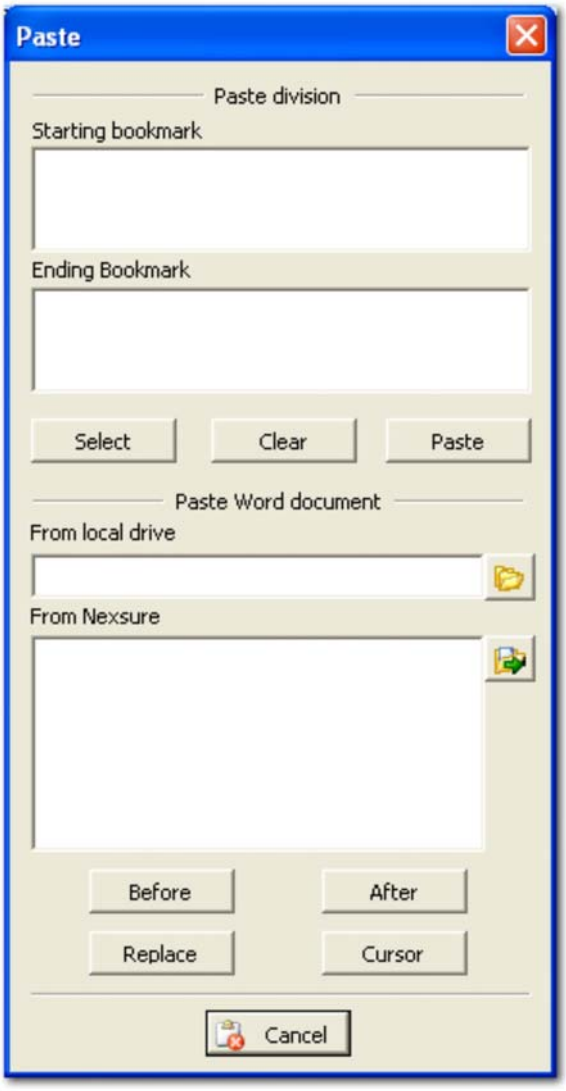
k. Click **Paste**. The selected text is moved to the new location in the template. All other text is moved to accommodate the repositioning.

l. Another option in the **Bookmarks** dialog box is to click **Select** instead of **Paste**. Clicking **Select** will simply leave the block of text highlighted.

39. The **Paste** button can also be used to insert other Word documents into the template. More...

    To insert a Word document into the template, use the following guidelines:

    a. Click **Paste**. The **Paste** dialog box is displayed.



b. The document to insert can be from a local drive or from Nexsure. Click the **Folder** icon to navigate to a document on the local drive or click the **Nexsure Folder** icon to select a document from Nexsure to insert.

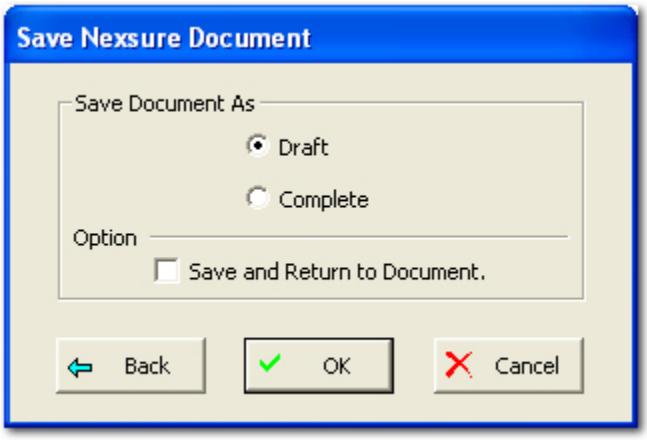
c. The following options are available for positioning the document to be inserted:

- **Before:** Insert document before starting or ending bookmark selected.
- **After:** Insert document after the starting or ending bookmark selected.
- **Replace:** Replace open document content with selected document content.
- **Cursor:** Insert document where cursor is currently placed in the open document.

d. **Cancel** will close the **Paste** dialog box without further modification to the template.

Note: The same feature is also available at the policy detail level however, the From Nexsure selections are limited to documents attached to the specific policy.

40. When the document has been completed, click the **File** menu in Word and click **Nexsure Save As**.



41. In the **Save Document As** area, the following selections are available:
    - **Draft:** Selecting **Draft** allows edits to be made to the template by anyone having access to **SETUP > Document Templates**.
    - **Complete:** By selecting **Complete** only the author of the template, or an administrator, can make changes to the template.
42. In the **Option** area, select the **Save and Return to Document** check box to keep the template open after a save. Otherwise, the template will be saved to Nexsure and closed.

    Important: Templates being created or updated must be saved every four hours or the changes may be lost.
43. Click **OK**. The document template will be saved, closed and added to the system. Once the template is in Nexsure, it can be added as a client or a policy attachment.

    Tip: Save the template as a draft so that it may be modified later. An agency logo may be added to the top of the page.

    Note: When deleting a Nexsure field in Excel, the label must be deleted as well as the comment associated with it. Simply deleting the label of the cell will not delete the comment. The comment may be deleted by deleting the entire row, or right clicking the cell and selecting Delete Comment. The same care must be taken when moving the field to another cell in a spreadsheet. To move a Nexsure field, right-click the field and select **Cut**, then paste it to another cell.

Related Topics

Attachments
Using Document Templates

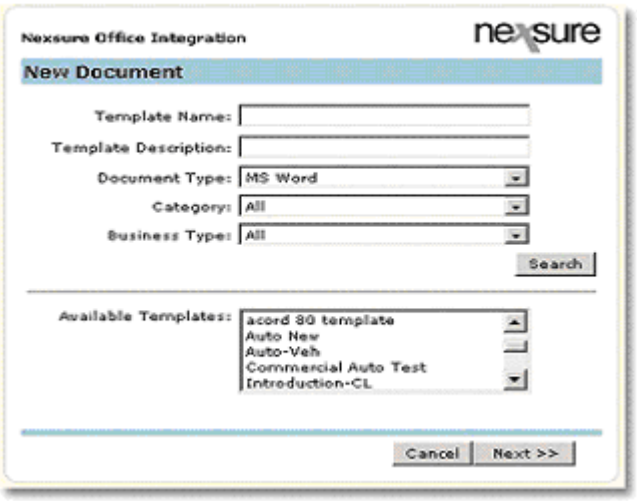
Using Document Templates

Document templates in Nexsure allow you to create and append custom MS Word or Excel templates to policy attachments (MS Office 2000, XP and 2003 only). Once a template has been created in Setup, it can be used to create new documents at the client or policy level.

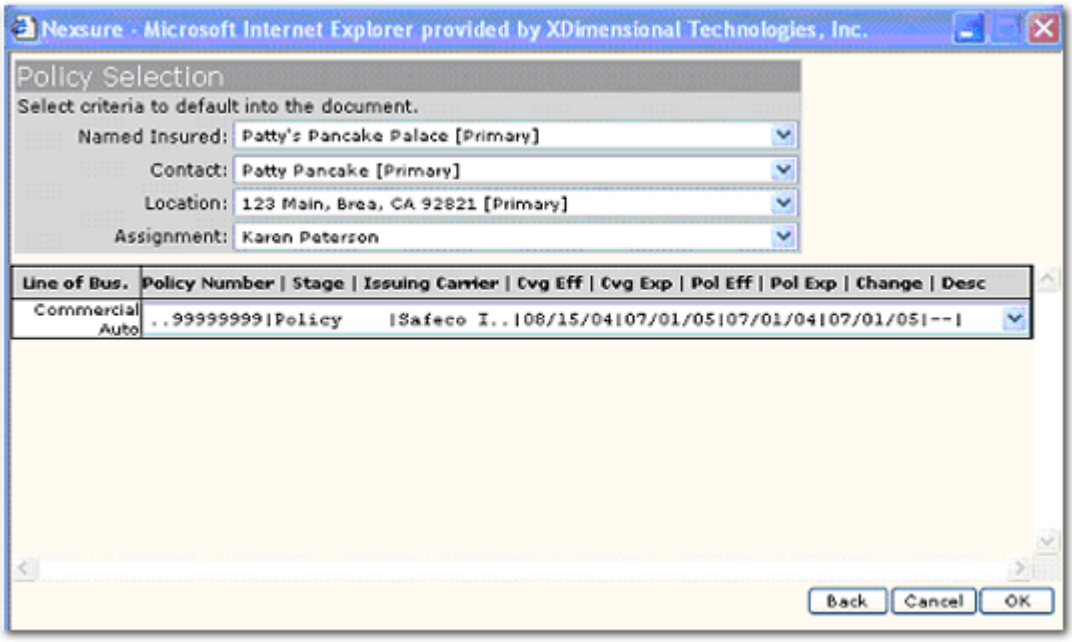
To Create a Document Template

1. Access the appropriate client or policy level attachment option.

2. Click the **[Add New]** link.
3. Select the **Create Document with Template** option.
4. Enter the attachment name.
5. Enter the document description.
6. Click **Next**. The Nexsure Office Integration pop-up window will be displayed.



7. Enter at least two characters in the template name or description fields, if known.
8. Choose document type, category & business type from drop-down box.
    - If the Template name, description, document type, category and business type are not known leave the fields blank and click **Search**. All available templates will be displayed in the Available Templates box.
9. Click on the appropriate template.
10. Click **Next**.
11. The Policy Section will be displayed. Select the criteria to default into the document from the drop-down boxes:
    - Named Insured
    - Contact
    - Location
    - Assignment
    - Line of Business



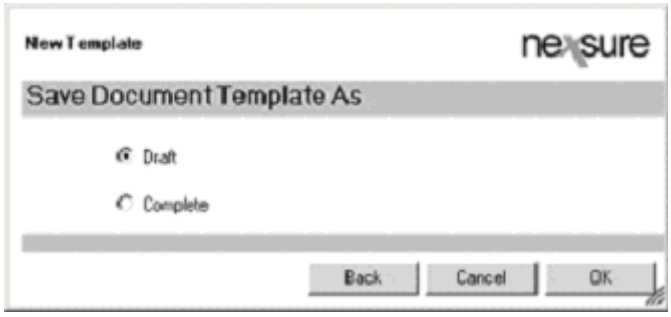
12. Click **OK.**

13. The document will be opened in MS Word or Excel (whichever was specified) and will integrate with client and policy information.

14. After the integration process is complete, this is now a normal word document. Make any necessary changes/additions to the document as needed.

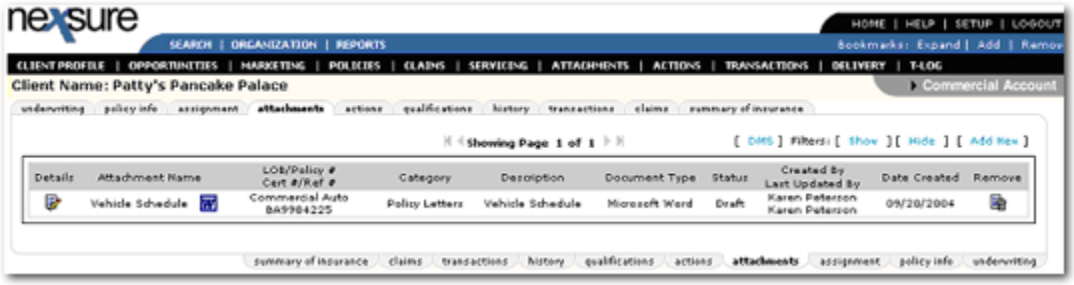
15. When the document has been completed:

    - From the Word **File** menu, click **Nexsure Save As**.



    - **Draft**: Selecting Draft allows edits to be made to the template by anyone having access to Setup, Document Templates.
    - **Complete**: Selecting Complete only the author of the template, or an administrator, can make changes to the template.

16. Click **OK**. The Attachment summary view is displayed.



17. Click the attachments **Details** icon to open the attachment for viewing.

To Close the Attachment after Viewing

1. On the Word **File** menu, click **Nexsure Save As**.

   - **Draft**: Selecting Draft allows edits to be made to the template by anyone having access to Setup, Document Templates.
   - **Complete**: Selecting Complete only the author of the template, or an administrator, can make changes to the template.

2. Click **OK**.

3. Click the **Word** icon to update the attachment name or the document description. Click **OK** to save the change or Cancel to close the pop-up window.

4. The **[Show]** filter may be used to refine a search.

Related Topics

Creating Document Templates

Commercial Proposal Fields Map (.pdf file - will launch Adobe Reader)

XDTI Commercial Property Schedule Template

The XDTI Commercial Property Schedule with Additional Interests is for ACORD 140. The new template is for use with the Property - Commercial line of business. The template can be used on marketing or in force policies. The base template is displayed below:



The following is an explanation of how the boxes and lists on ACORD 140 map to the XDTI Commercial Property Schedule template.

Template Header



Named Insured:	Busy Bee Crafts
Policy Number:	542-98-63
Policy Term:	05/25/2006 – 05/25/2007
Issuing Carrier:	Penn National
Print Date:	May 31, 2006

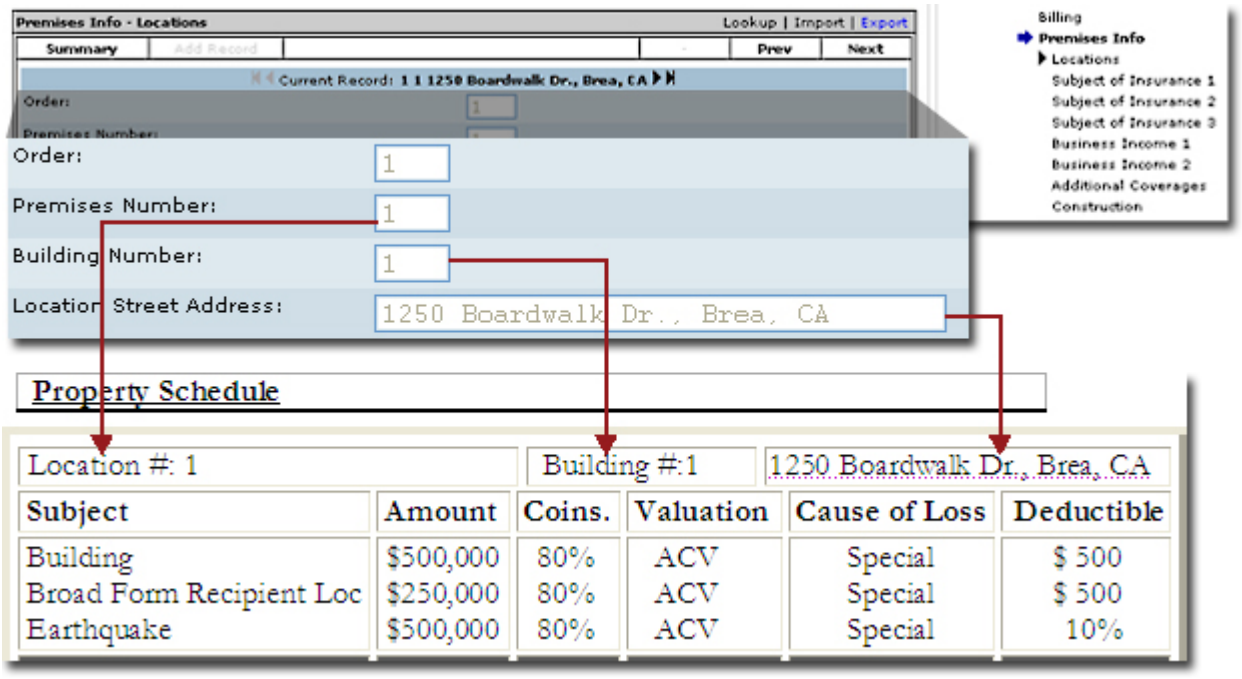
- **Named Insured:** Comes from the Client Named Insured.
- **Policy Number:** Comes from the header of the policy.
- **Policy Term:** Comes from the header of the policy.
- **Issuing Carrier:** Comes from the header of the policy.
- **Print Date:** Will return the current date. After merging and saving as a draft or complete the date will not change again.

The remainder of the template is populated from information in boxes and lists in the ACORD form. The following graphics show the boxes and lists in the ACORD form and the field that they populate in the template.

Property Schedule

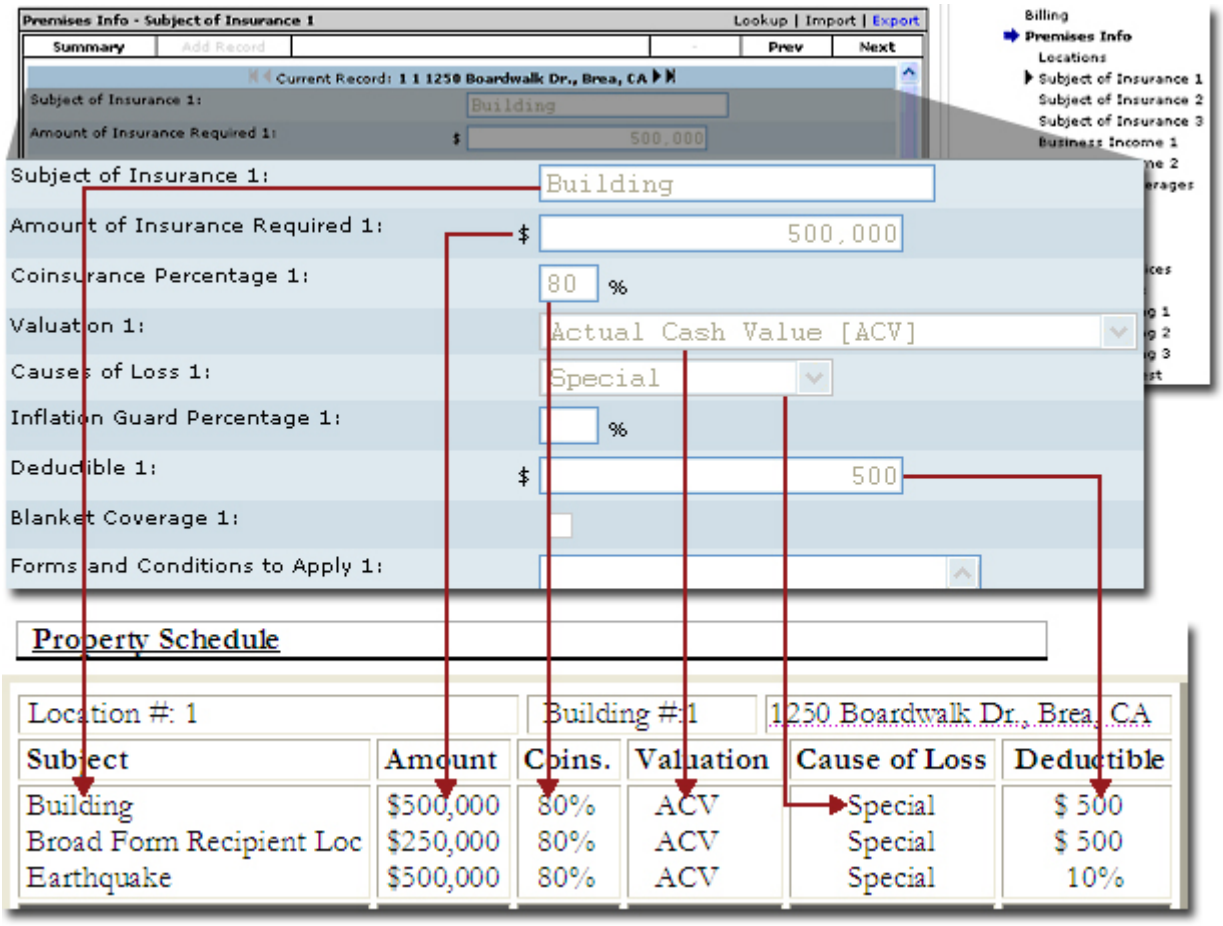
The following items are pulled into the template from the **Premises Info > Locations** section of the form:

- **Premises Number**
- **Building Number**
- **Location Street Address**



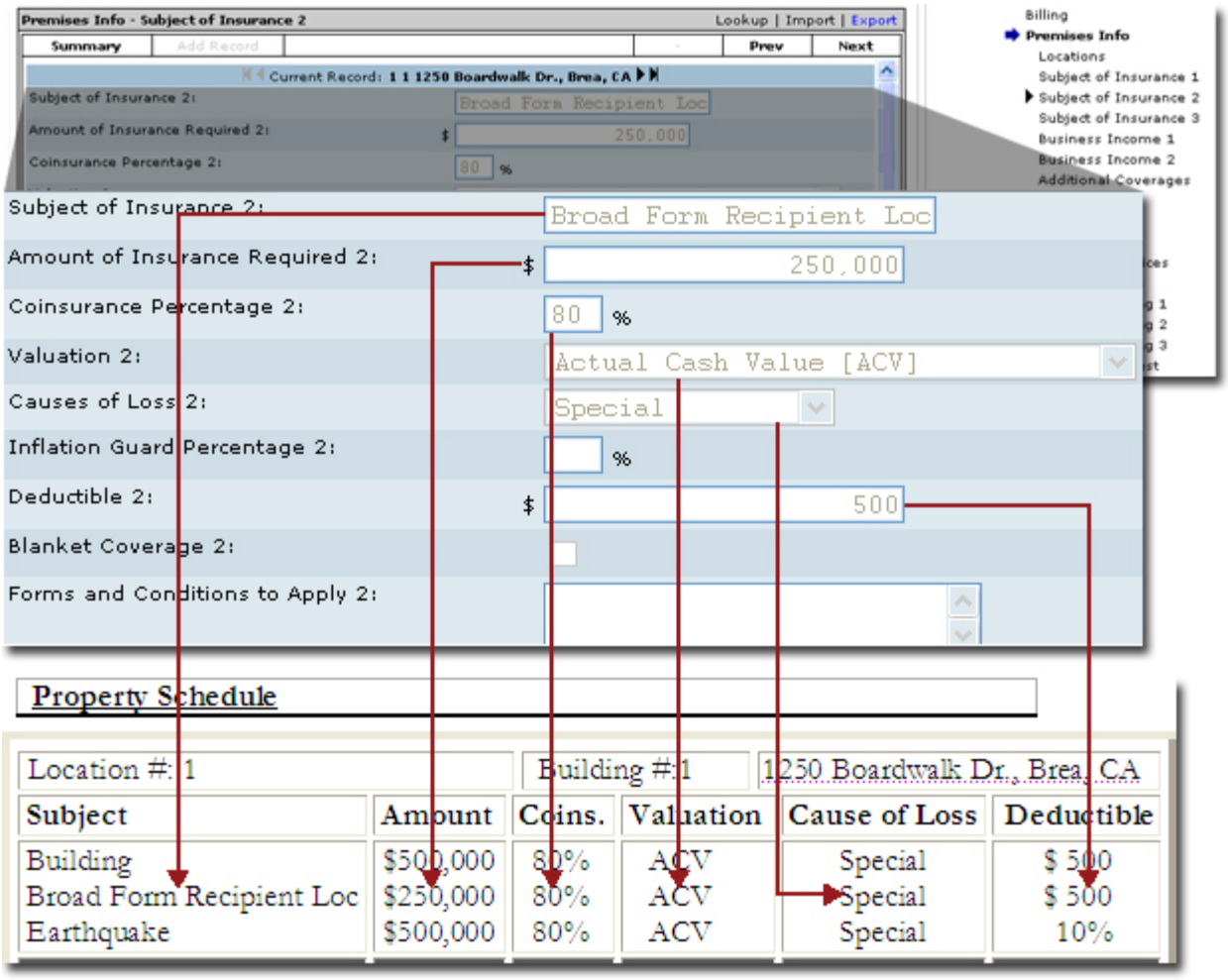
The following items are pulled into the template from the **Premises Info > Subject of Insurance 1** section of the form:

- **Subject of Insurance 1**
- **Amount of Insurance Required 1**
- **Coinsurance Percentage 1**
- **Valuation 1**
- **Causes of Loss 1**
- **Deductible 1**



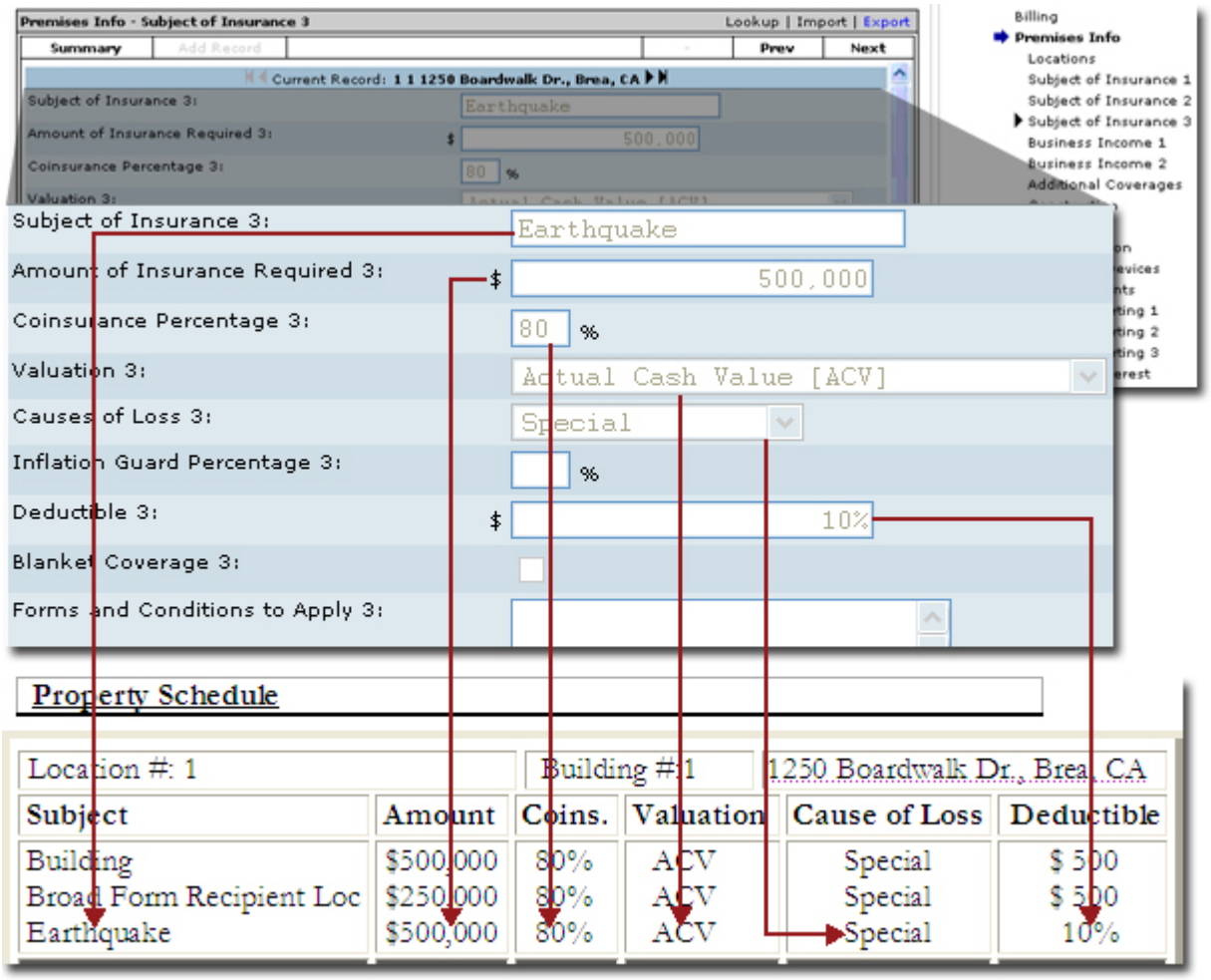
The following items are pulled into the template from the **Premises Info > Subject of Insurance 2** section of the form:

- **Subject of Insurance 2**
- **Amount of Insurance Required 2**
- **Coinsurance Percentage 2**
- **Valuation 2**
- **Causes of Loss 2**
- **Deductible 2**



The following items are pulled into the template from the **Premises Info > Subject of Insurance 3** section of the form:

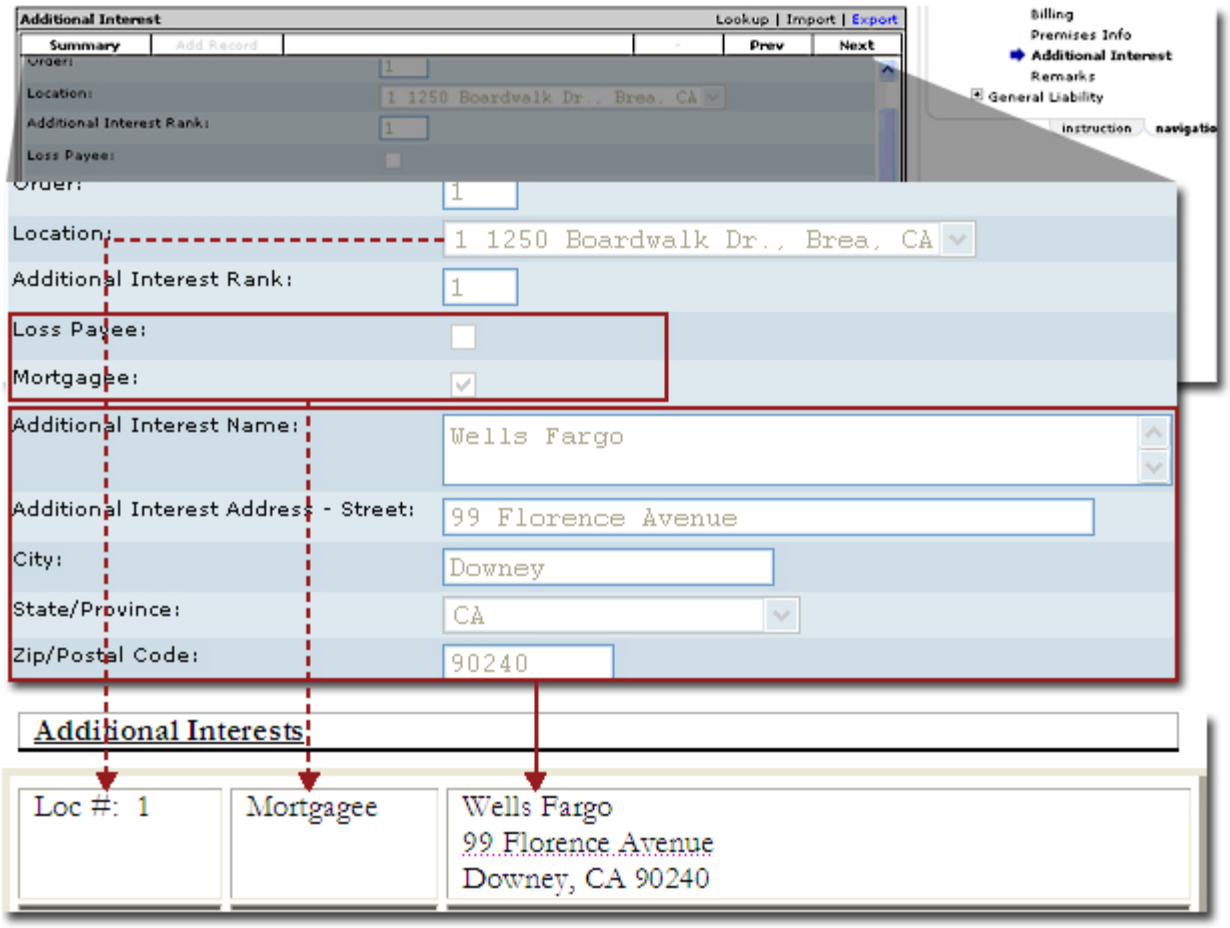
- **Subject of Insurance 3**
- **Amount of Insurance Required 3**
- **Coinsurance Percentage 3**
- **Valuation 3**
- **Causes of Loss 3**
- **Deductible 3**



Additional Interests

The following items are pulled into the template from the **Additional Interests** section of the form:

- **Location:** Only the number of the location from this box is used in the template. The number from this box is used for the **Premises Number** field in the template.
- **Loss Payee**
- **Mortgagee**
- **Additional Interest Name**
- **Additional Interest Address - Street**
- **City**
- **State / Province**
- **Zip / Postal Code**



XDTI Commercial Scheduled Equipment Template

The XDTI Equipment Schedule with Additional Interests template is for ACORD 146. This template is for use with the Equipment Floater line of business. This template can be used on marketing or in force policies. The base template is displayed below:



The following is an explanation of how the boxes and lists on ACORD 146 map to the XDTI Equipment Schedule with Additional Interests template.

Template Header



Named Insured:	Busy Bee Crafts
Policy Number:	EQ-98755-01
Policy Term:	04/28/2006 - 04/28/2007
Issuing Carrier:	Allied Insurance
Print Date:	May 31, 2006

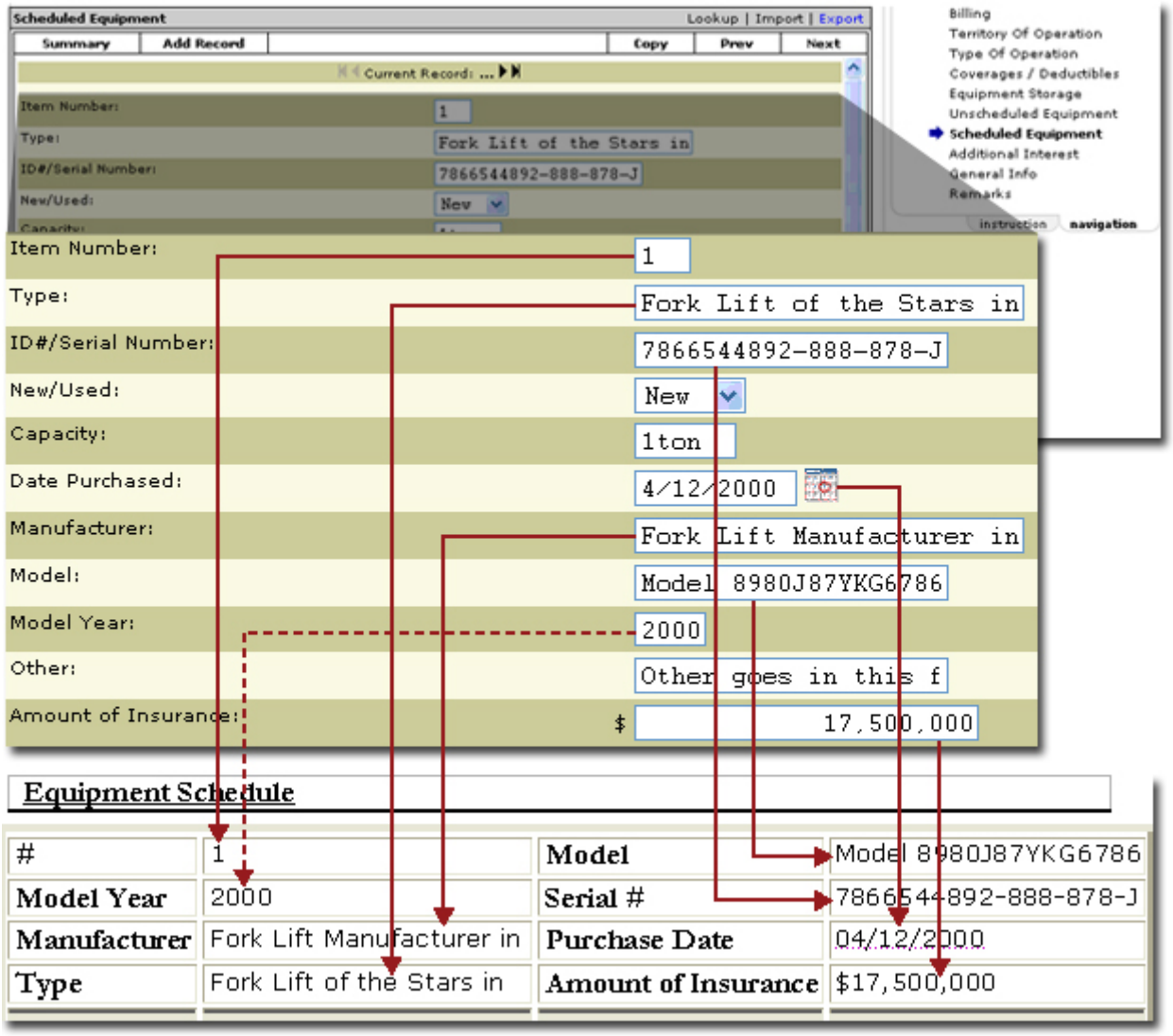
- **Named Insured:** Comes from the Client Named Insured.
- **Policy Number:** Comes from the header of the policy.
- **Policy Term:** Comes from the header of the policy.
- **Issuing Carrier:** Comes from the header of the policy.
- **Print Date:** Will return the current date. After merging and saving as a draft or complete the date will not change again.

The remainder of the template is populated from information in boxes and lists in the ACORD form. The following graphics show the boxes and lists in the ACORD form and the field that they populate in the template.

Equipment Schedule

The following items are pulled into the template from the **Scheduled Equipment** section of the form:

- **Item Number**
- **Type**
- **ID# / Serial Number**
- **Date Purchased**
- **Manufacturer**
- **Model**
- **Model Year**
- **Amount of Insurance**

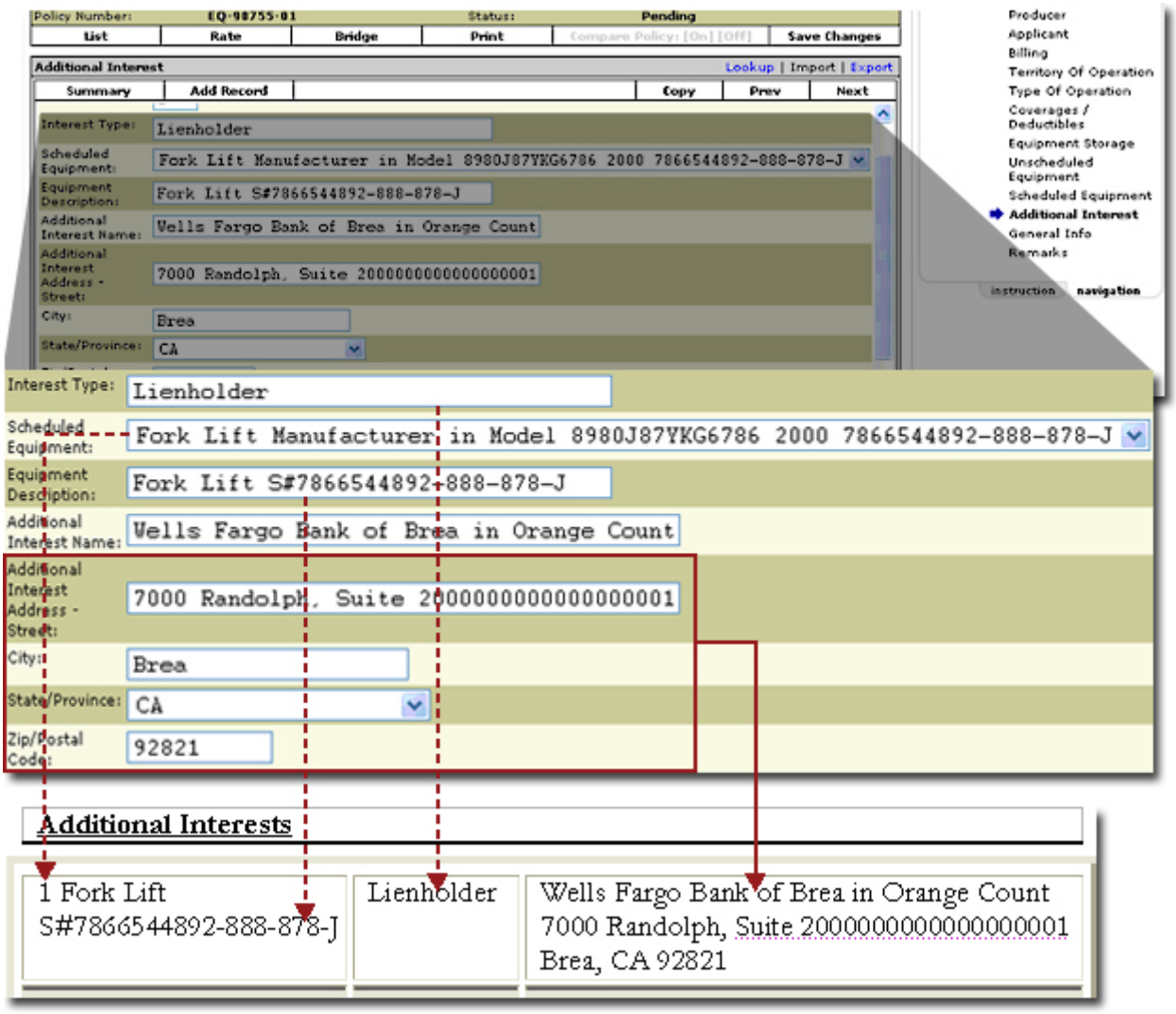


Additional Interests

The following items are pulled into the template from the **Additional Interests** section of the form:

- **Interest Type**
- **Scheduled Equipment:** This box is used only to populate the number of the piece of equipment to the template. Notice in the example above this is fork lift number **1**.
- **Equipment Description:** The entry in this box is important for a complete schedule. To populate this box on the ACORD form, click the **Scheduled Equipment** link in the **navigation** tab. Then export the schedule so that the contents may be copied and pasted from the Excel® spreadsheet into the ACORD form.
- **Additional Interest Name**
- **Additional Interest Address - Street**
- **City**

- **State / Province**
- **Zip / Postal Code**



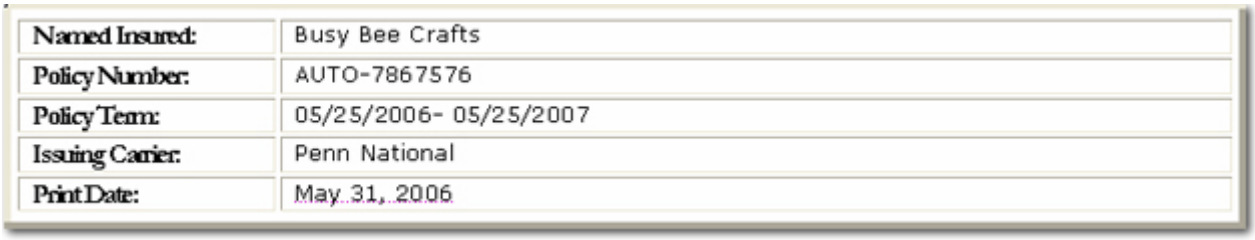
XDTI Commercial Vehicle Schedule Template

The XDTI Commercial Vehicle Schedule with Additional Interests is for ACORD 127 for any state. The new template is for use with the Auto - Commercial line of business. The template can be used on marketing or in force policies. The base template is displayed below:



The following is an explanation of how the boxes and lists on ACORD 127 map to the XDTI Vehicle Schedule with Additional Interests template.

Template Header



Named Insured:	Busy Bee Crafts
Policy Number:	AUTO-7867576
Policy Term:	05/25/2006- 05/25/2007
Issuing Carrier:	Penn National
Print Date:	May 31, 2006

- **Named Insured:** Comes from the Client Named Insured.
- **Policy Number:** Comes from the header of the policy.
- **Policy Term:** Comes from the header of the policy.
- **Issuing Carrier:** Comes from the header of the policy.
- **Print Date:** Will return the current date. After merging and saving as a draft or complete the date will not change again.

The remainder of the template is populated from information in boxes and lists in the ACORD form. The following graphics show the boxes and lists in the ACORD form and the field that they populate in the template.

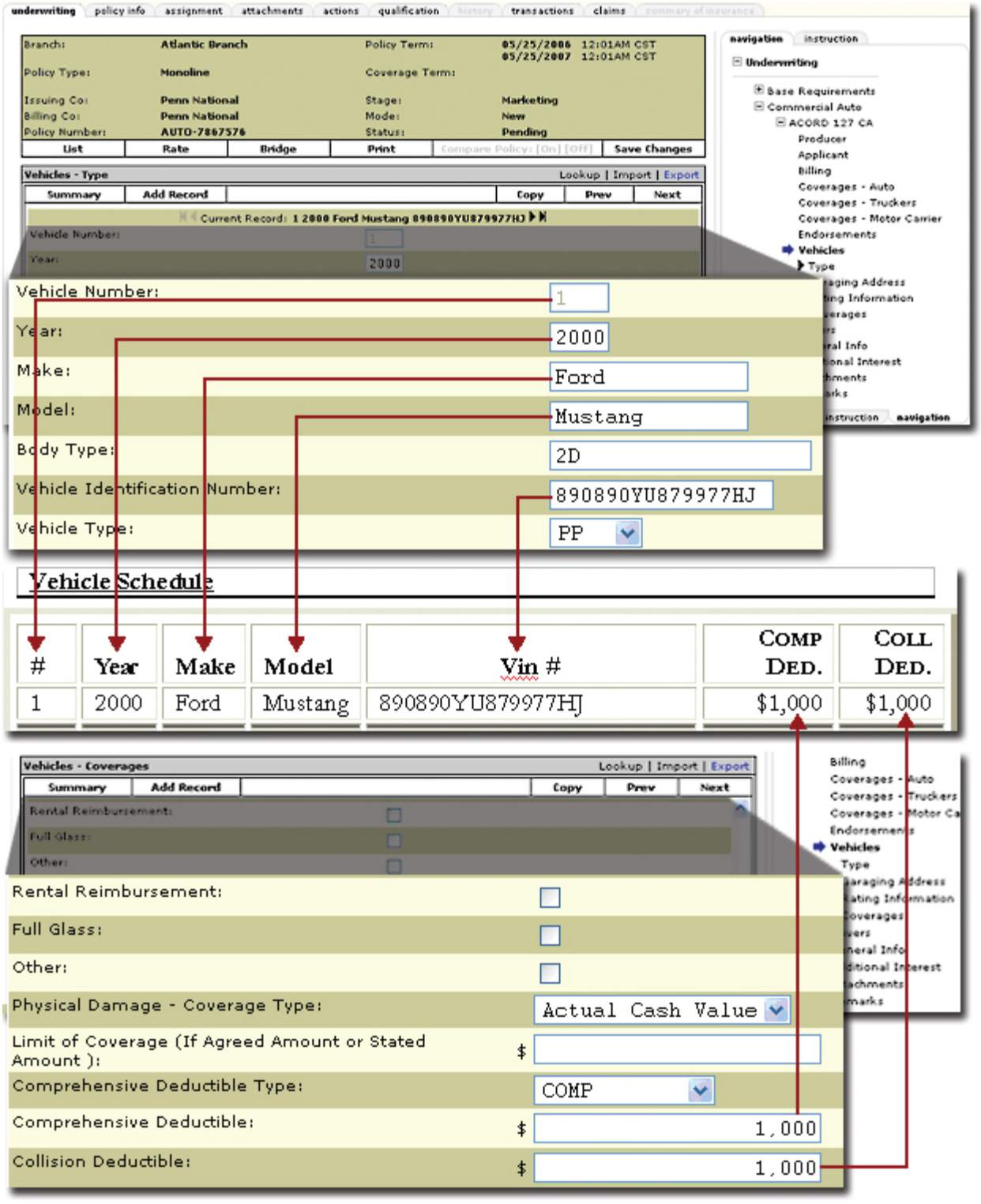
Vehicle Schedule

The following items are pulled into the template from the **Vehicles > Type** section of the form:

- **Vehicle Number**
- **Year**
- **Make**
- **Model**
- **Vehicle Identification Number**

The following items are pulled into the template from the **Vehicles > Coverages** section of the form:

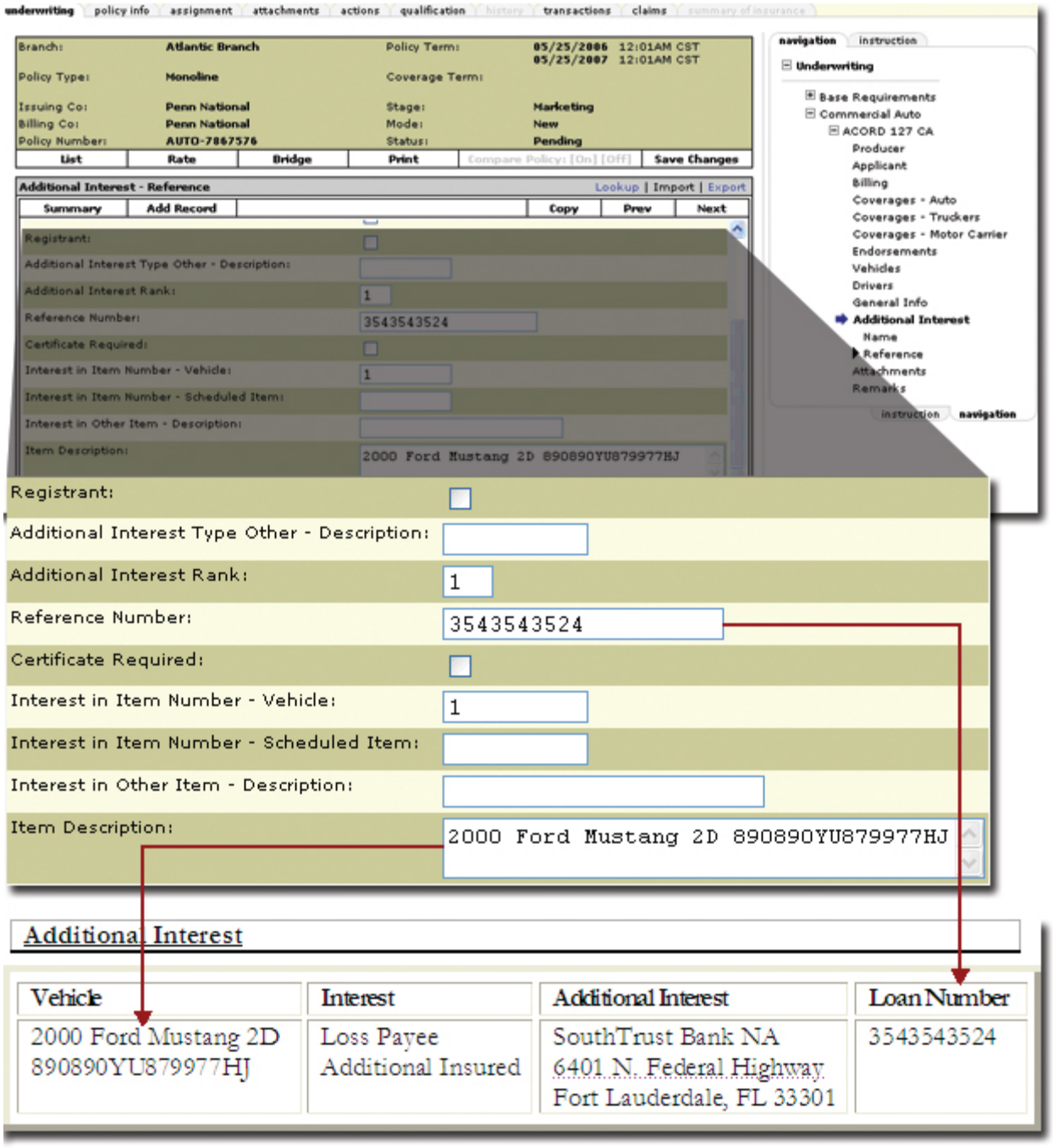
- **Comprehensive Deductible**
- **Collision Deductible**


Vehicle Number: 1
Year: 2000
Make: Ford
Model: Mustang
Body Type: 2D
Vehicle Identification Number: 890890YU879977HJ
Vehicle Type: PP
Vehicle Schedule
Year Make Model Vin # Comp Ded. Coll Ded.
1 2000 Ford Mustang 890890YU879977HJ $1,000 $1,000
Rental Reimbursement:
Full Glass:
Other:
Physical Damage - Coverage Type: Actual Cash Value
Limit of Coverage (If Agreed Amount or Stated Amount): $
Comprehensive Deductible Type: COMP
Comprehensive Deductible: $ 1,000
Collision Deductible: $ 1,000

Additional Interest

The following items are pulled into the template from the **Additional Interest > Reference** section of the form:

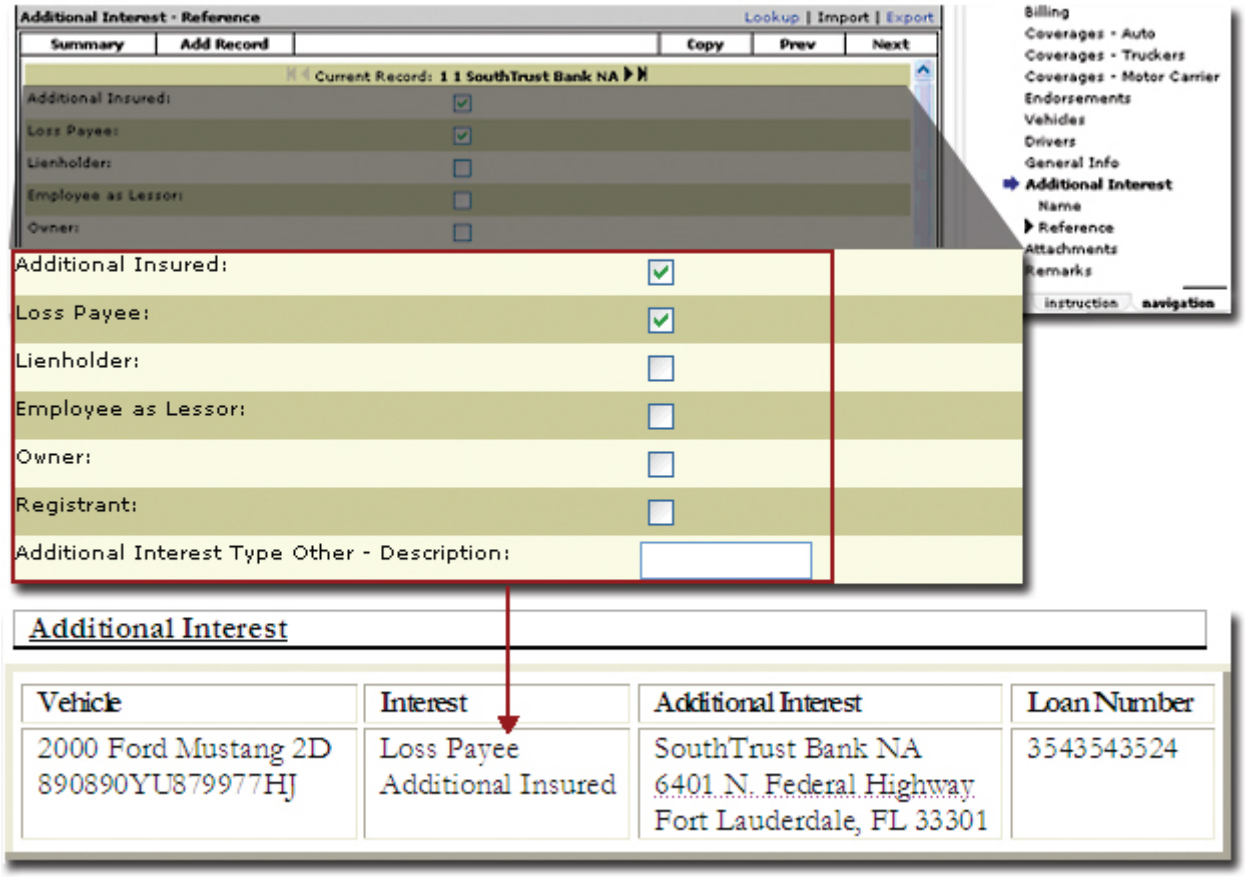
- **Reference Number**
- **Item Description:** The entry in this box is important for a complete schedule. To populate this box on the ACORD form, click the **Vehicles** link in the **navigation** tab. Then export the schedule so that the contents may be copied and pasted from the Excel® spreadsheet into the ACORD form.



The following items are pulled into the template from the **Additional Interest > Reference** section of the form:

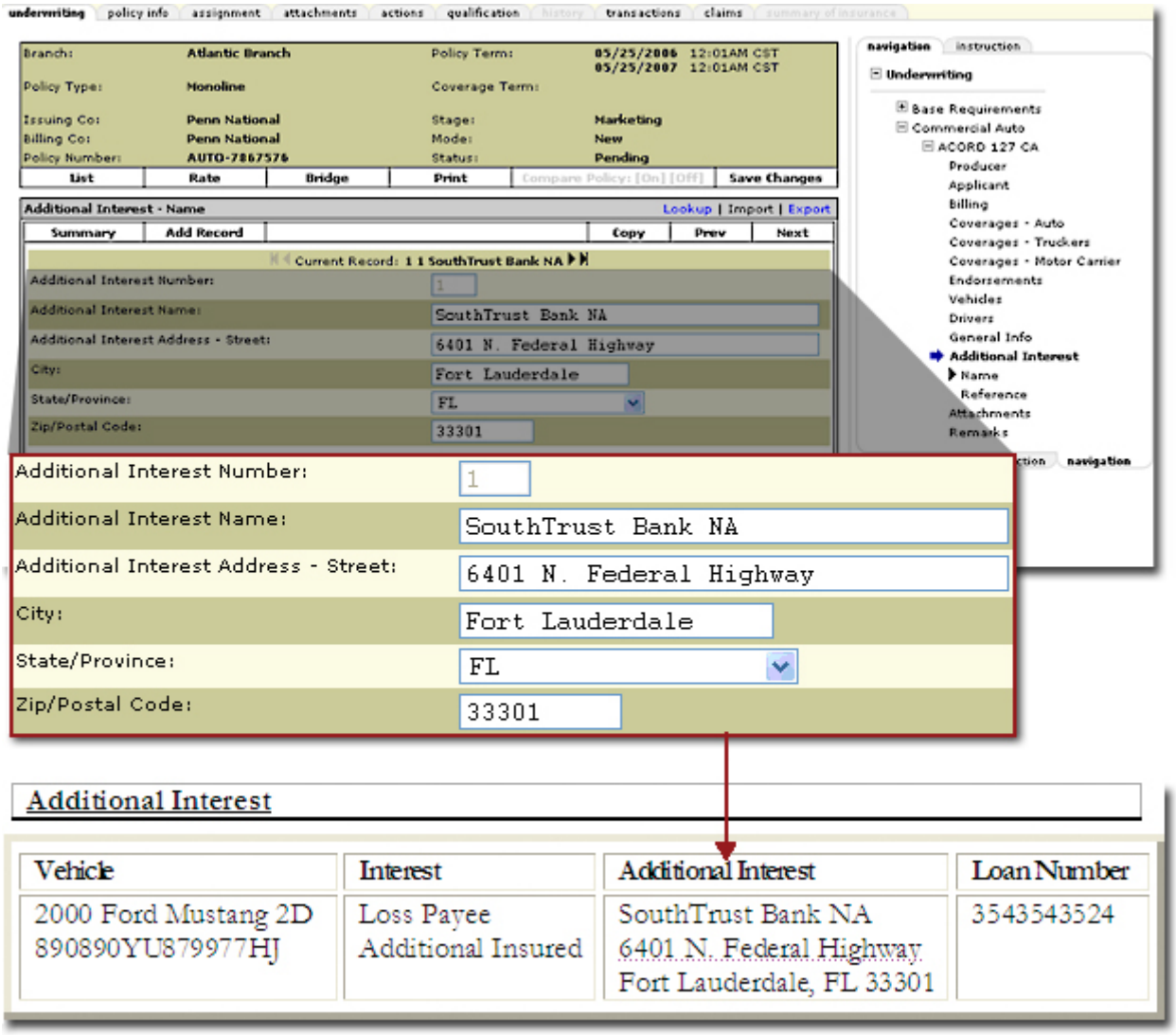
- **Additional Insured**
- **Loss Payee**

- **Lienholder**
- **Employee as Lessor**
- **Owner**
- **Registrant**
- **Additional Interest Type Other - Description**



The following items are pulled into the template from the **Additional Interest > Name** section of the form:

- **Additional Interest Number**
- **Additional Interest Name**
- **Additional Interest Address - Street**
- **City**
- **State / Province**
- **Zip / Postal Code**



Security Administration

User login security can be administered at an organization level, as well as on an employee level basis. Some security options are:

- Enable special password requirements.
- Create specific log in and log out times by user.
- Add expiration date and time to login accounts.
- Lock down login screen contact link.
- Lock down mandatory general ledger use by user.
- Period Security - Enable specific individual's rights to post to locked month.

- Email notification upon login.

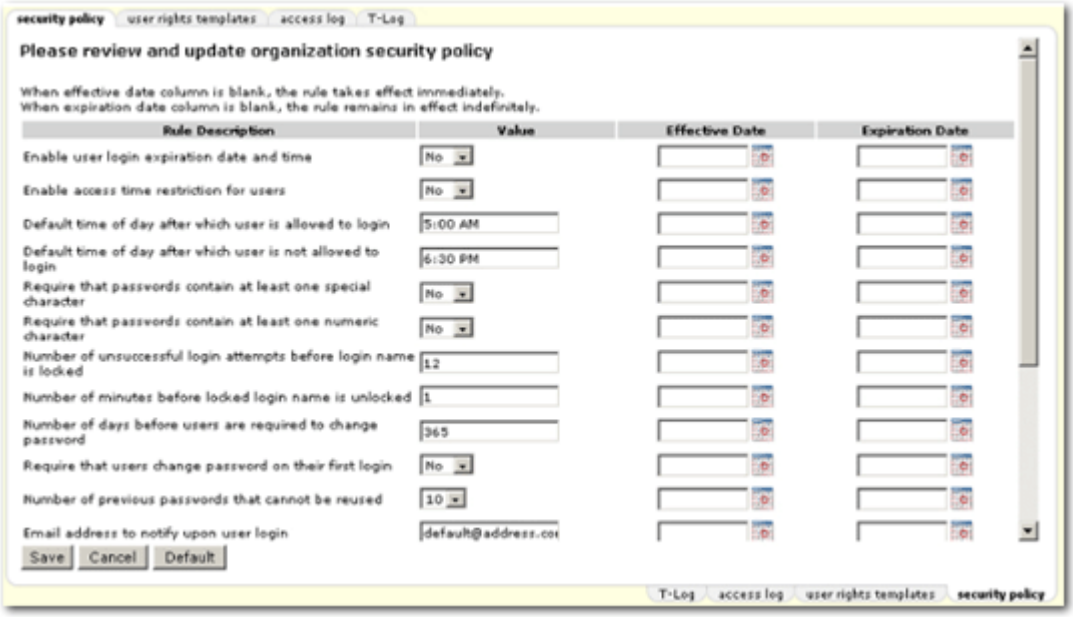
Organization-Wide Login Security

To Set Organization-wide Login Security Settings

To setup org-wide security, you must have administrator rights.

1. On the Utility menu, click **SETUP**.

2. In the Setup Console, click **Security Administration**.



3. Use the drop-down lists to set the security level.

   Note: When effective date column is blank, the rule takes effect immediately. When expiration date column is blank, the rule remains in effect indefinitely.

4. Click **Save** to keep the security settings.

   Tip: Click the **Access Log** tab to view a time stamped list of all login activity in your organization.

Employee-Specific Login Security

In addition to the organization's security defaults, individual employees can have specific security settings that supersede the organization defaults. To modify employee login security settings, you must have administrative rights.

To Set Employee Security

1. On the Primary menu, click **ORGANIZATION**.

2. Select the **employees** tab.
3. Click the **Details** icon for the employee you wish to modify the security settings for.
4. Select the **security** tab.
5. Select the login security settings and click **Update**.

Region Employees Security

To Add Security

1. **User Information** is optional. Clicking "**Click** here **to make this contact a user"** will create the **security** tab beside the **contact detail** tab. Setup information provides information on adding and modifying security templates. The **security** screen allows the users Login Information to be completed. Once security has been assigned to a contact, this link can no longer be seen unless security is removed.
2. To assign or edit the contacts security, select the **security** tab. Complete or edit the following fields:
    - **Login ID**: Enter an User login ID no more than 18 characters long using an alphanumeric value.
    - **Password**: Enter a user password no more than 18 characters long using an alphanumeric value.
    - **Confirm Password**: This field is required for the password to be reentered correctly.
    - **Time Zone:** In the drop-down list, select the user's local time zone.
    - **Cancel**: Click **Cancel** to abort the record.
    - **Save**: Click **Save** to create **User Accounts**
    - **Update**: Click **Update** to update modifications to the record.
    - **User Accounts**: The user account listing contains the following:
        - **Details :** The **Details** icon will display in this column. Clicking on the icon will display the **User Rights Information** which may be edited.
        - **Entity Name:** All entity name(s) the user has been assigned rights will display in this column.
        - **Entity Type:** The entity type is defined as the contacts type in Nexsure, such as **Client, Employee, Retail Agent, Underwriter, outside finance company** or **additional interest.**
        - **Rights:** Rights are assigned by clicking the **Details** icon on the **Details** column to access the **User Rights Information** pop-up screen. The rights as identified in Setup under **User Rights Templates** will display in this column.
        - **Status:** Status is assigned on the **User Rights Templates** pop-up screen.
        - **Date Created:** Is the date security was saved.

- **Remove:** Deletes the security record for the contact. The security tab will no longer be displayed but the link to add security will again display at the bottom of the **Contacts** screen ("**Click** here **to make this contact a user.**").

3. Click on the **Details** icon to display the **User Rights Information** pop-up screen. Complete the following fields as appropriate for contact security:

   - **Entity Type:** Even though a drop-down list is shown, only the appropriate entity type as defined by the area in which the contact is being added in Nexsure will display; such as **Client, Employee, Retail Agent, Underwriter, outside finance company** or **additional interest**. Example: If a Client contact, then the entity type available would be **Client**.
   - **Entity Name:** Even though a drop-down box is shown, only the entity that rights are being assigned for will be available.
   - **Status:** Status will be a drop-down list and will contain 2 choices: **Active** and **Inactive**. If **Inactive** is selected the contact login is disabled and an "" icon will be displayed on **Contacts** summary screen. If **Active** is selected the contact login is enabled and an "" icon will be displayed on the **Contacts** summary screen. (See Contacts Summary for placement details)
   - **Rights:** Select the appropriate **User Rights** template from a drop-down box that is populated in Setup under **User Rights Templates**.

Related Topics

About Regions

Adding Region Contacts

Territories

Branches

User Rights Templates

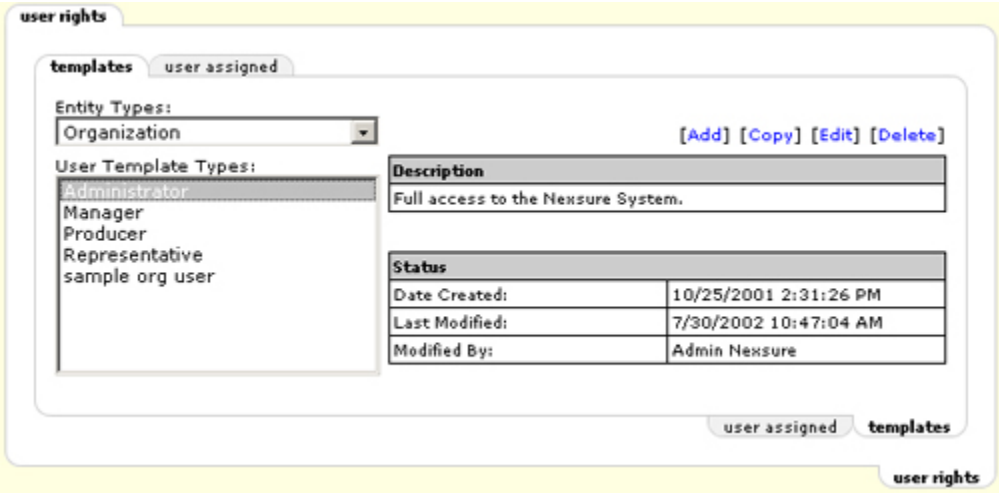
User Rights Templates are used to assign security to the following entities:

- Organization
- Carrier
- Retail Agent
- Client
- Additional Interest
- Premium Finance Co.
- Tax Authority
- Vendor
- Financial Entity

To Add a User Template

1. On the **Utility** menu, click **SETUP.**

2. From the Setup Console, click **Security Administration** and select the **user rights** tab.



3. Click **Add**. Each new template added is automatically stored with the **Date Created**, **Last Modified** and **Modified By** which can be seen when an installed template is selected from the **templates** screen.

4. On the **Template** screen, enter the following fields:

   - Enter the **Template Name** in the space provided.
   - Enter a description in the **Description** field.

5. To assign security rights for a specific area, select a **Core Component** from the **Security Wizard**. Selecting **View**, **Add**, **Modify**, **Delete** or **import** will grant security access for those particular items.

6. Click **Save** to save the added **Template** or **Close** to cancel without saving.

To Edit a Template

1. Click **Edit** and select **Core Components**.

2. Click **Save** to save the added **Template** or **Close** to cancel.

Note: When a template is modified all users associated with the template should be synchronized to update their security with the modifications. See below.

Synchronizing Users Security

1. Select the **user assigned** tab. On the **user assigned** screen, a list of assigned users is displayed.

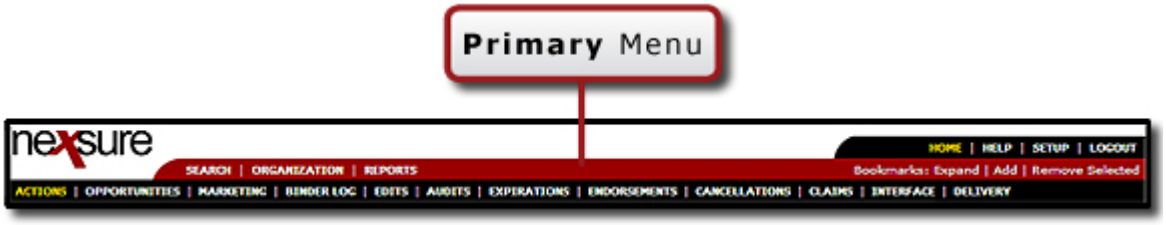
2. Click the **Synchronize all User(s)** button to sync users' security.

3. You will be prompted to synchronize all users' rights. Click **OK.**

If modifications have been made to a template and the users security have not been synchronized, a red "  " will display in the In Sync column. Once the user(s) security has been synchronized the **In Sync** column will display a green check mark "  ".

Primary Menu

The Primary menu is the menu located in the upper left of the screen.



The Primary menu contains the following options:

- **SEARCH**: The search screen allows you to search for and add an entity, as well as import downloaded records.
- **ORGANIZATION**: Includes Organization Profile, All Employees, All Locations.
- **REPORTS**: Includes Reports, Global Activity, Ad-Hoc.

Additional Interest

Adding new additional interests is done on the **search** screen. Before you can add a new additional interest, you must conduct a Search to avoid duplicate entries.

To Add an Additional Interest

1. On the Primary menu, click **SEARCH**.
2. In the Entity drop-down list select **Additional Interest**.
3. Click the **Search** Button.
4. Click **[Add New Record]**. The **card file** screen is displayed:

Note: The **Add New Record** link will not be displayed unless an actual search has been run.

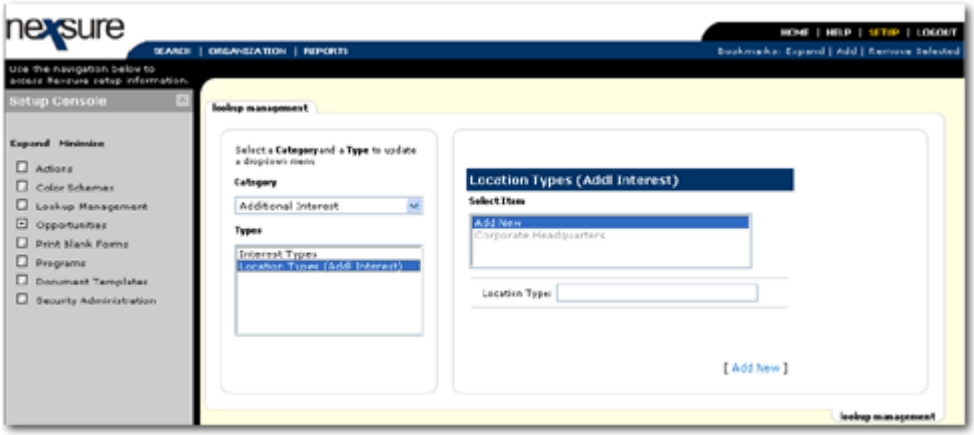
- **Interest Type:** Select the Interest Type, such as Finance Company or Certificate Holder. Additional Interest Types can be added to the drop-down list in **Setup** under **Lookup Management**.
- **Interest Name:** Enter the Additional Interest name as you would identify and correspond with them.
- **Primary Location:** The primary location is automatically assigned to the first location added. The primary location may be reassigned only after other locations have been added.

- **Address:** Enter the primary address for this entity.
- **City:** Enter the city for the primary address entered in the previous field.

- **State/Province:** Select the state (or Province) for the primary address entered in the previous fields.
- **Zip/Postal Code**: Enter the zip code for the primary address entered in the previous fields.
- **Phone**: Enter the phone number without formatting. Formatting will be applied after the screen has been saved.
- **Toll Free**: Enter the toll free number without formatting.
- **Fax**: Enter the fax number without formatting.

Note: Once the additional interest has been entered, the Location Types drop-down box is available on the additional interest locations tab. Additional interest Location Types can be added to Nexsure via the Lookup Management screen.

1. On the Utility menu, click **Setup**.
2. On the Setup Console, click **Lookup Management**. A summary list of existing Categories and Types will appear.
3. From the Category drop-down list, select **Additional Interest**. The Types available for the Category will be displayed.
4. Select the Type for the Category (**Location Types (Addl Interest**).
5. Select **[Add New]** in the item list.



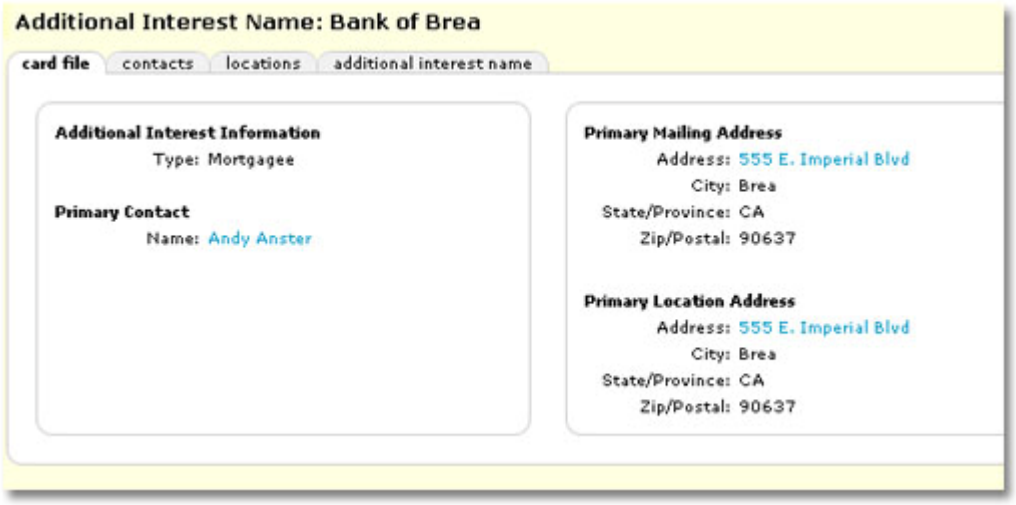
6. Enter the Item Label. This is what will appear in the drop-down list.
7. Click **[Add New]** to add the New Item to the drop-down list.

- **Primary Contact:** Only one contact may be added per entity at the time of initial entry. Additional contacts may be added after the new Additional Interest is saved.
  - **Prefix:** Use the drop-down box that contains items added by the agency in Setup under Lookup Management.
  - **First Name:** Enter the first name of the contact for this entity.
  - **Middle Initial (MI):** This field is one character long. Enter the middle initial of the contact.
  - **Last Name:** Enter the last name of the contact.

- **Suffix:** Use the drop-down box that contains items added by the agency in Setup under Lookup Management.
- **Title:** Use the drop-down box that contains items added by the agency in Setup under Lookup Management. The title is used to identify the contacts occupation.
- **Phone:** Enter the phone numbers without formatting. Formatting will be applied after the screen has been saved. Use the drop-down box to identify the type of phone number. Extension numbers may be entered up to six characters. A brief description may be entered for each number added. Phone number identities initially are as follows:
    - Home phone
    - Cell phone
    - International phone
    - Office phone
    - Pager
    - Personal Fax

  Note: to add additional numbers, see Contacts.
- **E-mail:** The E-mail address for the contact is optional, however if the format is entered incorrectly an error will be returned to warn of the improper format. The field can contain up to 30 characters with alphanumeric data.

5. Click **Save** to save the data or click **Clear** to clear any data entered. Once the additional interest has been added, it can be viewed and edited by clicking on it's **Details** icon.



Additional Interest

Additional interest entities are designated as entities that have a legal interest in a policy. These entities may include financial institutions, private individuals, mortgage companies, certificate holders, etc.

Additional Interests are created from the search screen and used in the policy, Invoicing Bill To and accounting screens of Nexsure.

To Setup an Additional Interest

1. You must search for a record before entering a new additional Interest. On the Primary menu, click **SEARCH**.
2. From the **Entity** drop-down list, select **Additional Interest**, enter search criteria and click **Search**.
3. If the institution you wish to add is not already in the system, click **[Add New Record]**.
4. On the card file tab, fill in all location and contact information.
5. Click **Save**.

Adding Carriers

Adding new carriers is done on the **search** screen. Carriers can be added as traditional carriers or as intermediaries (internal or external). Before you can add a new carrier, you must conduct a search to avoid duplicate entries.

To Add a Carrier

1. On the Primary menu, click **SEARCH**.
2. In the Entity drop-down list select **Carrier**.
3. In the Carrier Category drop-down list, select **All**, **Traditional** or **Intermediary**.
4. In the Carrier field, enter the name of the carrier (or at least two characters of the name) you wish to add and click **Search**.

   Note: Intermediaries are denoted in the search results by an additional icon 
5. If no record exists, click **[Add New Record]**. The **card file** screen is displayed:

   Note: The **[Add New Record]** link will not display unless an actual search has been run.

   - **Carrier Name:** Enter the insurance carrier name as you would identify and correspond with them. The first carrier name is automatically designated as the parent company. This may be reassigned only after other names have been added.
   - **NAICS Code:** Enter the carrier's NAICS code as provided by the carrier.
   - **Carrier Category:** Select Traditional or Intermediary.
   - **Carrier Types:** Select the appropriate check box(es) for the carrier, Issuing, Billing or Internal. Note that if Intermediary is selected, the Issuing option is not available.
   - **Contract Year:** Enter the year the contract with this carrier began (optional).
   - **Website:** Enter the carrier's web site (optional).
   - **AM Best Rating:** This field can be used to track the carrier's AM Best or financial rating.

- **Primary Location:** The primary location is automatically assigned to the first location added. The primary location may be reassigned only after other locations have been added.
- **Location Type**: Use the drop-down box to identify the type of location. This list may be populated in **Setup** under **Lookup Management**.
- **Is the above the mailing address for this location?**: This option defaults to Yes, if it is not, select No and an additional set of address fields will be displayed to enter the mailing address.
- **Primary Contact**
    - **Prefix:** Use the drop-down box that contains items added by the agency in Setup under Lookup Management.
    - **First Name:** Enter the first name of the contact for this entity.
    - **Middle Initial (MI):** This field is one character long. Enter the middle initial of the contact.
    - **Last Name:** Enter the last name of the contact.
    - **Suffix:** Use the drop-down box that contains items added by the agency in Setup under Lookup Management.
    - **Title:** Use the drop-down box that contains items added by the agency in Setup under Lookup Management. The title is used to identify the contacts occupation.
    - **Phone:** Enter the phone numbers without formatting. Formatting will be applied after the screen has been saved. Use the drop-down box to identify the type of phone number. Extension numbers may be entered up to six characters. A brief description may be entered for each number added. Phone number identities initially are as follows:
        - Home phone
        - Cell phone
        - International phone
        - Office phone
        - Pager
        - Personal Fax

    Note: To add additional numbers, see Contacts.

    - **E-mail:** The E-mail address for the contact is optional, however if the format is entered incorrectly an error will be returned to warn of the improper format. The field can contain up to 30 characters with alphanumeric data.

6. Click **Save** to save the data or click **Clear** to clear any data entered. The carrier profile will be displayed.



Understanding Carrier Commission Defaults

At the policy underwriting level, the **policy info** tab is completed to set up the invoicing template. When the estimated premium amount is added to the **policy info** tab, Nexsure determines the commissions to set as default based on the carrier commission defaults added at the carrier level.

When adding carrier commission defaults, it is important to understand the order in which Nexsure determines which commission to populate to the invoice template. Nexsure may use up to five different levels when determining what commission to use. These levels are: **Specific Commission Match, Line of Business Default (LOB), Department Default, Carrier Default** and **Organization Default**. The process of setting commission defaults requires selection of a branch so a branch match is always assumed. The order of determination begins by first attempting to match the line of business, specific department, carrier and organization. Use the chart below to understand how the commission defaults are determined by Nexsure.

Carrier Commission Default Order

Specific Commission Match: Nexsure searches for the perfect carrier commission match. This means that the branch, carrier, line of business and department must be an exact match to default to the policy info screen. If not, Nexsure looks for a line of business default.

Line of Business (LOB) Default: Only one line of business default may be added for each carrier, each line of business for each department and branch. If Nexsure does not find a specific match, it looks for a line of business default and uses it. If not, Nexsure looks for a department default.

Department Default: Only one department default may be added for each department for each branch the department is assigned to. If Nexsure does not find a specific commission or line of business default, it looks for a department default and uses it if it exists. If not, Nexsure looks for a carrier default.

Carrier Default: Only one carrier default may be added per carrier for each branch. The subsidiaries added to the parent carrier are considered one carrier when it comes to assigning the carrier default. If Nexsure does not find a specific match, LOB or department default, it looks for a carrier default and uses it if it exists. If not, Nexsure looks for an organization default.

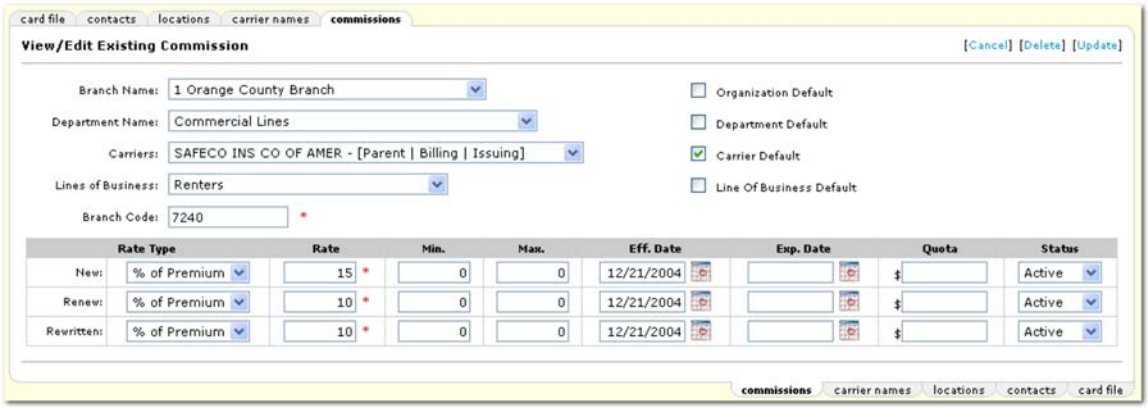
Organization Default: There is only one organization default per organization. If Nexsure does not find a specific match, LOB, department or carrier default, it looks for an organization default and uses it if it exists. If one does not exist, no commission will default.

Adding/Editing Carrier Commissions

Adding / Editing Carrier Commissions

To Add or Edit Carrier Commissions

1. On the Primary menu, click **SEARCH**.
2. Select **Carrier** in the **Entity** list.
3. Enter a few letters of the carrier's name in the **Carrier** box and click **Search**.
4. If the carrier does not exist, click **[Add New Record]**.
5. If the carrier exists, click the **Details** icon for the carrier.
6. Click the **commissions** tab and update the existing commission by clicking the **Details** icon.
7. Edit the commission details or click **[Add New]**.



8. Complete the **Commission Detail** as necessary:
   - Select the **Branch Name** from the list to identify which branch the commission is being setup for. Proceed to **Setting up Defaults**.
   - Select the **Department Name** from the list to identify which department the commission is being setup for. Proceed to **Setting up Defaults**.
   - Select a **Carrier** from the list to identify which carrier the commission is being setup for. Proceed to **Setting up Defaults.**
   - Select a **Line of Business** from the list to identify which line of business the commission is being setup for. The option to select All lines of business is also available. Proceed **to Setting up Defaults.**
   - Enter the required **Branch Code.** This is typically identified as the code number assigned to the agency by the carrier. The code is also known as the **Producer Code**.
9. Set the defaults by clicking the check box beside each default type which are used as follows:
   - **Organization Default:** One organization default may be selected as the overall default for the entire Nexsure site.

   Note: There can only be one organization default for an agent's Nexsure site. The organization default selected should be what best matches the commission that is received by the agency most of the time.

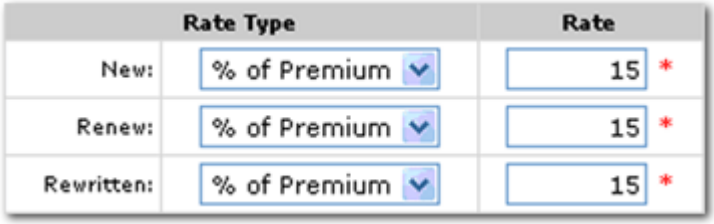
- **Department Default:** One department default may be selected for each department within a branch. For example, two departments may be set up; commercial lines and personal lines. Each department may have a default in this case. If another commission line is added for the commercial lines department, then the first department default will be overwritten.
- **Carrier Default:** One carrier may be selected as the commission default per carrier within a branch by selecting the check box beside **Carrier Default**. A carrier default may be setup for each branch.

Note: There can only be one carrier default per carrier per branch. The carrier default should be selected to best match what commission is received most of the time from that carrier.

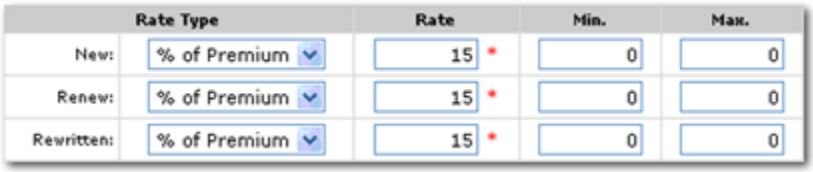
- **Line of Business Default:** One line of business default may be added for each carrier (Each parent with subsidiaries = one carrier), each line of business for each department and each branch.

Note: There can be only one line of business default per line of business, per branch. A line of business default should be set up for each line of business that has a commission percentage outside of the carrier default. If a default exists and another default is selected, it will overwrite the existing default and become the current default.

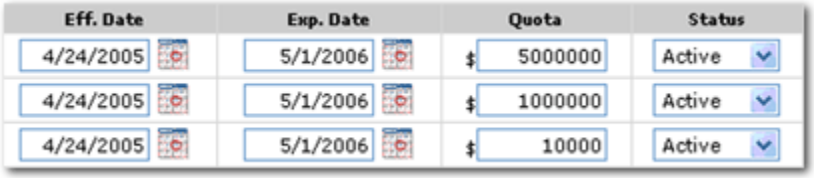
10. **Rate Type** is what that commission will be calculated from.
    - **% Of Premium** is defined as a percentage of the premium entered in the **Premium** box on the **policy info** tab by line of business.
    - **Flat Amount** is defined as a flat dollar amount entered in the **Rate** box.
11. Enter the commission rate for **New**, **Renew** and **Rewritten**. Notice the red * asterisks beside each rate box, this indicates that something must be entered, even if it is zero. The record will not be saved if any required boxes are not populated.



12. Enter an amount into the **Min.** and **Max**. boxes. These boxes are used to identify the minimum and maximum commissions that would be seen on invoices. These boxes are optional and are used for reference only.



13. The **Eff. Date** field automatically populates and identifies the date the commission being added becomes effective. Change the **Eff. Date** as needed. If this date is outside the policy term effective date, the commission will not populate the **policy info** tab.



14. Enter a date into the **Exp. Date** box. The **Exp. Date** box is not populated by default. Entering an expiration date indicates the date the commission will no longer be valid. Leaving the expiration date box blank allows the commission rate to not expire. If this date is outside the policy term expiration date, the commission will not default to the policy info screen.

Note: If an expiration date is entered that commission will not pull to policies written with an effective date after that date. A new commission, with the new rate and effective date, may be added. The effective date of the policy will determine which commission will be pulled to the invoice.

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15. Enter a **Quota** amount as needed. The **Quota** amount is for reference only and is optional. **Quota** is the amount of either commission or premium the branch expects to meet for the Eff. and Exp. Dates entered.
16. Click on the **Status** list and select **Active** which is populated by default or **Inactive** (if the commission default is no longer needed).
17. To finalize the new commission default, click **[Update]** to save changes or click **[Cancel]** to abort.

How Nexsure Determines the Carrier Commission

The system will first try to match line of business, department and carrier default in that order. If the match is not exact, the system will search for a default line of business within the branch. If no default line of business exists within the branch, the system will then search for the department default within the branch. If no department default exists, the system will then search for the carrier default within the branch. Finally, if there is no carrier default within the branch, the system will search for the organization default. If there is no organization default, the message "No valid default commissions exist" displays and the user will need to enter the commission manually.

What Happens to the Carrier Commissions when a Carrier is Changed?

When the carrier is changed on a policy, if commission defaults exist, the new carrier commission defaults are populated on the updated policy. The carrier commission defaults will be updated if the new carrier has commission defaults and the carrier is changed during the marketing stage or when a policy is in a pliable state such as servicing.

Related Topics

Commissions Summary

Adding/Editing Carrier Contacts

1. On the **Contacts** summary screen, click **[Add New]**. This feature allows the current contact database to be utilized so that duplicate contact records may be avoided.

- Beside **Apply Contact:** select the appropriate option – **Search Contact** is used to search existing contacts and to add as a contact to this entity, or select **New Contact** to add a brand new contact.
- **Search For Existing Contact Record:** Is available when **Search Contact** is selected. Enter the last name of the contact as the search criteria. Enter a minimum of two characters in order to have valid search criteria. No wild card searches to search all are available. The **Search** button will initiate the search and return all matches in a pop-up window display.
- The results will display in alphabetical order by last name. If no results are found the message, "**No contacts found for xxxxxx**" is displayed instead.
- Select the **No Match** button if there are no matching contacts.
- Select the **Use Selection** button – after highlighting a contact from the list. If no contact is highlighted when the **User Selection** button is selected the following message is displayed: **Please select a value for required field**. The selected contact detail is automatically populated into the current **contact detail** screen with exception of Title.

2. If the **New Contact** option is selected the **contact detail** screen is displayed ready for completion.

Field Descriptions:

- **Prefix**: Use the drop-down box that contains items added by the agency in Setup under Lookup Management.
- **First**: Enter the first name of the primary contact for this entity. The primary contact is identified as the person you would call or correspond with most of the time.
- **Middle Initial (MI)**: This field is one character long. Enter the middle initial of the primary contact.
- **Last**: Enter the last name of the primary contact.
- **Suffix**: Use the drop-down box that contains items added by the agency in Setup under Lookup Management.
- **Goes By:** Enter the name the contact prefers to be addressed by. This field may be used in letters or email to the entity.
- **Title**: Use the drop-down box that contains items added by the agency in Setup under Lookup Management. The title is used to identify the contacts occupation.
- **Is this the Primary Contact for this account?:** There can only be one primary contact and cannot be deleted. The primary contact can be changed.
- **Personal Numbers**: Enter the phone numbers without formatting. Formatting will be applied after the screen has been saved. Use the drop-down box to identify the type of phone number. Extension numbers may be entered up to six characters. A brief description may be entered for each number added. Phone number identities are as follows:
    - Home phone
    - Cell phone
    - International phone
    - Office phone
    - Pager

- Personal Fax
- To add additional phone numbers:
  - Click on the **[Add New]** link to the right of group heading
  - Use the drop-down box to select the identity of the phone number being added.
  - Enter the phone numbers without formatting. Formatting will be applied after the screen has been saved.
  - The extension numbers may be entered up to six numeric characters.
  - Enter a brief description for the phone number if desired.
  - Click **Save** to save the phone number just added.
  - Click **Close** to cancel the addition of the new number.
  - The number of Personal Phone numbers that can be added to each contact is not limited. Click **[Add New]** link to add a new phone number.
  - Click on the **Details**  icon beside the number to edit.
  - Click on the **Delete**  icon beside the number to delete.

- **Email:** The email address for the contact is optional, however if the format is entered incorrectly an error will be returned to warn of the improper format. The screen cannot be saved until the format is corrected. The field can contain up to 30 characters with alphanumeric data. There are two email addresses to accommodate both work and personal as necessary.
- **Locations:** Use the drop-down box to select the address where contacts are located.
- **Contact notes:** Can be used for any notation about this contact. The notes can only be viewed from the contact details screen.
- **Save:** The **Save** button will save new contact information.
- **Cancel:** The **Cancel** link will cancel any modifications or adding a new contact.
- **Delete:** The **Delete** link will delete the contact. The primary contact cannot be deleted but can be changed. The delete button will not be present if the contact is set to primary.
- **Update:** The **Update** link will update any modifications to the contact record.

Contacts Summary

The Contacts tab displays all contacts added for this entity. Unlimited contacts may be added for each entity but only one can be designated as the primary contact. The primary assignment will be identified as a check box in the **Primary** column. The primary may be reassigned but deletion of a primary contact is not allowed.

- The **Name** link displays a pop-up window with the contact phone numbers, goes by, email address and notes. A document may be created by clicking on the **[Create Document]** link and a text message sent by clicking on the **cell phone** link if one is present.
- The **E-mail** link opens your email client to send an email to the contact.
- The **Details**  icon is used to edit the contact.

- The **Remove** icon is used to delete the contact.
- Add New**:** link in the upper right hand corner of the **Contacts** summary screen within the tabs border. The link will display a blank **Contacts Detail** screen to add a new contact. See Carrier Contacts Detail for more information.

Related Topics

To add or edit carrier contacts

Locations Detail

1. Clicking on the **[Add New]** link on the **Locations** summary screen will display the **Locations Detail** screen. To edit a location see Carrier Locations Summary.
2. Complete the **Locations Detail** using the following information:
    - **Location Type** is used to identify the location. Select the appropriate type from the drop-down box.
    - **Physical Address:** The physical address for this location.
    - **Mailing Address:** The mailing address for this location if different from the physical address.
    - **Location Phones**: Enter the phone numbers without formatting. Formatting will be applied after the **Locations** screen has been saved. Use the drop-down box to identify the type of phone number. Extension numbers may be entered up to 6 characters. Phone number identities are as follows:
        - After Hours
        - Automated
        - Backline
        - Building Security
        - Business Phone
        - Fax Number
        - Main Fax
        - Phone
        - Receptionist
        - Technical Support
        - Toll Free

          Adding additional phone numbers:

          - Click on the **[Add New]** link to the right of group heading after accessing the location record to edit.
          - Use the drop-down box to select the identity of the phone number being added.
          - Enter the phone numbers without formatting. Formatting will be applied after the screen has been saved.

- The extension numbers may be entered up to 6 numeric characters.
- Click on **Save** to add the new phone number.
- Click on **Close** to abort the addition of the new number.
- As many phone numbers as needed may be added.

- Click on the **Details** icon beside the number to edit.
- Click on the **Delete** icon beside the number to delete.

- **Cancel** – The **[Cancel]** link will abort any modifications or adding a new location.
- **Save** – The **[Save]** link will save new location information.
- **Delete** – The **[Delete]** link will delete the Location. The primary location cannot be deleted but can be changed. The delete link will not be present if the location is set to primary.
- **Update** – The **[Update]** link will update any modifications to the location record.

Locations Summary

The **locations** tab displays all locations added for this entity. Unlimited locations may be added for each entity but only one can be designated as the primary location. The primary assignment will be identified as a check box in the **Primary** column. The primary may be reassigned but deletion of the primary is not allowed.

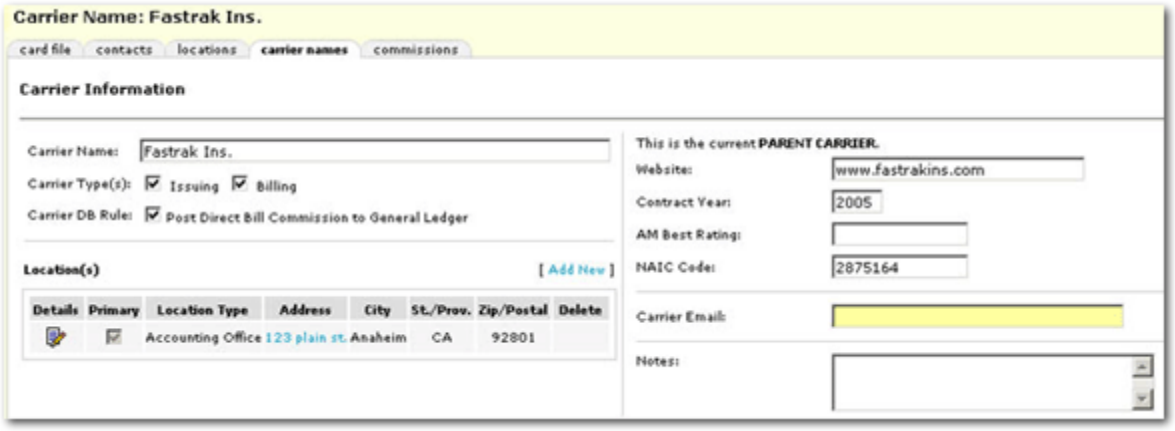
- Click on the **Address** link to connect to **expedia.com** for a map.
- Click on the **Details** icon to edit or delete the location.
- Click on the **Remove** icon to delete the location.

Related Topics

Adding/Editing Carrier Locations

Carrier Names Detail

1. Clicking on the **[Add New]** link on the **Carrier Names** summary screen will display the **Carrier Names Detail** screen. To edit a carrier name see Carrier Summary Names.



2. Complete the **Carrier Names Detail** using the following information:

- **Carrier Name** - Enter to identify the carrier.
- **Carrier Type** - Identifies if the carrier is the issuing, billing or both. The issuing check box identifies the carrier writing the policy. The billing check box identifies the carrier who will either pay the branch or bill the branch.
- **Carrier DB Rule** - This option is available if "**Override by Carrier**" is selected in the Posting Rules. "Post Direct Bill Commission to General Ledger" will be selected (by default) if Direct Bill Invoice General Ledger Posting is set to "**Post to the General Ledger**" in the posting rules. If the default is changed, all previous invoices will retain their posting rule at the time they were posted. Reversals will use the original invoice posting rule.

  If this option is **not** selected, direct bill invoice activity will not be available for reconciliation, receive payment or disbursement. No aspect of the invoice will post to the general ledger.
- **Website**: Enter the carriers web site address.
- **Contract Year**: Entering the contact year is optional.
- **AM Best Rating**: Entered by the branch.
- **NAIC Code**: Entered by the branch.
- **Carrier Email:** The email address for the carrier is optional, however if the format is entered incorrectly an error will be returned to warn of the improper format. The screen cannot be saved until the format is correct. The field can contain up to 30 characters with alphanumeric data.
- **Notes:** Enter any appropriate notes.
- **Cancel** – The **[Cancel]** link will abort any modifications or adding a new Location.
- **Save** – The **[Save]** link will save new location information.
- **Location (s):** Click the **[Add New]** link to select or add the address for this carrier. There is no limit to the number of addresses that may be added.
    - Existing addresses may be added by selecting **Use Existing**. Select an existing address from the drop-down box which is populated from locations added to the carrier. A new location may also be added here, by selecting the **[Add New]** option. Complete information should be populated by accessing the carrier **location** tab and click on the **Details** icon to edit.

- Locations may be removed or edited by the following:
  - Click on the **Details**  icon to edit.
  - Click on the **Remove**  icon to delete. This icon does not display on the primary location.

Commissions Summary

The **commissions summary** tab displays all commissions added for the parent carrier. Unlimited commissions may be added for each. A default may be set for each carrier added to the parent for each of the following:

- Line of Business
- Department
- Carrier
- Organization

Each default is marked with a checked box in the appropriate column when the defaults are set. If a commission assignment is added other than the default, that commission will default on the client invoice if the line of business, department, carrier and organization match.

The icons displayed on the summary screen are as follows:

- Click on the **Details**  icon to edit.
- Click on the **Remove**  icon to delete.

Related Topics

To add or edit new commissions

Carrier Names Summary

1. The **Carrier Names** tab displays all carriers added for this parent carrier. Unlimited carriers may be added for each but only one can be designated as the parent carrier. The parent assignment will be identified as a check box in the **Parent** column. The parent may be reassigned but it cannot be deleted.
   - Click on the **Details**  icon to edit.
   - Click on the **Remove**  icon to delete.
2. **[Add New]:** Select the link found in the upper right hand corner of the summary screen within the tabs border to display a blank data input **Carrier Names Detail** screen to add a new carrier. (For more information see Carrier Locations Detail.)

Adding Suspects, Prospects and Clients

Adding new suspects, prospects and clients is done on the **Search** screen. Before you can add a new client, you must conduct a Search to avoid duplicate entries.

To Add a Client

1. On the Primary menu, click **SEARCH**.
2. In the Entity drop-down list select **Client**.
3. Enter the **First Name** and **Last Name** in the appropriate fields.
4. Click the **Search** Button.
5. Click **[Add New Record]**. The **Add New Client** screen is displayed:

Note: The **[Add New Record]** link will not display unless an actual search has been run.

6. On the **client** tab, enter the client information.

- **Client Name:** Enter the client name as you would identify and correspond with them. The client name entered here will automatically be identified as the **Primary** (First Named Insured) in the **Named Insured** list located at **client** level.
- **Primary Account Address data:**
  - **Location Name**: Enter a name that will easily identify the location among a list of many.
  - **Address**: Enter the primary address for this insured. The primary address is the location you will send correspondence or invoices to.
  - **City**: Enter the city for the primary address entered in the previous field.
  - **State**: Select the state for the primary address entered in the previous fields.
  - **Zip**: Enter the zip code for the primary address entered in the previous fields.
  - **Phone**: Enter the phone number without formatting. Formatting will be applied after the **client** screen has been saved. (**Note:** to add additional numbers, see Locations.)
  - **Fax**: Enter the fax number without formatting. Formatting will be applied after the **client** screen has been saved. (**Note:** to add additional numbers, see Locations.)
- **Account Assignment:**
  - **Branch**: From the drop-down box select the branch to assign for this new entity. Branches are added to the organization by the administrator.
  - **Primary Producer**: From the drop-down box select the producer to assign the producer for this new entity. Producers are added to the organizations by the administrator.
  - **Account Manager**: From the drop-down box select the account manager to assign for this new entity. Producers are added to the organizations by the administrator.
- **Go Directly to Profile Page:** By default the box is checked, un-check if completion of the **profile** screen is not needed. The **profile** screen contains questions about the client, prospect or suspect that may be useful to determine if the account is a fit for the entity.

- **Primary Contact data:** (Multiple contacts may be added, for additional information see Contacts)
    - **Client Type**: Use the drop-down box to identify if this account should be identified as a **Personal** or **Commercial Client Type**.
    - **Prefix**: Use the drop-down box that contains items that are added by the agency in Setup under Lookup Management.
    - **First Name**: Enter the first name of the primary contact for this entity. The primary contact is identified as the person you would call or correspond with most of the time.
    - **Middle Initial**: This field is one character long. Enter the middle initial of the primary contact.
    - **Last Name**: Enter the last name of the primary contact.
    - **Suffix**: Use the drop-down box that contains items that are added by the agency in Setup under Lookup Management.
    - **Title**: Use the drop-down box that contains items that are added by the agency in Setup under Lookup Management. The title is used to identify the contacts occupation.
    - **Contact Role**: Use the drop-down box that contains items that are added by the agency in Setup under Lookup Management. The role is used to identify the contacts role with the Branch on behalf of the named insured.
    - **Phone**: Enter the phone numbers without formatting. Formatting will be applied after the **Client** screen has been saved. Use the drop-down box to identify the type of phone number. Extension numbers may be entered up to 6 characters. Phone number identities are as follows:
        - 2nd Phone Line
        - Business Phone
        - Car Phone
        - Home Phone
        - International
        - Pager
        - Personal Fax
        - Underwriting.

      Note: To add additional numbers, see Contacts.
    - **Email:** The email address for the contact is optional, however if the format is entered incorrectly an error will be returned to warn of the improper format. The field can contain up to 30 characters with alphanumeric data.

7. Click **Save**.

Financial Entity

Financial entities are banks used by the organization. Financial entities are created from the search screen and used in the accounting screens of Nexsure.

To Setup a Financial Entity

1. You must search for a record before entering a new one. On the Primary menu, click **SEARCH**.
2. From the **Entity** drop-down list, select **Financial Entity**, enter search criteria and click **Search**.
3. If the entity you wish to add is not already in the system, click **[Add New Record]**.
4. On the **card file** tab, fill in all location and contact information.
5. Click **Save**.

Premium Finance Company Setup

Premium finance companies are outside entities used by the organization to finance policies. Premium finance companies are created from the search screen and are used as an alternate Bill To in the invoicing and accounting screens of Nexsure.

To Setup a Premium Finance Company

1. You must search for a record before entering a new one. On the Primary menu, click **SEARCH**.
2. From the **Entity** drop-down list, select **Premium Finance Company**.
3. Enter search criteria and click **Search**.
4. If the premium finance company you wish to add is not already in the system, click **[Add New Record]**.
5. On the **card file** tab, fill in all location and contact information.
6. Click **Save**.

Adding Retail Agents

Retail agents are outside producers that broker business through another agency because they do not have a market. Once they have been added to the system, retail agents can view actions, opportunities, marketing, policies and attachments as they pertain to the individual retail agent. Before you can add a new retail agent, you must conduct a search to avoid duplicate entries.

To Add a Retail Agent

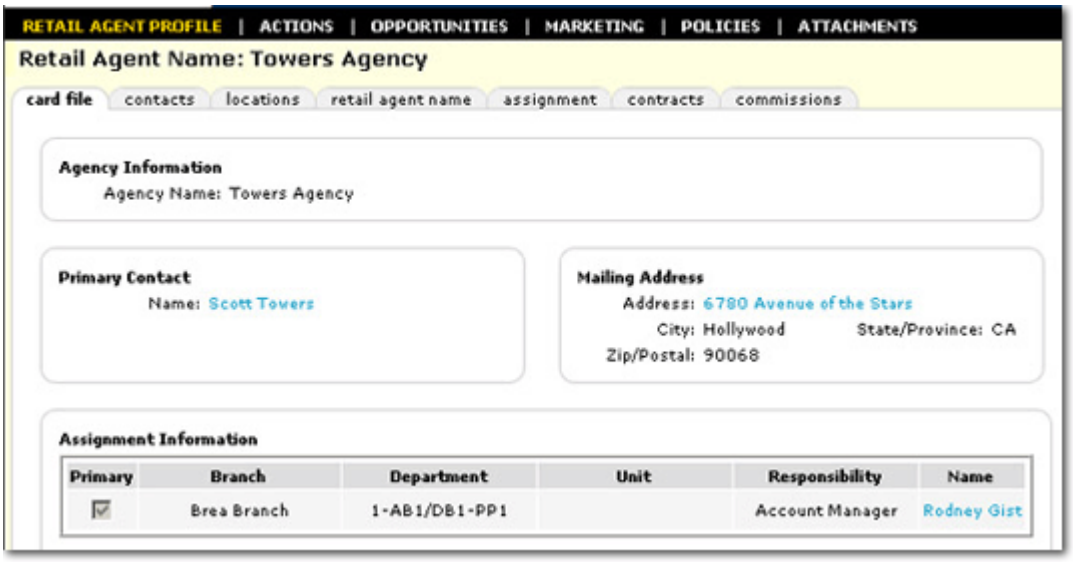
1. On the Primary menu, click **SEARCH**.
2. In the Entities drop-down box, select Retail Agent. Any previously accessed retail agents will be displayed automatically.
3. Enter the name of the retail agent in the Name field or enter "%%" to display all existing retail agents.
4. Click **Search**.

5. If the retail agent is in the system, click the **Details** icon for the appropriate retail agent. If the retail agent does not appear, click **[Add New Record]**.

6. Enter the card file information:

   - Agency Name
   - Primary Location
   - Primary Contact Name
   - Phone Numbers

7. Click **Save**.



Related Topics

Retail Agent Profile

Retail Agent Contracts

Retail Agent Commissions

Retail Agent Commissions

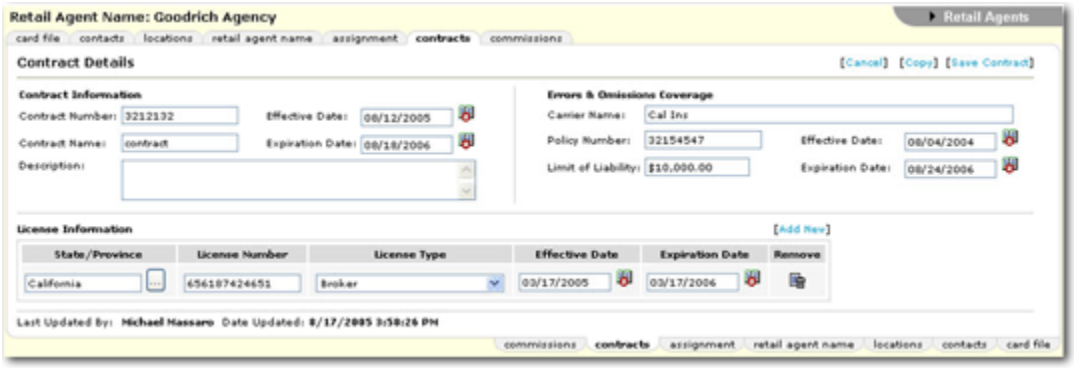
Important: Please note that retail agent billing is a future enhancement to Nexsure. While retail agent commissions can be set up, please note that retail agent billing is not yet available. Commission selections may change with the future addition of retail agent billing.

Retail Agent Contracts

The retail agent contracts tab stores the agent's contract information, errors and omissions coverage and license information.

To Enter Contract Details

1. On the Primary menu, Click **Search**.
2. Click the **Entity** drop-down box and select the **Retail Agent**.
3. Click the **Details** icon of the retail agent.
4. Click the **contracts** tab.
5. Enter the contract information. When complete, click **Save Contract**. Click **Copy** to create a duplicate of the same contract. To update the contract at a later point, select the contract on the **contracts** tab by clicking the **Details** icon, make the changes and click **Save Contract**.



Contract Information

- Contract Number
- Contract Name
- Effective/Expiration Dates
- Contract Name
- Description

Errors & Omissions Coverage

- Carrier Name
- Policy Number
- Limit of Liability
- Effective/Expiration Dates

License Information

The Contract Details must be saved (Click **Save Contract**) before adding license information.

- State/Province
- License Number
- License Type
- Effective/Expiration Date

Tip: If you have administrator rights, custom license types can be added via Lookup Management.

1. On the Utility menu, click **Setup**.
2. In the Setup Console, click **Lookup Management**.
3. In the Category drop-down list, select **Retail Agent**.
4. In the Types box, select **License Types.**
5. In the Select Item box, select **Add New**.
6. In the License Type field, enter the name of the license type.

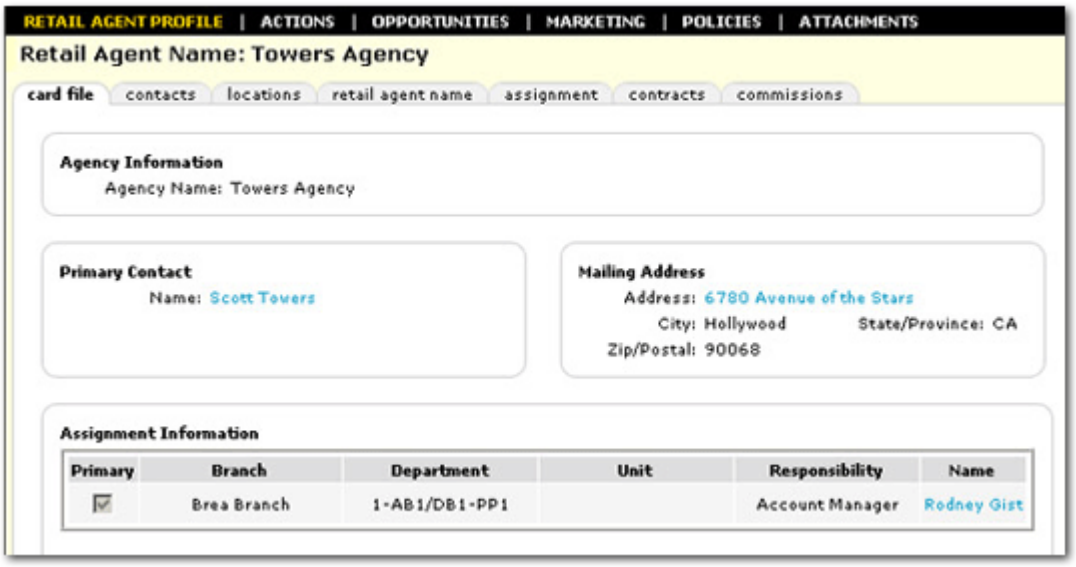
Retail Agent Profile

The retail agent profile manages all contact, assignment, contracts and commissions information for retail agents once they have been added into Nexsure.

To Access the Retail Agent Profile

1. On the Primary menu, click **SEARCH**.

2. Search for and select the retail agent by clicking the **Details** icon. The retail agent profile will appear:



Card File - The card file displays the agency contact and assignment information

Contacts - Displays contact information as originally added. Contacts information includes:

- Contact Name
- Contact Role
- Personal Numbers
- Email
- Contact Notes

To add a new contact, click **[Add New]**. To modify the existing contact, click the **Details** icon. After making changes, click the **Update** link.

Locations - Displays location information as originally added. Location information includes:

- Location Type
- Location Numbers
- Physical Address
- Mailing Address

To add a new location, click **[Add New]**. To modify the existing contact, click the **Details** icon. After making changes, click the **Update** link.

Retail Agent Name - Displays the agency name and website. This tab also allows you to Activate or Inactivate a retail agent. Selecting **Inactivate** will put a line through the retail agents name, serving as a reminder that the agent is not currently being worked with. Selecting **Activate** will remove the line through the name.

Assignment - **Branch**: Select the appropriate branch for this client department: Select a department within the specified branch for this client. (Departments are a sub-set of the Branch. IE: Personal or Commercial Lines).

Unit: Select a unit pertaining to the department, if applicable. Units are not required. (Units are a sub-set of the Department. IE: Home, Auto or Other)

Responsibility: Select the appropriate responsibility. The responsibilities appearing in the drop-down box can be added to in Setup, Lookup Management.

Name: Select the name of the person responsible for this client. The Names appearing in the drop-down box are appointed from the employees title at the branch level.

Primary: Check this box to set this assignment as the primary responsibility for the account.

Note: A primary assignment cannot be deleted, it must either be revised or a new assignment can be added, designated as primary, then the old primary can be deleted.

Contracts - See Retail Agent Contracts

Commissions - See Retail Agent Commissions

Retail Agent Setup

Retail agents are outside producers that broker business through another agency because they do not have a market. Retail agents are created from the search screen and used in the policy assignment, invoicing Bill To and accounting screens of Nexsure.

To Setup a Retail Agent

1. You must search for a record before entering a new one. On the Primary menu, click **Search**.
2. From the **Entity** drop-down list, select **Retail Agent**, enter search criteria and click **Search**.
3. If the retail agent you wish to add is not already in the system, click **[Add New Record]**.
4. On the card file tab, fill in all location and contact information.
5. Click **Save**.

Tax Authority Setup

Tax Authorities are entities which policy generated taxes are paid. Tax Authorities are created on the Search screen and are used in the Accounting screens of Nexsure.

To Setup a Tax Authority

1. You must search for a record before entering a new one. On the Primary menu, click **SEARCH**.
2. From the **Entity** drop-down list, select **Tax Authority**, enter search criteria and click **Search**.
3. If the tax authority you wish to add is not already in the system, click **[Add New Record]**.
4. On the card file tab, fill in all location and contact information.
5. Click **Save**.

Adding a Vendor

Vendors are outside entities to which payments are made for operating expenses such as rent, office supplies, etc. Vendors are created on the search screen and used in the accounting screens of Nexsure.

1. On the Primary menu, click **SEARCH**.
2. Click the **Entity** drop-down box and select **Vendor**.
3. Type the vendor name in the Vendor field and click **Search**. The vendor name, entered here will prefill to the vendor card file tab.

   Note: The **[Add New Record]** link will not display unless an actual search has been run.
4. If vendor is not in the system, click the **[Add New Record]** link.

   Vendor Info:

   - Complete the Vendors Name
   - Enter the Vendor's Web site, if applicable.
   - Primary Account Address:
   - Select the Location Type from the drop-down box
   - Enter the Vendors Location Address
   - Enter the Vendors City

     Note: Clicking on the ellipsis button after the City will display all Cities and Zip Codes associated to the city entered. Select the applicable City, State and Zip code from the drop-down box and click **Use Selection** to prefill the State and Zip Code fields to the card file.
   - Enter the State
   - Enter the Zip Code - If the City and State are unknown, enter the Zip code. Clicking on the ellipsis button after the Zip Code field will display the City and State associated to the Zip Code. Click Use Selection to prefill the City and State fields to the card file.

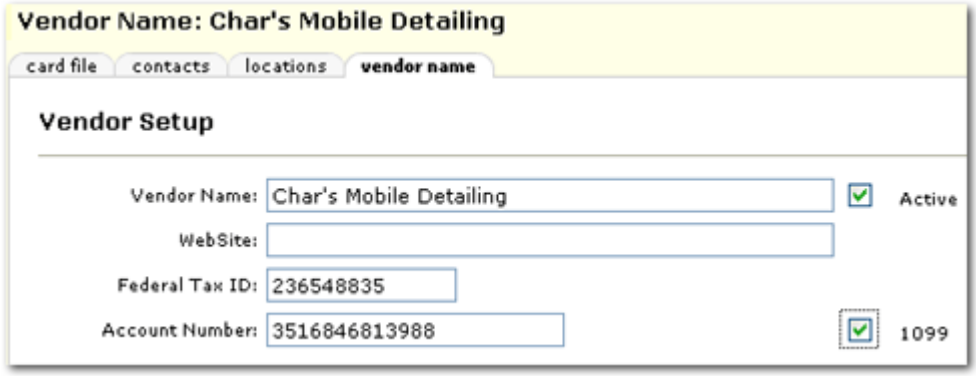
- Enter the Location's phone number. (No formatting is needed).
- Primary Contact:
- Apply Contact:
- Use Existing: Select this option to search all contacts in Nexsure.
    - Enter at least two characters in the Last Name fields.
    - Click Search
    - If the contact is found click on the name and click the Save Button.
    - If the contact is not found, select Add New.
- Add New: Select the prefix from the drop-down box. Items may be added to the drop-down box in Setup under Lookup Management.
    - Enter the First Name of the contact.
    - Enter the Middle Initial (MI) of the contact.
    - Enter the Last Name of the contact.
    - Select the Suffix from the drop-down box. Items may be added to the drop-down box in Setup under Lookup Management.
    - Select the Title from the drop-down box. Items may be added to the drop-down box in Setup under Lookup Management.
    - Select the Contact Role from the drop-down box. Items may be added to the drop-down box in Setup under Lookup Management.
    - The E-Mail address for the contact is optional, however if the format is entered incorrectly an error will be returned to warn of the improper format. The E-Mail address field must contain the @ and . signs.
    - **Phone Numbers:**
        - Select the Type of phone number from the drop-down box.
        - Enter the phone numbers, without formatting, for this contact. Formatting will be applied after the screen has been saved.
        - Up to a six digit Extension may be entered.
        - A description may be entered for each number using alpha or numeric characters.

Note: Items with a red * asterisk are required fields.

5. Click **Save**. The **Clear** button will clear the screen of all information except the Vendor Name. Once the information is saved the vendor card file will be displayed.



6. Click the **Details** icon on the contacts and locations tab to make updates or changes.



7. Select the **vendor name** tab to enter the following information:

   Vendor Name - Make changes to the Vendor Name.

   WebSite - Make changes to the Vendor Web site.

   Federal Tax ID - Enter the Federal Tax ID for the vendor.

   Account Number - Enter your agency's account number with the vendor.

   Active - Selected by default. If your agency is not currently doing business with this vendor, clear the box to designate them as inactive.

   1099 - Select this box if the vendor is on 1099 status with your agency. This box **must** be selected to be included in the year end **Vendor 1099 Disbursement Details** report.

Related Topics

Working with Vendors

Disbursements

Accounts Payable

Client Menu

The Client menu is available for accessing the following area of Nexsure:

- CLIENT PROFILE
- MARKETING
- POLICIES
- SERVICING
- ATTACHMENTS
- TRANSACTIONS
- T-LOG

Profiling

The **Profiling** screen can be used to pre-qualify an account if desired, or to capture information about the account you can quickly refer to at any time.

1. Complete the profiling screen using the following information:

    - **Client Type:** Use the drop-down box to designate the client as a Personal or Commercial client.
    - **Source:** Use the drop-down box created in setup to designate where this client originated from.
    - **Account** Notes**:** Enter any appropriate notes.
    - **Business Type:** Use the drop-down box that contains items added by the agency in setup.
    - **Years in** business**:** Enter the number of years client has been in business.
    - **No of Employees:** Enter the number of client employees.
    - **No of Locations:** Enter the number of client locations.
    - **No of Vehicles:** Enter the number of client vehicles.
    - **Estimated Annual Gross Sales:** Enter the client's estimated annual gross sales amount.
    - **Estimated Commission: Enter** the estimated commission amount to be derived from the client's entire account.
    - **Monthly Payroll:** Enter the client's **monthly** payroll amount.
    - **No of states:** Enter **the** number of states the client does business in.
    - **Home Office State/Province:** Select the client's home office State / Province from the drop-down box.
    - **On line business:** Select the appropriate option.
    - **TV/Radio Advertisement:** Select the appropriate option.

2. Click on the **Save** link to keep data entered.

Related Topics

Opportunities

Adding a Client Contact

Every entity entered in Nexsure through search will have a contacts tab. The contacts tab will display all contacts that have been entered for the selected entity in a summary view. An unlimited number of contacts may be added for each entity, but not every entity type is required to have a contact. The first contact entered, when adding a new entity, will be designated as the primary contact and will be displayed in the contacts summary view with a checkmark in the Primary check box. A primary contact cannot be deleted, to change or delete a primary contact see Changing a Primary Contact.

Note: Clicking on the Active links in the contact summary view will display information pertinent to that contact.

Adding a Contact

1. On the Primary menu, Click **SEARCH**.
2. Click the **Entity** drop-down box and select the appropriate entity.
3. Click the **Details** icon of the entity.
4. Click the **contacts** tab.
5. Click the **[Add New]** link.
6. The contact detail tab will be displayed. Before a contact is added, a search should always be done first. A contact need only be added to the Nexsure database once. Once the contact is added, it can be related to an unlimited number of entities, in any capacity.

    - Apply Contact:
    - Search Contact:
    - The Search Contact option button will be selected by default; this will allow a search of all Contacts in the Nexsure database.
    - Enter at least two characters in the Last Name field.

7. Click **Search**. If the contact is found, click the name and click **Use Selection**. The contact information will be brought over and associated to this entity. There are four fields in the contacts details unique to the contact's relationship to the entity, they are listed below. All other fields apply to the contact globally and if updated, it will update all records of this contact through out Nexsure.

    Four Unique Fields:

    - **Title**
    - **Primary Contact**

- **Contact Role**
- **Location**

8. If the contact is not found, select **New Contact**.

Contact Information:

- Select the **Prefix** from the drop-down box. Items may be added to the drop-down box in Setup under Lookup Management.
- Enter the **First Name** of the contact.
- Enter the **Middle Initial** (MI) of the contact.
- Enter the **Last Name** of the contact.
- Select the **Suffix** from the drop-down box. Items may be added to the drop-down box in Setup under Lookup Management.
- Enter the **Goes By** name for the contact, if applicable.
- Select the **Title** from the drop-down box. Items may be added to the drop-down box in Setup under Lookup Management.
- Select the **Sex** from the drop-down box.
- Enter the **Date of Birth** (DOB) using the calendar icon or keying the date in using the correct formatting.
- Enter the **Social Security No.** using the correct formatting, if applicable.
- Select the **Marital Status** from the drop-down box. Items may be added to the drop-down box in Setup under Lookup Management.

Driver Information:

- Select the **State Licensed** from the drop-down box.
- Enter the **License Number**.
- Enter the **Date Licensed** using the calendar icon or keying the date in using the correct formatting.
- Select **Yes** or **No** to designate this contact as the primary contact for this entity.
- Select the **Contact Role** from the drop-down box. Items may be added to the drop-down box in Setup under Lookup Management.

Note: The information displayed on the contacts tab may vary by entity.

Personal Numbers:

- Select the Type of phone number from the drop-down box. Items may be added to the drop-down box in Setup under Lookup Management.
- Enter the phone number, without formatting, for this contact. Formatting will be applied after the screen has been saved.
- Up to a six digit extension may be entered.
- A description may be entered for each number using alpha or numeric characters.

- Enter the E-Mail address for the contact using the correct formatting. The E-Mail address field must contain the @ and . symbols. There are two E-mail address fields available to accommodate both a work and personal E-mail addresses.

Note: E-Mail addresses should be obtained for all contacts. E-mail addresses are placed into a global Address Book, and made available on the delivery screen.

Locations:

- Select the Primary Account Location for this contact from the drop-down box. The locations available in the drop-down box will prefill from the locations tab of the entity.

Contact Notes:

- Enter any notes regarding this contact.

Note: Keep in mind when entering contact notes that access may be given by the agency to allow contacts access to their Nexsure site.

Related Topics

Changing a Primary Contact

Editing Client Contacts

Contacts Security

Changing a Primary Contact

The first contact entered, when adding a new entity, will be designated as the primary contact and will be displayed in the contacts summary view with a checkmark in the Primary check box.

Note: A primary contact cannot be deleted. To change or delete a primary contact another contact will need to be assigned as primary.

To Change a Primary Contact

1. On the Primary menu, click **SEARCH**.
2. Click the **Entity** drop-down box and select the appropriate entity.
3. Click the **Details** icon of the entity.
4. Click the **contacts** tab. If there is only one contact displayed, it will be designated as primary and a second contact will need to be added. See Adding a Contact to add a second contact.
5. Select **Yes** to designate the new contact as the primary contact for this entity. If the person to be designated as the new primary contact is displayed, click on their **Details** icon, select **Yes** to the ***Is this the Primary Contact for this Account?*** question and click the **[Update]** link.
6. In the **contacts** tab summary view the newly appointed primary contact will be displayed with a checkmark in the Primary check box. The old primary contact will now have a **Remove** icon.

7. Click on the **Remove** icon to delete the old primary contact, if applicable. If the remove icon is not available, see the Nexsure point person within the agency for assistance.

Related Topics

Adding Client Contacts

Editing Client Contacts

Contacts Security

Contacts Security

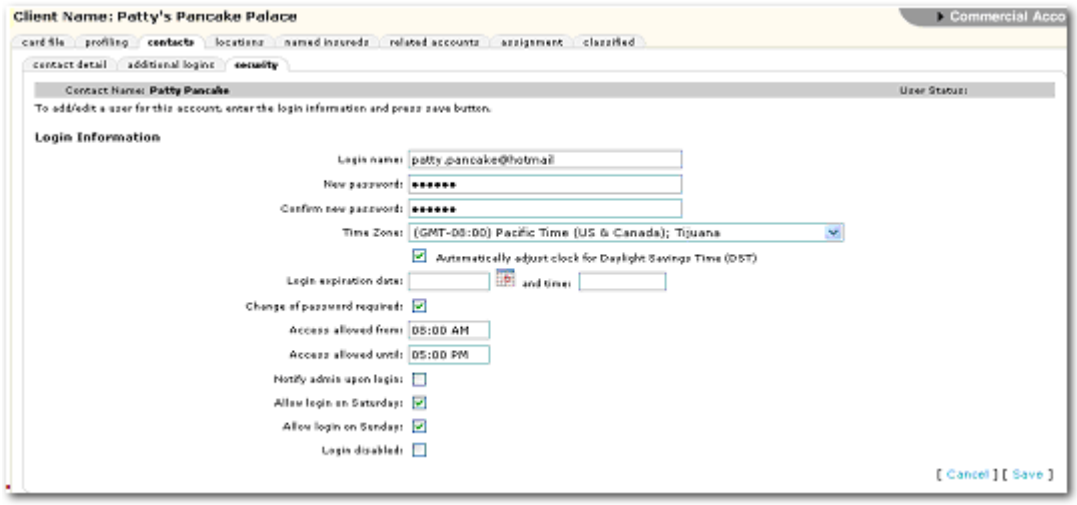
Security may be given to allow access to the agent's Nexsure site. There are two types of contacts available at this time that may be given security rights, employees of the agency and client contacts. The options selected for the contact on the security login information screen will be unique to that contact. In order for the options selected to apply they must be enabled on the security policy tab found in **Setup > Security Administration**. The contacts security will supersede the organization defaults that are setup in **Setup > Security Administration**. It is the agent's ultimate responsibility to maintain their site's security and to train outside entities, which have been granted access to their Nexsure site.

To Add Security

1. On the Primary menu, click **SEARCH**.
2. Click the Entity drop-down box and select the appropriate entity.
3. Click the **Details** icon of the entity.
4. Click the **contacts** tab.
5. Click the **Details** icon of the appropriate contact.
6. Scroll to the bottom of the **contact detail** screen and click the **here** link to make this contact a user. The Security login information screen is displayed.

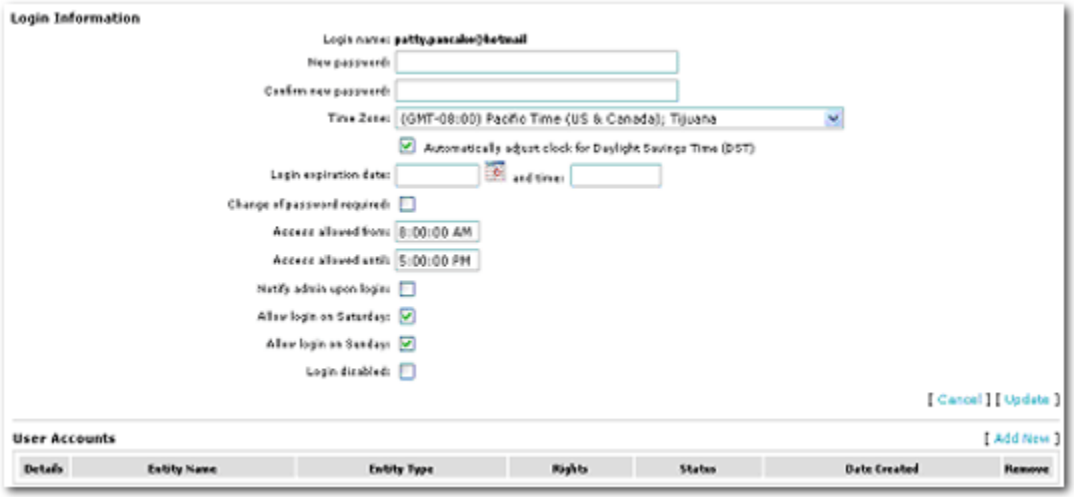
    - Enter a login name for the contact. Login names can only be used once, a good rule of thumb, when assigning login names, is to use the contacts email address omitting the ".com" at the end.
    - Enter a Password for the contact. The password should be unique and contain a combination of unique characters, such as $ or % signs and alpha and numeric characters.
    - Re-enter the Password in the **Confirm Password** field. This field requires the password be re-entered correctly. If incorrect, a warning window will display with this message: Specified passwords do not match. Click **OK** on the warning message and correct the password fields.
    - Select the time zone from the drop-down box and click the check box to automatically adjust the clock for daylight savings time for this contact.
    - Enter a Login expiration date, using the calendar icon or keying the date in using the correct formatting, if applicable.
    - Enter the time of day the login will expire.

- Click the **Change of Password** required check box to allow the contact to change the password assigned by the agency upon logging in to Nexsure for the first time.
- To set a time restriction for accessing the agent's Nexsure site for the contact enter a time in both the **Access allowed from** and **Access allowed until** fields.
- Click the **Notify admin upon login** check box to have an email sent to the administrator in the agency when this contact logs into their Nexsure site. The email is sent to the email address found on the Security policy tab in **Setup > Security Administration**.
- Click the **Allow login on Saturdays** and **Allow login on Sundays** check boxes to allow the contact to login on these days.
- Click the **Login disabled** check box to disable the login for the contact.

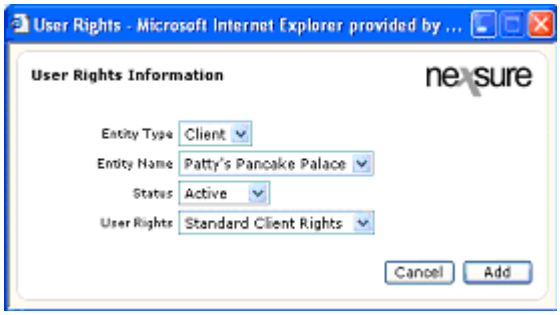


- Click the **[Save]** link to save or the **[Cancel]** link to abort.

7. Once the Login Information has been saved, the contact must be assigned to a **User Rights Template**. User Rights Templates allow the agency to assign security to a group of people needing the same access to the agent's Nexsure site. This eliminates the need to setup security for an individual. User rights are created in **Setup > Security Administration >** **User Rights Templates** tab.



8. Scroll to the bottom of the Login Information screen and click the **[Add New]** link. The User Rights Information pop-up window will be displayed.



- Select the **Entity Type** from the drop-down box. The drop-down box will display only the appropriate entity type defined by the area in Nexsure where the contact's security is being setup. (IE: Client, Employee, Retail Agent, Underwriter, Outside Finance Company or Additional Interest) If a client contact, then the entity type available will be client.
- Select the **Entity Name** from the drop-down box. The drop-down box will display only the appropriate entity names defined by the area in Nexsure where the contact's security is being setup.
- Select the **Status** from the drop-down box. If Active is selected the contact login is enabled and an active key "  " icon will be displayed on the contacts summary screen. If Inactive is selected the contact login is disabled and an inactive key "  " icon will be displayed on contacts summary screen.
- Select the appropriate **User Rights** template for this contact from the drop-down box. User Rights are created in **Setup > Security Administration > User Rights Templates**.

9. Click **Add to add User Rights** for this contact or cancel to abort.

Related Topics

Adding Client Contacts

Editing Client Contacts

Changing a Primary Contact

User Rights Templates

Editing Client Contacts

Contact information may be changed or updated as needed. There are four fields in the contacts details that are unique to the contact's relationship to an entity and if update, will only affect this record. The four unique fields are Title, Primary Contact, Contact Role and Location. All other fields apply to the contact globally and if updated, it will update all records of this contact throughout Nexsure.

To Edit a Client Contact

1. On the Primary menu, click **SEARCH**.

2. Click the **Entity** drop-down box, select and search for the appropriate entity.
3. Click the **Details** icon of the entity.
4. Click the **contacts** tab.
5. All contacts for this entity will display in a summary view.
6. Click the **Details** icon of the appropriate contact.
7. Edit the information as needed.
8. Click the **[Update]** link.

Related Topics

Adding Client Contacts

Changing a Primary Contact

Contacts Security

Adding Locations

1. On the Client **Locations** summary screen, click **[Add New]**, the **Locations Detail** screen will appear.
2. Complete the **Locations Detail** using the following information:
    - **Location Type:** Use the drop-down list to select from the location types entered in setup.
    - **Locations Name:** Enter an identifying location name if desired.
    - **Primary Location for this account:** The main address for this entity. This is generally used for mailing invoices and correspondence.
    - **Billing Location for this account:** The default billing address where invoices are mailed.
    - **Physical Address:** The physical address for this location.
        - If the billing address is different from the physical address, make sure to indicate by addressing this question and completing the billing address section.
    - **Mailing Address:** The mailing address for this location if different from the physical address.
    - **Location Numbers**: Enter the phone numbers without formatting. Formatting will be applied after the **Locations** screen has been saved. Use the drop-down list to identify the type of phone number. Extension numbers may be entered up to six characters.
    - **Cancel** – The **Cancel** button will abort any modifications or adding a new location.
    - **Save** – The **Save** button will save new location information.
    - **Delete** – The **Delete** button will delete the Location. The primary location cannot be deleted but can be changed. The delete button will not be present if the location is set to primary.

- **Update** – The **Update** button will update any modifications to the location record.

Adding additional phone numbers:

1. Click the **[Add New]** link to the right of group heading after accessing the location record to edit.
2. Use the drop-down box to select the identity of the phone number being added.
3. Enter the phone numbers without formatting. Formatting will be applied after the screen has been saved.
4. The extension numbers may be entered up to six numeric characters.
5. Click on the **Save** button to save the phone number just added.
6. Click on the **Close** button to abort the addition of the new number.
7. The number of phone numbers that can be added to each location is only limited by the identity choices. Click **Add New** to add a new phone number.
8. Click on the **Details**  icon beside the number to edit.
9. Click on the **Delete**  icon beside the number to delete.

Related Topics

Locations Summary

Locations Summary

The client **locations** tab displays all locations added for this entity. You can add unlimited locations to an entity, but only one can be designated as the primary location. You can designate the primary location by selecting the check box in the **Primary** column. You can reassign primary contacts, but they cannot be deleted.

- Click on the **Address** link to connect to mapquest.com for a map.
- Click on the **Details**  icon to edit or delete the location.

Related Topics

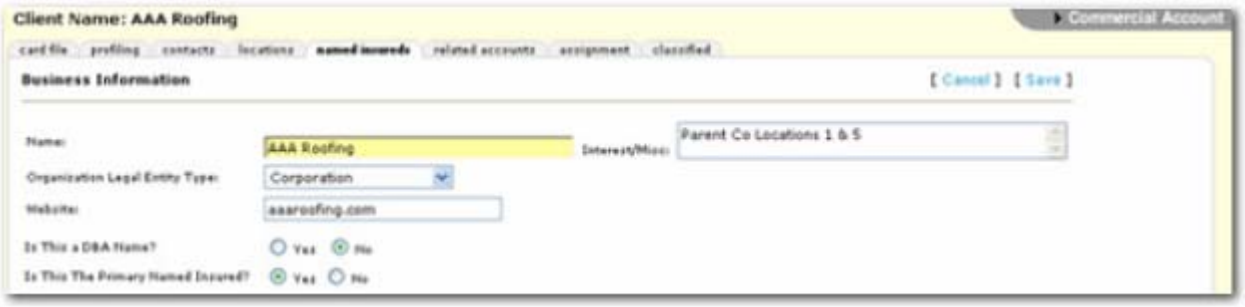
Adding Locations

Adding Named Insureds

To Add a Named Insured

1. On the **named insureds** summary screen, click **[Add New]**.

2. Complete the **Named Insureds Detail** screen:



- **Named:** Enter name of named insured.
- **Interest/Misc:** This field may used to record interest, percentage of ownership, locations that pertain to particular named insured, etc. The information in this field will pre-fill to the new Named Insured Schedule “Interest/Misc.” field.
- **Organization Legal Entity Type:** Use the drop-down box to designate the legal entity type (corporation, LLC, Non-profit etc.) of the named insured being added.
- **FEIN/SSN:** Select the FEIN or Social Security Number option and enter the number in the field. The number will be automatically formatted based on which option is selected.
- **Website:** The web site address for the named insured is optional.
- **Is this a DBA Name:** Select the appropriate option.
- **Is this the Primary Named Insured?:** Selecting the **Yes** option will change a prior Primary Named Insured to the named insured being entered.



- **Long named insured:** Enter complete named insured (if longer than ACORD 60 character limit).
- **Description:** Enter nature of business description. Information from this area will pre-fill to the ACORD 125 Nature of Business section.
- **Year Started:** Enter the year business was started.
- **Gross Receipts:** Enter the business gross receipts amount. In the adjacent drop-down box, select **annually** or **monthly**.
- **Number of Employees:** Enter the number of employees.

- **NAICS/SIC:** (Primary named insured only) Enter the **NAICS/SIC** codes. *To add a new code*

  a. At the **NAICS/SIC** field, click **[Add New]**.
  b. In the Search by: drop-down list, select the search criteria:
     - NAICS Code
     - NAICS Description
     - SIC Code
     - SIC Description
  c. Click **Search**.
  d. Select the code you wish to add and click **Save**.

3. Click **Save** or **Cancel.**

Related Topics

Named Insureds Summary

Named Insureds Summary

The **named insureds** tab displays all named insureds added for this client. You can associate an unlimited number of named insureds with each client, but only one can be designated as the primary named insured. The primary named insured indicator will be selected in the **Primary** column. The primary designation can be changed, but a primary named insured can not be deleted. The client may also be flagged as inactive or reactivated from the **Named Insured Summary** screen.

Note: The **Named Insured Summary** screen differs depending on the account type, Personal or Commercial.

Personal Client

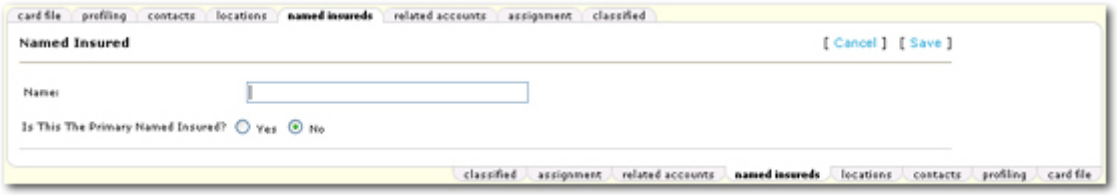
To Navigate to the Named Insureds Tab

1. On the Primary menu, click **SEARCH**. Search for the appropriate client. Be sure to change the **Entity** selection to **Client**.
2. Click the **Details** icon next to the appropriate client. The **card file** tab is displayed by default.
3. Click the **named insureds** tab. The **Named Insured Summary** screen is displayed.



The following options and information is displayed on the **Named Insured Summary** screen:

- **[Activate] / [Inactivate]:** Selecting **[Inactivate]** will inactivate the entire client record. A strike through will be displayed on the client's name on all client screens. Selecting **[Activate]** will remove the line through the client name and activate the client again.
- **[Add New]:** Opens the **Named Insured** screen to enter a new named insured.

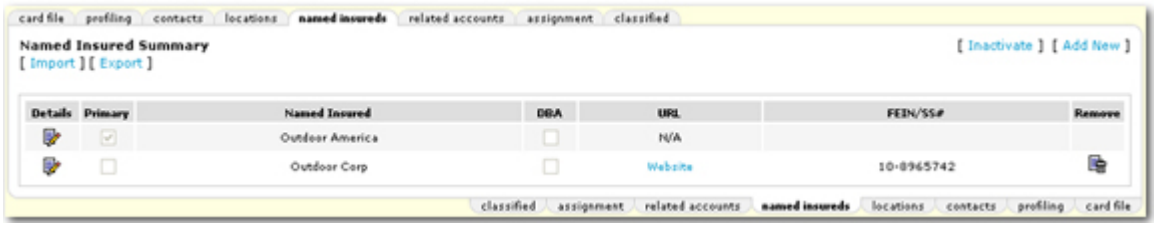


- **Details:** Click on the **Details** icon to open the **Named Insured** screen and edit the named insured.
- **Primary:** Indicates whether or not the named insured is the primary named insured. Unlimited named insureds may be associated to a client, however only one may be designated as the primary named insured. The primary designation my be changed, but a named insured currently designated as primary may not be deleted.
- **Named Insured:** The name of the named insured.
- **Remove:** Click the **Remove** icon to remove the named insured. The primary named insured will not have an active **Remove** icon available.

Commercial Client

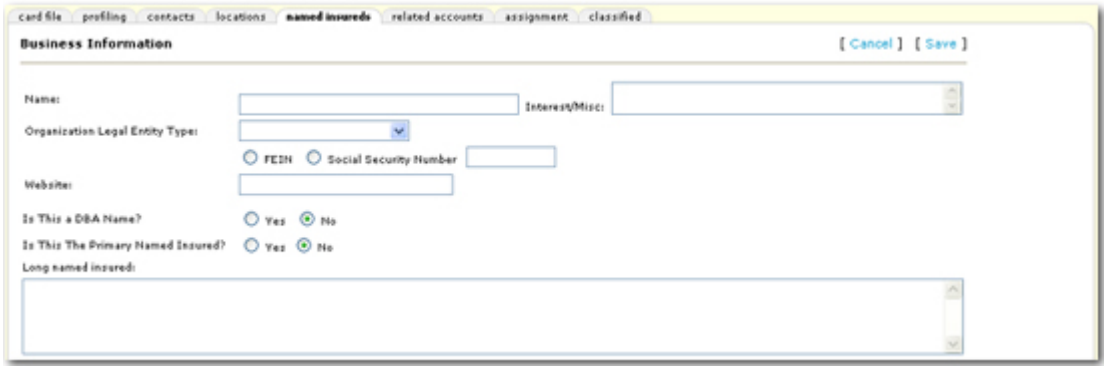
To Navigate to the Named Insureds Tab

1. On the Primary menu, click **SEARCH**. Search for the appropriate client. Be sure to change the **Entity** selection to **Client**.
2. Click the **Details** icon next to the appropriate client. The **card file** tab is displayed by default.
3. Click the **named insureds** tab. The **Named Insured Summary** screen is displayed.



The following options and information is displayed on the **Named Insured Summary** screen:

- **[Activate] / [Inactivate]:** Selecting **[Inactivate]** will inactivate the entire client record. A strike through will be displayed on the client's name on all client screens. Selecting **[Activate]** will remove the line through the client name and activate the client again.
- **[Add New]:** Opens the **Named Insured** screen and allows entry of the new named insured. For more information about adding a new commercial named insured see Adding Named Insureds.



- **[Import]:** Import an Excel® (.xls file) into the named insured summary.
- **[Export]:** Save the named insured records on the **Named Insured Summary** screen as a .xls file.

Note: When exporting a file, the file extension must be changed to **.xls** before saving.

The following columns are included in the exported file:

- **Client Name**
- **DBA Name**
- **URL**
- **Year Started**
- **Business Ownership ID and Type (IDs are system generated and should not be altered.)**
  - 2 - Individual
  - 3 - Partnership
  - 4 - Corporation

  Note: Additional **Ownership ID and Types** are possible depending on those set up by the agency in Lookup Management.
- **Gross Receipts**
- **Gross Receipt Basis ID (IDs are system generated and should not be altered.)**
- **Gross Receipt Basis**
- **No Employees**
- **FEIN / SS#**
- **Long Name**
- **Interest / Misc**
- **Nature Of Business / Desc**

- **Details:** Click on the **Details** icon to open the **Named Insureds** screen and edit the named insured.
- **Primary:** Indicates whether or not the named insured is the primary named insured. Unlimited named insureds may be associated to a client, however only one may be

designated as the primary named insured. The primary designation my be changed, but a named insured currently designated as primary may not be deleted.

- **DBA:** Indicates whether or not the named insured is "Doing Business As".
- **URL:** Displays the **URL** link to access the client's website.
- **FEIN/SS#:** Displays the FEIN or Social Security number as entered in the named insured details.

Related Topics

Adding Named Insureds

Adding Related Accounts

Customers are cross-referenced by assigning an account relationship. When assigning an account relationship, determine if the related account being added is Personal or Commercial. You must enter a few characters of their name for the search. Highlight the appropriate entity and identify the relationship type and if the relationship should be added to the related account. If you relate a relationship to the other entity, the relationship is automatically added.

Q. Why add account relationships?

A1. By adding account relationships, you can quickly see if a personal lines account is perhaps the owner of one of the branch's commercial lines accounts. This could be important if the son on the personal auto policy had one too many tickets and the carrier wanted to cancel and the personal lines account manager does not know the commercial lines account exists and allows the cancellation to go through causing the large commercial account to be lost as well. This may not have happened if there had been an account relationship association.

A2. An account in your branch is a franchise account and has many locations with different managers. To keep each account separate with a different name and address each were set up as different clients. However, the main office wants to receive all the invoices separately for each location. By adding the account relationship to each entity, the invoice may be billed to the main office as requested by your client.

To Add Related Accounts

1. Select the client to add the related account to.
2. Select the **related accounts** tab.
3. Click **[Add New]**. The **related accounts** detail screen will appear.
4. **Search by:** Select the appropriate search categories from the drop-down boxes. Enter a minimum of two characters in the search window in order to have valid criteria for a search. No wild card searches to search all are available. The **Search** button will initiate the search and return all suitable matches.
5. Highlight the appropriate entity to associate. The results will display in alphabetical order. If no results were found the message, **No Results Found on Search** is displayed instead.

6. When commercial is selected, the following choices will be available. The agency will have the ability to add in setup.

The Related Account is – this is the identification of the associated account that corresponds with the **Relationship Type**. Below are some examples:	
Relationship Type Selected	**The related Account is**
Franchiser	Franchisee
Partner	Partner
PEO	Client Company
Corporation	Subsidiary
Commercial	Personal

- When personal is selected, the following choices will be available. The agency will have the ability to add in setup.

The Related Account is – this is the identification of the associated account that corresponds with the **Relationship Type**.	
Relationship Type Selected	**The related Account is**
Commercial	Personal

Related Topics

Related Accounts Summary

Related Accounts Summary

1. The **related accounts** tab displays all related accounts added for this entity. Unlimited related accounts may be added for each entity.

- Click on the **related account** link to display the Related Accounts **Client** screen.
- Click on the **Details**  to view the Related Account detail.

Related Topics

Adding Related Accounts

Assignment Tab

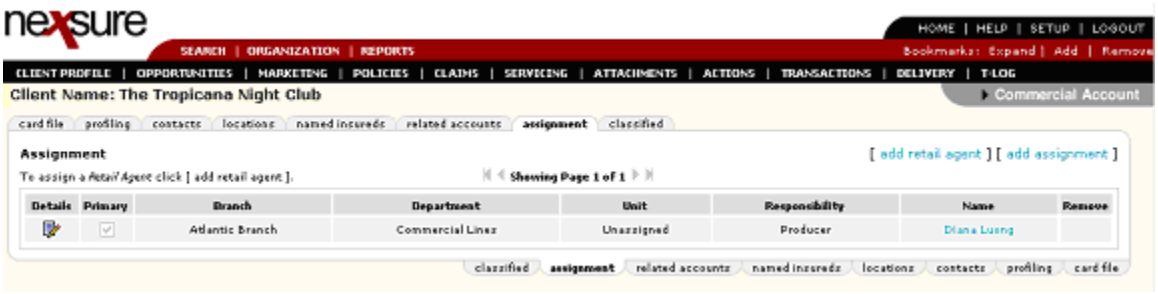
The Assignment is the person within the agency responsible for the client and/or client's policy. An assignment is appointed when the client is first entered in Nexsure, this assignment will automatically be

designated as primary. There are two levels of assignments, client level assignment(s) and policy level assignment(s).

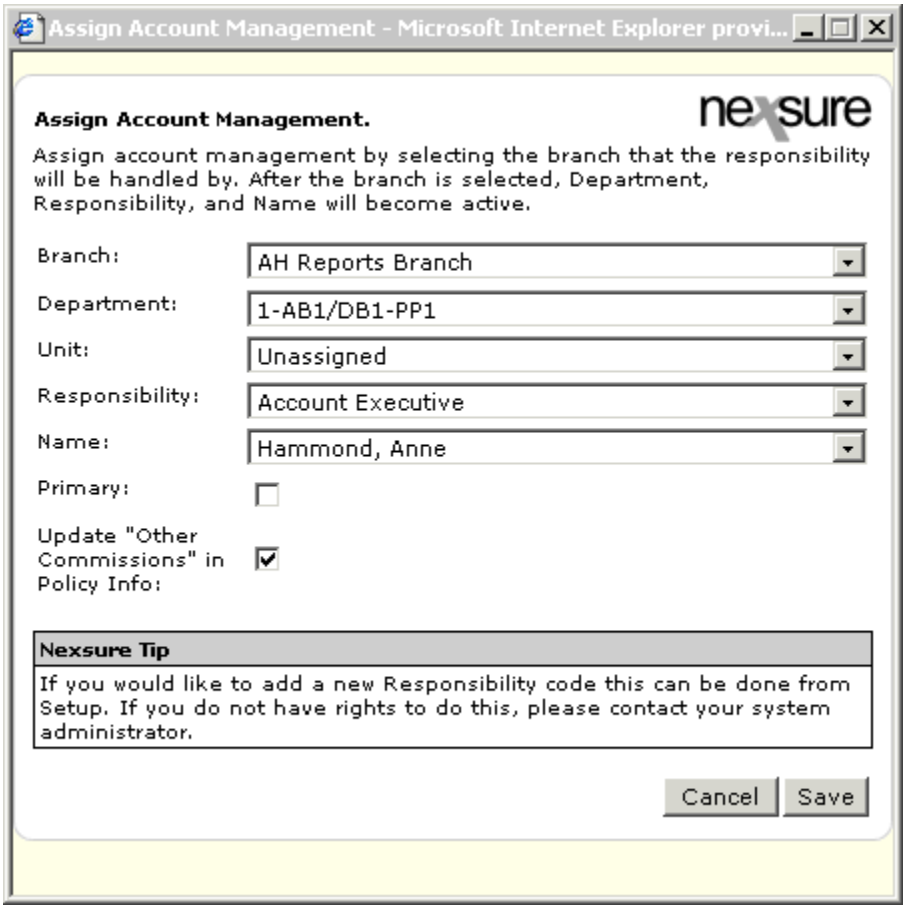
Client Level Assignment

This level pertains to the overall client account.

1. On the Primary menu, click **SEARCH**.
2. Click the **Details** icon of the appropriate client.
3. Click the **assignment** tab.
4. The assignment(s) will display in a summary view.



5. To add a new assignment, click the **[add assignment]** link.



6. Select the following from the drop-down boxes:

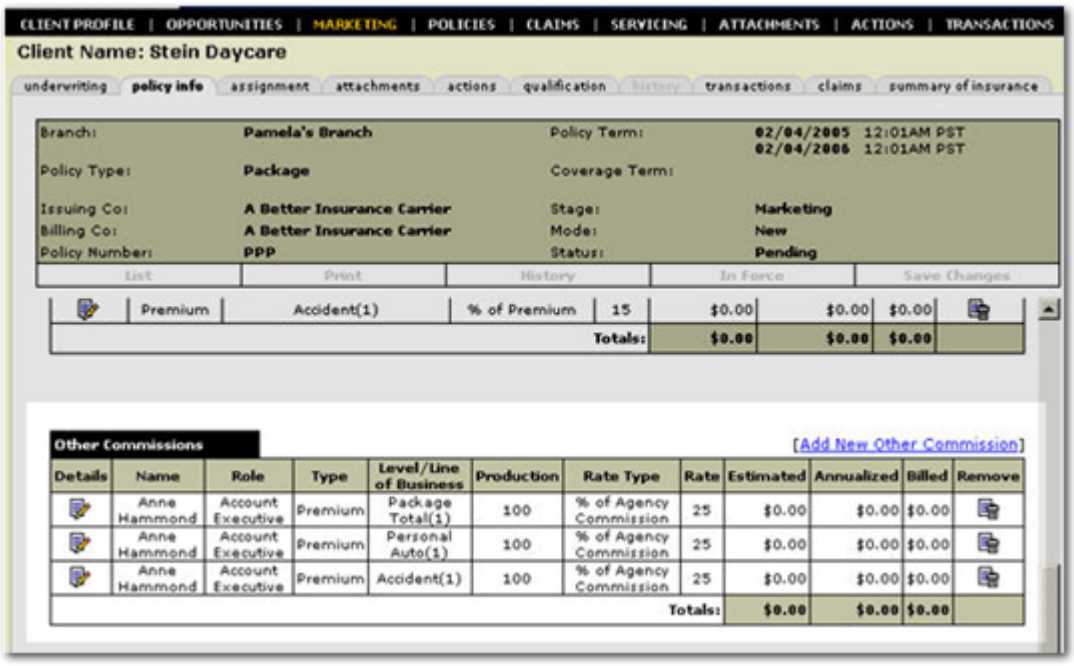
- **Branch**: Select the appropriate branch for this client department: Select a department within the specified branch for this client.

  (Departments are a sub-set of the branch. IE: Personal or Commercial Lines).
- **Unit**: Select a unit pertaining to the department, if applicable. Units are not required.

  (Units are a sub-set of the department. IE: Home, Auto or Other)
- **Responsibility**: Select the appropriate responsibility. The responsibilities appearing in the drop-down box can be added to in **Setup > Lookup Management**.
- **Name**: Select the name of the person responsible for this client. The names appearing in the drop-down box are appointed from the employees title at the branch level.
- **Primary**: Check this box to set this assignment as the primary responsibility for the account.

  Note: A primary assignment cannot be deleted, it must either be revised (See step #8) or a new assignment can be added, designated as primary, then the old primary can be deleted.
- Update "Other Commissions" in policy info: Selecting this option will automatically update the Policy Info tab (Other Commissions) with the commission detail for the new assignment. Policy info can only be changed in the following stages: Marketing, Edits, Endorsements, Renewals and Audits. This option can be selected when adding, changing or deleting an

assignment.



Note: The **Name** must be associated with the selected **Branch** to determine the existence of commissions. The message "No Valid Commission Defaults Exist for Name Selected" will be displayed if the selected name is not associated with the branch.

7. Click **OK** to save the changes. Click **Cancel** to abort the change.

8. The primary assignment can be changed by clicking on the **Details** icon of the primary assignment , make the necessary changes from the appropriate drop-down boxes, click **OK** to save the changes. Click **Cancel** to abort the change.

Policy Level Assignment

This level pertains to a client's policy.

1. On the Primary menu, click **SEARCH**.

2. Click the **Details** icon of the appropriate client.

3. On the Client menu, click **POLICIES**.

4. Click the **Details** icon of the appropriate policy.

5. Click the **assignment** tab.

6. The assignment(s) will display in a summary view. The assignment(s) at the policy level default in from the client level at the time the marketing policy is created.

7. Assignments at the policy level can be added, revised or deleted, security permitting.
8. Repeat steps 5-8 from the client level assignments to add, edit or delete assignments.

Related Topics

Global Reassignment

Classified Detail

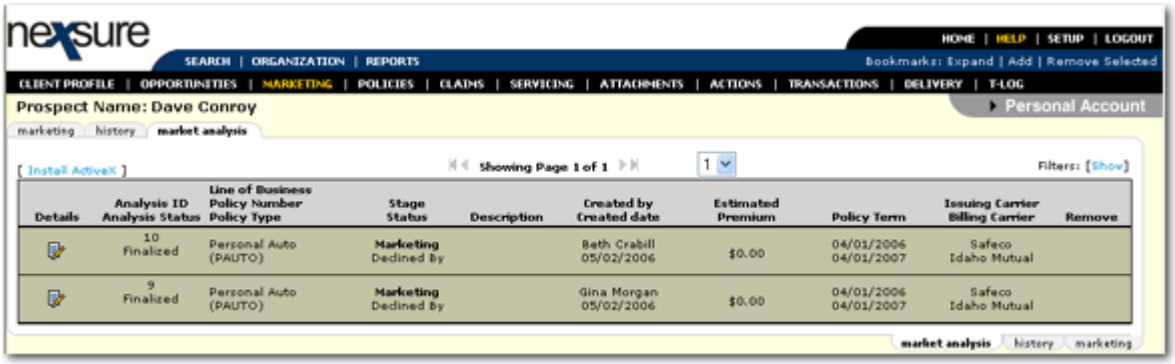
Codes and values are used to segment prospects and clients for marketing campaigns.

To Add a New Code and / or Value

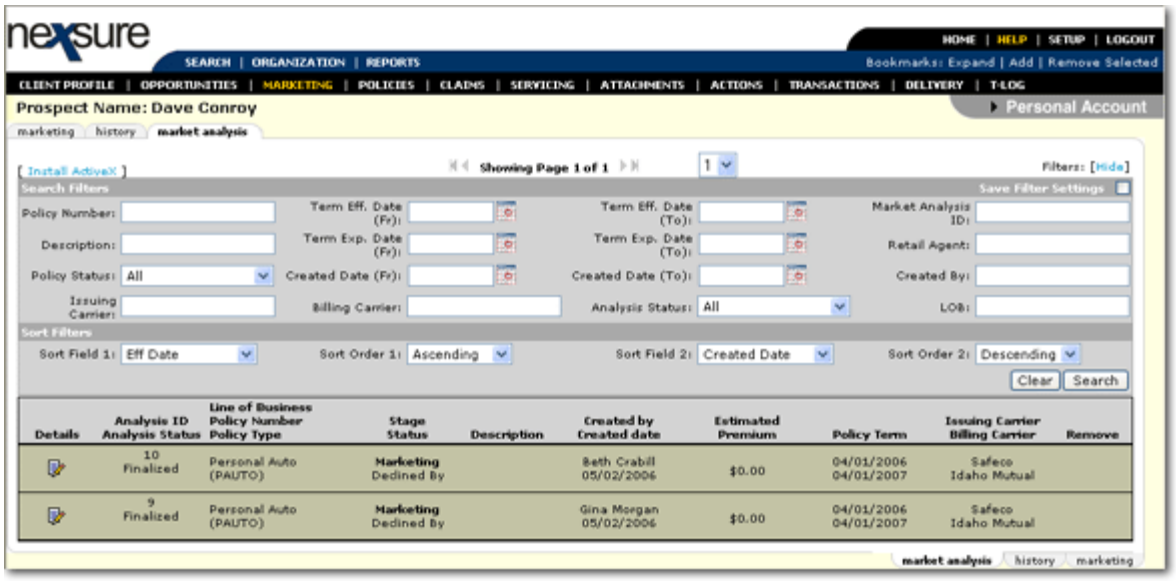
1. Locate a client via **SEARCH**.
2. Click on the client's **Details** icon.
3. Select the **classified** tab.
4. Click the **Details** icon to edit an existing code or value, or click **[Add New]**.
5. Select a **Class Code** and **Designation**. These items may be edited by the entity in setup.
6. Click **[Save]**.

Market Analysis Tab

The **market analysis** tab displays a summary of all saved analyzed markets by default.



- Clicking the **Details** icon will take you to the market analysis details screen.
- Using the **[Show]** filters option allows for searching by specific status as well.



Add an Application to a Suspect

1. On the Primary menu, click **SEARCH** and search for the **Suspect** you wish to add the application for.

2. Click the **Details** icon for the suspect.

3. Select **MARKETING** from the Client menu. You will be notified that no marketing policies exist.

4. Since there is no history on a suspect record select **Cancel** to display the underwriting screen.

   Tip: Notice the color of the screen, the wheat color is always associated with the active policy stage of marketing.

5. The top portion of the screen is called the policy header. Select the Billing and Issuing Carriers, if known, from the drop-down list. The billing company is who will pay or be paid and the issuing company is the company that issues the policy.

6. Enter the effective and expiration dates. Since the policy is currently being worked change the status to pending.

7. Click **Save Changes** on the navigation toolbar under the policy header to keep the changes made to the policy header and display a second navigation toolbar.

8. Click **Add Application**.

9. The form standard defaults to ACORD, select a state as appropriate, then select the type of application and line of business from the drop-down boxes. All appropriate applications are displayed in the available applications list. The highlighted application description is displayed below the box for easy identification.

10. The Nexsure application helper is used to copy from previously populated applications to save keystrokes, the box is checked by default. Since there are no policies to copy from, remove the check by clicking in the box.

11. Click **Next** to add the application and any base forms.

In-Forcing a Marketing Policy for New Business

To in force a marketing policy for new business in Nexsure, begin by searching for the client or prospect.

1. Click on the **Details** icon next to the client or prospect name to display the card file.

2. Select **MARKETING** from the Client menu.

3. Click the **Details** icon next to the marketing policy to display the underwriting screen.

4. On the navigation toolbar select **In Force** and the In force pop-up window will be displayed.

5. If no binder will be necessary, select only the in force option. If a status of bound is necessary but no binder is to be issued from your office, select the bound option. If a binder will be issued select both the bound option and the create binder check box.

Selecting **Cancel** will abort the in force process and selecting Next will move the marketing policy to Policies. Current in force policies are easily identified by the dark blue background color.

Navigate and Populate a Form

After an application is added to marketing the suspect is identified in Nexsure as a Prospect. To navigate and populate the form first begin by searching for the Prospect.

1. On the Primary menu, click **SEARCH**. Search for the **Suspect** you wish to add the application for.

2. Click the **Details** icon for the suspect.

3. On the Client menu, click **MARKETING** and the marketing summary screen is displayed.

4. Click the **Details** icon next to the marketing policy to display the underwriting screen.

5. To complete the forms, use the navigation tab on the right side of the screen. Select the application to complete by clicking on the plus in front of the form.

   For example: to populate the ACORD 125 click on the plus sign in front of Base Requirements then click on the plus in front of the ACORD 125.

6. Click **assign** to display producer information in the **assignment** section of the application. Some of the fields are already populated, therefore, only populate as necessary.

Navigation and Saving the Form

- **Next** - found on the navigation toolbar at the top and bottom of the screen saves, and navigates to the next screen.
- **Previous** - in the navigation toolbar at the top and bottom of the screen saves, and navigates to the previous screen.
- **Save Changes** - saves changes and remains on the same screen.
- Select a link on navigation tab to save changes and go to the selected page of the application.
- Select summary on a schedule section of the application saves the screen and returns to summary view.

Rating Integration

Nexsure facilitates integration with **WinFSC**, **Agency Computer Systems (ACS2000)** and The Hartford's **ExpressWay** rating software. Marketing applications started in Nexsure can be exported for a quote, or a quote file can be imported into Nexsure as a new marketing line item.

Note: Quotes obtained using ExpressWay cannot be imported (Bridged) back to Nexsure. Only WinFSC and ACS2000 are supported for bridging at this point.

Additional Logins

ExpressWay requires an additional login to be setup with a valid user name and password. See ExpressWay for more details.

Supported LOBs

Click rating tool to view supported LOBs:

ExpressWay

- Homeowners 1560 ACORD 80
- Personal Auto AL 840 ACORD 90 AL
- Personal Auto AR 699 ACORD 90 AR
- Personal Auto AZ 680 ACORD 90 AZ
- Personal Auto CA 818 ACORD 90 CA
- Personal Auto CO 722 ACORD 90 CO
- Personal Auto CT 716 ACORD 90 CT
- Personal Auto FL 842 ACORD 90 FL
- Personal Auto GA 1107 ACORD 90 GA
- Personal Auto IA 792 ACORD 90 IA
- Personal Auto ID 791 ACORD 90 ID
- Personal Auto IL 952 ACORD 90 IL
- Personal Auto IN 793 ACORD 90 IN
- Personal Auto KS 850 ACORD 90 KS

- Personal Auto KY 794 ACORD 90 KY
- Personal Auto MD 851 ACORD 90 MD
- Personal Auto MN 799 ACORD 90 MN
- Personal Auto MO 804 ACORD 90 MO
- Personal Auto MT 859 ACORD 90 MT
- Personal Auto NC 719 ACORD 90 NC
- Personal Auto NH 853 ACORD 90 NH
- Personal Auto NM 807 ACORD 90 NM
- Personal Auto NV 683 ACORD 90 NV
- Personal Auto NY 708 ACORD 90 NY
- Personal Auto OH 854 ACORD 90 OH
- Personal Auto OK 704 ACORD 90 OK
- Personal Auto OR 1132 ACORD 90 OR
- Personal Auto PA 723 ACORD 90 PA
- Personal Auto SC 813 ACORD 90 SC
- Personal Auto TN 816 ACORD 90 TN
- Personal Auto TX 860 ACORD 90 TX
- Personal Auto UT 857 ACORD 90 UT
- Personal Auto VA 721 ACORD 90 VA
- Personal Auto WA 858 ACORD 90 WA
- Personal Auto WI 830 ACORD 90 WIA

WinFSC

- Dwelling Fire 1191 ACORD 84
- Homeowners 1560 ACORD 80
- Mobile Home 886 ACORD 85
- Motorcycle CA 818 ACORD 90 CA
- Personal Auto CA 818 ACORD 90 CA
- Personal Condominium 1560 ACORD 80
- Renters 1560 ACORD 80

ACS

- Homeowners 1560 ACORD 80
- Personal Auto MI ACORD 90

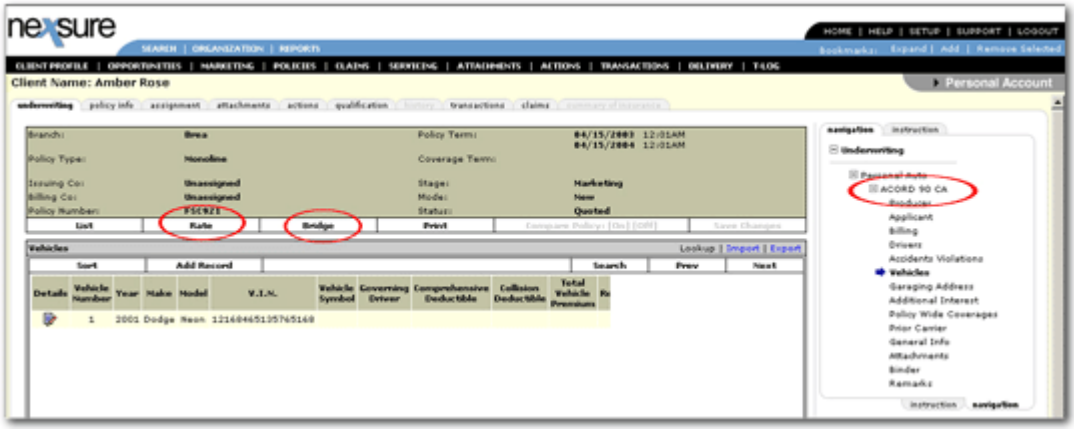
To Export (Rate) a Marketing Application

Marketing applications can be exported as a blank application, or after it is completed in Nexsure. If the application is not complete when it is exported, the rating tool will prompt you to fill in the required data. If the application is completed in Nexsure before it is exported, a quote will be provided once it opens in a rater (see Mapping Notes below).

1. Select the client with the marketing application.

2. On the Client menu, click **MARKETING**.

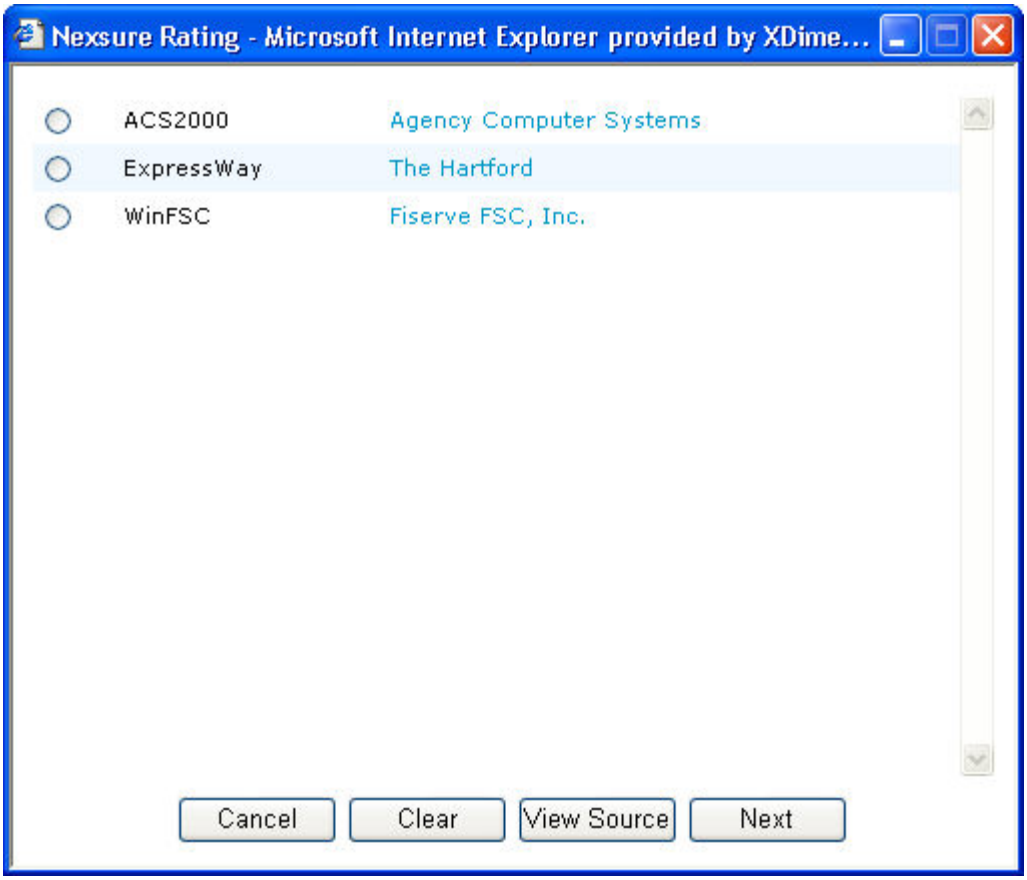
3. Click the **Details** icon for the marketing policy to rate.



4. Select the line of business in the navigation panel, for example, the Personal Auto ACORD 90 CA. The line of business must be selected for the **Rate** (export) link to become available.

   Note: If the line of business is not supported by the selected a rating tool, the **Rate** link will not become active.

5. Click the **Rate** link. The rating tool selection screen appears:



6. Select a rater and click **Next**.

   Note: Clicking **View Source** will display the ACORD XML data being transferred to the rater.

7. The rater will be launched with information from the application pre-filled.

8. Once the quote has been provided, the application can be imported (Bridged) back to Nexsure.

   Important: Quotes obtained using ExpressWay cannot be imported (Bridged) back to Nexsure. Only WinFSC and ACS2000 are supported for bridging at this point.

To import (Bridge) an application into Nexsure from FSC Rater

When an application is exported to FSC Rater it is sent with a Nexsure-generated policy ID. This ID number will route the same application back into Nexsure and overwrite the original marketing application that was exported for a quote (see Mapping Notes below). To import (Bridge) applications as separate line items on the marketing screen (to show multiple quotes for example) see, Importing from the Interface Screen below.

Note: Before an application can be imported from FSC Rater, the quote file must be exported from FSC Rater. In FSC Rater, on the **Tools** menu, click **Export**. The file can now be imported by Nexsure.

1. Select the client with the original marketing application.

2. On the Client menu, click **Marketing**.

3. Click the **Details** icon for the marketing policy.

4. Click the **Bridge** link. The original marketing application will be overwritten with the quoted application from FSC Rater.

Importing from the Interface Screen

To import multiple quotes on the same application, quote files from FSC Rater must be imported from the Interface screen. A new marketing line item will be added for each quote on the marketing screen for the specified client. When applications are originated in FSC Rater, FSC Rater will first search the Nexsure database for the exact name of the client. If a match is found it will be added as a new marketing line item. If no match is found the new client will be automatically generated in Nexsure.

1. On the **Home** menu, click **INTERFACE**.



Click the **[Bridge]** link. If the client already exists in Nexsure, each quote will be added as a separate marketing line item to that client. If the client does not exist in Nexsure, the client will be automatically created based on the information in the quote file (see Mapping Notes below).

ExpressWay Mapping Notes

Nexsure to ExpressWay

- Expressway requires that the **Applicant Name**, and **Phone Number** be provided to successfully start a quote.
- Expressway can only be exported using the Rating option. You cannot Bridge an Expressway quote back into Nexsure.

FSC Mapping Notes

Nexsure to FSC

- The employer, occupation and work address that populates in FSC will always come from driver #1 in Nexsure.
- The driver #1 name comes from **Named Insured** (so it may differ from driver # 1 name in Nexsure).
- Default occupation in FSC is **Employed** (even if "student" is input in Nexsure it still displays as **Employed** in FSC).
- For rental reimbursement to be quoted, both the **limit per day** and **max** must be populated in Nexsure (if only the limit per day is entered, the rental will not be quoted).

- If driver license number of digits is invalid for the state licensed, the **license state** will not carry over to FSC (ex- California Driver License numbers have 7 digits. If an 8 digit number is entered, the **license state** will not carry over as **California** for that driver).
- Named insured - Because named insured in Nexsure is not separated into first, middle and last names, names brought over to FSC may need some adjusting (for instance, if two named insureds with an "&" separating them, the "&" may be brought in as middle name).
- DP1 & DP3 - If the coverage type selected is **Fire**, **Fire & EC** or **Fire, EC & VMM** then FSC will rate policy as a **DP1**. If either **broad** or **special coverage** type are selected, FSC will launch **DP3** rating.

FSC to Nexsure

- If no payment plan selected, the default payment plan from FSC is **Full Pay**.
- **Client Name** and **Client Profile Named Insured** will come from FSC **First Name**, **Last Name** but the application name will come from **Legal Name** (if any in FSC)
- For **Property LOBs**, distance to fire hydrant is carried over to the application as the max distance for each group: 1000 ft or less from fire hydrant, (none of the three check boxes is selected), 5 miles or less from station, (first check box selected) , 5 - 10 miles from station, (second check box selected) , 10 or more miles from station (third check box selected).
- Input By in FSC Rater will determine the branch in Nexsure that the client will be added to.
- First Name and Last Name in FSC Rater are matched in Nexsure with the named insured. The names must match exactly in order for the quote to import to the existing client.
- Nexsure also matches the mailing address line # 1 (**Street Address**). If this field is left blank in FSC Rater, Nexsure will use the garaging or property address line 1.

Note: If the quote originated in Nexsure, then the resulting quote will be attached to the client it came from in Nexsure (no matching of the name and address is needed).

FSC Quote Import Exceptions

- **Producer Exception** - When an FSC quote is imported, a search is performed to determine the branch/producer and who is assigned to the quote. This search is performed using the "**Input By:**" information from FSC Rater. If the **Input By:**(FSC Rater) name and the **Producer** (Nexsure) name match, the assignment will be generated using the first match found.

  If no match is found a **Producer Exception** is generated in Nexsure's interface screen. To resolve the exception, add the employee under a branch in Nexsure, and accept the exception.
- **NAIC Code Exception** - This exception can occur if Nexsure is unable to resolve the NAIC code from FSC Rater's proprietary carrier ID.
- **Carrier Exception** - This exception occurs when the NAIC code for the quote being imported is not listed under the carriers in Nexsure. To resolve this exception, add the carrier or carrier name with the appropriate NAIC code and accept the exception.

ACS2000 Mapping Notes

Some ACORD information is not captured or provided by ACS2000:

Does not provide: Vehicle Registration State, Loss Years

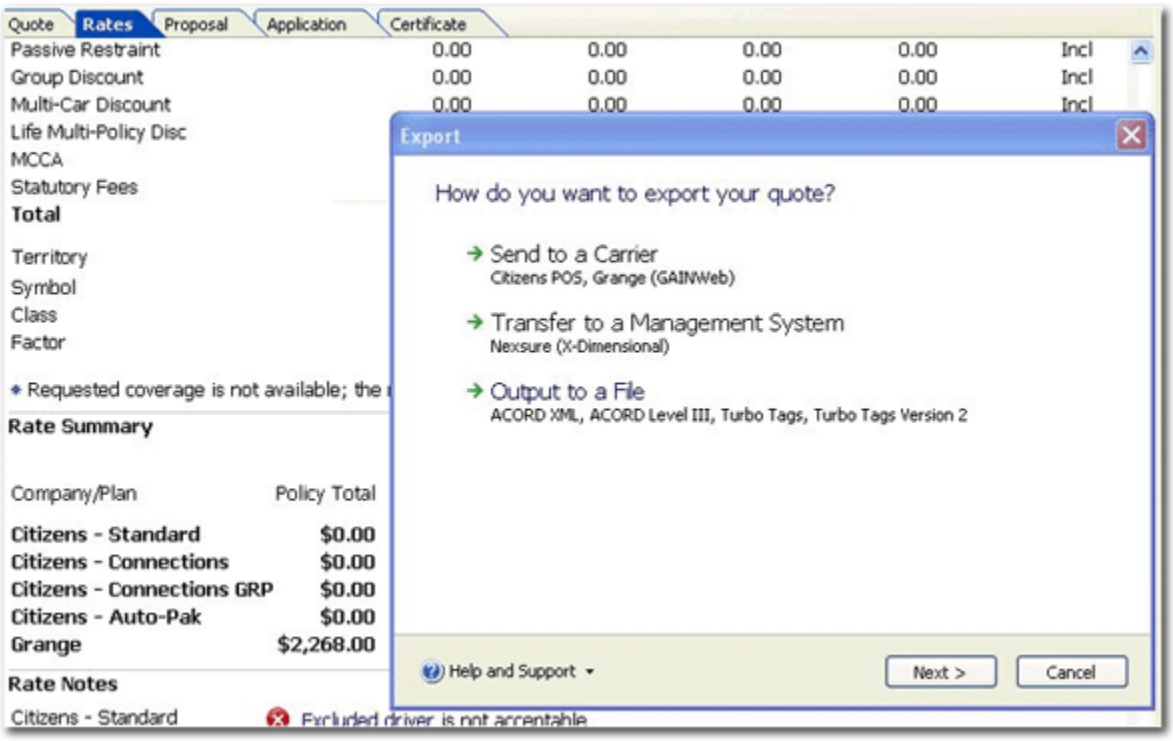
ACS Does Not Capture:	

• Towing Coverage • Rental Coverage • Residence Owned • Applicant - Employer Name/Address • Homeowners Rating Credits • Building Code Effectiveness Grade Inspection • Hurricane Resistive Glass • Date Heating System Last Serviced • Circuit Breakers and Fuses	• Knob & Tube or Aluminum Wiring • Plumbing System - Any Known Leaks • Condition of Roof • # of Amps • Sprinkler Info • # of Household Residents • # of Weeks Rented • Condition of Plumbing • Carrier Name

Additional Notes

1. When starting a quote from ACS2000 and bridging to Nexsure, the user will want to verify that the client name is exactly the same in both ACS2000 and Nexsure or a duplicate client could be created in Nexsure. If a quote is started in Nexsure, rated with the Nexsure-ACS2000 integration, and then bridged back to Nexsure, this will not be an issue.

2. The ACS2000 "Transfer to Management System (Nexsure)" option is not yet enabled by ACS. Choose the option to "Export to a File (ACORD XML)" instead. See below:



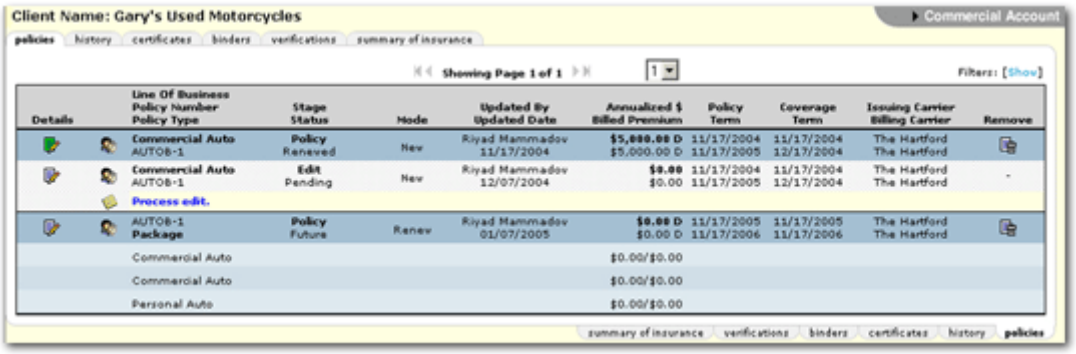
Related Topics

Interface

IVANS Downloads

Policy Underwriting

Policies Summary



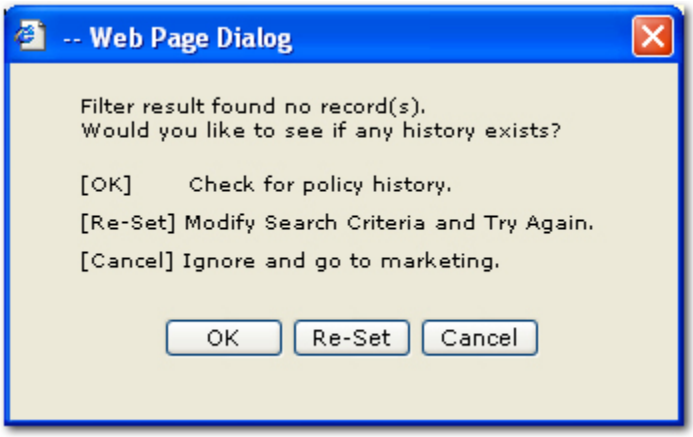
Policies at the client level contains a list of the current policies along with the **history**, **certificates**, **binders, verifications** and **summary of insurance** tabs. If no policies exist in **Policy Summary** when the policies tab is selected you will be prompted to check for marketing history or click **Cancel** to add a new marketing policy. Complete the heading information and click **Save Changes**. If marketing policies exist, click **Details** to edit the policy. If a policy has expired the **Details** icon will be **red**.

- Click **Details** to edit the policy. Right clicking on the **Details** icon will display the following navigation options:
- **Open:** Opens the **underwriting** tab.
- **Add New Opportunity:** Brings up the **Add New Opportunity** window to choose Lines of Business.
- **Market Existing:** Copies the forms and adds to marketing with the expiration date of the selected policy as the effective date for the new marketing submission.
- **Market New Line of Business:** Adds a marketing record with the current date as the effective date for the submission and brings up the **Add Line of Business** screen.
- **Print:** Click this link to print the forms associated with the policy.
- **Service:** Opens the **servicing** tab allowing a service option to be selected while maintaining this policy as the policy being serviced.
- Click **Delete** to delete the policy.

To Search for Records

If no policy records display on the **policies** tab, a dialog box displays giving the following options:

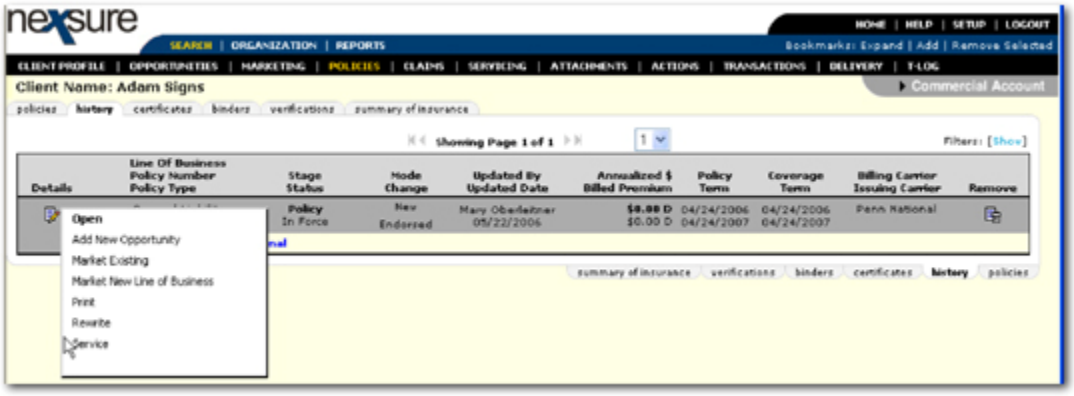
- **OK:** Check for policies on the **history** tab.
- **Re-Set:** Modify the search filter criteria on the current **policies** tab.
- **Cancel:** Open the **marketing** tab.



Context Menus on the History Tab

After accessing the appropriate client through **SEARCH**, perform the following steps:

1. On the Client menu, click **POLICIES**.
2. Click the **history** tab.



3. Right click the **Details** icon on the **CLIENT PROFILE > POLICIES > history** tab to bring up the available options:
    - **Open:** Opens the **underwriting** tab.
    - **Add New Opportunity:** Opens the **Add New Opportunity** dialog box to choose a line of business.
    - **Market Existing:** Copies the forms and adds to marketing with the expiration date of the selected policy as the effective date for the new marketing submission.
    - **Market New Line of Business:** Adds a marketing record with the current date as the effective date for the submission and brings up the **Add Line of Business** screen.
    - **Print:** Select this link to print the forms associated with the policy.
    - **Rewrite:** Copies the forms and adds to marketing with the same expiration date of the selected policy with a status of Rewritten.
    - **Service:** Opens the **servicing** tab allowing a service option to be selected while maintaining this policy as the policy being serviced.

Related Topics

Underwriting

Working with Forms

Servicing Marketing

Policy Account Management

Assigning the policy to a different branch, producer and account manager is done on this screen. Click the "**Account Management**" tab from policy detail level to modify. If this screen is not modified, the assignments added at client level are the defaulted for each policy added.

1. "**Account Management**" allows branch, producer and account manager assignments.

2. **Branch:** The branches in the drop-down box are added to the organization in Setup. Select the appropriate branch for this entity.

3. **Primary Producer:** The primary producers in the drop-down box are added as employees in organization Setup. Highlight the appropriate producer. The primary producer will display on the **client** screen.

4. **Account Manager:** The account managers in the drop-down box are added as employees in organization Setup. Highlight the appropriate producer. The account manager will display on the **client** screen.

5. **Cancel:** The Cancel button will abort modifications or additions.

6. **Update:** The Update button will update modifications.

Policy Code Definitions

Policy codes can be found on the underwriting tab of a client's policy.



- **Stage:** Nexsure determines the stage of a policy. The stages of a policy are:
- **Marketing:** This stage is displayed for marketing policies that are currently in the process of being worked on or submitted to a carrier. See **Servicing > Marketing**.
- **Policy:** This stage is displayed for in force policies.
- **Edit:** This stage is displayed when a policy is in an edit stage. An edit would be used to make an internal change to an in force policy that would not need to be sent to outside parties such as the carrier or the client. See **Servicing > Edits**.
- **Endorsement:** This stage is displayed when a policy is in an endorsement stage. An endorsement would be used to make a change to an in force policy that would require a change request to be sent to the carrier. See **Servicing > Endorsements**.
- **Audit:** This stage is displayed when a policy is in an audit stage. The carrier normally initiates the audit with the client and the audit is based on a prior time frame. When the audit is completed, the carrier sends a copy to the agency for their records. See **Servicing > Audit**.
- **Mode:** Nexsure determines the mode during the servicing process. The modes of a policy are:
  - **New:** This mode identifies the policy as a new piece of business written in the agency.
  - **Renew:** This mode identifies the policy as being renewed with the same carrier as the expired term.
  - **Re-New-Co:** This mode identifies the policy as being renewed with a different carrier then the expired term.
  - **Rewrite:** This mode identifies the policy as having been canceled and coverage is rewritten with either the existing carrier or a new carrier. There is usually a lapse in coverage.
  - **Canceled:** This mode identifies a policy as being canceled.
- **Status:** The user identifies the status during the servicing process. The status is displayed in both the policy summary view and on the home menu links, if applicable. This results in a quick overview of a client's policy and lets the user know if there is any servicing being processed on a policy and the status of the item. The statuses of a policy are:

  Note: If a policy is being worked on and the Status is changed in the header, make sure to click the "**Save Changes**" link under the policy header to save the change.

  - **2nd Request:** A copy of the item being processed has been submitted to the carrier and there has been no response. The status would be changed to 2nd Request and the item re-sent to the carrier.
  - **3rd Request:** A copy of the item being processed has been submitted to the carrier twice and there has been no response. The status would be changed to 3rd Request and the item re-sent to the carrier.
  - **Declined by Carrier:** The carrier declined to write the coverage being requested for the client.
  - **Declined by Client:** The client declined to write his coverage with the carrier.
  - **Empty:** This status is only displayed on a marketing policy for a new line of business.
  - **No Response:** There has been no response from the entity to which information was sent to.
  - **Pending:** The information is incomplete and the item is pending until further information can be gathered.

- **Pending Approval:** The item being worked on is pending approval from the carrier.
- **Quoted:** The user has received a quote from the carrier.
- **Submitted**: The item being worked on has been submitted to the carrier for a quote or approval.
- **Pending Cancellation**: A policy that is in the process of being canceled by the cancellation has not yet been finalized.
- **Reinstated:** A canceled policy that was reinstated with no lapse in coverage.
- **Rewritten:** A canceled policy that was rewritten with either a new carrier and/or new effective dates.

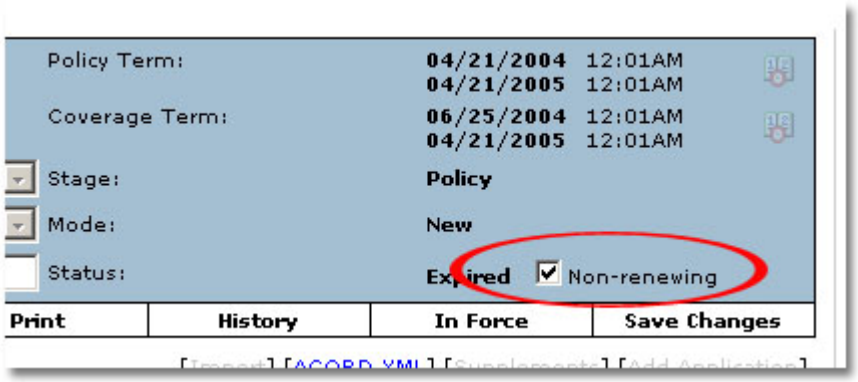
Non-Renewals

Non-renewal of policies is to identify when a policy will not be renewed in the agency. Flagging these types of policies lets everyone know the status of the policy and allows recording visually as well as documenting the policy with an action.

Note: The action types must be created and associated with the action topic of non-renewed before using.

To Flag as a Non-Renewing

1. Select the client.
2. From the Client menu, click the **POLICIES** link.
3. Select the non-renewing policy by clicking the **Details** icon.
4. In the policy header, select the **Non-renewing** check box.



Selecting this check box will open the Non-Renewal pop-up window.

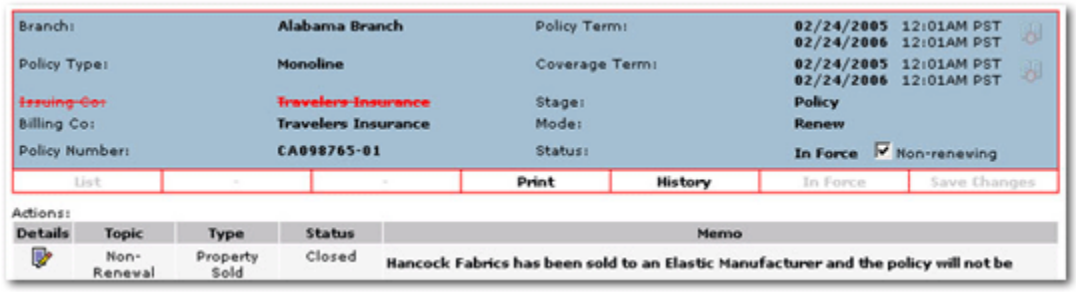


Note: The Status type cannot be changed.

5. In the Reason drop-down list, select the reason of non-renewal. Reasons are created as actions (see **to define reasons** below).

6. In the Notes box, enter any information about the non-renewal. The information entered in this box will become the 'memo' of the action.

7. Click **Save**. The action will be added to the revised underwriting screen with the issuing carrier crossed out.

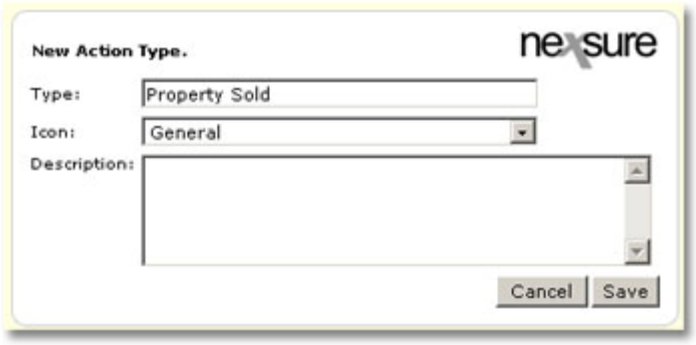


Note: A policy flagged as Non-renewing uses the Stage and Status to determine how the policy may be serviced. Non-renewing does not change policy servicing.

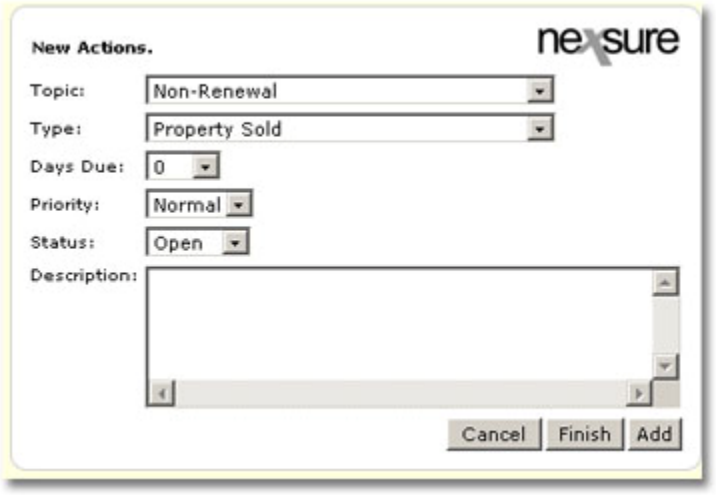
To Define Reasons

1. On the Utility menu, click **SETUP**. The actions setup appears by default. Before adding a new Action Type, search to see if the action already exists and avoid duplicates.

2. Select the **types** tab and click **[Add New]**.



3. Enter a reason in the Type field and click **Save**.
4. Select the **actions** tab and click **[Add New]**.



5. In the Topic drop-down, select **Non-Renewal**.
6. In the **Type** drop-down, select the reason which was just created.
7. Click **Finish**.

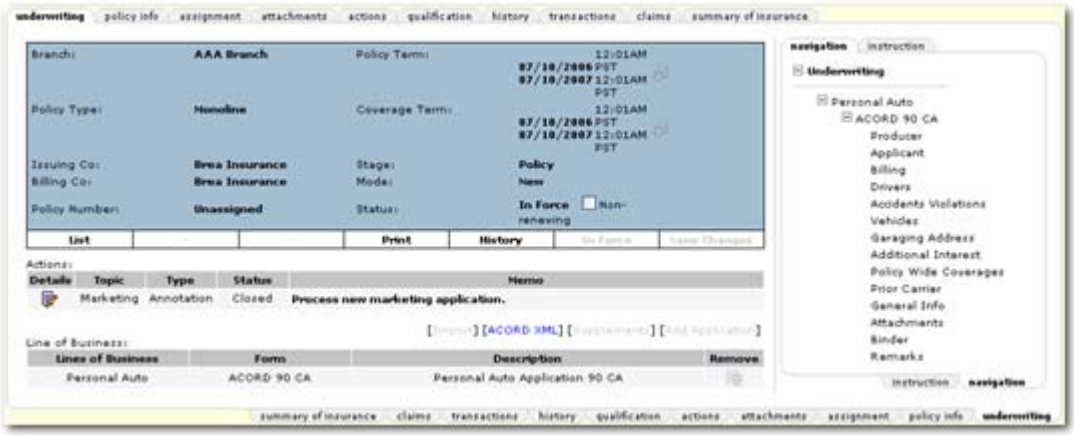
Policies > Underwriting

The **underwriting** tab displays the policy header in a blue color background. The last annotation associated with the policy and the Lines of Business display beneath the policy header.

To Complete the Underwriting Tab

1. On the Primary menu, click **SEARCH**.
2. Click the **Details** icon next to the client for which the policy will be completed.
3. On the Client menu, click **POLICIES**.

4. Click the **Details** icon next to the policy to complete. The **underwriting** tab is displayed.



5. On the **navigation toolbar**, the following options are available:
   - **List:** Provides a full list of all entry fields on required forms.
   - **Print:** Print associated forms. Right clicking **Print** will display the following navigation options:
     - **eServices:** Opens the **Carrier Interface** screen to access policy details from the carrier site. (Additional log-ins setup on the Branch Employee file are necessary to access.)
     - **Market Existing:** Copies the forms and adds to marketing with the expiration date of the selected policy as the effective date for the new marketing submission.
     - **Market New Line of Business:** Adds a marketing record with the expiration date of the existing policy as the effective date of the marketing submission and brings up the **Add Line of Business** screen.
     - **Print:** Click this link to print the forms associated with the policy.
     - **Service:** Opens the **servicing** tab allowing a service option to be selected while maintaining this policy as the policy being serviced.
   - **History:** Move the marketing policy to history when the marketing policy is no longer active or needed.

To Navigate Through the Forms

The **navigation** tab found on the right side of the screen will contain all lines of business added for the policy. **Base Requirements** is the first item when a line of business is dependent on other forms. The dependent form will automatically be added to the **Base Requirements**.

To complete the application, click on the [+] beside the application to expand the view of the various applications. Click on the title of the application and the corresponding entry fields will display in the **underwriting** tab. The application is in sections and any section can be selected for completion. For more information see Working With Forms.



Policy Info Tab

The policy info tab is used to maintain the premiums, fees, taxes, agency commissions and people commissions throughout the life cycle of a policy. The information on this tab is locked down after a marketing policy is placed in force and can only be changed through the servicing screen. The information on this tab will default into the invoice.

1. Click the **Details** icon of the client.
2. On the Client menu, click **MARKETING**.
3. Click the **Details** icon of the appropriate marketing policy.
4. Click the **policy info** tab.
5. Using the links in the policy info tab, or the scroll bar, complete the following sections:

Miscellaneous

- Bill Method: Defaults to Direct Bill. To change to agency bill click on the **Edit** link.
- Annualize: Clearing this check box enables exclusion of annualized line items when invoicing. This option is helpful for short term policies or special event policies. This option is selected by default. Click the **Edit** link to change.
- Internal **Note:** Add if needed.
- Click **OK** to save changes.

Invoice Bill To

- The Invoice Bill To defaults to the client, to change the payee click on the Change Bill To link.
- Choose entity.
- Click next.
- Select name, location & contact from the drop-down boxes.
- Click next.

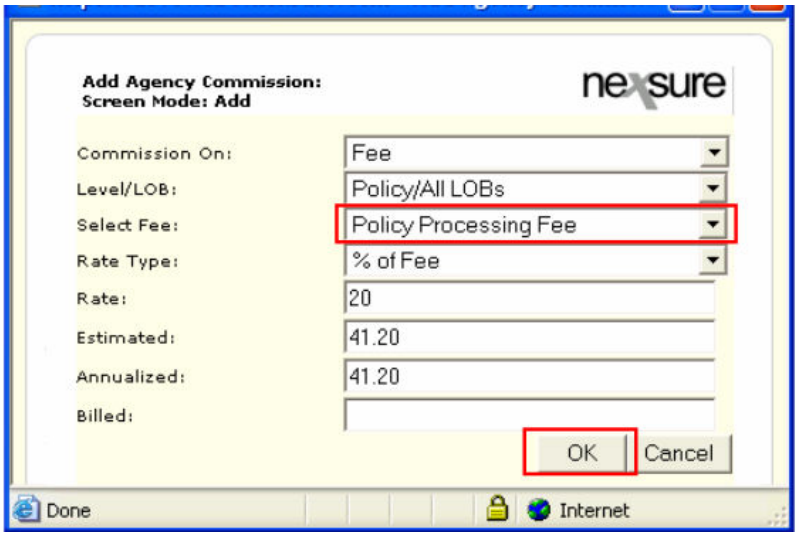
- Click OK to confirm change.

Premiums

- Click the details icon to add the Level/Line of Business premium.
- Estimated: The estimated amount of the term premium. This field is input by the agent.
- Annualized: The policy value based on the term of the policy including annualized mid-term audits and endorsement. This field is updated by Nexsure.
- Billed: The actual premium amount that has been billed in Nexsure. This field is updated by Nexsure.
- Input the amount of the Estimated premium.
- Select the Commission type from the drop-down box.
- If the premium is taxable select the Yes option button.
- Click OK.

Fees

- If a fee exists for this Line of Business, click the **Add New Fee** link.
- Select the Level/LOB, Fee Code and Service Provider from the drop-down boxes, click OK.
- Confirm or make the necessary changes to the Non-Premium Fee and Revenue fields:



  - **Rate Type:** Select Flat or % of Fee.
  - **Rate:** Enter the appropriate rate, Nexsure will calculate the commission based on the rate type chosen:
    - Flat: Flat dollar amount entered
    - % of Premium: Commission is calculated based on the premium entered.
    - % of Agency Commission: Commission is calculated on the amount of the Agency commission.
  - **Estimated:** Calculates based on Rate - cannot be edited.

- **Annualized:** Annual premium.
- **Billed:** Will populate when billing occurs - cannot be edited.
- **Entity Type:** Select an Entity Type.
- **Entity:** Select an Entity
- **GL Account:** Select the GL account to bill the fee under.

- Click **OK**.

Taxes

- If a tax exists for this line of business, click the **Add New Tax** link. (The taxable option button must be checked in the premium)
- Select the **Tax On, Level/LOB** and **Tax Code** from the drop-down boxes, click the blue default link. The tax will default in from invoicing setup.
- Confirm or make the necessary changes to the tax.
- Click **OK**.

Agency Commissions

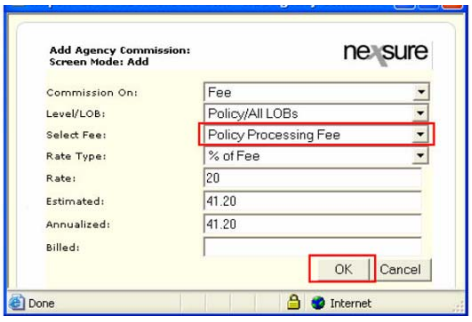
If commission defaults have been set up for the carrier, they should default in. See Adding/Editing Carrier Commissions to setup defaults.

To Edit an Existing Commission:

1. Click the **Details** icon.
2. Make the necessary changes to the rate type and rate, click **OK**
3. Nexsure will calculate the % of premium based on the premium entered.

To Add a New Commission:

1. Click **Add New Agency Commission**:



2. **Commission On:** Fee selected

- Fee option will be available only if fee was flagged as branch commissionable.

- Defaults to Policy/All LOBs once Fee is selected.

3. **Level/LOB:** Select appropriate line of business.

4. **Select Fee:** Fee selection permits the application of fee-specific commission rates. Fees subject to commission do not need to have the same rate applied and can have a differentiating commission rate/rate type applied.

5. **Rate Type:** Enter the Rate Type.

6. **Rate:** Select Flat or % of Fee.

7. **Estimated:** Calculates based on Rate

8. **Annualized:** Annual premium

9. **Billed:** Will populate when billing occurs - cannot be edited

Other Commissions

If commission defaults have been set up for the employee, they should default in. See Employee Commissions to setup defaults.

To Edit an Existing Other Commission:

1. Click the **Details**  icon

2. Make the necessary changes to the employees, production role and production credit amount.

3. The production role and production credit amount fields are used to designate the role and percent of business this employee brought into the agency on this policy.

4. Select the Rate type from the drop-down box.

5. Key in the appropriate rate, Nexsure will calculate the commission based on the rate type chosen:

6. Flat: Flat dollar amount entered

7. % of Premium: Commission is calculated based on the premium entered.

8. % of Agency Commission: Commission is calculated on the amount of the agency commission.

9. Click **OK**.

To Add a New People Commission

1. Click **Add New Other Commission**

2. **Employees:** Select the employee from the employees box or use search people option.

3. **Commission On:** Fee selected - Fee option will be available only if the fee was flagged as people commissionable. Defaults to Policy/All LOBs once the fee is selected.

4. **Level/LOB:** Select the appropriate line of business.

5. **Select Fee:** Use this option to select fee-specific commission rates. The selection of the fee, rate type and rate is specific to the fee.

   Note: Only fees which are subject to commission will be available.

6. **Production Role:** Select the production role. The production role and production credit amount fields are used to designate the role and percent of business this employee brought into the agency on this policy.

7. **Production Credit Amount:** Select the production credit amount. The production role and production credit amount fields are used to designate the role and percent of business this employee brought into the agency on this policy.

8. **Rate Type:** Select Flat or % of fee.

9. **Rate:** Enter the appropriate rate, Nexsure will calculate the commission based on the rate type chosen:

   - Flat: Flat dollar amount entered
   - % of Premium: Commission is calculated based on the premium entered.
   - % of Agency Commission: Commission is calculated on the amount of the agency commission.

10. **Estimated:** Calculates based on Rate - cannot be edited.

11. **Annualized:** Annual premium.

12. **Billed:** Will populate when billing occurs - cannot be edited.

13. Click **OK**

Adding an Attachment

Adding an attachment allows the user to attach a picture, word document, etc., which has been saved to one of the agent's drives, to a client or clients policy in Nexsure. After the item has been attached it may deleted off the agent's drive, thereby saving space. Access the appropriate client or policy level attachment option.

To Add an Attachment

1. Click the **[Add New]** link.

2. Select **Add attachment**.

3. Click the **Browse** button.

4. Browse to the where the file to be attached is stored and click **Open**. The file path will be pulled over to the **Add File** field.

5. **Policy:**

   - If the attachment is being done from the client level, the Policy field will display 'none'. A policy number may be selected from the drop-down box if desired.
   - If the attachment is being done from the policy level, the Policy field will display the appropriate policy number.

6. **Certificate:** Select a certificate to be associated to the attachment from drop-down box, if applicable.

7. **Attachment Name** – This can be something generic. (i.e., Vehicle)

8. **Attachment Description** – This should be specific so Users will not have to open all attachments to find the correct one. (i.e., 2002 GMC Suburban Vin # 564773)

9. **Date** – defaults to today. The date can be changed.

10. Click **Next**. The attachment summary view is displayed:



11. Click the attachments **Details** icon to open the attachment for viewing.

12. Click the **Word** icon to update the attachment name or the document description. Click **OK** to save the change or Cancel to close the pop-up window.

13. The **[Show]** filter may be used to refine a search.

Related Topics

About Attachments

Using Document Templates

Attaching Outlook Messages

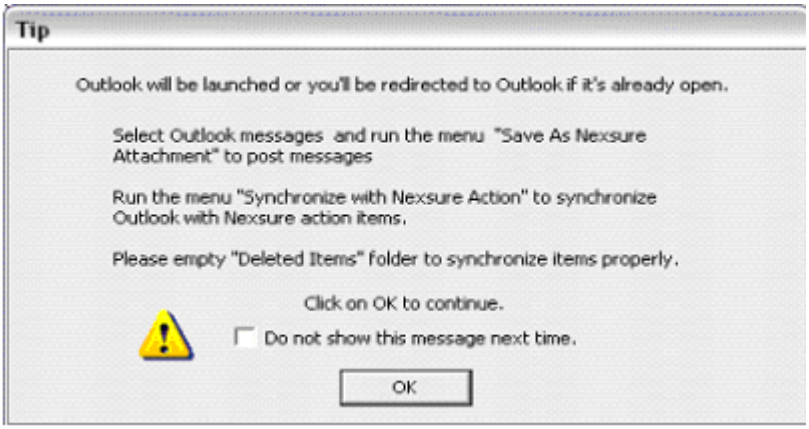
Delivery

Attaching Outlook Messages

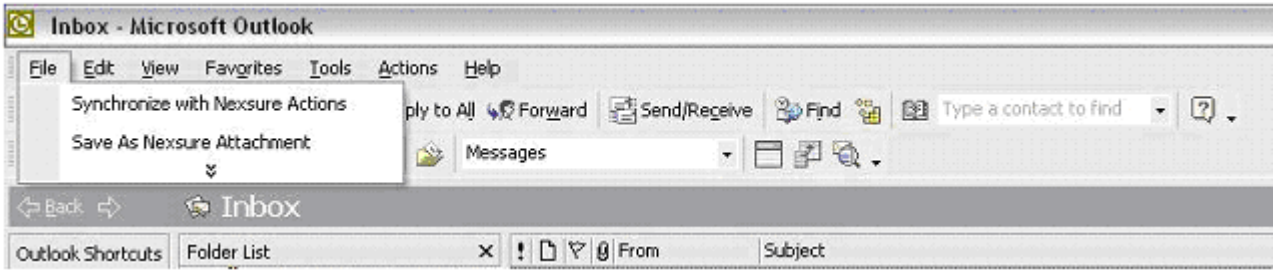
Microsoft Outlook messages may be attached in Nexsure.

To Attach an Outlook Message

1. Access the appropriate client or policy level attachment option.
2. Click **[Add New]**.
3. Select **Attach Outlook Message**.
4. Click **Next.**
5. Nexsure will launch outlook or redirect to Outlook if it is open.



6. Click **OK**.
7. Highlight the email message to be attached in Nexsure.
8. On the Outlook **File** menu, click **Save as Nexsure Attachment.**



9. Check the Allow access for box.
10. Choose time (1 minute is adequate).



11. Click **Yes**.
12. The Email is attached as HTML file.
13. Click the first **Details** icon to open the email for viewing.
14. Click the **X** in the upper right corner to close.
15. Click the second **Details** icon to update the attachment name or the document description. Click **OK** to save the change or **Cancel** to close the pop-up window.

Related Topics

Attachments

Creating Actions

Setup - Actions

Reducing Attachment Size

Nexsure has a file size limitation of 6.0MB for attachments. This topic will outline some tips on how to reduce the file sizes of scanned images and pictures taken with digital cameras.

Tips for Reduced Attachment Sizes Using:

Scanners

Tips to help reduce scanned file sizes:

Reduce resolution

Output resolution should not be more than 100 dpi (dots-per-inch) to help keep file sizes low.

Tip: Use 75 dpi when scanning something that will be viewed on the screen (like on a web page or an attachment in Nexsure)

- Image quality on a monitor does not dramatically improve with higher resolution scanning.
- Attachments in Nexsure will normally be viewed on the screen.

To change resolution when scanning, please consult the user's manual.

Avoid true color output type

Typical scanner output types are:

- True color (24-bit, millions of colors)
- 256 colors (8-bit, 256 colors)
- Grayscale (8-bit, 256 shades of gray)
- Black/white (1-bit, black and white)

It is recommended to change output type to black and white for attachments. The higher the color output, the larger the file size.

To change the output type, please consult the user's manual.

Reduce scale (size) of image

The scale (size) of an image can greatly reduce the file size of the scanned item

Generally, a scanned image can be scaled from the original by a percentage or by dimensions

- Percentage
- Scale image by 50% (reduce size of original by 50%)
- Dimensions
- If original image is 1600x1200 pixels, scale scanned item to smaller dimensions (for example 1024x768 pixels).
- The horizontal and vertical dimensions may be specified individually, or there may be a predetermined size that is smaller than the original.

To change the scale, please consult the user's manual.

Save in compressed formats

Common scanner output file formats:

- Bitmap
- JPEG (recommended)
- GIF
- TIFF
- WMF

Common compressed formats: .jpeg, .gif, .tif compressed

Saving an image in one of the compressed formats may greatly reduce file sizes. Depending on the software, the amount of compression can be specified. As the amount of compression is increased, the file size will decrease.

Conversely, as the amount of compression is increased, there will be a reduction in quality of the scanned item. As such, compressing a file too much will result in a blurred image.

To change the output file format, please consult the user's manual.

Questions to ask the manufacturer

Ask if the model of your scanner has the ability to do any of the following:

- Reduce Resolution
- Avoid True color output type
- Reduce scale (size) of image
- Save in compressed formats

If none of the above is available, ask if there is a way to reduce the file sizes for scanned items.

Digital Cameras

Tips to help reduce files sizes of pictures taken by digital cameras:

- Use medium to low resolution
- Use the lowest (normal) image quality

General Image Resolutions	General Image Qualities
1600x1200 pixels (Large)	Superfine (some cameras may not apply)
1280x960	Fine
1024x768 pixels (Medium)	Normal
640x480 pixels (Small)	

Approximate Image File Sizes:

Image Quality			
Resolution	**Super Fine**	**Fine**	**Normal**
1600x1200 pixels	957KB	611KB	302KB
1024x768 pixels	450KB	294KB	155KB
640x480 pixels	208KB	141KB	79KB

Online manuals

For a quick reference to the user's manual for your digital camera, please identify the manufacturer of the digital camera below. Then follow the instructions below the link to locate the manual for the specific model.

Sony: http://www.ita.sel.sony.com/support/dvimag

1. Images may not display automatically, so just click on Refresh (or Reload) button.
2. Choose model of camera.
3. Under documentation, click **Manuals**.

Canon: http://www.powershot.com/powershot2/customer/support.html

1. Select model of camera.
2. Under Getting Started, click **Product Instructions.**

Olympus: http://www.olympusamerica.com/cpg_section/cpg_download_manuals.asp

1. Select Camera model from drop-down list.
2. Download appropriate Manual.

Kodak: http://www.kodak.com/global/en/service/nav/index.jhtml

1. In the **Support by Products** list, select **Camera**, then point to **Digital Cameras** and select the model.
2. Click **Manuals and Publications** on the left side.
3. Click **Table of Contents.**
4. Click **Topic.**

Fuji: http://www.fujifilm.co.uk

1. At the top, click **Service, Support and Downloads**.
2. Click **Digital Cameras Manuals and Downloads**.
3. Click **Manuals**.
4. Select model of camera.

If the digital camera you have is not listed above or you cannot find the manual online, please contact the technical support for the manufacturer of your camera.

Questions to ask the manufacturer

Ask if the model of your digital camera has the ability to change image quality or resolution.

If not, ask if there is a way to reduce file sizes for pictures taken with this camera.

Related Topics

Attachments

Sending an Expired Policy to History

Tip: It is recommended not to place the expiring policy into history until it has expired.

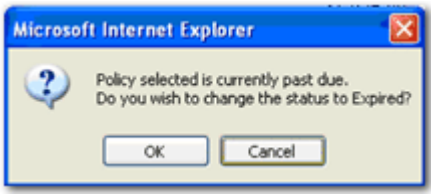
1. On the Primary menu, click **SEARCH**.

2. Click the **Details** icon of the appropriate client.

3. On the Client menu, click **POLICIES**. Or from the **HOME** > **EXPIRATIONS** link, click the **Details** icon next to the appropriate client.

4. Click the **Details** icon of the expired policy. Notice the **Details** icon for the expired policy is red.

   Clicking the **Details** icon at any level where the policy expiration date is a date in the past (and the status is other than **Expired**) will prompt the **Expired** status pop-up window, which asks, **Do you wish to change the status to Expired?** The only time the policy should be changed to **Expired** is when the policy is not to be renewed.

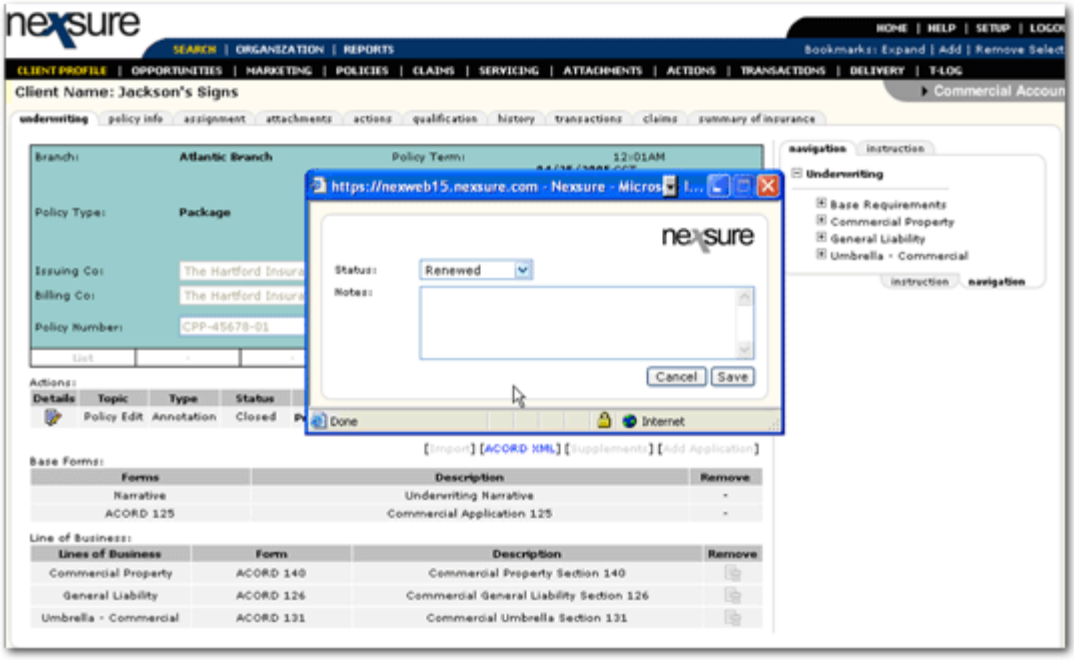
   

5. Click **OK** to change the status of the expired policy term to **Expired**. Click **Cancel** to keep the current status if the policy is to be renewed.

6. Click **OK** to acknowledge the policy status change.

7. Click the **History** link on the navigation toolbar located just under the policy header to send the expired policy term to history where a record of the expired policy will be retained.

8. In the pop-up window, choose **Non-Renewed** or **Lapsed** from the **Status** drop-down list (depending on the circumstance) and enter a description as to why the policy is not being renewed in the **Notes** box.



9. Click **Save**. The policy header will be displayed in gray; the expired term is now in history. The new policy term will now need to be placed **In force**.

   Moving expired policies to history keeps the **In force** policy list current and policy servicing for re-marketing, editing, audits, claims and creating letters without templates are all available for policies in history. The **HOME > EXPIRATIONS** screen is also kept up to date by removing the policy from the screen when policies are sent to history.

   Note: Expired policies may also be sent to history from the **HOME > EXPIRATIONS** screen by using the context tools. Right-click on the **Details** icon and left click on **Send To History**.

Related Topics

[In Forcing a Future Status Renewal]

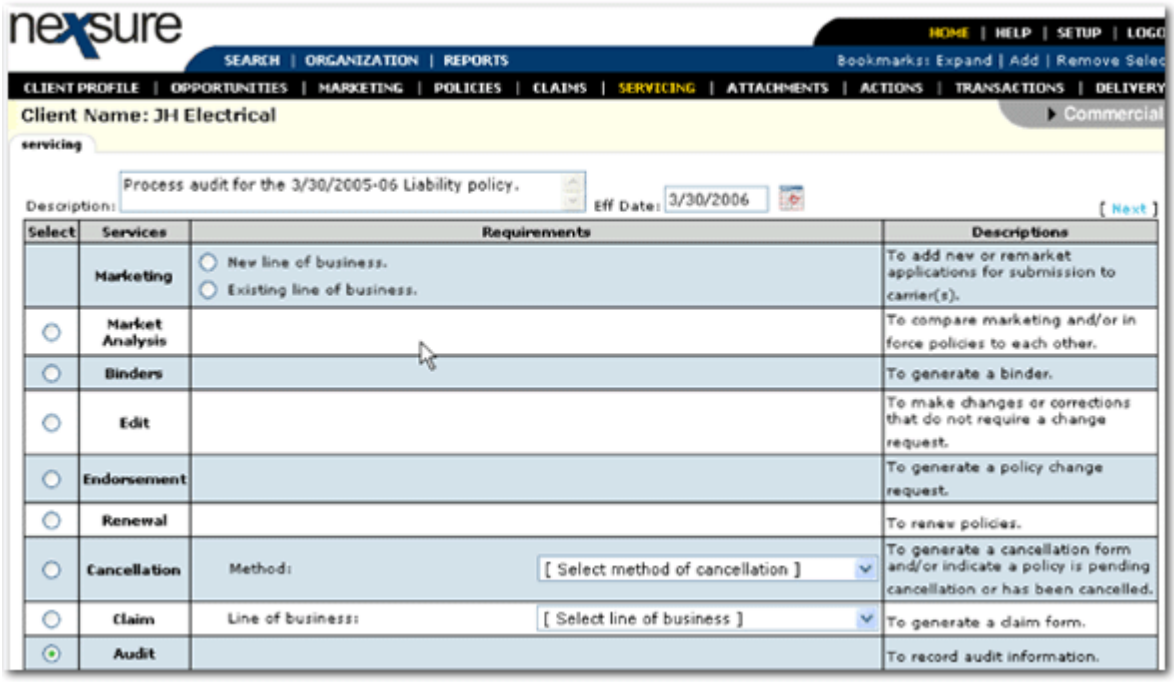
[Sending a Marketing Policy to History]

Processing Audits for Policies in History

As audits are generally received several months after a policy has expired, expired policies should be in history.

To Add an Audit to a Policy in History

1. Locate the appropriate client through **SEARCH**.
2. Click the **SERVICING** link on the **Client** menu.
3. In the **Select** column, select the **Audit** option.



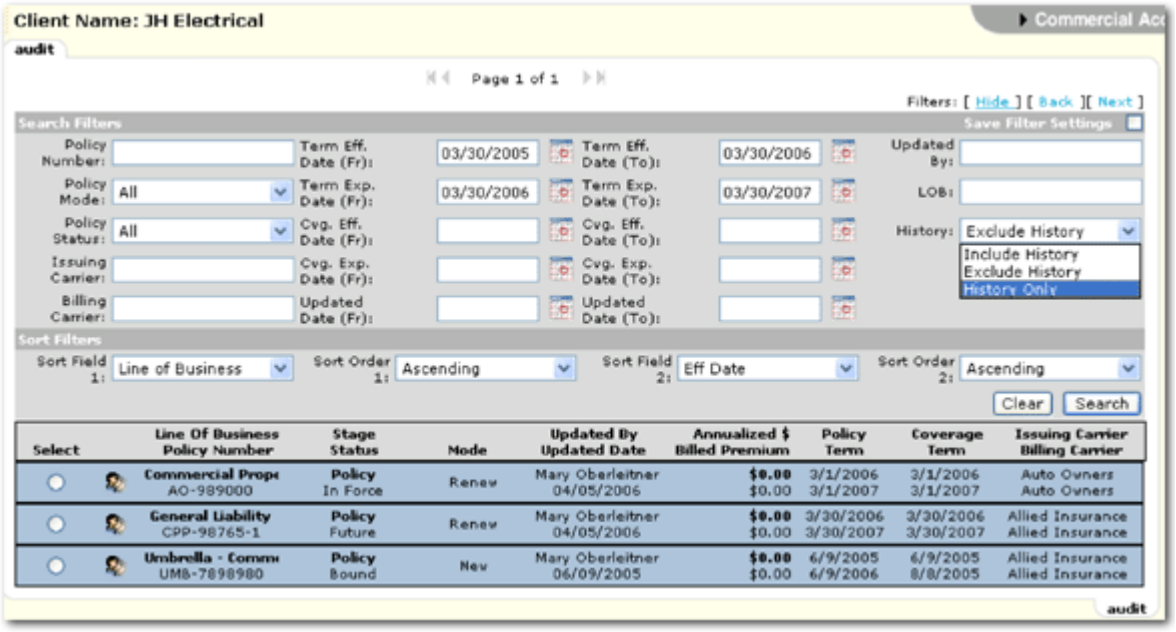
4. In the **Description** box, enter a description for the action annotation.

5. In the **Eff Date** field, enter the expiration date of the policy being audited. The date is used in the search screens during the policy selection process as well as the **Coverage Term** date on the policy header.

6. Click the **[Next]** link in the upper right side of the screen.

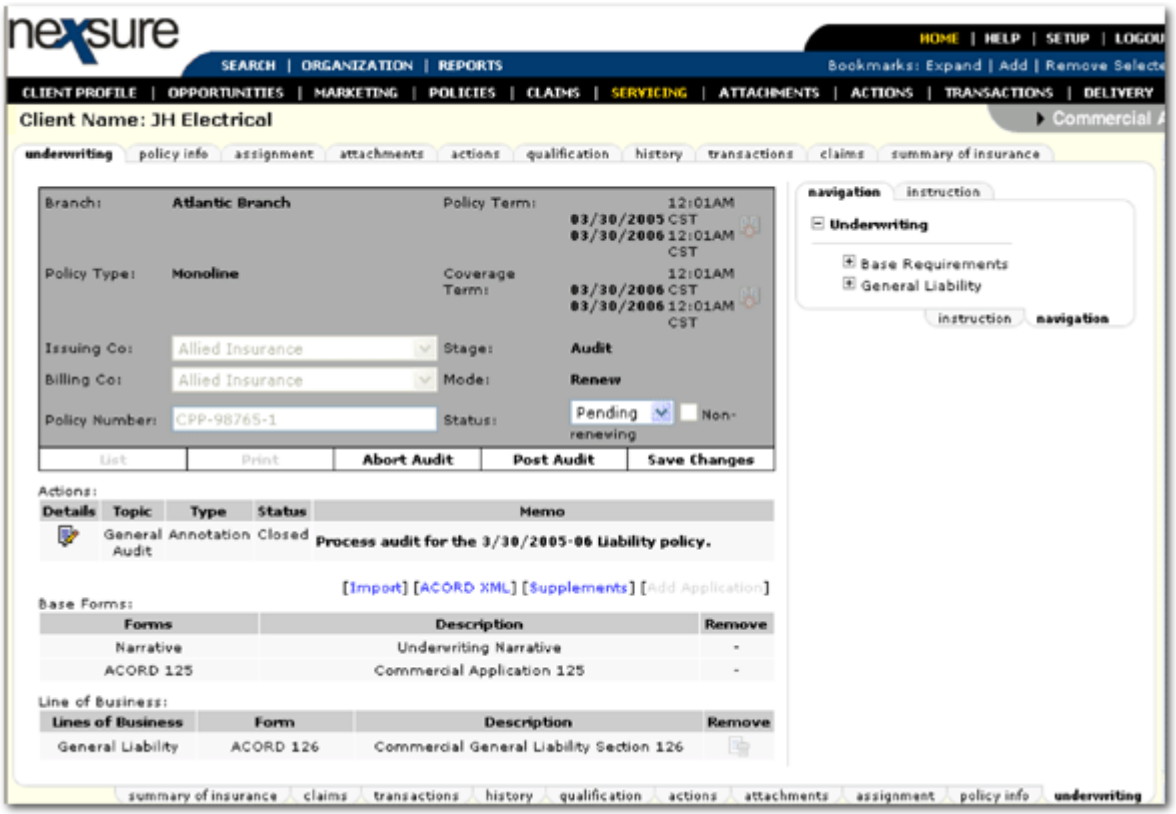
7. By default, policies in history are omitted from search results. To locate the desired policy in history, click the **[Show]** link.

8. In the **History** drop-down list, select **Include History** or **History Only** policies.



9. Click the **Search** button to return the history policies.

10. Select the policy being audited from the available policies and click the **[Next]** link in the upper right corner of the screen.



11. Update the policy details to add audited details including any endorsement information received that might affect the policy. Enter the details in **actions** > **Annotation** to document.

    Make sure when invoicing the audit or endorsement to invoice on the audited version of the policy, not the current in force policy.

    If the carrier sends an endorsement to include the audit results for the current policy, add an endorsement to the current policy and create an invoice on that version of the policy.

    Note: The endorsement for prior term audit should be completed through the **Audit** option in **SERVICING** – not **ENDORSEMENTS**.

    After the audit is complete (policy updated, audit invoiced, money received), post the audit. Monitoring open audits is done on the **HOME** > **AUDITS** screen. Once the audit is posted, it is removed from the **HOME** > **AUDITS** screen.

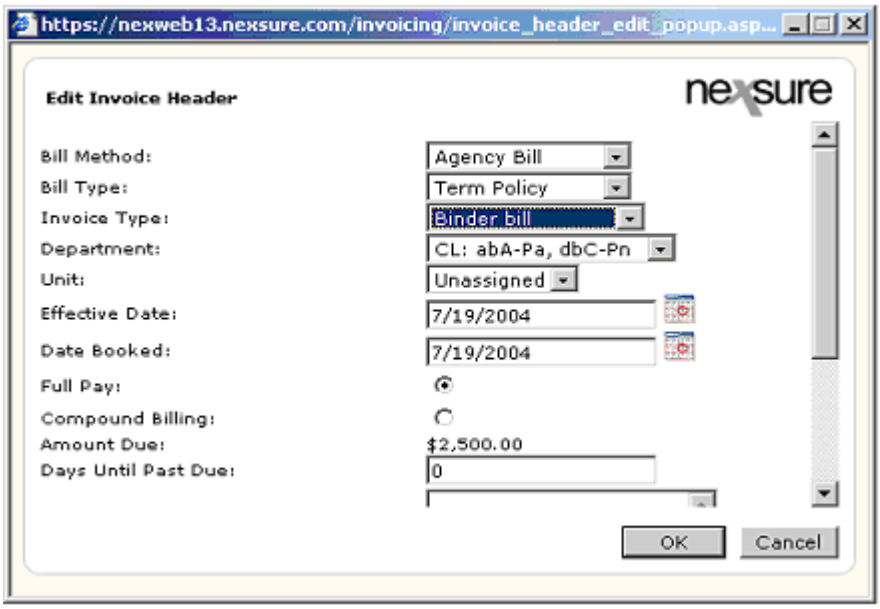
    Note: If any changes need to be made to a policy in history, edit the policy. If an endorsement is required for some reason other than audit, process an edit and do a memo type endorsement to submit to the carrier. Monitor either with an **Action** or leaving the edit open (monitoring the **HOME** > **EDITS** screen) until the Endorsement is received from the carrier. Remember that leaving an edit open on the policy locks the policy from further servicing.

Binder Bill Invoicing

Binder bill invoicing hits the general ledger but does not appear on the agents account current statement. Binder bills are available for agency billed policies only.

To Create a Binder Bill Invoice

1. Click on the **Details** icon of the client.
2. On the Client menu, click **POLICIES**.
3. Click the **Details** icon on the appropriate policy.
4. Select the **transactions** tab.
5. Click **Add New Invoice**.
6. Click **Edit Invoice Header** link.
7. Choose **Binder Bill** as the invoice type.



8. Click **OK**.

9. In the quick navigation panel, click **Invoice Posting**.

10. Click **Post Now**.

Note: Invoice posting for binder bills creates entries to accounts receivable and binder bill payable only. No posting rules will be taken into consideration with binder bill invoices.

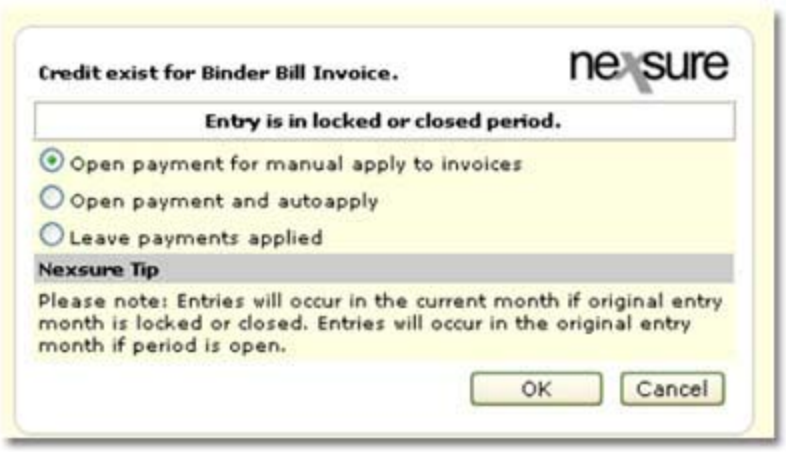
To Reverse the Binder Bill

1. At the policy level, click the **transactions** tab. If there are several invoices, go to the Select view drop-down box and choose **Open Binder Bill**.

2. Click the **Details** icon of the posted binder invoice.

3. On the binder invoice header, click **Reverse Now**.

   The reversal process displays three options:



- **Open payment for manual apply to invoices:** Will open receive payment with the entire amount as residual.
    - Go to Receive Payment - note that it now has a residual amount.
    - Open and assign credits to invoices as applicable.
    - The original and reversal can be applied against each other.
- **Open payment and auto-apply:** Will re-apply the receive payment to the replacement invoice.
    - Replacement invoice will have the credit.
    - The original and reversal invoice will need to be applied to each other.
- **Leave payments applied:** No change to the receive payment, it will remain against the original binder bill.
    - No activity required.

Note: If credits exist for binder bill invoices, the message returned will be the same except for the reference to the locked or closed period:

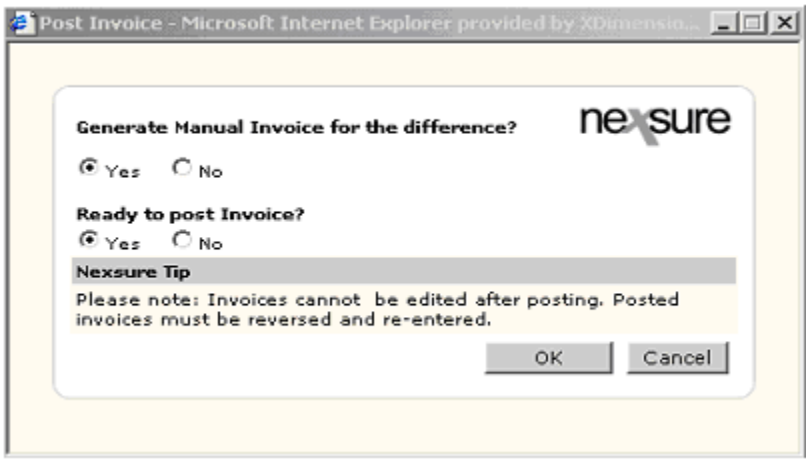
Locked or closed period: "Entry is in locked or closed period"

Open period: "Entry is in an open period"

The binder bill reversal creates a replacement invoice. The invoice header shows the replacement invoice number and the original binder number.

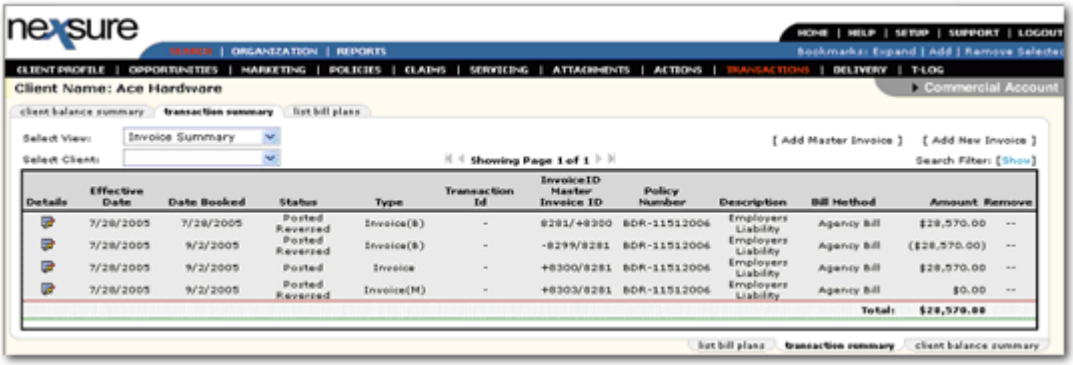
4. Make any necessary changes to the premium, fees, taxes etc.

5. Click **Post Invoice**. If the premium has been changed, the user will receive a prompt to generate a manual invoice, select Yes and click **OK**.



In the summary view there will be:

- "+" in front of the replacement invoice with "posted" status only
- "-" in front of the reversed binder bill invoice
- (M) is the manual invoice



Related Receive Payment Activity

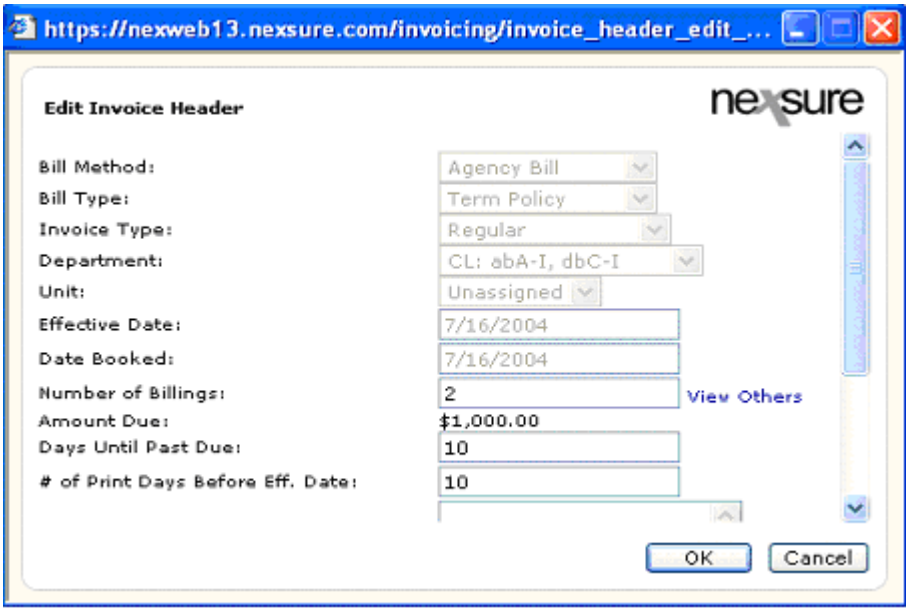
- **Open payment for manual apply to invoices:**
  - Go to Receive Payment, note that it now has a residual amount.
  - Open and assign credits to invoices as applicable.
  - The original and reversal can be applied against each other.
- **Open payment and auto-apply:**
  - Replacement invoice will have the credit.
  - The original and reversal invoice will need to be applied to each other.
- **Leave payments applied:**
  - No activity required.

Splitting an Installment

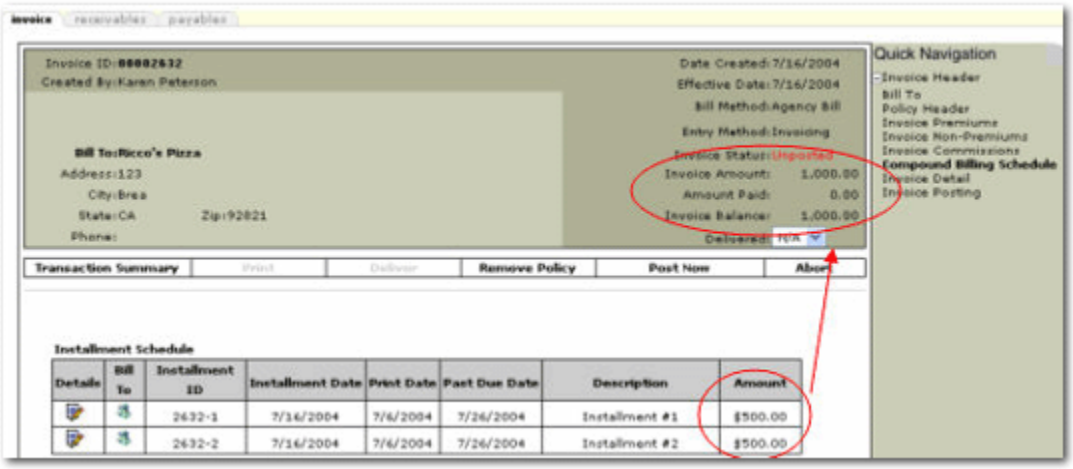
Each installments invoice may be billed to more than one entity.

To Split an Installment

1. Click the **Details** icon of the client.
2. Click the **POLICIES** link on the Client menu.
3. Click the **Details** icon of the appropriate policy.
4. Click the **transactions** tab.
5. Click the **Details** icon of the unposted installment invoice to split.
6. Click **edit invoice header**.
7. Change the number of billings to the number of entities splitting the installment.



8. Click **OK**.
9. Click on the **compound billing schedule** link in the quick navigation. A new installment schedule will be generated, click **OK**.



10. This installments invoice is now split between the number of billings, with all installments being billed to the entity shown in the header.

11. The entity for each installment can be changed:

    - Click the Bill To icon
    - Chose **entity**
    - Click **next**
    - Select name, location & contact from the drop-down boxes
    - Click **next**
    - Click **OK** to confirm change
    - Close the installment schedule window by clicking the X in the upper right corner of the window.

12. The invoice will post on print date (or tonight, if date is in the past).

13. Each installments invoice will need to be split if the split applies to all.

Related Topics

Installment Billing

Delivery Option for Installments

Endorsements and Installment Billing

Certificate Batch Printing

Use certificate batch printing to print multiple certificates at once. There are two ways to access the batch print function for a certificate:

1. From the certificate:

- **SEARCH > Client Details > POLICIES > certificates tab > Certificate Details > Print**.

2. From the certificate summary - certificate holder view:
   - **SEARCH > Client Details > POLICIES > certificates tab > Current View: Certificate Holders > Select > Print Selected**.

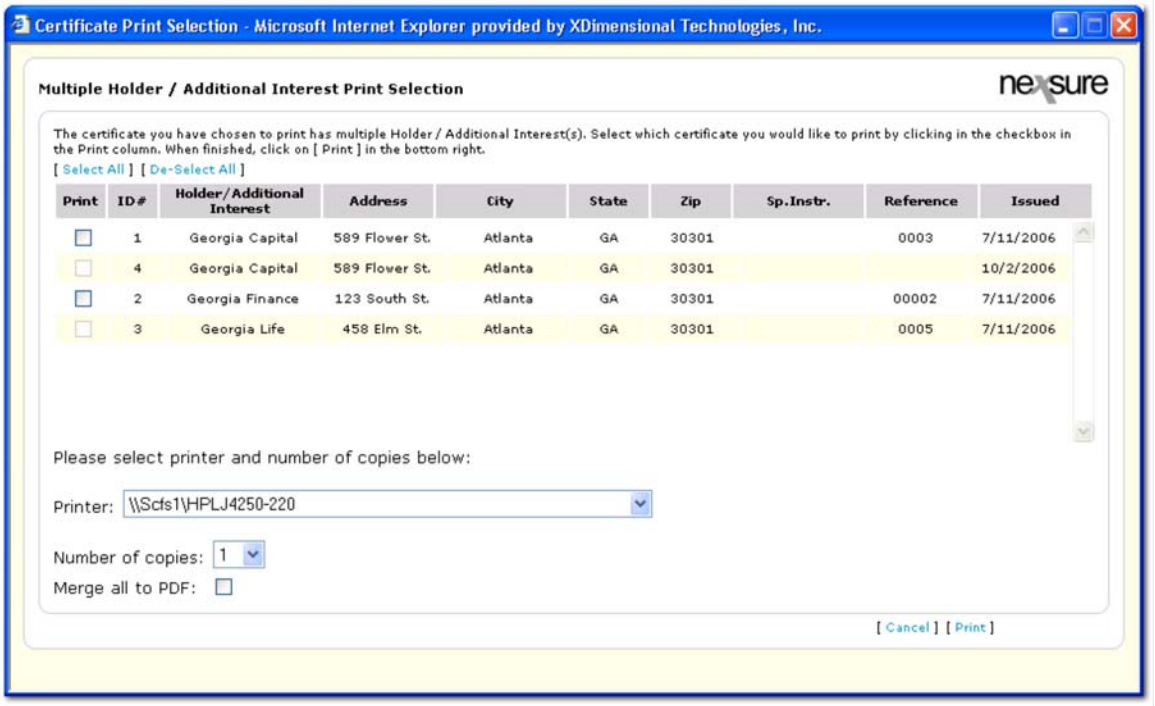
To Batch Print from Certificate

1. On the Primary menu, click **SEARCH**. Search for and select the client.
2. On the Client Menu, click **POLICIES > certificates** tab.
3. On the **certificates** tab, click the **Details** icon next to the certificate to print. The **certificate** tab is displayed.

Note: Only posted certificates with issued holders are available for batch printing.



4. On the **navigation toolbar**, click **Print**. The **Multiple Holder / Additional Interest Print Selection** dialog box is displayed.



5. In the **Print** column, select all holders to be printed. If all certificates need to be printed, click **[Select All]**. Or, click **[De-Select All]** to remove all selections.

Note: All holders are displayed in alphabetical order and will be printed in the same order. Certificate holders that have inactive print check boxes do not have issues certificates.

6. In the **Printer** list, select the printer.
7. In the **Number of copies** list, select the number of copies needed. The default is one copy but up to 99 copies can be selected.
8. Select **Merge all to PDF** if all certificates need to be incorporated into a single PDF file.

Note: Adobe® Reader® 7.0 or higher is required. See the Utilities topic to download Adobe Reader.

9. Click **[Print]**. The copies will be sent to the printer selected or a PDF if **Merge all to PDF** was selected.

   Or

   Click **[Cancel]** to cancel the print job.

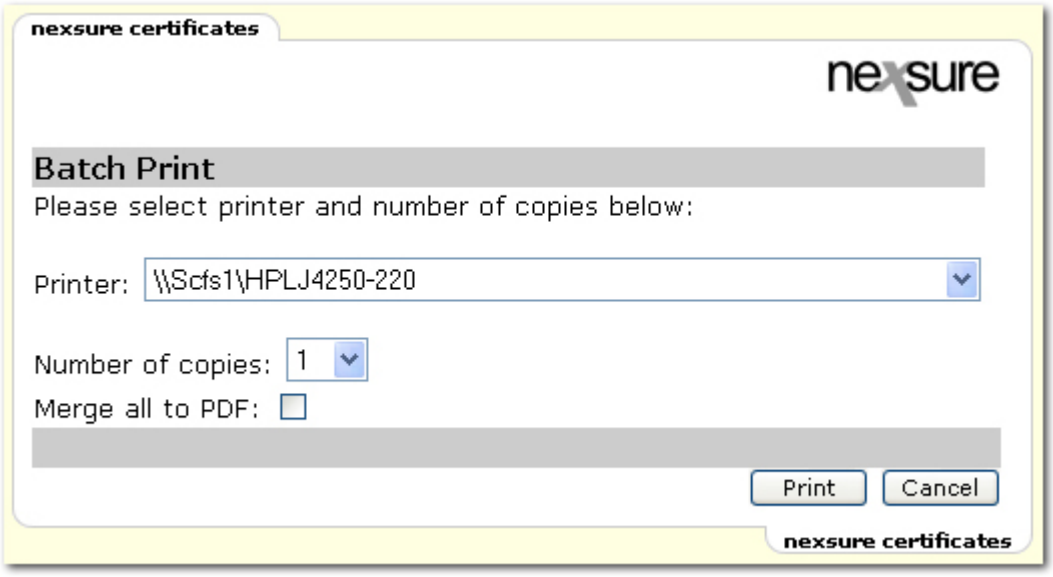
To Batch Print from Certificate Holders

1. On the Primary menu, click **SEARCH**. Search for and select the client.
2. On the Client Menu, click **POLICIES > certificates** tab.
3. In the **Current View** list, select **Certificate Holders**.

Note: Only posted certificates are available for batch printing. Only holders that are issued are available for printing selection in the Certificate Holders view.



4. Select the policies to print separately or click **[Select All]** to select all of the certificates.
5. Click **[Print Selected]**. The **nexsure certificates** tab is displayed.



6. In the **Printer** list, select the printer.
7. In the **Number of copies** list, select the number of copies needed. The default is one copy but up to 99 copies can be selected.
8. Select **Merge all to PDF** if all certificates need to be incorporated into a single PDF file.

Note: Adobe® Reader® 7.0 or higher is required. See the Utilities topic to download Adobe Reader.

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9. Click **Print**. The copies will be sent to the printer selected or a PDF if **Merge all to PDF** was selected..

   Or

   Click **Cancel** to cancel the print job.

Note: When a certificate is printed it is recorded in the **Printed** column on the certificate summary screen.

Related Topics

Creating New Certificates

Certificate Renewal

Copying Certificates

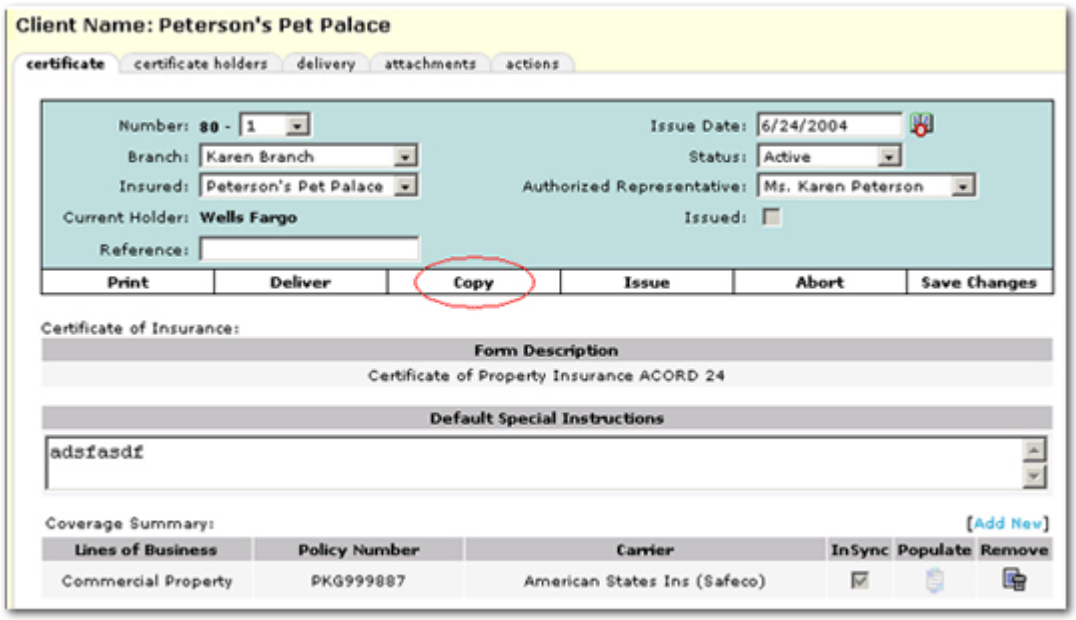
Client Access for Certificates

Copying Certificates

The copy certificates feature allows you to copy certificate coverages and or all holders attached to a particular certificate. It can be copied to the current account or to a related account (up to 25 related accounts at one time).

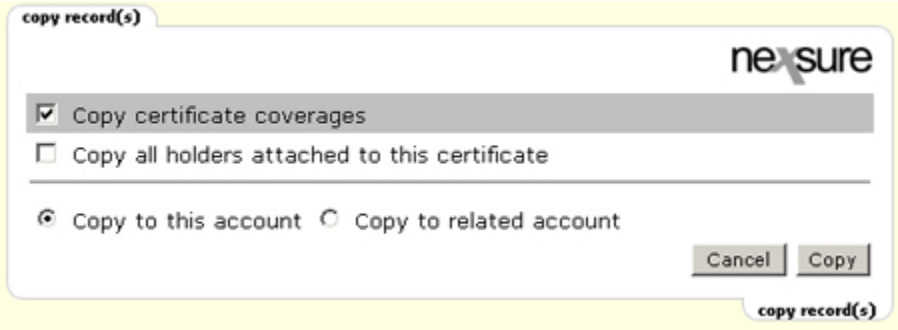
To Copy a Certificate

1. Select the client.
2. On the Client menu, click **POLICIES**.
3. Click the **certificates** tab.
4. Click the **Details** icon for the certificate you wish to copy.



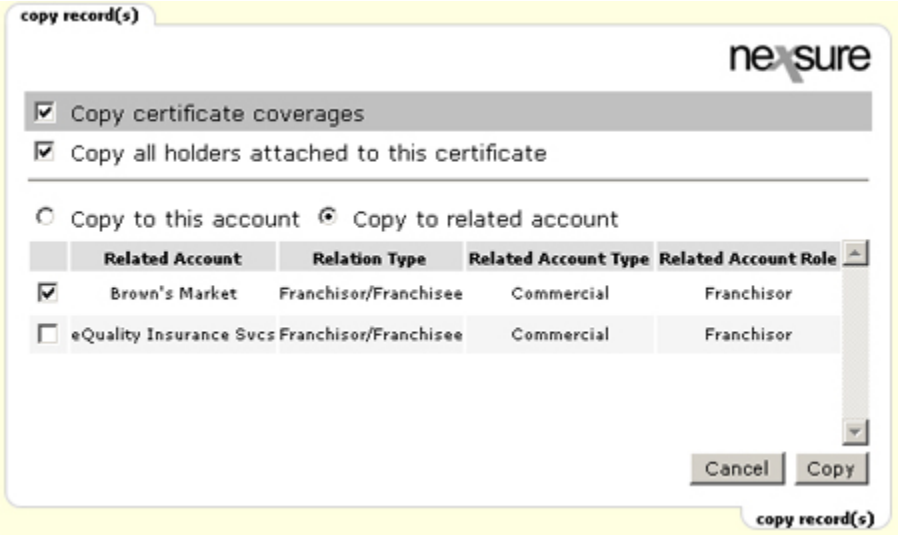
5. Click the **Copy** link. The copy record(s) dialog box appears:

Note: If the certificate form has expired, Nexsure will notify you that a new form is available. Click **Accept** to migrate the data to the new form. Please verify that the new form is populated correctly.



- **Copy certificate coverages** - Copies all coverages, but does not copy certificate holders.

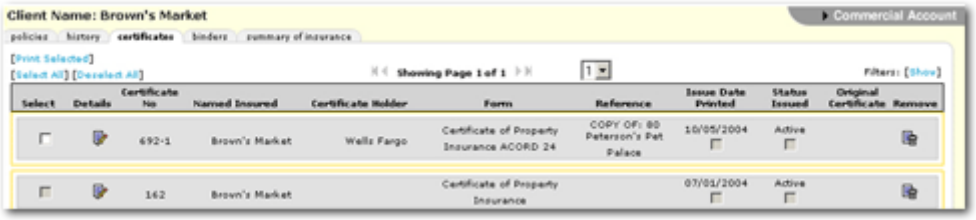
- **Copy all holders attached to this certificate** - Copies all holders, but does not copy coverages.
- **Copy to this account** - The copy of the certificate will reside on the current client.
- **Copy to related account** - The copy of the certificate will reside on any related account you select. See below:



6. In this example Brown's Market is selected as a related account. The copied certificate will appear on the related accounts certificate tab.

To View the Copied Certificate on the Related Account

1. On the Primary menu, click **Search**
2. Search for and select the related account.
3. On the Client menu, click **Policies**.
4. Click the **certificates** tab. The copied certificate will appear:



The Coverages from the copied certificate will be populated, with the following modifications:

- **No Coverage Summary** - to add, click the **Add New** link.
- **Named Insured** - Changed to the Related Account named insured.
- **Mailing Address** - Will need to be added when coverages are added.

Note: The copied certificate will appear with a new certificate number and the current date as the issued date. The copied certificate will not be marked as issued.

7. Click **Copy**. After the copy is complete the Copy Records dialog box will remain open.

   Note: Though you can add unlimited copies, you can only copy 25 at a time.

8. If you are finished copying certificates, click **Cancel**. The copied certificate will appear on the certificates tab with a new certificate number and the current date as the issued date. The copied certificate will not be marked as issued.

Related Topics

Creating New Certificates

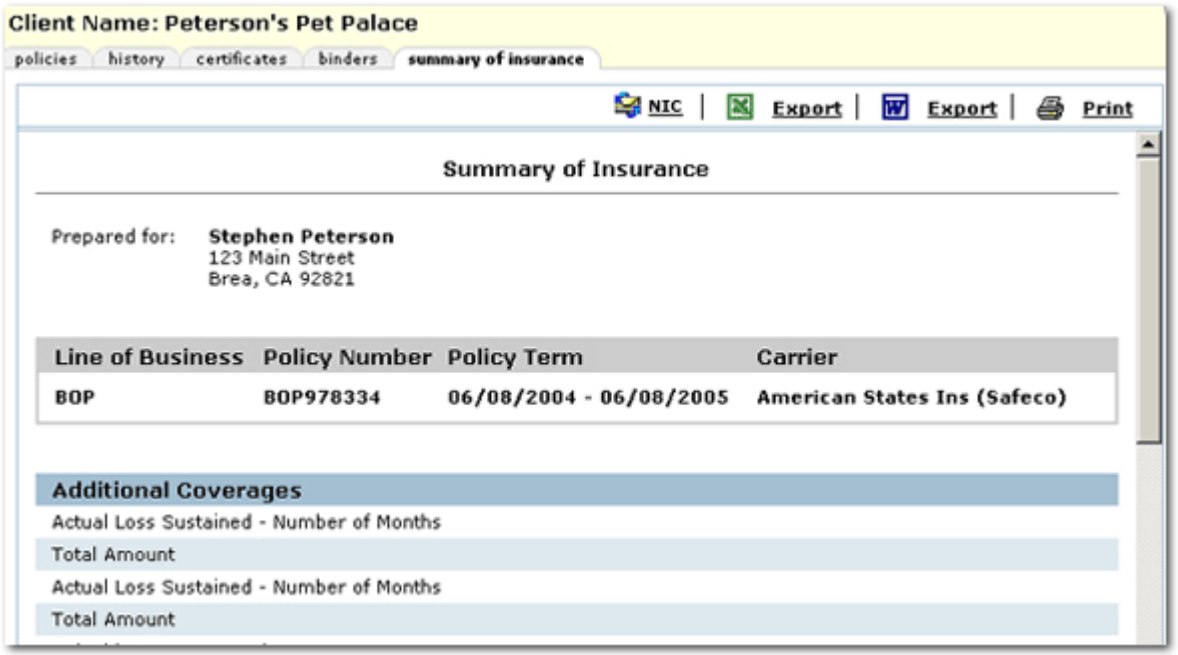
Certificate Renewal

Certificate Batch Printing

Client Access for Certificates

Summary of Insurance

The summary of insurance tab displays the policy information from the application at the policy level or all policies at the client level. The summary of insurance tab is only active with In force policies. Policy info can be printed, exported to Microsoft Word or Excel. Using the nexMail option grants temporary access to clients allowing them to view and print their summary of insurance.



To View the Summary of Insurance at the Client Level

1. Select a client.

2. From the Client menu, click **Policies**.
3. Select the **summary of insurance** tab.
4. The **Excel** and **Word** links will open their respective applications and populate the spreadsheet or document with the policy summary.
5. Click the **Print** link to send the summary to a printer.

To View the Summary of Insurance at the Policy Level

1. Select a client.
2. From the Client menu, click **Policies**.
3. Choose a policy by clicking the **Details** icon.
4. Select the **summary of insurance** tab.

   Tip: You can also access the summary of insurance tab by right clicking on the **Details** icon and selecting **Summary of Insurance**.
5. The **Excel** and **Word** links will open their respective applications and populate the spreadsheet or document with the policy summary.
6. Click the **Print** link to send the summary to a printer.

To Deliver a Summary of Insurance File

Export the summary of insurance to Word or Excel saving the file to the desktop or file folder.

1. On the Client menu, click **Delivery**.
2. In the Others category, click **Add New**.
3. Attach the Word or Excel file.
4. Enter the delivery information.
5. Click **Send**.

To Grant Temporary Access to a Summary of Insurance

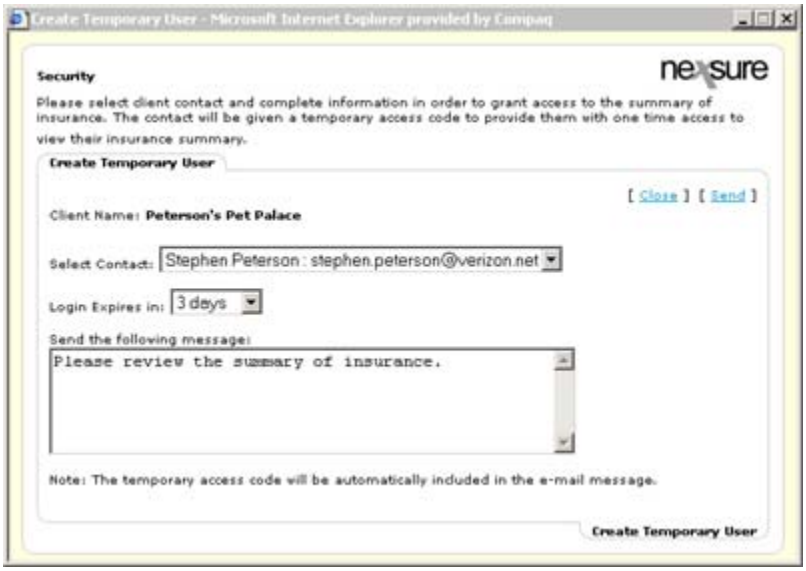
Grant temporary access to any contact associated with a policy. The contact will be sent an email with a link to view or print the summary of insurance.

1. Select a client.
2. From the Client menu, click **Policies**.
3. Select the **summary of insurance** tab. You can also view the summary of insurance from the policy level.

   - Select a client.
   - From the Client menu, click **Policies**.
   - Choose a policy by clicking the **Details** icon.
   - Select the **summary of insurance** tab.

Tip: You can also access the summary of insurance tab by right clicking on the **Details** icon and selecting **Summary of Insurance**.

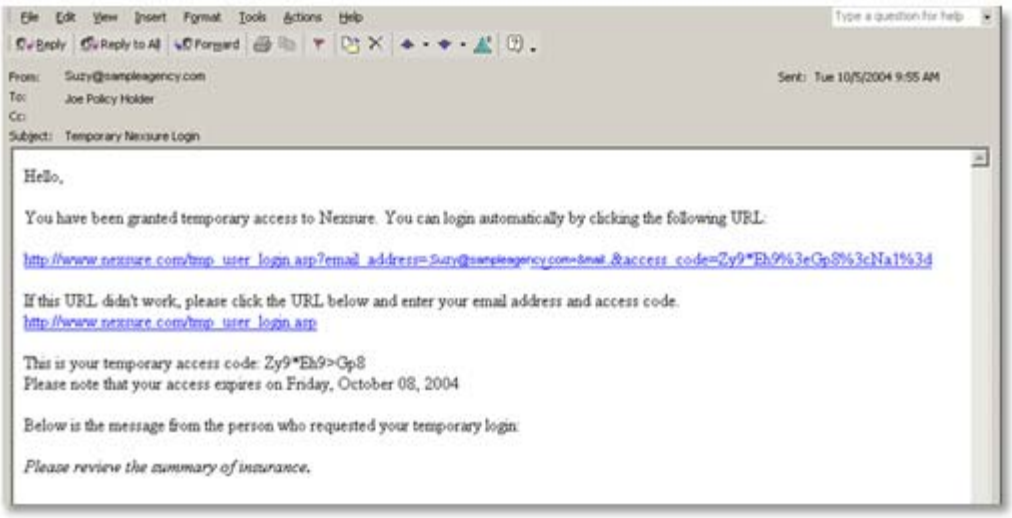
4. Click the **NIC** icon.



5. In the **Select Contact** drop-down box, choose the recipient of the temporary access. You can grant multiple contacts access, but they must be sent one at a time.

   Note: If the client you wish to grant access to is not in this drop-down list, they must be added from the Client Profile / contacts tab. Close the **Create Temporary User** dialog box, add the contact and then the client will appear in the drop-down list.

6. Select the number of days the contact will have access.
7. Enter a custom message, or accept the default: "Please review the summary of insurance."
8. Click **Send**. The dialog box will remain open to allow another contact to be selected. If there are no other contacts to grant access to, click **Close**.
9. An email with a link to the summary of insurance will be delivered to the contact.



10. The contact must click the link in the email to be redirected to the summary of insurance

    Note: The temporary access link can only be accessed one time.

11. Once the user has accessed the summary of insurance and clicked the **Logout** link, an email will be returned to the Nexsure agent notifying them that the contact has reviewed the summary of insurance.

About eServices

The eServices option in Nexsure provides real-time inquiry capabilities within a carrier's (or other third-party such as a MGA) secured Web site. This eliminates the need for the agency to log out of Nexsure or open another browser window to access the carrier's site. Access to the very latest information directly from the carrier's Web site – the same information the underwriters see is made available. Nexsure eServices can include direct links to such things as:

- Billing Inquiry
- Policy Inquiry
- Claims Inquiry
- Policy Documents

Automated logon is also considered an eServices option. With automated logon, another browser window is launched and logon is automatic to the carrier's secured site. Control is transferred to the carrier's agent home page. From that point, navigate manually through the carrier site. Keep in mind that the active policy number from Nexsure is automatically copied to the PC clipboard when a carrier page is launched through Nexsure eServices. Therefore, when that policy number is needed, just right-click on the policy number field in the carrier Web site and paste that policy number from the PC clipboard. There is no need to re-type that policy number.

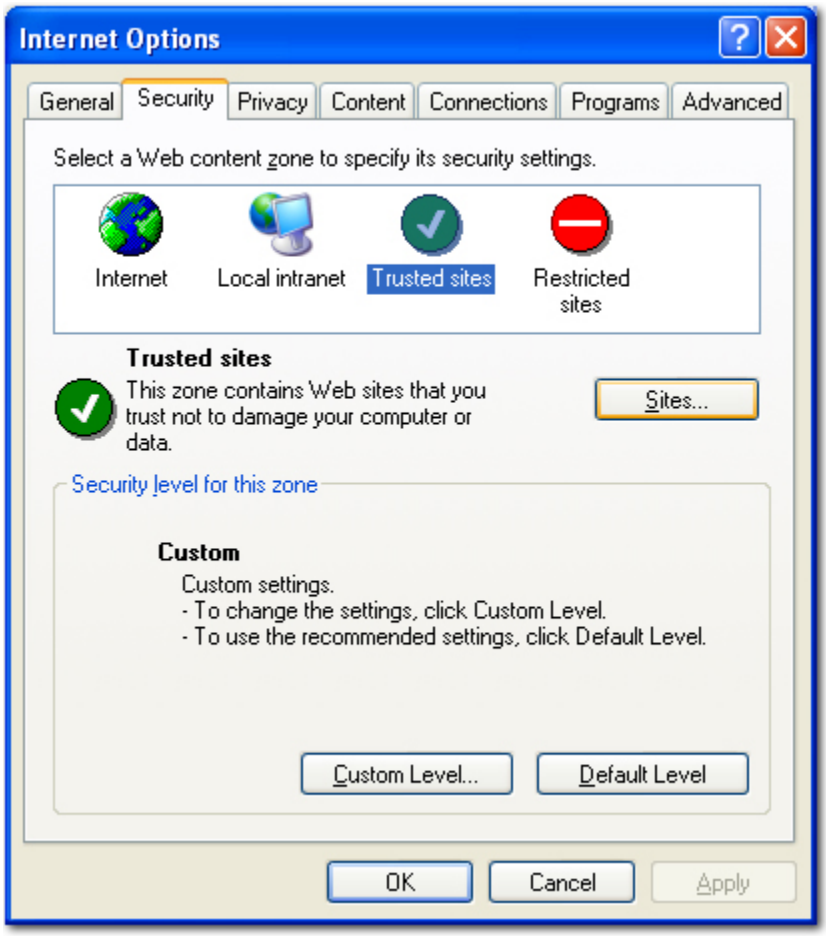
The carrier information accessed through eServices will vary by carrier. Each employee of the agency who has logon rights to a carrier's site must have their logon information entered in Nexsure to access eServices. In rare situations, where an employee may have more than one logon to a carrier's site both should be entered in Nexsure. When an employee with more than one logon to a carrier's Web site activates eServices, they will be prompted to select which logon they would like to use upon entering the carrier's site.

General Setup Considerations

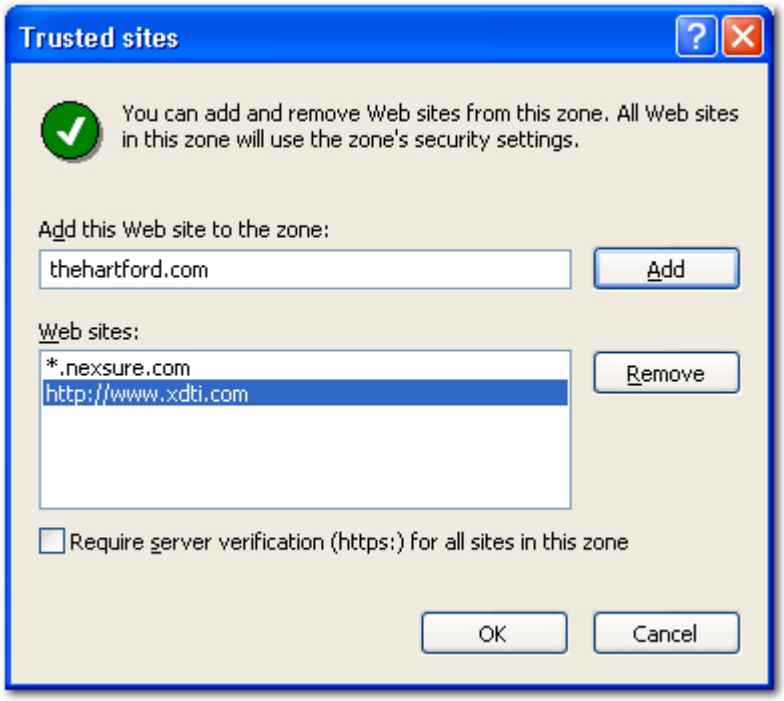
Since Nexsure eServices provide automated access to real-time inquiry information from various carrier Web sites, Windows security setup is very important. Please see Windows XP Service Pack 2 security settings for further information. For each carrier Web site, enter the domain (hartford.com, travelers.com, safeco.com) as a Trusted Site. Do not be more specific as it is necessary for Windows to trust all content coming from that carrier site.

To Configure Settings

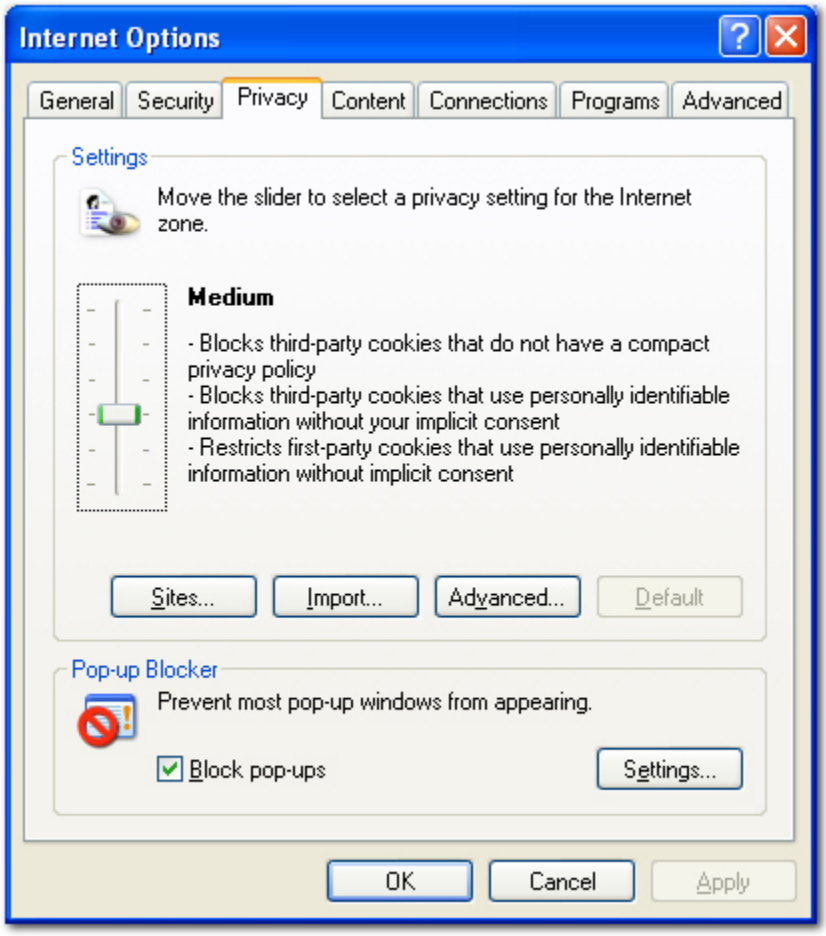
1. Launch Microsoft® Internet Explorer.
2. In Microsoft Internet Explorer, click **Tools > Internet Options > Security** tab **> Trusted Sites > Sites**. The **Trusted sites** dialog box is displayed.



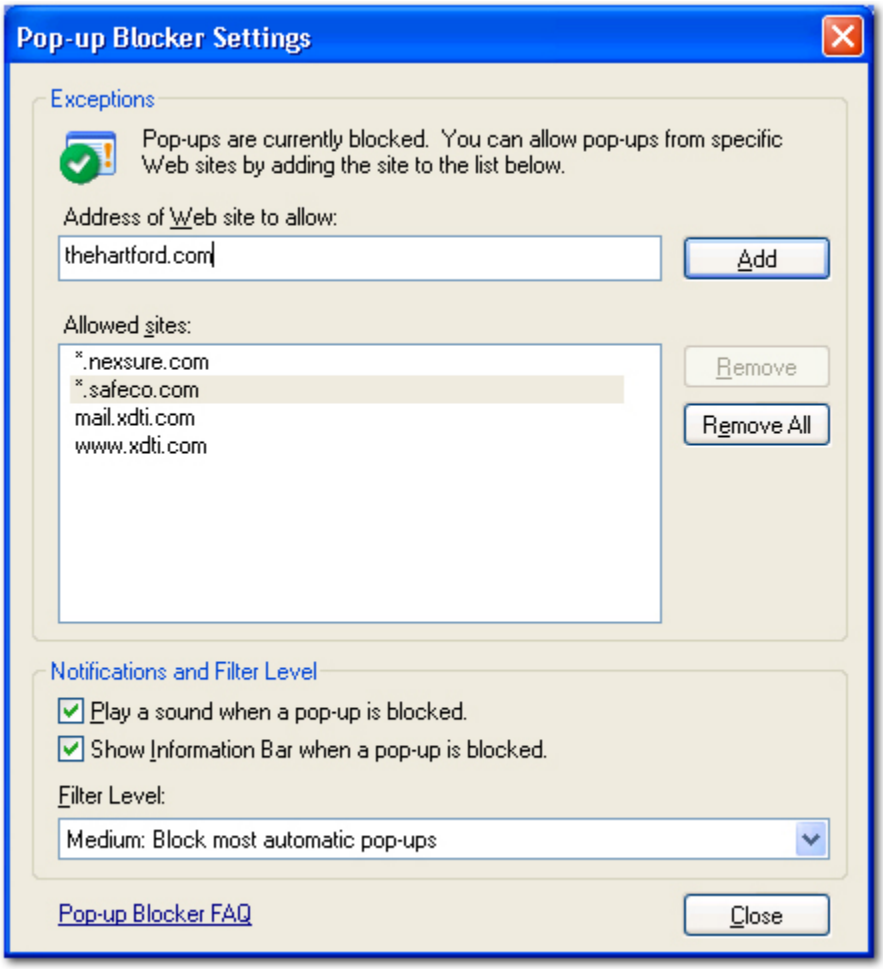
3. In the **Add this Web site to the zone** box, enter the domain (such as thehartford.com) for each carrier Web site. Do not be more specific as it is necessary for Windows to trust all content coming from that carrier site.



4. In the **Trusted sites** dialog box, click **Add** after each domain name is entered and the domain will appear in the list of **Web sites**.
5. In the **Trusted sites** dialog box, click **OK** after adding all of the necessary domain names. The **Internet Options** dialog box is again displayed.
6. In the **Internet Options** dialog box, click the **Privacy** tab. If the **Block pop-ups** option is enabled, it is necessary to add nexsure.com and the carrier domains to the list of allowed sites.



7. On the **Privacy** tab, click **Settings** to add the necessary domain names. The **Pop-up Blocker Settings** dialog box is displayed.



8. In the **Address of Web site to allow** box,enter the domain (such as thehartford.com) for each carrier Web site. Do not be more specific as it is necessary for Windows to allow all content coming from that carrier site.
9. In the **Pop-up Blocker Settings** dialog box, click **Add** after each domain name and the domain will appear in the list of **Allowed sites**.
10. In the **Pop-up Blocker Settings** dialog box, click **Close** after adding all of the necessary domain names.

If these security settings are not enabled, it is likely that eServices will not be able to automatically launch any dialog boxes once inside the carrier site and the eService will not appear to be working.

Related Topics

Setting up Additional Logins

Accessing eServices

Accessing eServices

To Access eServices

1. On the Primary menu, click **SEARCH**.
2. Click the **Details** icon next to the appropriate client.
3. On the Client menu, click **POLICIES**. There are four options for accessing eServices from this point:

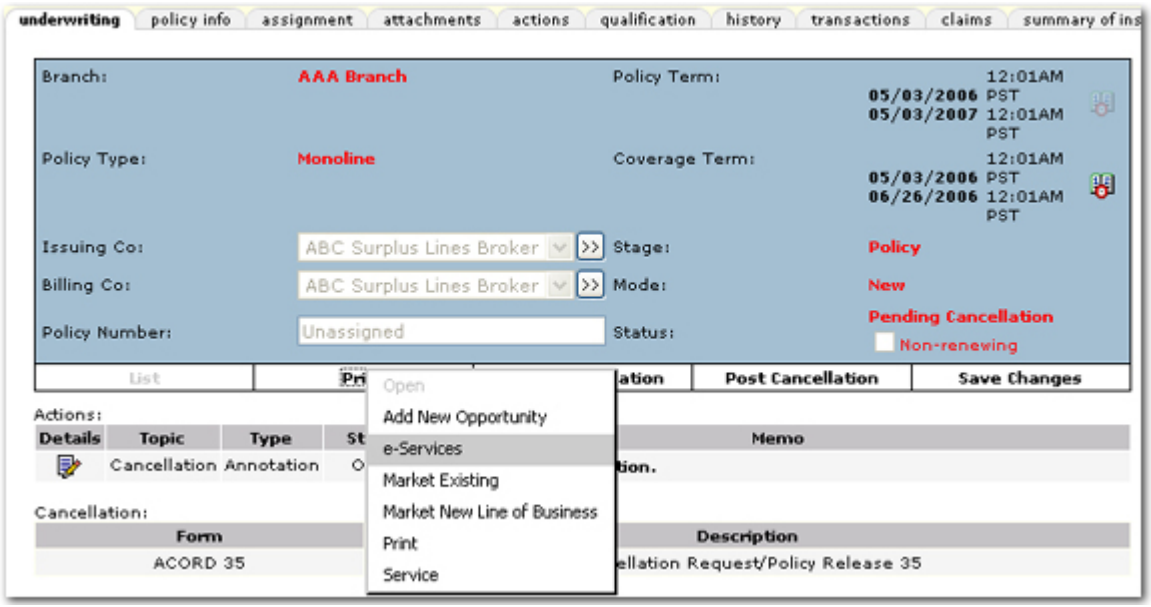
Option 1

- Click the **Billing Carrier** or **Issuing Carrier** name to launch eServices.



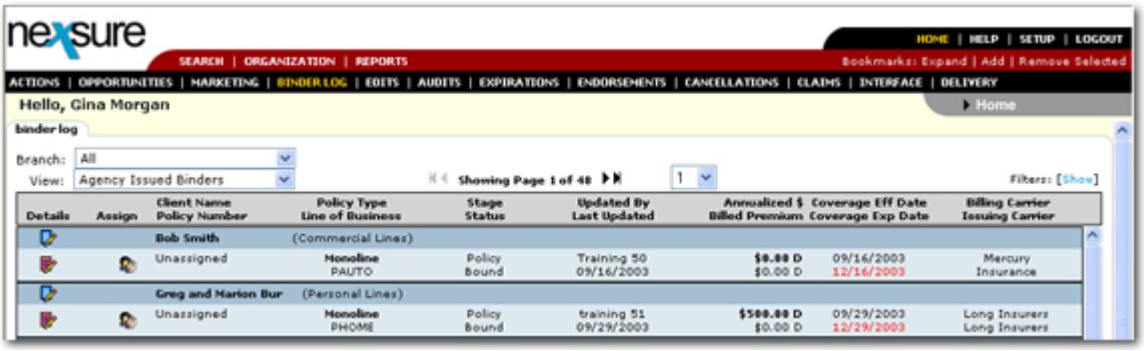
Option 2

- Click the **Details** icon next to the appropriate policy.
- In the **navigation toolbar**, right-click **Print** and select **eServices**.



Option 3

- From the Home menus, (Marketing / Binder Log / Edits / Audits / Expirations / Endorsements / Cancellations / Claims / Interface) click the carrier name.



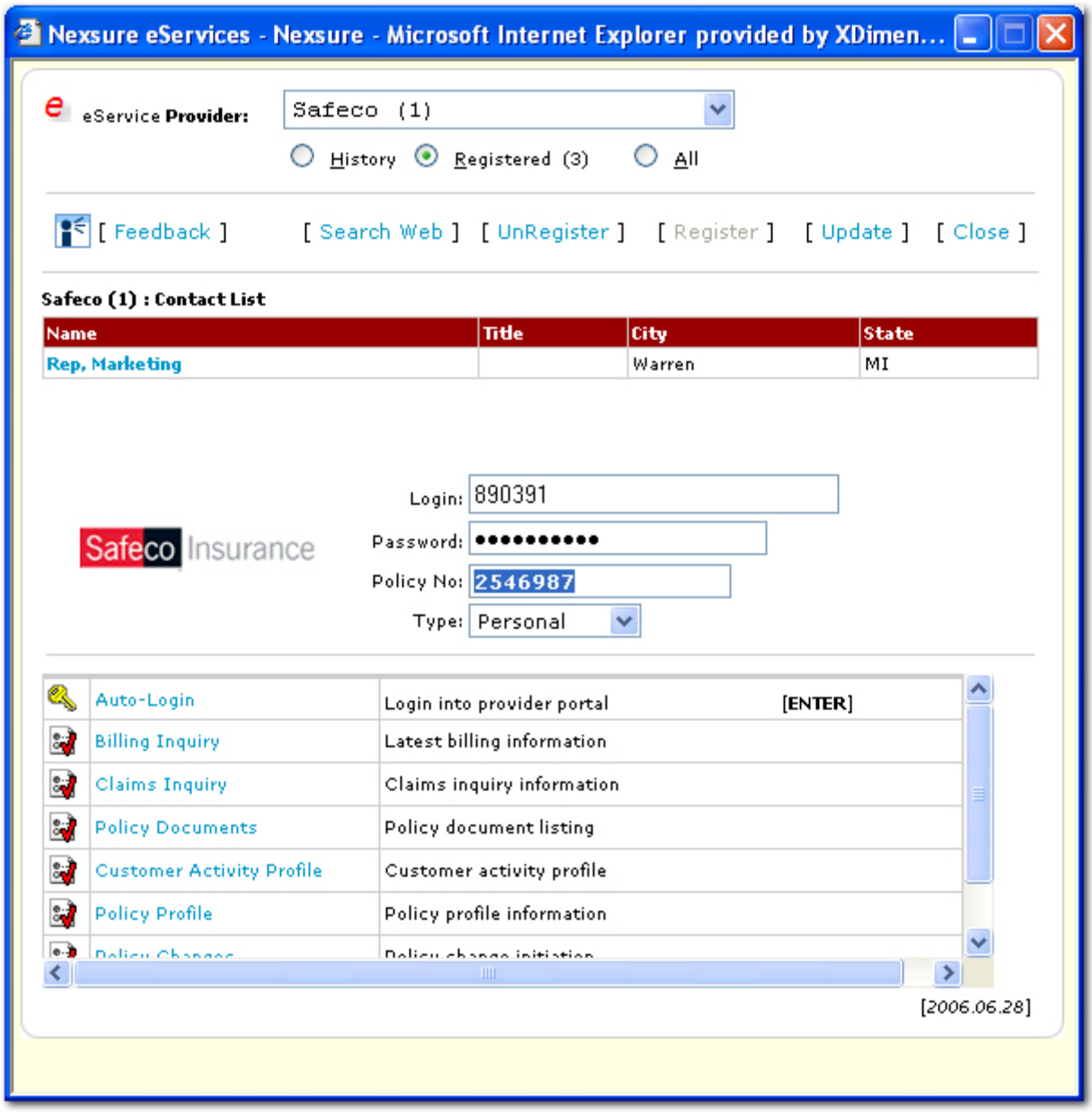
Option 4

- After the Nexsure eServices dialog box is accessed the first time in a session, the eServices icon can be clicked at any time to access again.



To Use eServices

Once eServices has been accessed, the **Nexsure eServices** dialog box is displayed:



Note: The inquiry capabilities are dependent upon each provider's Web site.

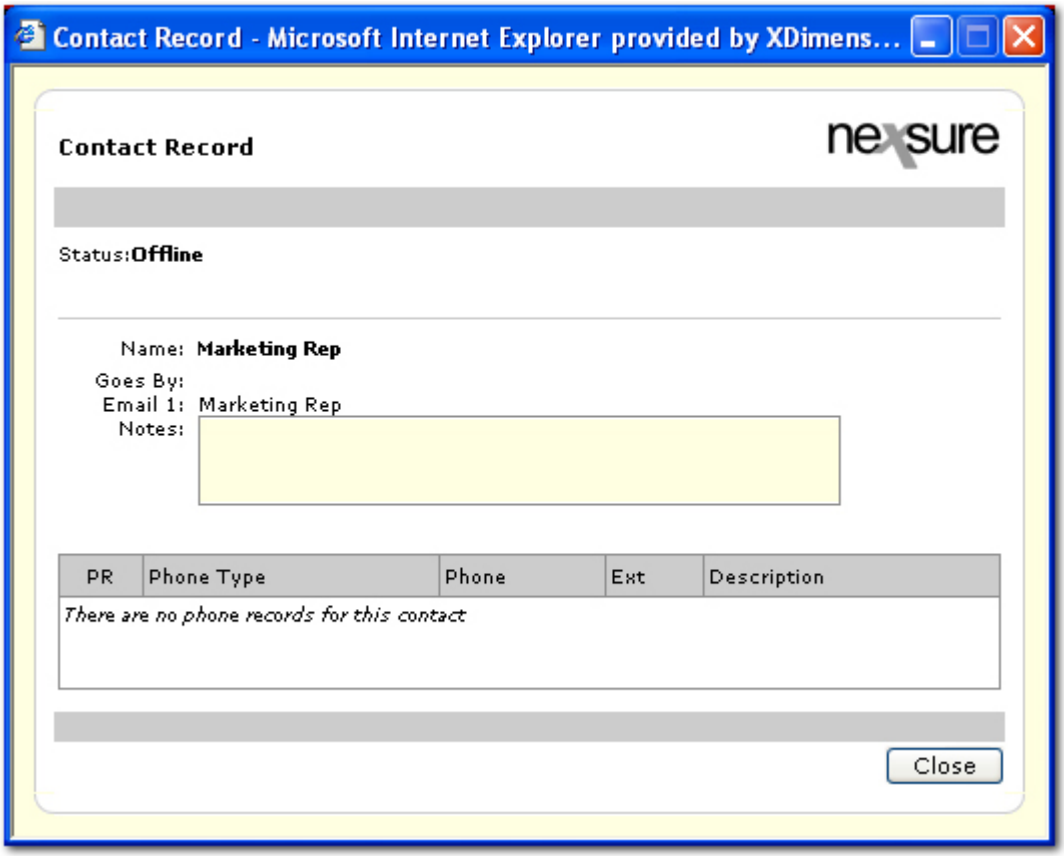
Each of the following options are available in the **Nexsure eServices** dialog box:

- **eService Provider:** If eServices is accessed by clicking on a carrier name, the **eService Provider** list will default to the **Registered** providers. Another provider can be selected. The **eService Provider** list contains providers depending on the selection of **History**, **Registered**, or **All**.
- **History:** Changes the **eService Provider** list to include up to the last 20 providers accessed. The **History** list will be displayed by default when the **eServices** icon is clicked.
- **Registered:** Changes the **eService Provider** list to include all of the providers for which registration was completed. If a provider is accessed that has previously been registered, the **Registered** list is displayed by default.

- **All:** Changes the **eService Provider** list to include all providers available through Nexsure.

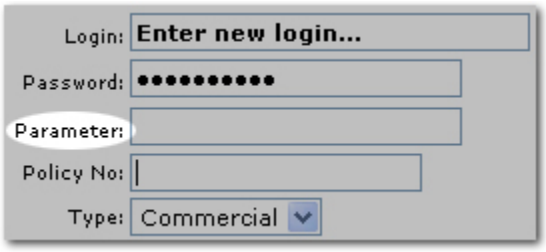
Note: To register with a new provider, simply select the provider from the **All** list and complete the logon information. When all logon information is complete, click **[Register]**. The new provider will be added to the **Registered** list.

- **[Feedback]:** Opens an email form with Nexsure Support in the To line. Any feedback regarding eServices can be sent to Nexsure Support.
- **[Search Web]:** Opens both a web search results screen and stock information results for the selected eService provider. This function is not available for all providers.
- **[UnRegister]:** Removes registration information from the selected provider. To log onto the provider's site again, registration will need to be completed.
- **[Register]:** Saves registration information in Nexsure.
- **[Update]:** Saves the **Password** for the eServices provider. To change the **Password**, type the new password over the hidden password and click **[Update]**.To create another **Login** for the same previously registered provider, enter the **Login** and **Password** and then click **[Update]**. This feature allows updates to eServices **Login** and **Password** when access to the Nexsure **organization** tab is not available.
- **[Close]:** Closes the eServices dialog box.
- **Contact List:** Gives a listing of all contacts associated with the selected provider. Click on the name of the contact to view the **Contact Record** dialog box.



- **Login:** Enter the **Login** name for the provider's Web site.

- **Password:** Enter the **Password** for the provider's Web site.
- **Parameter:** If the carrier requires a third parameter to log on, the **Parameter** box is displayed.



- **Policy No:** If eServices was accessed through a particular policy, that policy number will display on the **Nexsure eServices** screen. The policy number is also copied to the clipboard for use when in the provider's Web site.

  The policy number is formatted based on the needs of the provider's Web site. The assumed policy number format is usually derived from a sample downloaded policy number from that provider, if available. The number of entry boxes change depending on the format required by the provider's Web site.

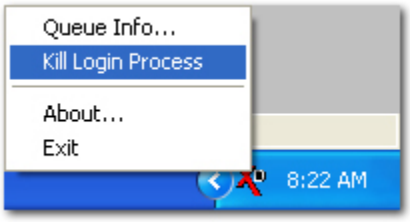


Note: Policy numbers that have been manually entered into Nexsure may need to be corrected in the **Nexsure eServices Policy No** box before logging on to the provider's Web site. Otherwise the policy number will not be recognized by the provider's Web site.

  If policy numbers in Nexsure contain prefixes that are not used on the provider's Web site, correct the formatting of the policy number here before clicking Auto-Login or any of the other links. The policy number can also be completely overwritten if the inquiry functions are needed for a policy other than the one active in Nexsure. Changes to the policy number made in the eServices dialog box will not affect the policy numbers in Nexsure.

- **Type:** Defaults to the correct **Policy Type** (**Personal** or **Commercial**). If the incorrect **Policy Type** is displayed, select the correct one. The policy number formatting and eServices menu will change to match the **Policy Type**.
- **Carrier Logo / Auto-Login / Enter:** Once the **Login**, **Password**, and **Policy No** have been entered, click the provider's logo, Auto-Login, or press Enter to access the Web site.
- **eServices**  **icon:** This icon is displayed once the **Nexsure eServices** dialog has been accessed in a Nexsure session. Clicking the **eServices**  icon opens the **Nexsure eServices** dialog box with the **History** list displayed by default.

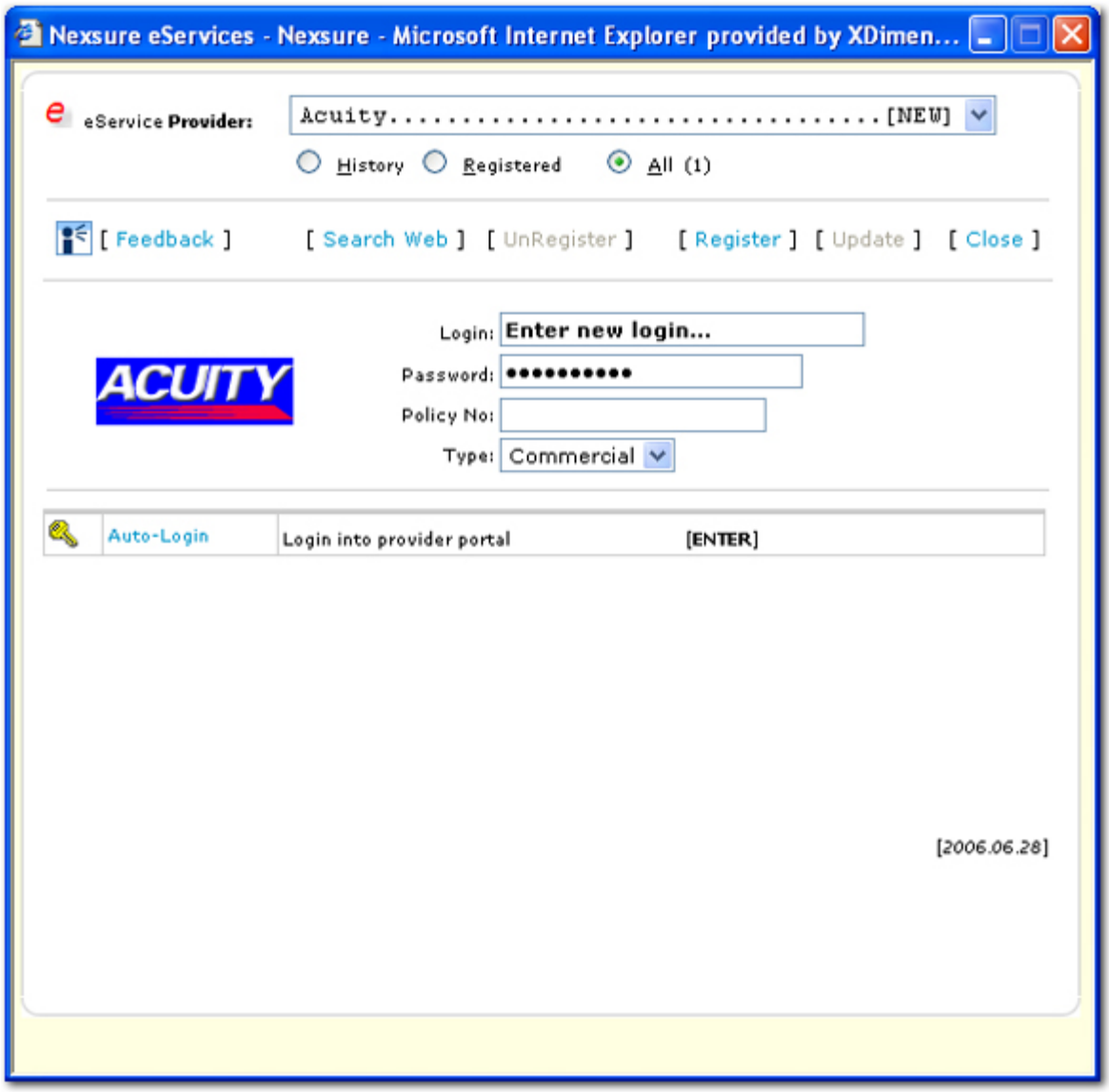
Note: If an error message occurs with eServices, close the error dialog box. Right-click the **XDimensional Agent**  icon on the task bar and select **Kill Login Process**. This should clear the open window and allow access again.



Note: Nexsure eServices are highly dependent upon the layout of provider Web sites. Therefore, when providers make changes to their Web sites, it is possible that eServices will stop prematurely. If the URL for the agent logon page changes, eServices will not be functional until that URL is updated in a future Nexsure release. If the provider keeps the logon URL the same but changes the logon page, it is possible that eServices will stop on that logon page and possibly not fill in the Login and / or Password. These changes are rare but please report them promptly to Nexsure Support. If a link (billing inquiry, policy inquiry, etc.) does not go as far as it went the day before or if it stops well before the described function, please report that to Nexsure Support as well. Help with this matter is greatly appreciated.

To Register for a Provider

1. Access the **Nexsure eServices** dialog box using one of the options described in To Access eServices. The Nexsure eServices dialog box is displayed.



2. Under the **eService Provider** list, select **All**. The **eService Provider** list then displays all available eServices providers whether currently registered or not.
3. In the **eService Provider** list, select the new provider. Notice that any providers not previously registered for are marked **[**NEW**]**.
4. Enter the **Login** and **Password** information and click **[Register]**. The registration is then complete.
5. To log on, click the provider's logo, **Auto-Login** or press the **Enter** key. The provider's site is then opened.

Related Topics

About eServices

Setting up Additional Logins

Delivery Option for Installment Invoicing

To Deliver an Installment Invoice

1. From the Client menu, click the **POLICIES** link.
2. Click the **Details** icon for the appropriate policy.
3. Click the **transactions** tab.
4. Click the **Details** icon of the posted installment to be delivered.
5. Under the invoice header, click **Print**.

   Note: The invoice must be posted in order to deliver.
6. Select the Invoice Format from the drop-down list and select the invoice to print.
7. Click **OK**.
8. Click **Deliver**. The invoice must be in Adobe PDF format to deliver. Delivery can be sent via email or fax.

   - Fill out the Delivery screen and click **Send**.
   - Close the Delivery window.
   - Delivery details can be viewed from the delivery link on the client menu.

Related Topics

Installment Billing

Splitting an Installment

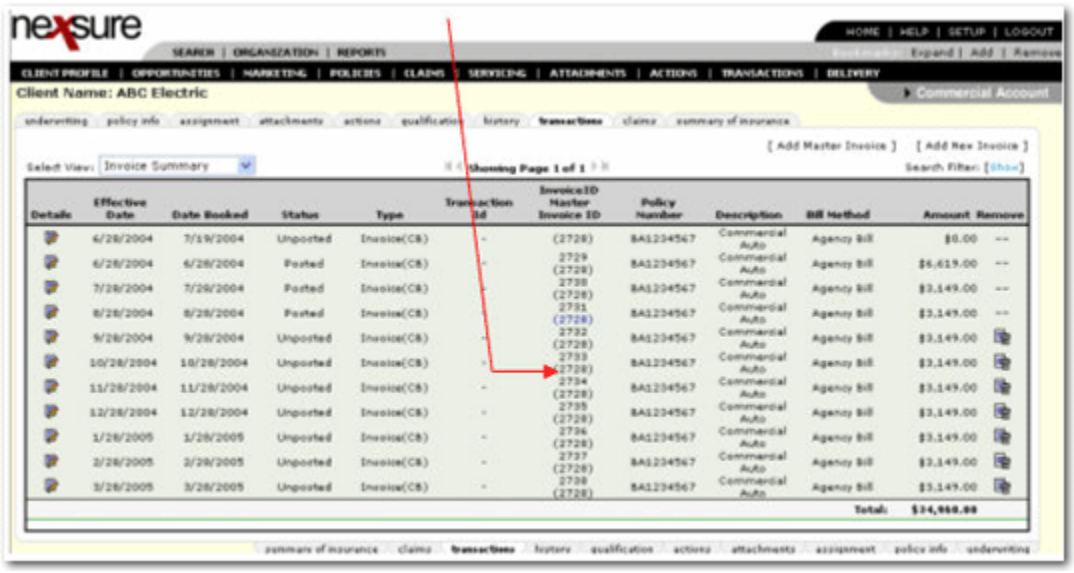
Endorsements and Installment Billing

Endorsements and Installment Billing

Endorsements are processed normal through servicing. The Endorsement does not need to be posted to make premium adjustments to any remaining unposted installments.

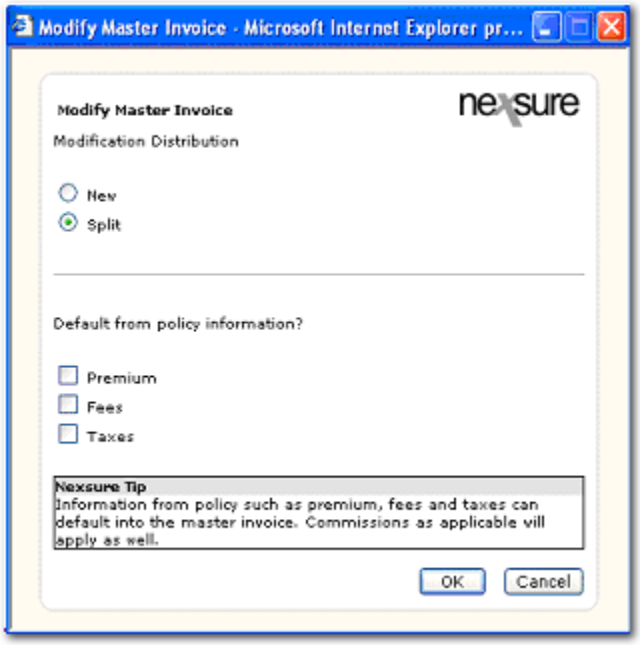
1. Click the **Details** icon of the client.
2. On the Client menu, click **POLICIES**.
3. Click the **Details** icon of the appropriate policy.
4. Click the **transactions** tab.

5. Click on the **Master Invoice ID** link of any installment.



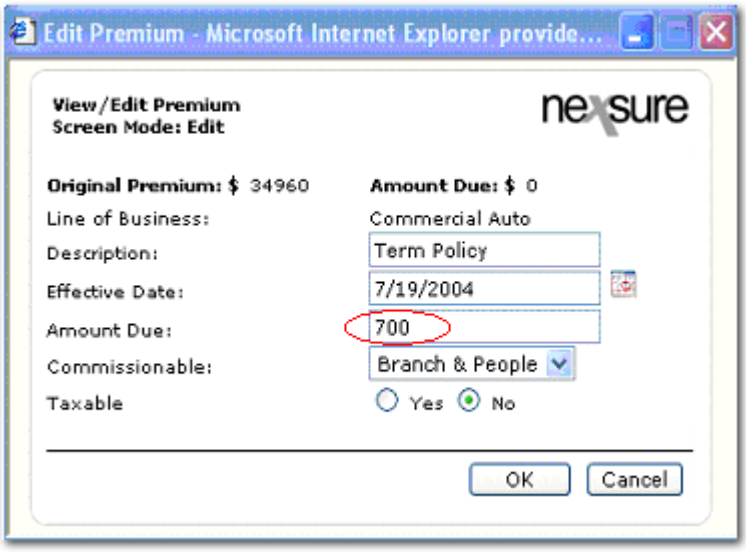
6. Click on **Modify Master** link.

7. In the Modify Master box, select split. Leave the other options unchecked and click **OK**.



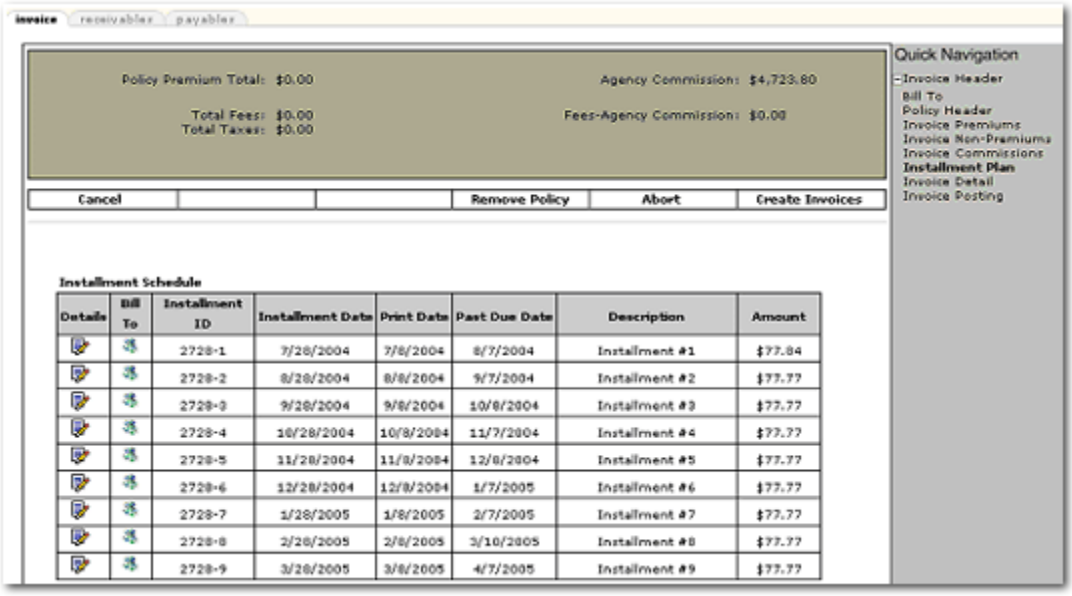
8. Scroll to the **Premium** link and click on the **Details** icon.

9. In the **Amount due** field put in the additional or return premium (a return premium will need a "-" in front of the amount), generated by the endorsement.



10. Click **OK**.

11. Click on the **Installment Plan** link. The amount of the additional or return premium will be divided over the number of the original installments.



12. Click on the **Create Invoices** link. The amount of the additional or return premium will be divided over the remaining unposted installment invoices.

13. Click the **Transaction Summary** link

14. The remaining unposted installment invoices will post according to their respective dates.

Related Topics

Installment Billing

Splitting an Installment

Delivery Option for Installments

In Forcing a Future Status Renewal

Tip: Do not place a future policy in force until the policy info tab is updated and all application edits are complete.

1. On the Primary menu, click **SEARCH**.

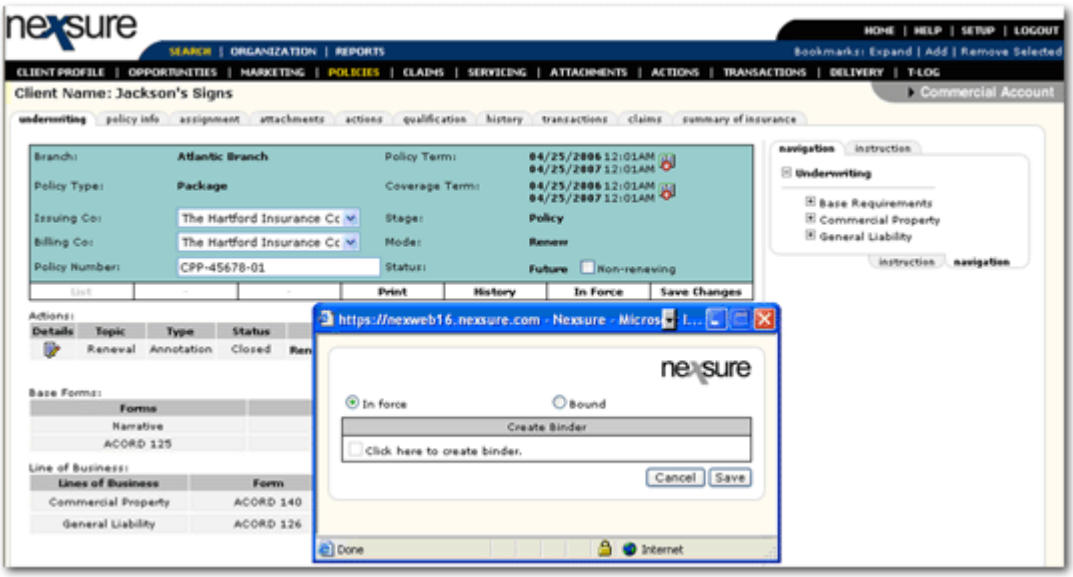
2. Click the **Details** icon of the appropriate client.

3. On the Client menu, click **POLICIES**. All in force policies for the client appear.

4. Click the **Details** icon of the applicable line of business. Update the premium information on the policy info tab and make all edits to the application.

5. Click the **In Force** link on the navigation toolbar located just under the policy header.

6. If a binder is needed select the **Bound** option and check the box beside **Click here to create a binder**. (See Creating a Binder).



7. Click **Save** to change the status to **In Force**. If a binder was selected, the status will be **Bound**, and the policy mode will remain as **Renew** or **Re-New-Co**. The policy now reflects an **In Force** status blocking any further modification without going through **SERVICING**.

Note: Once a policy has been invoiced the carrier cannot be modified during the current term unless the invoices are reversed.

8. The expired policy should be sent to history. (See Sending an Expired Policy to History).

Installment Billing

Installment billing is used when spreading a premium over a number of payments.

To Invoice Using Installment Billing

1. Select the client to be invoiced.
2. On the Client menu, click the **POLICIES** link.
3. Click the **Details** icon for the appropriate policy.
4. Click the **transactions** tab at the policy level.
5. Click **Add Master Invoice** link.
6. Click check boxes for premium, fees and/or taxes to default in from the policy info tab, click **OK**.
7. Using the links in the quick navigation panel, or the scroll bar, complete the following screens:

Edit Invoice Header

a. Verify the *Bill Method, Bill Type, Department and Unit*.
b. The *Effective Date* defaults to the *Effective Date* of the policy.
c. *Date Booked* defaults to effective date of policy or invoice creation date based on whichever one is later.
d. Enter the *Down Payment* Amount.
e. Enter *Down Payment Date Due*.
f. Chose the *Payment Plan* from the drop-down box.

Note: The down payment is not included in the number of installments.

Annual: Due date of 1st installment is based off date entered in 1st Installment Effective Date field. Subsequent installments billed in one year increments up to the specified number of installments.

Note: If client is paying in full, (no down payment), click **[Add New Invoice]** link and bill as full pay.

Semi Annual: Due date of 1st installment is based off date entered in 1st Installment Effective Date field. Subsequent installments are billed in 6 month increments up to the specified number of installments.

Quarterly: Due date of 1st installment is based off date entered in 1st Installment Effective Date field. Subsequent installments are billed in 3-month increments up to the specified number of installments.

Monthly: Due date of 1st installment is based off date entered in 1st Installment Effective Date field. Subsequent installments are billed in 1-month increments up to the specified number of installments.

Weekly: Due date of 1st installment is based off date entered in 1st Installment Effective Date field. Subsequent installments are billed in 1-week increments up to the specified number of installments.

Same Date: Due date of 1st installment is based off date entered in 1st Installment Effective Date field. Subsequent installments are billed on the same date as the 1st Installment up to the specified number of installments.

g. Enter the *Number of Installments*.

h. Enter the *1st Installment Effective Date*. (All subsequent installment default from this date).

i. Enter the number of *Days until Past Due*.

j. Enter the # *of Print Days Before Effective Date*.

- This field is used to calculate the date when the installment will automatically post and makes the invoice available to print in batch.
- EX: 1st installment effective date is 7/20/2004.
- Print date field entered is the number 15.
- Installment will post on 7/5/2004 and be available for batch printing on that date.
- If zero used in this field each installments will post from the date in the effective date field in their scheduled month.
- To suspend the posting of an invoice the user should leave this field blank to avoid Nexsure automatically posting the installment.

Note: If the month is locked or closed, the invoice will post in the current month.

k. Choose *fee*, *tax & rounding options* from the drop-down boxes.

l. Input *Unique Invoice* message – this will print out on the invoice.

m. Input *Internal Note*

n. Click **OK**

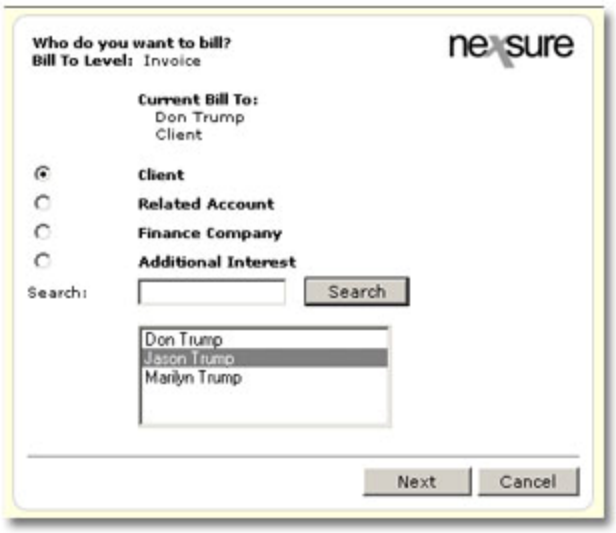
Change Bill To - This information is pulled from the policy but can be changed. Any named insured may be selected as the "Bill To" on invoices.

To change bill to information

1. In the quick navigation panel, select **Bill To**.

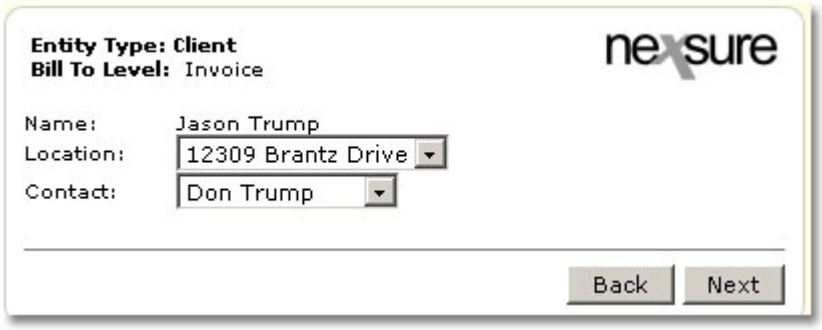
2. Click **Change Bill To**. The Bill To pop-up appears with the client option selected with all named insureds displayed.

Tip: If a long list of named insureds is displayed, enter a name in the search field and click **Search**.



3. Select the entity and named insured to bill.

4. Click **Next**.



5. Select the location and contact name from the drop-down lists and click **Next**.

6. The new Bill To information is displayed, click **OK** to confirm the change.

Policy Header - Displays the policy header information

Base Forms - Displays base forms for the policy.

LOB Forms - Displays all lines of business forms on the policy.

Premiums - Changes can be made to the existing premium by clicking on the **Details** icon. A new premium can be added by clicking the **add new premium** link.

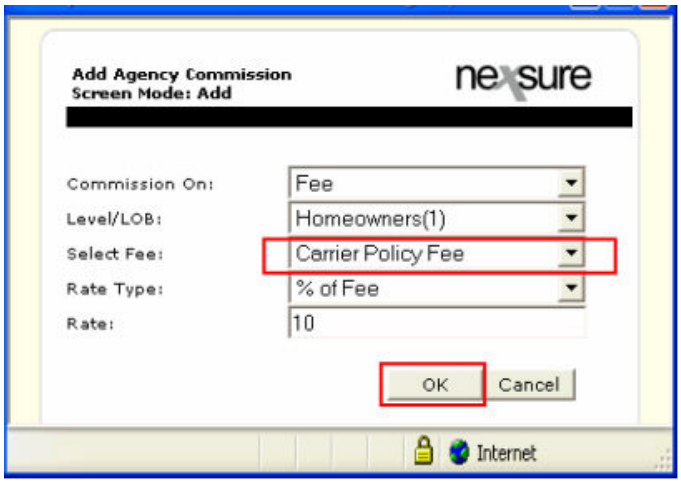
Fees - Changes can be made to existing fees by clicking on the **Details** icon. A new fee can be added by clicking the **add new fee** link.

Taxes - Changes can be made to existing taxes by clicking on the **Details** icon. A new tax can be added by clicking the **add new tax link**.

Agency Commission - If a default commissions exist for the carrier it will automatically default in.

Changes can be made to Agency commissions by clicking on the **Details** icon.

A new agency commission can be added by clicking the **add new agency commission** link:



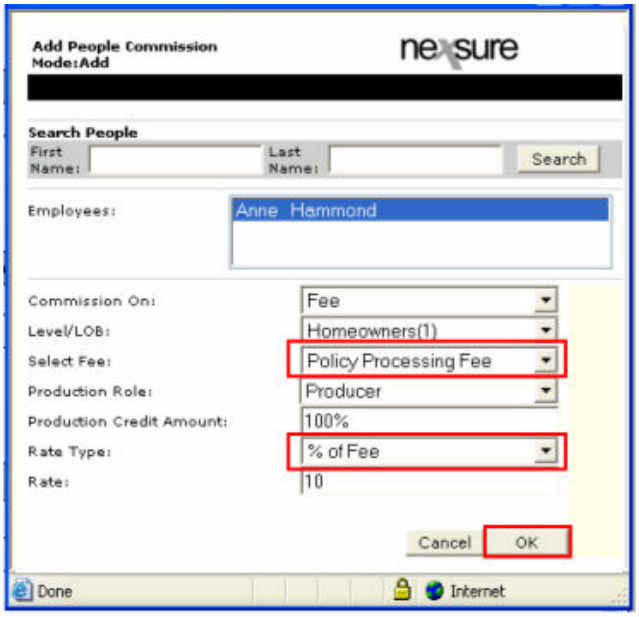
- **Commission On:** Fee selected
  - Fee option will be available only if fee was flagged as branch commissionable (this has not changed)
  - Defaults to Policy/All LOBs once Fee is selected
- **Level/LOB:** Select appropriate line of business
- **Select Fee:** Fee selection permits the application of fee-specific commission rates. Fees subject to commission do not need to have the same rate applied and can have a differentiating commission rate/rate type applied.

  Note: Only fees which are subject to commission will be available.
- **Rate Type/Rate:** Enter rate information
- Click **OK**

Other Commissions - If a default commissions exist for the employee they will automatically default in.

Changes can be made to employee commissions by clicking on the **Details** icon.

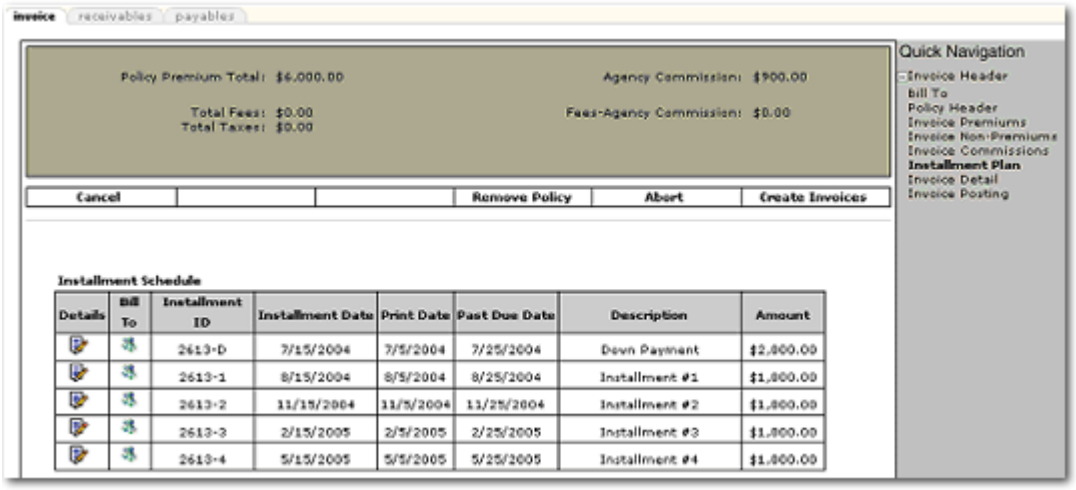
A new employee commission can be added by clicking the **add new other commission** link:



- Select the employee from the Employees box or use the Search People option.
- Select the Commission On from the drop-down box.
- **Select Fee:** Fee selection permits the application of fee-specific commission rates. Fees subject to commission do not need to have the same rate applied and can have a differentiating commission rate/rate type applied.

  Note: Only fees which are subject to commission will be available.
- Select the Production Role and Production Credit Amount from the drop-down boxes
- The Production Role and Production Credit Amount fields are used to designate the role and percent of business this employee brought into the agency on this policy.
- Select the Rate Type from the drop-down box
- Key in the appropriate rate, Nexsure will calculate the commission based on the rate type chosen.
- Click **OK.**

8. Click the **Installment plan** link in the quick navigation. A new installment schedule will be generated, click **OK**.



9. The installment schedule is based on the information in the invoice header.

- The amount of an installment can be changed by clicking on the **Details** icon. Change the amount and click **Update**. Click **cancel** to close the pop-up, click on **Installment Plan** in the quick navigation to revise the existing Installment schedule.
- An installment may be billed to another entity. See Change Bill To.

  This information is pulled from the policy but can be changed by clicking the Change Bill To link.

  a. Select the new **Bill To** entity.
  b. If Finance Company, Additional Interest or Retail Agent is selected, the appropriate entities will be displayed. Enter at least two characters to narrow search results.
  c. Once you have selected an entity click **Next**. Select the Name, Location and Contact from the drop-down boxes.
  d. Click **Next**.
  e. A pop-up box will confirm the change, click **OK** to complete.
  f. A **Bill To Log** will display the date and time changed, the prior bill to entity and the user who made the change.
- The installment ID includes the installment number followed by its description letter or number.
- The installment date, print date, past due date and description default from the information in the invoice header.

  a. Verify the Bill Method, Bill Type, Department and Unit.
  b. The Effective Date defaults to the effective date of the policy.
  c. Date book defaults to effective date of policy or invoice creation date based on whichever one is later.
  d. Enter the down payment amount.

e. Enter down payment due date.

f. Chose the payment plan from the drop-down box.

g. Enter the Number of Installments.

h. Enter the 1st Installment Effective Date.

i. All subsequent installment default from this date.

j. Enter the number of Days until Past Due.

k. Enter the number of Print Days Before the Effective Date

- This field is used to calculate the date when the installment will automatically post and makes the invoice available to print in batch.
- EX: 1st installment effective date is 7/20/2004
- Print date field entered is the number 15
- Installment will post on 7/5/2004 and be available for batch printing on that date
- If zero used in this field each installments will post from the date in the effective date field in their scheduled month.
- To suspend the posting of an invoice the user should leave this field blank to avoid Nexsure automatically posting the installment.

Note: If the month is locked or closed, the invoice will post in the current month.

l. Choose fee, tax & rounding options from the drop-down boxes.

m. Input Unique Invoice message – this will print out on the invoice.

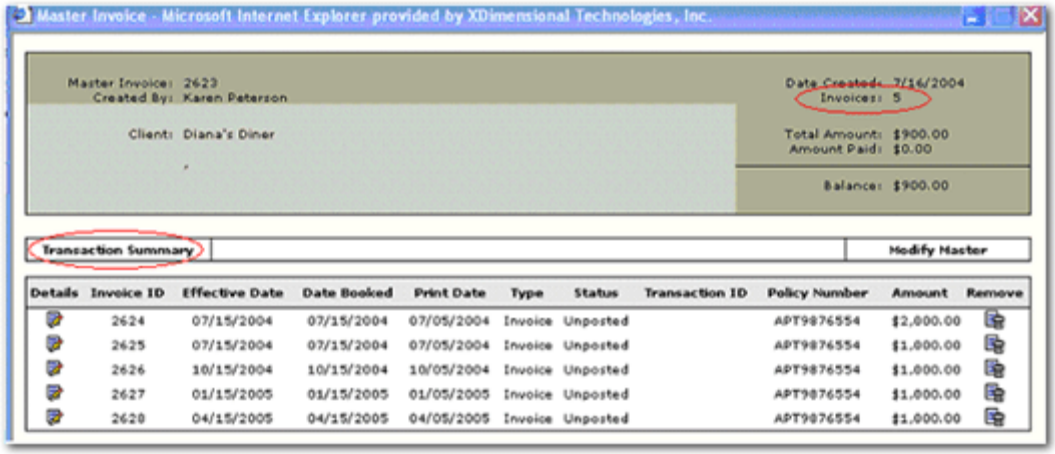
n. Input Internal Note.

o. Click **OK**.

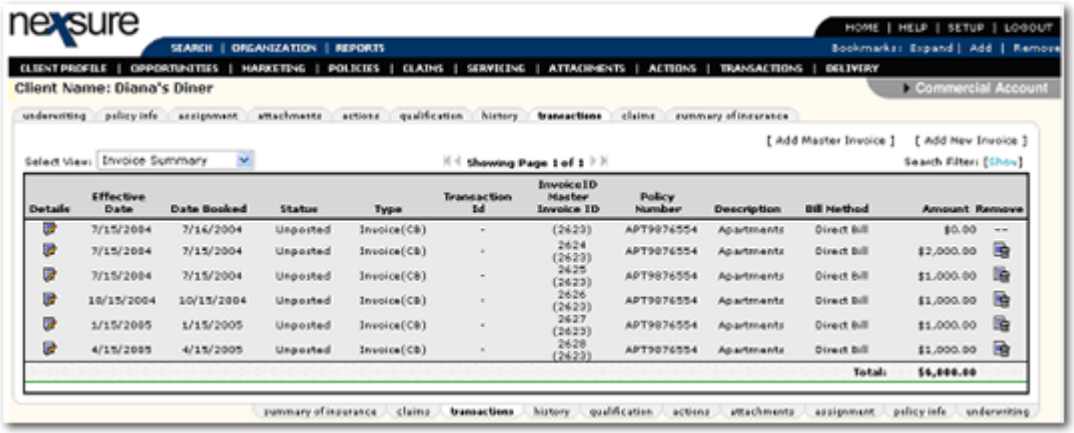
- The amount of each installment is based on the total premium, amount due of the down payment and number of installments.

10. Click the **Create Invoices** link.

11. Each installment will now have its own unique Invoice number. The total number of invoices will be reflected in the header.



12. Click the **Transaction Summary** to close the master invoice.



13. The Transaction Summary view displays each installment number with the master invoice number stacked below. The master number is a link, clicking on the link will launch the entire installment plan for review and modification.

14. Unposted invoices can be removed, security permitting, but posted invoices must be reversed.

Related Topics

Splitting an Installment

Delivery Option for Installments

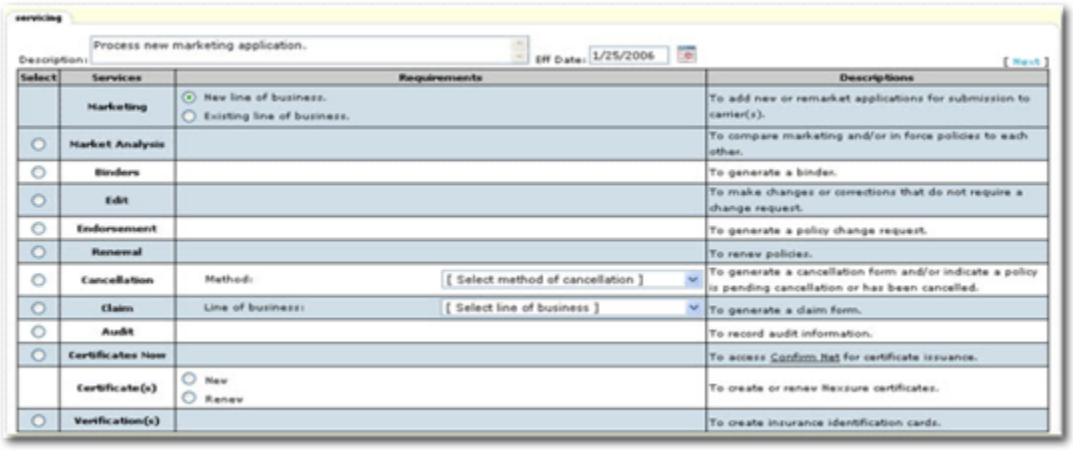
Endorsements and Installment Billing

Servicing > Marketing

1. On the Primary menu, click **SEARCH**.

2. Click the **Details** icon of the appropriate client.

3. On the Client menu, click **SERVICING**.



4. Select the **Marketing** option and select either **New line of business** or **Existing line of business** and click **[Next]**.

5. Select the policy to remarket. If multiple policies are selected the policies will be grouped as if they are a package policy. This feature allows applications to be bundled so they can all be sent to the carrier at one time.

6. Click **[Next]** once policies have been selected.

   Tip: When a policy is selected the system automatically copies existing coverage information so the user will not need to re-key application information.

7. The marketing underwriting screen is displayed for user completion. Modify the application as necessary as well as the carrier whom the policy is being submitted to. Go through the marketing process for each carrier that the business will be submitted to. This process is necessary to capture necessary statistical data and separate application information for each carrier.

Related Topics

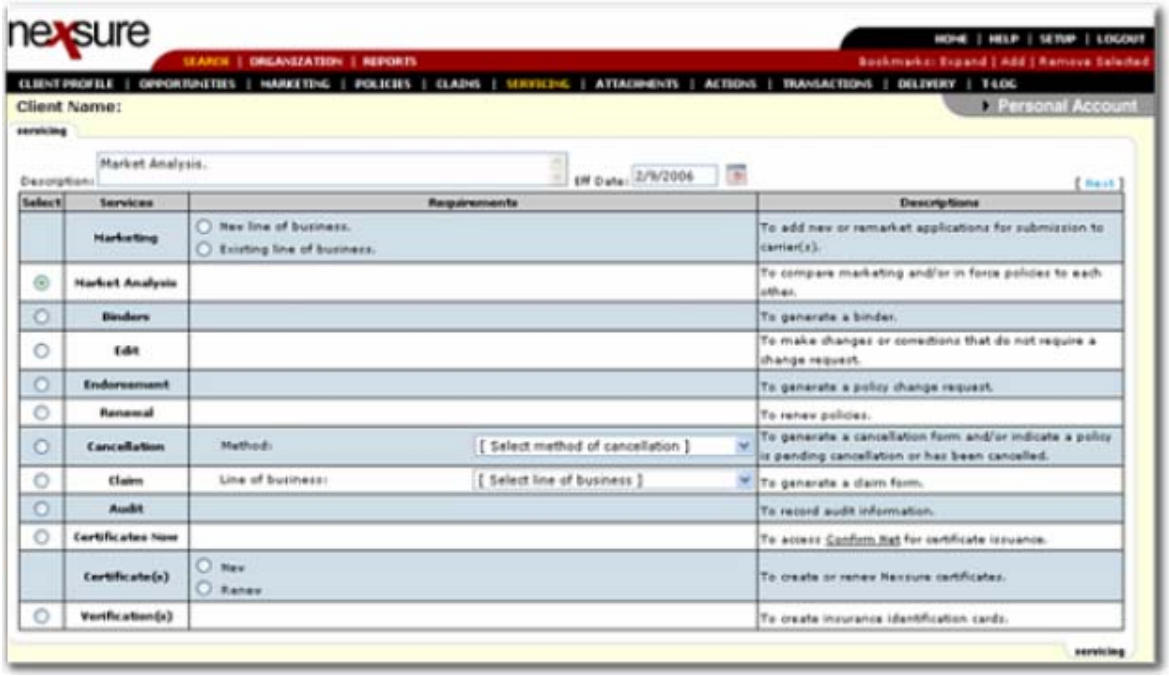
Policy Underwriting

Market Analysis

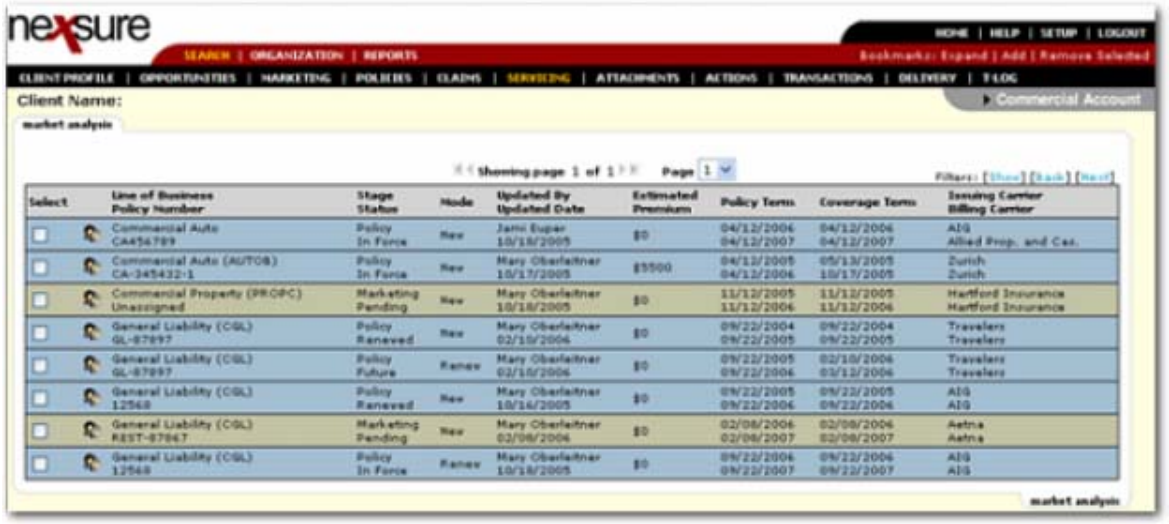
Market analysis is used to compare alternative options/quotations to current in force coverage frequently done at renewal. This procedure is most commonly used within a commercial renewal setting for independent agents.

To Generate a Marketing Analysis:

1. Locate the appropriate client using the **SEARCH** option on the Primary menu.
2. Select **SERVICING** on the Client menu.
3. Select the **Market Analysis** option.



4. Click the **[Next]** link in the upper right corner.
5. The market analysis policy selection screen is displayed.



6. Place a check mark ☑ in the box to the left of the appropriate source policy by clicking on the box.

   Note: The first policy that is selected with a check mark is the source policy; this is the policy to which any other selected policy or policies will be compared against.

7. Place a check mark ☑ next to the policy or policies to be compared to the source.
8. Click the **[Next]** link in the upper right corner.
9. Click **OK** when prompted to create a new market analysis or Cancel to abort the operation.



The market analysis details screen will be displayed.

Note: After a market analysis has been created, this screen is also accessible by selecting **MARKETING** from the Client menu, clicking the **market analysis** tab and then clicking the **Details** icon.



Market Analysis Toolbar



Export

Exports the file to Microsoft® Word or Excel®.

Add Existing

Goes to market analysis policy selection screen for selection of an additional policy or policies for comparison to the source policy.

Finalize

Use this option to select a policy that will be written. Any marketing policies used in the analysis that were not chosen will be sent to marketing history. Current and future policies will remain as they were. If a

current policy is being renewed or rewritten with a different carrier, the user will need to manually push that policy to history when necessary.

The drop-down is used for entering the reason the policy was selected. The Notes section can be used for any additional information regarding the market chosen.

The status of the analysis is changed to finalized. Once this been selected, the Add Existing option is no longer selectable.

Save Changes

Saves the analysis.

Close

Closes the market analysis window and displays the market analysis tab.

Related Topics

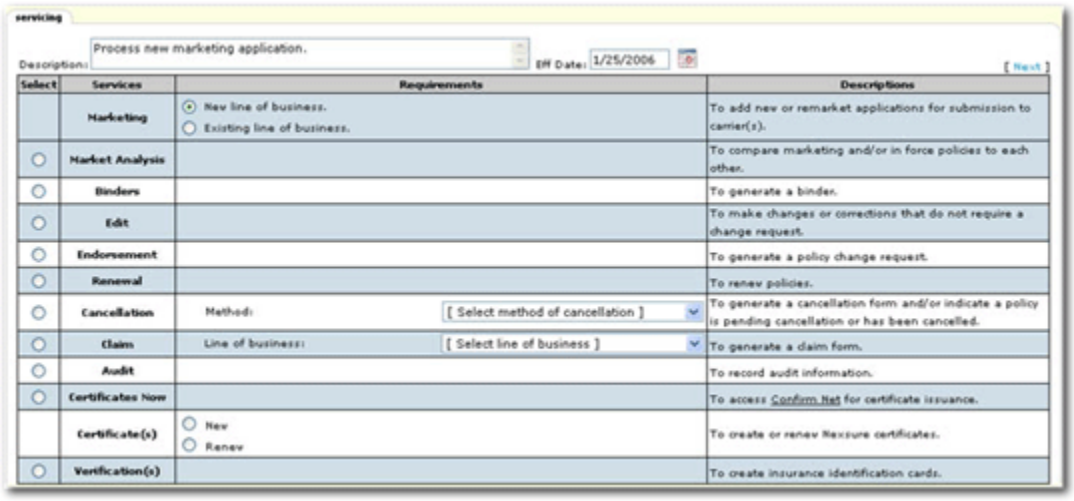
Market Analysis Tab

Servicing > Binders

Adding a binder from the servicing screen allows you to add a binder to an existing policy.

To Add a Binder

1. On the Client menu, click **SERVICING**.



2. Select the **Binders** option and click **[Next]**.

3. Select the policy that you wish to create a binder for and click **[Next]**. Then binder details screen appears.

4. Click **Save Changes** to save the binder to the policy.

Related Topics

Creating a Binder

Extending a Binder

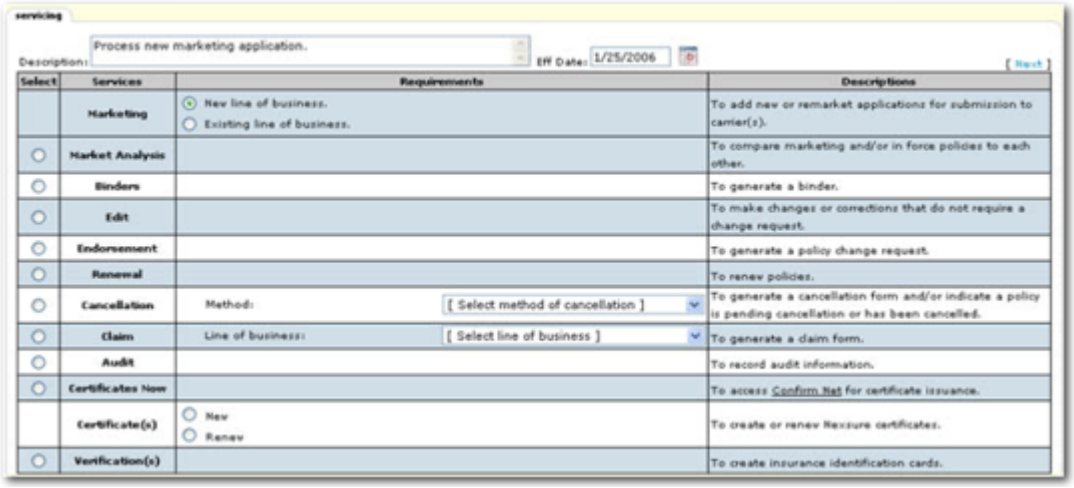
Changing the Extension Default

Delivering a Binder

Putting a Bound Policy In Force

Servicing > Edit

Edit is used to edit an incorrect policy.



1. Select the client.

2. On the Client menu, click **SERVICING**.

3. Select the **Edit** option in the **Select** column and click on **[Next]** to continue.

4. Select the policy to edit by selecting the option next to the appropriate policy in the **Select** column and click **[Next]**. You cannot edit a policy that has pending activity and will not be given the option to select those policies.

5. If policy editing is incomplete do not select to Post edit. Policies that are in an **Edit** stage will display on the **Policy Summary** screen under the corresponding policy in a light shade of blue.

6. To complete a policy with an **Edit** stage, click the **Details** icon and make the necessary changes. When edits are complete, click **Post Edit**.

7. You will be prompted to add a note pertaining to the edit that was made. This note will be attached to the policy when it is sent to history

8. When the edit is posted on the **underwriting** screen, the policy prior to the edit is stored in history and removed from both the **Policy Summary**. The edited policy replaces the current **in force**

policy.

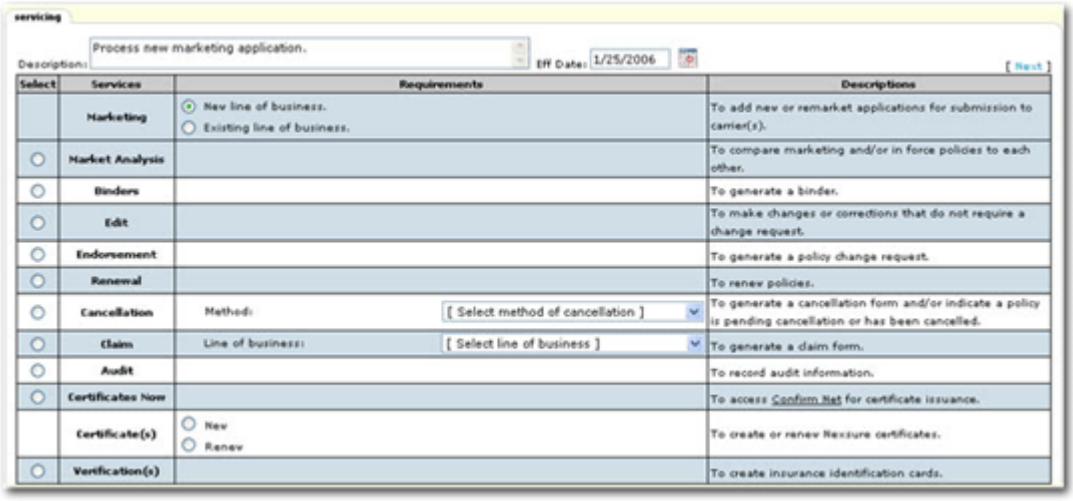
Tip: Should you be interrupted or lose your place while editing a policy, select **Compare Policy: [On]**. This will display a comparison of data from the current **in force** policy to the current **Edit** and allow you to see what the differences are between the two.

Servicing > Endorsement

1. On the Primary menu, click **SEARCH**.

2. Click the **Details** icon of the appropriate client.

3. On the Client menu, click **SERVICING**.



Tip: To check the list of policies prior to executing the endorsement, on the Client menu, click **Policies** to display a list of policies. The policy hot link may also be selected from the client card file, which is located under the stick-e-note.

4. Select **Endorse**.

5. Enter a **Description** of the endorsement and enter the effective date (defaults to current date).

Note: The Description will pre-fill with “Process endorsement” – highlight and type the unique description that describes the endorsement being done. The effective date box to the right of the description will default to the current date, so make sure to enter the effective date of the endorsement if other than today’s date. The date entered here will populate in the policy header coverage date.

6. Click **[Next]**. A list of current in force policies will be displayed.

7. Select the policy to endorse and click **[Next]**. (If a policy displays a lock icon, the policy does not have a status that can be endorsed at this time. For example a Pending status on a policy may not

be serviced until the pending item is posted, aborted or the status of the pending item has been changed to submitted, 2nd or 3rd request.)

8. On the policy underwriting screen the endorsement status defaults to Pending. The endorsement status will also display on the policies summary screen and the **Home > Endorsement** menu until the endorsement is posted or aborted.

    - An action is created using the description entered for the endorsement on the servicing screen. The action is used as a notation of the event, therefore, make sure the status is Closed. All endorsements should be tracked from the **Home > Endorsement** menu until the endorsement is either aborted or posted. If additional information is needed to complete the endorsement leave the status set to pending, make sure the action status is open and enter the appropriate number of days to follow-up on the action. Additional memos may be added to the action associated to the endorsement as needed. Keep in mind that the last memo entered is what will display on the policy summary page and will remain with the policy after the endorsement is posted. Therefore it is important to make sure the final description entered is what is needed to identify the policy or endorsement from policy summary.

9. To enter the change, first note that the navigation tab is displayed on the right with links to the pending endorsement and the applications in the tree view.

    - Make the changes on application for the appropriate line of business form(s).
    - As changes are made to the application please note the following:
        - Adding a new item to a schedule will display an A from the schedule summary view to the right of the item; deleting an item (select the remove icon) will display a D on the right side of the item from the summary view and changing a scheduled item will display a C to the right side of the item.
    - It is important to make any applicant, location or billing changes to the ACORD 125 for commercial lines policies as the change request is mapped to the ACORD 125 for these details.
    - If you get side tracked and cannot remember where you left off use the Compare Policy: [On] [Off] link on the navigation toolbar in the application to compare this edited version of the application to the original application. Anything highlighted in red is an item that is different from the original application.

To populate the change request:

a. Click on the **underwriting** link at the top of the navigation tab to close tree view.

b. Click the **Populate** icon to populate change request form.

Note: If manual population is not desired, select the accept option to proceed and populate the change request with the changes entered on the application.

c. Make sure to review the endorsement by clicking on the "+" next to the Pending Endorsement link on the navigation tab.

10. Enter any necessary information to complete the endorsement making sure to **save changes.**

Tip: To view the dates of the changes, click the "+" next to endorsement(s) on the navigation tab.

Aborting an Endorsement

An endorsement may only be aborted (removed) if the status is still pending. Once the status has been changed and saved by clicking on the **Save Changes** link in the navigation toolbar, the endorsement may not be aborted. Status cannot be changed back to pending.



Endorsement Statuses

A pending status means that the endorsement is incomplete and not ready to be submitted to the carrier. As long as the status is identified as pending any changes may be made to the endorsement. However, another endorsement cannot be added until it is either aborted or the status is changed. The other status options are as follows:

- Submitted
- 2nd Request
- 3rd Request

Submitted indicates that the endorsement is ready for submission to the carrier and has been sent to the carrier. **2nd and 3rd Request** indicates the number of times that endorsement has been submitted to the carrier to be handled. Once the status has been changed from pending to submitted, 2nd or 3rd request the endorsement may not be changed nor can the status be changed to show pending again. As long as an endorsement does not have a status of pending new endorsements may be added.

If the status was changed from pending and the **Save Changes** link was selected by mistake, the only recourse is to post the endorsement and enter a description indicating the mistake. It is recommended prior to posting, that the action memo be modified to indicate the mistake as well. The action remains on the **Home > Endorsement** menu to remind the user that the actual endorsement has not been received from the carrier. To identify that the endorsement has been received, post the endorsement. Posting the endorsement removes it from the **Home > Endorsement** menu.

Related Topics

Endorsements and Installment Billing

Issuing a New Policy with the Mode of 'Renew'

All Policies entered manually into Nexsure for the first time will have a mode of New. If the client has had the coverage with the agency for a number of years, the mode should reflect Renew when the policy is issued. The user will need to go through **Servicing > Renew** when issuing the policy. This will allow reports to reflect correctly. Enter the policy through marketing as normal (See the Marketing section of help for assistance). When the marketing policy is ready to be issued:

1. On the Primary menu, click **SEARCH**.

2. Click the **Details** icon of the appropriate client.
3. On the Client menu, click **MARKETING**.
4. Click the **Details** icon of the marketing policy.
5. Click the **In Force** link in the navigation toolbar under the marketing header. Click **Save** (do not create a binder). This policy will have a mode of New.
6. On the Client menu, click **SERVICING**.
7. Select **Renew** and click **[Next]**.
8. All in force policies for the client are displayed. Select the check box for the newly In force policy and click **[Next]**.
9. All marketing and in force policies for the client will be displayed. Select the check box for the In force policy and click **[Next]**.
10. The mode should now reflect **Renew**.

Note: The policy term and coverage term dates in the header will default to the next policy term. Click the **Calendar** icon for both dates and change the dates to the existing term. Click the **Save Changes** link in the navigation toolbar under the policy header.

11. Verify that the application data and the information on the policy info tab is correct then click the **In force** link in the navigation toolbar under the policy header.
12. On the Client menu, click **POLICIES**.
13. Delete the policy with the mode of New or send it to history with a description of why it was sent to history.

Placing a Remarketed Policy in Force

1. On the Primary menu, click **SEARCH**.
2. Click the **Details** icon of the appropriate client.
3. On the Client menu, click **SERVICING**.
4. Select **Renewal** and click **[Next]**.
5. All in force policies for the client are displayed. Select the policy to be renewed and click **[Next]**.
6. All marketing and in force policies for the client will be displayed. Select the policy being remarketed, along with any other lines of business that need to be included in the renewal and click **[Next]**.

7. The underwriting screen is displayed. The mode will display **Renew** and the status displays **Future**. Select the **Issuing** and **Billing Carrier** from the drop-down boxes, enter the policy number if available and review the policy term dates for accuracy.

8. Click the **Save Changes** link in the navigation toolbar under the policy header.

9. The mode will now display **Re-New-Co** and the status displays **Future**. This indicates that the policy is a renewal to the agency but is new to the carrier. The mode will remain as Re-New-Co throughout its policy term. Review the application and update the premium information on the policy info tab.

10. Click the **In force** link on the navigation toolbar located just under the policy header.

11. If a binder is needed select the **Bound** option and select the check box to create a binder. (See Creating a Binder).

12. Click **Save**. The status of the policy now displays as In force.

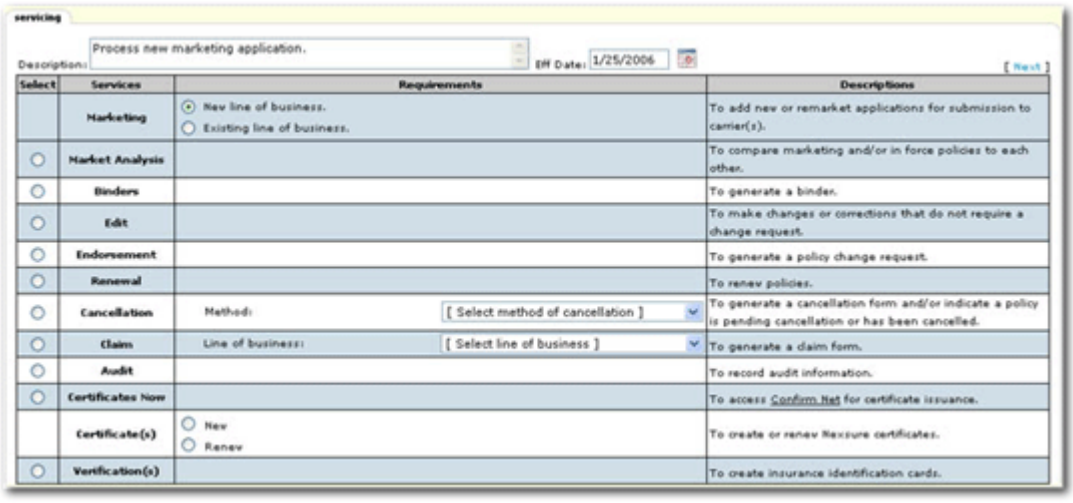
13. The expired policy, along with any un-issued remarketed policies, should be sent to history. (See Sending an Expired Policy to History).

Renewing with a New Carrier

1. On the Primary menu, click **SEARCH**.

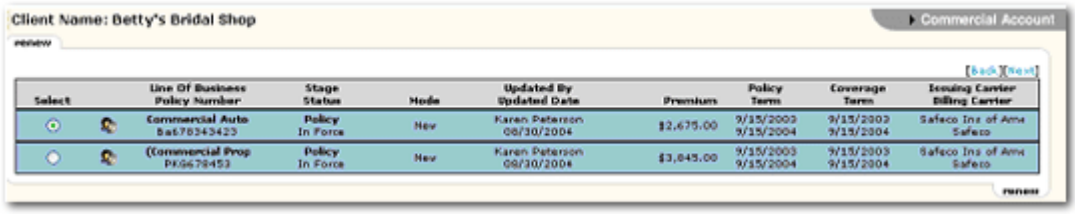
2. Click the **Details** icon of the appropriate client. Or from the **Home menu > EXPIRATIONS** link, click the **Details** icon next to the appropriate client.

3. On the Client menu, click **SERVICING**.



4. Select **Renewal** and click **[Next]**.

5. All in force policies for the client are displayed. Select the policy to be renewed and click **[Next]**.



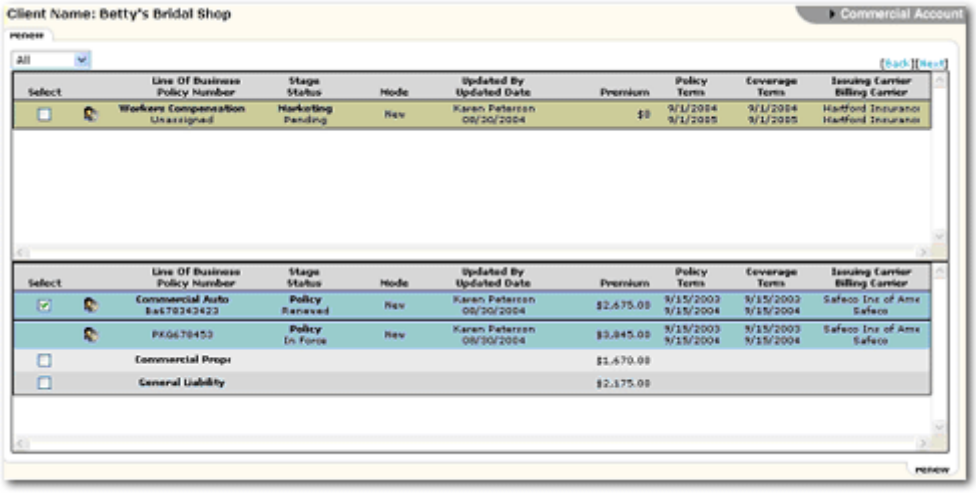
6. All marketing and in force policies for the client will be displayed. Click the **Select** check box for policies needing to be included in the renewal from the current and/or marketing list and click **Next**.

Splitting a Package Policy into Monoline Policies

1. To create monoline policies select the policy to renew and then the line of business to create, click **[Next]**, this creates the first monoline policy.

2. Go back to **Servicing > Renew** until all the new monoline policies are created.

Note: When a policy is selected the system automatically copies the existing applications so the user will not need to re-key application information.



3. The underwriting screen is displayed. Select the new **Issuing** and/or **Billing Carrier**; click the **Save Changes** link under the header. The mode will now display **Re-New-Co** and the status displays **future**. This indicates that the policy is a renewal to the agency but is new to the carrier. The mode will remain as Re-New-Co throughout its policy term. Review the application for accuracy and make any necessary modifications. (See Working with Forms for assistance in navigating the forms).

Note: When a policy status is future the application may be edited. This allows the user to make any changes to the application as needed. Endorsements processed in the expiring policy term are done through **Servicing > Endorse**.

4. A policy with a future status may be modified, as necessary, until the policy is placed in force. The policy info tab is not populated from the previous policy and must be entered before placing the policy in force. The user determines when to place the future policy in force. (See Changing Future Status to In-Force).

5. The expiring policy is separate from the newly created future policy. The user determines when to send an expiring policy to history. (See Sending an Expired Policy to History).

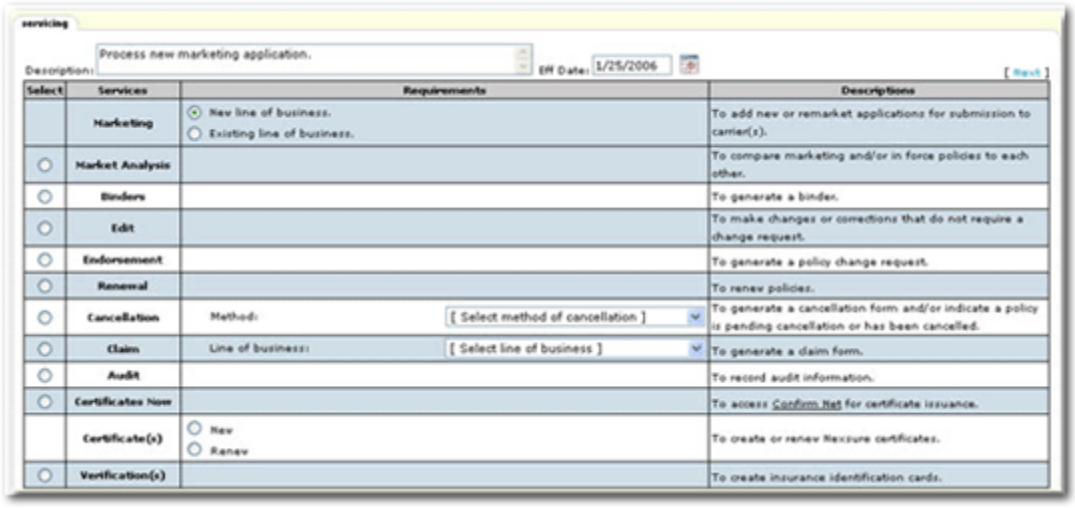
Servicing > Renewal

The **SERVICING** > **Renew** option is used when the policy is ready to be renewed.

1. On the Primary menu, click **SEARCH**.

2. Click the **Details** icon for the appropriate client. Or, from the **HOME > Expirations** link, click the **Details** icon next to the appropriate client.

3. On the Client menu, click **SERVICING**.

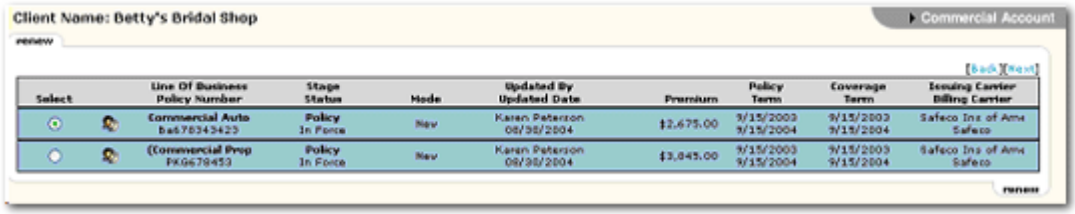


4. In the **Select** column, click **Renew**.

5. In the **Description** box, enter a description for the action annotation. The description will display in the memo field of the action created. The effective date (**Eff. Date:** box) at the top of the **servicing** tab defaults to the current date and does not need to be changed when renewing the policy. The expiration date of the expiring policy will automatically be the effective date for the renewal.

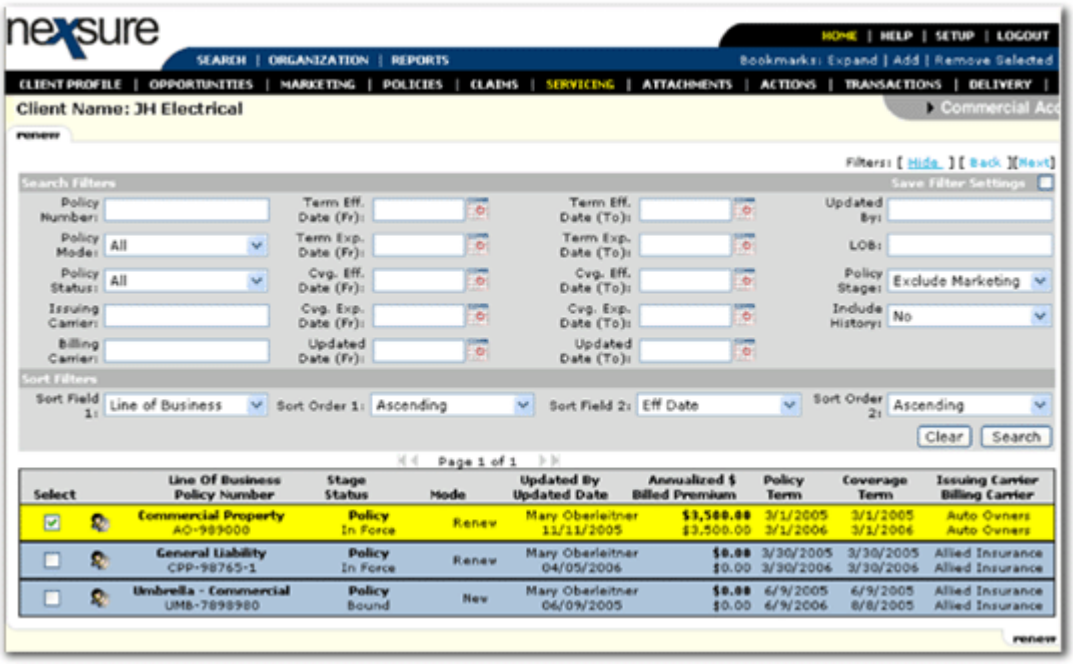
6. Click **[Next]**. All in force policies for the client appear.

7. Select the policy to be renewed and click **[Next]**. All marketing and in force policies for the client ap pear.



8. Click the **Select** check box next to policies that need to be included in the renewal from the current and/or marketing list.

   The expiring version of the policy is highlighted in yellow and automatically selected. If the version of the policy is in marketing, make sure to click the **[Show]** link and choose to **Include Marketing** policies from the **Policy Stage** drop-down list.



Note: Deselect any policies that should not be included in the renewal by clicking check boxes in the **Select** column.

9. Click the **[Next]** link in the upper right corner. The future policy is created. Notice that the status of the renewal has a status of **Future**. Any changes necessary for the renewal policy may be made as long as the status reflects a status of **Future**.

10. After all changes have been made (including editing the premium amount on the **policy info** tab), click the **In Force** link on the navigation toolbar on the **underwriting** screen.

11. Click **Save**. Notice that the **Status** is changed to **In Force**. An in force status requires modifications to be done through **SERVICING**.

    Note: Changing the carrier on the policy header and clicking the **Save Changes** link on the **underwriting** screen changes the **Mode** to **Re-new-co** (Renewal to the branch but new to the carrier).

12. Return to the policy summary screen by clicking on the **POLICIES** link on the **Client** menu.

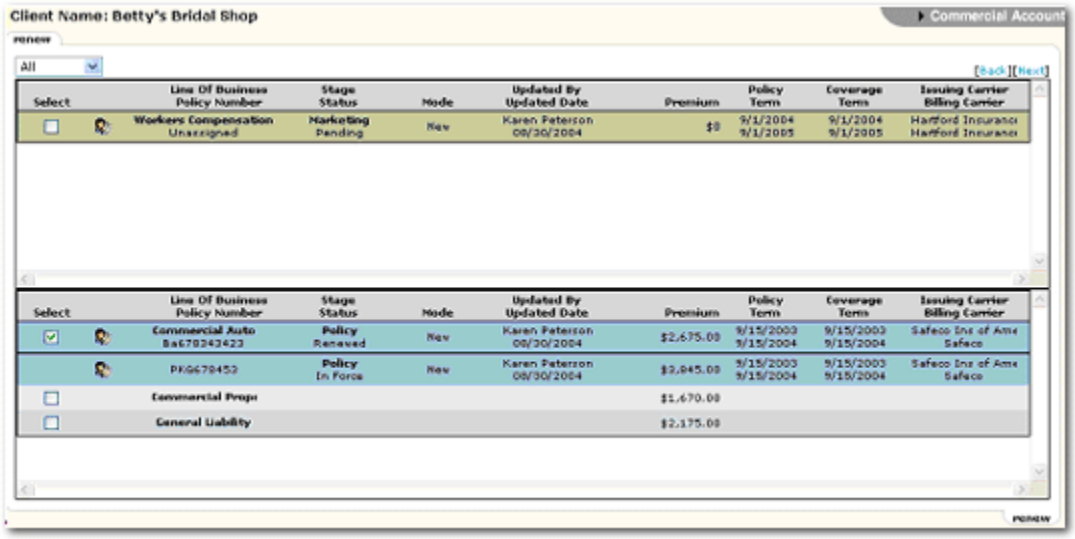
Splitting a Package Policy into Monoline Policies

1. To create monoline policies select the policy to renew and the line of business to create.

2. Click **[Next]** to create the first monoline policy.

3. Go back to **SERVICING > Renew** until all the new monoline policies are created.

Note: When a policy is selected, Nexsure automatically copies the existing applications so there is no need to re-key application information.



4. The policy term will reflect the new term dates, the **Mode** is **Renew** and status shows **Future**.

Note: When a policy status is **Future** the application may be edited. This allows changes to the application as needed. Endorsements processed in the expiring policy term are done through **SERVICING > Endorse**.

5. The **policy info** tab is not populated from the previous policy and must be entered before placing the policy **In Force**. See In Forcing a Future Status Renewal

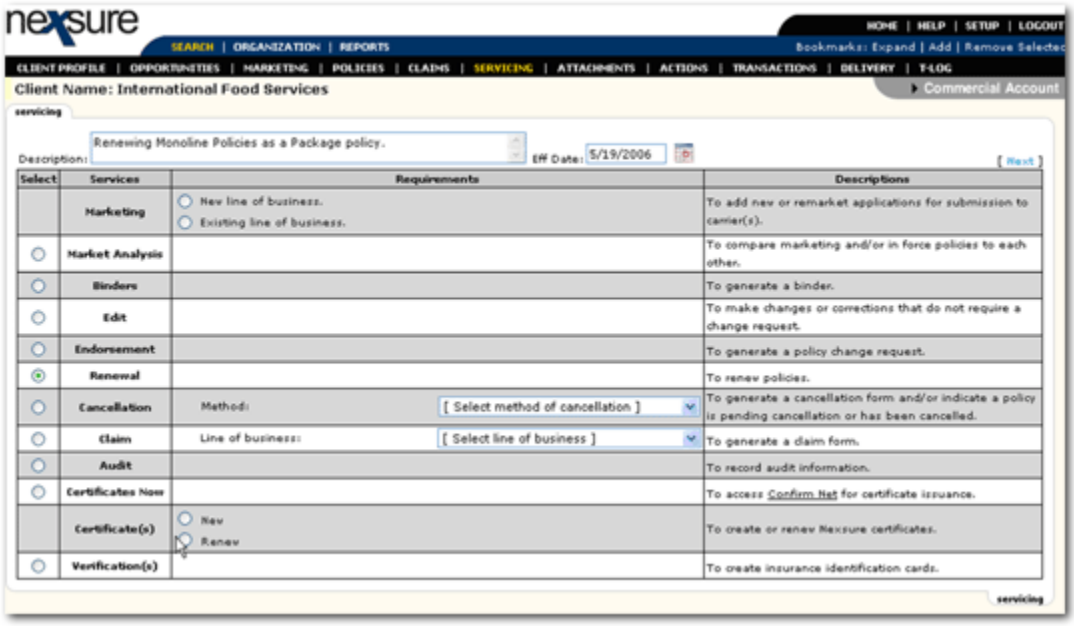
6. The expiring policy is separate from the newly created future policy. See Sending an Expired Policy to History .

   It is important to send the renewed expired policy to history. Policies set to expired unintentionally can be changed to **In Force** by clicking the **In Force** link on the underwriting navigation toolbar.

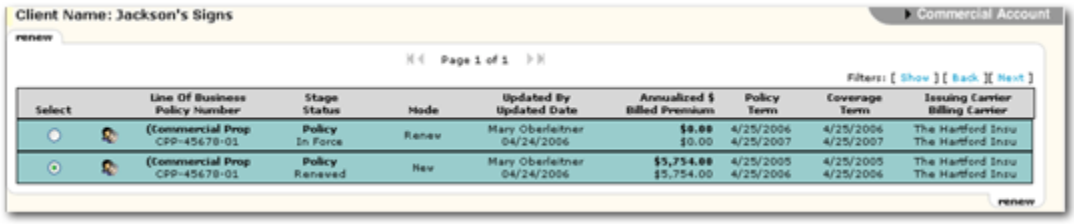
Note: A policy with an **Expired** status cannot be endorsed.

Combining Monoline Policies into a Package Policy

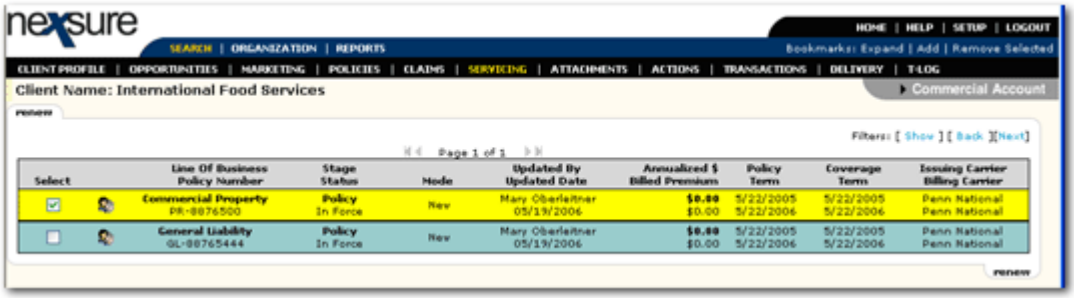
1. Click the **SERVICING** link at the **Client** level and select the **Renewal** option.



2. Enter a description for the action annotation to describe the renewal and click the **[Next]** link at the top right of the screen.
3. If necessary, select the expiring policy using the **[Show]** link to filter through a lengthy list of policies.
4. Select the policy in the **Select** column on the left.



5. Click the **[Next]** link at the top right of the screen. The expiring version of the policy is highlighted in yellow and automatically selected.

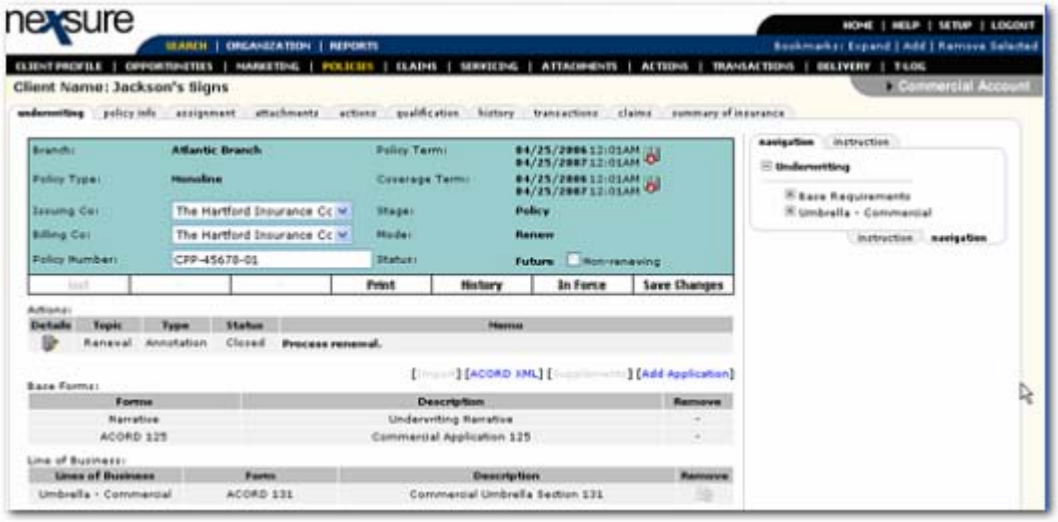


Be sure to choose only the applications that make up the renewal. If the version of the policy is in marketing, perform the following:

6. Click the **[Show]** link and choose to **Include Marketing** policies from the **Policy Stage:** drop-down list box and click the **Search** button to return the results.



7. Choose all policies to be included in the renewal by clicking the check boxes in the **Select** column.
8. Click the **[Next]** link on the upper right corner. The future policy is created and displayed.



Related Topics

Renewing with a New Carrier

Remarketing a Policy

Placing a Remarketed Policy in Force

Issuing a New Policy with the Mode of Renew

In Forcing a Future Status Renewal

Sending an Expired Policy to History

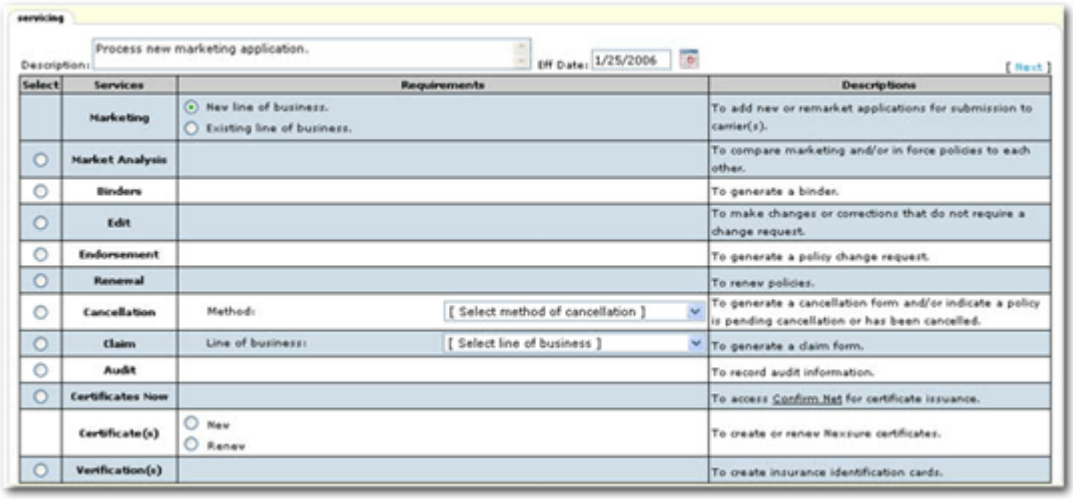
Servicing > Cancellation

Cancellation is used to complete a lost policy release form and to identify a policy that is pending cancellation.

1. On the Primary menu, click **SEARCH**.

2. Click the **Details** icon next to the appropriate client.

3. On the Client menu, click **SERVICING**.



4. Select **Cancellation**.

5. Select the **Method** of cancellation, *Flat*The cancellation effective date is the effective date of the policy, without any premium charged. , *Short-Rate*The cancellation effective date is mid-term; the earned premium changed is more than the pro-rata earned premium. or *Pro-Rata*The cancellation effective date is mid-term; the earned premium is calculated only for the period coverage was provided. .

6. In the **Description** box, enter a description for the cancellation.

7. Click the **Calendar** icon in the **Eff. Date** field and choose an effective date for the cancellation.

8. Click **[Next]**. A list of current in force policies will be displayed.

9. Select the policy to cancel and click **[Next]**. The cancellation header will appear in **red** font and have a status of **Pending**.

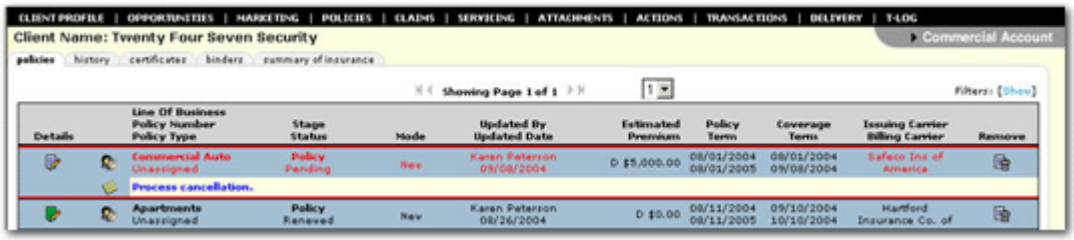
10. The effective date of the cancellation will appear in the header as the coverage term expiration date:



11. The cancellation form is available for completion in the **navigation** tab to the right of the screen. Complete the form as described in the **Marketing > Working with Forms** topic.

12. The cancellation action created will default to a status of Closed and the due date will default to the effective date of the cancellation. Complete the action as described in the Actions topic.

13. On the Client menu, click **POLICIES**. This will display all in force policies for the client in summary view. The pending cancellation will display with **red** font.



14. On the Utility menu, click **Home**.

15. On the Home menu, click **Cancellations**.

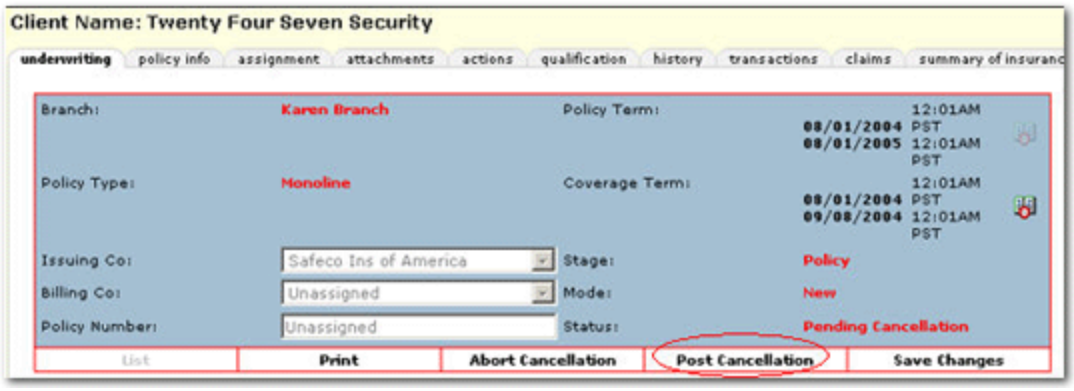
16. The pending cancellation will appear on the **CANCELLATIONS** link of the Home menu until the cancellation is either posted or aborted. The **[Show]** filter can be used to narrow or broaden the list of clients who are in a **Pending Cancellation** status.

Posting a Cancellation

1. On the Home menu, click **Cancellation**.

2. Click the 2nd **Details** (white) icon of the appropriate client.

3. Click the **Post Cancellation** link under the policy header.



4. Choose the status (reason for cancellation) from the drop-down box and enter any applicable notes. The default options are Canceled by Agent, Canceled by Carrier, Canceled by Insured. Agency-specific reasons (i.e. "Canceled for non-payment") can be added in **Setup > Lookup Management.**

    a. On the Utility menu, click **Setup**.

    b. In the Setup Console, click Lookup Management.

    c. From the Category drop-down list, select **policies**.

    d. From the Types box, select **Cancellation Reasons**.

    e. Enter a **Reason**.

    f. Enter a **Description**. Whatever is entered in the Description field will appear in the Notes box when posting a cancellation with that specific reason.

    g. Click the **Update** link.

    Custom reasons may be deleted or updated until they have been put in use by being selected during a cancellation. At that point a custom reason can not be deleted or edited.

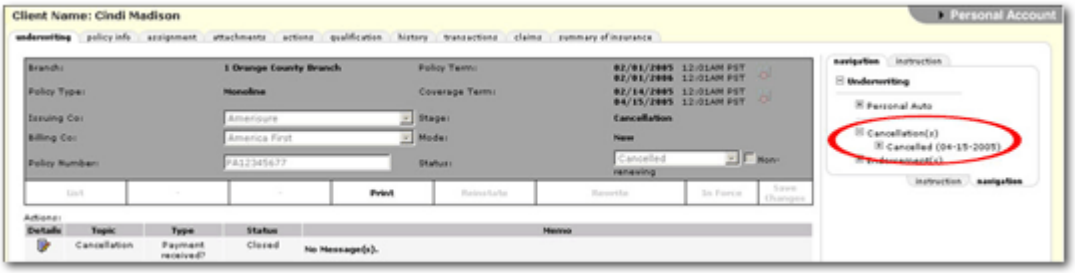
    Note: The default system reasons can not be deleted or updated.

5. Click the **Save** button. The policy header will be displayed in a gray color; the canceled policy is sent to history.

To Access the Policy in History

1. On the Client menu, click **policies** and then on the **history** tab. The history summary tab is displayed.

2. Click the **Details** icon:

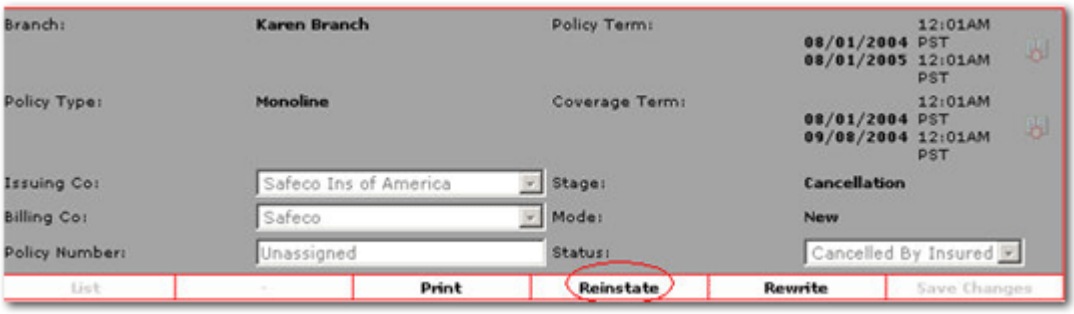


Tip: To view the **cancellation date**, in the navigation panel, click the "**+**" next to Cancellation(s).

Reinstate

Reinstate is used to restore the canceled policy back to its original state with no lapse in coverage.

1. On the Primary menu, click **SEARCH**.
2. Click the **Details** icon of the appropriate client.
3. On the Client menu, click **POLICIES**.
4. Click the **history** tab.
5. Click the **Details** icon of the appropriate policy in history to be reinstated.
6. Click the **Reinstate** link under the policy header.



7. A pop-up box will be displayed. Click **OK** to reinstate the policy.
8. The policy header will turn blue and the status will show Reinstated.
9. Click the **In force** link under the policy header to change the status from Reinstated to In force. If a binder is needed select the **Bound** option and select the check box to **create a binder**. Otherwise click **Save**.
10. A record of the cancellation will remain on the policy until the renewal is processed.

Rewrite

Rewrite is used when a revision needs to be made to a policy in cancellation status, say for example a lapse in coverage or a new carrier.

1. On the Primary menu, click **SEARCH**.
2. Click the **Details** icon of the appropriate client.
3. On the Client menu, click **POLICIES**.
4. Click the **history** tab.
5. Click the **Details** icon of the appropriate policy in history to be rewritten.
6. Click the **Rewrite** link under the policy header.

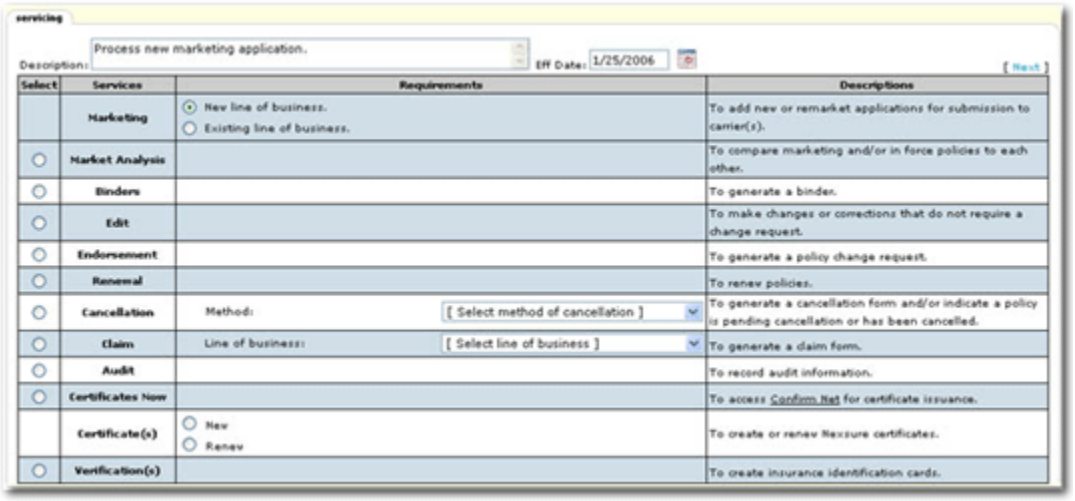


7. The policy will turn to a Wheat color and is placed into a marketing stage. Complete the marketing process as described in the **Marketing > Marketing Underwriting** topic.

Servicing > Claim

The claim option is used to generate a claim form.

1. On the Primary menu, click **SEARCH**.
2. Click the **Details** icon of the appropriate client.
3. On the Client menu, click **SERVICING**.



4. Select the **Claims** option; select the **Line of Business** from the drop-down box, enter the description **i.e.** "Our client rear-ended other party" and **Date of loss** of the claim.

5. Click **[Next]**. Policies, including copies sent to history that fall within the date of loss, are displayed.

6. Select the appropriate copy of the policy and click **[Next]**.

7. The underwriting header will appear with a Red border around it. The pending claim will display on both the **Home menu > Claims** link and the **Client menu > Claims** link. It will also display on the **Client menu > Policies** link with a red border around the policy until it is either Posted or Aborted.

8. The appropriate claim form for the line of business selected will be available for completion.

   ACORD 1 – **Property Loss Notice**

   This form is used for reporting commercial and personal lines property losses.

   ACORD 2 – **Auto Claim**

   This form is used for reporting commercial and personal lines auto losses.

   ACORD 3 – **General Liability Notice of Occurrence** -

   This form is used for reporting commercial and personal liability losses.

   ACORD 4 – **Workers Comp First Report of Injury or Illness**

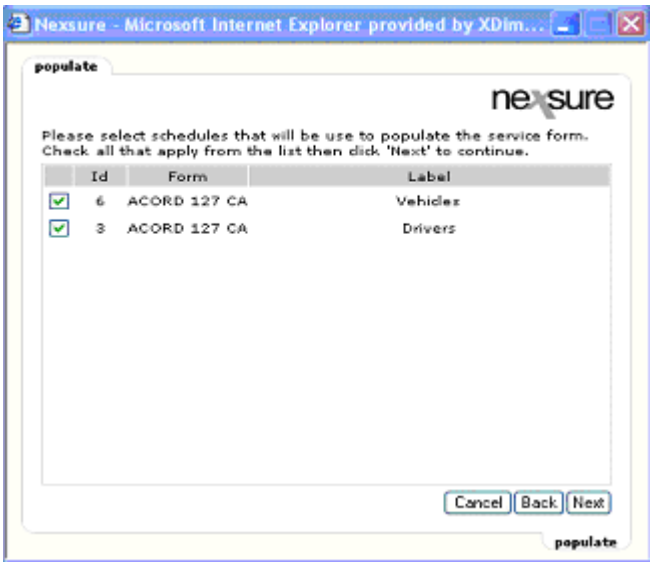
   This form is designed as a first notice of a claim for injury or illness by an employee.

Note: 9 through 17, below, describe using the populate button to populate an auto claim form. The populate workflow is similar on all claim forms.

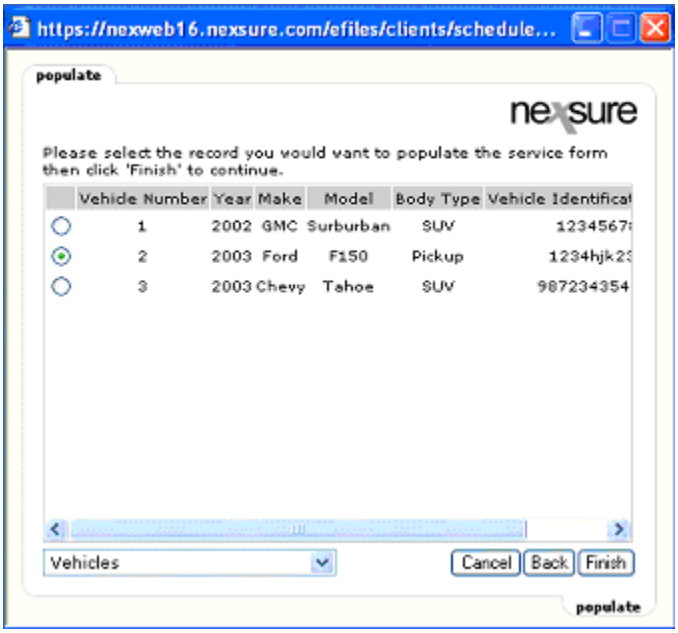
9. Click the **Populate** button.

10. Select the **Agree** option.

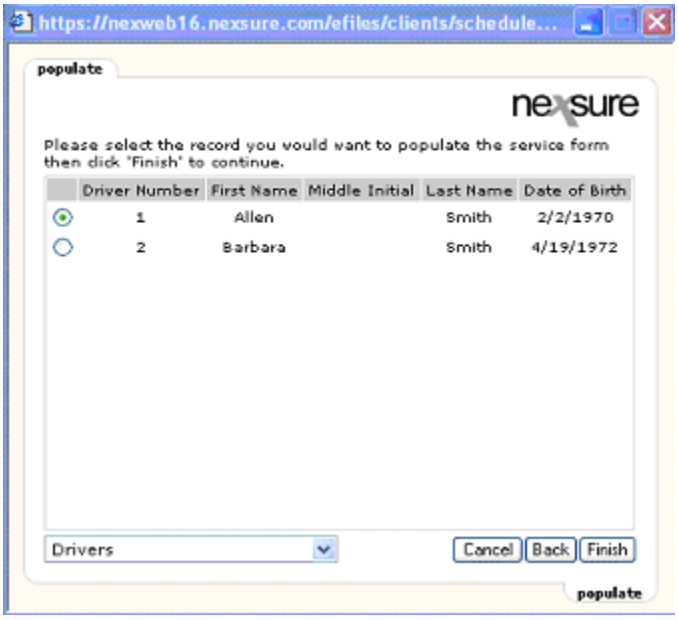
11. Click **Accept**.
12. Click in both vehicles and drivers check boxes (if loss pertains to both)



13. Click **Next**.
14. Select vehicle involved in loss.



15. Select **Drivers** from the drop-down box.
16. Select the Driver involved in the loss.



17. Click **Finish**.

    Note: This pulls the vehicle and driver information from the application over to the claim form.

18. Click " **+** " next to Pending claim form in the navigation tab

19. Review the claim form for accuracy and populate the incomplete sections of the form as described in the Working with Forms section of help.

    Tip: Clicking "+" next to Claims will display the **Date of Loss**.

20. Click the **underwriting** link to close tree view.

21. Click the **claims** tab. All claims for this policy will appear in a summary view.

22. Click the **Details** icon of the claim. This is where claims information can be stored on an ongoing basis.

    Note: If making changes to the claims screen always remember to click the **Save Changes** link in the navigation toolbar under the claim header.

23. Clicking the **Details** icon of the claim form will open the claim form up on the underwriting tab to review and/or edit the information.

24. The claim action created will default to **Closed**. The action status can be changed to Open and the memo field can be used to track monies paid out. Complete the action as described in the Actions topic.

25. Complete the following fields:

- Adjuster Name & Phone
- Date of Loss - Pulls from servicing screen.
- Date Reported - Pulls from servicing screen.
- Claim No
- Estimated Amount
- Reserved Amount
- Total Paid Amount - This field will be automatically updated as payments are added.
- Description - Pulls from the servicing screen.
- Memo - Optional.

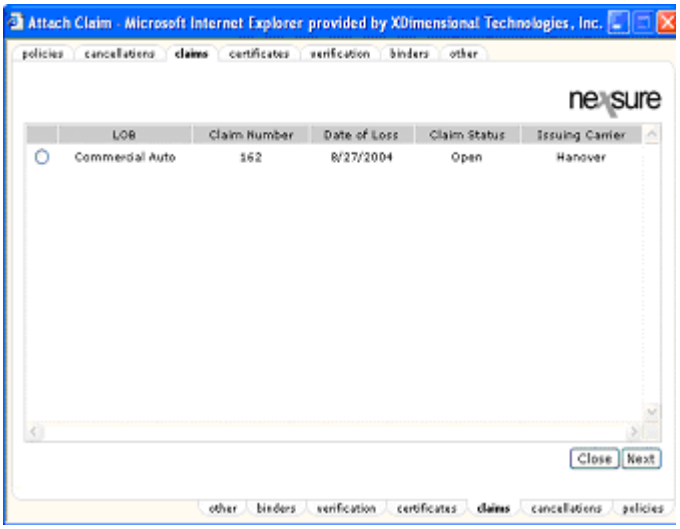
26. Click the **Save Changes** link in the navigation toolbar under the claim header.

Delivering a Claim

Once a Claim has been created, it can be delivered via fax or email

To Deliver a Claim

1. Click the **Delivery** link on the Client menu. If there are no records found click the here link to **Add New**.
2. Select the method of the delivery, the **email** or **fax** tab.
3. Enter the email or fax information on the left.
4. On the right, in the **Claims** section, click **[Add New]**.
5. Select the Claim to deliver and click **Next**.



6. The claim will be attached, click **Send**.

Aborting a Claim

1. On the Primary menu, click **SEARCH**.
2. Click the **Details** icon of the appropriate client.
3. On the Client menu, click **CLAIMS**.
4. Click the **Details** icon of the appropriate claim.
5. Click the **Abort Claim** link in Navigation toolbar under the claim header.

Posting a Claim

1. On the Primary menu, click **SEARCH**.
2. Click the **Details** icon of the appropriate client.
3. On the Client menu, click **CLAIMS**.
4. Click the **Details** icon of the appropriate claim.
5. Click the **Post Claim** link in Navigation toolbar under the claim header.

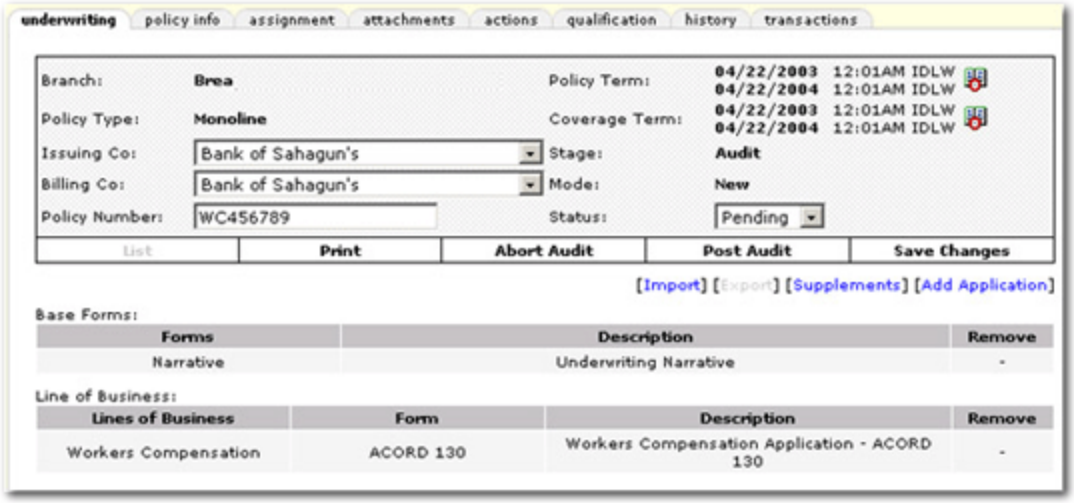
> **Note:** Once the claim is posted a **reopen** link is available on the navigation toolbar under the claim header.

Posting an Audit

To Post an Audit

1. On the Primary menu, click **SEARCH**.
2. Select a client.
3. On the Client menu, click **SERVICING**.
4. Select the **Audit** option and click **[Next]**.
5. Select the policy to be audited and click **[Next]**.

> **Note:** If you wish to audit multiple policies for the same client, a separate audit must be performed for each policy.



6. Make the desired changes to the policy and/or premium. Click **Save Changes**.

7. After the changes are made and saved, select **Final** or **Disputed** in the Status drop-down list.

8. Click **Post Audit**. Clicking **Abort Audit** will cancel the audit process.

Tip: You can view all existing audits from the **Home > Audits** menu. Audits will also be displayed on the client history screen.

Certificate Renewal

The renewal process displays policies that have been renewed since the last issuance of certificates. The certificate must have been posted and have at least one issued holder to be available to renew. Temporary access can be granted to clients so they select which certificates they would like to have reissued. To let the client select which certificates get renewed, see Client Access for Certificates.

To Renew Certificates

1. On the Primary menu, click **SEARCH**. Search for and select the client.
2. On the Client menu, click **SERVICING**.



3. Select **Certificates > Renew** and click **[Next]**. A list of policies that have been renewed will be displayed.

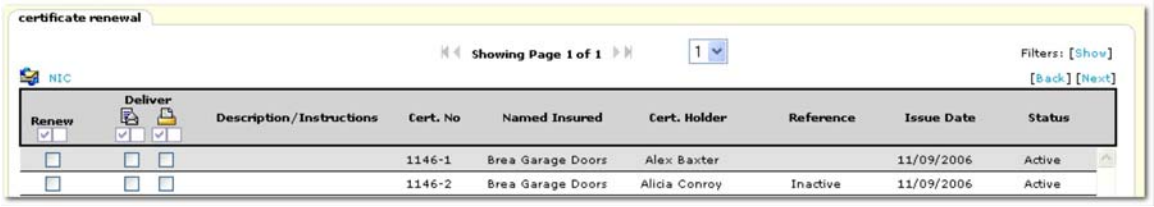
Note: Each renewed policy must have had a posted certificate and issued holders to be displayed on the **certificate renewal** tab.



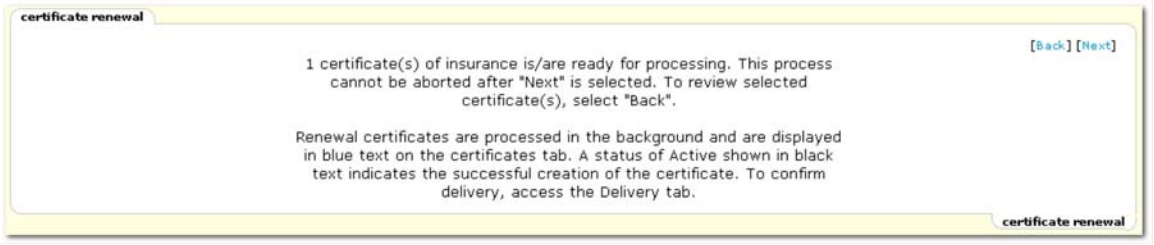
4. Select the policy(s) and click **[Next]**.

Note: If the certificate form has expired, Nexsure will automatically give notification that a new form is available. Click **Accept** to migrate the data to the new form. Please verify that the new form is populated correctly.

5. On the **certificate renewal** tab, select the **Renew** check box next to the holders to renew.



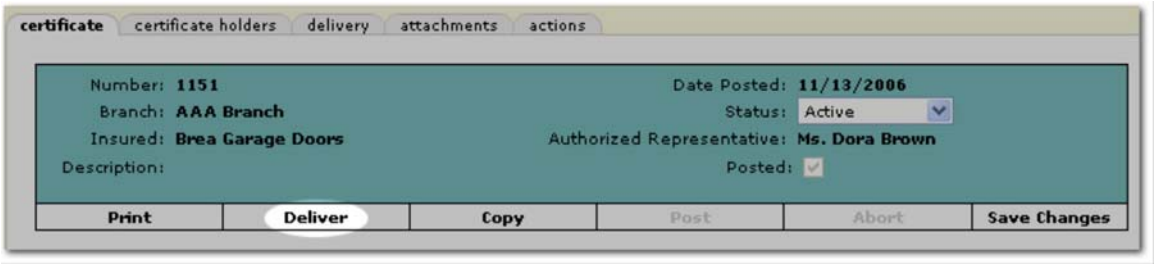
6. Click **[Next]**. The following confirmation message is displayed before the certificate renewal can no longer be aborted.



7. Click **[Back]** to review selections or click **[Next]** to confirm renewal. The **certificates** tab is displayed with the renewed certificate noted in blue text. A status of **Active**, shown in black text, indicates the successful creation of the certificate.

Note: This process cannot be aborted after **[Next]** is selected. To review selected certificate(s), select **[Back]**.

8. To deliver the certificate, click the **Details** icon next to the certificate to deliver.
9. In the **navigation toolbar**, click **Deliver**.



10. Follow either the email or fax delivery instructions outlined in the Delivery topic.

Related Topics

Creating New Certificates

Certificate Batch Printing

Copying Certificates

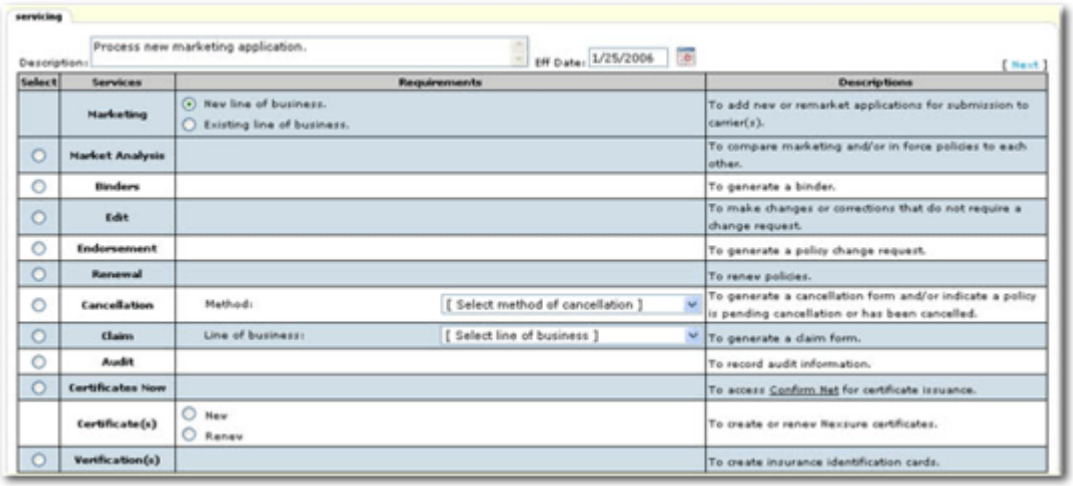
Client Access for Certificates

Certificates Now (ConfirmNet)

To Receive a Certificate through ConfirmNet, the Following is Required:

- An additional login for access to ConfirmNet.
- The client must have a primary location, and the location must have a primary phone.
- The client must also have a primary SIC Code.
- An In force policy with effective and expiration dates.

Note: Currently, **workers compensation**, **general liability** and **BOP** (Business Owner Policy) are the only lines of business supported for integration.



To Issue Certificates of Insurance

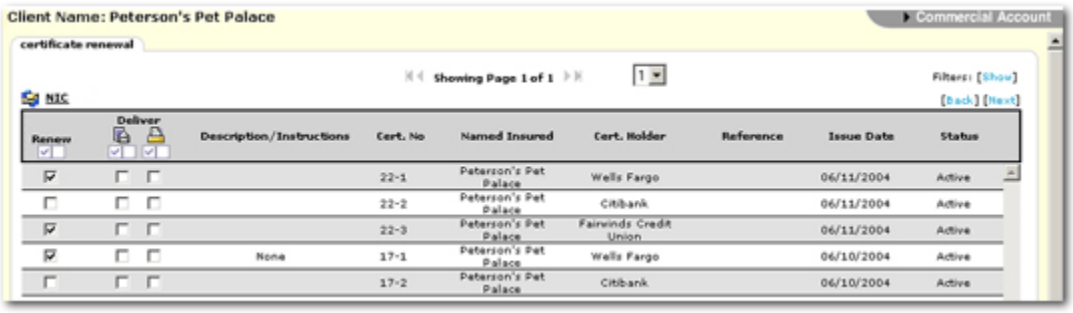
1. Select the entity you wish to issue certificates to.
2. On the Client menu, click **SERVICING**.
3. Select **Certificates Now** and click **[Next]**.

Client Access for Certificates

Clients may have several certificate holders associated with a policy, but not wish to issue certificate renewals to each holder. Nexsure users can grant temporary Nexsure access to clients so they can select which certificate holders will be issued a renewed certificate.

1. On the Client menu, click **SERVICING**.
2. Select **Certificates > Renew** and click **[Next]** a list of policies that have changed will be displayed.

3. Select the policy(s) and click **[Next]**.



4. Click the **NIC** icon.



5. In the **Select Contact** drop-down box, choose the recipient of the temporary access. You can grant multiple contacts access, but they must be sent one at a time.

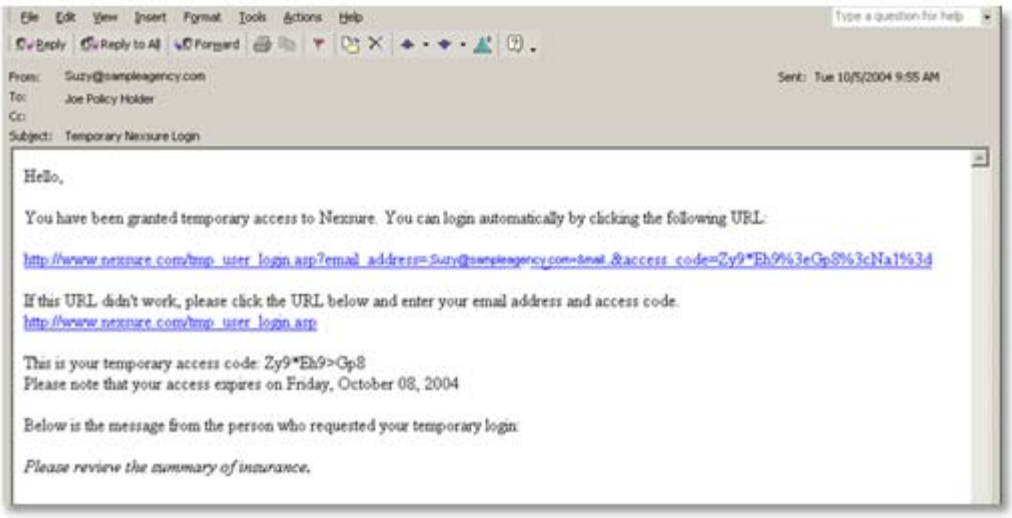
   Note: If the client you wish to grant access to is not in this drop-down list, they must be added from the **Client Profile > contacts** tab. Close the **Create Temporary User** dialog box, add the contact and then the client will appear in the drop-down list.

6. Select the number of days the contact will have access.

7. Enter a custom message, or accept the default.

8. Click **Send**. The dialog box will remain open to allow another contact to be selected. If there are no other contacts to grant access to, click **Close**.

9. An email with a link to the certificate(s) will be delivered to the contact.



10. The contact must click the link in the email to be redirected to the certificate(s).

    Note: The temporary access link can only be accessed one time.

11. Once the user has accessed the certificate(s) and clicked the **Logout** link, an email will be returned to the Nexsure agent notifying them that the contact has reviewed the summary of insurance.

Related Topics

Creating New Certificates

Certificate Batch Printing

Certificate Renewal

Copying Certificates

Creating Certificates

Nexsure offers the ability to create a certificate of insurance for one or multiple Holder / Additional Interest(s) in a single process. A separate certificate will be created for each Holder / Additional Interest added. The option is available to add a Holder / Additional Interest from an existing group of holders that have been used for this insured.

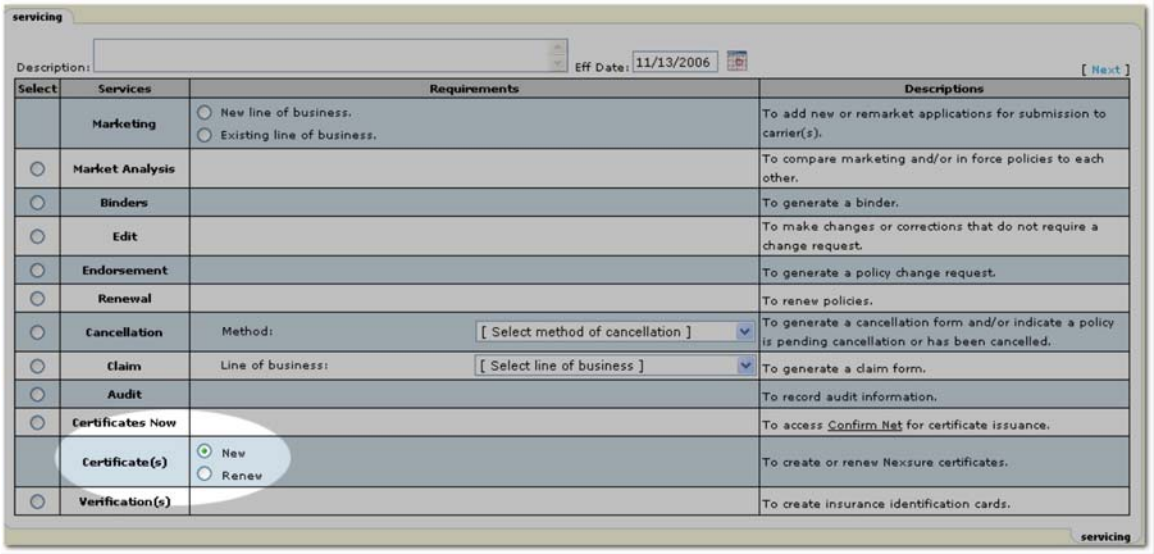
Note: The disclaimer is now available when furnishing a Certificate of Liability, ACORD 25, to holders. The disclaimer prints on the second page of the certificate. Please contact Nexsure Support if this disclaimer needs to be added to all ACORD 25 forms.

DISCLAIMER

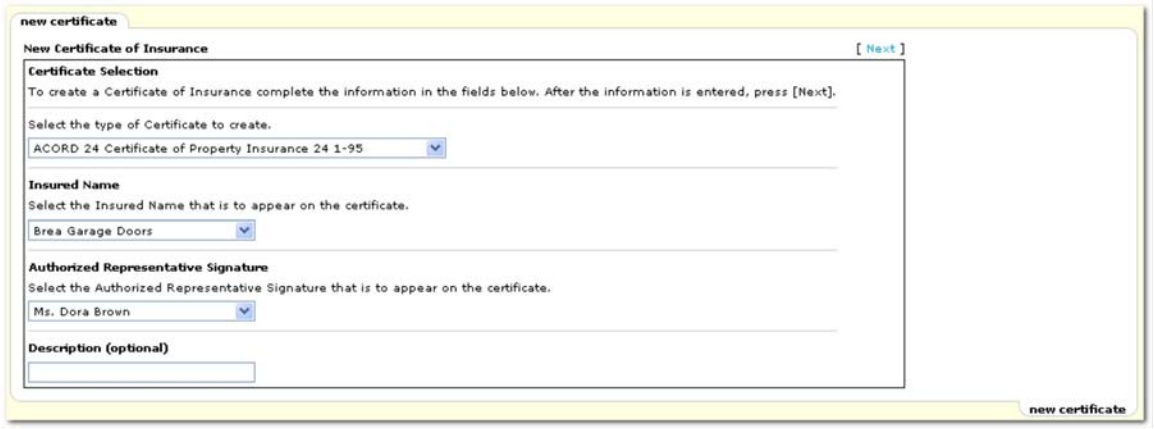
The Certificate of Insurance on the reverse side of this form does not constitute a contract between the issuing insurer(s), authorized representative or producer, and the certificate holder, nor does it affirmatively or negatively amend, extend or alter the coverage afforded by the policies listed thereon.

To Create a Certificate of Insurance

1. On the Primary menu, click **SEARCH**. Search for the appropriate client.
2. On the Client menu, click **SERVICING**.



3. In the **Certificate(s)** row, select **New**.
4. Click **[Next]**.



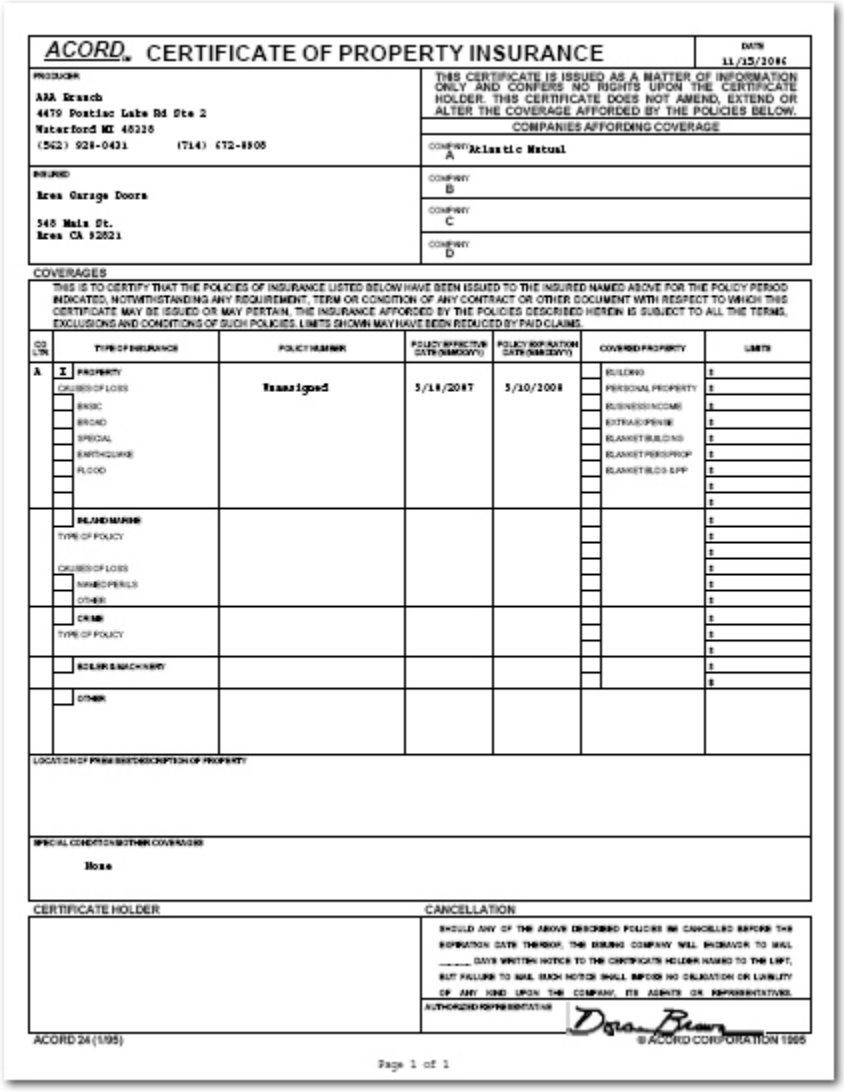
5. In the **Certificate Selection** area, select the type of certificate to create.
6. In the **Insured Name** area, select the name of the insured from the list.

7. Select an **Authorized Representative Signature** from the list. This signature will appear on the certificate. The authorized representative that is selected **must** have a signature file appended to the employee details screen.
8. In the **Description (optional)** box, enter a description for the certificate.
9. Click **[Next]**.
10. In the **Coverage Summary** area, click **[Add New]** to add a line of business.



11. Select the appropriate line(s) of business for the certificate and click **[Next]**.

Note: When the **certificate** tab is displayed, click **Print** on the **navigation toolbar** to view the certificate. Once the holders are added to the certificate, the **Print** function changes to a batch print function.


ACORD. CERTIFICATE OF PROPERTY INSURANCE

DATE 11/15/2006

PRODUCER
AAA Branch
4479 Pontiac Lake Rd Ste 2
Waterford MI 48328
(562) 928-0431 (714) 672-8906

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW.

COMPANIES AFFORDING COVERAGE

COMPANY A: Atlantic Mutual

INSURED
Kens Garage Doors
545 Main St.
Kens CA 92021

COMPANY B
COMPANY C
COMPANY D

COVERAGES

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

CO LTR	TYPE OF INSURANCE	POLICY NUMBER	POLICY EFFECTIVE DATE (MM/DD/YY)	POLICY EXPIRATION DATE (MM/DD/YY)	COVERED PROPERTY	LIMITS
A	X PROPERTY CAUSES OF LOSS BASIC BROAD SPECIAL EARTHQUAKE FLOOD	Unassigned	5/10/2007	5/10/2008	BUILDING PERSONAL PROPERTY BUSINESS INCOME EXTRA EXPENSE BLANKET BUILDING BLANKET PERS/PROP BLANKET BLDG & PP	$ $ $ $ $ $ $
	INLAND MARINE TYPE OF POLICY CAUSES OF LOSS NAMED PERILS OTHER					$
	CRIME TYPE OF POLICY					$
	BOILER & MACHINERY					$
	OTHER					

LOCATION OF PREMISES/DESCRIPTION OF PROPERTY

SPECIAL CONDITIONS/OTHER COVERAGES
None

CERTIFICATE HOLDER

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, THE ISSUING COMPANY WILL ENDEAVOR TO MAIL _____ DAYS WRITTEN NOTICE TO THE CERTIFICATE HOLDER NAMED TO THE LEFT, BUT FAILURE TO MAIL SUCH NOTICE SHALL IMPOSE NO OBLIGATION OR LIABILITY OF ANY KIND UPON THE COMPANY, ITS AGENTS OR REPRESENTATIVES.

AUTHORIZED REPRESENTATIVE

ACORD 24 (1/95) © ACORD CORPORATION 1995

Page 1 of 1

12. Click the **certificate holders** tab to add certificate holder(s):



Note: Line items for each certificate holder will have an active **Remove** icon until the certificate for that holder is issued. Once the certificate holder has been issued, no further additions or modifications can be made.

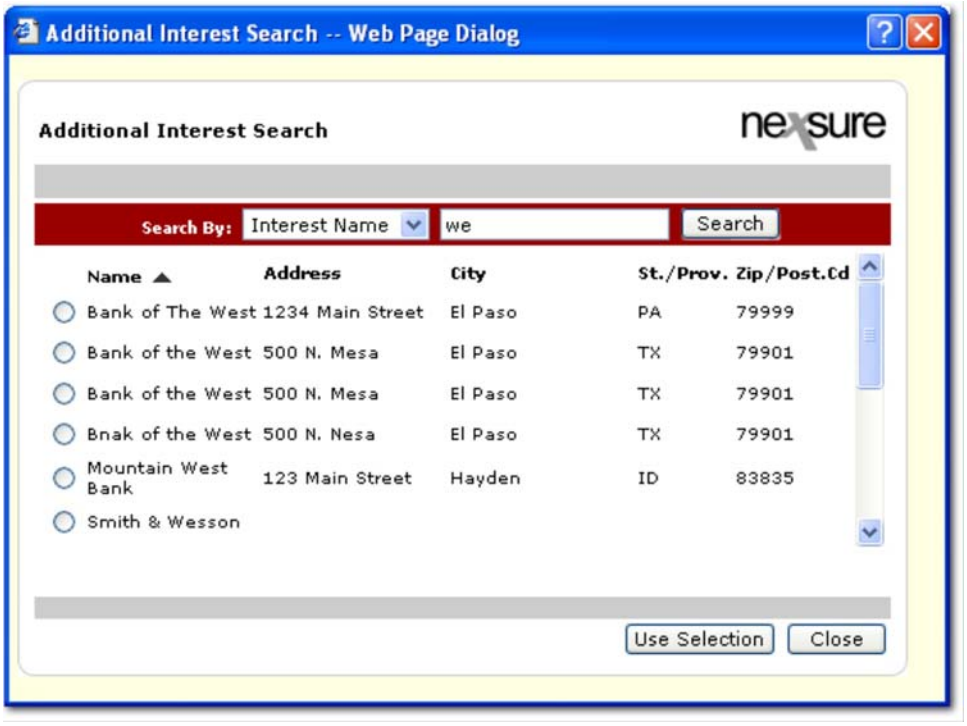
Select one of the following options:

Existing holder for this client

When selecting the existing holder, select the entity name then click **Use Selection**. To select multiple additional interests, hold the **CTRL** key, select the name, and click **Use Selection**.

Search org-level additional interests

- Selecting the **Search Holders** option will open the additional interest search dialog box.



- Search by name, address, phone number etc. Select the **Search By** item from the list, enter at least two characters in the search box and click **Search**.
- Select the additional interest to search for and click **Use Selection**.
- Notice that when **Use Selection** is clicked in the search screen,the name is added to the certificate.

Tip: Additional interests can be removed from the certificate by selecting the **Remove** icon for that particular name.

Create new holder

- Selecting the **Create New Holder** option will allow entry of information for a new additional interest on the **certificate holders** tab. Once the additional interest name and contact information has been added, the **Description of Operations / Special Instructions** can be entered at the bottom of the screen.
- Once the information is complete, click **Save**.
- Selecting the **certificate** tab will open the fields for the ACORD certificate form for the additional interest added.
- To view any other certificate holders that have been added, click **[Back]** on the **certificate holder** tab.

14. Once the certificate holders have been added, view and edit the details of a record by clicking the **Details** icon. Clicking the details icon will also give access to the **Description of Operations / Special Instructions** section for a specific Holder / Additional Interest. Remember, a separate certificate will be created for each holder listed. Each certificate will display the selected Holder / Additional Interest Description of Operations / Special Instructions.

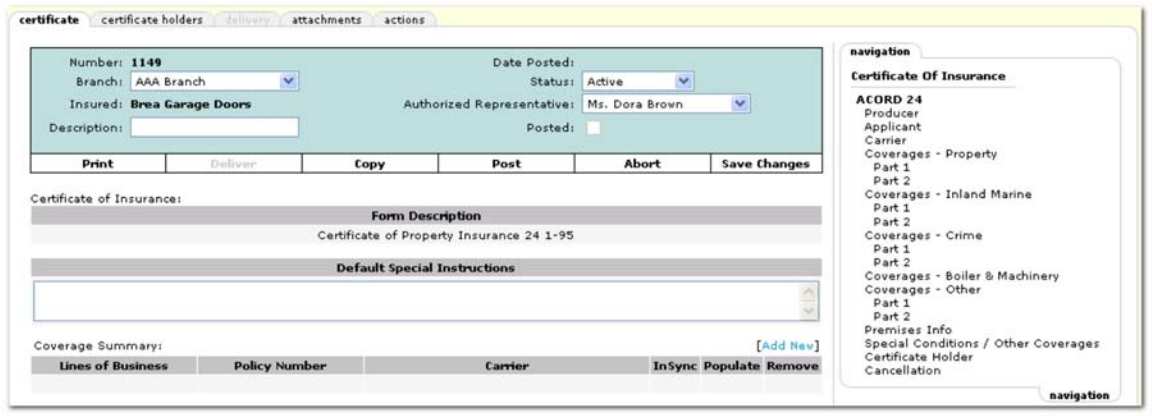
To Add Special Instructions

- On the **Certificate Holders** tab, click the **Details** icon for the specified holder.

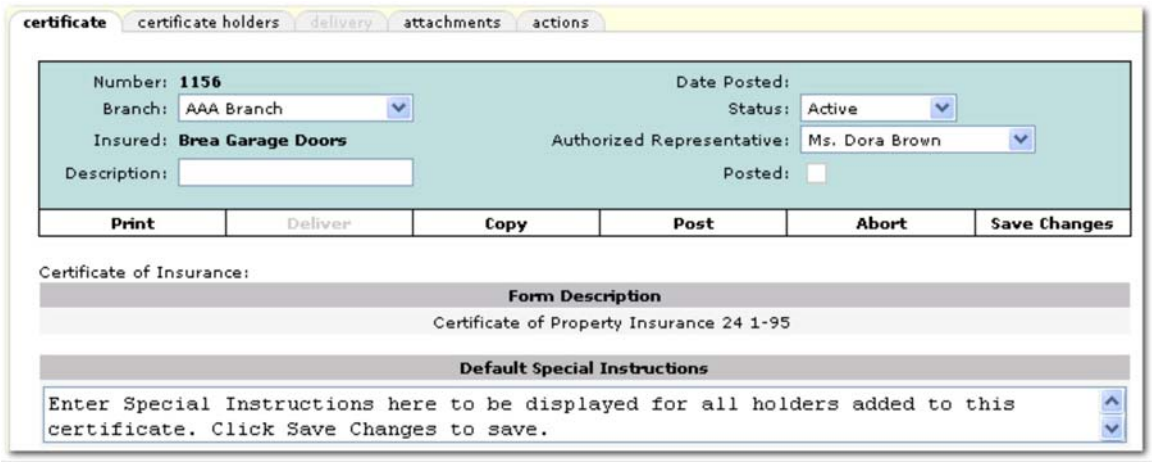
- Enter any special instructions into the text area. Information entered into this area will appear after the standard Description of Operations text entered while creating a new certificate of insurance.
- Click **Save**.

Tip: To edit any information in this area at a later time, click the **Details** icon for the specified special instructions. Clicking the blue column headings will sort multiple certificates by the respective heading.

15. To populate the certificate form, select the **certificate** tab.

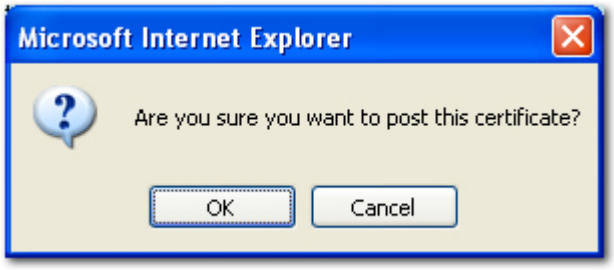


16. Enter the certificate information using the navigation links on the right. Once information is entered in a section, click **Save Changes**, then click **[Next]**.
17. In the **Default Special Instructions** box, enter special instructions that will be displayed on all certificate holder copies.

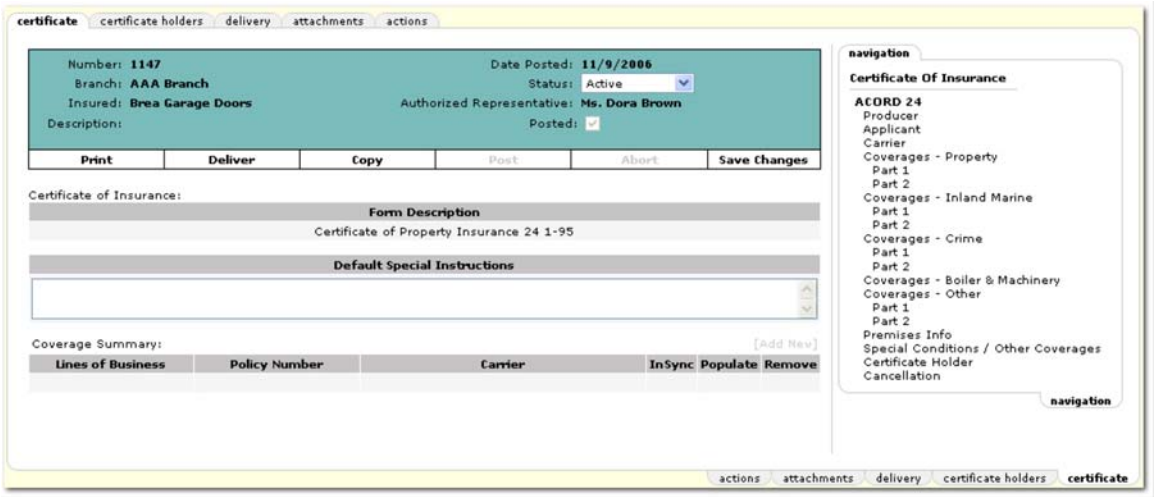


Note: If special instructions need only be displayed for one holder, enter those special instructions on the **certificate holders** tab.

18. On the **navigation toolbar**, click **Save Changes**.
19. Click **Print, Post** or click **Abort** to cancel the certificate. When printing a certificate, iterations of the certificate for holders that have not been issued are not available to print.
20. Once **Post** is clicked, the following confirmation dialog box is displayed:



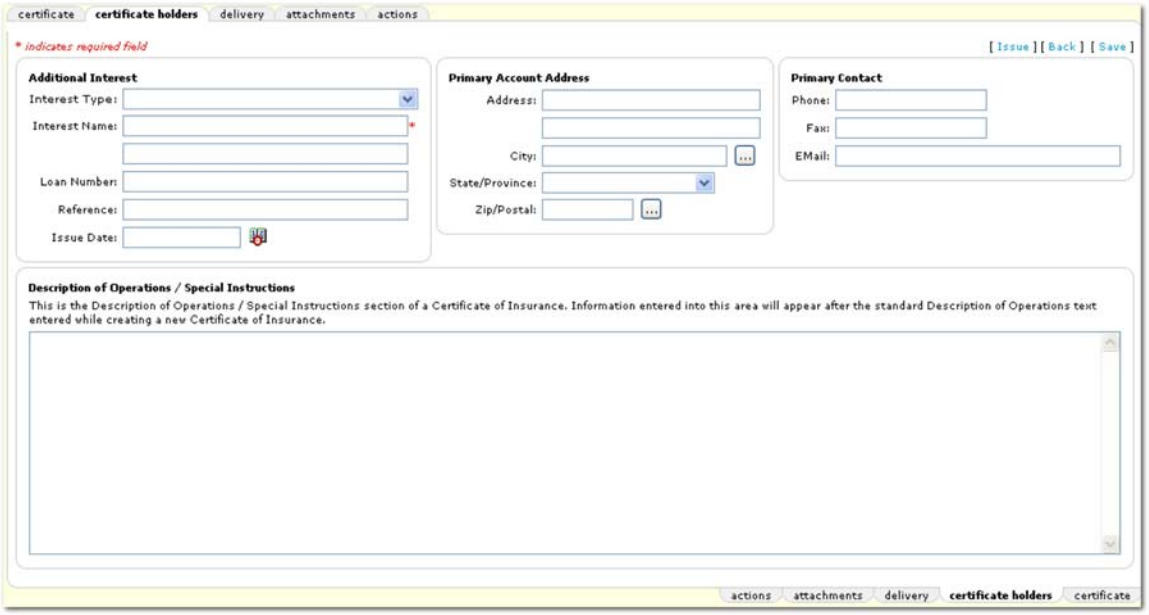
21. Click **OK** and the certificate is posted.



Issuing a Certificate from the Certificate Holders Tab

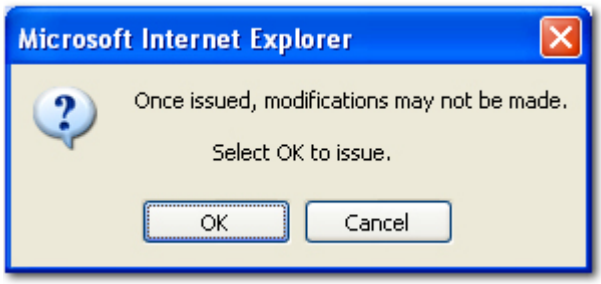
Once a certificate is posted, certificate holders can be issued.

1. From the **POLICIES** menu, click the **certificates** tab.
2. Click the **Details** icon next to the certificate.
3. Click the **certificate holders** tab.
4. To issue all un-issued holders, click **[Issue All]**. A confirmation dialog will display.
5. To issue to a single holder, select the **Details** icon for the holder from the **certificate holders** tab and select issue, or add the holder as described starting in step 13 above.



6. In the certificated holders detail screen, click **[Issue]**. A confirmation is displayed.

Note: The **[Issue]** link is only available on posted certificates. Once a certificate has been issued, the only item that can be modified is the **Reference** notation.

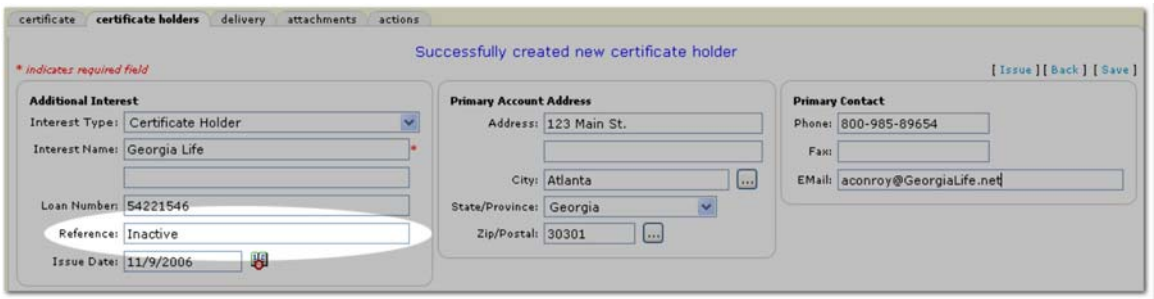


7. Click **OK**.

Inactive Certificate Holders

To Indicate a Holder is Inactive

1. On the **certificate holders** tab, click the **Details** icon next to the holder to become inactive. The certificate holder details are displayed.
2. In the **Additional Interest** area, in the **Reference** box, enter **Inactive**.



3. Click **[Save]**. The **Reference** information is then displayed on the **Selected Holder / Additional Interest** screen in the **Reference** column.

Note: The **Reference** box will remain editable after the certificate holder is issued.

Delivering a Certificate

Once a certificate is posted and the holder is issued or batch printed, the certificate can be delivered.

To Deliver a Certificate

1. On the **certificate** tab, on the **navigation toolbar**, click **Deliver**.
2. Follow either the email or fax delivery instructions outlined in the Delivery topic.

Related Topics

Certificate Batch Printing

Certificate Renewal

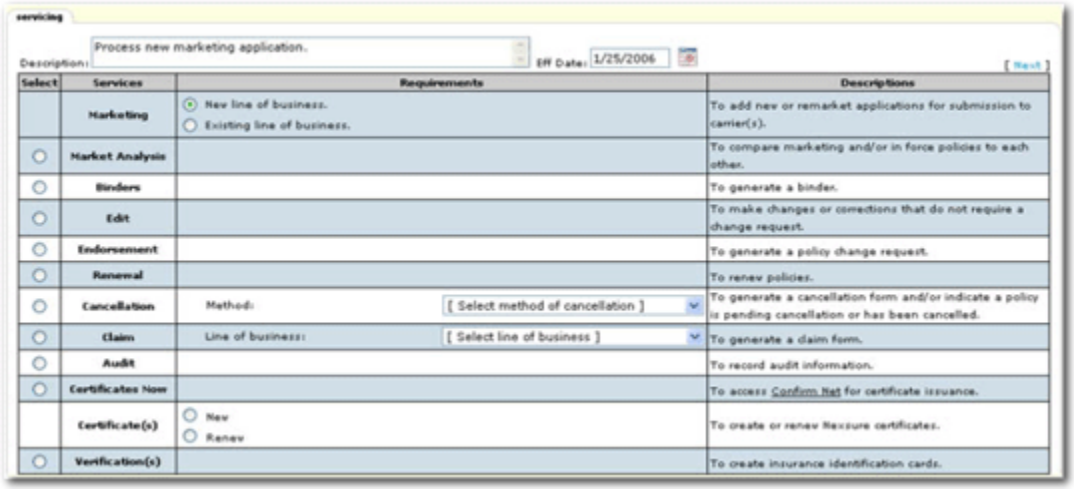
Copying Certificates

Client Access for Certificates

Servicing > Verification

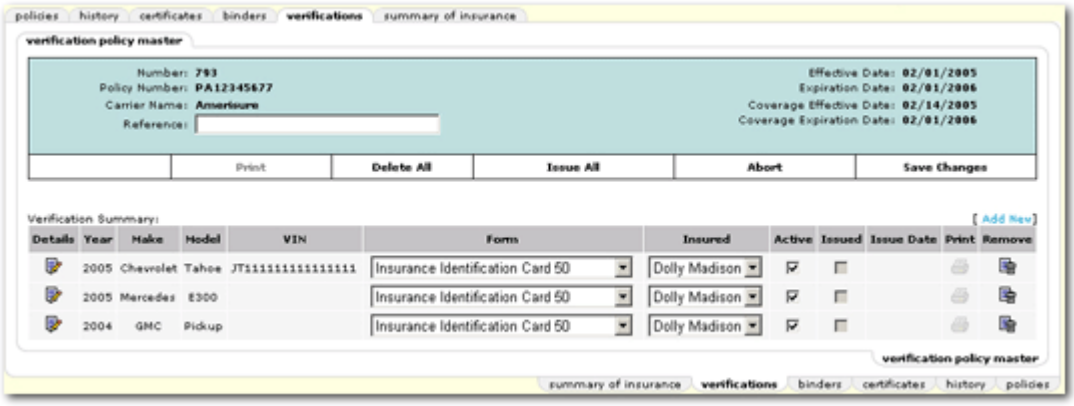
The Verification screen is for generating verification of coverage forms, such as Auto ID cards.

1. Click **Search** and select the client.
2. On the Client menu, click **SERVICING**.



3. Select **Verification** and click **[Next]**.

4. Select a policy to generate verification for. If there are multiple records on a policy, such as multiple vehicles on an auto policy, you can use the **Select All Records** or **Deselect All Records** options. Once you have selected the records for verification, click **[Next]**.



5. Each vehicle on the policy will be displayed in the Verification Summary. Select a Form in the drop-down list, the ACORD 50 is the default.
6. Select the Insured.
7. If you have selected a form or insured other than the default, click **Save Changes**.
8. Click Issue for individual vehicles **Issue All**.
9. Click **Print** to send the verifications to a printer or to PDF format.

Attachments

The attachment option allows the user to attach photographs, documents, email, etc to a client or to a client's policy. Documents can also be created using pre-designed templates. There are two levels of attachments that can be created, the client level and the policy level:

Client Level Attachments

This attachment is created from the **ATTACHMENT** link in the Client menu. An attachment created here would contain general information pertaining to a client.

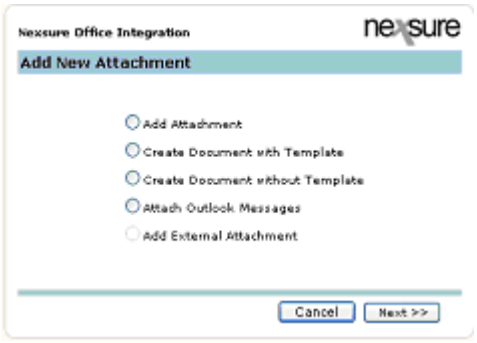
1. On the Primary menu, click **SEARCH**.
2. Click the **Details** icon of the appropriate client.
3. On the Client menu, click **ATTACHMENTS**.
4. Click the **[Add New]** link.

Note: The **ATTACHMENTS** link on the Client menu will display all attachments for the client being accessed.

Policy Level Attachments

This attachment is created from the **attachments** tab at the policy level. An attachment created here would pertain to a client's policy.

1. On the Primary menu, click **SEARCH**.
2. Click the **Details** icon of the appropriate client.
3. On the Client menu, click **POLICIES**.
4. Click the **Details** icon of the appropriate policy.
5. Click the **attachments** tab.
6. Click the **[Add New]** link.



7. The Add New Attachment pop-up window is displayed.

Note: From this point forward adding an attachment is the same for both client and policy levels.

There are five choices, only four are available at this time:

- Add Attachment: Allows pictures, word documents, etc. to be attached that have been saved to one of the agent's drives. See Adding an Attachment.
- Create Document with Template: Allows a document to be created using an existing template that was created in Setup. See Create Document with Template (Before a template can be appended as an attachment, it must be created in Setup)
- Create Document without Template: Allows the user to create a document without using an existing template. Documents created here cannot be saved globally to be used on other clients or policies. See Create Document without Template.
- Attach Outlook Messages: Allows users to attach an email message from outlook. See Attaching Outlook Messages.
- Add External Attachment: Not available, this is a future enhancement.

Related Topics

Using Document Templates

Transaction Summary Overview

The transaction summary tab displays all summary data for the following views:

- Assigned Payments
- Balance Detail
- Detail Assigned
- Invoice Summary
- Open Binder Bill
- Payment Summary
- Posted Invoices
- Reversed Invoices
- Summary View
- Unassigned Payments
- Unposted Invoices

Click on the above links to view instructions on how to navigate to and use the transaction summary views. Two of the eleven views are available in detail.

Important: The unlinked views will be updated and added to the help system with the release of Nexsure Version 1.92.5.

Detail Assigned View

Depending on the view and search criteria selected, the **transaction summary** tab may display posted and unposted invoices, total balance due, payments received against an invoice as well as payment advances displayed as invoices or residuals on the client's account.

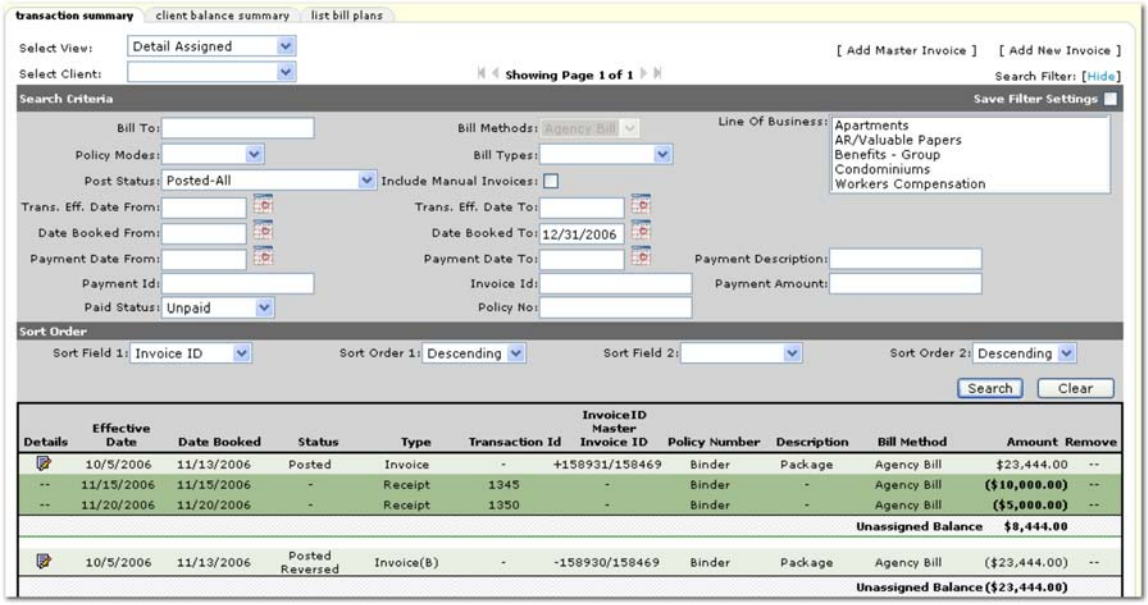
Important: When changing views on the **transaction summary** tab, keep in mind that the values set in the **[Show]** filter search criteria settings will always determine what is displayed.

Note: Changing the default search criteria will alter the results described here.

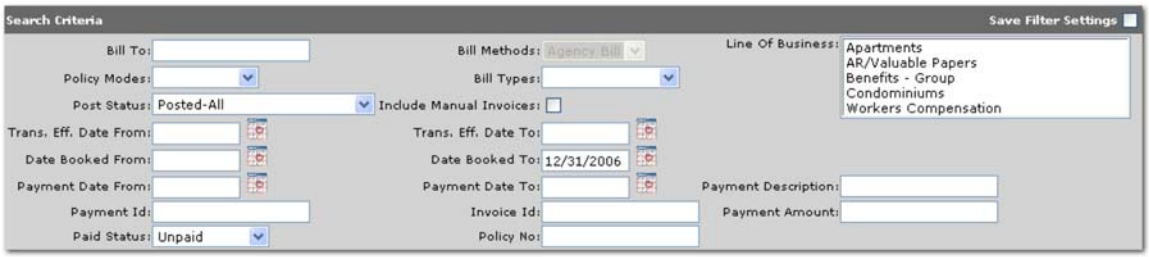


To Access the Transaction Summary

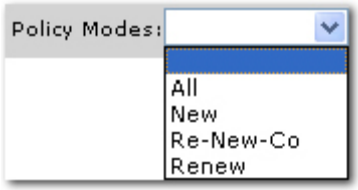
1. On the Primary menu, click **SEARCH**. Search for the appropriate client.
2. Click the **Details** icon next to the client.
3. On the Client menu, click **TRANSACTIONS**. The **transactions summary** tab is displayed.
4. In the **Select View** list, **Detail Assigned** is displayed by default.
5. In the **Search Filter** area, click **[Show]** to reveal and modify the search criteria.



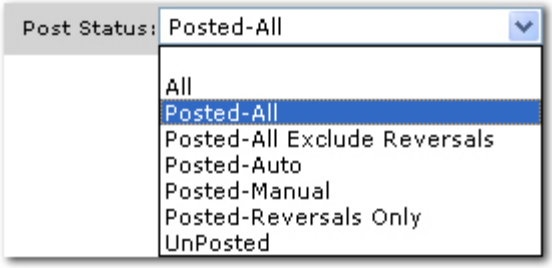
6. In the **Search Criteria** area, the following options are available:



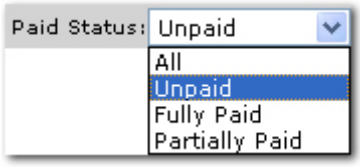
- **Save Filter Settings:** Selecting the **Save Filter Settings** check box on the **Search Filters** screen and clicking **Search** will change the default **Search Filter** setting. The next time the **transaction summary** tab is opened, the transactions returned will be filtered by the saved setting. Exercise caution when using the **Save Filter Settings** check box with a date range as returned transactions will be restricted to that date range. As a general rule, check the filter settings each time this tab is accessed.
- **Bill To:** The name the invoice is to be mailed to. The **Bill To** comes from the **policy info** tab and defaults to the primary named insured.
- **Policy Modes:** Use the **Policy Modes** list to select a mode. The available selections are:



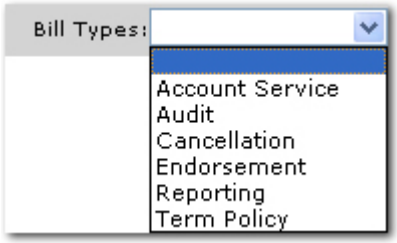
- **Post Status:** In the **Post Status** list, select the status that indicates the posting status of the transaction. The default selection in this list is **Posted-All** which returns all posted transaction in the search results. The available selections are:



- **Trans. Eff. Date From:** Click the **Calendar** icon to select the beginning date in a date range. A date range can be selected to return all transactions with an effective date within the date range.
- **Date Booked From:** Click the **Calendar** icon to select the beginning date in a date range. A date range can be selected to return all transactions with a booked date within the date range.
- **Payment Date From:** Click the **Calendar** icon to select the beginning date in a date range. A date range can be selected to return all transactions with a payment date within the date range.
- **Paid Status:** In the **Paid Status** list, select a status that indicates the amount of payment made on the transaction. The default selection in this list is **Unpaid** which returns. The available selections are:



- **Bill Methods:** The **Bill Methods** list is disabled. The default selection in this list is **Agency Bill** which includes direct bill accounts receivable activity in the search results.
- **Bill Types:** In the **Bill Types** list, select a bill type. The available selections are:

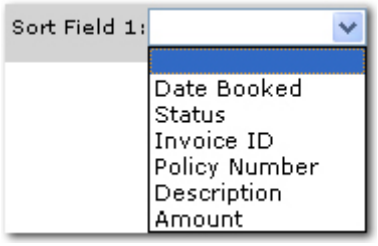


- **Include Manual Invoices:** Select the **Include Manual Invoices** check box if the policy is issued with a premium increase or decrease and a manual bill for the difference was created after posting the regular invoice.
- **Trans. Eff. Date To:** Click the **Calendar** icon to select the ending date in a date range. A date range can be selected to return all transactions with effective dates in the date range.
- **Date Booked To:** Click the **Calendar** icon to select the ending date in a date range. A date range can be selected to return all transactions with booked dates in the date range. The default date selection is the last day of the current month.
- **Payment Date To:** Click the **Calendar** icon to select the ending date in a date range. A date range can be selected to return all transactions with payment dates in the date range.
- **Invoice Id:** In the **Invoice Id** box, enter the full invoice id number to return the specific invoice.
- **Policy No**: In the **Policy No** box, enter at least one digit of the policy number. Entering some of the policy number returns a broader result, enter most or the full policy number for more specific results.
- **Line of Business:** In the **Line of Business** box, select one or more lines of business to search for the associated transactions. To select more than one line of business, hold the **CTRL** key while making selections.

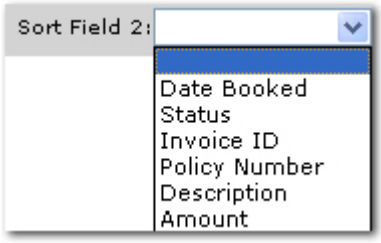
7. In the **Sort Order** area, the following options are available:



- **Sort Field 1:** Select a column heading from the **Sort Field 1** list. The search results will be sorted by the column selected in the **Sort Field 1** list. The available selections are:

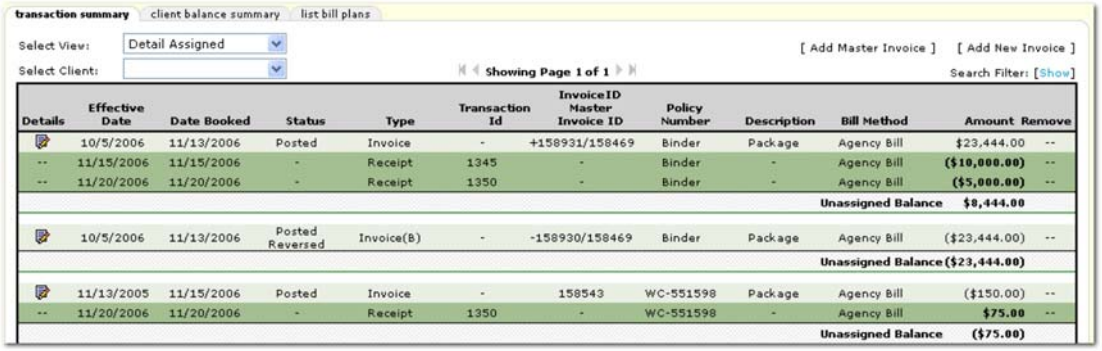


- **Sort Order 1:** Select either **Ascending** or **Descending** to set the order of the transactions returned. **Ascending** will set the order from A-Z. **Descending** will set the order from Z-A. The **Sort Field 1** will be the first sort and **Sort Field 2** will be the sub sort.
- **Sort Field 2:** Select a column heading from the **Sort Field 2** list. The search results will be sorted by the column selected in the **Sort Field 2** list. The available selections are:



- **Sort Order 2:** Select either **Ascending** or **Descending** to set the order of the transactions returned. **Ascending** will set the order from A-Z. **Descending** will set the order from Z-A. The **Sort Field 1** will be the first sort and **Sort Field 2** will be the sub sort.
- **Clear:** Click **Clear** to remove all entries in the **Search Filter** and **Sort Filters** fields.

  Important: Clicking **Clear** does not remove the **Save Filter Settings** selection.
- **Search:** Click **Search**.
  The results of the **Search Filter** criteria and **Sort Filter** settings are displayed.

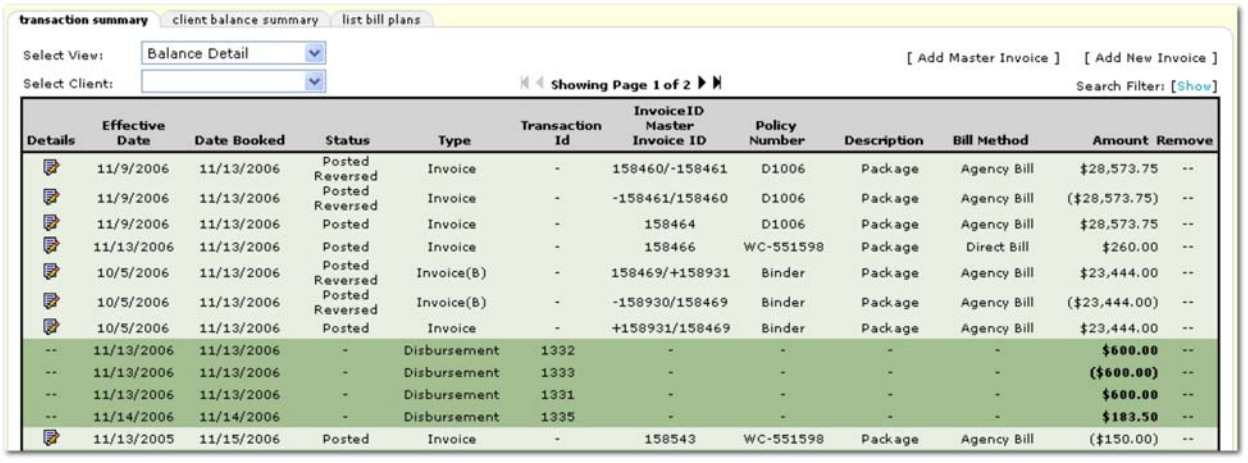


Balance Detail View

Depending on the view and search criteria selected, the **transaction summary** tab displays all posted invoices, payments, and payment advances as disbursements. Selection criteria changes are limited for the Balance Detail view as the intent is to include all posted activity through a date booked with a resulting total balance for the account.

Important: When changing views on the **transaction summary** tab, keep in mind that the values set in the **[Show]** filter search criteria settings will always determine what is displayed.

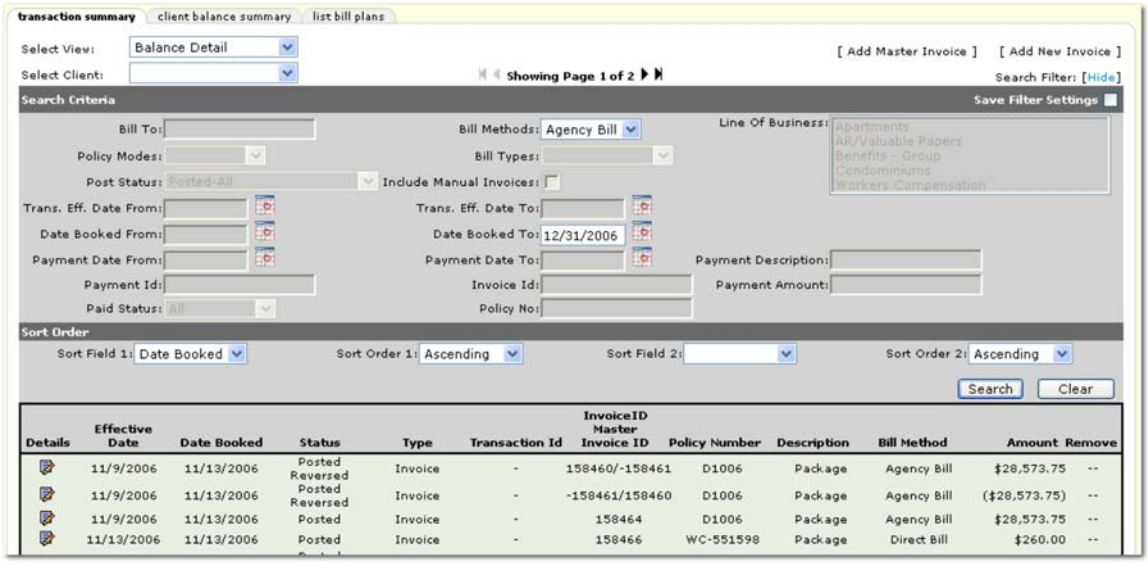
Note: Changing the default search criteria will alter the results described here.



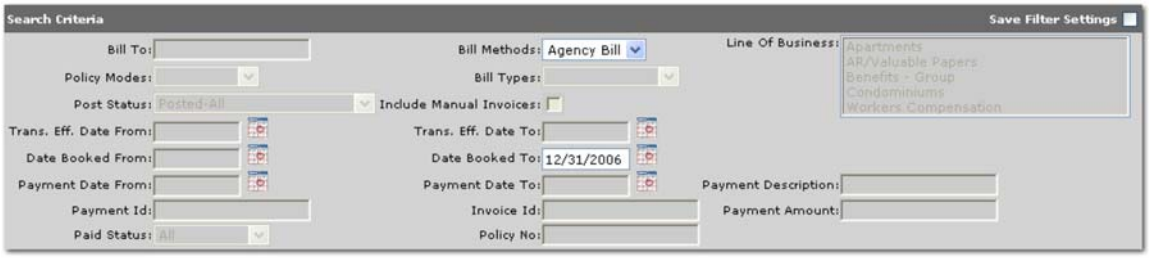
To Access the Transaction Summary

1. On the Primary menu, click **SEARCH**. Search for the appropriate client.
2. Click the **Details** icon next to the client.

3. On the Client menu, click **TRANSACTIONS**. The **transactions summary** tab is displayed.
4. In the **Select View** list, select **Balance Detail**.
5. In the **Search Filter** area, click **[Show]** to reveal and modify the search criteria.



6. In the **Search Criteria** area, the following options are available:



- **Save Filter Settings:** Selecting the **Save Filter Settings** check box on the **Search Filters** screen and clicking **Search** will change the default **Search Filter** setting. The next time the **transaction summary** tab is opened, the transactions returned will be filtered by the saved setting. Exercise caution when using the **Save Filter Settings** check box with a date range as returned transactions will be restricted to that date range. As a general rule, check the filter settings each time this tab is accessed.
- **Bill Methods:** The **Bill Methods** list is disabled. The default selection in this list is **Agency Bill** which includes direct bill accounts receivable activity in the search results.
- **Date Booked To:** Click the **Calendar**  icon to select the ending date in a date range. A date range can be selected to return all transactions with booked dates in the date range. The default date selection is the last day of the current month.

7. In the **Sort Order** area, the following options are available:

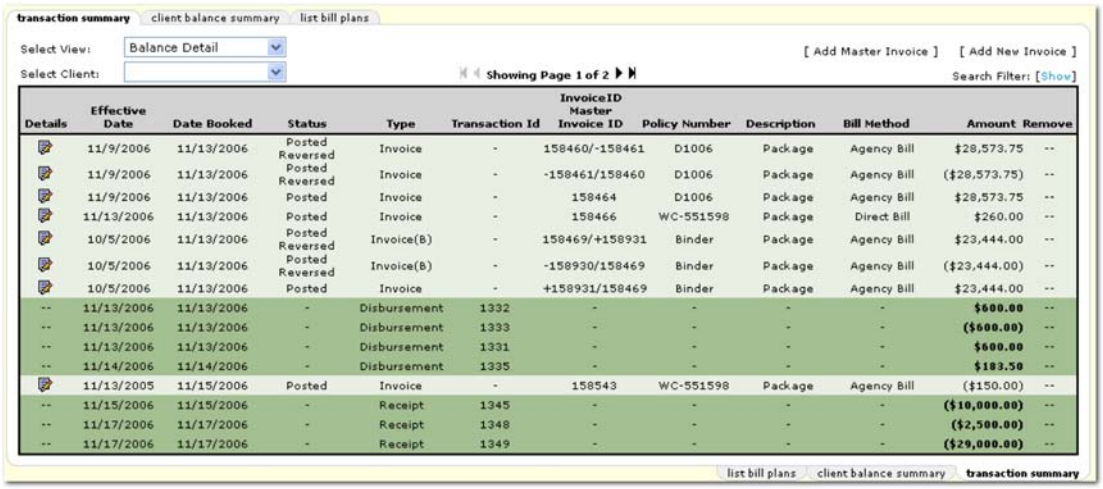


- **Sort Field 1:** In the **Sort Field 1** list the only available selections are **Date Booked** and a blank value. The search results will be sorted by the selection made in the **Sort Field 1** list.

- **Sort Order 1:** Select either **Ascending** or **Descending** to set the order of the transactions returned. **Ascending** will set the order from A-Z. **Descending** will set the order from Z-A. The **Sort Field 1** will be the first sort and **Sort Field 2** will be the sub sort.
- **Sort Field 2:** In the **Sort Field 2** list the only available selections are **Date Booked** and a blank value.. The search results will be sorted by the selection made in the **Sort Field 2** list.
- **Sort Order 2:** Select either **Ascending** or **Descending** to set the order of the transactions returned. **Ascending** will set the order from A-Z. **Descending** will set the order from Z-A. The **Sort Field 1** will be the first sort and **Sort Field 2** will be the sub sort.
- **Clear:** Click **Clear** to remove all entries in the **Search Filter** and **Sort Filters** fields.

Important: Clicking **Clear** does not remove the **Save Filter Settings** selection.

- **Search:** Click **Search**.
  The results of the **Search Filter** criteria and **Sort Filter** settings are displayed.



Agency Billing

Agency billing generates a record for the agency showing the amount received from the client and the amount due to the carrier.

To Invoice Using Agency Billing

1. Select the client you wish to invoice.
2. On the Client menu, click **TRANSACTIONS**.
3. Click **[Add New Invoice]**.
4. Select the **Policy** option. In the View drop-down list, select Current or History.
5. Select a policy number from the Policies field and click **OK**.

6. Using the quick navigation panel, complete the following screens:

Invoice Header

- Bill Method: Select Agency (default).
- Annualize: (Checked by default) Clearing this check box enables exclusion of annualized line items when invoicing. This option is helpful for short term policies or special event policies.
- Bill Type: Select Regular Bill (hits all appropriate general ledger accounts), Binder Bill (hits accounts receivable, binder bill payables and appropriate income and expense accounts) or Manual Bill (is recorded in the system but does not affect any general ledger accounts).
- Department: Select a Department.
- Unit: Select a unit. Units are a subset of departments that provide additional income and expense breakdown if needed.
- Effective Date: Select the effective date of the transaction. The default effective date is the date booked. This date determines the period that the invoice will post in.
- Full Pay: Select if billing in full.
- Compound Billing: Select if the premium is being spread over multiple payments. Selecting this option will add the following additional fields:
    - Down Payment Amount:
    - Down Payment Date Due:
    - Payment Plan:
    - Number of Compound Billings:
    - View Other CBs: Shows other billing dates a client may have. This is to synch up billing dates.
    - 1st Compound Billing Eff. Date:
    - Fee Option:
    - Tax Option:
    - Rounding Option:
- Amount Due: Defaults from premium entered on policy.
- Date Due:
- Days until Past Due:
- # of Print Days Before Eff. Date:
- Unique Invoice Message:
- Internal **Note:**

Bill To

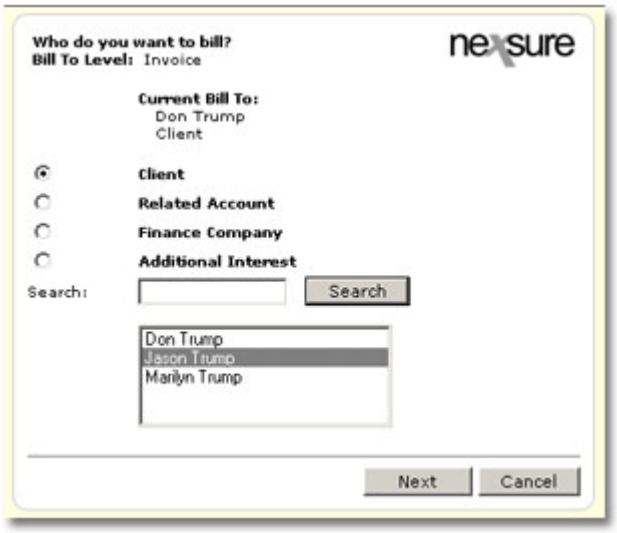
This information is pulled from the policy but can be changed. Any named insured may be selected as the Bill To on invoices.

To change Bill To information

1. In the quick navigation panel, select **Bill To**.

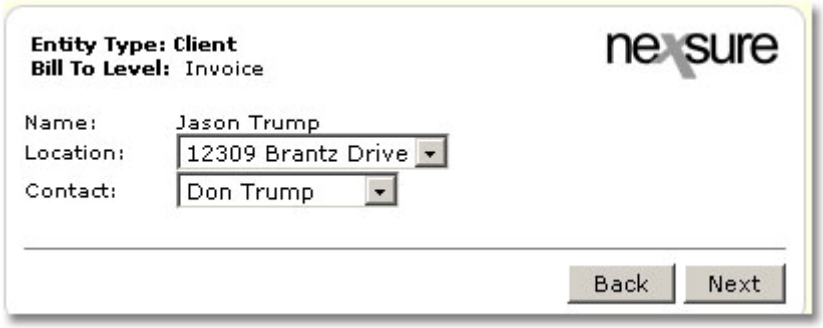
2. Click **Change Bill To**. The Bill To pop-up appears with the Client option selected with all named insureds displayed.

   Tip: If a long list of named insureds is displayed, enter a name in the search field and click **Search**.



3. Select the entity and named insured to bill.

4. Click **Next**.



5. Select the location and contact name from the drop-down lists and click **Next**.

6. The new Bill To information is displayed, click **OK** to confirm the change.

   Policy Header - Displays policy information

   Invoice premium - This screen allows you to make changes to a current policy premium by clicking the **Details** icon. You can also add a new premium.

Invoice Non-Premium - Add any new non-premium items to the invoice. These include fees and taxes.

Invoice Commissions - Add any commissions to the invoice. If default commissions exist for Carrier, People or Fees, they will be created automatically. Defaulted commissions can be edited.

7. Once the invoice has been created, click Invoice Details to verify the information in the new invoice. If all information is correct, click **Post Now**.

8. **Invoice Posting** - Displays general ledger posting entries for this invoice.

9. **Receivable Tab** - Displays client's receivables data including payments assigned for agency bill or carrier receivable data for direct bill.

10. **Payables Tab** - Data for Carrier, People and Tax Authority payables including payments assigned.

Note: Once a policy is invoiced, changes to the issuing/billing carrier cannot be made unless all invoices associated with the policy have been reversed.

Transaction Summary

The Transaction Summary screen displays all summary data for any of the following items:

- Detail Assigned
- Invoice Summary
- Assigned Payments
- Summary View
- Unposted Invoices
- Posted Invoices
- Reversed Invoices
- Unassigned Payments

To view summary information on one of these items, select the view in the Select View drop-down list, and click search. You can enter search criteria to narrow your search.

Client Balance Summary

The Client Balance Summary screen displays a client's agency bill current balance, aging at 30/60/90, as well as total, future, and grand totals.

To Access the Client Balance Summary

1. Select a client.

2. On the Client menu, click the **transactions** link.

Note: The Client Balance Summary is only available at the client-level.



Note: The client balance summary screen updates will occur during night utilities.

Review Date - Equals the exact date for login user's time zone and refresh of view screen

Last Update Date - Equals the date the last internal update for balance summary occurred

Last Transaction Date - Equals the date the last transaction affecting any information displayed was entered.

Status - Represents when Update occurred

Client Information is Current - Last Transaction Date< or = Last Update Date

Client Information is Not Current - Last Transaction Date > Last Update Date

- Client balance would equal the total for accounts receivable report with last update criteria.

Client Balance Calculations

- Calculations will be a debit or credit totaled together depending upon the aging of the item based on date booked.
- All transactions affecting the accounts receivable are included:
- Invoices
  - List bill invoices
  - Installment invoices
  - Regular invoices
  - Reversals
  - Binder Bill Activity
- Receive Payment
  - Only those items that the system offsets to accounts receivable
  - Reversal
- Disbursement

- Only those items that the system offsets to accounts receivable
- Reversal

Only posted activity will be calculated:

Current - Includes any transaction affecting the client account receivables as of today's date and 30 days prior to today's date.

Over 30 days - Includes any transaction affecting the client account receivables as of 31 days prior to today's date through 60 days prior to today's date.

Over 60 days - Includes any transaction affecting the client account receivables as of 61 days prior to today's date through 90 days prior to today's date.

Over 90 days - Includes any transaction affecting the client account receivables as of 91 days prior to today's date.

Total Due - Includes a cumulative total of all transactions prior to and including today's date.

Note: Total Due should always equal the total of Current, Over 30 days, Over 60 days, and Over 90 days.

Future - Includes any transaction affecting the client account receivables after today's date.

Grand Total - Includes all items affecting the general ledger from the beginning to the end of time.

Last Payment Date - The last posted entry for the account entered through receive payment based on date booked.

Client Activity

In the client activity below, unposted activity will be considered as any entry other than unposted reflecting posted invoices.

Total Unposted Invoices - represents the grand total of premium, fees, and taxes for any unposted invoice activity from the beginning to the end of time (excludes Manual and BOB invoices).

Total Unassigned Payments - Total for residual posted receive payments (residual = not assigned to an item).

Total Open Binder Bills - Total of all posted open binder bill invoices (excludes Manual and BOB invoices).

Total Agency Bill Commissions - Total of all agency billed commissions from the beginning to the end of time based on posted invoices (excludes Manual and BOB invoices).

Total Direct Bill Commissions - Total of all direct billed commissions from the beginning to the end of time based on posted invoices (excludes Manual and BOB invoices).

Total Commissions - Total of the entire agency plus direct billed commissions from the beginning to the end of time based on posted invoices (excludes Manual and BOB invoices).

Total Commission Expense - Total of all commissions shown as other in invoices from the beginning to the end of time based on posted invoices (excludes Manual and BOB invoices).

Net Commission - Total of commissions less the total of commissions paid to others from the beginning to the end of time based on posted invoices (excludes Manual and BOB invoices).

Client Premium

In the premium calculations below, policy info value totals will be used.

Annualized Premiums - The grand total of annualized premiums on all in force policies

Billed Premiums - The grand total of billed premiums on all in force policies

List Billing

List bill provides a means of splitting a premium over multiple entities and locations. A list bill is comprised of one master policy billed to multiple locations. The master policy provides insurance coverage for locations insured on a policy. Up to 300 combined locations and related accounts can be associated to the master account and of those, up to 15 may be selected into a single list bill plan for automatic inclusion in an invoice. The locations are attached to the master client via its related accounts tab.

List billing is based on a percentage of the risk that each location will pay thus creating multiple receivables and multiple payables based on the entities involved in each individual billing. The carrier payables are based on an installment schedule generated over the specified number of locations, not time.

List Bill Setup

1. All Clients (the master client and the related accounts) are added to Nexsure following the normal procedures. See Adding Suspects, Prospects and Clients for assistance.

2. Each client's location(s) should be added on their respective locations tab. See Adding Locations for assistance.

3. All related accounts need to be associated to the master client via its related account's tab. As a result of list billing the related accounts policy will reside with the master client. See Adding a Related Account for assistance.

4. The master policy(ies) is added to Nexsure through marketing following the normal procedures. See Policy Underwriting for assistance.

   Note: The client containing the policy to be list billed is the master client for that policy and all related accounts. The master policy provides insurance coverage for all locations. When completing the ACORD application for the master client add the locations, coverage's, limits, etc., for the related accounts as well.

5. The premium information is entered on the policy info tab following the normal procedures. See Policy Info Tab for assistance.

6. The marketing policy is In forced following the normal procedures. See In forcing a Marketing Policy for assistance.

Related Topics

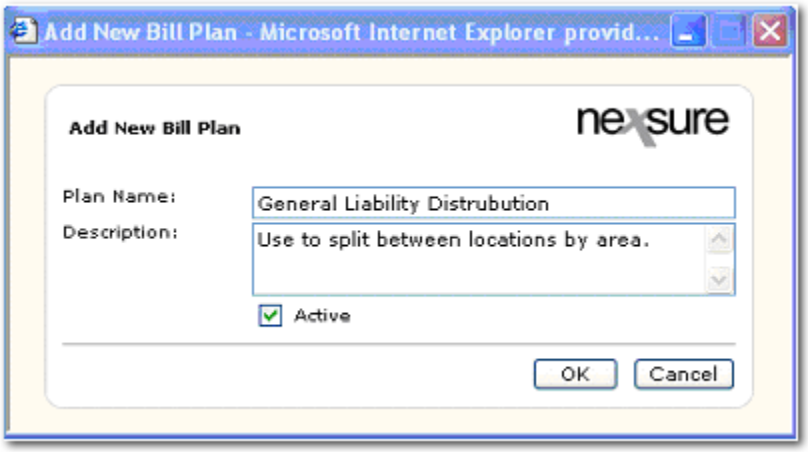
Creating a List Bill Plan

List Bill Plan Invoicing

Creating a List Bill Plan

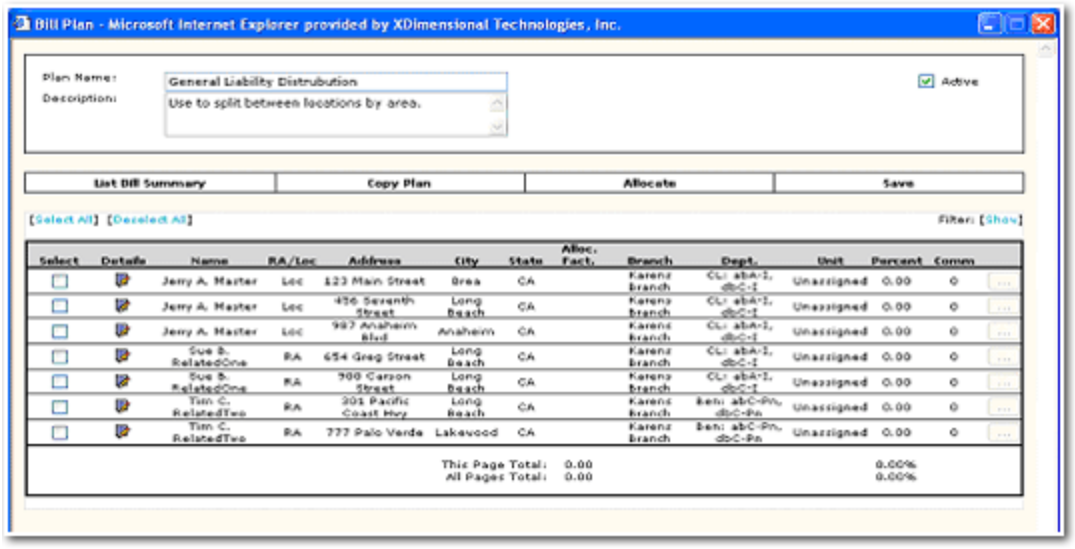
Setting up a list bill plan is done at the client level. On the Client menu, click transactions. The list bill is only available on the master client; it is created as a template to be used for billing the master policy and related account locations.

1. On the Primary menu, click **Search**.
2. Click the **Details** Icon of the appropriate master client.
3. On the **Client** menu, click **transactions**.
4. Click the **list bill plans** tab.
5. Click the **[Add New]** link. The Add New Bill Plan pop-up window is displayed.



- **Plan Name:** Enter the plan name.
- **Plan Description:** Enter the plan description
- **Active**: Leaving this box checked it makes the list bill plan available for use, if unchecked, the plan is not available for use at invoicing and is marked inactive.
- Click **OK**.

6. All current locations of the master account and the related accounts are displayed. As locations and related accounts are added or deleted, they will be shown here.

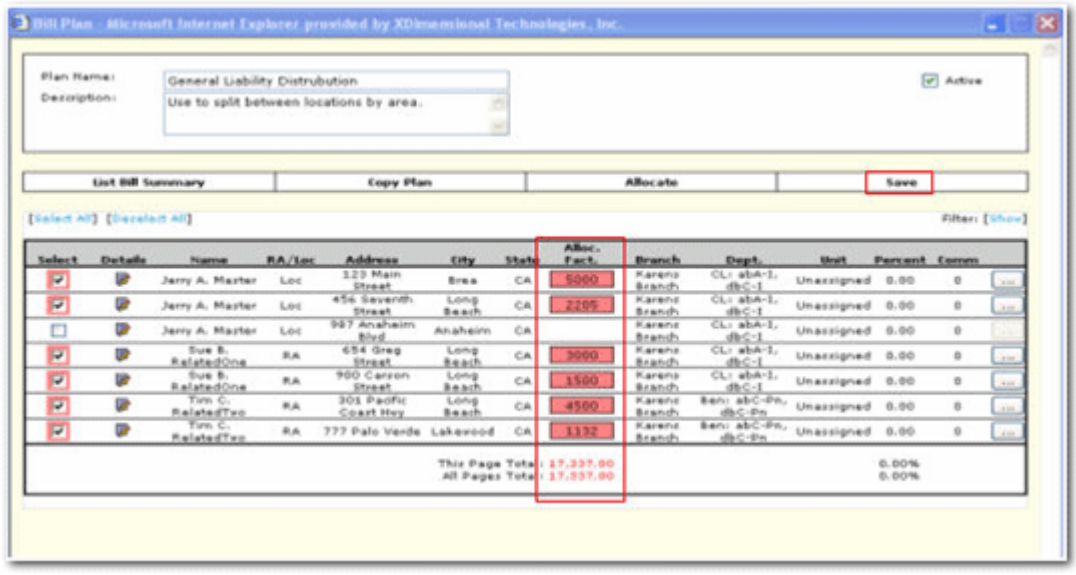


Note: For a related account with multiple locations, the related account will be displayed once with each location.

7. Select the locations to be included in the list bill plan by clicking in the appropriate Select check boxes. As locations are selected, the allocate factor and the ellipsis button are activated.

8. In the **Allocation Factor** column, enter a value based on square footage, premium dollars, total insurance to value, etc. for each related account or location.

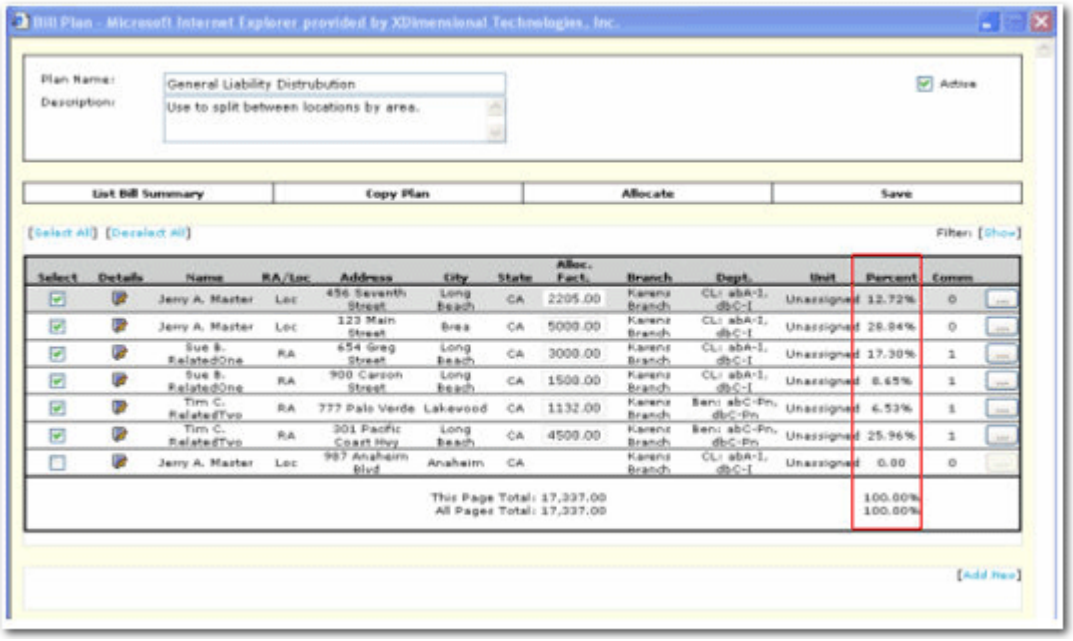
Note: Select one type of factor and be consistent for each location.



9. Click **Allocate**. Each value will be divided by the total amount of related accounts (or locations) and calculate its percentage of the total in the **Percent** column. The total of the **Percent** column will equal 100%.

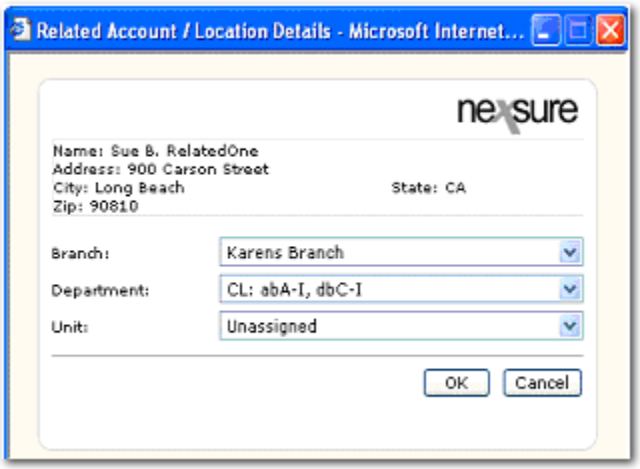
   Seven related accounts or locations can be displayed per page. Nexsure runs a per page total (**This Page Total**) as well as a collective total (All Pages Total). The Allocation Factor box will display in red once that unit's total has been added to the page total field.

10. Click **Save.**

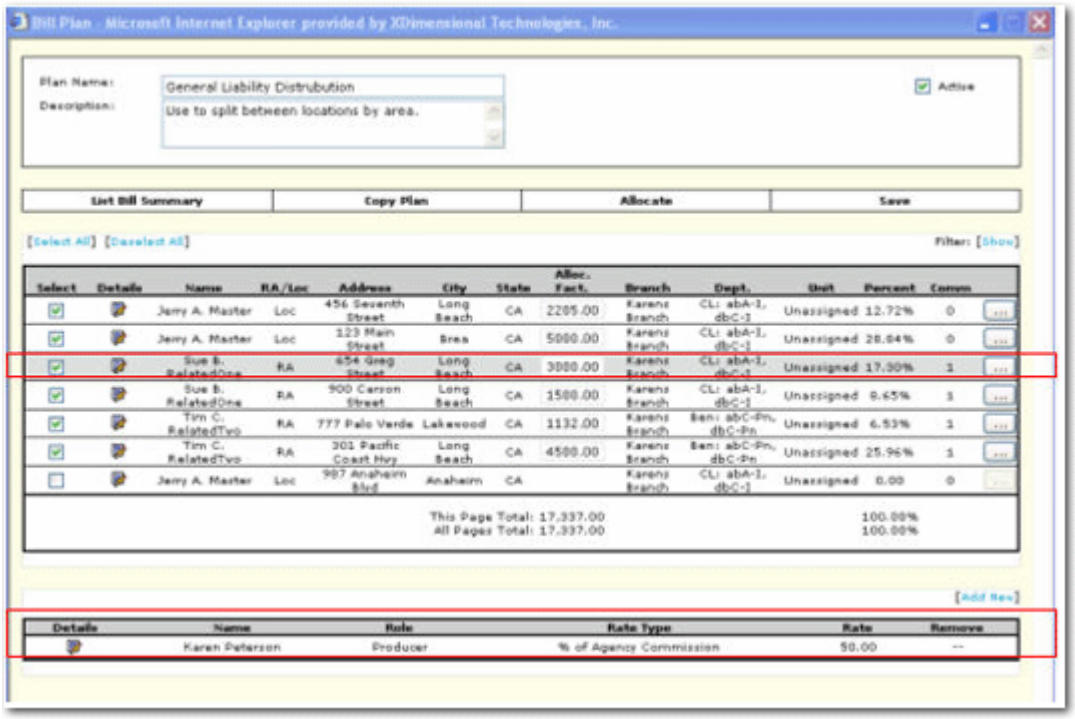


11. If the allocation factors are changed, click the **Allocate** link to update the page total and percentages based on the new allocation factors.

12. Clicking the **Details** icon of a location will display the specific location information for the selected line item. If changes are made click **OK** to save or **Cancel** to close without saving.



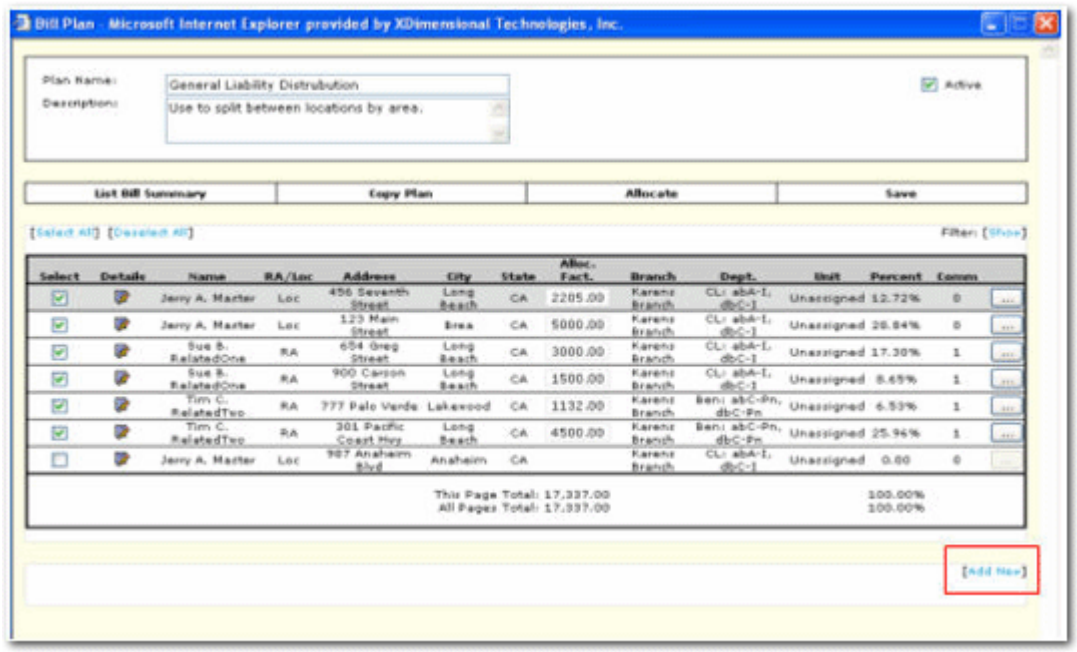
13. Clicking the ellipsis button to the right of a location displays the producer(s) (Account Managers are not displayed) commission record(s) at the bottom of the screen in a summary view for that line item. The number displayed to the right of the ellipsis button is the total number of producer(s) for that line item. The commission defaults in if it has been set up for the producer. The location record is highlighted in gray to designate the record being worked.



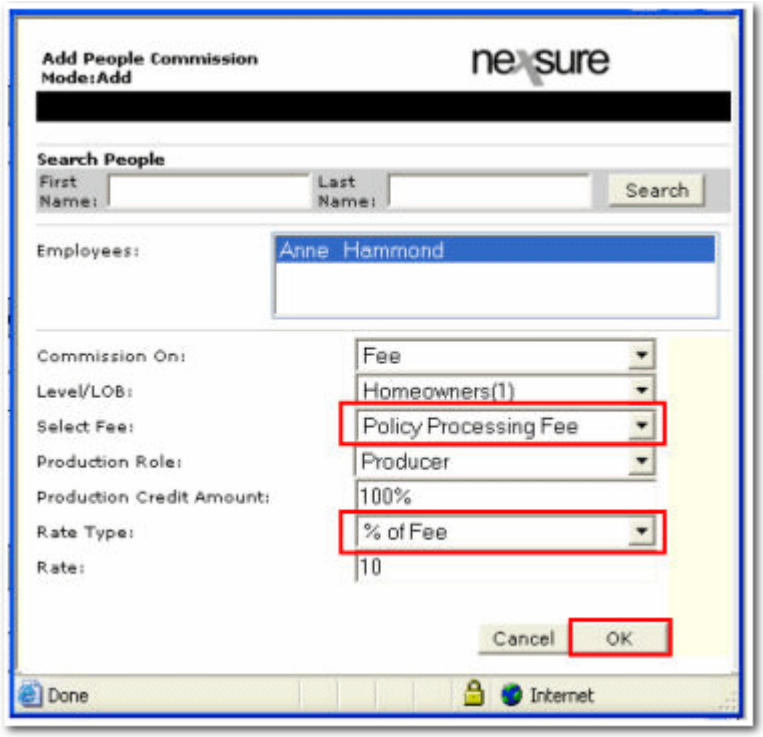
See Employee Commissions section of help for assistance.

Note: For the master account, producers will not prefill. The producer(s) displayed are at the client level NOT the policy level.

14. If the producer is displayed with the incorrect commission rate, click the details icon of the commission record, adjust the commission and click **OK** to save the change.
15. If no producer(s) is displayed, click the **[Add New]** link to pull the producer in to create a commission record for that line item.



16. The Add People Commission pop-up is displayed. The Employees box defaults to the employees that are assigned at the client level as producers.

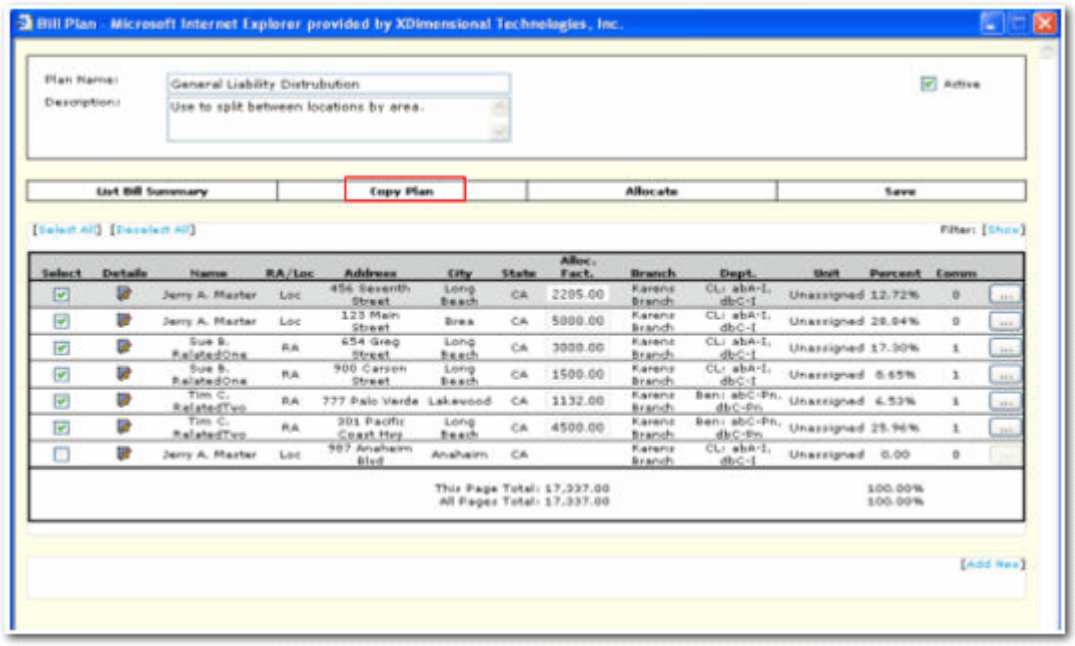


- Select the Employee from the Employees box or use Search People option.
- Select the Commission On from the drop-down box.
- **Select Fee:** Fee selection permits the application of fee-specific commission rates. Fees subject to commission do not need to have the same rate applied and can have a differentiating commission rate/rate type applied.

  Note: Only fees which are subject to commission will be available.
- Select the Production Role and Production credit amount from the drop-down boxes
- The Production Role and Production credit amount fields are used to designate the role and percent of business this employee brought into the Agency on this policy.
- Select the Rate Type from the drop-down box
- Key in the appropriate rate, Nexsure will calculate the commission based on the rate type chosen.
- Click **OK.**

  Note: An unlimited number of people commission records may be added for each location, as people commission records are added, the commission column tallies the number of commission records for each location.

17. Click the **Copy Plan** button to copy the existing plan, if desired. This removes the need to re-key an existing plan and reduces the chances of duplicate entries.

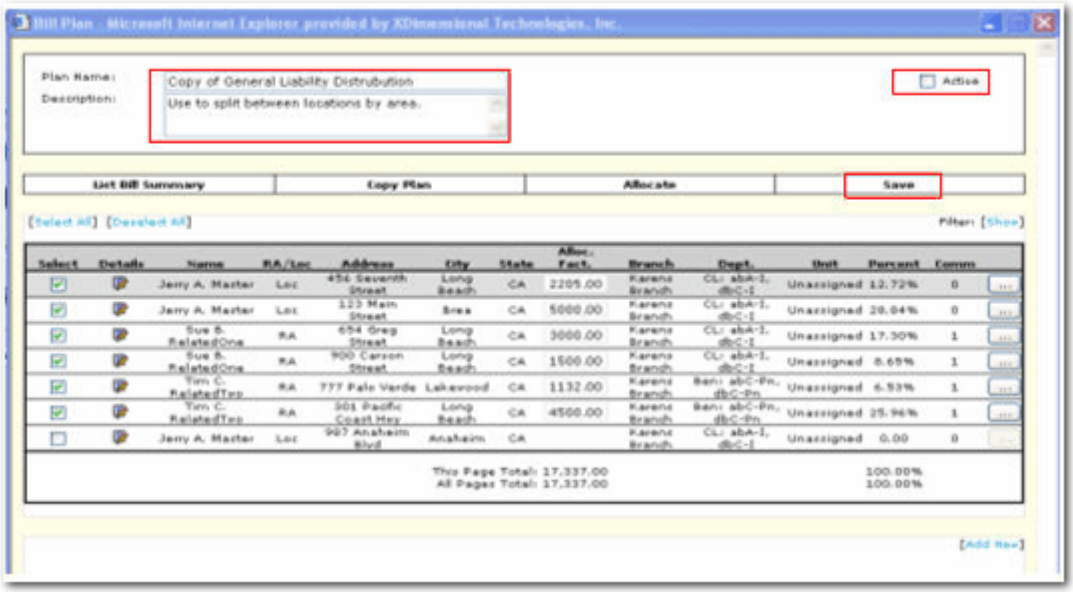


18. A confirmation window is displayed. Click **OK** to confirm and return to the original list bill plan.
19. Once the list bill plan template is created, or copied, click **List Bill Summary** to exit.
20. All list bill plans created will appear in a summary view on the list bill plans tab. Notice the copy displays with “copy of” before the original plan name and the **Active** check box is not checked.



Note: You must edit the copy and check the activate box to activate the copy.

21. Click the details icon of the copied plan. The entire plan along with the Plan Name and Description can be edited as needed. Click the **Active** check box to activate the new bill plan and click the Save link to save. Click the **List Bill Summary** link to exit the plan.



Related Topics

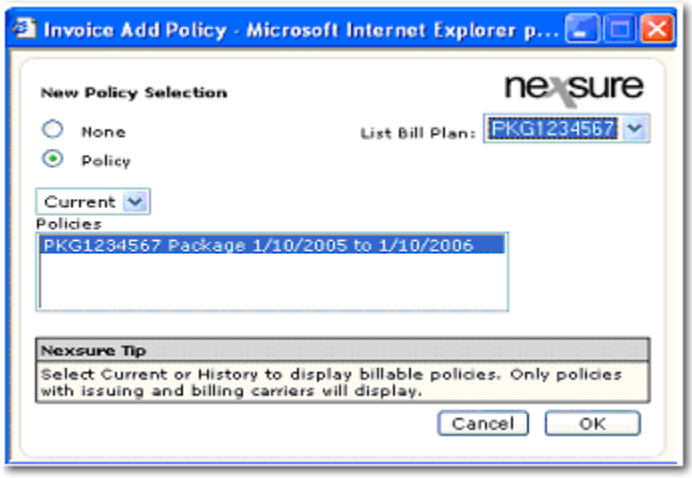
List Bill Plan Invoicing

List Bill Overview and Setup

List Bill Plan Invoicing

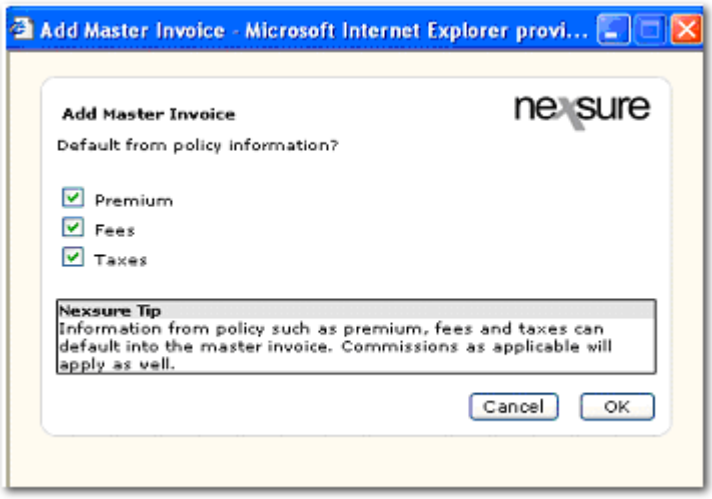
Once a list bill plan has been created, it is used as a billing template. The Invoice is created at the client level on the master client.

1. On the Primary menu, click **SEARCH**.
2. Click the **Details** Icon of the appropriate master client.
3. On the Client menu, click **transactions**. The transaction summary tab is displayed.
4. Click the **[Add Master Invoice]** link. The Invoice Add Policy pop-up window is displayed.



5. Select the **Policy** option, select **Current** or **History** from drop-down box, highlight the policy number to be billed and select the **List Bill Plan** from the drop-down box. Click **OK**.

6. Select the appropriate check boxes for **Premium**, **Fees** and/or **Taxes** to default in from the policy info tab of the master client, click **OK**.



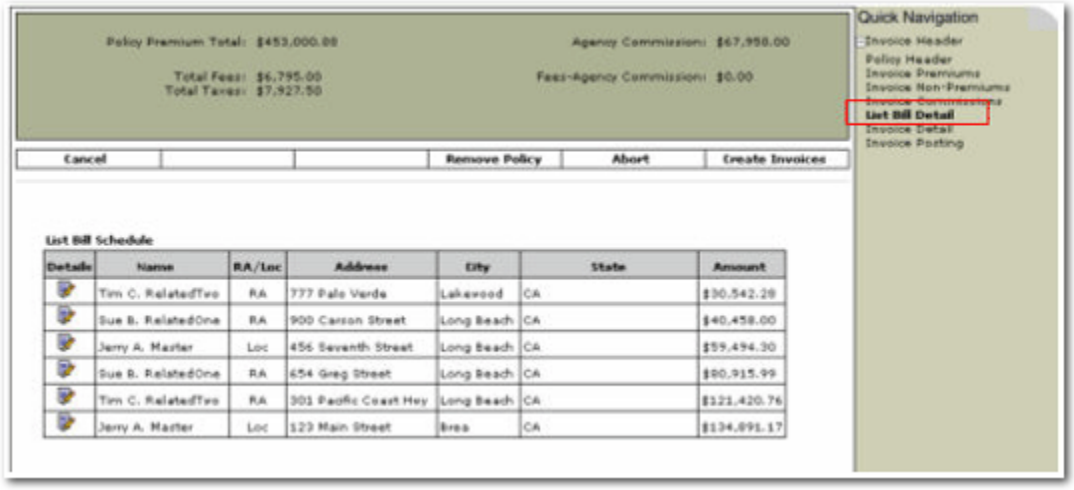
7. Using the links in the quick navigation panel, or the scroll bar, complete the following screens:

   - Invoice Header
   - Verify the Bill Method, Bill Type, Invoice Type, Department and Unit.
   - The Effective Date defaults to the Effective Date of the policy.
   - Date book defaults to effective date of policy or invoice creation date based on whichever one is later.
   - Enter the number of Days until Past Due.
   - Enter the number of Print Days Before the Effective Date.
   - Click **OK.**

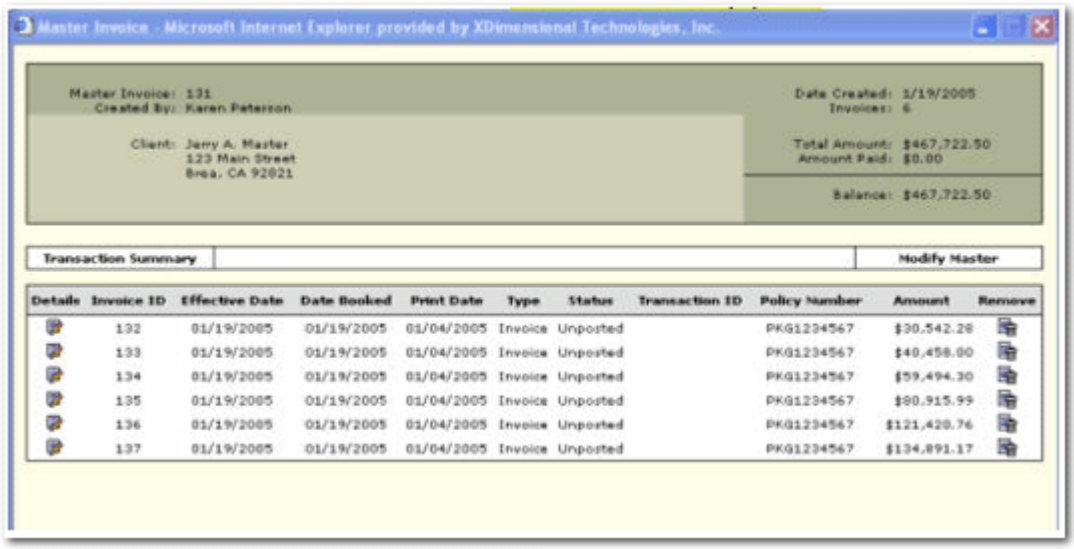
- **Premiums** - Changes can be made to the existing premium by clicking on the details icon. A new premium can be added by clicking the **[add new premium]** link.
- **Fees** - Changes can be made to existing fees by clicking on the details icon. A new fee can be added by clicking the **[add new fee]** link.
- **Taxes** - Changes can be made to existing taxes by clicking on the details icon. A new tax can be added by clicking the **[add new tax]** link.
- **Agency Commission** - If a default commissions exist for the Carrier it will automatically default in. Changes can be made to Agency commissions by clicking on the details icon. A new agency commission can be added by clicking the **[add new agency commission]** link.

Note: The Other commissions will become available after the Invoices are created.

8. Click the **List Bill Detail** link in the quick Navigation. A new List Bill Schedule is generated. The list bill schedule is based on the information in the list bill plan template.



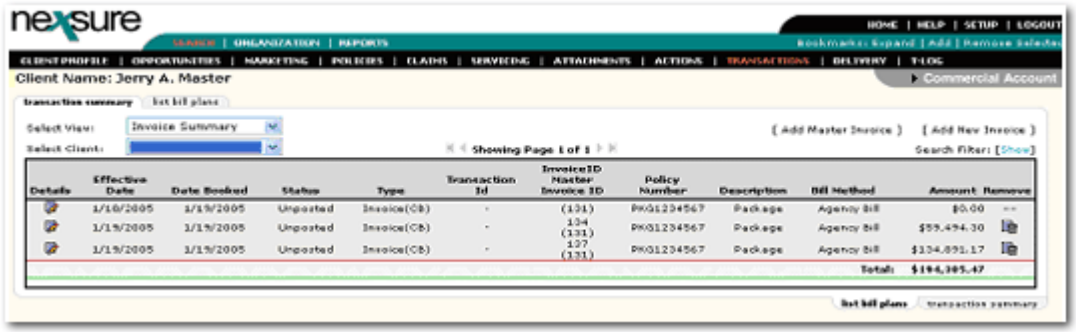
9. Click the **Create invoices** link. A separate invoice is created for each location shown in the schedule and automatically posts.



10. Each location has its own unique invoice number. The total number of invoices will be reflected in the header.

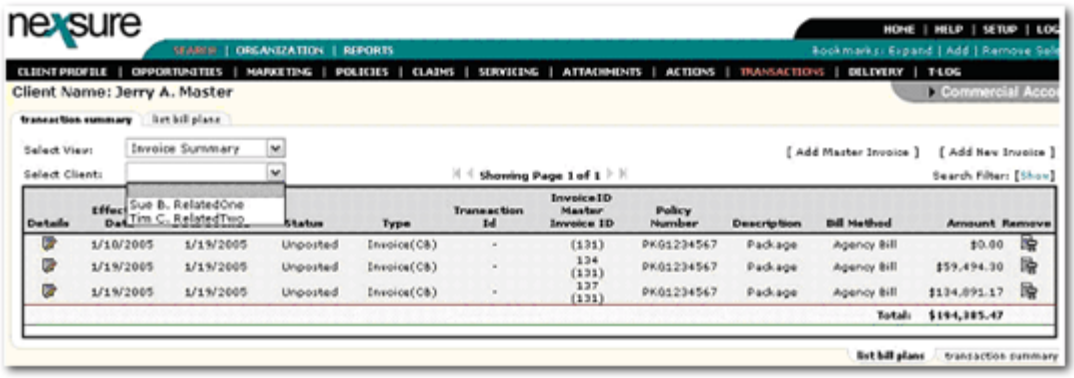
Note: Each invoice ID numbers displays on the transaction summary tab at the client level where the location record is located.

11. Click the **Transaction Summary** to close the master invoice. The transaction summary view of the master client displays only the invoice(s) for the master client.

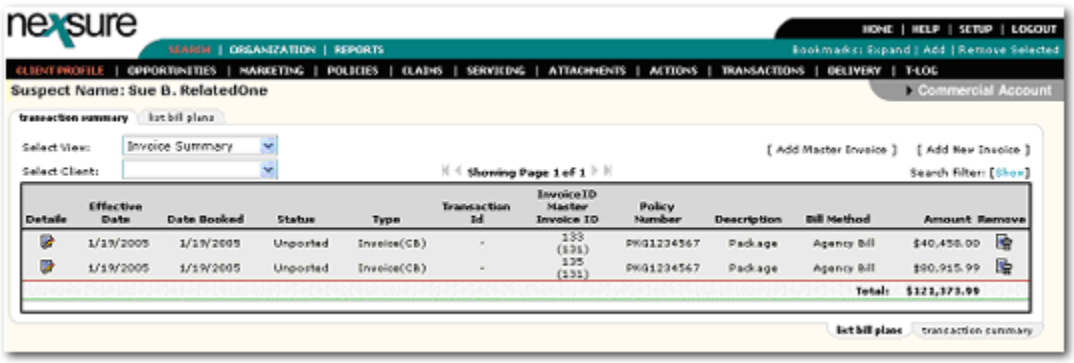


12. Each invoice is displayed with the master invoice number stacked below. The master number is a hot link, clicking on the link will launch the entire bill plan for review and modification.

13. The select client drop-down box will display the accounts related to the master client. Select one of clients in the drop-down box to access that related accounts transaction summary tab.



14. The transaction summary view of the related account selected will display the invoices for that client's location.



15. Click the **Details** icon of one invoice; Invoice header will display the master client info along with the location that is being billed for this invoice.

Note: If an agent makes changes to a policy level assignment it will affect list bill. List bill assignment comes from the client level.

Direct Billing

Direct billing generates an invoice to be sent to the client and records the commissions due to the agency.

To Invoice Using Direct Billing

1. Select the client you wish to invoice.
2. On the Client menu, click **TRANSACTIONS**.
3. Click **Add New Invoice**.
4. Select the **Policy** option. In the View drop-down list, select Current or History.
5. Select a policy number from the Policies field and click **OK**.

6. Using the quick navigation panel, complete the following screens:

Invoice Header

- Bill Method: Select Direct.
- Annualize: (Checked by default) Clearing this check box enables exclusion of annualized line items when invoicing. This option is helpful for short term policies or special event policies.
- Department: Select a Department.
- Unit: Select a unit. Units are a subset of departments that provide additional income and expense breakdown if needed.
- Effective Date: Select an effective date.
- Full Pay: Select if billing in full.
- Compound Billing: Select this option if the premium is being spread over multiple payments. Selecting this option will add the following additional fields:

    - Down Payment Amount:
    - Down Payment Date Due:
    - Payment Plan:
    - Number of Compound Billings:
    - View Other CBs: Shows other billing dates a client may have. This is to synch up billing dates.
    - 1st Compound Billing Eff. Date:

- Fee Option: Gives you the option to add any applicable fees.
- Tax Option: Select if the items are taxable.
- Rounding Option:
- Amount Due:
- Date Due:
- Days until Past Due:
- # of Print Days Before Eff. Date:
- Unique Invoice Message:
- Internal **Note:**

Bill To

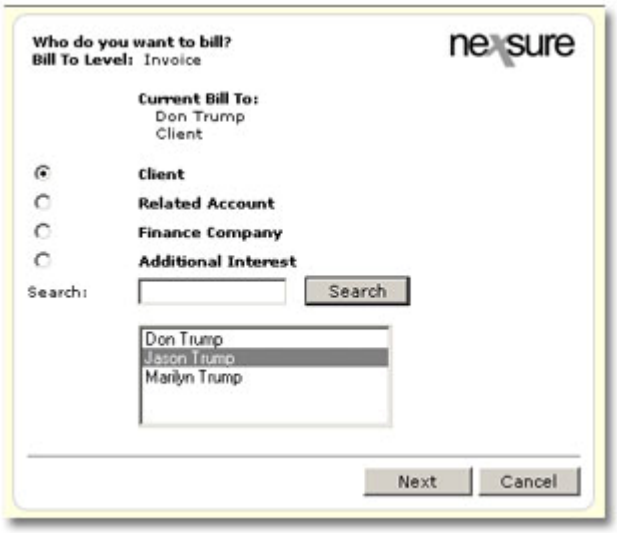
This information is pulled from the policy but can be changed. Any named insured may be selected as the Bill To on invoices.

To Change Bill To Information

1. In the quick navigation panel, select **Bill To**.

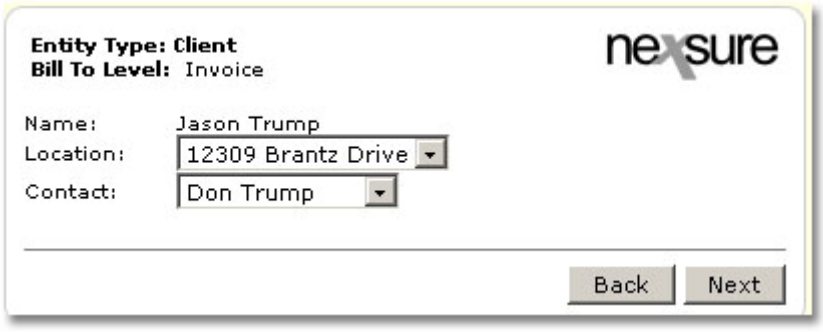
2. Click **Change Bill To**. The Bill To pop-up appears with the Client option selected with all named insureds displayed.

   Tip: If a long list of named insureds is displayed, enter a name in the search field and click **Search**.



3. Select the entity and named insured to bill.

4. Click **Next**.



5. Select the location and contact name from the drop-down lists and click **Next**.

6. The new Bill To information is displayed, click **OK** to confirm the change.

   Policy Header - Displays policy information

   Invoice premium -This screen allows you to make changes to a current policy premium by clicking the **Details** icon. You can also add a new premium.

   Invoice Non-Premium - Add any new non-premium items to the invoice.

Invoice Commissions - Add any commissions to the invoice. If default commissions exist for carrier, people or fees, they will be created automatically. Defaulted commissions can be edited.

7. Once the invoice has been created, click Invoice Details to verify the information in the new invoice. If all information is correct, click **Post Now**.

8. **Invoice Posting** - Displays general ledger posting entries for this invoice.

9. **Receivable Tab** - displays client's receivables data including payments assigned for agency bill or carrier receivable data for direct bill.

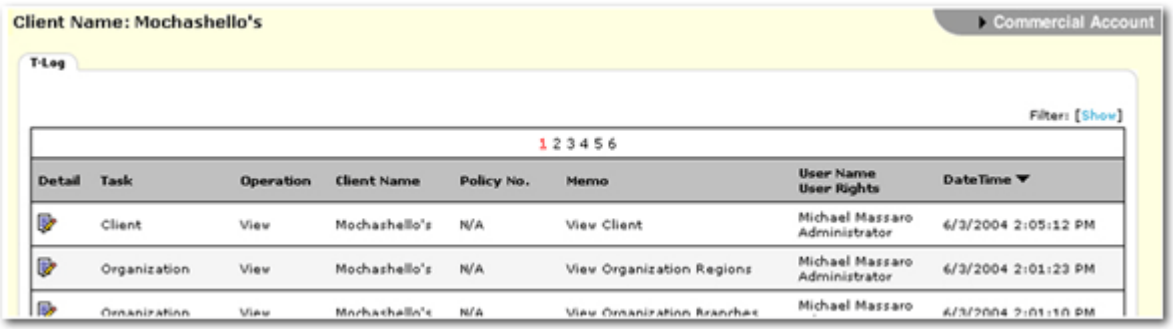
10. **Payables Tab** - data for carrier, people and tax authority payables including payments assigned.

Note: Once a policy is invoiced, changes to the issuing/billing carrier cannot be made unless all invoices associated with the policy have been reversed.

Task Log

The task log is on the Client menu (**T-Log**) and also in **Setup > Security Administratio**n. The T-Log records client events (history of the client). Items recorded are:

- Task
- Action
- Policy #
- Memo
- User
- Date/Time



When accessing the T-Log from the Client menu, all user actions associated with that client. When accessing the T-Log from the **Setup > Security Administration** screen, all user actions associated with the current user are displayed.

Clicking the **Details** icon for an item in the T-Log will jump to that place in history.

Note: Information that accessed by clicking the **Details** icon, while it can be changed, cannot be saved and has no effect on the rest of the system. It is intended for viewing purposes only.

Organization Profile

Organization is the top level set of books, typically used for corporate reporting and setup functions such as developing and maintaining the chart of accounts, accounting periods, invoicing fees, taxes and receive payment defaults. An example of accounting done at the organization would be a parent corporation making purchases for multiple territories. In turn, the individual territories might reimburse the corporation by issuing a check payable to the corporation. This might be done for computer equipment, software licenses, furniture and other items that can be purchased at quantity discounts.

Guidelines of an organization:

- There is only one organization.
- No client receivables exist.
- No carrier payables exist.
- Contains both balance sheet and income statement.
- May allocate income and expenses to the organization and region levels only.

Organization Maintenance

Organization maintenance guidelines are available in the Admin Training Manual in Chapter 1.

Note: Most organization tasks must be completed by the Nexsure administrator.

Information can be found in the Admin Training Manual to accomplish the following tasks:

- Add organization locations.
- Edit organization locations.
- Add employees for the organization.
- Edit employees for the organization.
- Assign employee security at the organization level.
- Designate an employee as terminated.
- Reactivate a terminated employee.

Regions

Region – Primary divisions of organization such as: Northern, Southern, Eastern Regions. Regions may be added to or modified by the entity depending on security.

- Clicking on **Regions** in the tree view will display a summary view of all Regions on the right side of the screen.
- To add a new region, click **Add New**.
- To enter a location select the **Use Existing** option and select the location from the drop-down list. Or, add a new location by clicking the **Add New** option.

- Complete detail information and click on the **Save** button to save.
- To add employees, select the **Employees** tab and click **Add New**.

Related Topics

Adding Region Contacts

Region Employee Security

Territories

Branches

Adding an Employee at Region Level

If an employee is added at Org level, they will be available to be added at lower levels. Employees, however, will not automatically be visible at lower levels.

To Add an Organization Level Employee at the Region Level

1. On the Primary menu, click **ORGANIZATION**.
2. Click the **regions** tab.
3. Select the region to add the employee to by clicking the **Details** icon.
4. Click the **employees** tab.
5. Click **Add New**.
6. Select the **Search Contact** option.
7. Enter the employee's name and click **Search**.
8. In the Contact Search Results box, select the employee and click **Use Selection**.

Note: This same process can be used to add the same employee to any other level (Territory, Branch etc.)

Region Employees Security

To Add Security

1. **User Information** is optional. Clicking "**Click** here **to make this contact a user"** will create the **security** tab beside the **contact detail** tab. Setup information provides information on adding and modifying security templates. The **security** screen allows the users Login Information to be completed. Once security has been assigned to a contact, this link can no longer be seen unless security is removed.
2. To assign or edit the contacts security, select the **security** tab. Complete or edit the following fields:

- **Login ID**: Enter an User login ID no more than 18 characters long using an alphanumeric value.
- **Password**: Enter a user password no more than 18 characters long using an alphanumeric value.
- **Confirm Password**: This field is required for the password to be reentered correctly.
- **Time Zone:** In the drop-down list, select the user's local time zone.
- **Cancel**: Click **Cancel** to abort the record.
- **Save**: Click **Save** to create **User Accounts**
- **Update**: Click **Update** to update modifications to the record.
- **User Accounts**: The user account listing contains the following:
    - **Details :** The **Details** icon will display in this column. Clicking on the icon will display the **User Rights Information** which may be edited.
    - **Entity Name:** All entity name(s) the user has been assigned rights will display in this column.
    - **Entity Type:** The entity type is defined as the contacts type in Nexsure, such as **Client, Employee, Retail Agent, Underwriter, outside finance company** or **additional interest.**
    - **Rights:** Rights are assigned by clicking the **Details** icon on the **Details** column to access the **User Rights Information** pop-up screen. The rights as identified in Setup under **User Rights Templates** will display in this column.
    - **Status:** Status is assigned on the **User Rights Templates** pop-up screen.
    - **Date Created:** Is the date security was saved.
    - **Remove:** Deletes the security record for the contact. The security tab will no longer be displayed but the link to add security will again display at the bottom of the **Contacts** screen ("**Click** here **to make this contact a user.**").

3. Click on the **Details** icon to display the **User Rights Information** pop-up screen. Complete the following fields as appropriate for contact security:
    - **Entity Type:** Even though a drop-down list is shown, only the appropriate entity type as defined by the area in which the contact is being added in Nexsure will display; such as **Client, Employee, Retail Agent, Underwriter, outside finance company** or **additional interest**. Example: If a client contact, then the entity type available would be **Client**.
    - **Entity Name:** Even though a drop-down box is shown, only the entity that rights are being assigned for will be available.
    - **Status:** Status will be a drop-down list and will contain two choices: **Active** and **Inactive**. If **Inactive** is selected the contact login is disabled and an "" icon will be displayed on **Contacts** summary screen. If **Active** is selected the contact login is enabled and an "" icon will be displayed on the **Contacts** summary screen. (See Contacts Summary for placement details)
    - **Rights:** Select the appropriate **User Rights** template from a drop-down box that is populated in Setup under **User Rights Templates**.

Related Topics

About Regions
Adding Region Contacts
Territories
Branches

Territories

Territory – A Subdivision of Region such as California, Utah, etc. Territories may be added to or modified by the entity depending on security.

Related Topics

Adding Territory Locations
Territory Employee Security
Branches
Regions
Territory Entity Associations

Territory Entity Associations

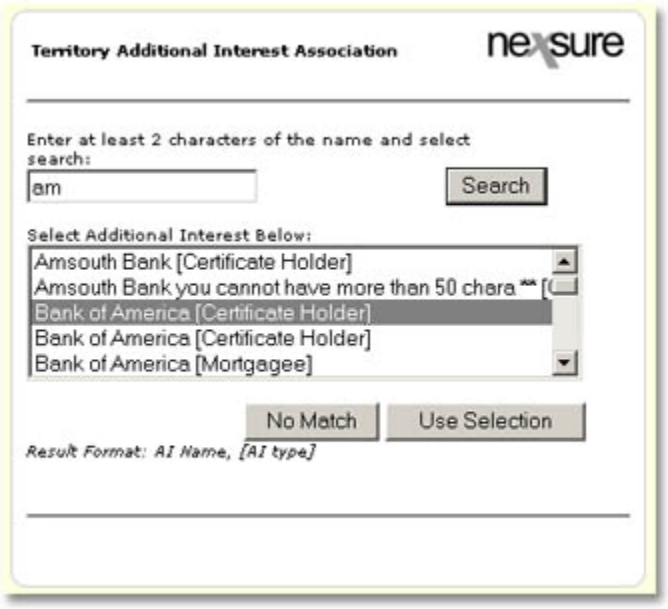
Associating additional interests with a territory will limit the search returns to that specific territory, providing a shorter list and reducing the time to find the correct entity.

To Associate an Entity with a Territory

1. On the Primary menu, click **ORGANIZATION**.
2. Click the **territories** tab and select a territory by clicking the **Details** icon.
3. Click the **entities associations** tab. Any existing entity associations will be displayed.

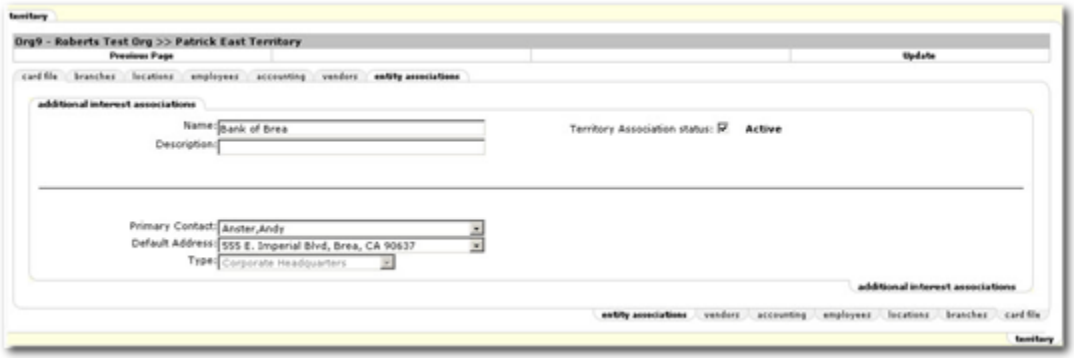


4. Click **[Add New]**.



5. Search for the entity, if it appears in the list, select it and click **Use Selection**.

6. To view or edit the details of the association, click the **Details** icon.



Related Topics

Adding Territory Locations

Adding Territory Locations

To Add a Territory Location

1. On the Primary menu, click **ORGANIZATION.**
2. Click on the **territories** tab**.**
3. Select the **locations** tab.
4. Click **Add New**.

5. **Use Existing** is the default when adding new locations. Scroll through the list of existing locations to make sure the location does not exist. If the location is present, click that location and then select the **Save** button. This feature allows the entire organization location database to be utilized so that duplicate records may be avoided.
    - If the location does not exist select the **Add New** option and complete the following fields:

Field Descriptions:

- Complete the **Location Detail** using the following information:
- **Location Type:** Select the location type from the drop-down list, which is populated by the agency in Lookup Management.
- **Location Name:** Enter a unique name to identify the location.
- **Location Description:** Enter a description of the location such as **Billing**, **Underwriting**, etc.
- **Mailing Address:** The main address for this entity generally used for mailing invoices and correspondence.
- **Physical Address:** The physical address for this location.
- If the Billing address is different from the physical address, make sure to indicate by addressing this question and completing the billing address section.
- **Phone**: Enter the phone numbers without formatting. Formatting will be applied after the **Locations** screen has been saved. Use the drop-down box to identify the type of phone number. Extension numbers may be entered up to six characters. Phone number identities are as follows:
    - Back line
    - Building Security
    - Business Phone
    - Fax
    - Main Fax
    - Phone
    - Receptionist
    - Technical Support
    - Toll Free
    - Add additional phone number identities in **Setup** under Lookup Management.
        - Adding additional phone numbers:
        - Click on the **Add New** link to the right of group heading after accessing the location record to edit.
        - Use the drop-down box to select the identity of the phone number being added.
        - Enter the phone numbers without formatting. Formatting will be applied after the screen has been saved.
        - The extension numbers may be entered up to six numeric characters.
        - Click on the **Save** button to save the phone number just added.

- Click on the **Close** button to abort the addition of the new number.
- The number of phone numbers that can be added to each location is only limited by the identity choices. Click on the **Add New Link** to add a new phone number.
- Click on the **Details** icon beside the number to edit.
- Click on the **Delete** icon beside the number to delete.

- **E-mail:** The email address for the contact is optional, however if the format is entered incorrectly an error will be returned to warn of the improper format. The screen cannot be saved until the format is corrected. The field can contain up to 30 characters with alphanumeric data.
- **Cancel** – The **Cancel** button will abort any modifications or adding a new location.
- **Save** – The **Save** button will save new location information.
- **Delete** – The **Delete** button will delete the location. The primary location cannot be deleted but can be changed. The delete button will not be present if the location is set to primary.
- **Update** – The **Update** button will update any modifications to the location record.

Related Topics

About Territories

Territory Employee Security

Branches

Regions

Branches

Branch - The third level of the organization are the branches in a specific territory, which translates to the agency name such as: West Coast Insurance Specialists. Branches may be added to or modified by the entity depending on security.

Related Topics

Adding Branch Locations

Branch Employee Security

Territories

Regions

Branch Employees Security

To Add Security

1. **User Information** is optional. Clicking "**Click** here **to make this contact a user"** will create the **Security** tab beside the **contact detail** tab. **Setup** information provides information on adding and modifying security templates. The **security** screen allows the users Login Information to be

completed. Once security has been assigned to a contact, this link can no longer be seen unless security is removed.

2. To assign or edit the contacts security, click on the **security** tab. Complete the following fields:
   - **Login ID**: Enter a login ID for the contact no more than 18 characters long using an alphanumeric value.
   - **Password**: Enter a password for the contact no more than 18 characters long using an alphanumeric value.
   - **Confirm Password**: This field is required for the password to be reentered correctly.
   - **Time Zone:** In the drop-down list, select the user's local time zone.
   - **Cancel**: Click **Cancel** to abort the record.
   - **Save**: Click **Save** to create **User Accounts**
   - **Update**: Click **Update** to update modifications to the record.
   - **User Accounts**: The user account listing contains the following:
     - **Details:** The **Details** icon will display in this column. Clicking on the icon will display the **User Rights Information** which may be edited.
     - **Entity Name:** All entity name(s) the user has been assigned rights will display in this column.
     - **Entity Type:** The entity type is defined as the contacts type in Nexsure, such as **Client, Employee, Retail Agent, Underwriter, outside finance company** or **additional interest.**
     - **Rights:** Rights are assigned by clicking the **Details** icon on the **Details** column to access the **User Rights Information** pop-up screen. The rights as identified in Setup under **User Rights Templates** will display in this column.
     - **Status:** Status is assigned on the **User Rights Templates** pop-up screen.
     - **Date Created:** Is the date security was saved.
     - **Remove:** Deletes the security record for the contact. The security tab will no longer be displayed but the link to add security will again display at the bottom of the **Contacts** screen (**Click** here **to make this contact a user.**)
3. Click on the **Details** icon to display the **User Rights Information** pop-up screen. Complete the following fields as appropriate for contact security:
   - **Entity Type:** Even though a drop-down box is shown, only the appropriate entity type as defined by the area in which the contact is being added in Nexsure will display; such as **Client, Employee, Retail Agent, Underwriter, outside finance company** or **additional interest**. Example: If a client contact, then the entity type available would be **Client**.
   - **Entity Name:** Even though a drop-down box is shown only, the entity that rights are being assigned for will be available.
   - **Status:** Status will be a drop-down list and will contain two choices: **Active** and **Inactive**. If **Inactive** is selected the contact login is disabled and an "" icon will be displayed on **Contacts** summary screen. If **Active** is selected the contact login is enabled and an "" icon will be displayed on the **Contacts** summary screen. (See Contacts Summary for placement details)

- **Rights:** Select the appropriate **User Rights** template from a drop-down box that is populated in Setup under **User Rights Templates.**

Related Topics

About Branches

Adding Branch Locations

Territories

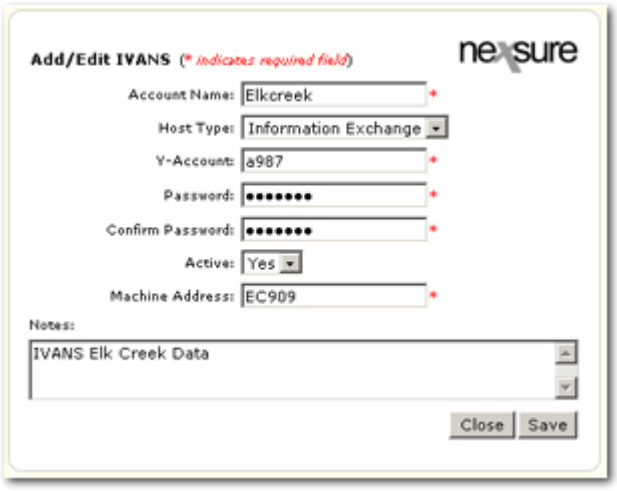
Regions

IVANS Downloads

To Receive Downloads from IVANS

Before you can receive downloads from IVANS, you must associate your branch with your IVANS account information.

1. On the Primary menu, click **ORGANIZATION**.
2. Click the **branches** tab and select your branch by clicking the **Details** icon.
3. Click the **ivans** tab. If no record exists, you will be prompted to "click here" to add a record.



4. Enter your IVANS account information and click **Save**.

Authorizations Tab

The authorization tab holds the electronic signatures/bar codes that are unique to New York insurance agencies. The authorizations tab will store State, SID/DMV License Key and pass phrase.

Global Reassignment

This option will allow an agency to re-assign, en-masse, current in-force policies, marketing policies, open actions, client card file and client assignments from an employee, who has left the agency, to another employee. This will not affect policies in history or any closed actions.

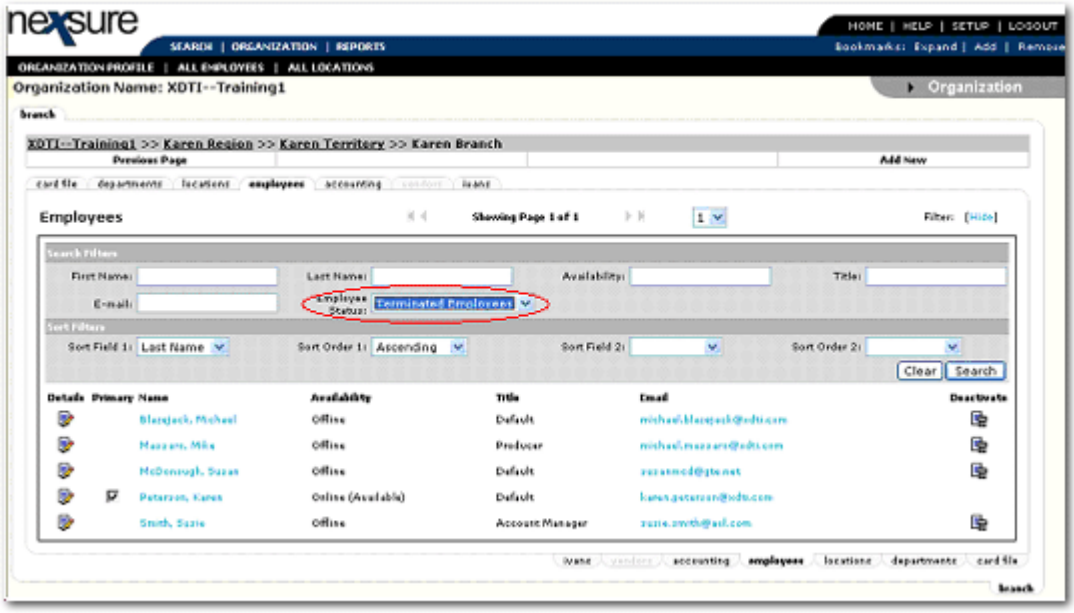
To Perform Global Reassignment

1. On the Primary menu, click **ORGANIZATION**.
2. Click the **branches** tab.

   Note: If employee is assigned to multiple branches, they will need to be re-assigned at each branch level.

3. Click the **Details** icon of the appropriate branch.
4. Click the **employees** tab.

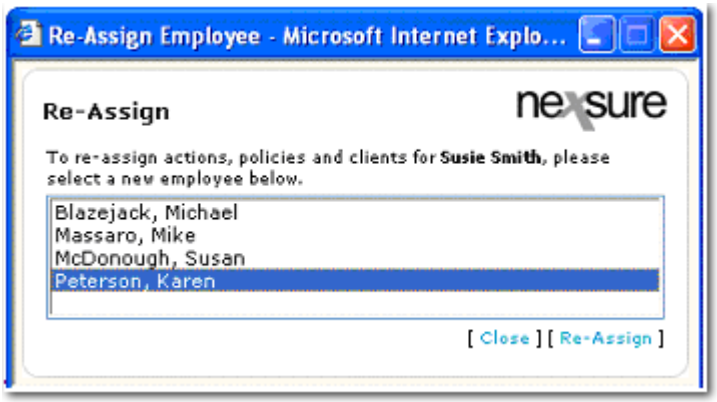
   Note: If the employee has been terminated click on the **[Show]** filter, select Terminated Employees from the Employee Status drop-down box and click Search.



5. Click the **Details** icon of the employee who is to be re-assigned.
6. Click the **Re-Assign** link on the toolbar.



7. The re-assign employee screen will be displayed.



8. Highlight the name of the new employee to be assigned
9. Click the **[Re-Assign]** link.
10. Click **OK** to confirm the change.

Related Topics

Assignment

Employee Commissions

Employee Login Security

Global Reassignment

IMX Instant Messenger

Departments

Departments are sub-sets of a branch location. For example, a branch could be broken into two departments, commercial lines and personal lines.

Before you can add a department to a branch, you must first create the branch at the organization level. Once a department has been created, they can be added at the branch level.

To Create a Department

1. On the Primary menu, click **ORGANIZATION**.
2. Click the **departments** tab.
3. Click **[Add New]**.
4. In the Department field, enter a name for the department.
5. In the Status field, selecting Active will make the department available to be used in a branch.
6. Enter a description of the department (optional).
7. Select the department posting rules. Departments within a branch can have separate general ledger posting rules.
8. To save the new department, click **Update**.

To Add a Department

1. On the Primary menu, click **ORGANIZATION**.
2. Click the **branches** tab and select a branch to add a department to by clicking the **Details** icon.
3. Click the **departments** tab.
4. Click **[Add New]**. A box with all available departments will be displayed.

   Note: You cannot create departments from the branch level. If a department does not exist, it must be added at the organization level.
5. Select a department and click **Update**.

Adding Branch Locations

To Add a Branch Location

1. On the Primary menu, click **ORGANIZATION**.
2. On the **locations** tab, click **Add New**.
3. **Use Existing** is the default when adding new locations. Scroll through the list of existing locations to make sure the location does not exist. If the location is present, click that location and then select the **Save** button. This feature allows the entire organization location database to be utilized so that duplicate records may be avoided.
   - If the location does not exist select **Add New** and complete the following fields:

Field Descriptions:

- Complete the **Location Detail** using the following information:
  - **Location Type:** Select the location type from the drop-down box, which is populated by the agency in Lookup Management.

- **Location Name:** Enter a unique name to identify the location.
- **Location Description:** Enter a description of the location such as Billing, Underwriting, etc.
- **Mailing Address:** The main address for this entity generally used for mailing invoices and correspondence.
- **Physical Address:** The physical address for this location.
- If the Billing address is different from the physical address, make sure to indicate by addressing this question and completing the billing address section.
- **Phone**: Enter the phone numbers without formatting. Formatting will be applied after the **Locations** screen has been saved. Use the drop-down box to identify the type of phone number. Extension numbers may be entered up to 6 characters. Phone number identities are as follows:
- Back Line
    - Building Security
    - Business Phone
    - Fax
    - Main Fax
    - Phone
    - Receptionist
    - Technical Support
    - Toll Free
    - Add additional phone number identities in **Setup** under Lookup Management.
- Adding additional phone numbers:
    - Click on the **Add New** link to the right of group heading after accessing the location record to edit.
    - Use the drop-down box to select the identity of the phone number being added.
    - Enter the phone numbers without formatting. Formatting will be applied after the screen has been saved.
    - The extension numbers may be entered up to six numeric characters.
    - Click on the **Save** button to save the phone number just added.
    - Click on the **Close** button to abort the addition of the new number.
    - The number of phone numbers that can be added to each location is only limited by the identity choices. Click on the **Add New** link to add a new phone number.
    - Click on the **Details**  icon beside the number to edit.
    - Click on the **Delete**  icon beside the number to delete.
    - **E-mail:** The email address for the contact is optional, however if the format is entered incorrectly an error will be returned to warn of the improper format.

The screen cannot be saved until the format is corrected. The field can contain up to 30 characters with alphanumeric data.

- **Cancel** – The **Cancel** button will abort any modifications or adding a new location.
- **Save** – The **Save** button will save new location information.
- **Delete** – The **Delete** button will delete the location. The primary location cannot be deleted but can be changed. The delete button will not be present if the location is set to primary.
- **Update** – The **Update** button will update any modifications to the location record.

Related Topics

About Branches

Branch Employee Security

Territories

Regions

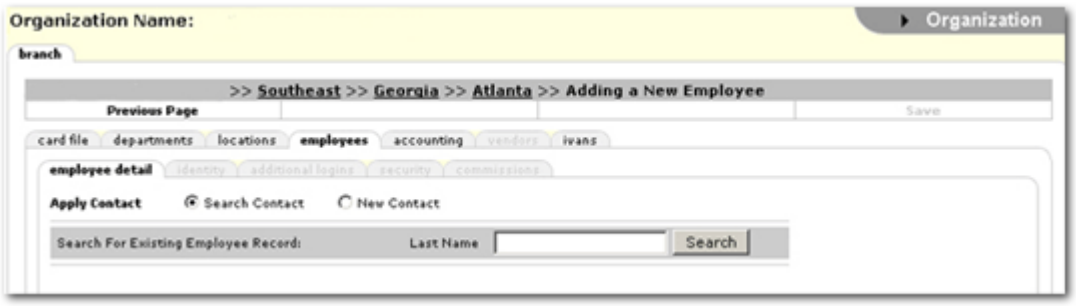
Adding Employees

Employees should be added at the organization level. This allows their names to be selected at any level (Region, Territory or Branch). Access and security rights are assigned after the new employee has been added as a Nexsure user.

Note: Employees can be added at lower organization levels such as Region, Territory or Branch. However, employees added at a specific level only have access to that level and the levels below it. For example, an employee added at the region level has access to region, territory and branch functionality but does not have full organization level capability. An employee added at the territory level has access to territory and branch functionality, but not to region or organization level functionality. Employees added at branch level only have access to branch level functionality. The different levels of security, however can be edited in **Security Administration > User Rights Templates**.

To Add an Employee

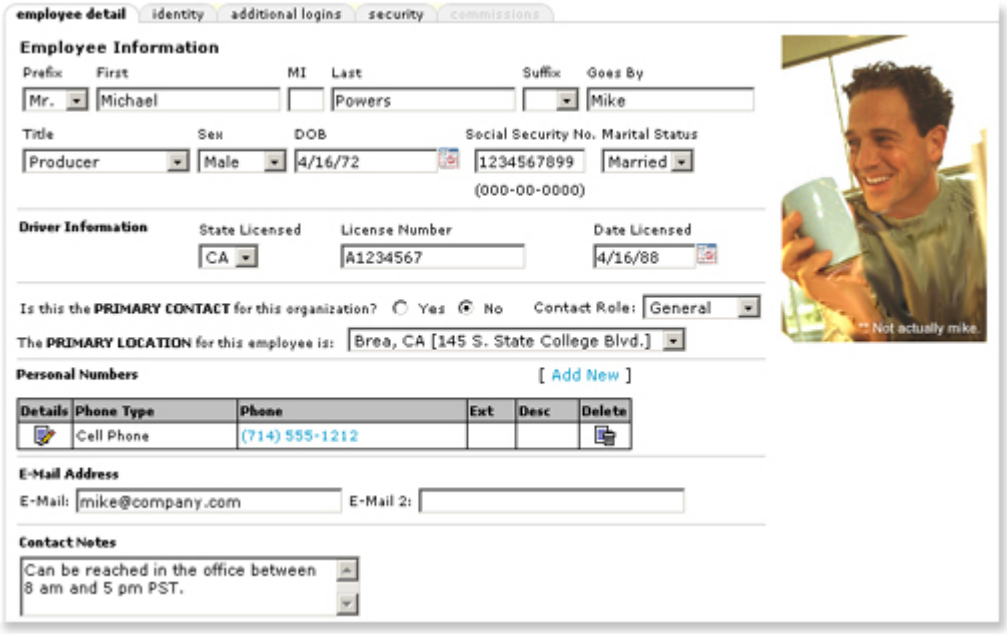
1. On the Primary menu, click **ORGANIZATION**.
2. Click the **employees** tab.
3. Click **Add New**.



4. By default the Search Contact option is selected. To search, type the last name into the box and click Search. Otherwise, select the **New Contact** option.

Tip: While not necessary, you should always perform a search to see if the name you are adding already exists in the system.

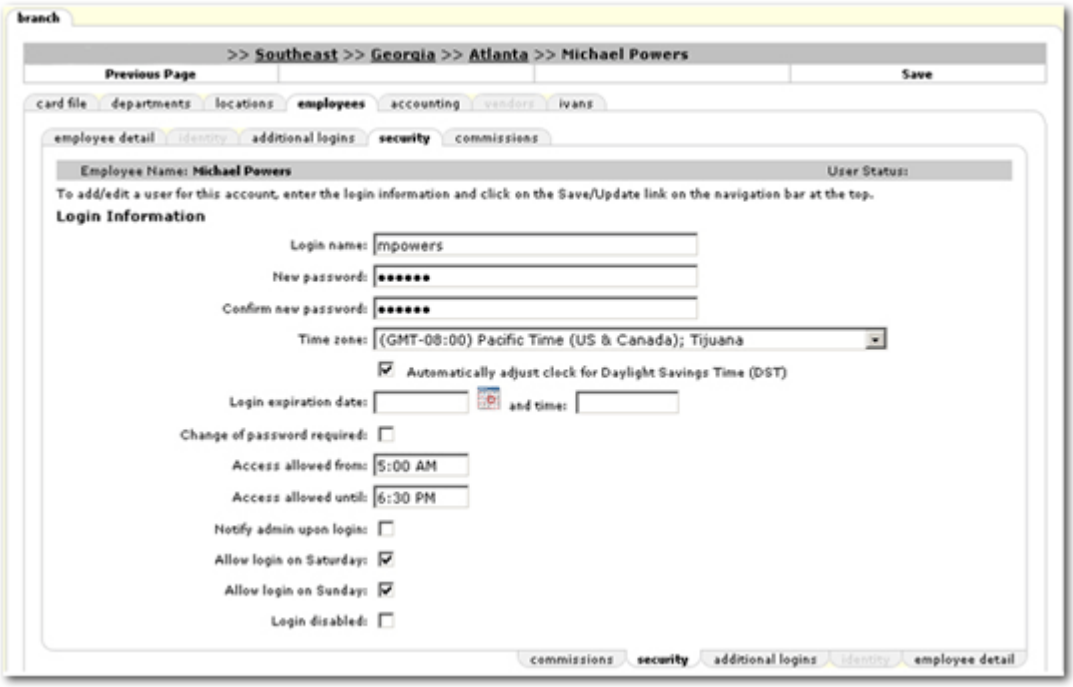
5. Enter the employee detail information.



6. When all of the information is entered, click the **Save** link to save the information.

Note: Adding an employee in Nexsure does not automatically make that employee a Nexsure user, they must be **added as a user** and granted security user rights. See **Adding Employee Rights** below.

7. Click the **Details** icon for the new employee you wish to make a user. Click the "**Click here to make this contact a user**" link appears at the bottom of the screen, the security tab appears.



- **Login name:** Assign the new user a Nexsure login name.
- **New password:** Assign the new user a password. You can give them the option to change the password you assigned upon their first login (see below).
- **Confirm new password:** Retype the password you just entered to verify that you typed it correctly.
- **Time zone:** Select the time zone for the user you are entering.
- **Automatically adjust clock for Daylight Savings Time:** Select this option unless the user is in a state not effected by daylight savings time (ie. Indiana).
- **Login expiration date and time:** You can enter a specific date and time to grant access to Nexsure. This would be useful if you had a temporary employee that will only need access for a specified time frame. If you enter a date and not a time, the system will default to 12:00 AM.
- **Change of password required:** This allows the new user, once they have logged in the first time, to set their own personal password. Upon login, they will be prompted to change their password.
- **Access allowed from/until:** You can select the hours that this user can access Nexsure. Leaving them blank allows 24 hour access.
- Notify admin upon login:
- **Allow login on Saturday/Sunday:** These options are selected by default. To restrict access on these days, clear the check boxes.
- **Login disabled:** Selecting this option restricts access for this user.

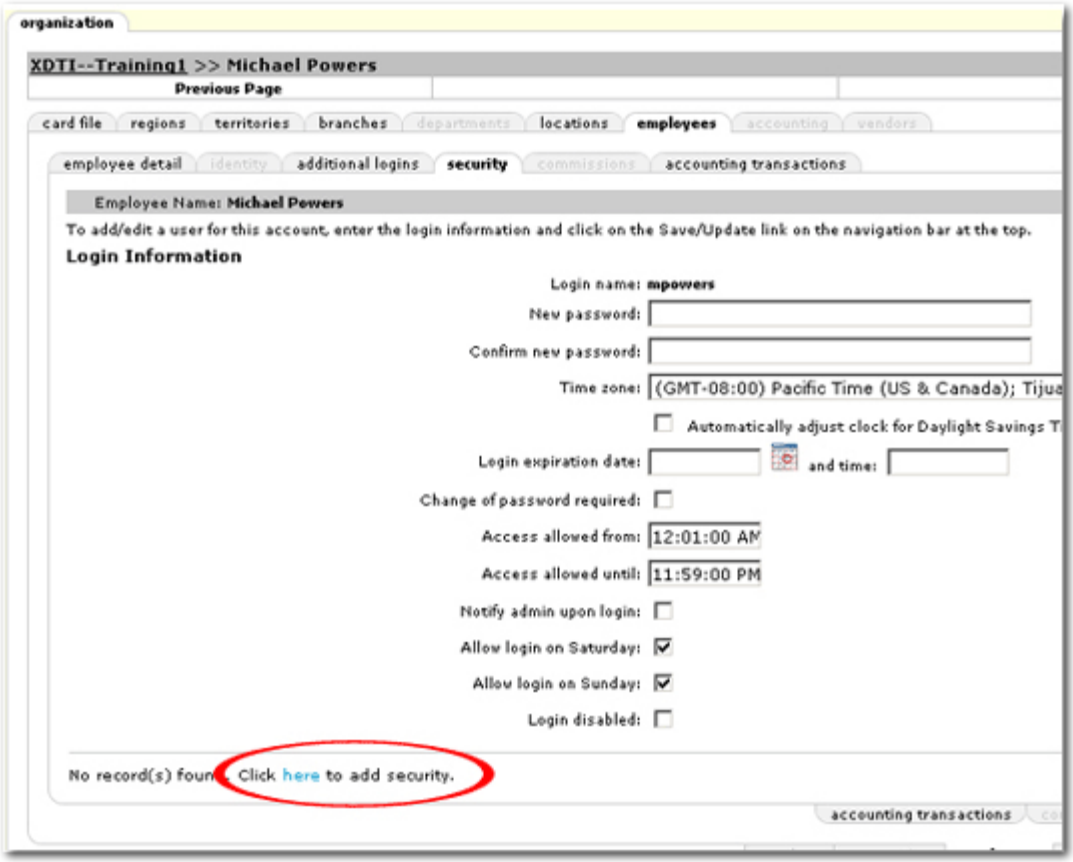
8. Once the login security is setup click **Save**. To add security rights for a user see Adding Employee Security below.

Adding Employee Rights

When adding employee rights, it is important to limit the number of employees that have high level security access such as administrator. A user with administrator rights will have access to all levels in the organization while a user with producer rights will only have access to CRM functionality. See User Rights Templates for more information on setting up custom templates.

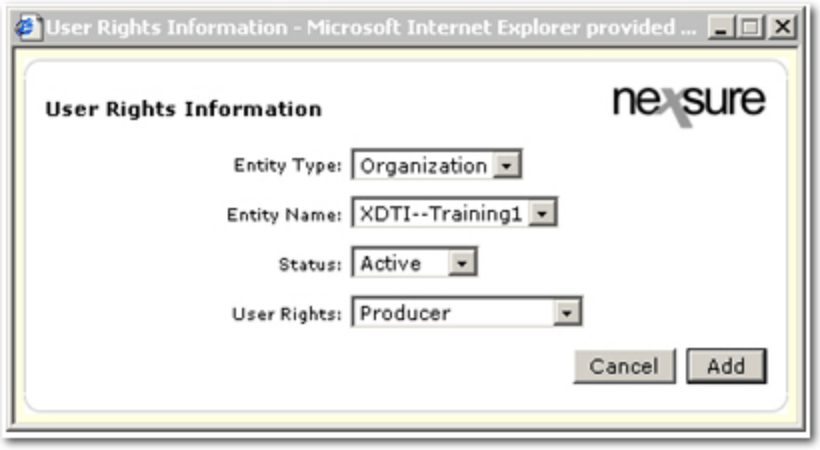
To Add User Security

1. Once you have made an employee a Nexsure user, on the bottom of the **security** tab, click the link that reads **Click here to add security**.



2. Select the user rights information:

   - **Entity Type** - Displays the level at which the employee was added (Organization, Region, Territory, Branch)
   - **Entity Name** - The name of the organization.
   - **Status** - Active/Inactive
   - **User Rights** - The level of security granted to the user (ex. Administrator = All access)



3. Click **Add**.

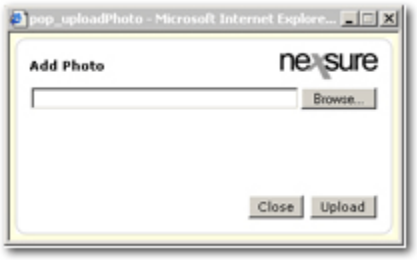
Employee Identity

To add a photo and signature file

You can add a picture to your employee profile. This is an optional feature. Pictures can be in GIF or JPG format. Signatures **must be in JPG** format.

1. On the employees screen, click the **identity** tab.

2. Click **add photo**.



3. Click **Browse** to navigate to the gif file and click **Upload**.

   Note: Photos must be JPG format. To avoid distortion, please upload the photo with a height of 225 pixels and width of 150 pixels.

4. Click **Close**.

Creating a Signature File

Signature files are for appending to certificates when creating Nexsure certificates. Signature files MUST be created and attached to your employee details to create new certificates in Nexsure. This option is **not** available if you are generating certificates via ConfirmNet. Your signature file must be created in a graphics program such as MS Paint or Adobe Photoshop. The signature file must be **JPG** format. To avoid distortion, create the signature file with a height of 75 pixels and width of 300 pixels, for example:



**Drop shadow used to show dimensions.*

To Add a Signature File

1. On the **employees** screen, click the **identity** tab.
2. Click **add signature**.
3. Click **Browse** to navigate to the jpg file and click **Upload**.
4. Click **Close**.

Related Topics

User Rights Templates
Employee Commissions
Employee Login Security
Global Reassignment
IMX Instant Messenger

Setting up Additional Logins

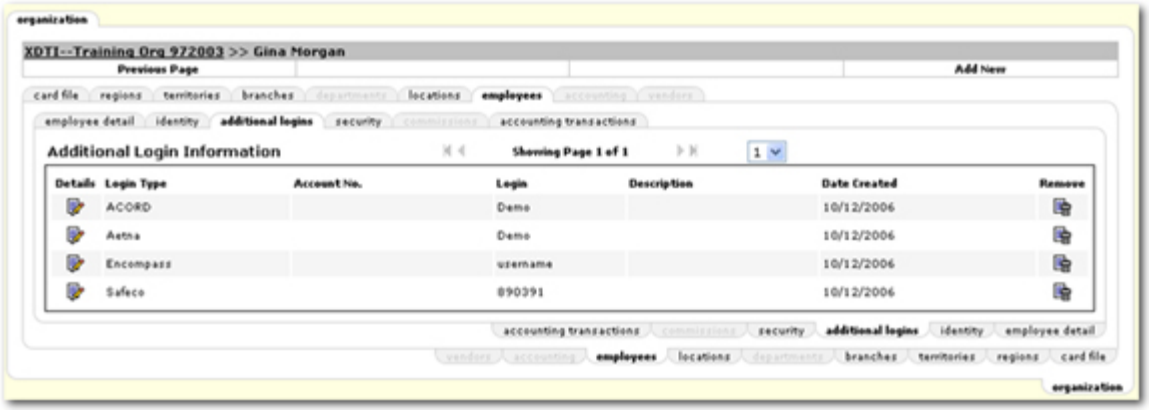
Additional logins are required to gain seamless access to systems outside of Nexsure such as rating systems or carrier Web sites.

To Set Up Additional Logins

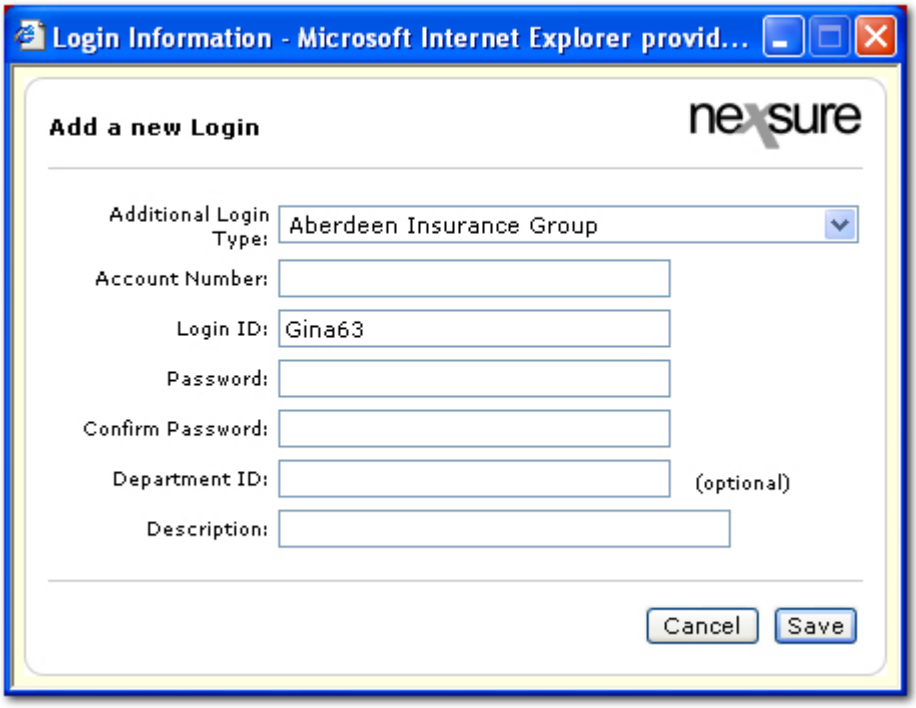
1. On the Primary menu, click **ORGANIZATION**.
2. Click the **employees** tab.

Note: It does not matter what level the additional login information is added to.

3. Click the **Details** icon next to the appropriate employee.
4. Click the **additional logins** tab.



5. Click **Add New**. The **Add a new Login** dialog box is displayed.



6. In the **Additional Login Type** list, select the appropriate provider.

Note: If an eServices provider is not available in the Additional Login Type list, email Nexsure Support with the request. Include the URL to the login page for that provider. Such requests will be evaluated and potentially queued for future Nexsure releases. Providers can include most any third-party secured Web site. If the login page does not contain a logo for the provider, please attach the logo to the email. Indicate whether only automated login is desired or if another real-time inquiry function is desired (billing inquiry, claims inquiry, policy inquiry, policy documents, etc.) If selected and deployed, the new eService provider will appear in the Additional Login Type list for all employees using Nexsure at all Nexsure agencies.

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7. In the **Account Number** box, enter the account number for the provider. (Optional)
8. In the **Login ID** box, enter the correct **Login ID** for that provider. It is necessary to overwrite the Nexsure default **Login ID** with the correct **Login ID** for that provider's Web site.
9. In the **Password** box, enter the correct password for the provider's Web site.

10. In the **Confirm Password** box, re-enter the correct password for the provider's Web site.
11. In the **Department ID** box, enter any additional login information other than the **Login ID** or **Password**. Information to be entered here includes the department code, group ID, or producer code. Entry in the **Department ID** box is only necessary when a third login parameter is required.
12. In the **Description** box, enter a description for the selected **Additional Login Type**. (Optional)
13. Click **Save** to save the new login information. Repeat steps 5-13 to add more additional logins.

    Or

    Click **Cancel** to abort the additional login set up.

Note: Contact the provider selected in the **Additional Login Type** list if the login information is unknown.

eServices

If an additional login has been added for a carrier and the eServices window for the carrier doesn't appear, double-check to see that the carrier's NAIC code(s) are listed in the carrier setup record. If this is a carrier that is currently downloading, please check with the Nexsure system administrator before adding or changing NAIC codes. If Nexsure does not save the NAIC code, it is likely that NAIC code is already in use. In that case, check with the system administrator. If the carrier does not have an NAIC, match the format of the name with the name listed in the Additional Login Type menu. If that does not resolve the issue, please notify Nexsure Support.

If the Organization menu is not available to set up additional logins, the eServices dialog box also enables employees to register for a provider. To register through the eServices dialog box see Accessing eServices. Employees also have the capability to change their eServices passwords from the primary eServices dialog box.

Related Topics

About eServices

Accessing eServices

ExpressWay

Nexsure Integrates with The Hartford's ExpressWay rater. You must have a valid ExpressWay account to use this feature. In addition to a valid account, an additional login must be set up in Nexsure to use this functionality.

Setting Up an ExpressWay Additional Login

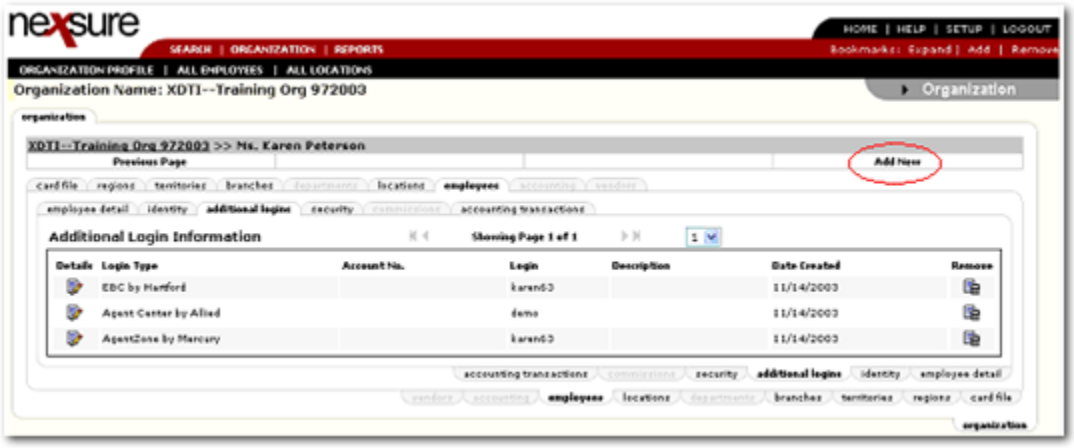
1. On the Primary menu, click **ORGANIZATION**.
2. Click the **employees** tab.

   Note: It does not matter what level the additional login information is added to.

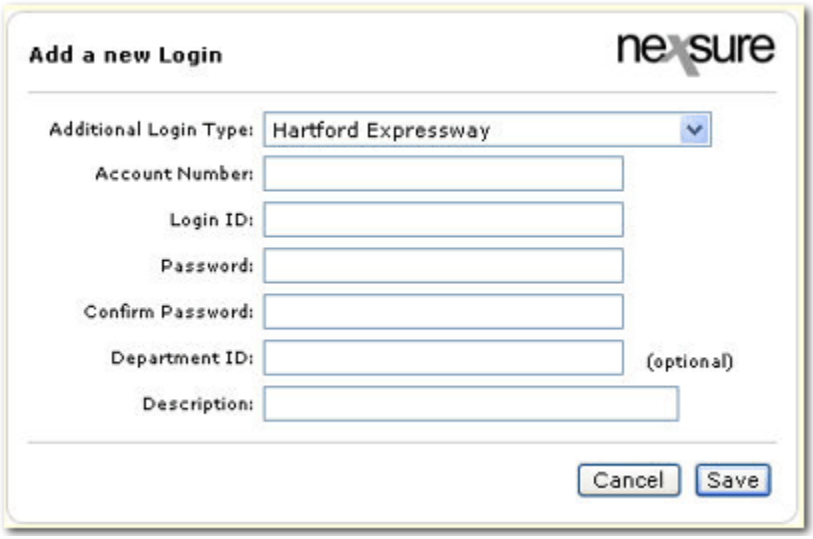
3. Click the **Details** icon of the appropriate Employee.

4. Click the **additional logins** tab.

5. Click the **Add New** link.



6. From the **Additional Login Type** drop-down box, select Hartford Expressway.



7. Complete the Login ID, Password, and Confirm Password fields.

8. Department ID is a 3rd field used to collect any additional login information other than login id or password. (IE: group id, etc.)

9. Complete the Account Number and Description fields (these fields are optional).

Employee Login Security

In addition to the organization's security defaults, individual employees can have specific security settings that supersede the organization defaults. To modify employee login security settings, you must have administrative rights.

To Set Employee Security

1. On the Primary menu, click **ORGANIZATION**.
2. Select the **employees** tab.
3. Click the **Details** icon for the employee you wish to modify the security settings for.
4. Select the **security** tab.
5. Select the login security settings and click **Update**.

Related Topics

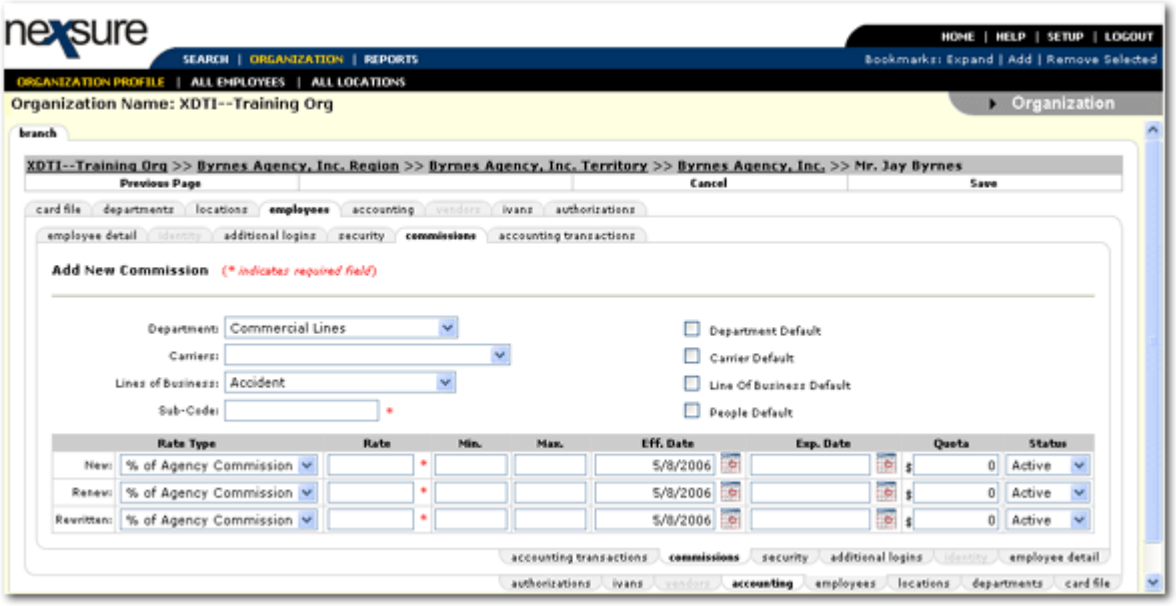
Security Administration

Employee Commissions

To Setup People Commission Defaults

People commission defaults can only be created in the employee file located at the branch level where the employee has been added.

1. On the Primary menu, Click **ORGANIZATION.**
2. Select the **branches** tab and click the details icon of the branch where the employee file resides.
3. Select the **employees** tab.
4. Click on the appropriate employee **Details** icon.
5. Select the **commissions** tab.
6. Click on **[Add New]** or the **Details** icon of an existing commission default to edit.



7. In the **Department** field, select a department from the drop-down.

8. In the **Carriers** field, select a carrier from the drop-down.

9. In the **Line of Business** field, select a line of business in the drop-down.

10. In the **Sub-Code** field, enter the required sub-code.

11. Branch people defaults can be set using the check boxes located to the left of each default type and are used as follows:

    - One department default for the branch.
    - One line of business default for each specific line of business within a branch.
    - One carrier default for each carrier within a branch.
    - Two people defaults for the employee within a branch:
        - One premium commission default. (% Agency, % Premium, Flat Rate)
        - One fee commission default. (% of Fee)

    Note: If a default exists and another default is selected it will overwrite the existing default and become the current default within the branch.

12. Complete the information selecting the:

- **Rate Type**
- **Min**(minimum) and **Max**(maximum) rate if desired.
- **Eff** (effective) **Date** if applicable.
- **Expiration Dates** if applicable.

- **Quota** amount.

The status defaults to **Active**, but can be changed to **Inactive** if the commission default is no longer desired.

Related Topics

Adding Employees

Employee Login Security

Global Reassignment

IMX Instant Messenger

IMX Instant Messenger

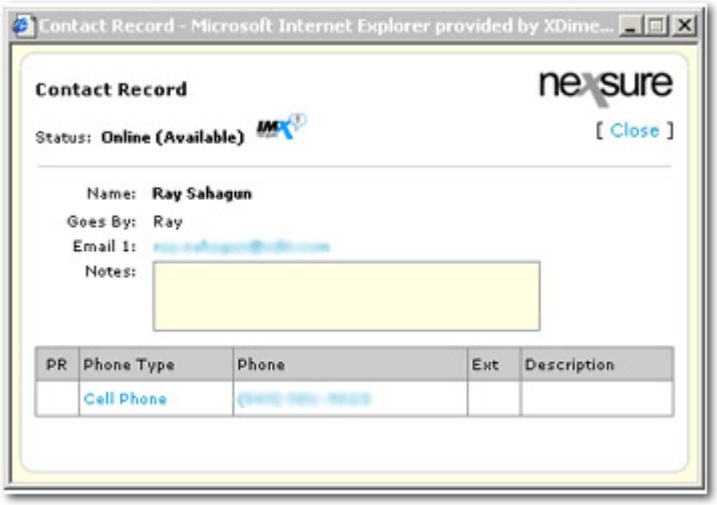
The Nexsure IMX instant messenger allows you to send and receive text messages instantly with anyone logged in to your Nexsure organization.

To Send an Instant Message

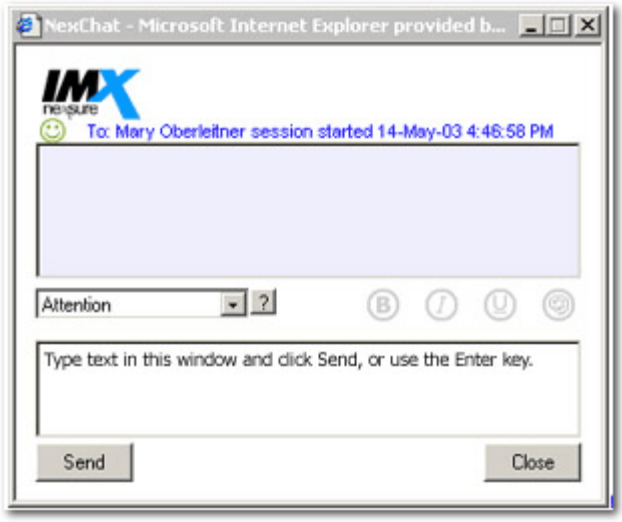
1. On the Utility menu, click **ORGANIZATION**.

2. Select the **employees** tab.

3. Select an online employee. If the employee is online the word **(Available)** will appear next to their name. Click on the employee's name. The employee contact screen will appear:



4. Click the blinking **IMX** icon. The message box will open:



5. Type a message in the lower box and click **Send** or press Enter. The message will be sent to the online employee.

Tip: Use the B, I and U icons to format your text if needed. You can also use the auto text messages in the drop-down list to reduce key strokes.

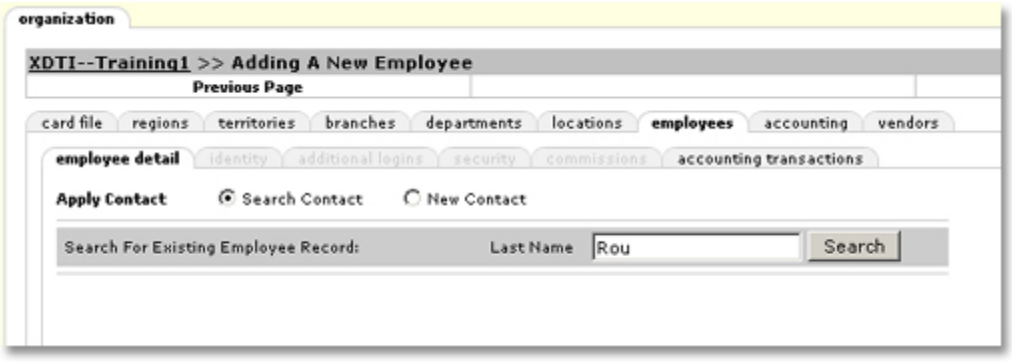
Adding Region Contacts

To Add a Region Contact

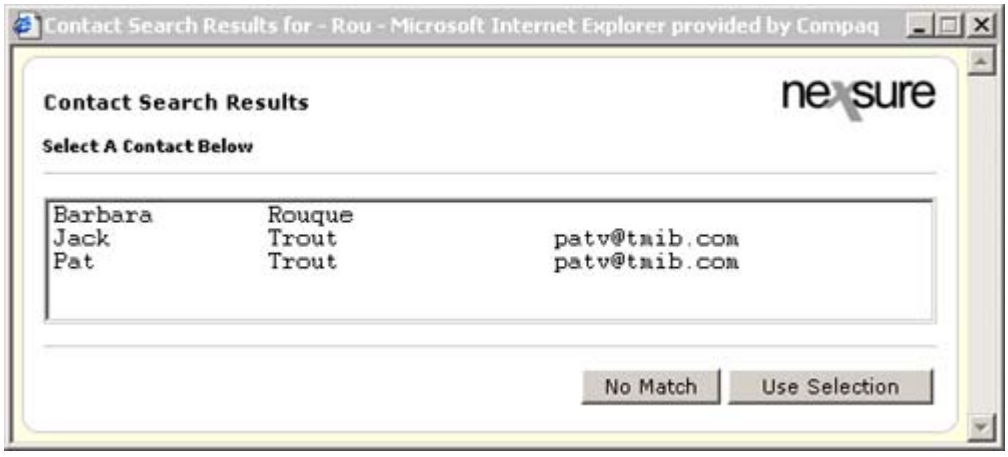
1. On the Primary menu, click **ORGANIZATION**.
2. On the **employees** tab, click **Add New**, before adding a region contact, you must **Search For Existing Contact Record**. This feature allows the current contact database to be utilized so that duplicate contact records may be avoided.

Search Contact

- Select **Search Contact** to search existing contacts and to add as a contact to this entity.



- **Search For Existing Employee Record -** Enter the last name, first name or email address of the employee as the search criteria. Enter a minimum of two characters in order to have valid criteria for a search. No wild card searches to search all are available.
- Click **Search** to display any potential matches.
- The results will be displayed in alphabetical order by last name. If the contact has already been entered in the system, select their name and click Use Selection.
    - The selected contact detail is automatically populated into the current **Contact Detail** screen with exception of the following fields:
        - **Is this the Primary Contact for this account?** - There can only be one primary contact and cannot be deleted. The primary contact can be changed.
        - **Contact Role -** The role is used to identify the contacts role with the branch on behalf of the named insured (Billing, Claims, CPA, etc.). Use the drop-down box that contains items that are added by the agency in Setup under Lookup Management.
        - **Contact Notes** - Enter any relevant notes to the contact (ex. "Leaves the office at 3PM.")



- If no results are found, click **No Match**. The Search Results window will close, then select the **New Contact** option.

New Contact

- If the **New Contact** option is selected, enter the information in the contact detail screen.

Field Descriptions:

- **Prefix**: Use the drop-down box that contains items added by the agency in **Setup > Lookup Management**.
- **First Name**: Enter the first name of the primary contact for this entity. The primary contact is identified as the person you would call or correspond with most of the time.
- **Middle Initial**: This field is one character long. Enter the middle initial of the primary contact.
- **Last Name**: Enter the last name of the primary contact.

- **Suffix**: Use the drop-down box that contains items added by the agency in **Setup > Lookup Management**.
- **Goes By:** Enter the name the contact prefers to be addressed by. This field may be used in letters or emails to the entity.
- **Title**: Use the drop-down box that contains items added by the agency in **Setup > Lookup Management**. The title is used to identify the contacts occupation.
- **Sex:** Use the drop-down box containing **Female** and **Male** to identify gender.
- **Date of Birth (DOB):** Enter the contacts date of birth in the following format: "**##/##/####**". The **Calendar**  icon may be used to access a pop-up calendar. Click on the appropriate day to populate the field.
- **Social Security Number:** This field accepts numerical values only for the social security number. Accepted format: #########. Do not include dashes.
- **Marital Status:** Use the drop-down box to select the appropriate marital status for the contact.
- **State Licensed:** Use the drop-down to select the state licensed.
- **License Number:** This field accepts alphanumeric characters for the license number.
- **Date Licensed:** Enter the contacts date licensed in the following format: **##/##/####**. Use the **Calendar**  icon to access the pop-up calendar. Click on the appropriate day to populate the field.
- **Is this the Primary Contact for this account?** There can only be one primary contact and cannot be deleted. The primary contact can be changed.
- **Contact Role**: The role is used to identify the contacts role with the Branch on behalf of the named insured. Use the drop-down box that contains items that are added by the agency in **Setup > Lookup Management**.
- **Phone**: Enter the phone numbers without formatting. Formatting will be applied after the **client** screen has been saved. Use the drop-down box to identify the type of phone number. Extension numbers may be entered up to six characters. Phone number identities are as follows:
  - Home phone
  - Cell phone
  - International phone
  - Office phone
  - Pager
  - Personal Fax
- To add additional phone numbers:
  - Click on the **Add New** link to the right of group heading
  - Use the drop-down box to select the identity of the phone number being added.

- Enter the phone numbers without formatting. Formatting will be applied after the screen has been saved.
- The extension numbers may be entered up to six numeric characters.
- Click on the **Save** button to save the phone number just added.
- Click on the **Close** button to abort the addition of the new number.
- The number of personal phone numbers that can be added to each contact is only limited by the identity choices. Click on the **Add New Link** to add a new phone number.
- Click on the **Details**  icon beside the number to edit.
- Click on the **Delete**  icon beside the number to delete.

- **Email:** The email address for the contact is optional, however if the format is entered incorrectly an error will be returned to warn of the improper format. The screen cannot be saved until the format is corrected. The field can contain up to 30 characters with alphanumeric data. There are two email addresses to accommodate both work and personal as necessary.
- **Contact notes:** Can be used for any notation about this contact. The notes can only be viewed from the contact details screen.
- **Save** – The **Save** button will save new contact information.
- **Cancel** – The **Cancel** button will abort any modifications or adding a new contact.
- **Delete** – The **Delete** button will delete the contact. The primary contact cannot be deleted but can be changed. The delete button will not be present if the contact is set to primary.
- **Update** – The **Update** button will update any modifications to the contact record.

- When the information is complete, click the **Save** link. The screen returns to the employee tab.

To Add the New Contact as a Nexsure User

1. On the employee tab, select the contact by clicking on their **Details**  icon.
2. Click Click here **to make this contact a user**. The **security** tab is enabled beside the **Contact Detail** tab. See Setup for information on adding and modifying security templates.

Related Topics

About Regions

Region Employee Security

Territories

Branches

Accounting Summary

The account summary gives a brief overview of your organization's operating account, operating payables, carrier payables and trust account balances. The summary screen also displays alerts as to undeposited funds or if your premium exceeds the trust balance. The information on the summary tab reflects booked information or balance sheet information for what ever organization is selected.

The information on the summary screen is specific to how the summary screen is accessed. For example, if you click organization on the Primary menu, and then select the accounting tab, the account summary will reflect the entire organization. If you click organization on the primary menu, then select a territory or branch the account summary will display account summary information accordingly.



Current Through - Displays the last day of the current period. This column will display the cumulative total of all subordinate org levels (roll up) based on the account number defined in the mandatory accounts funds as of last updated. Accounts include:

- Operating Account
- Operating Payable
- Carrier Payable
- Trust Account

Previous Through - Displays the ending cumulative total on the last day of the period immediately proceeding the current period of all subordinate org levels (roll up) based on the account number defined in the mandatory accounts:

- Operating Account
- Operating Payable
- Carrier Payable
- Trust Account

Alerts

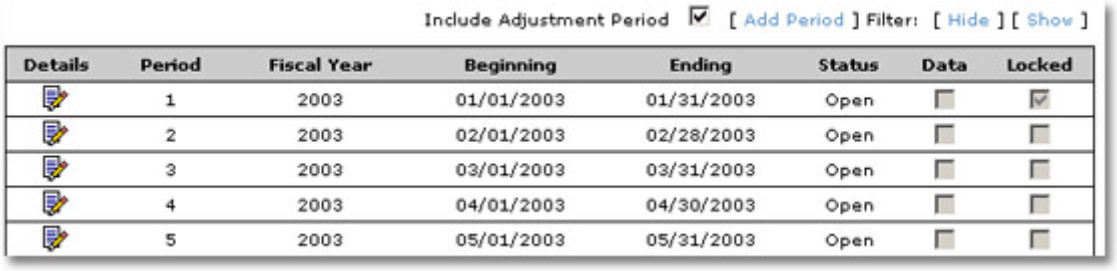
Undeposited Funds - Calculated as of last updated.

Current Through Premium Exceeds Trust Balance - Calculated by deducting the carrier payable balance from the trust account balance.

Accounting Periods

The accounting period is the time for which accounts are prepared. Accounting periods will be divided into 12 monthly units for the next fiscal year. If "Include Adjustment Period" is selected, a 13th period will be created beginning and ending on the last day of the fiscal year. This period should be used for year-end adjustments. You can set up the accounting periods as far into the future as needed.

Use the search filter to search for specific accounting periods which have been entered.


Include Adjustment Period [Add Period] Filter: [Hide] [Show]

Details	Period	Fiscal Year	Beginning	Ending	Status	Data	Locked
	1	2003	01/01/2003	01/31/2003	Open		
	2	2003	02/01/2003	02/28/2003	Open		
	3	2003	03/01/2003	03/31/2003	Open		
	4	2003	04/01/2003	04/30/2003	Open		
	5	2003	05/01/2003	05/31/2003	Open		

To Add Periods for the Next Fiscal Year

1. On the **Primary** menu, click **Organization**.
2. Click the **accounting** tab.
3. Click the **setup** tab and then click the **accounting periods** tab.
4. Click **[Add Period]**.

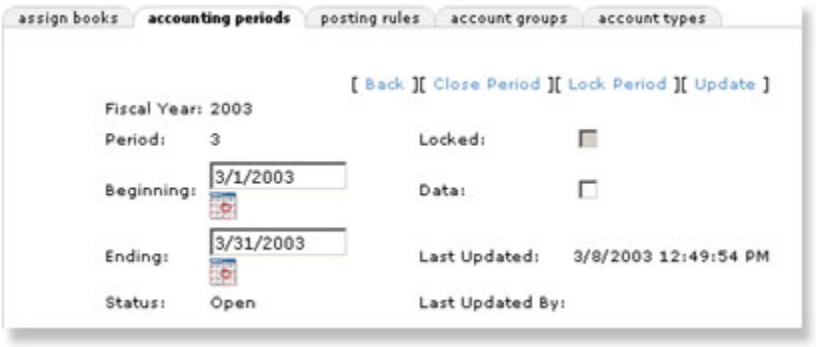
Editing Account Periods

Account period dates can only be edited at the organization level. However, once an organization Setup is saved as complete account period dates cannot be changed. Beginning and ending dates must be in chronological order and cannot overlap, with the exception of the adjustment period.

Note: The adjustment period's beginning and ending dates will always be the last day of the last period.

To Edit a Period

1. On the Primary menu, click **Organization**.
2. Click the **accounting** tab.
3. Click the **setup** tab and then click the **accounting periods** tab.
4. Select the period you wish to edit and click the **Details** icon.



5. Edit the account period as needed and click **[Update]**.

Locking and Closing Periods

Locked

When a period has been locked, it can no longer be posted to without appropriate security access. Locked periods can also be unlocked at anytime (with appropriate security) to make adjustments to the period.

To Grant Locked Period Posting Access

1. On the Utility menu, click **Setup**.
2. In the Setup Console, click **Security Administration**.
3. Select the **user rights templates** tab.
4. In the Entity Types drop-down, select Client. In the User Template Types box, select Standard Client Rights.
5. Click the **Edit** link.
6. In the Security Wizard scroll down and select **Transactions** from the list.
7. In the Rights area, select all Post Locked check boxes that will have access granted to.
8. Click **Save** and **Close**.

Closed

When a period is closed it cannot be reopened. Be sure that all adjustments to the period have been made prior to putting it in a closed status.

Periods must be closed in chronological order. If you attempt to close a period out of order, you will be prompted to close any subordinate periods before closing the current period.

Year-end Adjustments

Year-end is when an organization's fiscal year comes to an end. Typically, it is the last day of the last month of their fiscal year. The system's year-end entries must “0” each level income and expense accounts. This creates an offsetting entry to retained earnings by book level. That increase or decrease to retained earnings will appear in the first month of the next fiscal year.

At any given time of the current year, this process will always look at whatever the total income and expense balances are as of that moment to make entries. The “Year end Adjustment” process should not be cumulative. In other words, if I click “Year End Adjustment” on August 15 just to see retained earnings values for the next fiscal year, the system should not be creating a posted entry per se. It should consider the year-to-date values every time and not hold any previous “Year End Adjustment” entries. Retained earnings in the next fiscal year should simply reflect “0” totals from the previous year for income and expense with the appropriate retained earnings accounts updated by an offsetting amount.

Other year end processing done by an organization generally involves working with an accountant to produce adjusting entries for the year. This typically occurs several months after the end of the fiscal year. Locking and unlocking the fiscal periods will facilitate moving forward with year end entries generated for the fiscal year without having to close the month.

Once year-end entries are completed and the final postings validated, the last month of the fiscal year can be closed. Final year end adjustments should be generated prior to closing the last month of the fiscal year as well as the adjustment period. Nexsure handles each book level calculations separately. Organization level year-end pertains to entries unique to org. Trial balance summary by general ledger number enables easy view of total balance retained earnings.

Sample of year-end balances with adjusting entries and beginning balances

Year-End Procedure

Before beginning the year-end procedure make sure to read this topic in its entirety.

Year end is typically the last day of the last month of an organization’s fiscal year. A closing journal entry is created to zero out the accumulated balance for each income and expense account. This allows an organization to start accumulating new income and expense totals from the first day of each fiscal year. The difference created from the closing journal entry, which is income minus expenses, is posted to the Retained Earnings account. This difference is called Net Profit or Loss and the increase or decrease to retained earnings will be added to the beginning balance for the first period of the following year while all income and expense accounts will be zero.

Step 1

Several months prior to year end, evaluate and add the number of periods needed for future months. Accounting periods can be set up as far into the future as desired. However, it is important to set up enough fiscal years to cover the longest policy term, assuring that future installments will post into the correct period while avoiding posting errors. When a new fiscal year is added in Nexsure, the organization may choose to have either 12 or 13 accounting periods. The 13th period starts and ends on the last day of the last month of the fiscal year and is typically used only for year-end adjustments. If a 13th period was not created for the organization the year-end adjustments should be entered on the last day of the 12th period. (For more details on Accounting Periods, see Tips and Facts Vol. 2 Issue 4)

Step 2

Prior to creating the closing journal entry year-end adjustment, the last accounting period of the fiscal year must be open and unlocked. This applies regardless of whether the user’s security is set to allow

posting to a locked period. All preceding accounting periods must be locked. Add any adjusting journal entries to the Income and Expense accounts within each territory making certain to enter the last day of the month of the fiscal year as the date booked for entries that should post to the 12th or 13th period.

Note: Unwanted entries might occur while an accounting period is unlocked so it is advisable to unlock periods when no other users are logged into Nexsure. Locking and unlocking an accounting period at the Organization level also unlocks the same accounting period for all territories. However, locking or unlocking at the Territory level only affects that specific territory.

Step 3

The year-end adjustment—closing journal entry is first done for each territory (at the Book Level) and at the Organization level last. The territory year-end adjustment will zero out all income and expenses for the territory and each corresponding branch, department and unit. The difference will be posted to the Retained Earnings account for that territory. The year-end adjustment at the organization will zero out all income and expenses for the Organization level. The difference will be posted to the Retained Earnings account for the organization.

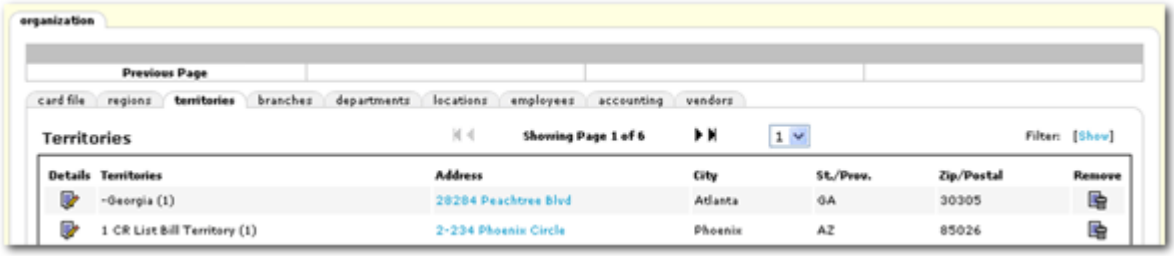
Note: Creation of the year-end adjustment is done after the manual adjustments to the Income and Expense accounts are posted.

Creating the Year-End Adjustment at the Territory level

1. On the **Primary** menu, click the **ORGANIZATION** link.



2. Click the **territories** tab and the **Details** icon for the specific territory.



3. Click the **accounting** tab.
4. Click the **setup** tab on the second row of tabs which will default to the **accounting periods** tab on the third row of tabs.

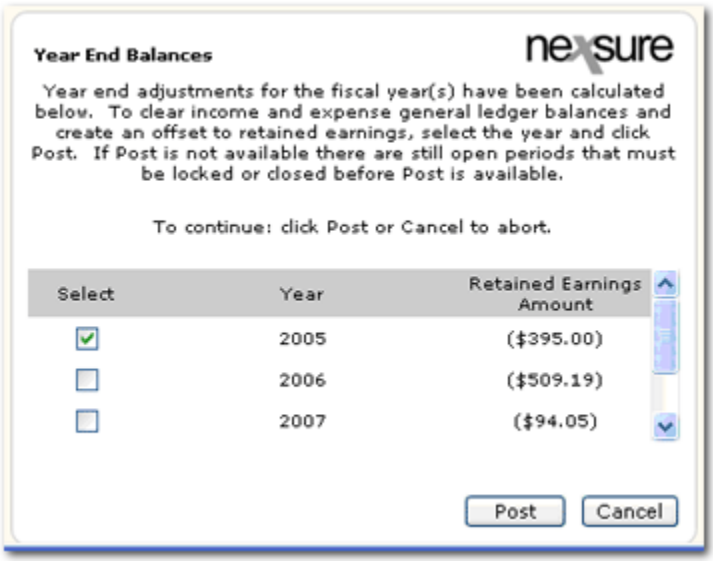


5. Click the **Year End Adjustments** link to display the **Year End Balances** dialog box.



The **Year End Adjustments** link may be run as many times as needed as long as the last period is open.

6. Clicking the **Post** button creates a new year-end closing Journal Entry (J/E) number which replaces the previously generated year-end closing J/E. Once all periods are closed, this option is removed.



7. Click the check box next to the fiscal year to close. The **Post** button will be enabled.
8. Click the **Post** button to display the **Journal Entry ID** number.

   This identifies the journal entry that was made to post profit or loss to the Retained Earnings account in the last period of the fiscal year.
9. Click **OK** to confirm the **Journal Entry ID** number.



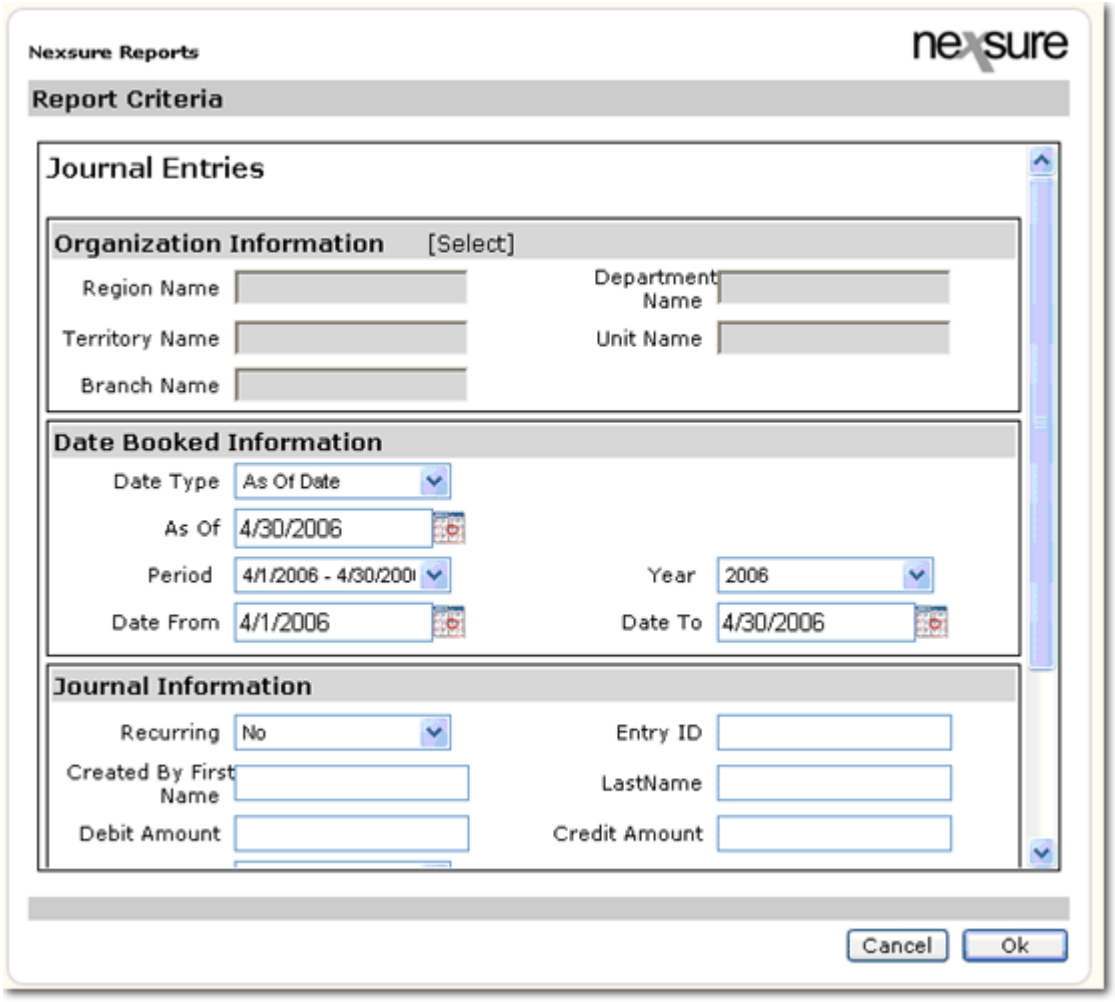
Important: Do **NOT** close the last period of the fiscal year prior to posting the year-end adjustment as this will permanently remove the option to post year-end adjustments. If attempted, a red text warning displays when accessing the last period of a fiscal year prior to posting the year-end adjustment.

Step 4

To View or Print the Detail of the Journal Entry

1. Navigate to the **Journal Entries** report.

2. Enter the journal entry ID in the **Entry ID** box.



Note: Journal Entries may also be viewed by accessing **Accounting > Transactions > Journal Entries**.

Step 5

At this point, all manual adjustments to income, expense accounts and the year-end adjustment within the territory have been completed. If not, complete those adjustments as well as any to the balance sheet accounts and repeat Step 3 and 4 before beginning Step 5. Close all periods for the year being closed but only after the journal entries are complete and all reports are verified. Accounting periods must first be closed sequentially at each territory level. Closing a period is permanent and ensures that no changes can be made to that period and allows the year-end process to be completed. It is necessary for the prior year to be completely closed before creating year-end adjustments for the following fiscal year. If the prior year periods are not all closed there is a possibility that unwanted entries could be posted and a new year-end journal entry could be created with different figures.

Note: If the accounting periods are not closed, accounting entries may be posted to these months by unlocking or with security access to post to a locked period. Only close accounting periods when all year-end journal entries are complete.

Step 6

Repeat steps 1-5 for all territories then access the organization level and follow the same steps. Do **not** begin the year-end procedure at the organization level until all territory periods have been completed and closed.

Year-End Recap

Complete the year-end procedure for all territories first. Only after all territory accounting periods are completely closed should the organization level year-end closing be done. Use the same steps to do the year-end process for the organization level by accessing **ORGANIZATION > ACCOUNTING > setup > accounting periods**.

1. Evaluate and add the number of periods needed for future months (Only added at the organization level as all territories are automatically propagated).
2. Make sure all periods are locked except the last accounting period of the fiscal year. Add any manual adjusting entries to income accounts, expense accounts and balance sheet accounts as necessary, making certain to enter the date booked as the last day of the fiscal period for entries that should be posted to the 12th or 13th period.
3. Click the **Year End Adjustments** link to create a new year-end closing entry. Rerun this process as many times as needed. (Year-end adjustments can be generated again and again until all periods are closed. A new year-end closing J/E number is created and is added in place of the previously generated year-end closing J/E.). The year-end adjustment posting is done after manual journal entries are made.
4. Review the closing journal entry.
5. At this point, all manual adjustments to income accounts, expense accounts and the year-end adjustment within the territory have been completed. If not, complete those adjustments as well as any to the balance sheet accounts and repeat Step 3 and 4 before beginning Step 5. After the financial statements are in order and finalized, close all periods including the last period in the fiscal year (All territories must be closed before attempting to close the organization level). When all the accounting periods are closed, no changes can be made to the fiscal year and the year-end adjustment cannot be recreated. It is necessary for the prior year to be completely closed (territory and organization levels) before creating year-end adjustments for the following fiscal year. If the prior year periods are not all closed there is a possibility that unwanted entries could be posted and a new year-end journal entry could be created with different figures.
6. Repeat steps 1-5 for all territories. After **all** periods are closed for **all** territories, follow the same steps for the organization level.

Important: Do not begin the year-end procedure at the organization level until all territory periods have been completed and closed.

Posting Rules

Posting rules determine how the organization will post to the general ledger. Posting Rules are set up at two levels in Nexsure:

- **Organization**
- **Department**

Global posting rules are set at the organizational level, but can be set differently when a department is added. Once a department has been added, the department-level posting rules can only be changed by replacing the department. Department-level posting rules override global-level posting rules.

To Set Up Global Posting Rules

1. On the Primary menu, click **ORGANIZATION**.
2. Click the **accounting > setup > posting rules** tab. On the posting rules tab, there are five sub-sections:
   - Global Invoice General Ledger Posting
   - Agency Bill Accounting Method
   - Direct Bill Invoice General Ledger Posting
   - Direct Bill Accounting Method
   - Retail Agent Invoice Commission
3. In the **Global Invoice General Ledger Posting** section there are two options:



   - **Post to the General Ledger:** This option must be selected to enable direct bill posting to the general ledger. This option can be overridden on a per carrier basis.
   - **Do Not Post to General Ledger:** This option will eliminate any general ledger posting for invoicing globally or specific to direct bill, entries for people and carrier or tax authority reconciliation on an organizational level.

     If this option is selected, all other activity is disabled including direct bill options.
4. In the **Agency Bill Accounting Method** section select the appropriate options as follows:



- **Accrual:** The agency commission is recognized as earned income on the date the invoice is booked.
- **Cash As Received:** The agency commission is recognized as unearned income until the client payment receipt is booked and matched with the invoice.

o **People Payment Accounting Method:**

- **Pay on Invoiced:** The people commission is released as due and expensed on the date the invoice is booked.
- **Pay on Fully Paid:** The people commission is released as due and expensed when a client receipt or receipts matches the entire invoice amount.
- **Pay on Partially Paid:** The people commission is released as due and expensed based on the proportion of the client receipt to the total invoice amount.
- **Accrue Expense:** The people commission is posted as non-due and expensed on the date the invoice is booked.

o **Retail Agent Agency Bill:**

- **Net:** Nexsure will track the net amount owed by the retail agent and expense the retail agent's commission.
- **Gross:** Nexsure will track the gross amount owed by the retail agent.
- **Allow Override at Retail Agent:** New retail agents will default to Net or Gross respectively but can be changed on an individual basis.



o **Please select either Create Payable or Create Receivable:** Nexsure will track the commission due to the retail agent as either a payable or receivable.

- **Create Payable:** Nexsure will track the commission due to the retail agent as a payable.
- **Create Receivable:** Nexsure will track the commission due to the retail agent in the retail agent accounts receivable account as a contra asset.
  - **Pay on Invoiced:** The retail agent commission is released as due and expensed on the date the invoice is booked. The commission will be released regardless of whether or not the invoice has been paid.
  - **Pay on Fully Paid:** The retail agent commission is released as due and expensed when a retail agent receipt or receipts matches the entire invoice amount.
  - **Pay on Partially Paid:** The retail agent commission is released as due and expensed based on the proportion of the retail agent receipt to the total invoice amount.

- **Accrue Expense:** The retail agent commission is posted as Non-Due and expensed on the date the invoice is booked.

5. In the **Direct Bill Invoice General Ledger Posting** section there are two options that affect direct bill invoice posting for the entire organization:



   - **Post to the General Ledger:** Direct bill invoices will post to the general ledger.
   - **Override By Carrier:** The option to post or not post direct bill invoice entries to the general ledger can be activated on a by-carrier basis.

     Note: If Override by Carrier is not selected after carriers have been set to alternative rules, those rules will revert to match the organization's posting rules.

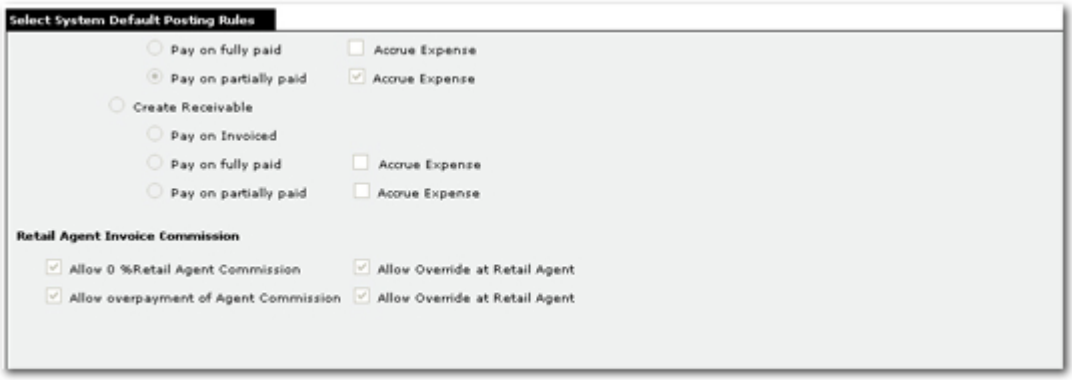
   - **Do Not Post to General Ledger:** Direct bill invoices will not post to the general ledger. Direct bill invoices can still be entered but they will have no effect on the general ledger. Only direct bill invoicing will be excluded from general ledger posting.

6. In the **Direct Bill Accounting Method** section select the appropriate options as follows:
   - **Accrual:** The agency commission is recognized as earned income on the date the invoice is booked.
   - **Cash as Received:** The agency commission is recognized as unearned income until the direct bill commission has been received from the carrier (recognized during reconciliation).
   - **People Payment Accounting Method:**
     - **Pay on Invoiced:** The people commission is released as due and expensed on the date the invoice is booked. The commission will be released regardless of whether or not the agency commission has been paid.
     - **Pay on Fully Paid:** The people commission is released as due. It is expensed when the entire direct bill commission has been selected during the reconciliation process indicating that payment from the carrier has been received.
     - **Pay on Partially Paid:** The people commission is released as due and expensed based on the proportion of the carrier receipt to the total agency commission amount.
     - **Accrue Expense:** The people commission is posted as Non-Due and expensed on the date the invoice is booked.
   - **Retail Agent Direct Bill:**



- **Please select either Create Payable or Create Receivable:** Nexsure can track the commission due to the retail agent as either a payable or receivable.
  - **Create Payable:** Nexsure will track the commission due to the retail agent as a payable.
  - **Create Receivable:** Nexsure will track the commission due to the retail agent in the retail agent accounts receivable account as a contra asset.
    - **Pay on Invoiced:** The retail agent commission is released as due and expensed on the date the invoice is booked. The commission will be released regardless of whether or not the agency commission has been paid.
    - **Pay on Fully Paid:** The retail agent commission is released as due and expensed when the entire direct bill commission has been selected through the reconciliation process indicating that payment from the carrier has been received.
    - **Pay on Partially Paid:** The retail agent commission is released as due and expensed based on the proportion of the carrier receipt to the total agency commission amount.
    - **Accrue Expense:** The retail agent commission is posted as Non-Due and expensed on the date the invoice is booked.

7. In the **Retail Agent Invoice Commission** section select the appropriate options as follows:

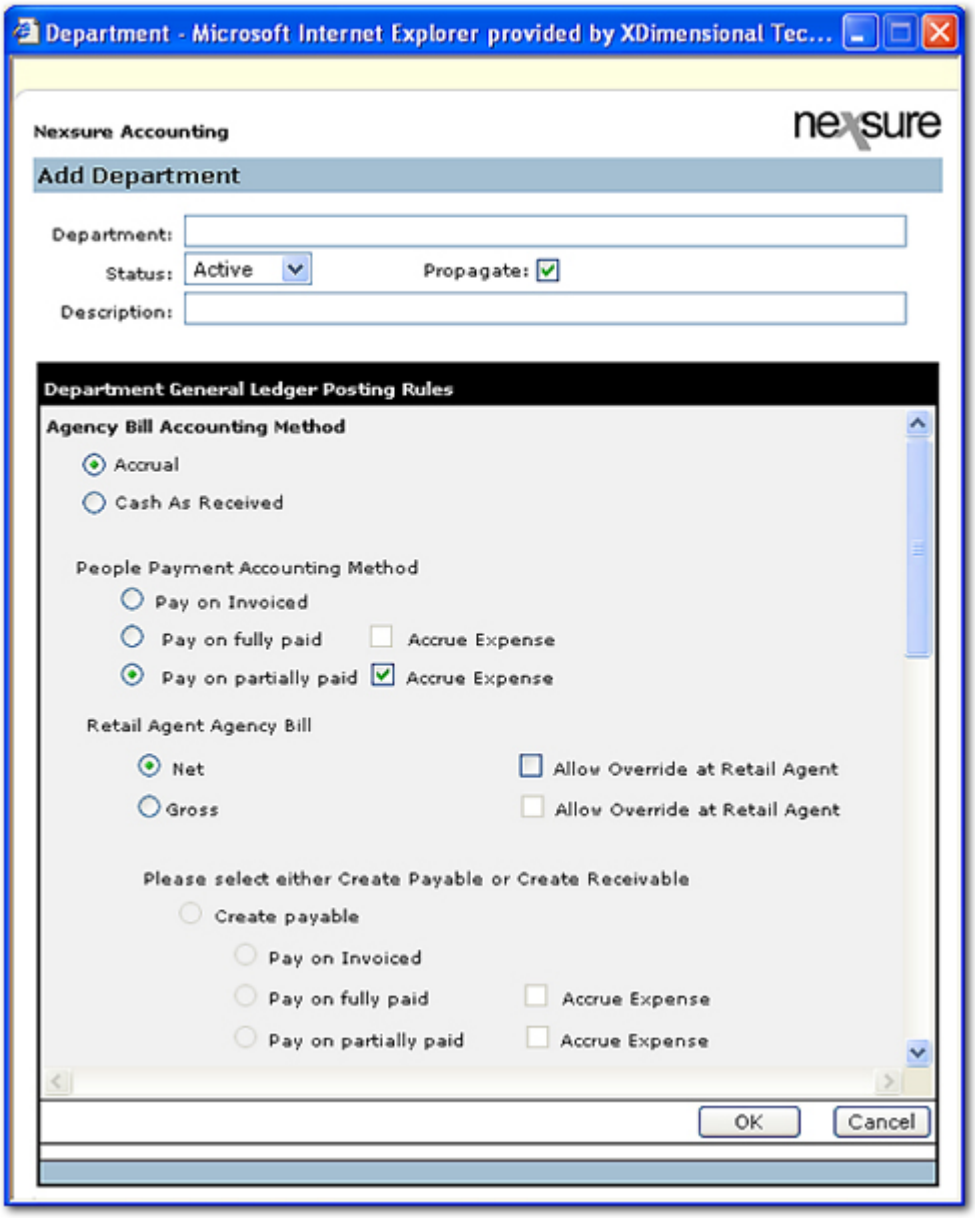


- **Allow 0% Retail Agent Commission:** Nexsure allows a retail agent's commission to be set to zero. The retail agent would receive no commission from the agency writing the business.
- **Allow Override at Retail Agent:** The option to allow zero commission for a retail agent can be decided on a by-retail agent basis.

- **Allow Overpayment of Agent Commission:** The retail agent's commission may be set higher than the agency commission.
- **Allow Override at Retail Agent:** The option to allow overpayments of retail agent commissions can be decided on a by-retail agent basis.

To Set Up Department Posting Rules

1. On the Primary menu, click **ORGANIZATION**. The **organization** tab is displayed.
2. In the **organization** tab, click the **departments** tab. All departments for the organization are displayed.
3. In the **departments** tab, click **[Add New]**. The **Nexsure Accounting > Add New Department** dialog box is displayed.



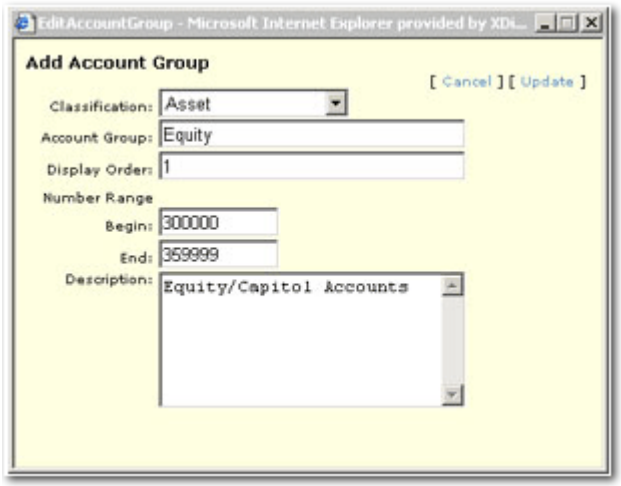
4. In the **Department** box, enter a name for the department.

5. In the **Status** list, select the status of the department. Selecting **Active** will make the department available to be used in a branch.
6. Select **Propagate**. If this option is checked the department will be assigned to all existing branches regardless of how many region / territory / branch levels exist in the organization. If **Propagate** is unchecked the new department is added only to the organization level. The department can then be manually assigned it to the desired branches.
7. In the **Description** box, enter a description of the department (optional).
8. In the Department General Ledger Posting Rules box, most selections are identical to those in the global posting rules set up for the organization. There are two sections that are not available at the department level:
    a. **Global Invoice General Ledger Posting**
    b. **Direct Bill Invoice General Ledger Posting**

Account Groups

To Add a New Account Group

1. On the Primary menu, click **ORGANIZATION**.
2. On the organization screen, select the **accounting** tab.
3. Click the **setup** tab, then select the **account groups** tab.
4. Click **[Add New]**, the Add Account Group screen will appear.



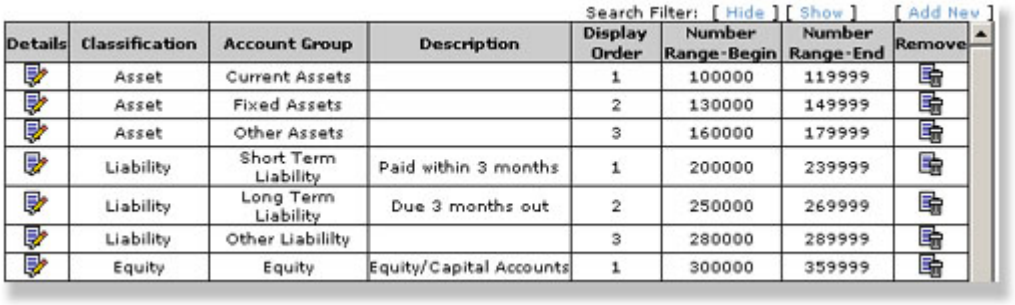
- Select a **Classification**
- Name the **Account Group**
- Enter a **Display Order** number
- Enter the **Number Range**
- Enter a **Description** (optional)

5. Click **[Update]**.

To Edit an Existing Account Group

1. On the Primary menu, click **ORGANIZATION**.
2. On the organization screen, select the **accounting** tab.
3. Click the **setup** tab, then select the **account groups** tab.

   Note: To search for an account group that is not displayed on the screen, use the Search Filter by clicking **[Show]** and entering search criteria.



Details	Classification	Account Group	Description	Display Order	Number Range-Begin	Number Range-End	Remove
	Asset	Current Assets		1	100000	119999	
	Asset	Fixed Assets		2	130000	149999	
	Asset	Other Assets		3	160000	179999	
	Liability	Short Term Liability	Paid within 3 months	1	200000	239999	
	Liability	Long Term Liability	Due 3 months out	2	250000	269999	
	Liability	Other Liabililty		3	280000	289999	
	Equity	Equity	Equity/Capital Accounts	1	300000	359999	

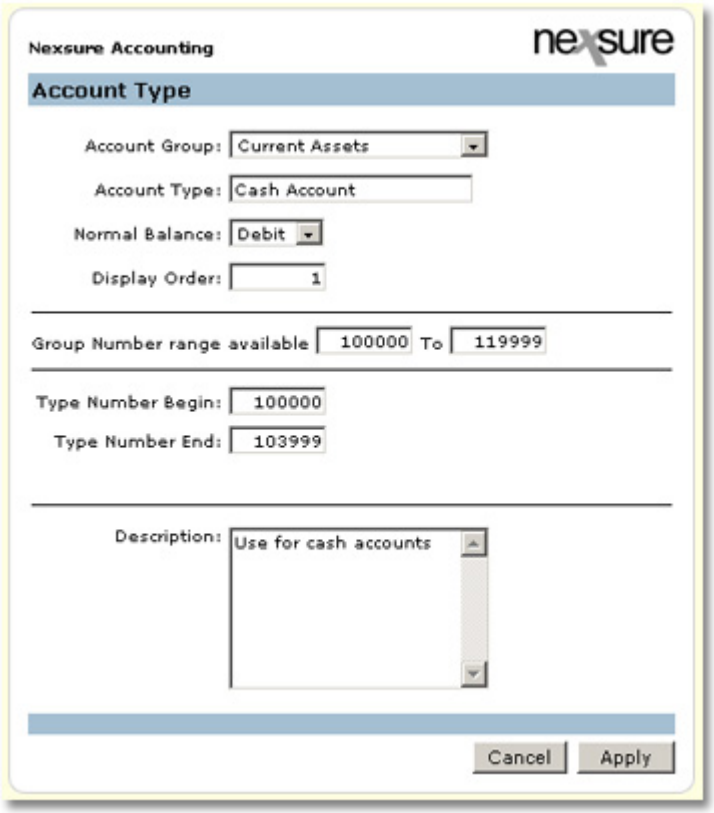
4. Select the account group you wish to edit and click the **Details** icon.
5. Make the necessary changes and click **[Update]**.

Account Types

Account types are subdivisions of account groups. For example a branch may use account types to divide commercial and personal lines.

To Add a New Account Type

1. On the Primary menu, click **ORGANIZATION**.
2. On the organization screen, select the **accounting** tab.
3. Click the **setup** tab.
4. Select the **account types** tab.
5. Click **[Add New]**, the Account Type screen will appear.



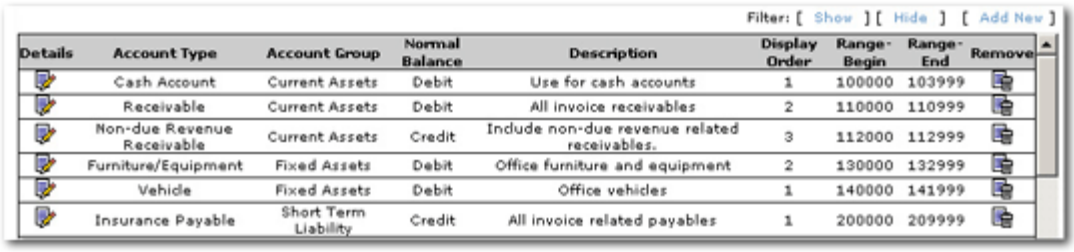
- Select the Account Group to add the account type to.
- Name the **Account Type**.
- Select the Normal Balance, Debit or Credit.
- Enter the Display Order.
- Enter the Group Number range available.
- Enter the Begin and End Type Number range.
- Enter a description (optional).

6. Click **Apply**.

To Edit an Existing Account Type

1. On the Primary menu, click **Organization**.
2. On the organization screen, select the **accounting** tab.
3. Click the **setup** tab, then select the **account types** tab.

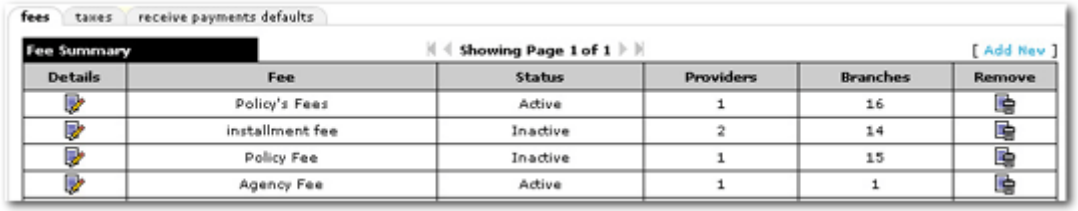
Note: To search for an account type that is not displayed on the screen, use the search filter by clicking **[Show]** and entering search criteria.



4. Select the account type you wish to edit and click the **Details** icon.
5. Make the necessary changes and click **[Update]**.

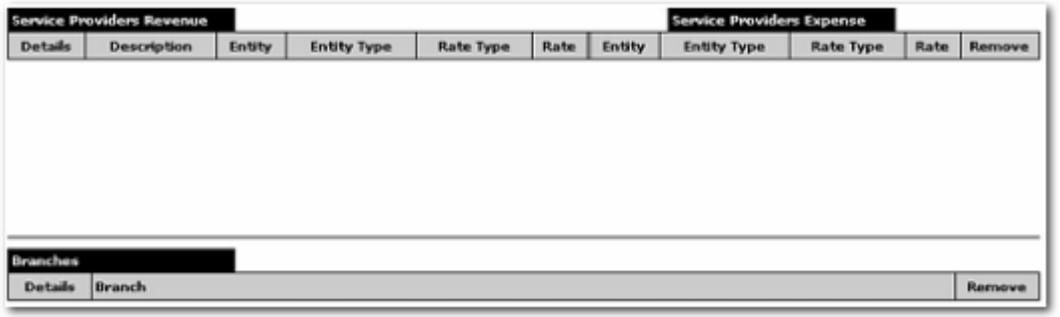
Invoicing Setup

Fees

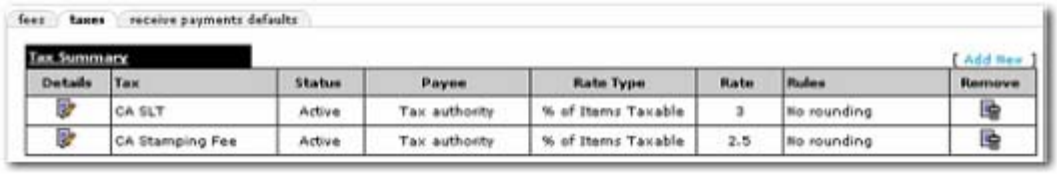


To add new fees





Taxes



To Add New Taxes



Receive Payment Defaults



Receive Payments Default

The **receive payments defaults** tab allows the agency to determine how they want payments to be applied. The information on the received payments defaults tab can be changed at any time, if changes are made, click the Update link to save.

1. On the Primary menu, click **ORGANIZATION**.

2. Click the **accounting** tab
3. Click the **invoicing setup** tab.
4. Click the **receive payments defaults** tab.

- Third Party Payment - Future enhancement that, when checked, will indicate if the payment was received from a 3rd party (insurance carrier, additional interest, bank, etc.)
- Select the **Payment Type default** from the drop-down box.

  - Cash
  - Check
  - Credit Card
  - EFT (Electronic Funds Transfer)
  - ACH (Automatic Check Handling)
  - Credit Card

- **Reference**: The Reference field will default in to all received payments.
- **Description**: The Description field will not default in to all received payment.
- **Assign payments**: Selecting this check box will allow Nexsure to automatically allocate the payment to outstanding invoices.
- Assign Payments Defaults
- Default Assignments:
- Invoice Balance/Oldest First

When a payment is received and is an exact match to an outstanding invoice, Nexsure will apply it to that invoice first. If an exact match is not found, Nexsure will apply the payment to the oldest open item first.

Oldest Invoice/Invoice Balance - When a payment is received, Nexsure will apply it to the oldest open item first.

Allow Manual Assignment Allocation: Selecting this check box will allow the user to override payments that have been automatically allocated by Nexsure.

Allocate Assignment Defaults - Spread assignment evenly across premiums, fees and taxes. Selecting this option allows the payment to be applied proportionally to the premiums, fees and taxes.

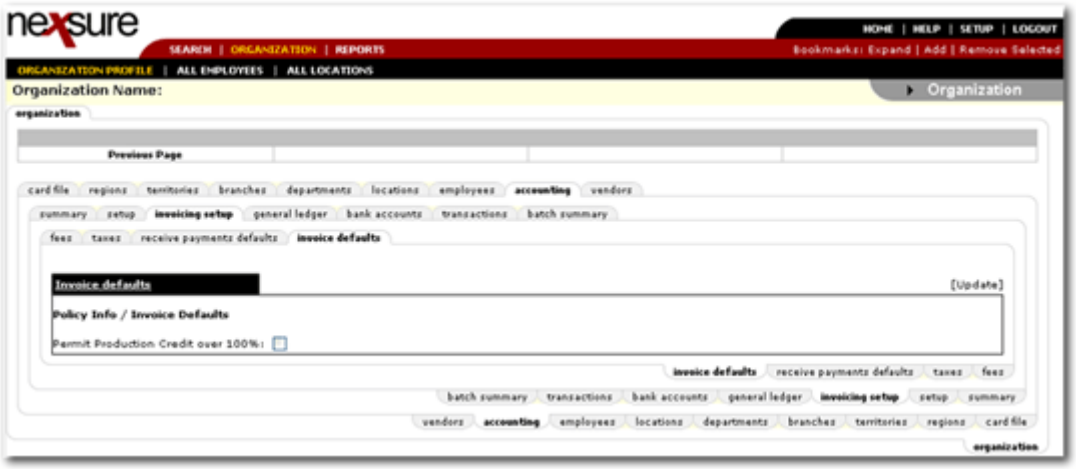
Use the following rules: Selecting this option allows the agency to delegate the order of how a payment will be applied. Only one selection can be made for **Premiums**, **Fees** and **Taxes**.

Multiple selections can be made for the **First**, **Second** and **Third** options. (IE: Agency can select to have the payment applied to Fees and Taxes first and the Premiums second).

Invoice Defaults Tab

To Locate the Invoice Defaults Tab

1. On the Primary menu, click **ORGANIZATION**.
2. Click the **accounting** tab.
3. Click the **invoicing setup** tab.
4. Click the **invoice defaults** tab.



Permit Production Credit over 100%

- If unchecked ☐, neither policy info nor invoicing production credit can exceed 100%.
- If checked ☑, the policy info and invoicing production credit can exceed 100% but the user will be informed that the amount exceeds 100%.
- If you change settings, be sure to use the **[Update]** link to save the change.

Mandatory General Ledger Numbers

Nexsure provides extensive flexibility and power in terms of transactions and automated work-flow. To properly record general ledger information internally, a series of mandatory general ledger numbers are required. Classification is assigned by the system. As a specific general ledger number is selected, the Account Type and Group populates.

Note: The general ledger number range indicated below is typical but is not required. The specific classification indicated is required. If a mandatory general ledger number is required based on setup variation, the specific variation code will be indicated after classification.

Income Posting Variations

Agency Bill Accrual (Income hits general ledger at invoicing)

Agency Bill Cash Basis (Income hits general ledger as payments are received and applied to insured invoice)

Direct Bill Accrual (Income hits general ledger at invoicing)

Direct Bill Cash Basis (Income hits general ledger as commission payments are reconciled as received from carrier)

People Payable Posting Variations

Pay People on invoiced

- AB and DB payable and expense is created at invoicing.

Pay People on fully paid

- AB people payable due and expense is created when insured pays agency in full and the payment is applied to the invoice.
- Installments paid in full will create payable and expense as they are paid.
- DB people payable and expense is created when agency reconciles receipt of commission statement and check where commission due agency is paid in full.
- Installment commission paid in full will create payable due and expense as they are reconciled.

Pay People on fully paid, accrue expense

- AB people payable non-due and expense is created when invoice is posted.
- People payable due is created when insured pays agency in full and the payment is applied to the invoice, clearing non-due payable.
- DB people payable non-due and expense is created when invoice is posted.
- People payable due is created when agency reconciles receipt of commission statement and check, paying the commission in full, clearing non-due payable.

Pay People on partially paid

- AB people payable due and expense is created proportionately based on the amount of payment when insured pays agency and the payment is applied to the invoice.
- DB people payable due and expense is created proportionately based on the amount of payment reconciliation posted.

Pay People on partially paid, accrue expense

- AB people payable non-due and expense is created when invoice is posted.
- People payable due is created proportionately based on the amount of payment when insured pays agency and the payment is applied to the invoice, clearing non-due payable.
- DB people payable non-due and expense is created when invoice is posted.
- People payable due is created proportionately based on the amount of payment reconciliation posted , clearing non-due payable.

Invoice Mandatory General Ledger Numbers

Note: Mandatory General Ledger Numbers cannot be deleted or flagged as inactive. General ledger numbers with transactions cannot be deleted.

Non-Mandatory General Ledger Numbers with transactions booked against them cannot be deleted. Once the balance is zero, they can be flagged as inactive.

Agency Bill Accounts Receivable

The following four accounts receivable general ledger numbers are used for agency bill invoice transactions that should be debited or credited with additional or return premium. If desired, a separate general ledger number can be established for each Bill To or they can all be assigned the same general ledger number. It is recommended that retail agent have a separate accounts receivable general ledger number.

Description	General Ledger Number	Account Type	Account Group	Classification
1. Client	100000 range	Receivables	Current Asset	Asset
2. Additional Interest	100000 range	Receivables	Current Asset	Asset
3. Premium Finance Company	100000 range	Receivables	Current Asset	Asset
4. Retail Agent	100000 range	Receivables	Current Asset	Asset

Direct Bill Accounts Receivable

The following direct bill commissions receivable general ledger number is necessary for direct bill invoice transactions to record commission due the agency. The offsetting entry will depend upon whether or not an agency records commission income on an accrual or as cash is received. Accrual will offset immediately to the direct bill income account. Cash as received will be held in a non-earned income account until reconciliation occurs, flagging that payment has been received and income should be recorded.

Description	General Ledger Number	Account Type	Account Group	Classification
1. Commissions Receivable	100000 range	Revenue Receivables	Current Asset	Asset

Unearned Income

The following unearned income general ledger numbers are required only if an agency is cash basis as received for either agency bill or direct bill. If setup is not cash basis, the system will disable the applicable section reference.

Description	General Ledger Number	Account Type	Account Group	Classification	Setup Variation
1. Agency Bill Commission Unearned Income	100000 to 300000 range			Asset/Liability/ Equity	Cash
2. Agency Fee Unearned Income	100000 to 300000 range			Asset/Liability/ Equity	Cash
3. Vendor Fee Commission Unearned Income	100000 to 300000 range			Asset/Liability/ Equity	Cash

Description	General Ledger Number	Account Type	Account Group	Classification	Setup Variation
4. Direct Bill Commission Unearned Income	100000 to 300000 range			Asset/Liability/ Equity	Cash

Invoice Payables

The following payable general ledger numbers represent moneys that will be due based on invoice entry. Non-due accounts will be disabled depending upon system setup. Note items 5, 10 and 11 are used for cash basis income recognition for fee expenses and payables due to other vendors. Carrier Payable is the account total used for the balances displayed in alerts.

Description	General Ledger Number	Account Type	Account Group	Classification	Setup Variation
1. Carrier Payable	200000 range	Insurance Payables	Short Term Liability	Liability	
2. Binder Bill Payable	200000 range	Insurance Payables	Short Term Liability	Liability	
3. Tax Authority Payable	200000 range	Insurance Payables	Short Term Liability	Liability	
4. Vendor Payable	200000 range	Insurance Payables	Short Term Liability	Liability	
5. Vendor Payable Non-due	200000 range	Insurance Payables	Short Term Liability	Liability	Cash
6. People Payable Due	200000 range	Insurance Payables	Short Term Liability	Liability	
7. People Payable Non-due	200000 range	Insurance Payables	Short Term Liability	Liability	People Pay-Paid Accrue Expense
8. Retail Agent Payable Due	200000 range	Insurance Payables	Short Term Liability	Liability	

Description	General Ledger Number	Account Type	Account Group	Classification	Setup Variation
9. Retail Agent Payable Non-due	200000 range	Insurance Payables	Short Term Liability	Liability	People Pay-Paid Accrue Expense
10. Agency Fee Expense Payable (Non-due)	200000 range	Insurance Payables	Short Term Liability	Liability	Cash
11. Vendor Fee Expense Payable (Non-due)	200000 range	Insurance Payables	Short Term Liability	Liability	Cash

Income

The following payable general ledger numbers represent moneys recorded as income based on the invoice entered. Note that agency fee and vendor fee Income exists but alternative general ledger numbers may be assigned as an aspect of the fee setup process. Service charge income may be implemented in a future release as the general ledger number for automatic service/late charge fees generated.

Description	General Ledger Number	Account Type	Account Group	Classification
1. Agency Bill Income	400000 range	Agency Bill Revenue	Insurance Income	Income
2. Direct Bill Income	400000 range	Direct Bill Revenue	Insurance Income	Income
3. Agency Fee Income	400000 range	Fee Revenue	Fee Income	Income
4. Service Charge Income	400000 range	Service Charge Revenue	Other Income	Income
5. Vendor Fee Commission Income	400000 range	Fee Revenue	Fee Income	Income/Under Ops Income

Retail Agent Expense

The following expense general ledger numbers represent moneys based on commissions paid to retail agents. Classification can be either income or expense.

Description	General Ledger Number	Account Type	Account Group	Classification
1. Retail Agent Expense - Agency Bill	400000 to 900000 range	Commissions Paid	Insurance Income	Income/Expense
2. Retail Agent Expense - Direct Bill	400000 to 900000 range	Invoice Commissions	Sales Expense	Income/Expense

Expense

The following people expense general ledger number represent moneys based on commissions paid to agency personnel entered in the system as employees , used as the offset to people payable due or non-due. Vendor fee expense reflects activity related to vendor fees.

Description	General Ledger Number	Account Type	Account Group	Classification
1. People Commission Expense	500000 range	Invoice Commissions	Sales Expense	Expense
2. Vendor Fee Expense	500000 range	Other Sales Expense	Sales Expense	Expense/Under Ops Expense

Bank Activity Mandatory General Ledger Numbers

Accounts Payable Entry

The following general ledger numbers represent general ledger numbers used in the accounts payable entry function. Accounts payable entry automatically uses the operating payable general ledger number as the credit. Use of reconciliation clearing account and subsequent selection of the accounts payable item in check issuance (disbursement entry) will make the item available as a disbursement in reconciliation. Discounts taken may be implemented in a future release.

Description	General Ledger Number	Account Type	Account Group	Classification
1. Operating Payable	200000 range	Accounts Payable	Short Term Liability	Liability
2. Reconciliation Clearing Account	100000 range	Receivable	Current Asset	Asset/Liability/Equity
3. Discounts Taken	400000 to 999999 range	Discount/Interest Inc	Other Income	Income/Expense

Check Issuance

Generating a disbursement may pull entries from the general ledger, accounts payable, invoicing, or reconciliation. The primary definitive accounts would be a trust or operating account. Additional bank accounts using alternative general ledger numbers are setup at organization or books level entities and selected when issuing disbursements. These accounts balances are used in alerts on the accounting summary screen.

Description	General Ledger Number	Account Type	Account Group	Classification
1. Trust Account	100000 range	Cash Accounts	Current Asset	Asset
2. Operating Account	100000 range	Cash Accounts	Current Asset	Asset

Receive Payments

Accounts receivable general ledger numbers will be set at invoicing mandatory general ledger numbers and are disabled. Undeposited funds should always be cleared by deposit on a timely basis. Using reconciliation clearing account will enable selection of payment in reconciliation.

Description	General Ledger Number	Account Type	Account Group	Classification
1. Client	Set at invoicing	Receivables	Current Asset	Asset
2. Additional Interest	Set at invoicing	Receivables	Current Asset	Asset
3. Premium Finance Company	Set at invoicing	Receivables	Current Asset	Asset
4. Retail Agent	Set at invoicing	Receivables	Current Asset	Asset
5. Undeposited Funds	100000 range	Receivables	Current Asset	Asset
6. Reconciliation Clearing Account	Set at Accounts Payable	Receivables	Current Asset	Asset/Liability/Equity

Make Deposit

Making a deposit presents items based on selected ranges created through receive payments. Alternative general ledger numbers may be used based on bank account selected for deposit. These accounts balances are used in alerts on the accounting summary screen.

Description	General Ledger Number	Account Type	Account Group	Classification
1. Trust Account	Set at check issuance	Cash Accounts	Current Asset	Asset
2. Operating Account	Set at check issuance	Cash Accounts	Current Asset	Asset

Reconciliation Mandatory General Ledger Numbers

Adjustments

Accounts available to balance reconciliation permit an offset to a designated commission differences account. Use of reconciliation clearing account will enable selection at disbursement entry.

Description	General Ledger Number	Account Type	Account Group	Classification
1. Commission Differences	400000 to 999999 range	Invoice Commissions	Sales Expense	Income / Expense
2. Reconciliation Clearing Account	Set at Bank Activity	Receivable	Current Asset	Asset/Liability/Equity

Journal Entry Mandatory General Ledger Numbers

Journal Entry

Year end processing will create net entries to zero income and expense with an offsetting entry to retained earnings.

Description	General Ledger Number	Account Type	Account Group	Classification
1. Retained Earnings	300000 range	Equity	Equity	Equity

Intra-Office Mandatory General Ledger Numbers

Description	General Ledger Number	Account Type	Account Group	Classification
1. Intra-Office Primary Offset	110000-110999 range	Receivable	Current Assets	Asset/Liability/Equity
2. Intra-Office Secondary Offset	220000-229999 range	Non-Insurance Payable	Short Term Liability	Asset/Liability/Equity

Chart of Accounts

The chart of accounts for use by all entities is created at organization. All entities and departments and units then have the applicable general ledger numbers based on the organization chart of accounts. Mandatory general ledger numbers are set at organization and are then used by all other entities.

Organization Chart of Accounts Rules:

- Organization has a full set of books – Balance sheet and income and expense chart of accounts.
- All entities (organization, region, territory, and branch) have at least income and expense chart of accounts.
- Departments and units at most have only income and expense chart of accounts – they never have books.

  If “Include Departments/Units Chart of Accounts” is unchecked in setup, then departments and units do not have chart of accounts.
- Only region, territory and branch can optionally have books and, therefore, balance sheet chart of accounts.

Related Topics

Mandatory General Ledger Numbers

Locking General Ledger Numbers

General ledger access can be disabled based on an employee's user rights. Access to general ledger account posting can be restricted in all areas including:

- Receive Payments
- Journal Entry
- Deposits
- Disbursements

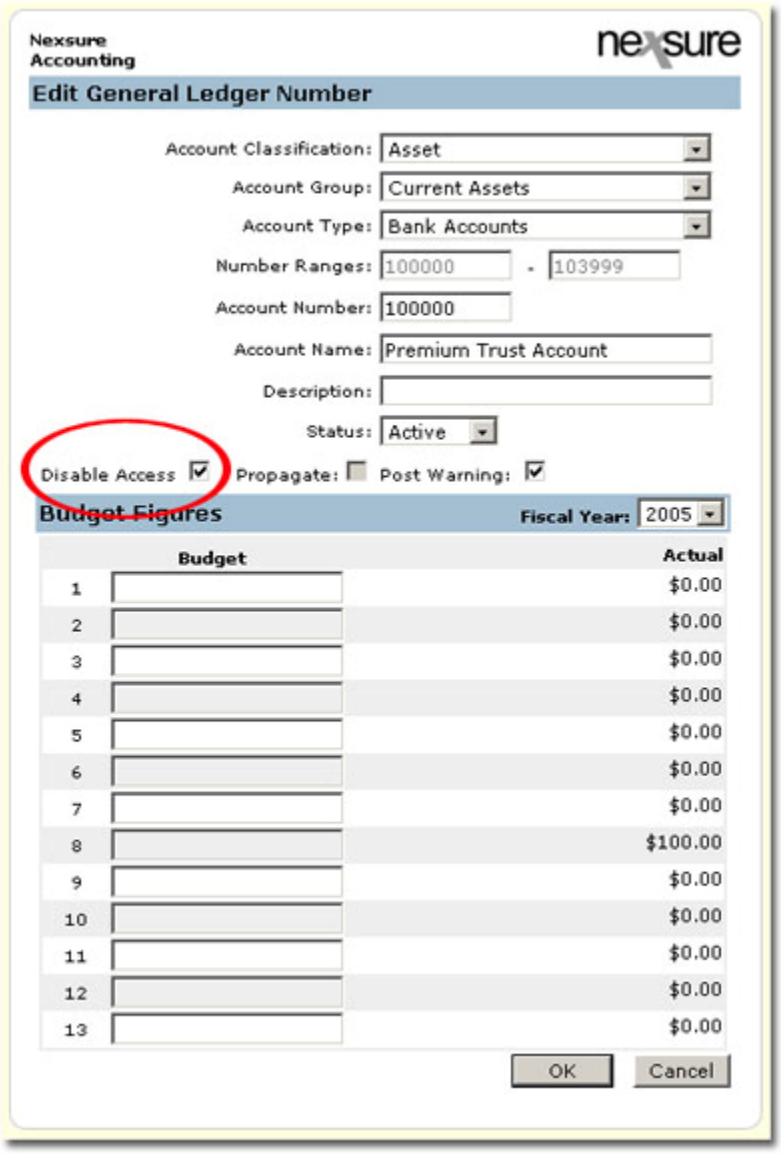
- Invoices
- Reconciliations

Administrators can grant users the ability to override locked general ledger accounts by modifying the user right's template using the Security Administration screen in the Setup Console.

Note: This feature does not affect automatic system posting to any general ledger account that has the Disable Access box checked.

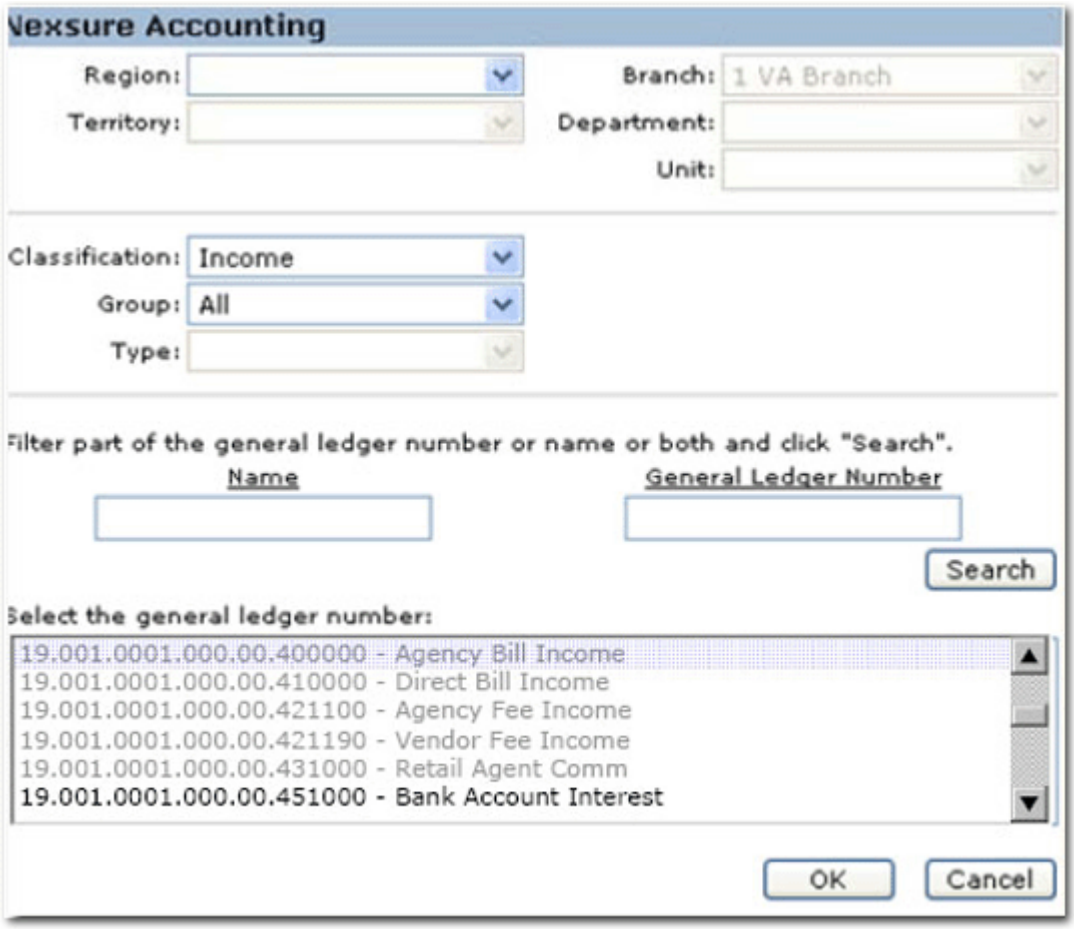
To Disable General Ledger Access

1. On the Primary menu, click **ORGANIZATION**.
2. Select the **accounting** tab.
3. Click the **general ledger** tab.
4. Click the **chart of accounts** tab.
5. Select the general ledger account by clicking the **Details**  icon.



6. Select the **Disable Access** check box and click **OK**.

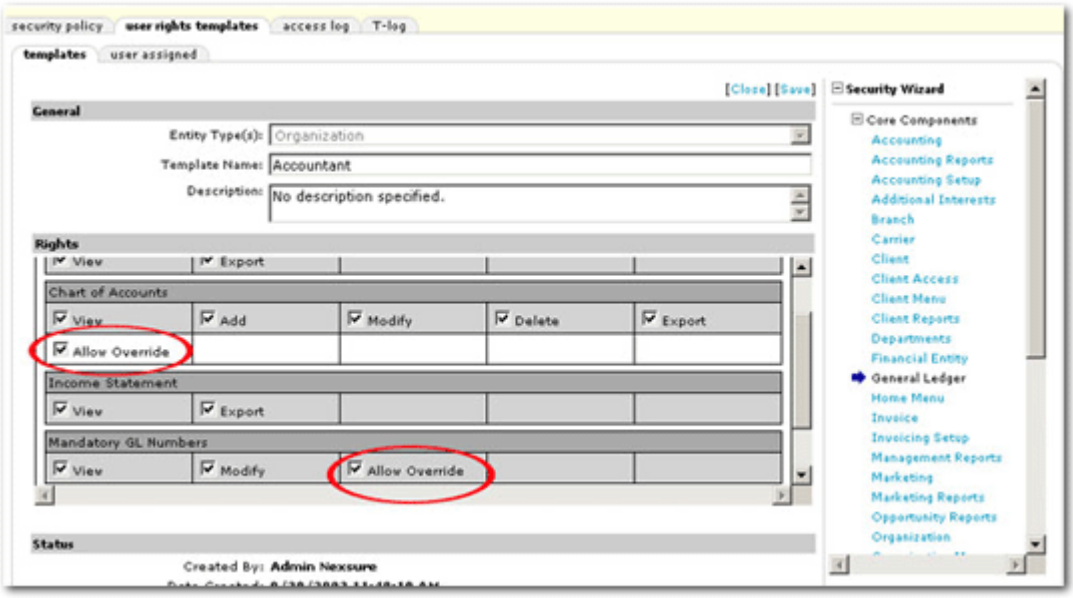
Note: In any area of Nexsure where a general ledger number can be selected by clicking an ellipsis … button, the disabled general ledger accounts will appear as grayed out:



Granting Disable Override

To Modify the General Ledger Security Template:

1. On the Utility menu, click **SETUP**.
2. In the Setup Console, select **Security Administration**.
3. Click the **user rights template** tab.
4. Select the **User Template Type** to apply the changes to, i.e. **Accountant**.
5. Click **Edit**.
6. In the Core Components list on the right, select **General Ledger**.



7. Select or clear the **Allow Override** check box.

8. Click **Save**.

Related Topics

Mandatory General Ledger Numbers

Chart of Accounts

Allocation Plan Setup

Organizations with multiple branches, departments and possible units may have a policy of dividing expenses during the course of an accounting transaction based on the organizational structure. Creating a general ledger allocation plan provides a template for easily dividing expenses within the organization. Allocation plans can be created for accounts payable and journal entries.

To Create an Allocation Plan

1. On the **Primary** menu, click **ORGANIZATION**.

2. Click the **territories** tab.

3. Select the territory to add the plan to by clicking its **Details** icon.

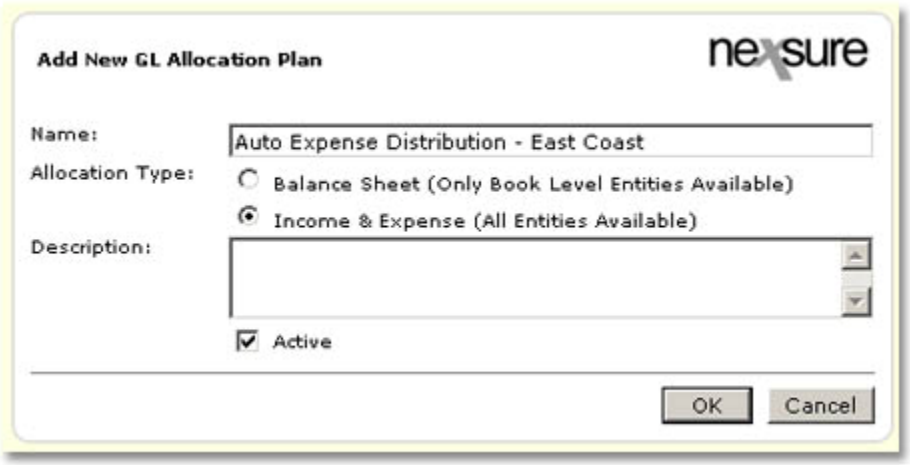
4. Click the **accounting** tab.

5. Select the **general ledger** tab.

6. Select the **gl allocation** tab. Any previously created allocation plans will be displayed on this screen.

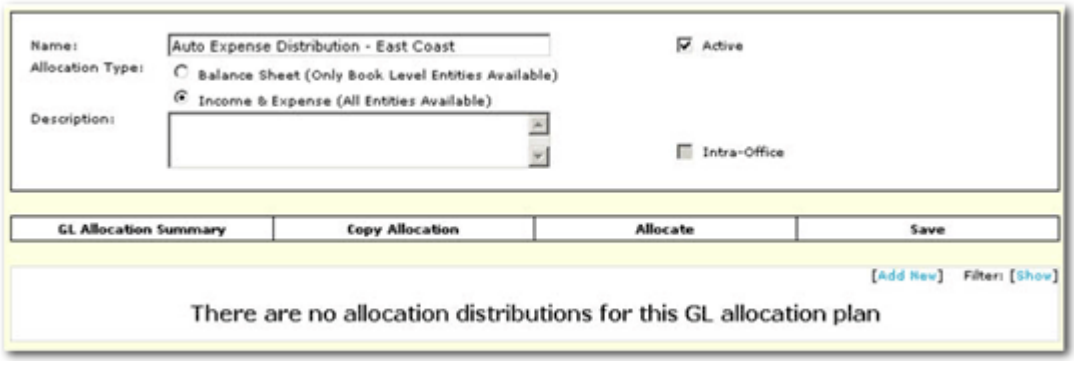
Note: The territory level is used in this example, but allocations can also be setup at the organization level. When created at the territory level, general ledger defaults will be based on that territory. Depending on user security to other territories, defaults may be overwritten.

7. Click the **[Add New]** link.



- **Name:** Enter a name for the allocation plan. Enter a name that can be easily recognized from a list of other possible allocation plans.
- **Allocation Type:** Select **Balance Sheet** or **Income & Expense**. Balance Sheet will restrict selection of organizational entities to region and force a territory. Income and expense will permit all organizational entities as well as both income and expense accounts when allocation is used.
- **Description:** Add a description of the plan (optional).
- **Active:** This is selected by default. To create a plan to be used at a later time or to deactivate a current plan, clear this check box.

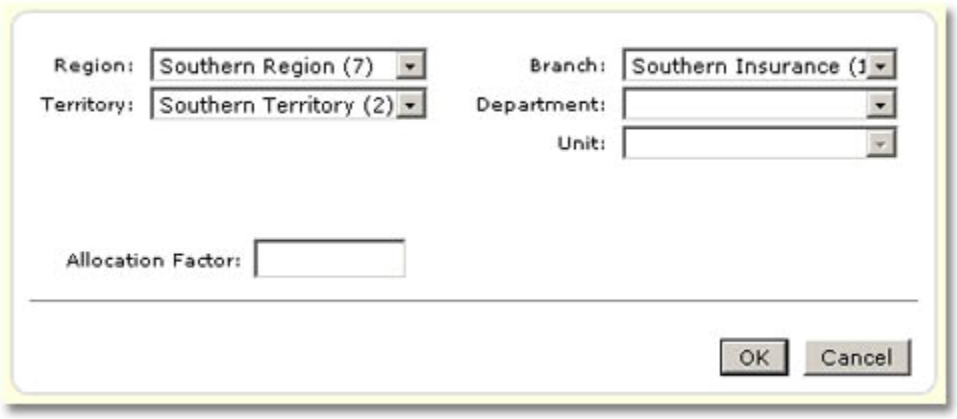
8. Click **OK**. The GL Plan screen appears:



- **Intra-Office:** Selected by default if the allocation uses multiple territories requiring intra-office transactions.
- **GL Allocation Summary:** Click to return to the GL Allocation list screen. Any line items added will be saved, but allocation factors will not be saved unless **Save** or **Allocate** has been clicked.

- **Copy Allocation:** Creates a new allocation screen displaying "copy of" in front of the original plan description.
- **Allocate:** Takes any allocation factor entered and creates appropriate percent values.
- **Save:** Saves the allocation information without closing the screen.

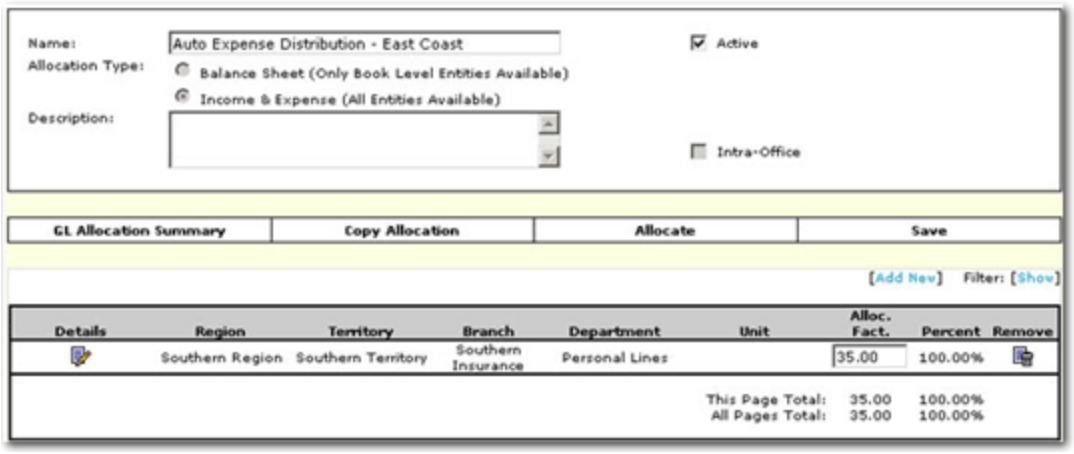
9. Click the **[Add New]** link.



- **Region:** Defaults based on territory but can be changed depending upon security to other entities.
- **Territory:** Available based on Region – defaulted based on entry level but can be changed
- **Branch:** Available based on previous territory selection.
- **Department:** Available if branch selected.
- **Unit:** Available if applicable for department.
- **Allocation Factor:** enter a percentage amount (numerical).

10. Click **OK**.

Note: After a line item has been added, Allocation Type **cannot** be edited. At this point, the income and expense has been designated as the selection which permits pulling all entities but will not be available for balance sheet accounts. To switch the allocation type, you must delete all org line items.



The plan name and description as entered and can be edited by clicking the **Details** icon.

Note: In this example, the Intra-office check box is unchecked. Adding a different territory to the allocation will automatically place a check in the box. You cannot check or uncheck the check box. Deleting the different territory in an allocation group will uncheck the check box.

Click **[Add New]** to continue adding desired groups

- Note there can be a single line item = to 100%.
- Click **Save**, **Allocate** or **OK**. Line items will be split per allocation factor percent to equal 100%.
- Clicking **Cancel** or **GL Allocation Summary** will return to the GL Allocation Summary list, saving changes as of the last "Save" or "Allocate".
- Clicking the **Remove** icon deletes the item selected.
- Note that if an allocation plan has been used, its use is held in the existing posted transaction.

Intra-Office transaction capability

With GL allocation permitting selection of multiple book levels (territories), subsequent use in accounts payable and journal entries permits intra-office transactions.

Allocation is complete.

Copying an Allocation Plan

1. On the Primary menu, click **ORGANIZATION**.
2. Click the **territories** tab, select territory by clicking the **Details** icon.
3. Click the **accounting** tab, then select the **general ledger** tab.
4. Click the **gl allocation** tab and click the **Details** icon on the desired plan to copy.
5. Click **Copy Allocation**
6. Click **OK** and system returns to the original GL Allocation Plan details.

7. Click **GL Allocation Summary**.

   The Plan is an exact copy of original with the following exceptions:

   - Active Status is unchecked
   - Date Created is the date copy was created

8. Click the **Details** icon to edit as needed. Select the **Active** check box to activate the plan when complete.

Trial Balance

The trial balance sheet lists all general ledger numbers with a balance as of a given point in time. You can generate a trial balance for specific periods by using the search filter, then print the report or export the file.

To View a Trial Balance Sheet

1. On the Primary menu, click **ORGANIZATION**.

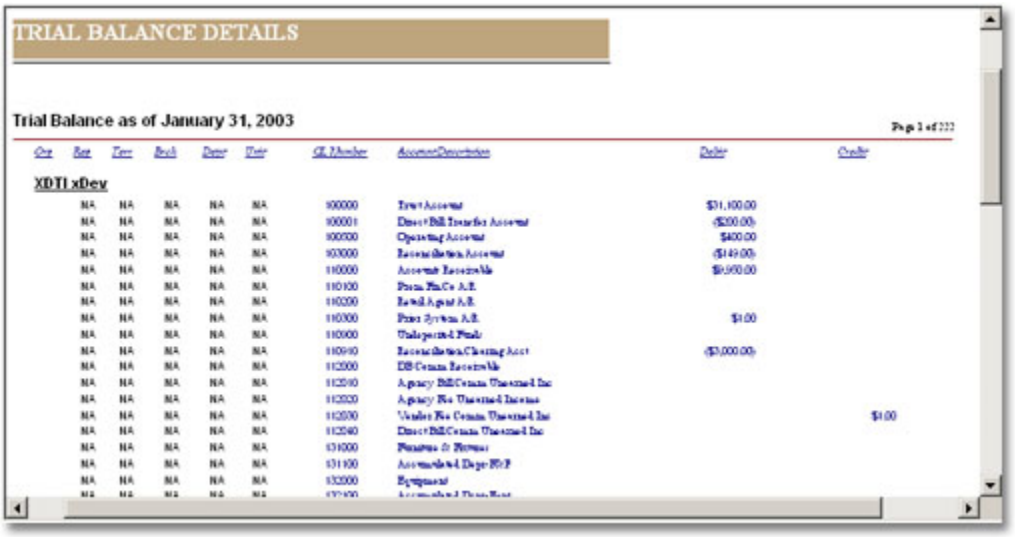
2. Click the **accounting** tab.

3. Click the **general ledger** tab.

4. Click the **trial balance** tab.

5. To view a specific accounting period, click **[Show]** to display the Search filter.

6. After the trial balance sheet has been generated, click **[Print]** to send it to a printer, or **[Export]** to save it to a file.

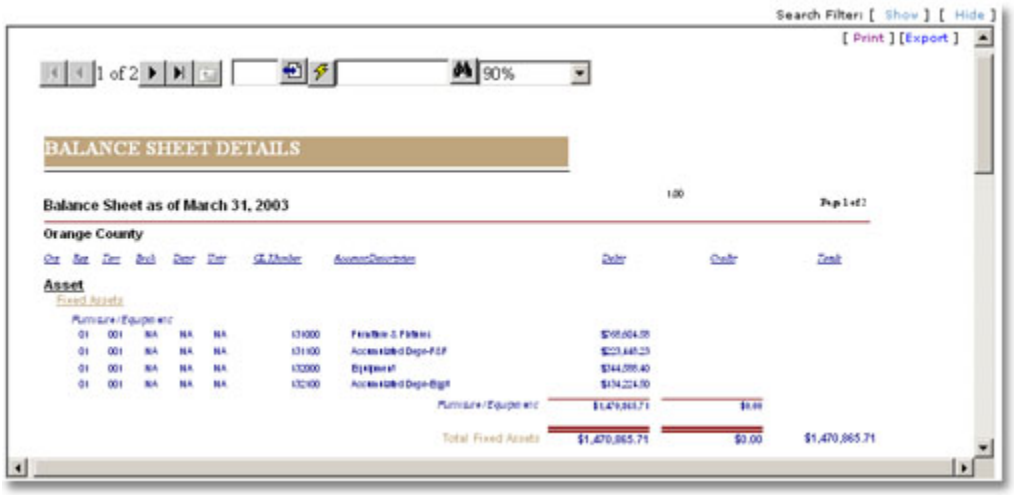


Balance Sheet

You can generate a balance sheet for specific periods by using the search filter, then print the report or export the file. The balance sheet will only be active with an entity which has books assigned.

To View a Balance Sheet

1. On the Primary menu, click **ORGANIZATION**.
2. Click the **territories** tab and select a territory which has books assigned to it.
3. Click the **accounting** tab.
4. Select the **general ledger** tab.
5. Click the **balance sheet** tab.
6. To view a specific accounting period, click **[Show]** to display the Search filter.
7. After the balance sheet has been generated, click **[Print]** to send it to a printer, or **[Export]** to save it to a file.



General Ledger Transaction Look-Up

The general ledger transaction look-up provides general ledger detail information at the territory level. A general ledger number can be clicked on to view all transactions that comprise the balance of the general ledger number for any given period.

Note: Roll-up totals displayed at the organization level will not reflect transactions for subordinate entities that make up those totals.

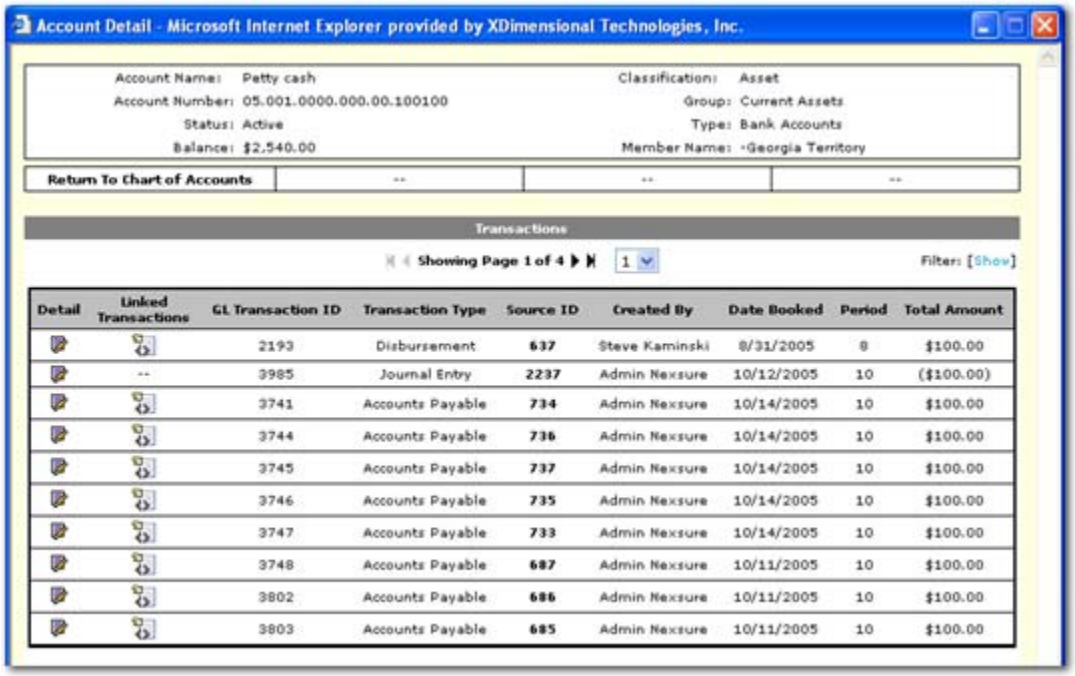
To Look-Up Transactions on a General Ledger Number

1. On the Primary menu, click **ORGANIZATION**.
2. On the **organization** tab, click the **territories** tab.
3. In the **territories** tab, click the **Details** icon next to the territory desired.

4. On the **territory** tab, click the **accounting > general ledger** tab. The **chart of accounts** tab is displayed. In the **GL#** column, notice that the general ledger numbers are active links.



5. In the **GL#** column, click on any general ledger number (with a balance) to view the transactions on that general ledger number. The **Account Detail** screen is displayed showing all transactions affecting the general ledger number balance for the general ledger account selected.



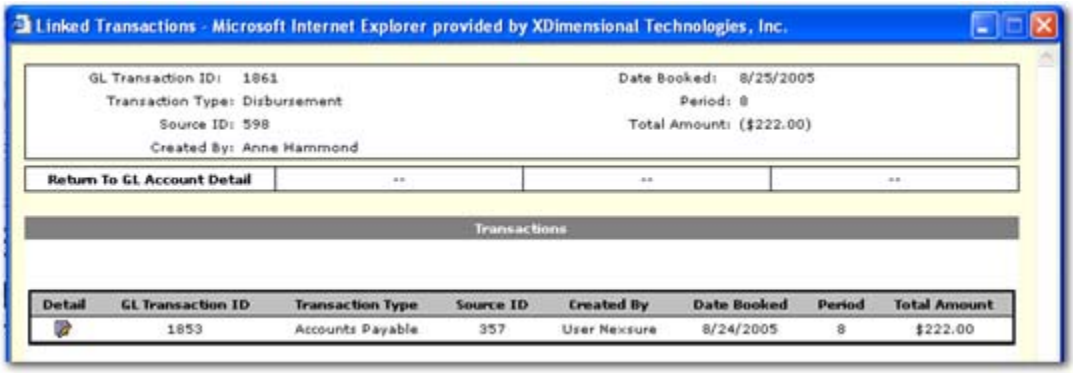
Note: Multiple use of the general ledger number within a transaction will display as a single item with a grand total amount for all items.

6. In the **Account Detail** screen, click the **Details** icon. All posting entries will be listed for the transaction selected.



7. On the **navigation toolbar**, click **Return To GL Account Details**. The Account Details screen is again displayed.

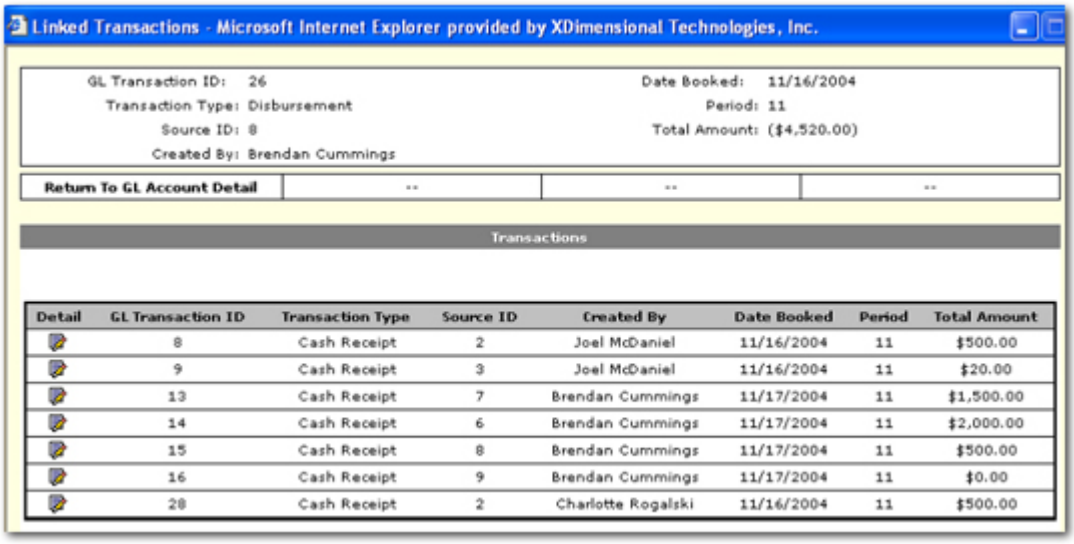
8. In the **Account Details** screen, click the **Linked Transactions** icon. All transactions linked with the **GL Transaction ID** selected are displayed.



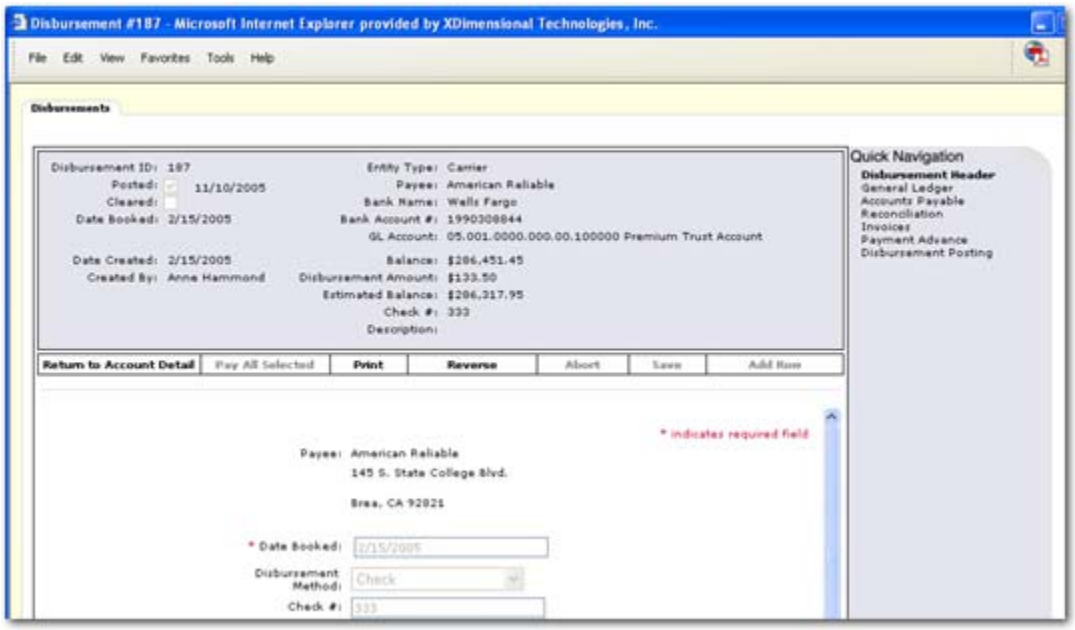
On the **Linked Transactions** screen, transactions will be listed according to the **Transaction Type**. The following table shows the **Transactions Types** that may be listed:

	Accounts Payable	Deposit	Disbursement	Invoice	Journal Entry	Receive Payment	Reconciliation
Accounts Payable	No	No	Yes	No	No	Yes	No
Deposit	No	No	No	No	No	Yes	No
Disbursement	Yes	No	No	Yes	No	Yes	Yes
Invoice	No	No	Yes	No	No	Yes	Yes
Journal Entry	No	No	No	No	No	No	No
Receive Payment	Yes	Yes	Yes	Yes	No	No	Yes
Reconciliation	No	No	Yes	Yes	No	Yes	No

9. In the **Linked Transactions** screen, click the **Details** icon to show the related transactions.



10. Click **Return To GL Account Details** to return to the previous screen.
11. Click **Return To GL Account Details** again to return to the **Account Detail** screen.
12. In the **Account Detail** screen, click any number in the **Source ID** column to display the associated transaction.



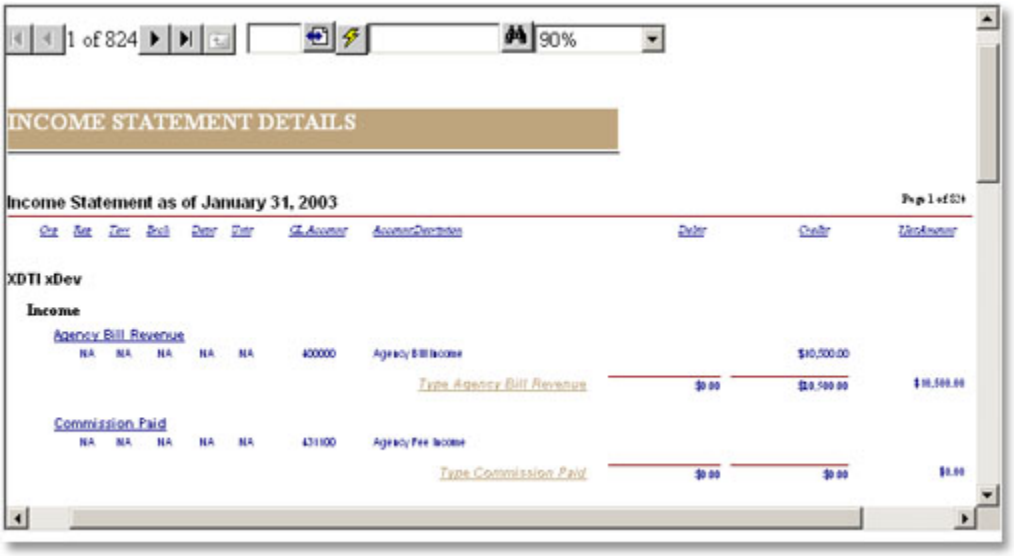
13. On the **navigation toolbar**, click **Return to Account Detail**.

Income Statement

The Income Statement is a report which shows income and expenses for all entities. You can use the search filter to choose a specific accounting period to generate the statement for. Once the Income statement is generated, you have the option to print or export the file.

To View an Income Statement

1. On the Primary menu, click **ORGANIZATION**.
2. Click the **accounting** tab.
3. Click the **general ledger** tab.
4. Click the **income statement** tab. To view a specific accounting period, click **[Show]** to display the Search filter.
5. After the statement has been generated, click **[Print]** to send it to a printer, or **[Export]** to save it to a file.

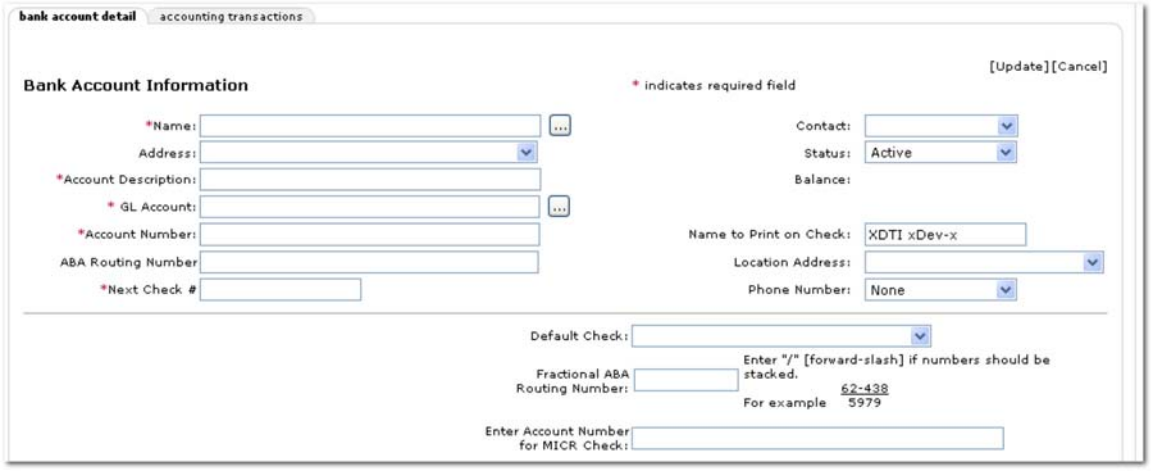


Bank Accounts

Bank accounts can be associated with any level of the organization that has books. Bank accounts are added as Financial Entities on the Search screen. The bank account summary screen displays all bank accounts associated with the selected organization level.

To Add a New Bank Account

1. On the Primary menu, click **ORGANIZATION**.
2. Click the **accounting** tab.
3. Click the **bank accounts** tab, then click **[Add New]**.



4. Enter the following information:

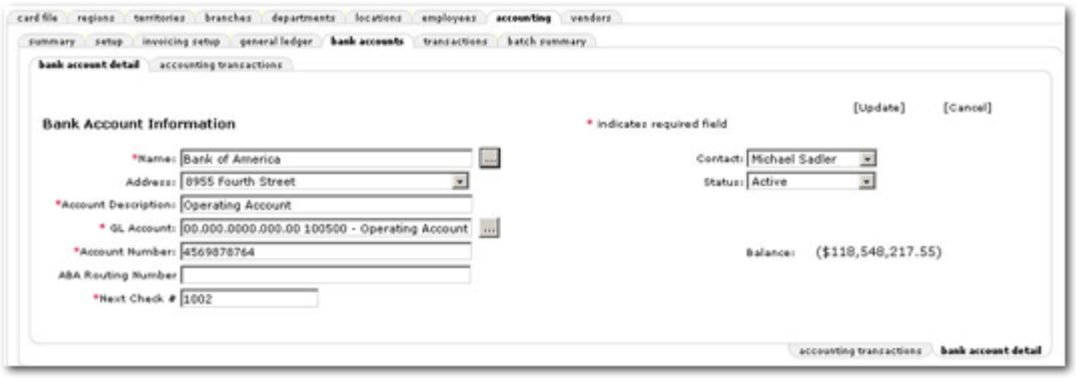
   bank account information

   - **Name:** Click the ellipsis button to search for and select a bank account that has been previously entered into the system. Bank accounts are entered as a Financial Entity on the search screen.
   - **Account Description:** Enter a description for the account, such as, "Operating Account".
   - **GL Account:** Click the ellipsis button to search for and select a general ledger account number that has been previously entered into the system. General ledger numbers are assigned on the general ledger tab.
   - **Account Number:** Enter the account number for the bank you have selected.
   - **ABA Routing Number:** Enter the ABA Routing Number (Optional)
   - **Next Check #:** Enter the number for the next check to be issued.
   - **Primary Contact:** This box will be automatically filled with the information supplied when the bank account was entered into the system.
   - **Status:** Active or Inactive.
   - **Name to Print on Check:** Enter the name to appear on the check.
   - **Location Address:** Select the address of the location for the check.
   - **Phone Number:** Select the phone number to appear on the check.
   - **Default Check:** Select the default check style.
   - **Fractional ABA Routing Number:** Enter the fractional ABA routing number to appear on the check. Enter "/" forward-slash if numbers should be stacked.
   - **Enter Account Number for MICR Check:** Enter the account number necessary for MICR check coding.

5. Click **[Update]**.

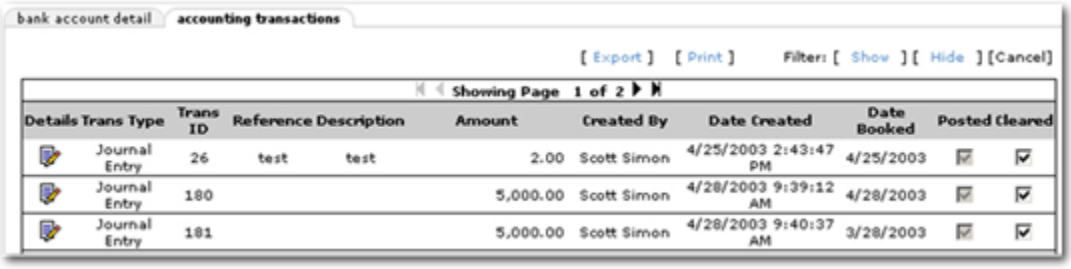
To View Bank Account Details

1. Select the bank account to view the details for and click the **Details** icon.



2. The **bank account detail** tab gives a description of the account as well as the account numbers and contact information. If any information on this tab is changed, **[Update]** must be clicked for the changes to take effect.

Note: Multiple financial entities with the same name can be distinguished by selecting a different address from the Address list.



3. The **accounting transactions** tab shows all transaction activity for the account, such as journal entries, deposits, disbursements etc. To view details on each transaction click its **Details** icon.

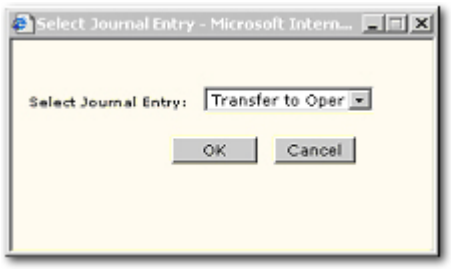
Journal Entry

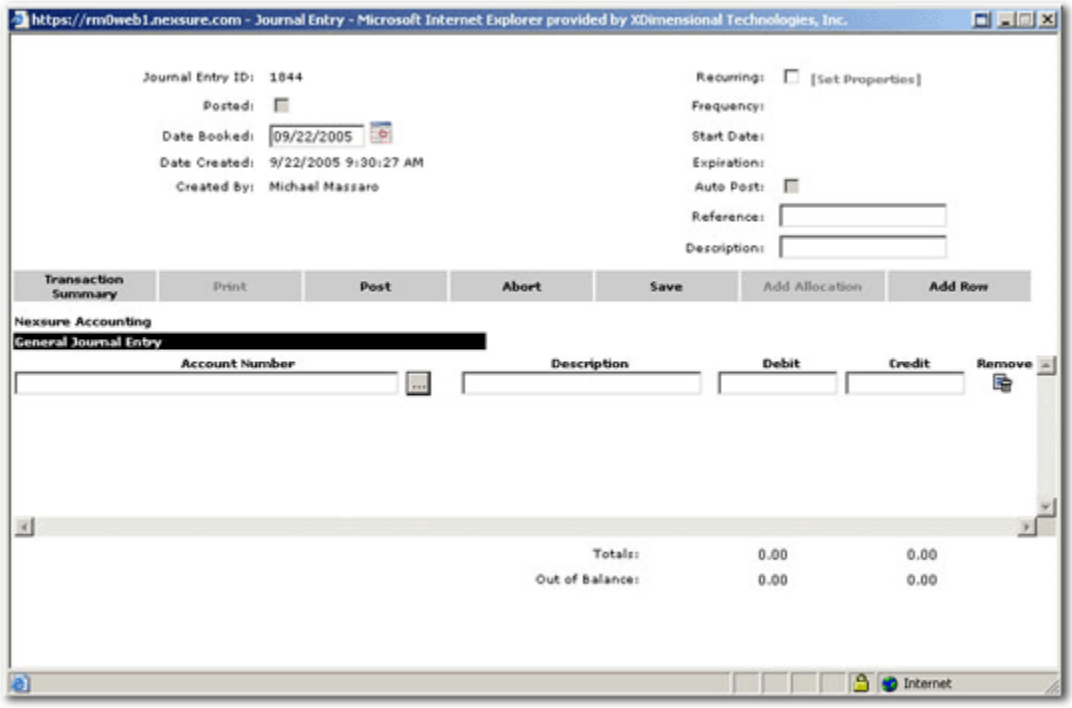
A journal entry is an entry made directly to specific general ledger accounts. Journal entries must balance before posting is allowed. If a particular entry is made on a consistent basis, it can be created as a recurring entry.

To Add a New Journal Entry

1. On the Primary menu, click **ORGANIZATION**.
2. Select the **accounting** tab.
3. Select the **transactions** tab.
4. Click the **journal entry** tab.
5. Click **[Add New]**, or click **Add Recurring**.

Recurring journal entries must have been previously created as recurring to be available to add. If recurring journal entries have been created, they can be selected from the drop-down list.





- **Journal Entry ID**: This number will be automatically assigned once the entry is made.
- **Posted**: Check box will populate once entry is posted.
- **Date Booked**: Displays the date entry was booked. Enter the date manually or click the calendar icon to select a date.
- **Date Created**: Displays the date entry was created.
- **Created By**: User that created the entry.
- **Recurring**: Select this option to save the journal entry so it may be easily selected next time it needs to be entered. This eliminates the need to enter all of the journal entry information each time it is entered. See Recurring Journal Entries.

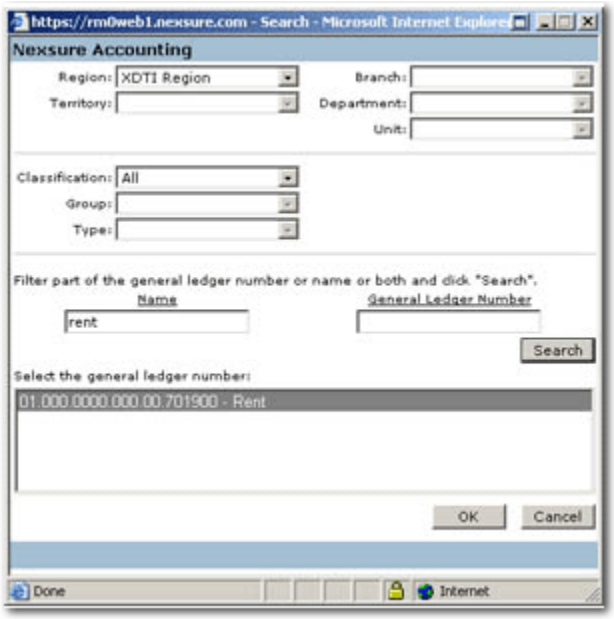
  Note: If Recurring is selected, the Post option becomes unavailable as it will be determined when creating the recurrence schedule.

  - Set Properties: This option becomes active once Recurring is selected.
  - Frequency: Displays the journal entry schedule.

- Start Date: Displays the journal entry starting point.
- Expiration: Displays the recurrence expiration.
- Auto Post: If checked, the journal entry will post automatically at 12:40 AM. If unchecked, the entry will be created based on rules and will be available to post, edit or delete.

- **Reference**: (optional) Use this as a type of internal note.
- **Description**: (optional) Add a description of the entry. It will be displayed on the Journal Entry Summary screen. The description will also populate the Description field in the general journal entry group below.

6. Select an **account number** by clicking the ellipsis button.



7. Use the drop-down lists or search fields to select the organization and general ledger account information and click **OK**.



8. Enter the amount of the **Debit**/**Credit**.

9. Click **Add Row** to enter the corresponding general ledger account and Debit/Credit amount, or click Add Allocation to apply an allocation template.

10. Click **Save**. You can then **Print**, **Post** or **Abort** the entry. Before you can post the entry, it must be in balance.

Related Topics

Recurring Journal Entries

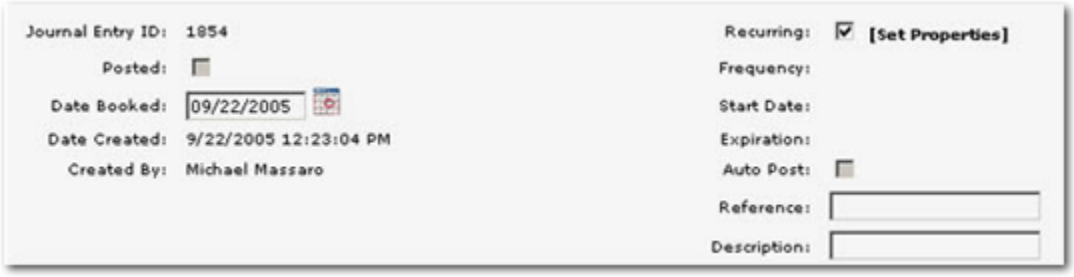
Using Allocations

Recurring Journal Entries

If a particular journal entry is made on a consistent basis, it can be created as a recurring entry. Recurring entries can be created on any recurring schedule needed. Recurring entries can also be scheduled to automatically post.

To Create a Recurring Journal Entry

1. On the Primary menu, click **ORGANIZATION**.
2. Select the **accounting** tab.
3. Select the **transactions** tab.
4. Click the **journal entry** tab.
5. Click **[Add New]**.



- **Journal Entry ID**: This number will be automatically assigned once the entry is made.
- **Posted**: Check box will populate once entry is posted.
- **Date Booked**: Displays the date entry was booked. Enter the date manually or click the calendar icon to select a date.
- **Date Created**: Displays the date entry was created.
- **Created By**: User that created the entry.

6. Select the **Recurring** option.
7. Click **Set Properties**.

Note: If not selected, previous recurring journal entries will apply and the entry will be available through **[Add Recurring]** on the journal entry screen.

8. Select the recurring schedule:

Daily



Daily Recurrence Schedule

- Every number of days will create journal entry on that number of days.
- Every weekday will create journal entry Monday to Friday.

Recurrence Range

- Start date – defaults from Journal Entry screen and determines the first occurrence.
- Continuous – journal entry will be created until end is defined.
- Continue for number of occurrences – journal entry will be created for set number of occurrences.
- End by specific date – journal entry will be created until date is reached.
    - If end by date = the prescribed occurrence of a journal entry, the entry will be created. For example, end by date = July 21, 2006 the journal entry will occur on July 21. If end by date = July 23, 2006 then the last journal entry will also occur on July 21 since July 23 is not a weekday.

Automatically Post

- If checked, journal entry will post during a night process automatically (12:40 AM).
- If unchecked, journal entry will be created but will not post.

Monthly



Monthly Recurrence Schedule

- Day ## of every # month(s) – specific date the number of months designated.
    - Example – Day 15 of every 1 month will create the journal entry on the 15th of each month beginning in August.
    - Example – Day 15 of every 3 months will create the journal entry on the 15th of every 3rd month. In this example, with 7/21/2005 as start date, the first entry will be August with subsequent entries occurring in November, February 2006, May 2006, August 2006 and so on.
    - To effect a different month, "Start" could be changed to later month to begin the series in that month.

Recurrence Range

- Start date – defaults from Journal Entry screen and determines the first occurrence.
- Continuous – journal entry will be created until end is defined.
- Continue for number of occurrences – journal entry will be created for set number of occurrences.
- End by specific date – journal entry will be created until date is reached.

Automatically Post

- If checked, journal entry will post during a night process automatically (12:40 AM).
- If unchecked, journal entry will be created but will not post.

Weekly

Yearly



Weekly Recurrence Schedule

- Every # of week(s) on a specific day (or days) will create journal entry on that day every designated number of weeks.
    - Example – every 1 week on Tuesday will create the journal entry every Tuesday.
    - Example – every 2 weeks on Tuesday will create the journal entry every other Tuesday.

Recurrence Range

- Start date – defaults from Journal Entry screen and determines the first occurrence.
- Continuous – journal entry will be created until end is defined.
- Continue for number of occurrences – journal entry will be created for set number of occurrences.
    - Example – 24 occurrences will result in 24 weeks of Tuesday journal entry.
- End by specific date – journal entry will be created until date is reached.

Automatically Post

- If checked, journal entry will post during a night process automatically(12:40 AM).
- If unchecked, journal entry will be created but will not post.



Yearly Recurrence Schedule

- Only option is “Occurs” with the specific day designated.

Recurrence Range

- Start date – defaults from Journal Entry screen and determines the first occurrence.
    - Defaults from “Date Booked” but may be changed based on rules for using “Date Booked” in a journal entry.

Today’s date is the default.

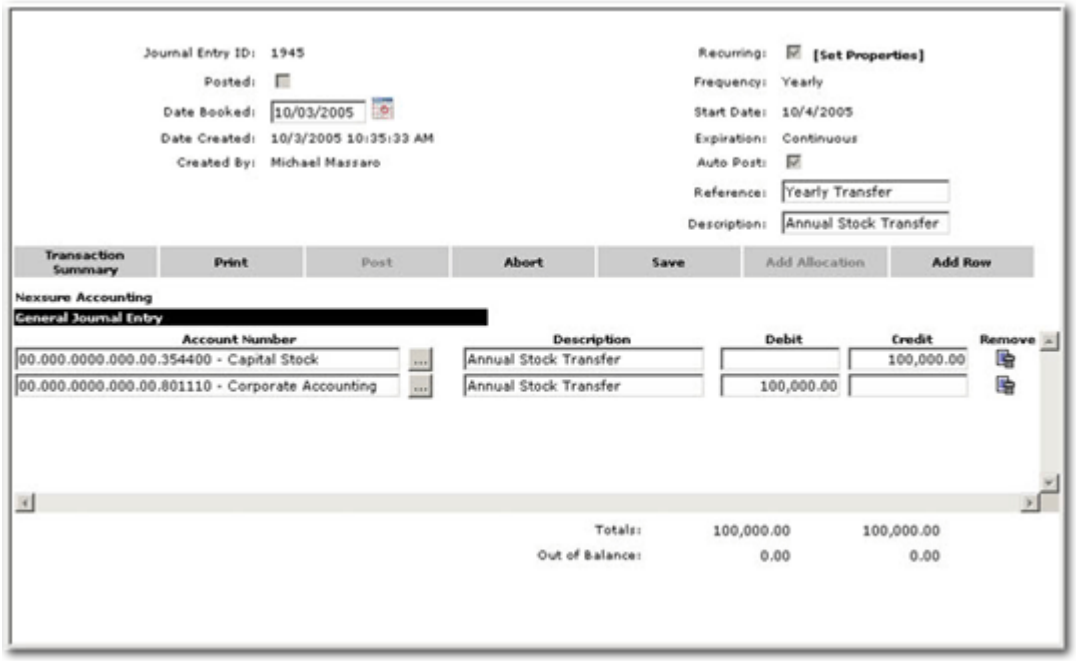
Date may not be in a closed or locked period

- Continuous – journal entry will be created until end is defined.
- Continue for number of occurrences – journal entry will be created for set number of occurrences.
- End by specific date – journal entry will be created until date is reached.

Automatically Post

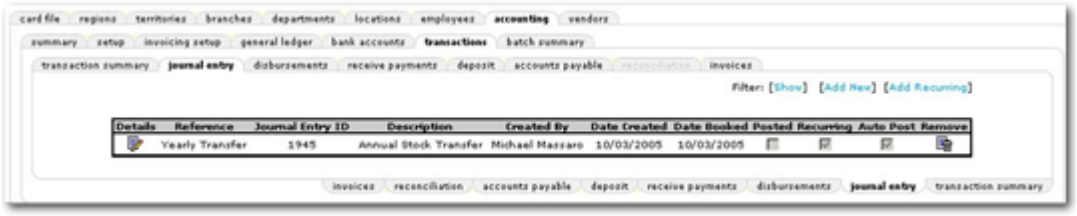
- If checked, journal entry will post during a night process automatically (12:40 AM).
- If unchecked, journal entry will be created but will not post.

9. Click **OK**.



- **Journal Entry Summary:** Saves the entry and returns to journal entry transaction list view. Recurring entries must be in balance, clicking Transaction Summary while not in balance will prompt a message notifying you to balance the journal entry.
- **Print:** Prints journal entry line items.

  Note: Post is not available for a recurring entry.
- **Abort:** Deletes the entry.
- **Save:** Saves the entry, remaining in the journal entry screen.
- **Add Allocation:** Displays available allocations for entry, see Using Allocations.
- **Add Row:** Adds general ledger line items.



Note: In the example above, items cannot be selected since they are recurring journal entries and are not posted. Only Journal Entries created from recurring journal entries that are unposted or single journal entries created and unposted can be selected for the **Post Selected** process.

Related Topics

Journal Entry

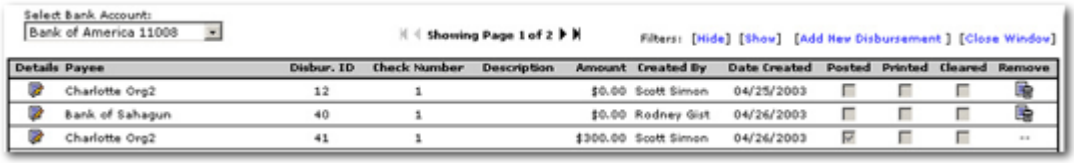
Allocation Plan Setup

Using Allocations

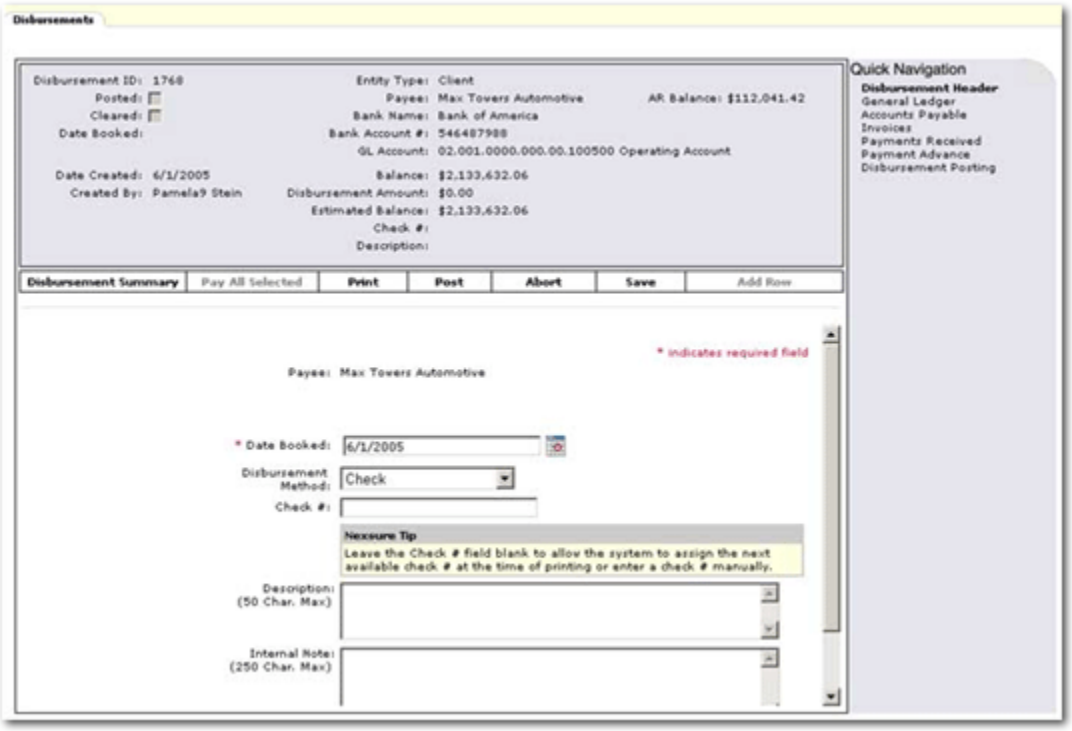
Disbursements

To Create a Disbursement (Post / Print a Check)

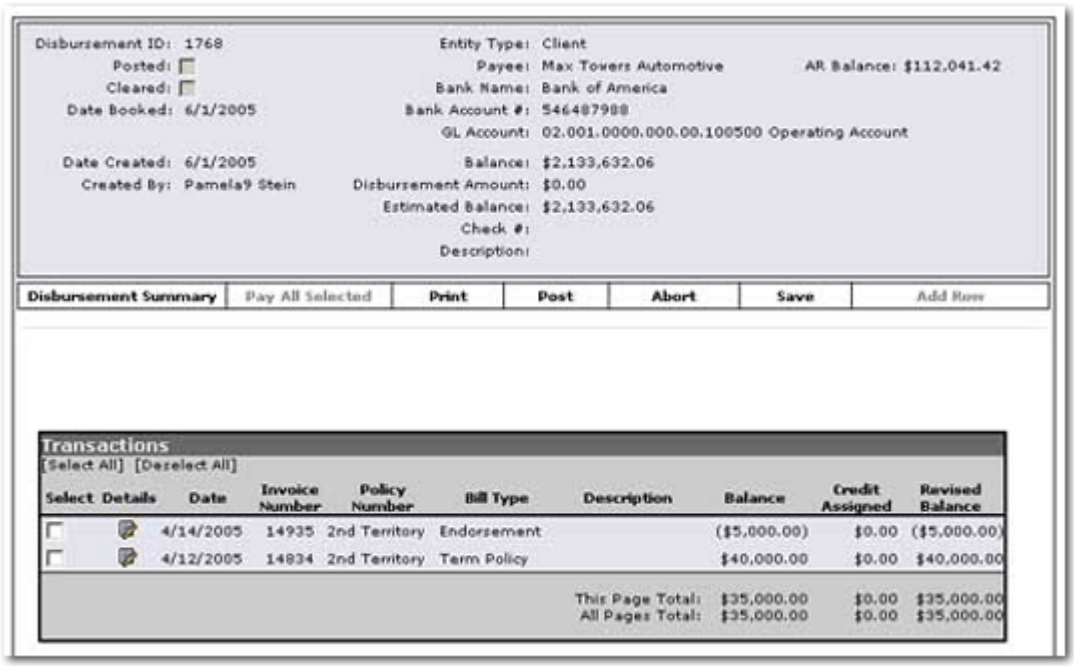
1. On the Primary menu, click **ORGANIZATION**.
2. Select the book level tab and click the **Details** icon of the desired entity.
3. Click the **accounting** tab.
4. Click the **transactions** tab, then select the **disbursements** tab.



5. Select a bank account from the drop-down list.
6. Click **[Add New Disbursement].**
7. Select an entity type from the drop-down list.
8. Enter at least two characters of the name for the entity you wish to disburse to and click **Search**.
9. Select the entity in the search results and click **OK**.
10. Complete the disbursement header information and click **Save**.



11. In the quick navigation panel, click **Invoices**. All invoices for this client in the selected territory will be displayed.



12. Select the invoice to disburse by marking the check box and click **Pay All Selected**.

13. Click **Post**. You will be prompted to confirm the post, click **OK**. The posted and printed from the Disbursement Summary screen.

Note: You must **Post** a disbursement before you can **Print** it.

Related Topics

Batch Printing

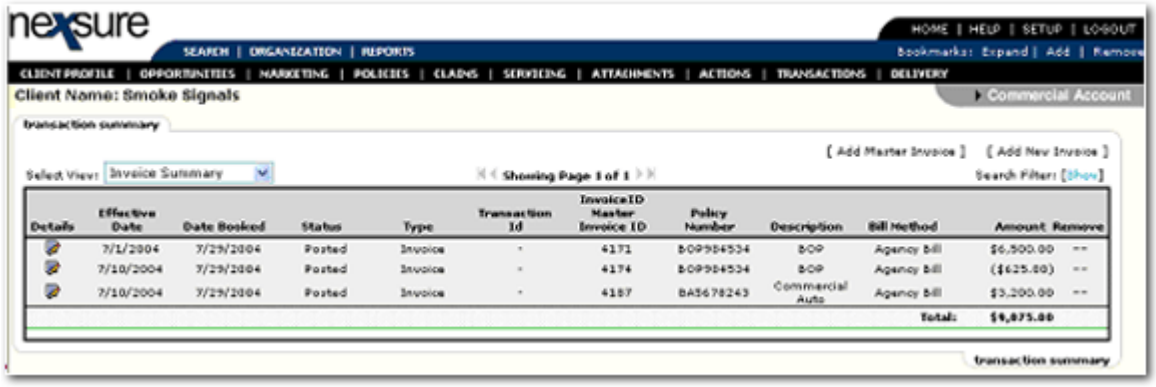
Posting a Zero Disbursement

A zero disbursement can be done to clear open items on a client's account.

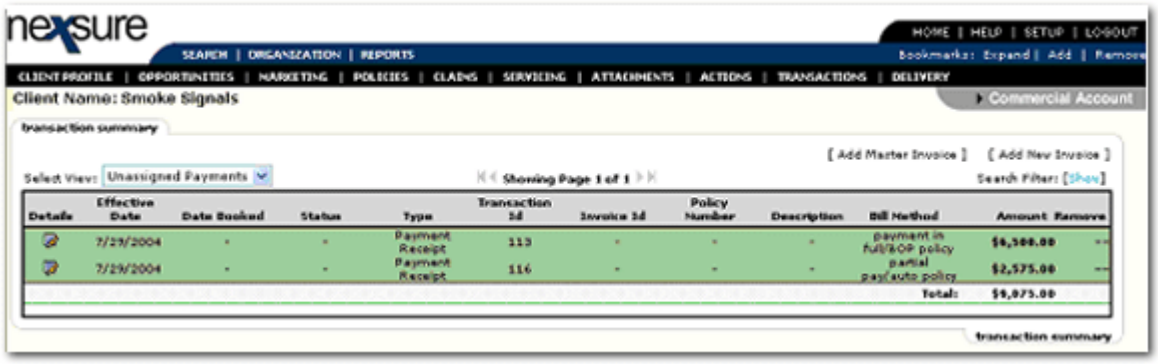
Scenario: Client is invoiced for full payment of new business BOP policy. Full payment of BOP policy received on client's account, (unapplied to invoice resulting) in a residual amount.

Endorsement processed on BOP policy resulting in a return premium. Client is invoiced for full payment of new business Auto policy. Payment received on client's account, (unapplied to invoice) resulting in a residual amount. (Amount received was Auto premium minus return premium from BOP endorsement). The disbursement process can be used to clear open items for the client in one transaction process.

Client level Invoice Summary view:

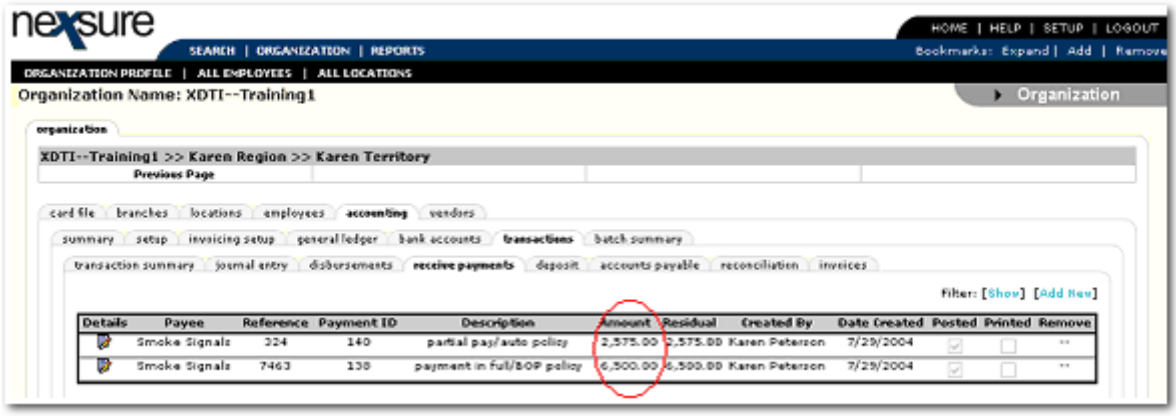


Client level Unassigned Payments view:



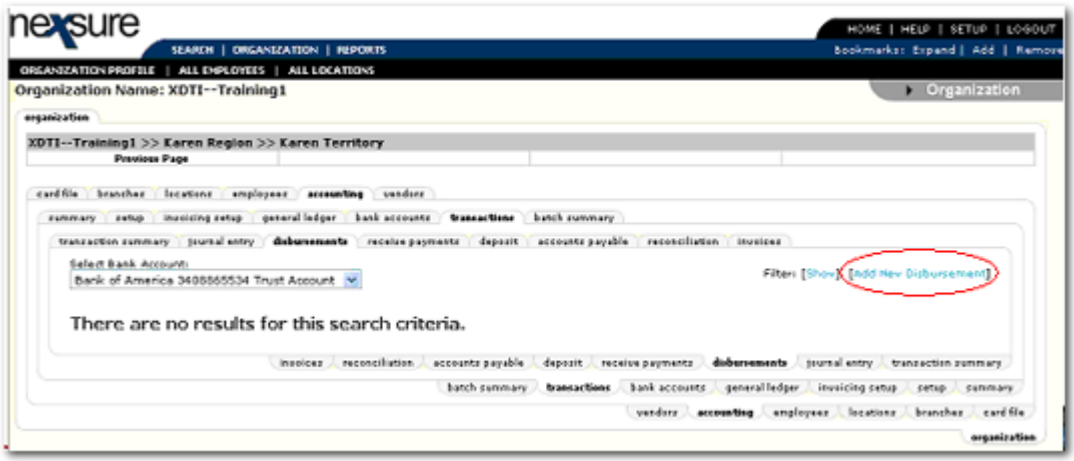
Receive Payment tab summary view:

Note: Amount received on clients account displays as a residual amount in receive payments tab summary view.



To Process a Zero Disbursement

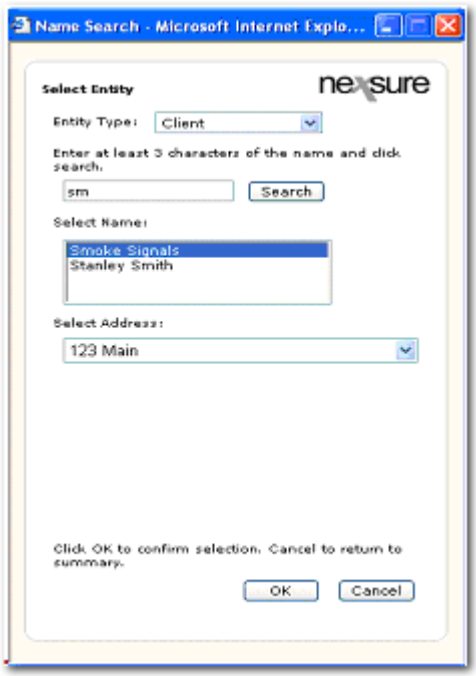
1. On the Primary Menu, click **ORGANIZATION**.
2. Click the **territories** tab.
3. Click the **Details** icon of the appropriate territory.
4. Click the **accounting** tab.
5. Click the **transactions** tab.
6. Click the **disbursements** tab.
7. Select appropriate bank account from the drop-down list.
8. Click **[Add New Disbursement]** link.



9. Select **Client** as entity type from the drop-down list.

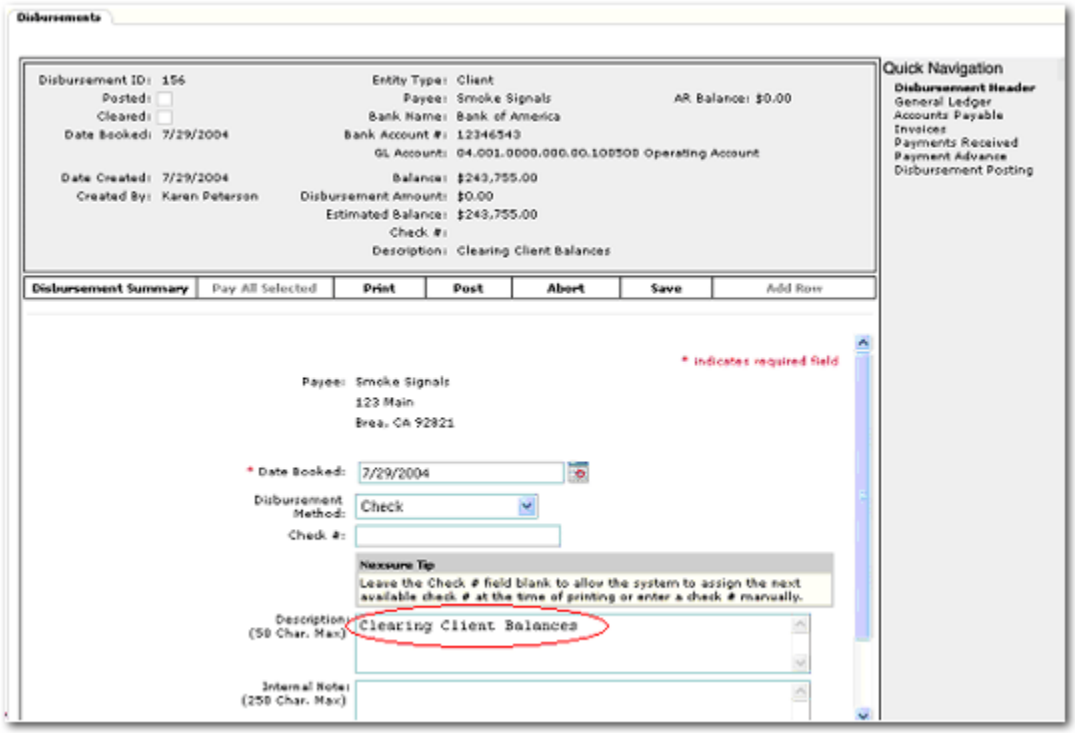
10. Enter at least two characters of the name of the client you wish to disburse to and click **Search**.

11. Select the client in the search results and click **OK**.



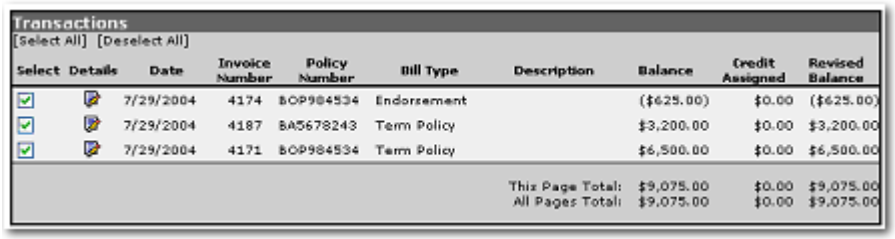
12. Complete disbursement header as appropriate and enter description.

Note: To avoid a check number from being assigned, the disbursement method should be set to EFT.



13. Click on the **Invoices** link in quick navigation.

14. Select all applicable invoices to pull into the disbursement.

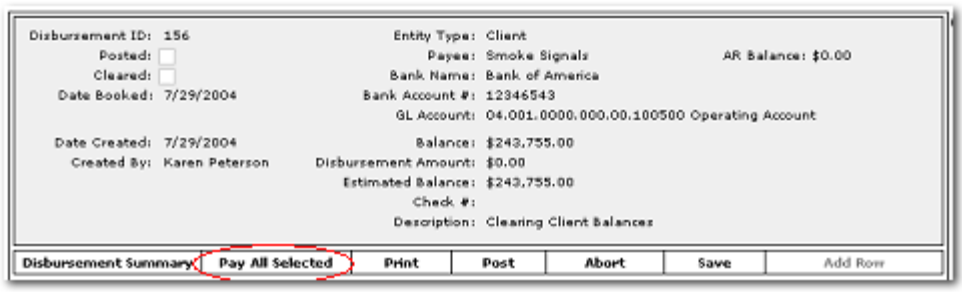


Scenario:

- Invoice # 4171 full pay BOP policy.
- Invoice # 4174 return premium - BOP endorsement.
- Invoice # 4187 full pay Auto policy.

15. Click **Pay All Selected** link under disbursement header.

Note: Selected items are calculated into the disbursement when the Revised Balance column is zero and the Credit Assigned column shows an amount. The **Details** icon can be used to assign partial credit to an invoice.



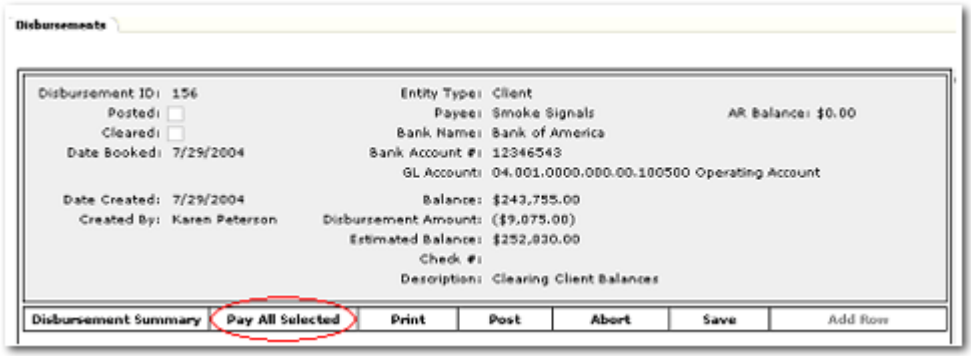
16. Click on **Payments Received** link in quick navigation.

17. Select applicable payments received on clients account to pull into the disbursement.

18. Click the **Save** link under disbursement header to activate **Pay All Selected** link.



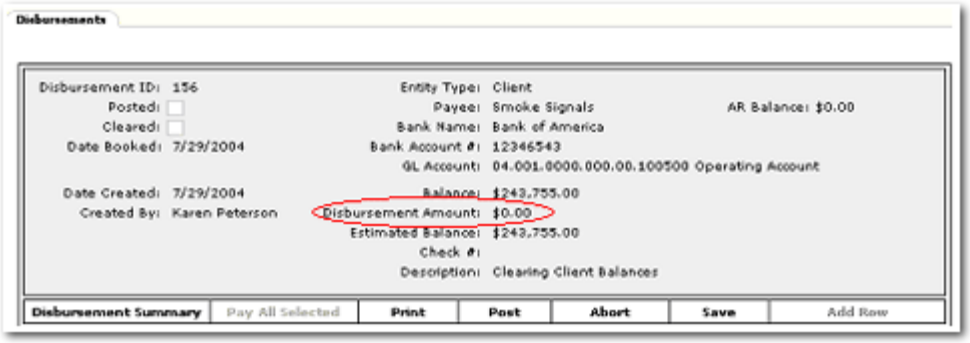
19. Click **Pay All Selected** link under disbursement header.



Note: Selected items are calculated into the disbursement when the Balance column is zero and the Return Amount column shows an amount. The details icon can be used to apply a partial amount of a receipt into the overall disbursement.

20. Click **Save** link under disbursement header.

Note: Notice disbursement header is updated and reflects a $0.00 disbursement amount.



21. Click **Post** link

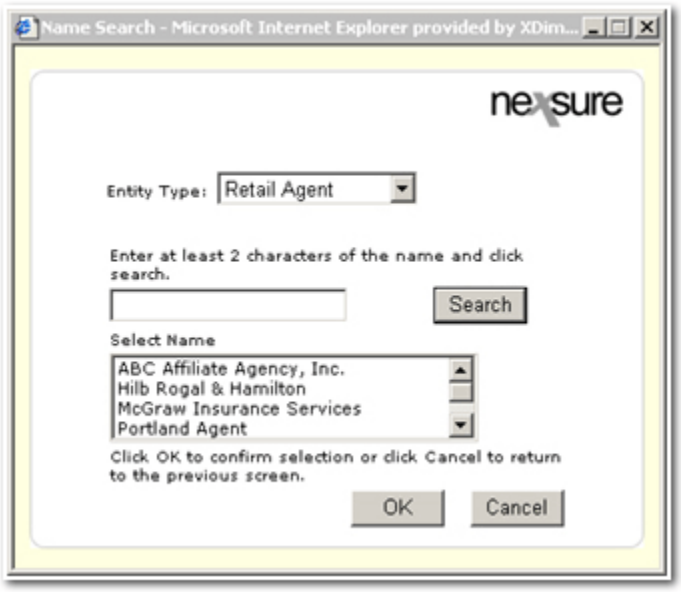
22. Click **OK** to post zero disbursement. Disbursement summary view shows zero amount posted.

Receive Payments

Use the receive payment tab to post received payments to the general ledger. They will then be available for deposit.

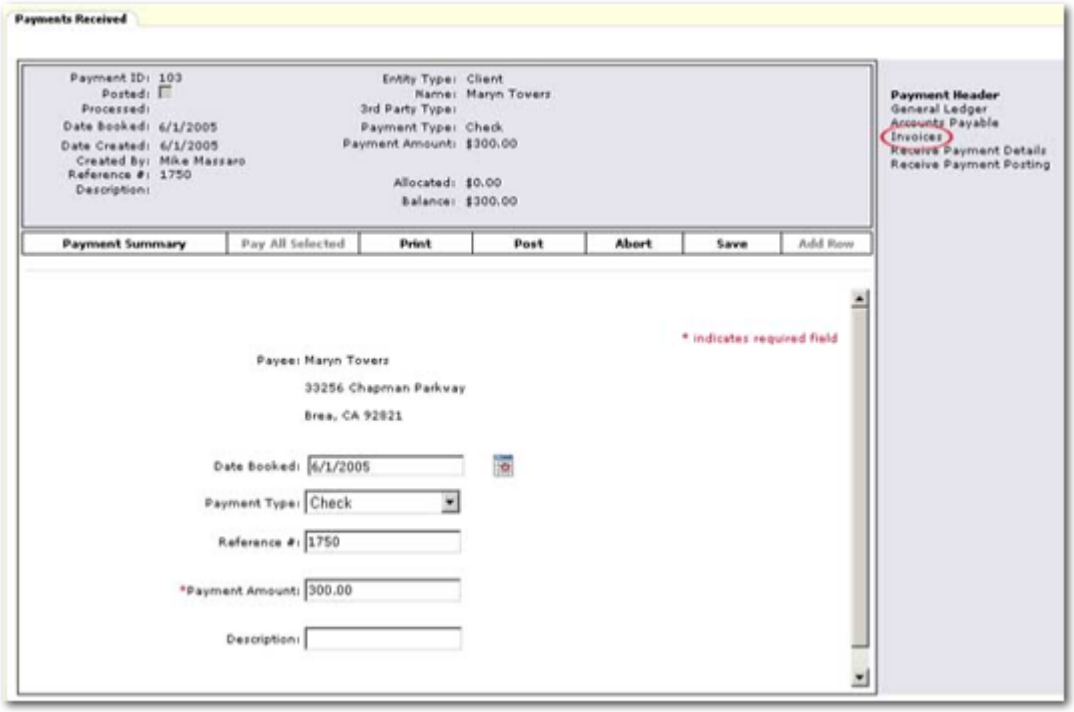
To Receive a Payment

1. On the Primary Menu, click **ORGANIZATION**.
2. Select the **territories** tab.
3. Select the appropriate **Details** icon for the territory that will be receiving a payment.
4. Select the **accounting** tab.
5. Select the **transactions** tab
6. Click the **receive payments** tab.
7. Click **[Add New]**.



8. Select the **Entity Type** (the default is Client) and search for the entity name.

9. Select the entity name and click **OK**.



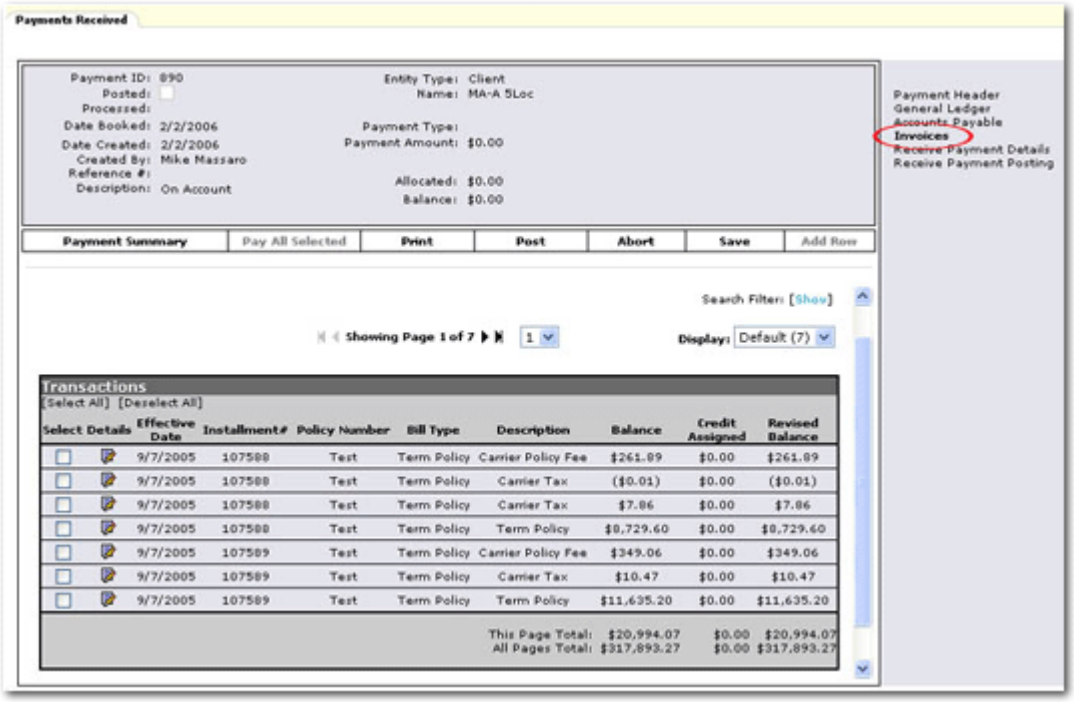
- Enter the **Date Booked** (current date is default).
- If the payment is a **3rd Party Type**, select the check box.
- Select the **Payment Type** from the drop-down list.
- Enter a **Reference** number. If payment is by check, enter the check number.

- Enter the **Payment Amount**.
- Enter a **Description** (optional).

10. Click **Save**.

11. Select the **Invoices** link. All invoices for the selected client in the selected territory will be displayed.

Note: To search for specific invoices, click the **[Show]** link and use the drop-down lists to enter search criteria.



12. Nexsure will automatically select the closest matching invoice based on payment and date. Click **Pay All Selected**.

13. Click **Post**. Once received payments are posted, they will be available on the **receipts** screen of the **deposit** tab.

Related Topics

NSF > Receive Payment Reversal

NSF / Receive Payment Reversal

If a client's receive payment has been returned to the agency after it was included in a deposit, you have to remove the money from the bank account and reverse the application of the receive payment to specific invoices. This process also allows for the creation of a charge back to the client for the returned

payment. Charging a fee back for NSF is available ONLY for clients. NSF flag functionality is available for the following entities but is for information purposes only and will not create a fee:

- Employee
- Retail Agent
- Carrier
- Additional Interest
- Finance Company
- Tax Authority
- Vendor

To Reverse a Received Payment

1. Locate the original receive payment and click the **Details** icon.

2. Click **Reverse**.



3. In the **Reverse Payment** pop-up, select NSF from the drop-down list. Enter a note in the Reversal Reason field (up to 20 characters).

4. Click **OK** to complete process.

Note: Both the reversing entry and the original entry will have Reversal Reason displayed.

5. Click **Payment Summary** to view the reversal on the receive payments tab:



The following actions will occur after completing the reversal of a deposited receive payment:

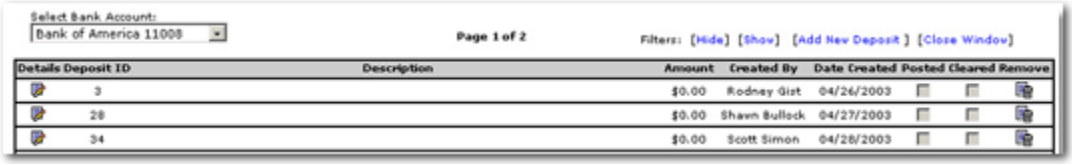
- Client's transaction summary will reflect the reversal of all associated applications to invoices.
- Client invoice receivables tab will reflect the reversal of all associated applications to invoices.
- Client's transaction summary will reflect the charge invoice created, if applicable.

Note: To remove the amount from the bank account, you must add a negative Deposit picking up the reversed receipt by clicking the **Receipt** link on the deposit.

Deposits

To Make a Deposit

1. On the Primary Menu, click **ORGANIZATION**.
2. Click the **accounting** tab.
3. Click the **transactions** tab.
4. Select the **deposits** tab.
5. Select the bank account you wish to deposit to from the drop-down list.



6. Click **[Add New Deposit]**.



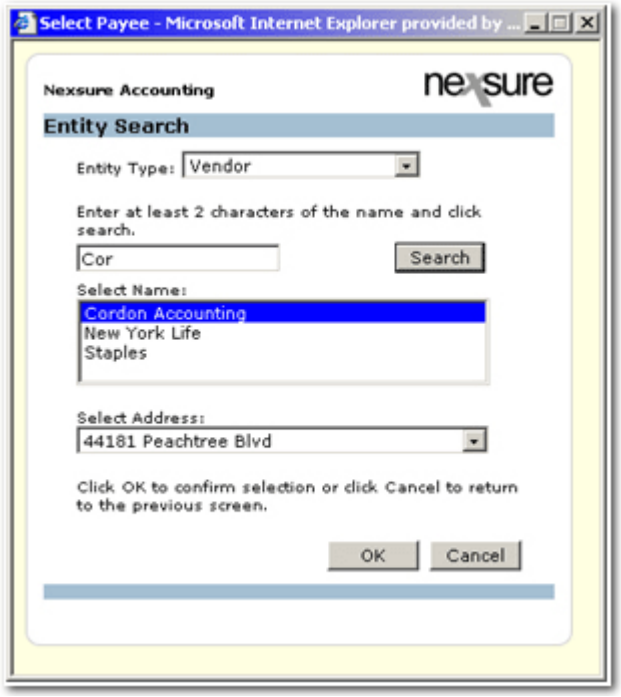
Note: A deposit ID number will be assigned by Nexsure and will be displayed in the deposit header. The deposit header also displays other general information such as the date created, who created the deposit and bank account information including balances.

7. Enter the **Date Booked** (current date is default).
8. Select the **Deposit Method**, such as EFT (electronic file transfer).
9. Enter the **Anticipated Total** dollar amount.
10. Enter a description and internal note (optional) to help identify the deposit.
11. In the quick navigation panel, click **Receipt**. This will show a list of existing received payments.
12. Select the payments you wish to deposit, or click **Select All**.
13. Click **Post** to post the deposit to the general ledger, or click **Abort** to cancel the deposit.

Accounts Payable

To Make an Accounts Payable Entry

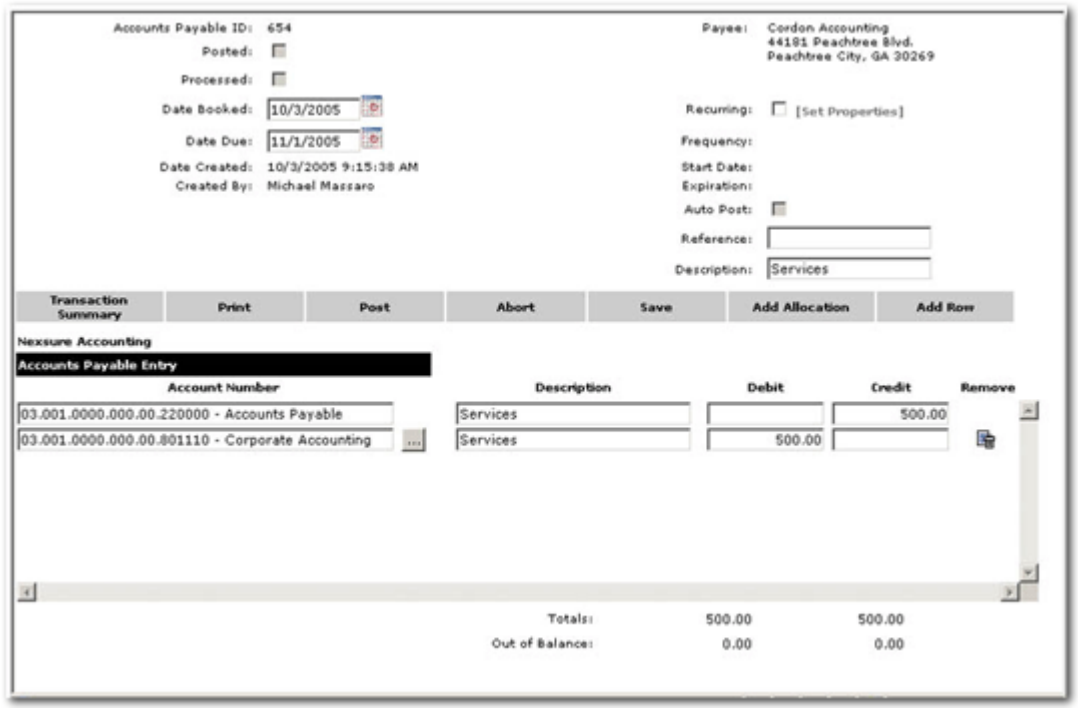
1. On the Primary menu, click **ORGANIZATION**.
2. Select the organization level where your bank accounts are located, for example - **Territories.**
3. Select the **accounting** tab.
4. Select the **transactions** tab.
5. Click **accounts payable**.
6. Click **[Add New]**. The Entity Search dialog appears.



7. Search for the Entity to pay.

Note: If the entity has an alternate payment address, it can be selected from the **Select Address** drop-down list.

8. Click **OK**.



9. Enter the **Date Booked** (current date is default).

10. Enter payable **Date Due**.
11. Select **Recurring** to setup a recurring accounts payable.

    The recurring accounts payable option fully automates the accounts payable process. This topic covers the recurring option, for more information see Recurring Accounts Payable.
12. Enter an internal **Reference** and **Description** for the payable transaction. The Description field is also important for generating a **Vendor 1099 Disbursement Details report**, see the note below.

    Note: For vendors with 1099 status to appear on the "**Vendor 1099 Disbursement Details** " report, the following criteria must be met:

    Enter "**1099**" into the Description fields when creating an Accounts Payable transaction. This can be in addition to any other text in the description, ie. "**Office Supplies - 1099**" (see example)

    When Adding a Vendor, the **1099** box must be selected.
13. In the **Debit** field, enter the amount owed, in the **Credit** field, enter the amount being paid.

    Note: If you are making more than one payment to the same vendor, click **Add Row** to add another line item.
14. In the **Credit** field, enter the amount being paid. The difference (if any) will be displayed below.
15. Click **Save** to save the payable information, then click **Post** to return to the **Accounts Payable Summary**.
16. Click **Post** to post the payable information to the general ledger. The **Posted** check box will be selected. Once a disbursement has been made, the **Processed** check box will be selected as well.

Related Topics

Accounts Payable Auto Processing

Recurring Accounts Payable

Using Allocations

Accounts Payable Auto Processing

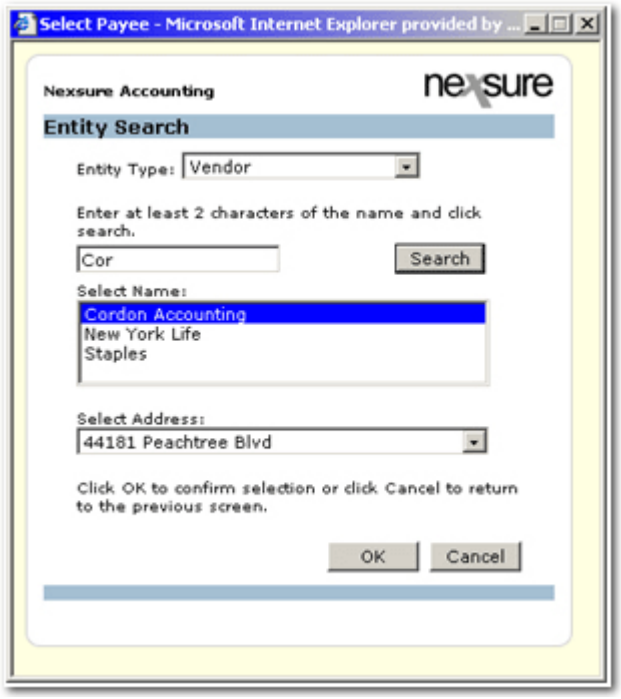
This process allows you to create a disbursement by selecting multiple accounts payable items and posting them all at once, bypassing the need to create a new disbursement for each item. All posted, unprocessed accounts payable entities can be selected for auto processing.

Note: Accounts payable items that anticipate a refund and require a receive payment entry cannot be selected for auto processing.

To Auto-process AP Items

1. On the Primary menu, click **ORGANIZATION**.
2. Select the accounting **territory** by clicking the **Details** icon.
3. Select the **accounting** tab.

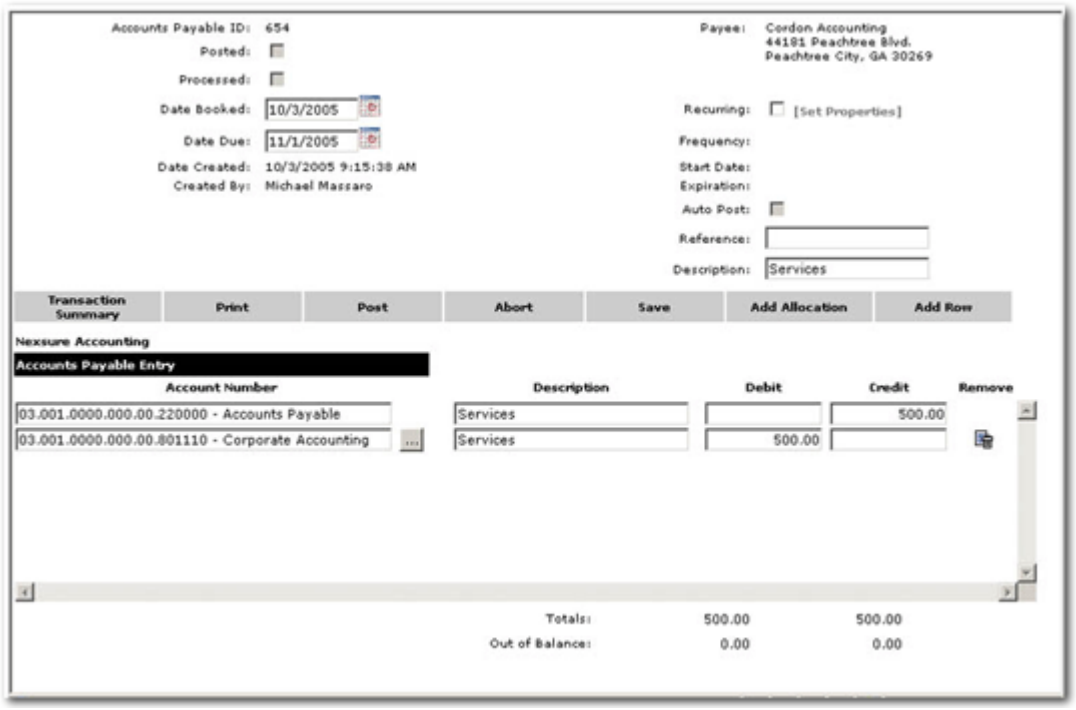
4. Select the **transactions** tab.
5. Click **accounts payable**.
6. Click **[Add New]**.



7. Search for the Entity to pay.

   Note: If the entity has an alternate payment address, it can be selected from the **Select Address** drop-down list.

8. Click **OK**.

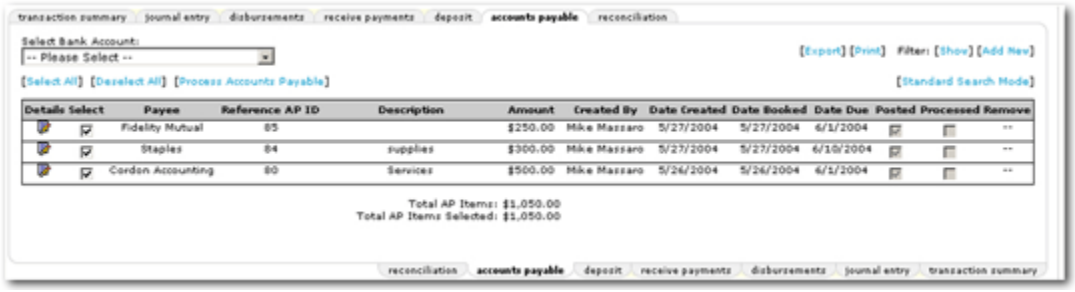


9. Enter the **Date Booked** (current date is default).
10. Enter payable **Date Due**.
11. Enter an internal **Reference** and **Description** for the payable transaction (optional).
12. Accounts payable should be the credit amount that will be paid. Enter the amount owed in the **Credit** field. The difference will be displayed below.

    Note: If you are making more than one payment to the same vendor, click **Add Row** to add another line item.

13. The second line item will be the expense or offset detail related to the amount that is owed. Enter that amount into the **Debit** field. The difference, unless an additional row is needed, should be “0”.
14. Click **Save** to save the payable information, then click **Post** to return to the **Accounts Payable Summary**.
15. Click **Auto Process Accounts Payable**. A list of the posted, unprocessed AP items will be displayed.

    Note: Items creating a debit to accounts payable (expecting receive payment) will not be available for auto processing.



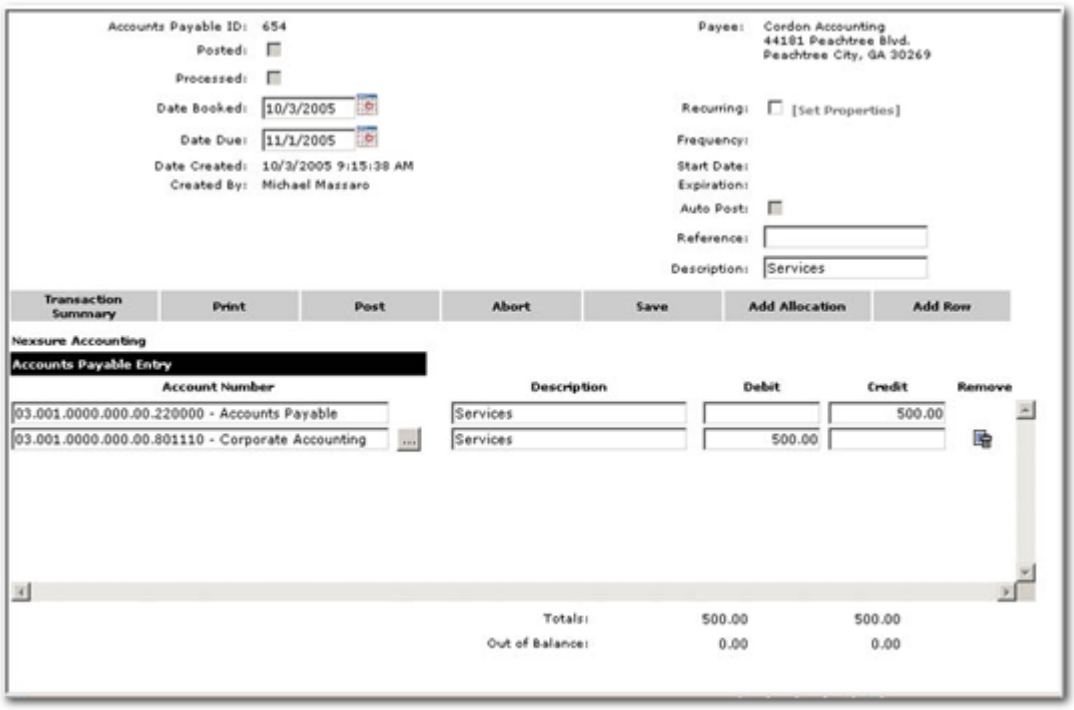
16. Select a bank account from the drop-down list.
17. Select AP items for auto processing by clicking in the **Select** box, or clicking the **[Select All]** link.
18. Click **[Process Accounts Payable]**. All selected AP items will be auto processed and will now appear on the **Disbursements** tab.



19. To print a check for an item in the disbursement list, click the **Details** icon and click the **Print** link.

Recurring Accounts Payable

The recurring accounts payable option fully automates the accounts payable process. This topic covers the recurring option, for more information on AP functionality, see Accounts Payable.



To Schedule Recurring Accounts Payable

1. Once you have created a new accounts payable item, select the **Recurring** option.
2. Click **Set Properties**.
3. Select the recurring schedule:

Daily



Daily Recurrence Schedule

- Every number of days will create accounts payable on that number of days. i.e. 1 would create an entry every day, 8 would create an entry every 8 days.
- Every weekday will create accounts payable Monday to Friday.

Recurrence Range

- Start date – defaults from accounts payable screen and determines the first

Monthly



Monthly Recurrence Schedule

- Day ## of every # month(s) – specific date the number of months designated.
  - Example – Day 15 of every 1 month will create the journal entry on the 15th of each month beginning in August.
  - Example – Day 15 of every 3 months will create the accounts payable on the 15th of every 3rd month. In this example, with 7/21/2005 as start date, the first

occurrence - Today's date plus one day.

- Continuous – accounts payable will be created until end is defined.
- Continue for number of occurrences – accounts payable will be created for set number of occurrences.
- End by specific date – accounts payable will be created until date is reached.
    - If end by date = the prescribed occurrence of a journal entry, the entry will be created. For example, end by date = July 21, 2006 the accounts payable will occur on July 21. If end by date = July 23, 2006 then the last accounts payable will also occur on July 21 since July 23 is not a weekday.

Automatically Post

- If checked, accounts payable will post during a night process automatically (12:40 AM).
- If unchecked, journal entry will be created but will not post.

accounts payable will be August with subsequent accounts payables occurring in November, February 2006, May 2006, August 2006 and so on.

- To effect a different month, "Start" could be changed to later month to begin the series in that month.

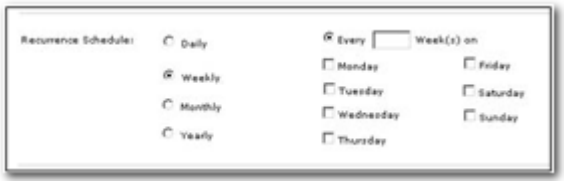
Recurrence Range

- Start date – defaults from accounts payable screen and determines the first occurrence.
- Continuous – accounts payable will be created until end is defined.
- Continue for number of occurrences – accounts payable will be created for set number of occurrences.
- End by specific date – accounts payable will be created until date is reached.

Automatically Post

- If checked, accounts payable will post during a night process automatically (12:40 AM).
- If unchecked, accounts payable will be created but will not post.

Weekly



Weekly Recurrence Schedule

- Every # of week(s) on a specific day (or days) will create accounts payable on that day every designated number of weeks.
    - Example – every 1 week on Tuesday will create the accounts payable every Tuesday.
    - Example – every 2 weeks on Tuesday will create the accounts payable every other Tuesday.

Recurrence Range

Yearly



Yearly Recurrence Schedule

- Only option is "Occurs" with the specific day designated.

Recurrence Range

- Start date – defaults from accounts payable screen and determines the first occurrence.
    - Defaults from "Date Booked" but may be changed based on rules for using "Date Booked" in a accounts payable.

Today's date is the default.

• Start date – defaults from accounts payable screen and determines the first occurrence. • Continuous – accounts payable will be created until end is defined. • Continue for number of occurrences – accounts payable will be created for set number of occurrences. • Example – 24 occurrences will result in 24 weeks of Tuesday accounts payable. • End by specific date – accounts payable will be created until date is reached. **Automatically Post** • If checked, accounts payable will post during a night process automatically(12:40 AM). • If unchecked, accounts payable will be created but will not post.	**Date may not be in a closed or locked period** • Continuous – accounts payable will be created until end is defined. • Continue for number of occurrences – accounts payable will be created for set number of occurrences. • End by specific date – accounts payable will be created until date is reached. **Automatically Post** • If checked, accounts payable will post during a night process automatically (12:40 AM). • If unchecked, accounts payable will be created but will not post.

4. Click **OK**.

- **Frequency** - establishes schedule
- **Start Date** - establishes the point that the entry will begin
- **Expiration** - establishes expiration of recurring entity
- **Auto Post** - if checked, reflects that the accounts payable will post automatically. Otherwise, the accounts payable will be created based on rules and will be available to post, edit or delete.
- **Transaction Summary -** Saves the entry and returns to Journal Entry transaction list view. Recurring entries must be in balance, clicking Transaction Summary while not in balance will prompt a message notifying you to balance the journal entry.
- **Print -** Prints accounts payable line items.

  Note: Post is not available for a recurring entry.
- **Abort -** Deletes the entry.
- **Save -** Saves the entry, remaining in the accounts payable screen.
- **Add Allocation -** Displays available allocations for entry, see Using Allocations.
- **Add Row -** Adds general ledger line items.

Related Topics

Accounts Payable

Accounts Payable Auto Processing

Using Allocations

Using Allocations

Organizations with multiple branches, departments and possible units may have a policy of dividing expenses during the course of an accounting transaction based on the organizational structure. Creating a general ledger allocation plan provides a template for easily dividing expenses within the organization. Allocation plans can be created for accounts payable and journal entries. Before using an allocation template it must be created first, see Allocation Plan Setup.

Accounts Payable Allocations

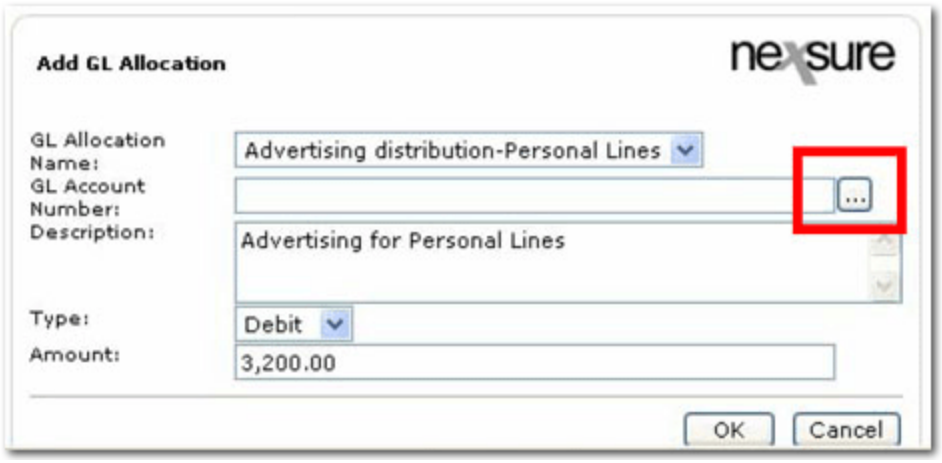
To Use Allocations with Accounts Payable

1. On the Primary menu, click **ORGANIZATION**.
2. Select the Org level where your bank accounts are located, for example - **Territories**.
3. Select the **accounting** tab.
4. Select the **transactions** tab
5. Click the **accounts payable** tab.
6. Click **[Add New]**. The entity search dialog appears.
7. Search for the entity to pay.

   Note: If the entity has an alternate payment address, it can be selected from the **Select Address** drop-down list.
8. Click **OK**.

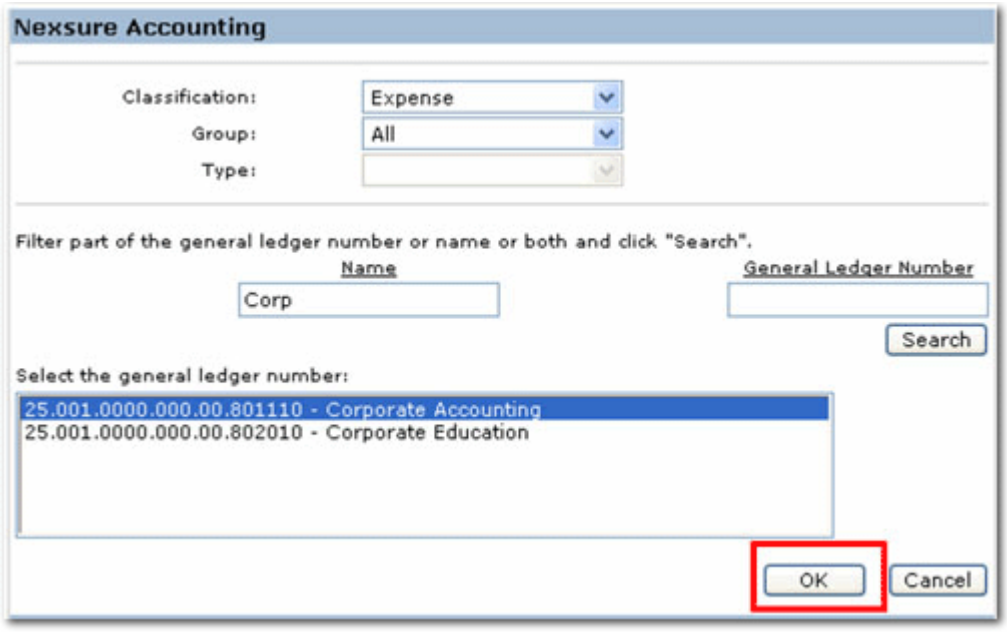


9. Enter the accounts payable information as covered in the accounts payable topic.
10. Click Add Allocation. An allocation plan must have been previously created to activate this link.



- **GL Allocation Name** - Select the allocation plan from the drop-down list. The entity where the transaction is created must be part of the allocation plan to be available.
- **Description** - Defaults from allocation plan.
- **Type** - Select debit or credit for fill in to accounts payable item.
- **Amount** - Defaults from the first AP entry but can be changed. If the amount is changed, additional rows or allocation must be entered to balance.

11. Click the GL Account Number ellipsis.



- **Classification** - classification availability depends on the allocation plan's type.
    - A Balance Sheet Type will display: Classification Asset, Liability and Equity
    - An Income & Expense Type will display: Classification Income, Expense, Under Ops Income and Under Ops Expense
- **Group** - selection is dependent upon the classification selected.
- **Type** - selection is dependent upon the classification selected.

- Enter a partial name or GL account number and click **Search**.

12. Select the general ledger number and click **OK**.

13. Click **OK** to close the Add GL Allocation pop-up window.



The allocation in this example divided items evenly across two organizational levels. Intra-territory angle creates additional entries to keep the books in balance.

Processing the disbursement for the accounts payable item in this example will:

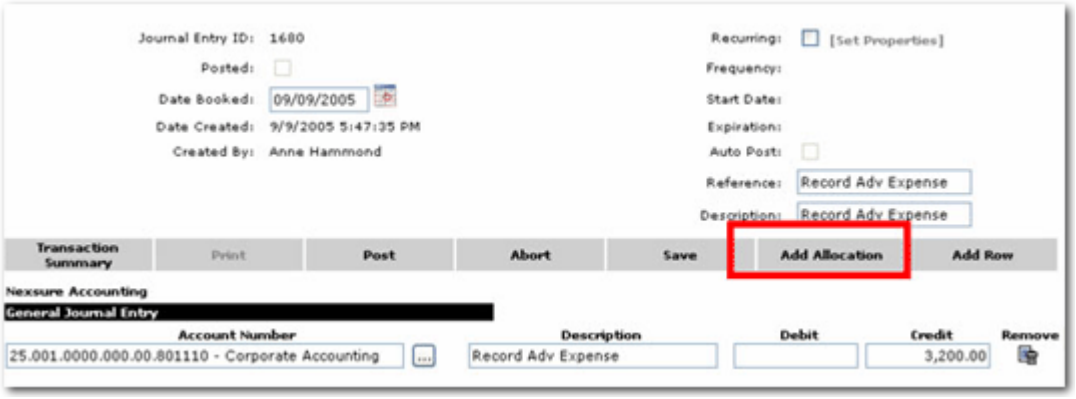
- Credit bank $3,200.00 (Territory 001)
- Debit accounts payable $3,200.00 (Territory 001)
- No additional entries via disbursement (accounts payable processing) need to occur to Territory 002
- Territory 002 may eventually repay territory 10, crediting the bank and debiting Intra-Office Secondary Offset.
- Territory 001 receipts repayment, debiting undeposited funds and crediting Intra-Office Primary Offset.

Journal Entry Allocations

To Use Allocations with Journal Entries

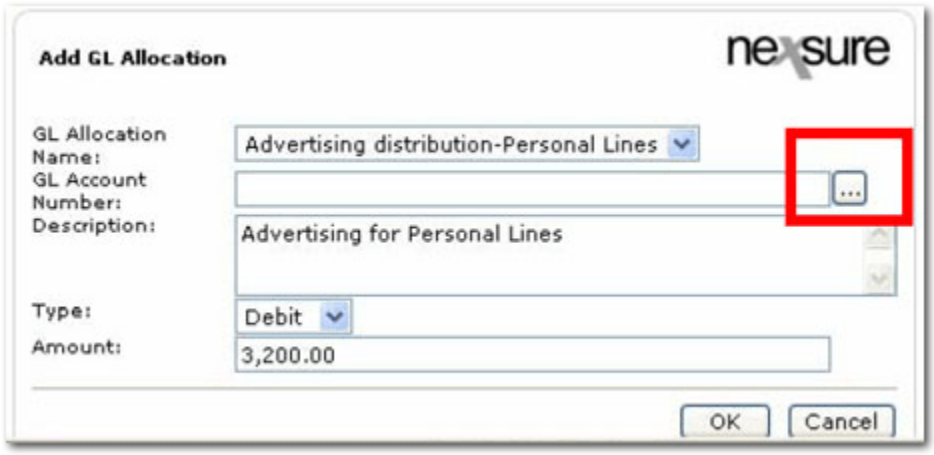
1. On the Primary menu, click **ORGANIZATION**. Select the organization level where your bank accounts are located, for example - **Territories**.

2. Select the **accounting** tab.
3. Select the **transactions** tab.
4. Click the **journal entry** tab.
5. Click **[Add New]**.

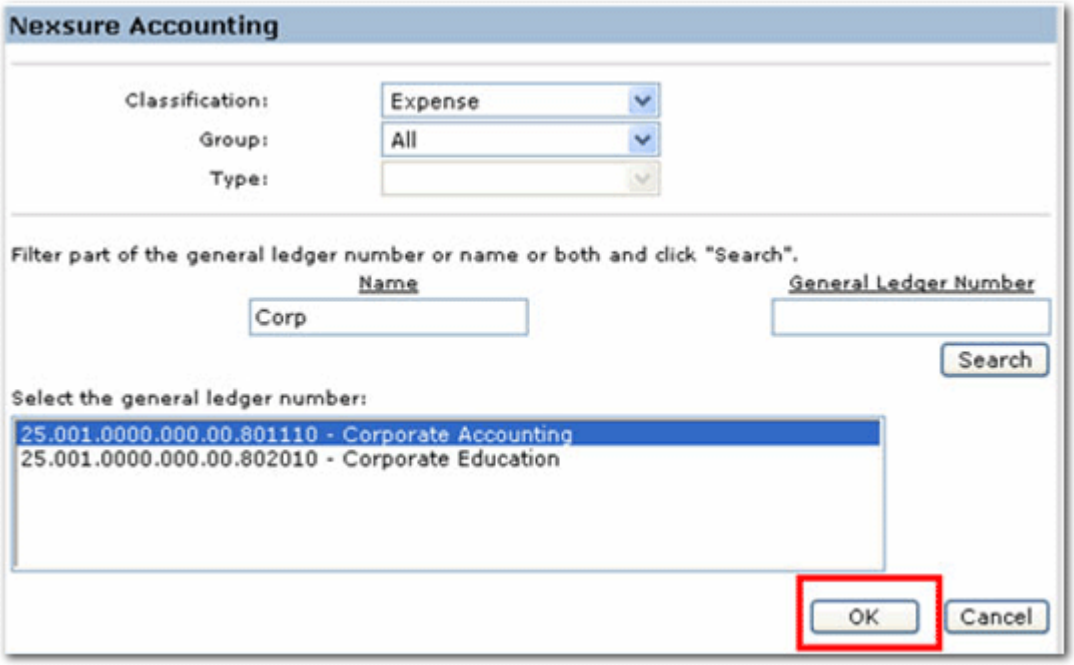


Note: The first general journal entry line must be completed with a general ledger number and debit or credit value before Add Allocation can be used.

6. Enter the journal entry information as covered in Journal Entry, and click **Add Allocation**.



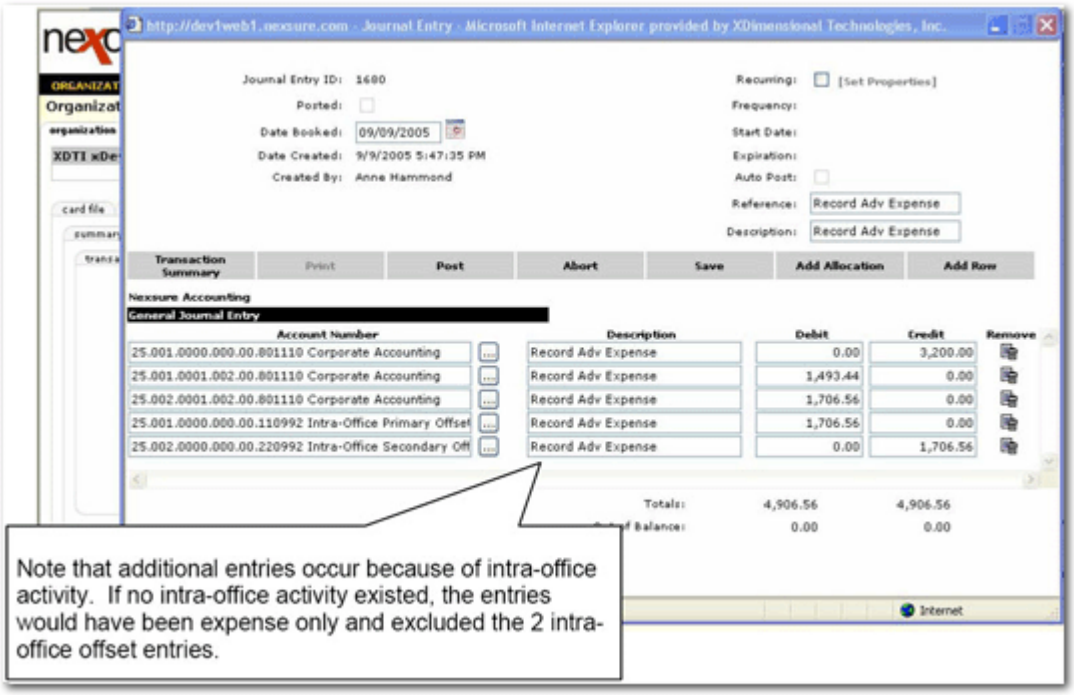
- **GL Allocation Name** - Select the allocation plan from the drop-down list. The entity where the transaction is created must be part of the allocation plan to be available.
- **Description** - defaults from allocation plan.
- **Type** - Select debit or credit for fill in to accounts payable item.
- **Amount** - defaults from the first AP entry but can be changed. If the amount is changed, additional rows or allocation must be entered to balance.



- **Classification** - classification availability depends on the allocation plan's type.
    - A balance sheet type will display: Classification Asset, Liability and Equity
    - An income and expense type will display: Classification Income, Expense, Under Ops Income and Under Ops Expense
- **Group** - selection is dependent upon the classification selected.
- **Type** - selection is dependent upon the classification selected.
- Enter a partial name or GL account number and click **Search**.

7. Select the general ledger number and click **OK**.

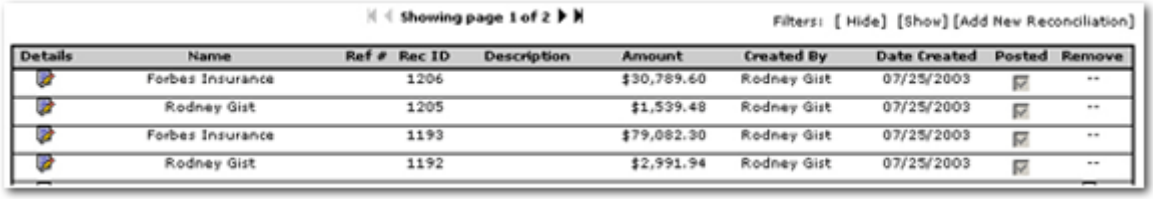
8. Click **OK** to close the Add GL Allocation pop-up window.



Note: Process for journal entry is different from accounts payable in that a determination must be made for the initial line item with subsequent offsets. In this example, corporate accounting for the territory level has been credited the entire amount with the gl allocation providing subsequent allocation for the same general ledger number. It could be the first line is bank interest or bank service charges with allocation created to distribute to other levels.

Reconciliation

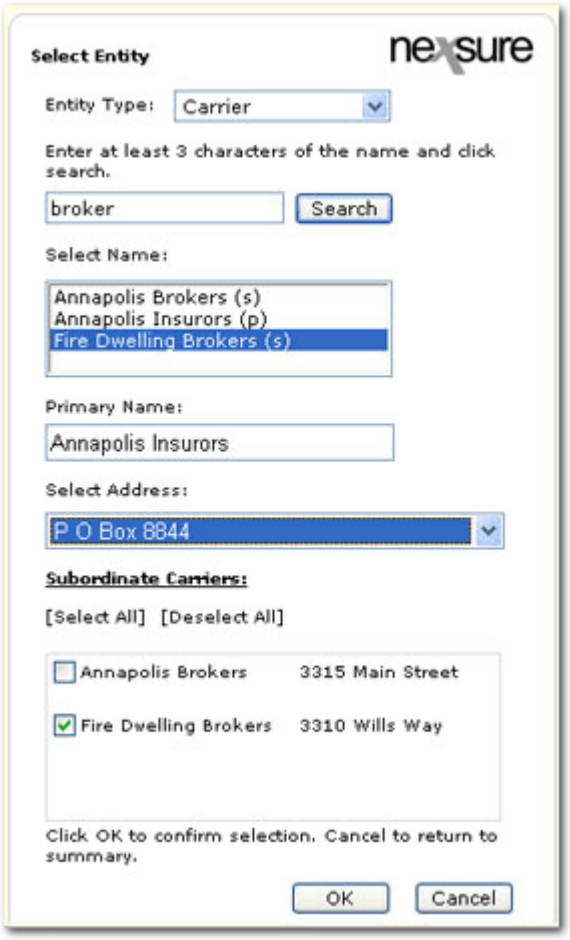
Reconciliation posting clears existing income/receivable totals and/or payable totals. Reconciliation items must be posted by invoicing with offsets to the reconciliation clearing account as recorded with disbursement issuance or cash payments received.



To Perform a Reconciliation

1. On the Primary menu, click **ORGANIZATION**.
2. Select the **territories** tab and select the territory you wish to reconcile.
3. Select the **accounting** tab.
4. Select the **transactions** tab.
5. Click the **reconciliation**.

6. Click **[Add New Reconciliation]**.



7. Select an **Entity Type** from the drop-down list and search for the entity.

Note: If you select Carrier, you are given the option to select any subordinate carriers associated with a parent carrier. Subordinate carriers will be followed by an **(s)**. Note also that if you search for a subordinate carrier, the primary carrier will also be displayed followed by a **(p)**.

8. Click **OK**.

9. In the **Description** field, enter a description that identifies the reconciliation (such as March 05 commissions).

10. In the quick links list, click **Transactions**. By default, all agency billed posted invoices will be displayed.

Note: Each invoice is posted showing the individual LOBs for that policy. There may be multiple invoices with the same invoice ID, these are not duplicates, but different line of businesses on a package policy.

- If there are direct bill invoices that need to be included in the reconciliation, click **[Show]**, in the bill method drop-down list, select **Direct Bill** or **Both** and click **OK**.

11. Select the invoices to include in the reconciliation by clicking in the check box. If you are making a partial payment on an invoice, click the **Details** icon and enter the amount.

12. Click **Save**.

13. Click **Pay All Selected**.

    Important: If you have more than one page (or screen) of invoices, clicking Pay All Selected will only pay the invoices that are displayed on the current page. If you selected invoices on other pages, navigate to each page and click Pay All Selected.

14. Click **OK**. Verify that the proper amount appears in the Paid column.

15. Click **Post**.

Related Topics

Direct Bill Carrier Statement Entry

Revising Commission During Reconciliation

Direct Bill Carrier Statement Entry

This process allows you to create and post invoices quickly from a carriers direct bill commission statement, through reconciliation, without having to access individual clients. No invoicing is done at the client's policy level but the policy info tab does need to be completed with all applicable information.

1. On the Primary menu, click **ORGANIZATION**.

2. Click the **territories** tab.

3. Click the **Details** icon of the appropriate territory.

4. Click the **accounting** tab.

5. Click the **transactions** tab.

6. Click the **reconciliation** tab.

7. Click the **[Add New Reconciliation]** link.

8. Select **Carrier** in the entity type drop-down box

9. Search for the appropriate Carrier, select Subordinate Carriers if applicable, and click **OK**.

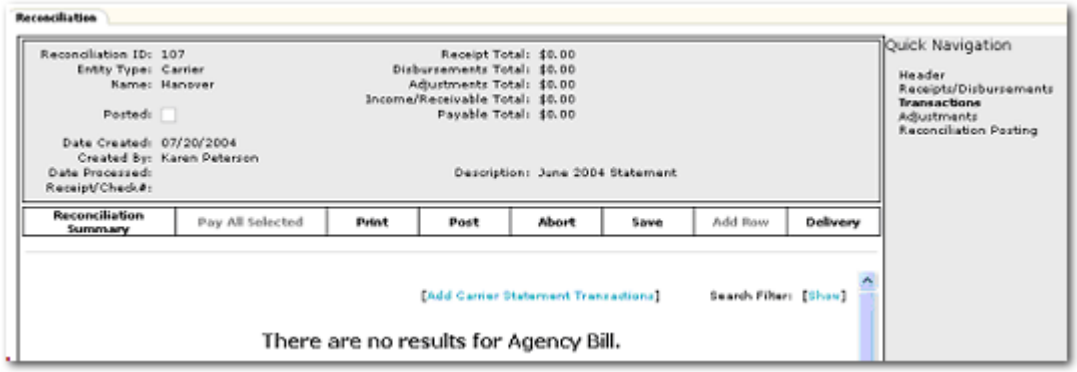
10. The date booked field will apply to all items added.

11. Enter a description.

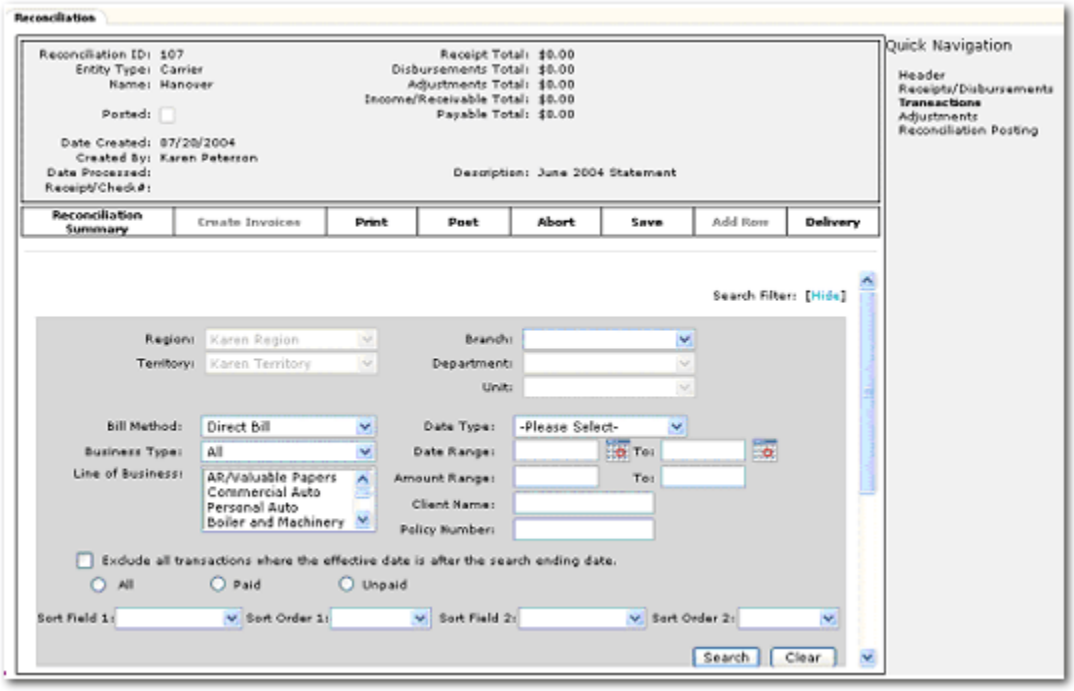
12. In the quick navigation panel, click **Transactions**. By default, all posted agency billed invoices will be displayed.

    Tip: Any existing invoices that need to be included in this reconciliation should be reconciled before entering the carrier statement.

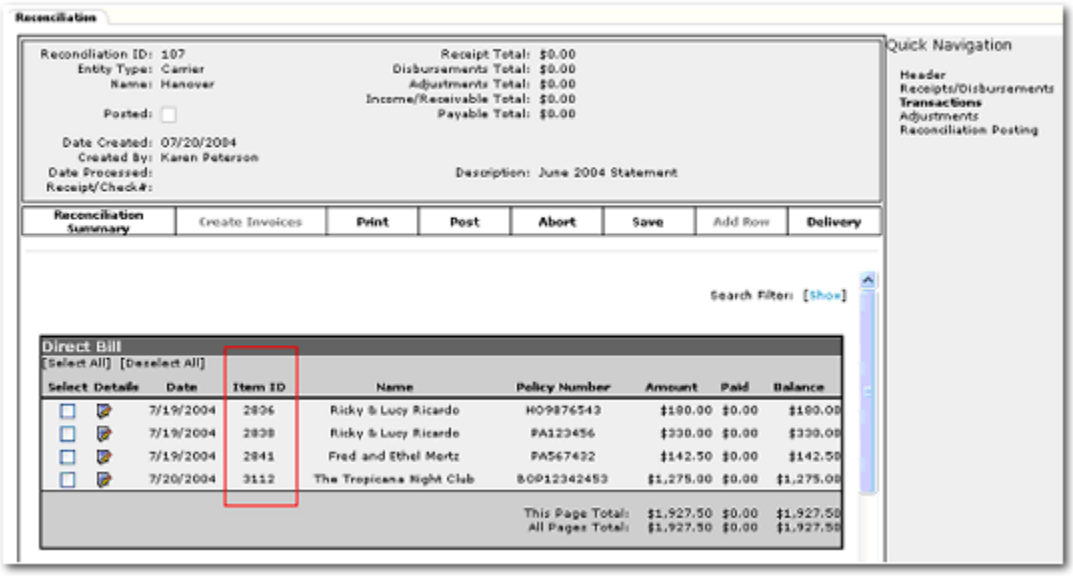
13. Click the **[Add Carrier Statement Transactions]** link.



14. The search filter will open and default the Bill Method to Direct Bill. The sort field and sort order can be used to match the search criteria to the carrier's statement. Click **Search**.



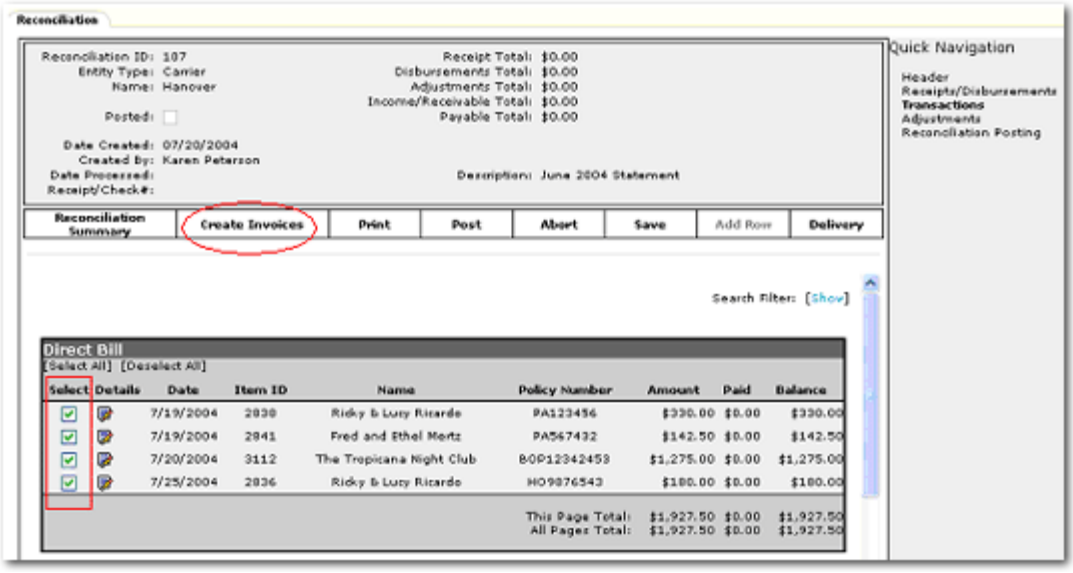
15. A list of clients will be displayed. The clients must have an in force policy and premium information entered on the policy info tab.



16. The information in the unposted invoice, pulled from the policy info tab, can be edited.

    - Click on the “item id” hotlink to launch an unposted invoice into edit mode.
    - The date booked will be the same for all entries and is designated at the reconciliation.
    - Make the necessary changes to premiums, fees, and taxes. The agency and people commission should adjust automatically. The invoice will display at both the client and policy level but can only be edited from the unposted reconciliation.
    - Click the reconciliation link under the invoice header to return to the reconciliation.
    - Repeat steps 16a-d for all unposted invoices where the amount does not match the carriers statement.

17. Select the clients, appearing on the carrier statement, to create the Invoices for. Click the **Create Invoices** link under the reconciliation header.



18. To post the invoices click the **Post Invoices** link under the reconciliation header.

19. Click **Pay All Selected**. To check your work against the carrier statement before posting, print remittance advice (see below).

20. Click **Post**.

Making a Payment

1. In the quick navigation panel, click **Receipts/Disbursements**.

2. Click **[Add New Disbursement]**.

3. Select the disbursement.

4. Click **OK**.

5. Click **Post**.

6. Click **Print Check**.

Submitting Remittance Advice

1. Once the reconciliation is completed and posted click the **print** link under the reconciliation header.

2. Select **Remittance Advice** in the Print Selection drop-down box.

3. Click **OK.**

4. Click the **print** link in the adobe toolbar to print out the remittance advice to compare to the carrier's statement.

5. Click the **Delivery** link under the reconciliation header to email or fax from Nexsure.

Related Topics

Direct Bill Carrier Statement Entry

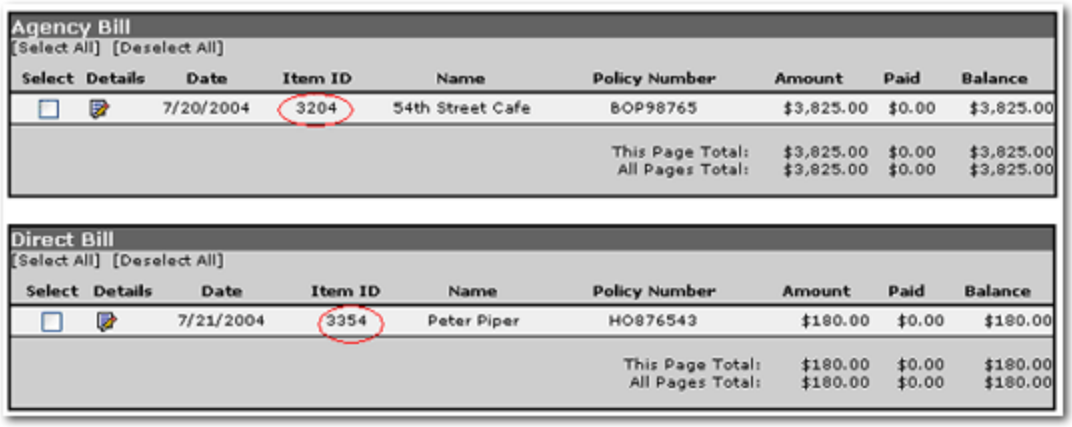
Revising Commission During Reconciliation

Revising Commission During Reconciliation

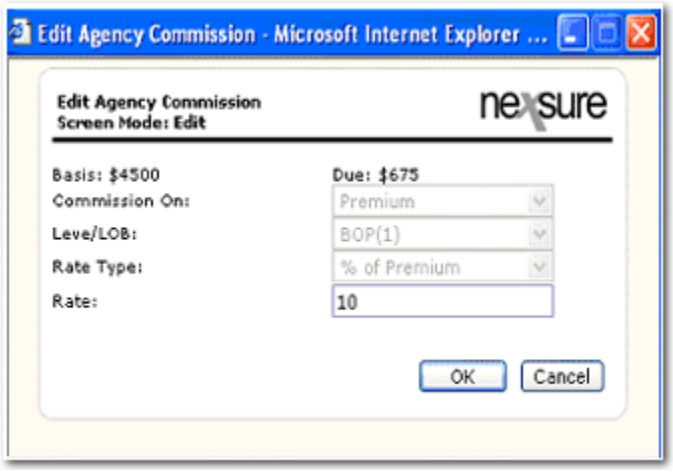
This process will allow the adjustment of commissions to be made during the reconciliation process without reversing or re-billing invoices. Adjustments to commission can be made to both Direct and Agency billed invoices.

To Revise a Commission

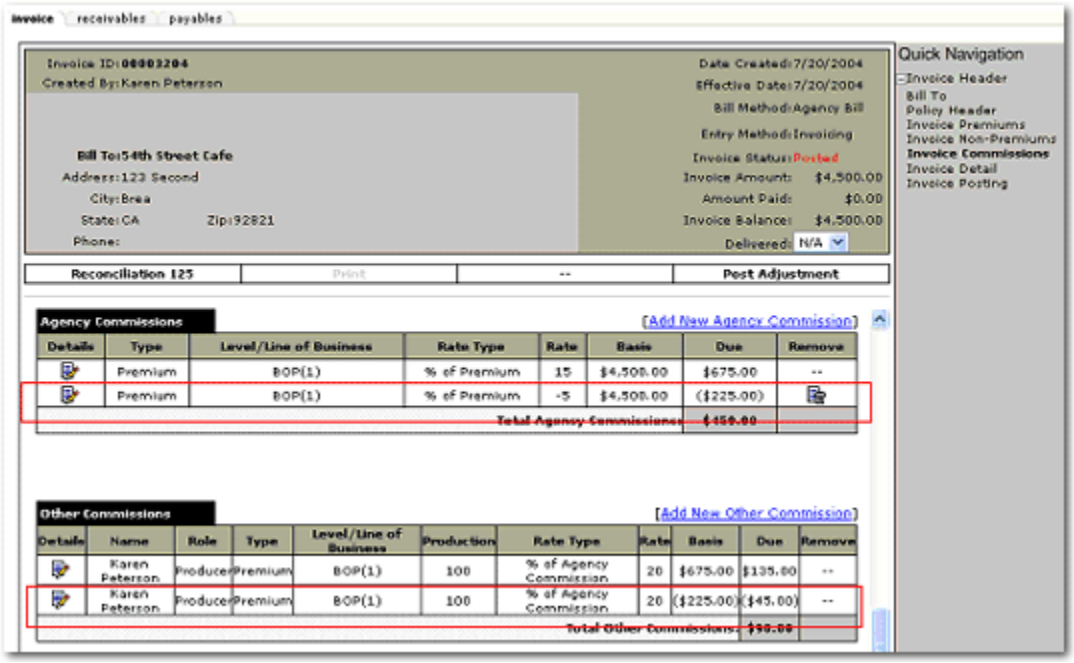
1. On the Primary menu, click **ORGANIZATION**.
2. Click the **territories** tab.
3. Click the **Details** icon of the appropriate territory.
4. Click the **accounting** tab.
5. Click the **transactions** tab.
6. Click the **reconciliation** tab.
7. Click the **Add New Reconciliation** link.
8. Select carrier in the entity type drop-down box
9. Search for the appropriate carrier, select subordinate carriers if applicable, and click **OK** to display the reconciliation header screen for the select carrier. The Date Booked will default to today's date.
10. Enter Description.
11. Click the **Transactions** link in quick navigation.
12. Transactions screen defaults to posted agency bill invoices; click the search filter **[Show]** link and search by agency bill, direct bill or both to pull them into the reconciliation. (Use the other search criteria for a more refined search).
13. Click the **Item ID** hotlink to launch the posted invoice into edit mode.



14. Click the **Details** icon of the agency commission to enter the correct commission rate and click **OK**.

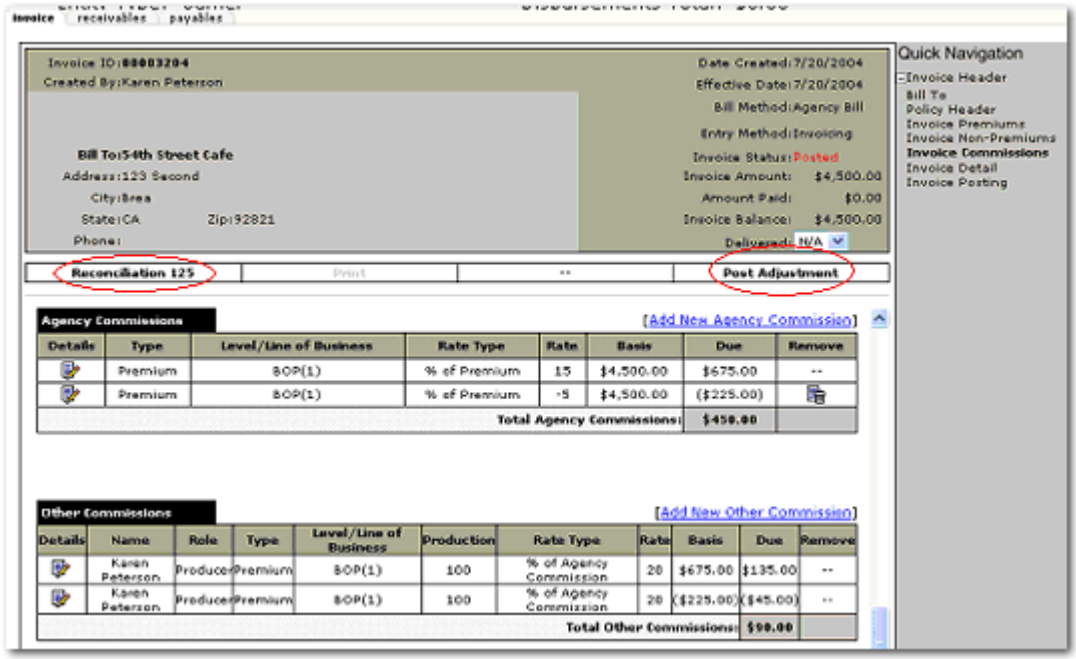


15. If agency commission is based on a percent of the premium, it will automatically display a second line item with the difference and the amount due (credit or debit). If people commission is based on a percent of the agency commission, it will adjust automatically. The people commission can also be adjusted by clicking on the details icon. This will also generate a second line item based on the difference.



16. Click the **Post Adjustment** link to post the commission changes made to the invoice.

17. Click the **Reconciliation (ID)** link under the invoice header to return to the reconciliation.



18. Repeat steps 14-18 for all invoices where the commission amount does not match the carrier statement.

19. Continue the Reconciliation process.

20. Once the reconciliation is completed and posted, click the **Print** link under the reconciliation header.

21. Select **Remittance Advice** in the Print Selection drop-down box.

22. Click **OK.**

23. Click the **Print** link in the Adobe toolbar to print out the remittance advice to compare to the carrier's statement.

24. Click the **Delivery** link under the reconciliation header to email or fax from Nexsure.

Related Topics

Reconciliation

Direct Bill Carrier Statement Entry

Invoices Tab

The **invoices** tab allows access of posted, unposted and reversed invoices, including installments, for printing and research purposes.

To Access the Invoices Tab

1. On the Primary menu, click **ORGANIZATION**.

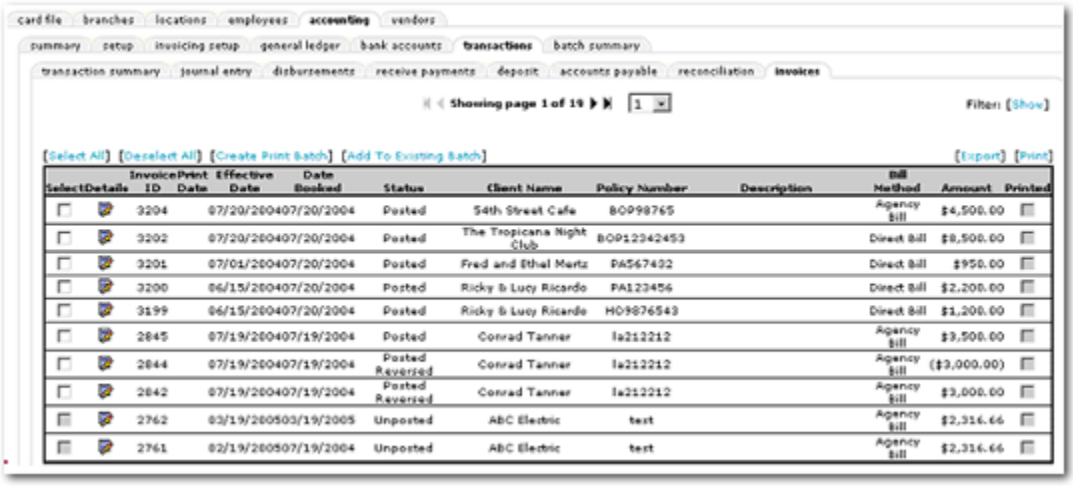
2. Click the **territories** tab.

3. Click the **Details**  icon of the appropriate territory.

4. Click the **accounting** tab.

5. Click the **transactions** tab.

6. Click the **invoices** tab. A maximum of 1000 records display.



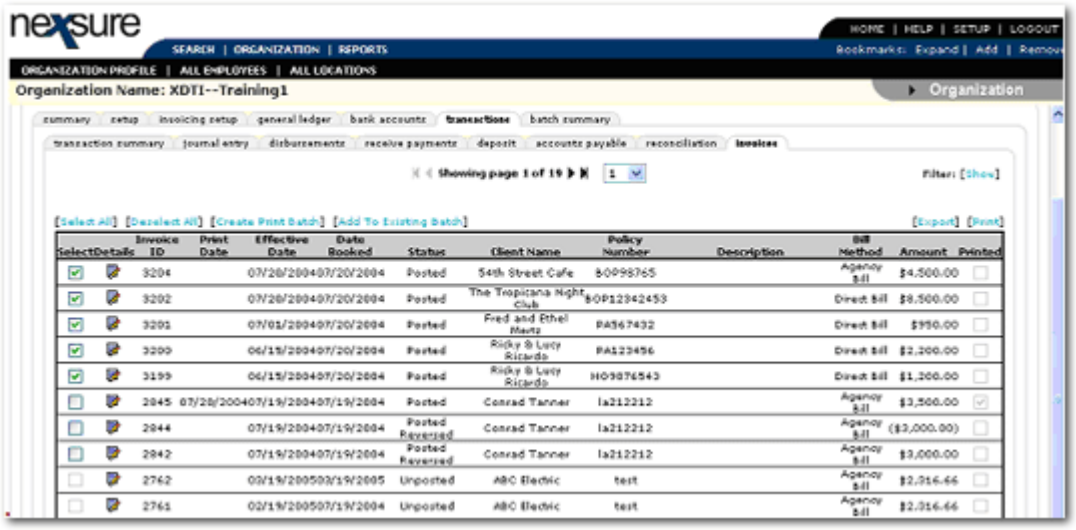
7. Clicking the **Details** icon will display the invoice for review.

8. To return to the invoices summary view, click the **Transaction Summary** link.

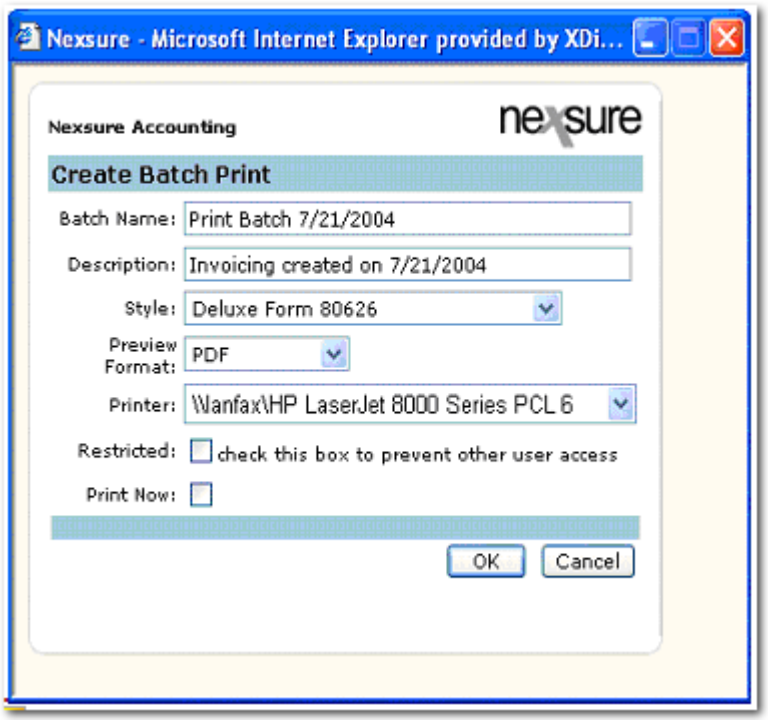
9. Use the **[Show]** filter to display all posted invoices.



10. Select invoices to print.



11. Click the **Create Print Batch** link to create new print batch (Invoices must be posted to batch printing).



12. Edit batch name and description if needed.

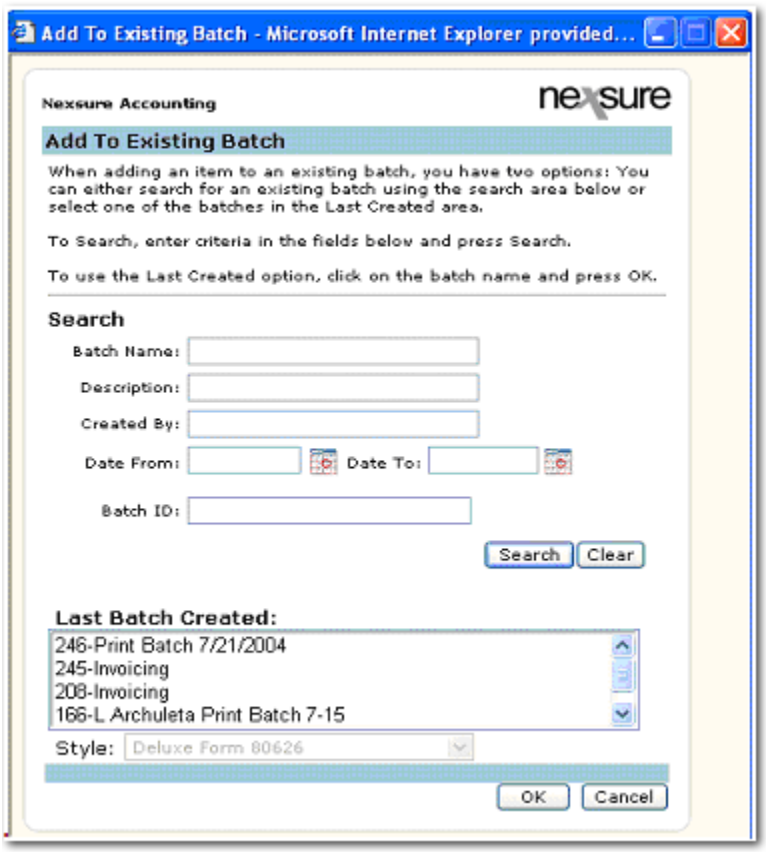
13. Select the check style, preview format and printer from the drop-down list.

14. Select restricted box to limit access

15. Select **print now** to print invoice(s) immediately
16. Click **OK** to add batch to print
17. A window will appear with the batch print number.

To Add an Invoice to an Existing Batch Select the Invoice to be Added

1. Click the **Add to Existing Batch** link.
2. In the pop-up window, select the batch to add the invoice to from the Last Batch Created window.



3. Click **OK**. The Invoice has been added to the existing batch and will be available on the **batch summary** tab.

Related Topics

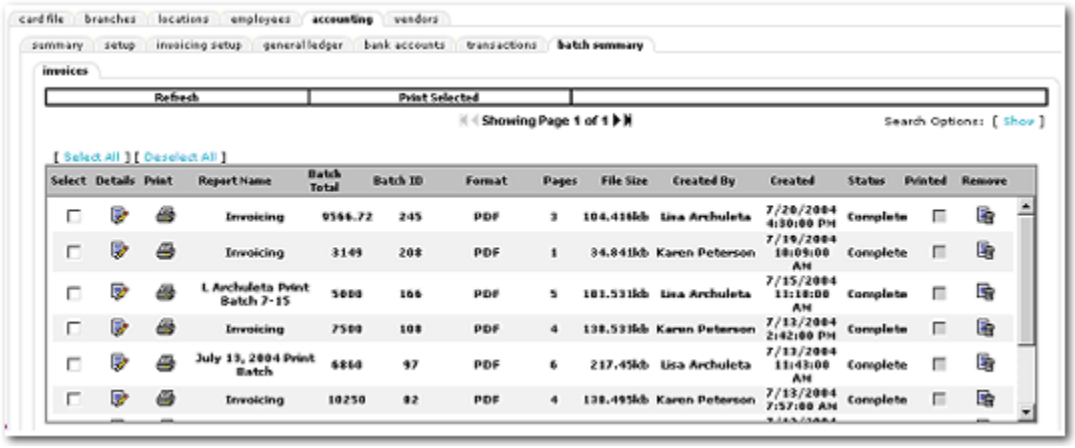
Batch Summary Tab

Batch Summary Tab

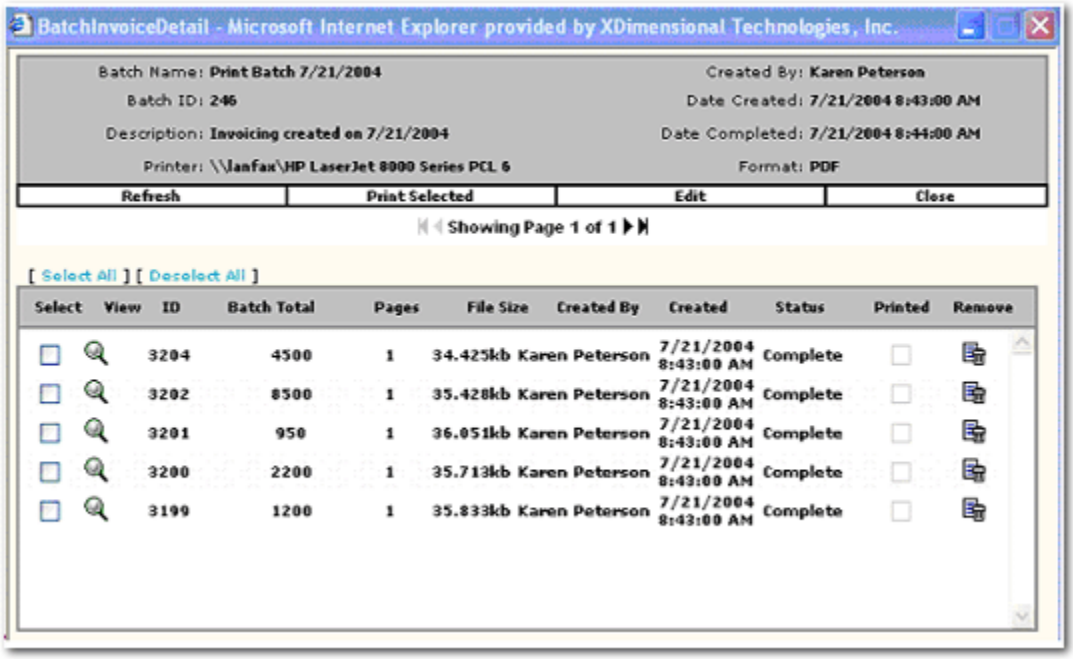
Invoices and disbursements can be printed in batches from the **Batch Summary** tab.

Invoices tab

1. On the Primary menu, click **ORGANIZATION**.
2. Click the **territories** tab.
3. Click the **Details** icon of the appropriate territory.
4. Click the **accounting** tab.
5. Click the **batch summary** tab. Any batches that have been generated will appear.



6. To view a batch, click the **Details** icon of the selected batch. A window will display all items in this batch.



7. Click the **Refresh** link to refresh the view.

8. Click the **Print Selected** link to print individual items selected.

9. Click the **Edit** link to edit the batch name, description, check, preview format and printer selected.

10. Click the **Close** link to close the window.

11. Click the **Close** link to return to the batch summary view.

12. Use the **Select All** or **Deselect** All links to select batch items to print, or select each batch individually by clicking in the **select** box.

13. Click the **Print Selected** link.

14. Click **OK**.

Batch Printing

Batch printing allows you to select multiple disbursements and print a batch of checks for those disbursements.

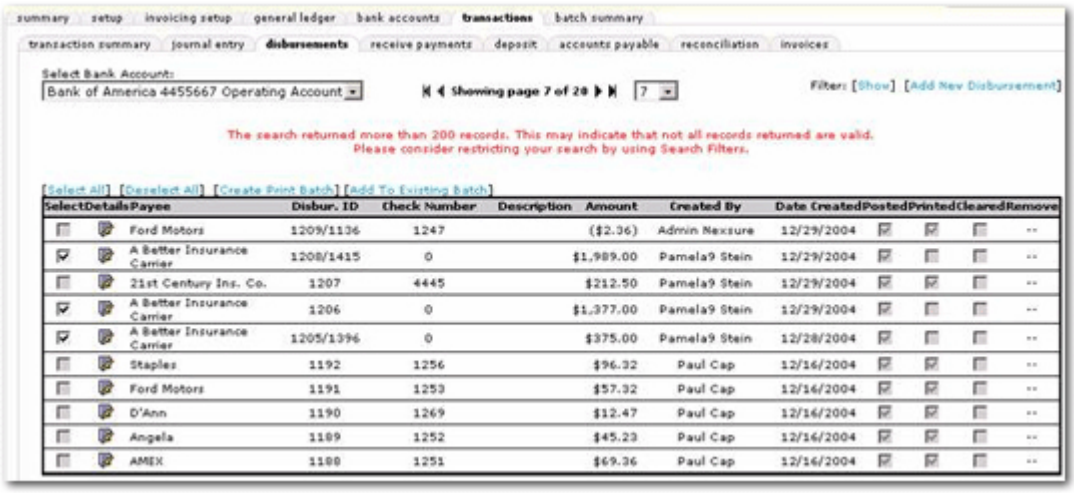
Important: To use the batch printing feature, you must have Adobe® Reader® or Professional **version 6** or higher. Click here to get the latest version of Adobe® Reader®.

To Batch Print Checks

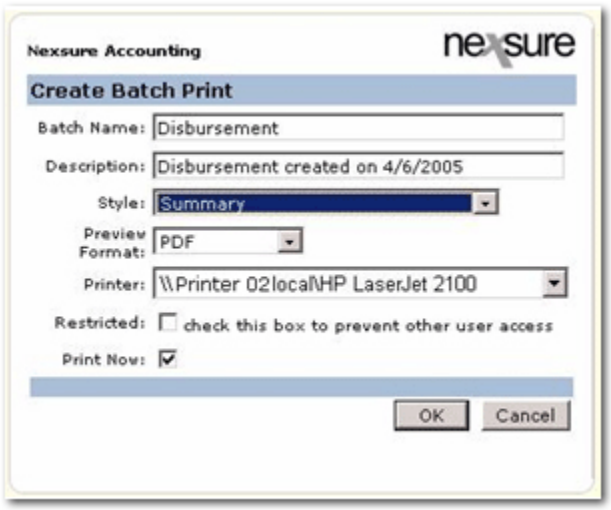
1. On the Primary menu, click **ORGANIZATION**.

2. Click the **territories** tab.

3. Click the **Details** icon of the appropriate territory.
4. Click the **accounting** tab.
5. Click the **disbursements** tab.



6. Select the disbursements to add to the batch print job by clicking the **Select** check boxes.
7. Click **Create Print Batch**.

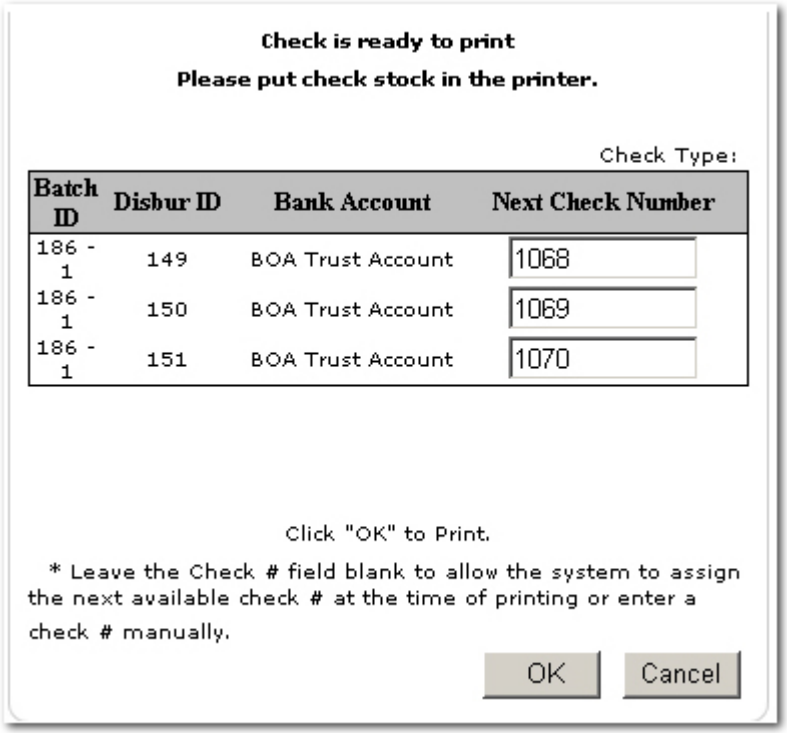


- Enter a name for the batch, Disbursement appears by default.
- Enter a description for the batch, Disbursement created on 'current date' appears by default.
- Select a style of check to print.
- Select a program to preview the checks in (PDF, DOC, XLS).
- Select a printer.

- Selecting Restricted will deny access to any other Nexsure user.
- Select Print Now to immediately send the checks to the printer. Leaving this option blank will send the print batch to the Batch Summary screen.

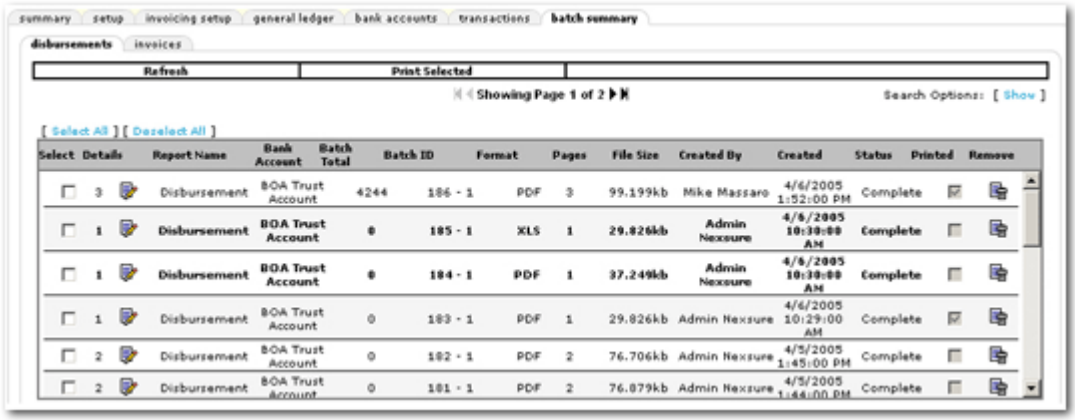
8. Click **OK**.

Note: Make sure that the proper check stock is loaded in the printer.



9. Accept the Nexsure generated check numbers or enter check numbers manually and click **OK**. The checks will be sent to the selected printer.

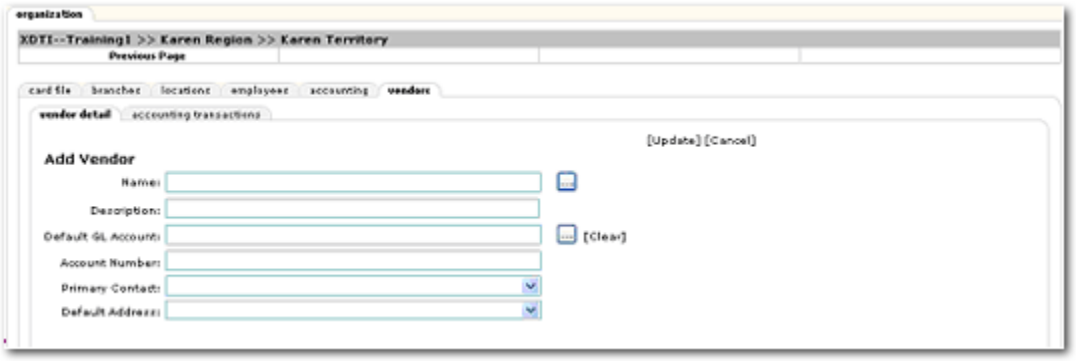
10. Once checks have been printed the print batch can be located on the Batch Summary screen:



Working with Vendors

The vendor entity must be entered in search, see Adding a Vendor, to be able to associate it to a general ledger account at the territory level. Associating the vendor to a general ledger account at the territory level will make it available for setting up account payable records and disbursements.

1. On the Primary menu, click **ORGANIZATION**.
2. Click the **territories** tab.
3. Click the **Details** icon of the appropriate territory.
4. Click the **vendors** tab.
5. Click the **[Add New]** link.

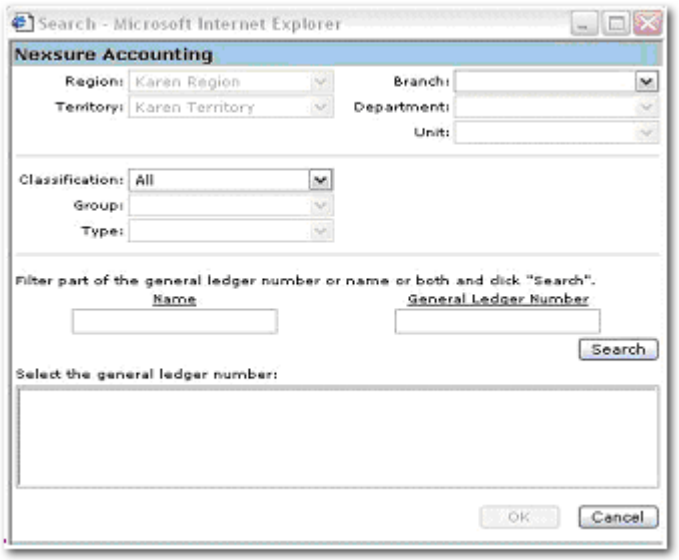


6. Click the **ellipsis** button next to the Name field.
7. The Nexsure accounting screen will be displayed. Enter at least three characters of the vendor name in the search field and click **Search**.
8. Select the vendor name and click **OK**.

9. Enter a Description for the Vendor.

10. Click the **ellipsis** button next to the Default GL Account field

11. The Nexsure accounting screen will be displayed.



Note: The region and territory should be grayed out; this will confirm that the vendor is being added at the territory level. If it is not grayed out, click **Cancel** and start at step 1.

12. The **Branch**, **Department** and **Unit**, if applicable, may be selected from the drop-down boxes. This information may be left blank.

13. The **Classification**, **Group** and **Type**, may be selected from the drop-down boxes. This information may be left blank.

14. Enter at least two characters in the general ledger account name or number field and click the **Search** button.

15. All general ledger accounts will be displayed. Select the appropriate general ledger number and click **OK**.

16. The general ledger number will be pulled over to the default GL account number for the vendor.

Note: If this account is not accurate, click the **Clear** link to clear the field. Click the **ellipsis** button to run a new search.

17. Enter the account number for this vendor.

18. Click the **Primary Contact** drop-down box to select a contact, if applicable.

19. Click the **Default Address** drop-down box to select an address, if applicable.

20. Click the **Update** link. The vendor will appear in the vendor tab summary view.

Related Topics

Adding a Vendor

Disbursements

Accounts Payable

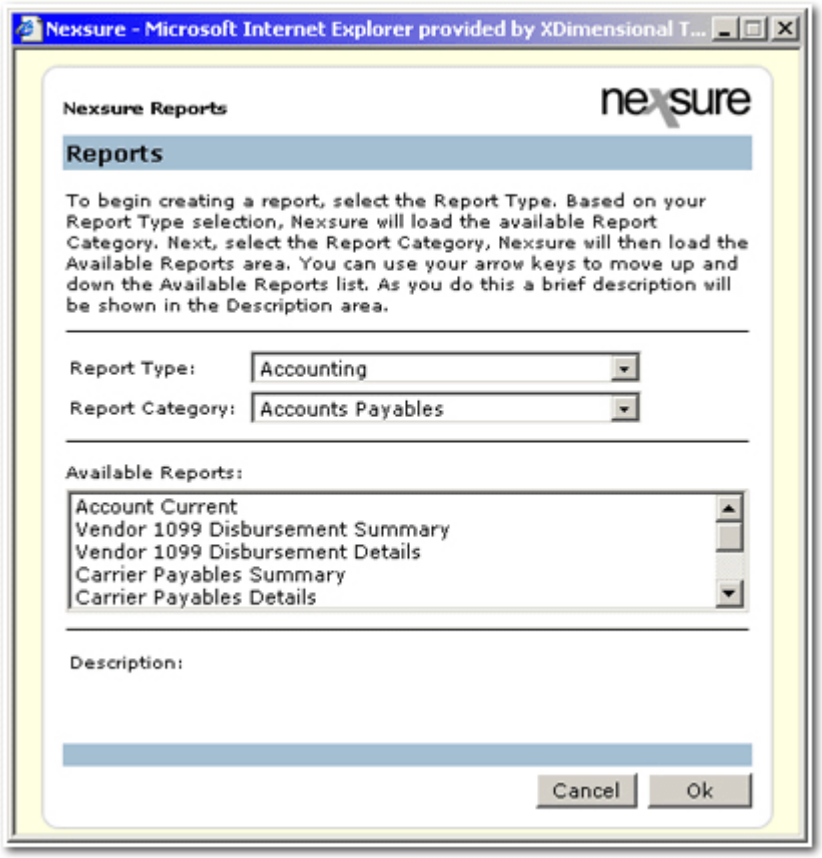
Reports Overview

Nexsure offers a comprehensive list of over 40 reports covering all areas of Nexsure. Nexsure also offers Ad Hoc reporting (Ad Hoc reporting must be purchased separately, contact your Nexsure sales rep. for details). Using the report criteria screens you can sort and select only the report criteria you need. After the results are displayed they can be saved or printed as a MS Word, Excel or Adobe Acrobat PDF file.

To Access the Reports Screen

1. On the Primary menu, click **Reports**.

2. On the Report menu, click **Reports**.



3. Select a **Report Type** from the drop-down list.

Report Types:

- Accounting
- Management
- Clients/Contacts

- Organization
- Marketing
- Opportunities
- Policies
- Ad-Hoc

4. If an accounting report is being generated, select a report category.

Accounting Report Categories:

- Accounts Payable
- Accounts Receivable
- General Ledger
- Production
- Profitability
- Reconciliation
- Entities

5. Select a report from the Available Reports box.

Note: A description of each report will be displayed when it is selected.

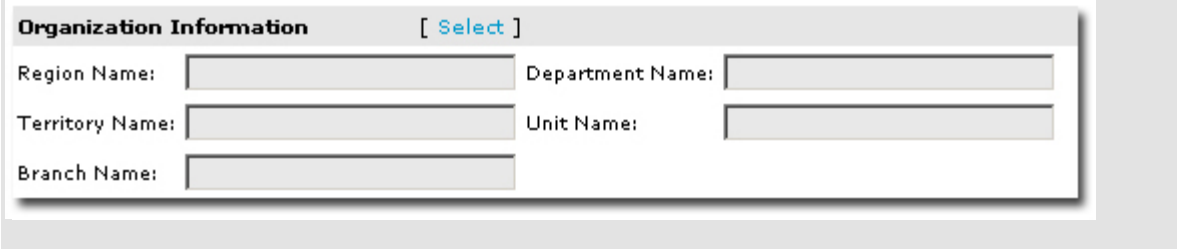
6. Click **OK**. The report summary screen is displayed.



7. All previous reports of that type and category will be displayed. Existing reports can be modified by selecting the report and clicking the New Report Criteria link. If this is the first time the report has been generated click New Report Criteria.

8. Enter the organization Information.

Note: These fields can not be populated directly. You must click the **[Select]** link to enter the organization information.



9. Click **[Select]**. The Nexsure Organization Criteria dialog box will appear. Using the drop-down lists, select the desired organization information (region, territory, branch, department, unit) you wish to query for the report and click **Add**. This feature allows you to add as many regions, territories, etc. to the report as needed. Once information has been added to the Include box, it can be removed by selecting the item and clicking the **Del** button or **Clear** to remove all items. If the organization information is correct, click **OK**.

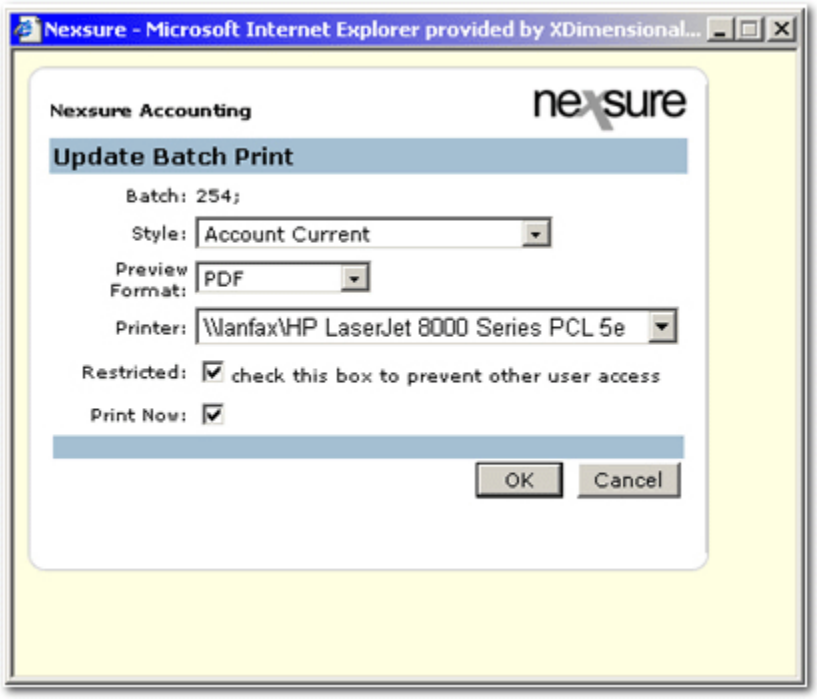
10. Enter the remaining report criteria.

11. In the **Report Format Options** drop-down list select how the report should be saved as (PDF, Word or Excel file).

12. Click **OK**. The report will appear on the report summary screen.

Note: Some reports may take a few minutes to generate depending on the size of the report. The **Status** will display a percentage of completion until the report is complete. Click the **Refresh** link to update the progress.

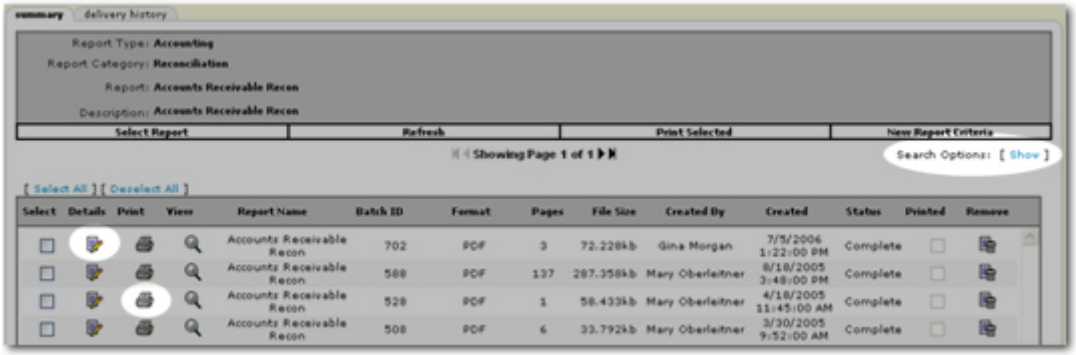
13. Once a report is complete, click the **Print** icon.



14. Select the default printer.
15. The **Restricted** option prevents other user's from viewing the report.
16. Selecting **Print Now** will send the report to the printer immediately.

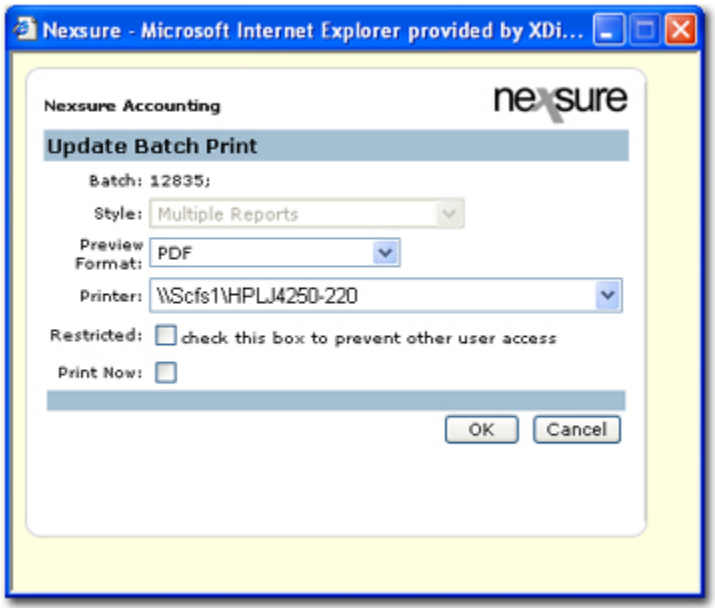
Working with Reports

Once a report has been generated there are several ways to work with the report to get the information needed.



To Print a Report

1. Click the **Print** icon next to the report name. Or, to print more than one report at a time, **Select** all reports to print and click **Print Selected** in the **navigation toolbar**.



2. In the **Nexsure Accounting > Update Batch Print** dialog box, make selections in the following:
   - **Preview Format:** The format in which the report is displayed.

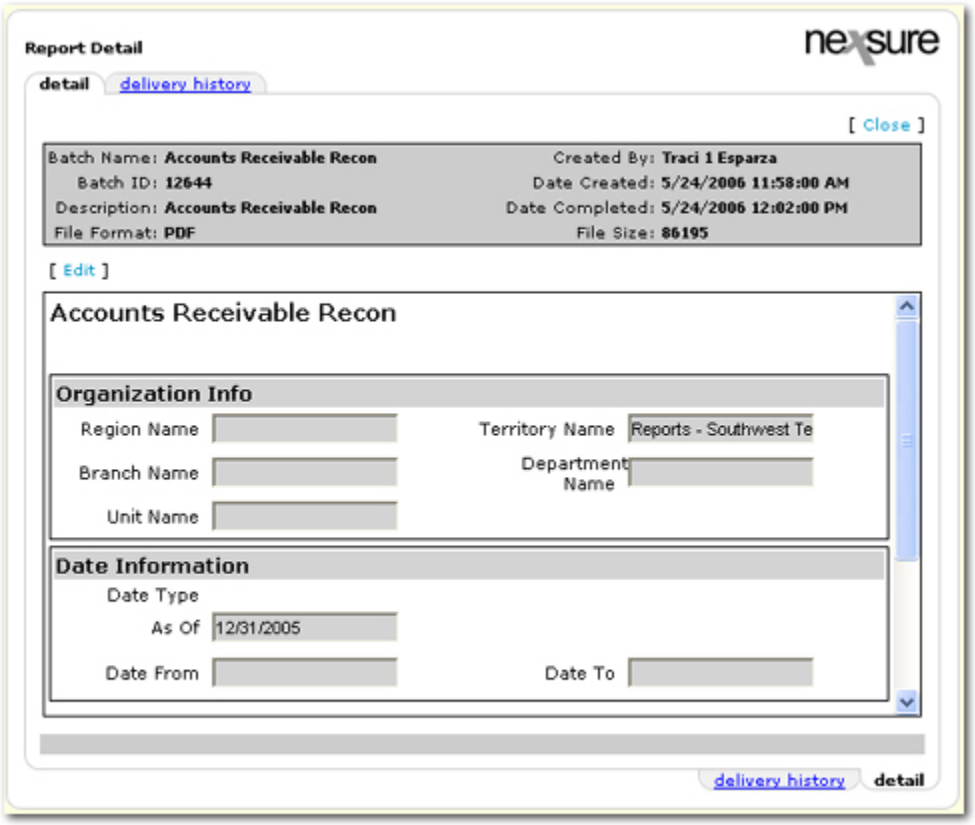
- **Printer:** The printer from which the report will print.
- **Restricted:** To prevent other personnel from accessing the report.
- **Print Now:** Must be selected to print report immediately.

3. Click **OK**. The report or report batch is printed.

To Alter the Criteria of a Report

Once a report has been created the criteria can be altered to create another new report.

1. Click the **Details** icon next to the report to alter. The **Nexsure Reports > Report Criteria** screen is displayed.

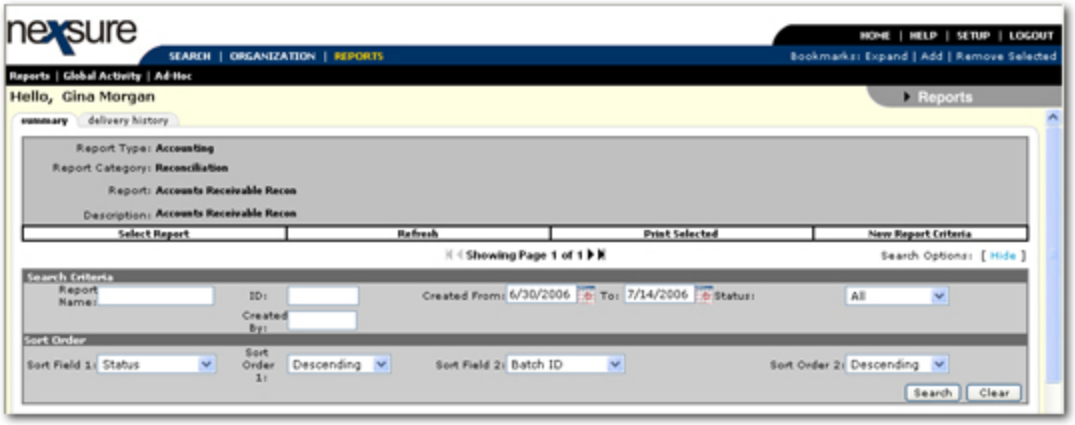


2. In the **Report Detail > detail** tab, click **[Edit]**. Update the report criteria as needed.
3. Click **OK**. A new report is generated.

To Filter the Report Results

The list of generated reports on the **summary** tab can be filtered to help search for the report needed.

1. On the **Reports > summary** tab, click **[Show]**. The **Search Criteria** and **Sort Order** areas are displayed.



2. In the **Search Criteria** area, the following filter options are available:
   - **Report Name:** Use this field in conjunction with searches from the **Global Activity** screens.
   - **ID:** Enter the **Batch ID** of the report that is being searched for.
   - **Created By: Enter a minimum of one character of the employee first or last name to find all reports created by that employee.**
   - **Created From:** Click the **Calendar** icon to select the beginning of the date range in which the report was created.
   - **To:** Click the **Calendar** icon to select the end of the date range in which the report was created.

     Important: Select a **To** date that is one day after the date range of the report to search for.
   - **Status:** Select **All** or one of the status types: **Failed**, **Generating**, **% Complete**, **Complete**, **Printed** or **Viewed**.
3. Sorting selections are available to sort the search results similar to the way a spreadsheet can be sorted. In the **Sort Order** area, the following sorting selections are available:
   - **Sort Field 1:** Select the first field to sort the search results by. The selections include:
     - **Status:** Current status of the report as noted in the **Status** column. The results will be in alphabetical order.
     - **Batch ID:** Report batch ID as noted in the **Batch ID** column. The results will be in numerical order.
     - **Submitted:** Date and time the report was submitted as noted in the **Created** column.
     - **Complete:** Reports with a status of **Complete**. The results will be in order of the **Created** date and time.
     - **Report Name:** Used when searching from **Global Activity**. The results will be in alphabetical order.
   - **Sort Order 1:** Select either **Descending** or **Ascending** order.
   - **Sort Field 2: Select the second field to sort the search results by. The selections include:**

- **Status:** Current status of the report as noted in the **Status** column. The results will be in alphabetical order.
- **Batch ID:** Report batch ID as noted in the **Batch ID** column. The results will be in numerical order.
- **Submitted:** Date and time the report was submitted as noted in the **Created** column.
- **Complete:** Reports with a status of **Complete**. The results will be in order of the **Created** date and time.
- **Report Name:** Used when searching from **Global Activity**. The results will be in alphabetical order.

▪ **Sort Order 2:** Select either **Descending**or**Ascending** order.

Note: To sort on only one selection, repeat the selection in **Sort Field 2** so there are no conflicting sort selections.

4. Click **Search**.

Note: Click **Clear** to remove all search settings.

Clients and Contacts Reports

For help generating one of the following reports, click on the name of the report.

Client Contact List

A list of contacts for clients.

To generate a Client Contact List report

1. On the Primary menu, click **Reports**.
2. On the Reports menu, click **Clients/Contacts**.
3. Locate **Client Contact List** and click **Enter Report Criteria**.
4. Enter the Organization Information.

Note: These fields can not be populated directly. You must click the **[Select]** link to enter the organization information.



5. Click **[Select]**. The Nexsure Organization Criteria dialog box will appear. Using the drop-down lists, select the desired organization information (region, territory, branch, department, unit) you

wish to query for the report and click **Add**. This feature allows you to add as many regions, territories, etc. to the report as needed. Once information has been added to the Include box, it can be removed by selecting the item and clicking the **Del** button or **Clear** to remove all items. If the organization information is correct, click **OK**.

6. Enter the remaining report criteria.

7. Click **Submit Report Criteria**. The report viewer will open.

8. Click the **Print** icon to send the report to your printer or the **Export** icon to save the file as one of the supported file formats.

Client Mailing Labels

Print client mailing labels.

Note: Be sure to load your printer with label stock before printing. Use Avery 5162 labels.

To Generate Client Mailing Labels

1. On the Primary menu, click **Reports**.

2. On the Reports menu, click **Clients/Contacts**.

3. Locate **Client Mailing Labels** and click **Enter Report Criteria**.

4. Enter the organization information.

Note: These fields can not be populated directly. You must click the **[Select]** link to enter the organization information.



5. Click **[Select]**. The Nexsure Organization Criteria dialog box will appear. Using the drop-down lists, select the desired organization information (region, territory, branch, department, unit) you wish to query for the report and click **Add**. This feature allows you to add as many regions, territories, etc. to the report as needed. Once information has been added to the Include box, it can be removed by selecting the item and clicking the **Del** button or **Clear** to remove all items. If the organization information is correct, click **OK**.

6. Enter the remaining report criteria.

Tip: Select the **Avery** drop-down list to select from a list of Avery label sheet numbers.

7. Click **Submit Report Criteria**. The report viewer will open.

8. Click the **Print** icon to send the report to your printer or the **Export** icon to save the file as one of the supported file formats.

Client Listing

List of clients.

To Generate a Client Listing Report

1. On the Primary menu, click **Reports**.
2. On the Reports menu, click **Clients/Contacts**.
3. Locate **Client Listing** and click **Enter Report Criteria**.
4. Enter the Organization Information.

Note: These fields can not be populated directly. You must click the **[Select]** link to enter the organization information.



5. Click **[Select]**. The Nexsure Organization Criteria dialog box will appear. Using the drop-down lists, select the desired organization information (region, territory, branch, department, unit) you wish to query for the report and click **Add**. This feature allows you to add as many regions, territories, etc. to the report as needed. Once information has been added to the Include box, it can be removed by selecting the item and clicking the **Del** button or **Clear** to remove all items. If the organization information is correct, click **OK**.
6. Enter the remaining report criteria.
5. Click **Submit Report Criteria**. The report viewer will open.
6. Click the **Print** icon to send the report to your printer or the **Export** icon to save the file as one of the supported file formats.

More Report Types

Accounting
Management
Organization
Marketing
Opportunities

Policies

Management Reports

For help generating one of the following reports, click on the name of the report.

Book of Business Report

Displays the total value of an account by carrier or people.

To Generate a Book of Business Report

1. On the Primary menu, click **REPORTS**.
2. On the Reports menu, click **Management**.
3. Locate **Book of Business** and click **Enter Report Criteria**.
4. Enter the organization information.

Note: These fields can not be populated directly. You must click the **[Select]** link to enter the organization information.



5. Click **[Select]**. The Nexsure Organization Criteria dialog box will appear. Using the drop-down lists, select the desired organization information (region, territory, branch, department, unit) you wish to query for the report and click **Add**. This feature allows you to add as many regions, territories, etc. to the report as needed. Once information has been added to the Include box, it can be removed by selecting the item and clicking the **Del** button or **Clear** to remove all items. If the organization information is correct, click **OK**.
6. Enter the remaining report criteria.
7. Click **Submit Report Criteria**. The report viewer will open.
8. Click the **Print** icon to send the report to your printer or the **Export** icon to save the file as one of the supported file formats.

New Business Report

New business including lines of business, client type, policy number, policy mode and type, effective and expiration dates.

To Generate a New Business Report

1. On the Primary menu, click **REPORTS**.
2. On the Reports menu, click **Management**.
3. Locate **New Business** and click **Enter Report Criteria**.
4. Enter the organization information.

Note: These fields can not be populated directly. You must click the **[Select]** link to enter the organization information.



5. Click **[Select]**. The Nexsure Organization Criteria dialog box will appear. Using the drop-down lists, select the desired organization information (region, territory, branch, department, unit) you wish to query for the report and click **Add**. This feature allows you to add as many regions, territories, etc. to the report as needed. Once information has been added to the Include box, it can be removed by selecting the item and clicking the **Del** button or **Clear** to remove all items. If the organization information is correct, click **OK**.
6. Enter the remaining report criteria.
7. Click **Submit Report Criteria**. The report viewer will open.
8. Click the **Print** icon to send the report to your printer or the **Export** icon to save the file as one of the supported file formats.

Lost Business Report

Includes all policies canceled, lapsed or non-renewed for a selected date range.

To Generate a Lost Business Report

1. On the Primary menu, click **REPORTS**.
2. On the Reports menu, click **Management**.
3. Locate **Lost Business** and click **Enter Report Criteria**.
4. Enter the organization information.

Note: These fields can not be populated directly. You must click the **[Select]** link to enter the organization information.



5. Click **[Select]**. The Nexsure Organization Criteria dialog box will appear. Using the drop-down lists, select the desired organization information (region, territory, branch, department, unit) you wish to query for the report and click **Add**. This feature allows you to add as many regions, territories, etc. to the report as needed. Once information has been added to the Include box, it can be removed by selecting the item and clicking the **Del** button or **Clear** to remove all items. If the organization information is correct, click **OK**.

6. Enter the remaining report criteria.

7. Click **Submit Report Criteria**. The report viewer will open.

8. Click the **Print** icon to send the report to your printer or the **Export** icon to save the file as one of the supported file formats.

Active Policies Report

Lists active policies expired in the system.

To Generate a Active Policies Expired Report

1. On the Primary menu, click **REPORTS**.

2. On the Reports menu, click **Management**.

3. Locate **Active Policies Expired** and click **Enter Report Criteria**.

4. Enter the organization information.

Note: These fields can not be populated directly. You must click the **[Select]** link to enter the organization information.



5. Click **[Select]**. The Nexsure Organization Criteria dialog box will appear. Using the drop-down lists, select the desired organization information (region, territory, branch, department, unit) you wish to query for the report and click **Add**. This feature allows you to add as many regions, territories, etc. to the report as needed. Once information has been added to the Include box, it can be removed by selecting the item and clicking the **Del** button or **Clear** to remove all items. If the organization information is correct, click **OK**.

6. Enter the remaining report criteria.

7. Click **Submit Report Criteria**. The report viewer will open.

8. Click the **Print** icon to send the report to your printer or the **Export** icon to save the file as one of the supported file formats.

Coverage Rounding

A list of client and contact information for mailings and telemarketing.

To Generate an Active Policies Expired Report

1. On the Primary menu, click **Reports**.

2. On the Reports menu, click **Management**.

3. Locate **Coverage Rounding** and click **Enter Report Criteria**.

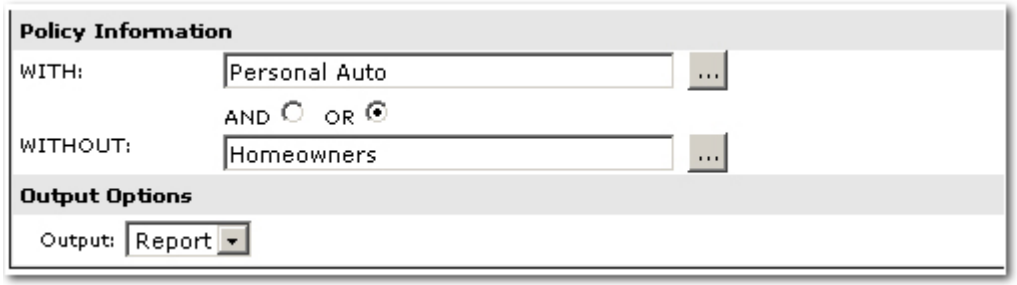
4. Enter the organization information.

Note: These fields can not be populated directly. You must click the **[Select]** link to enter the organization information.



5. Click **[Select]**. The Nexsure Organization Criteria dialog box will appear. Using the drop-down lists, select the desired organization information (region, territory, branch, department, unit) you wish to query for the report and click **Add**. This feature allows you to add as many regions, territories, etc. to the report as needed. Once information has been added to the Include box, it can be removed by selecting the item and clicking the **Del** button or **Clear** to remove all items. If the organization information is correct, click **OK**.

6. In the **Policy Information fields**, click the ellipsis buttons to add up to two lines of business and select "And Or" from the drop-down list to complete the logic of the selection.



7. In the **Output Options** drop-down list, select either **Report** or **Excel**.

8. Click **Submit Report Criteria**. The report viewer will open.

9. Click the **Print** icon to send the report to your printer or the **Export** icon to save the file as one of the supported file formats.

More Report Types

Accounting
Clients/Contacts
Organization
Marketing
Opportunities
Policies

Marketing Reports

For help generating one of the following reports, click on the name of the report.

Marketing Results

Use to determine source of new business written. (**Note:** Results are obtained from the 'Referred By' field on the profiling screen and a policy mode of 'New' for selected date range entered in criteria).

To Generate a Marketing Results Report

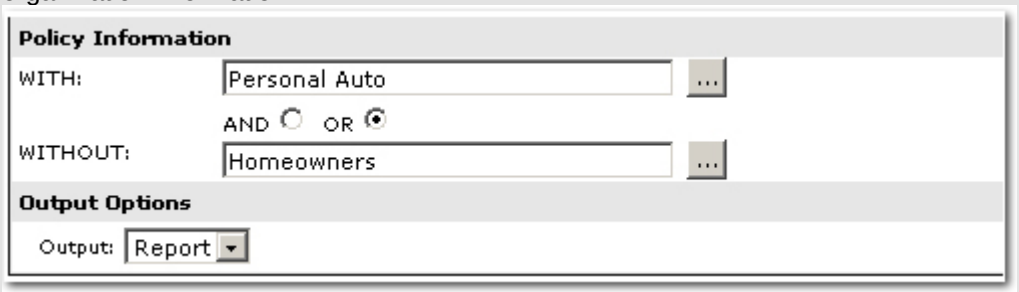
1. On the Primary menu, click **REPORTS**.

2. On the Reports menu, click **Marketing**.

3. Locate **Marketing Results** and click **Enter Report Criteria**.

4. Enter the Organization Information.

Note: These fields can not be populated directly. You must click the **[Select]** link to enter the organization information.



5. Click **[Select]**. The Nexsure Organization Criteria dialog box will appear. Using the drop-down lists, select the desired organization information (region, territory, branch, department, unit) you wish to query for the report and click **Add**. This feature allows you to add as many regions, territories, etc. to the report as needed. Once information has been added to the Include box, it can be removed by selecting the item and clicking the **Del** button or **Clear** to remove all items. If the organization information is correct, click **OK**.

6. Enter the remaining report criteria.

7. Click **Submit Report Criteria**. The report viewer will open.

8. Click the **Print** icon to send the report to your printer or the **Export** icon to save the file as one of the supported file formats.

Marketing Policies

Complete listing of all policies in the marketing stage for a selected date range.

To Generate a Marketing Policies Report

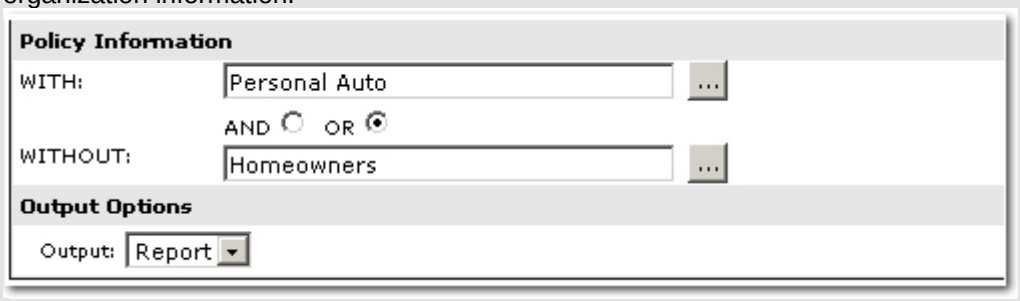
1. On the Primary menu, click **REPORTS**.

2. On the Reports menu, click **Marketing**.

3. Locate **Marketing Results** and click **Enter Report Criteria**.

4. Enter the organization information.

Note: These fields can not be populated directly. You must click the **[Select]** link to enter the organization information.



5. Click **[Select]**. The Nexsure Organization Criteria dialog box will appear. Using the drop-down lists, select the desired organization information (region, territory, branch, department, unit) you wish to query for the report and click **Add**. This feature allows you to add as many regions, territories, etc. to the report as needed. Once information has been added to the Include box, it can be removed by selecting the item and clicking the **Del** button or **Clear** to remove all items. If the organization information is correct, click **OK**.

6. Enter the remaining report criteria.

7. Click **Submit Report Criteria**. The report viewer will open.

8. Click the **Print** icon to send the report to your printer or the **Export** icon to save the file as one of the supported file formats.

More Report Types

Accounting

Management

Clients/Contacts

Organization

Opportunities

Policies

Opportunities Reports

For help generating one of the following reports, click on the name of the report.

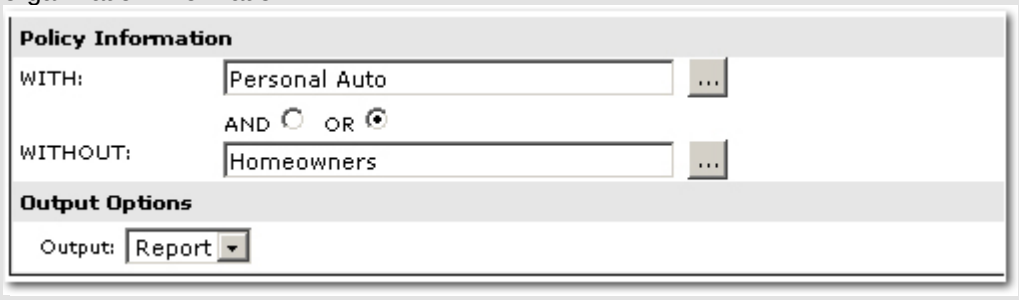
Opportunity Details

Customizable report of opportunities showing complete detail including a total summary page.

To Generate an Opportunity Details Report

1. On the Primary menu, click **REPORTS**.
2. On the Reports menu, click **Opportunities**.
3. Locate **Opportunity Details** and click **Enter Report Criteria**.
4. Enter the organization information.

Note: These fields can not be populated directly. You must click the **[Select]** link to enter the organization information.



5. Click **[Select]**. The Nexsure Organization Criteria dialog box will appear. Using the drop-down lists, select the desired organization information (region, territory, branch, department, unit) you wish to query for the report and click **Add**. This feature allows you to add as many regions, territories, etc. to the report as needed. Once information has been added to the Include box, it

can be removed by selecting the item and clicking the **Del** button or **Clear** to remove all items. If the organization information is correct, click **OK**.

6. Enter the remaining report criteria.

7. Click **Submit Report Criteria**. The report viewer will open.

8. Click the **Print** icon to send the report to your printer or the **Export** icon to save the file as one of the supported file formats.

Opportunity Summary

Customizable report summarizing individual opportunities.

To Generate an Opportunity Summary Report

1. On the Primary menu, click **REPORTS**.

2. On the Reports menu, click **Opportunities**.

3. Locate **Opportunity Summary** and click **Enter Report Criteria**.

4. Enter the organization information.

Note: These fields can not be populated directly. You must click the **[Select]** link to enter the organization information.



5. Click **[Select]**. The Nexsure Organization Criteria dialog box will appear. Using the drop-down lists, select the desired organization information (region, territory, branch, department, unit) you wish to query for the report and click **Add**. This feature allows you to add as many regions, territories, etc. to the report as needed. Once information has been added to the Include box, it can be removed by selecting the item and clicking the **Del** button or **Clear** to remove all items. If the organization information is correct, click **OK**.

6. Enter the remaining report criteria.

More Report Types

Accounting

Management

Clients/Contacts

Organization

Marketing

Policies

Organization Reports

For help generating one of the following reports, click on the name of the report.

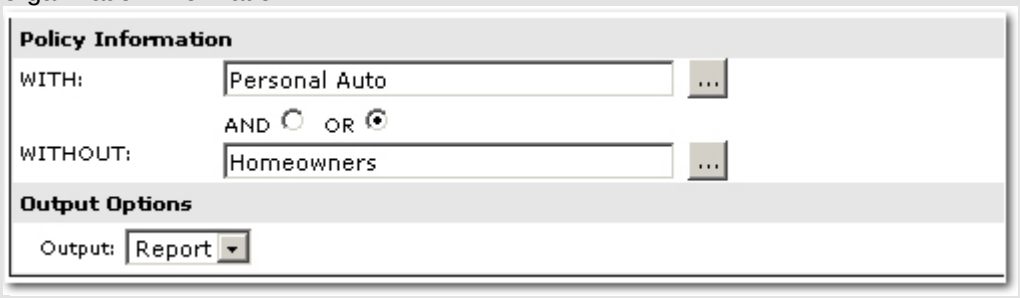
Organization Hierarchy

Shows the structure of all entities in the organization.

To Generate an Organization Hierarchy Report

1. On the Primary menu, click **REPORTS**.
2. On the Reports menu, click **Organization**.
3. Locate **Organization Hierarchy** and click **Enter Report Criteria**.
4. Enter the organization information.

Note: These fields can not be populated directly. You must click the **[Select]** link to enter the organization information.



5. Click **[Select]**. The Nexsure Organization Criteria dialog box will appear. Using the drop-down lists, select the desired organization information (region, territory, branch, department, unit) you wish to query for the report and click **Add**. This feature allows you to add as many regions, territories, etc. to the report as needed. Once information has been added to the Include box, it can be removed by selecting the item and clicking the **Del** button or **Clear** to remove all items. If the organization information is correct, click **OK**.
6. Enter the remaining report criteria.
7. Click **Submit Report Criteria**. The report viewer will open.
8. Click the **Print** icon to send the report to your printer or the **Export** icon to save the file as one of the supported file formats.

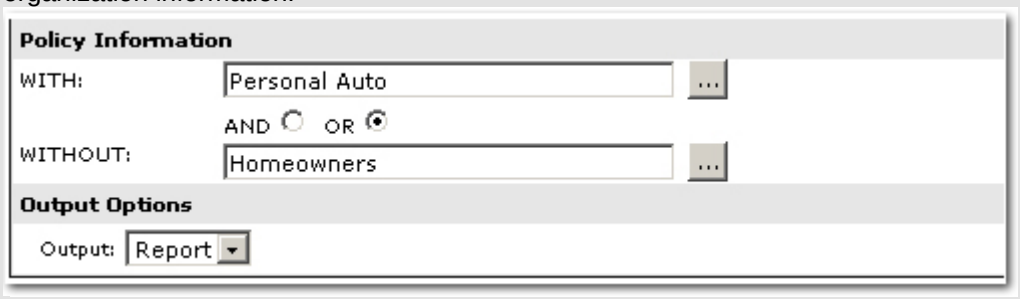
Carrier Listing

A complete listing of all carriers.

To Generate a Carrier Listing Report

1. On the Primary menu, click **REPORTS**.
2. On the Reports menu, click **Organization**.
3. Locate **Carrier Listing** and click **Enter Report Criteria**.
4. Enter the organization information.

Note: These fields can not be populated directly. You must click the **[Select]** link to enter the organization information.



5. Click **[Select]**. The Nexsure Organization Criteria dialog box will appear. Using the drop-down lists, select the desired organization information (region, territory, branch, department, unit) you wish to query for the report and click **Add**. This feature allows you to add as many regions, territories, etc. to the report as needed. Once information has been added to the Include box, it can be removed by selecting the item and clicking the **Del** button or **Clear** to remove all items. If the organization information is correct, click **OK**.
6. Enter the remaining report criteria.
7. Click **Submit Report Criteria**. The report viewer will open.
8. Click the **Print** icon to send the report to your printer or the **Export** icon to save the file as one of the supported file formats.

Employee Listing

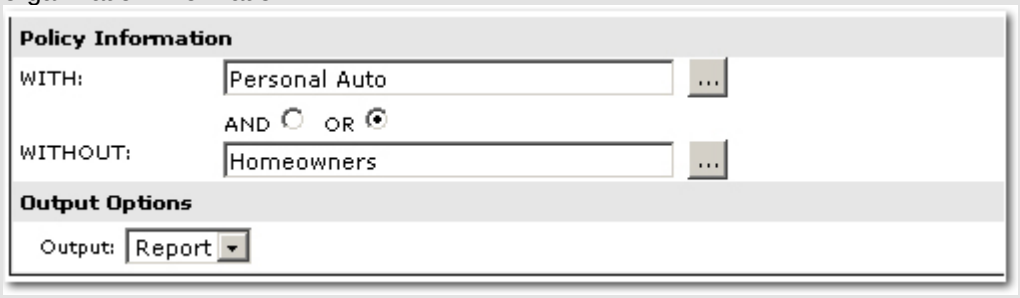
Listing of employees by organization, region, territory, and branch.

To Generate an Employee Listing Report

1. On the Primary menu, click **REPORTS**.
2. On the Reports menu, click **Organization**.
3. Locate **Employee Listing** and click **Enter Report Criteria**.

4. Enter the organization information.

Note: These fields can not be populated directly. You must click the **[Select]** link to enter the organization information.



5. Click **[Select]**. The Nexsure Organization Criteria dialog box will appear. Using the drop-down lists, select the desired organization information (region, territory, branch, department, unit) you wish to query for the report and click **Add**. This feature allows you to add as many regions, territories, etc. to the report as needed. Once information has been added to the Include box, it can be removed by selecting the item and clicking the **Del** button or **Clear** to remove all items. If the organization information is correct, click **OK**.

6. Enter the remaining report criteria.

7. Click **Submit Report Criteria**. The report viewer will open.

8. Click the **Print** icon to send the report to your printer or the **Export** icon to save the file as one of the supported file formats.

More Report Types

Accounting

Management

Clients/Contacts

Marketing

Opportunities

Policies

Policies Reports

For help generating one of the following reports, click on the name of the report.

Actions

A listing of actions due in a specified time period.

To Generate an Actions Report

1. On the Primary menu, click **REPORTS**.
2. Click **Reports** to display the Reports pop-up window.
3. From the Report Type drop-down menu, select **Policies**.
4. Locate **Actions** and click **Enter Report Criteria**.
5. Enter the organization information.

Note: These fields can not be populated directly. You must click the **[Select]** link to enter the organization information.



6. Click **[Select]**. The Nexsure Organization Criteria dialog box will appear. Using the drop-down lists, select the desired organization information (region, territory, branch, department, unit) you wish to query for the report and click **Add**. This feature allows you to add as many regions, territories, etc. to the report as needed. Once information has been added to the Include box, it can be removed by selecting the item and clicking the **Del** button or **Clear** to remove all items. If the organization information is correct, click **OK**.
7. Enter the remaining report criteria.
8. Click **Submit Report Criteria**. The report viewer will open.
9. Click the **Print** icon to send the report to your printer or the **Export** icon to save the file as one of the supported file formats.

Expirations

A listing of policies with expiration dates in a specified date range along with associated actions.

To Generate a Expirations Report

1. On the Primary menu, click **REPORTS**.
2. Click **Reports** to display the Reports pop-up window.
3. From the Report Type drop-down menu, select **Policies**.

4. Click on **Expirations** and click **OK**.

5. Click **New Report Criteria**.

6. Enter the organization information.

Note: These fields can not be populated directly. You must click the **[Select]** link to enter the organization information.



7. Click **[Select]**. The Nexsure Organization Criteria dialog box will appear. Using the drop-down lists, select the desired organization information (region, territory, branch, department, unit) you wish to query for the report and click **Add**. This feature allows you to add as many regions, territories, etc. to the report as needed. Once information has been added to the Include box, it can be removed by selecting the item and clicking the **Del** button or **Clear** to remove all items. If the organization information is correct, click **OK**.

8. Enter the remaining report criteria.

9. Click **Submit Report Criteria**. The report viewer will open.

10. Click the **Print** icon to send the report to your printer or the **Export** icon to save the file as one of the supported file formats.

Claims

To Generate a Claims Report

1. On the Primary menu, click **REPORTS**.

2. Click **Reports** to display the Reports pop-up window.

3. From the Report Type drop-down menu, select **Policies**.

4. Locate **Claims** and click **Enter Report Criteria**.

5. Enter the organization information.

Note: These fields can not be populated directly. You must click the **[Select]** link to enter the organization information.



5. Click **[Select]**. The Nexsure Organization Criteria dialog box will appear. Using the drop-down lists, select the desired organization information (region, territory, branch, department, unit) you wish to query for the report and click **Add**. This feature allows you to add as many regions, territories, etc. to the report as needed. Once information has been added to the Include box, it can be removed by selecting the item and clicking the **Del** button or **Clear** to remove all items. If the organization information is correct, click **OK**.

6. Enter the remaining report criteria.

7. Click **Submit Report Criteria**. The report viewer will open.

8. Click the **Print** icon to send the report to your printer or the **Export** icon to save the file as one of the supported file formats.

More Report Types

Accounting

Management

Clients/Contacts

Organization

Marketing

Opportunities

Accounting Reports

Nexsure offers an extensive list of accounting reports. For help generating one of the following reports, click on the name of the report.

Accounts Payable Reports

Account Current

A listing of Invoices billed for specified carriers in a given month. Displays both gross and net amounts.

To Generate an Account Current Report

1. On the Primary menu, click **Reports**.
2. On the Reports menu, click **Accounting**.
3. On the accounts payable tab, locate **Account Current** and click **Enter Report Criteria**.
4. Enter the organization information.

   Note: These fields can not be populated directly. You must click the **[Select]** link to enter the organization information.

5. Click **[Select]**. The Nexsure Organization Criteria dialog box will appear. Using the drop-down lists, select the desired organization information (region, territory, branch, department, unit) you wish to query for the report and click **Add**. This feature allows you to add as many regions, territories, etc. to the report as needed. Once information has been added to the Include box, it can be removed by selecting the item and clicking the **Del** button or **Clear** to remove all items. If the organization information is correct, click **OK**.
6. Enter the remaining report criteria.
7. Click **Submit Report Criteria**. The report viewer will open.
8. Click the **Print** icon to send the report to your printer or the **Export** icon to save the file as one of the supported file formats.

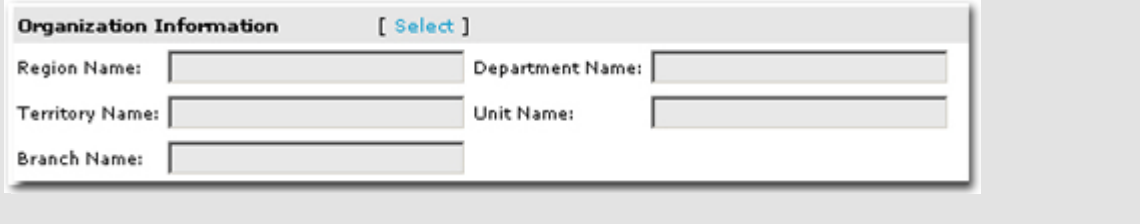
Vendor 1099 Disbursement

Lists disbursements that require a 1099.

To Generate a Vendor 1099 Disbursement Report

1. On the Primary menu, click **Reports**.
2. On the Reports menu, click **Accounting**.
3. On the accounts payable tab, locate **Vendor 1099 Disbursement** and click **Enter Report Criteria**.
4. Enter the organization information.

   Note: These fields can not be populated directly. You must click the **[Select]** link to enter the organization information.



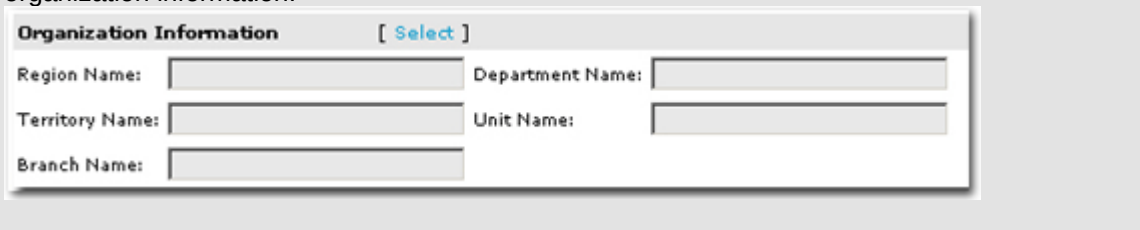
5. Click **[Select]**. The Nexsure Organization Criteria dialog box will appear. Using the drop-down lists, select the desired organization information (region, territory, branch, department, unit) you wish to query for the report and click **Add**. This feature allows you to add as many regions, territories, etc. to the report as needed. Once information has been added to the Include box, it can be removed by selecting the item and clicking the **Del** button or **Clear** to remove all items. If the organization information is correct, click **OK**.
6. Enter the remaining report criteria.
7. Click **Submit Report Criteria**. The report viewer will open.
8. Click the **Print** icon to send the report to your printer or the **Export** icon to save the file as one of the supported file formats.

Carrier Payables

To Generate a Carrier Payables Report

1. On the Primary menu, click **Reports**.
2. On the Reports menu, click **Accounting**.
3. On the accounts payable tab, locate **Carrier Payables** and click **Enter Report Criteria**.
4. Enter the organization information.

Note: These fields can not be populated directly. You must click the **[Select]** link to enter the organization information.



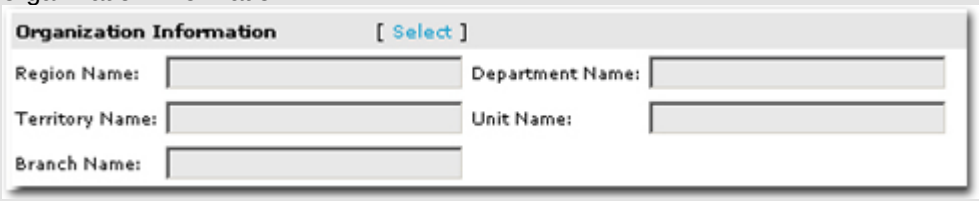
5. Click **[Select]**. The Nexsure Organization Criteria dialog box will appear. Using the drop-down lists, select the desired organization information (region, territory, branch, department, unit) you wish to query for the report and click **Add**. This feature allows you to add as many regions, territories, etc. to the report as needed. Once information has been added to the Include box, it can be removed by selecting the item and clicking the **Del** button or **Clear** to remove all items. If the organization information is correct, click **OK**.
6. Enter the remaining report criteria.
7. Click **Submit Report Criteria**. The report viewer will open.
8. Click the **Print** icon to send the report to your printer or the **Export** icon to save the file as one of the supported file formats.

People Payables

To Generate a People Payables Report

1. On the Primary menu, click **Reports**.
2. On the Reports menu, click **Accounting**.
3. On the accounts payable tab, locate **People Payables** and click **Enter Report Criteria**.
4. Enter the organization information.

Note: These fields can not be populated directly. You must click the **[Select]** link to enter the organization information.



5. Click **[Select]**. The Nexsure Organization Criteria dialog box will appear. Using the drop-down lists, select the desired organization information (region, territory, branch, department, unit) you wish to query for the report and click **Add**. This feature allows you to add as many regions, territories, etc. to the report as needed. Once information has been added to the Include box, it can be removed by selecting the item and clicking the **Del** button or **Clear** to remove all items. If the organization information is correct, click **OK**.
6. Enter the remaining report criteria.
7. Click **Submit Report Criteria**. The report viewer will open.
8. Click the **Print** icon to send the report to your printer or the **Export** icon to save the file as one of the supported file formats.

Tax Authority Payables

To Generate a Tax Authority Payables Report

1. On the Primary menu, click **Reports**.
2. On the Reports menu, click **Accounting**.
3. On the accounts payable tab, locate **Tax Authority Payables** and click **Enter Report Criteria**.
4. Enter the organization information.

Note: These fields can not be populated directly. You must click the **[Select]** link to enter the organization information.



5. Click **[Select]**. The Nexsure Organization Criteria dialog box will appear. Using the drop-down lists, select the desired organization information (region, territory, branch, department, unit) you

wish to query for the report and click **Add**. This feature allows you to add as many regions, territories, etc. to the report as needed. Once information has been added to the Include box, it can be removed by selecting the item and clicking the **Del** button or **Clear** to remove all items. If the organization information is correct, click **OK**.

6. Enter the remaining report criteria.
7. Click **Submit Report Criteria**. The report viewer will open.
8. Click the **Print** icon to send the report to your printer or the **Export** icon to save the file as one of the supported file formats.

Vendor Payables

To Generate a Vendor Payables Report

1. On the Primary menu, click **Reports**.
2. On the Reports menu, click **Accounting**.
3. On the accounts payable tab, locate **Vendor Payables** and click **Enter Report Criteria**.
4. Enter the organization information.

Note: These fields can not be populated directly. You must click the **[Select]** link to enter the organization information.



5. Click **[Select]**. The Nexsure Organization Criteria dialog box will appear. Using the drop-down lists, select the desired organization information (region, territory, branch, department, unit) you wish to query for the report and click **Add**. This feature allows you to add as many regions, territories, etc. to the report as needed. Once information has been added to the Include box, it can be removed by selecting the item and clicking the **Del** button or **Clear** to remove all items. If the organization information is correct, click **OK**.
6. Enter the remaining report criteria.
7. Click **Submit Report Criteria**. The report viewer will open.
8. Click the **Print** icon to send the report to your printer or the **Export** icon to save the file as one of the supported file formats.

Accounts Receivable Reports

Accounts Receivable Detail

Summary of balances paid, unpaid, or due from a client.

To Generate an Accounts Receivable Detail Report

1. On the Primary menu, click **Reports**.
2. On the Reports menu, click **Accounting**.
3. On the accounts receivable tab, locate **Accounts Receivable Detail** and click **Enter Report Criteria**.
4. Enter the organization information.

   Note: These fields can not be populated directly. You must click the **[Select]** link to enter the organization information.

5. Click **[Select]**. The Nexsure Organization Criteria dialog box will appear. Using the drop-down lists, select the desired organization information (region, territory, branch, department, unit) you wish to query for the report and click **Add**. This feature allows you to add as many regions, territories, etc. to the report as needed. Once information has been added to the Include box, it can be removed by selecting the item and clicking the **Del** button or **Clear** to remove all items. If the organization information is correct, click **OK**.
6. Enter the remaining report criteria.
7. Click **Submit Report Criteria**. The report viewer will open.
8. Click the **Print** icon to send the report to your printer or the **Export** icon to save the file as one of the supported file formats.

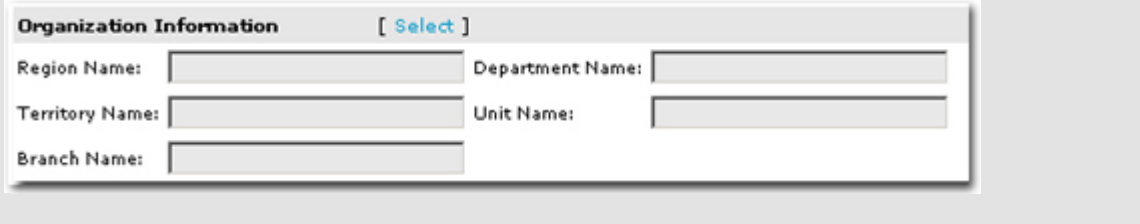
Direct Bill Commission Receivables

Commissions in a receivable status.

To Generate a Direct Bill Commission Receivables Report

1. On the Primary menu, click **Reports**.
2. On the Reports menu, click **Accounting**.
3. On the accounts receivable tab, locate **Direct Bill Commission Receivables** and click **Enter Report Criteria**.
4. Enter the organization information.

   Note: These fields can not be populated directly. You must click the **[Select]** link to enter the organization information.



5. Click **[Select]**. The Nexsure Organization Criteria dialog box will appear. Using the drop-down lists, select the desired organization information (region, territory, branch, department, unit) you wish to query for the report and click **Add**. This feature allows you to add as many regions, territories, etc. to the report as needed. Once information has been added to the Include box, it can be removed by selecting the item and clicking the **Del** button or **Clear** to remove all items. If the organization information is correct, click **OK**.
6. Enter the remaining report criteria.
7. Click **Submit Report Criteria**. The report viewer will open.
8. Click the **Print** icon to send the report to your printer or the **Export** icon to save the file as one of the supported file formats.

Aged Accounts Receivable

Summary of balances paid, unpaid, or due from a client displayed in aging categories.

To Generate an Aged Account Receivables Report

1. On the Primary menu, click **Reports**.
2. On the Reports menu, click **Accounting**.
3. On the accounts receivable tab, locate **Aged Account Receivables** and click **Enter Report Criteria**.
4. Enter the organization information.

Note: These fields can not be populated directly. You must click the **[Select]** link to enter the organization information.



5. Click **[Select]**. The Nexsure Organization Criteria dialog box will appear. Using the drop-down lists, select the desired organization information (region, territory, branch, department, unit) you wish to query for the report and click **Add**. This feature allows you to add as many regions, territories, etc. to the report as needed. Once information has been added to the Include box, it can be removed by selecting the item and clicking the **Del** button or **Clear** to remove all items. If the organization information is correct, click **OK**.
6. Enter the remaining report criteria.
7. Click **Submit Report Criteria**. The report viewer will open.
8. Click the **Print** icon to send the report to your printer or the **Export** icon to save the file as one of the supported file formats.

Reconciliation Report

General Ledger Reports

GL Account Details

Displays beginning balances, ending balances, and any activity in between for general ledger accounts selected for a given date range.

To Generate a GL Account Details Report

1. On the Primary menu, click **Reports**.
2. On the Reports menu, click **Accounting**.
3. Click the general ledger tab, locate **GL Account Details** and click **Enter Report Criteria**.
4. Enter the organization information.

Note: These fields can not be populated directly. You must click the **[Select]** link to enter the organization information.



5. Click **[Select]**. The Nexsure Organization Criteria dialog box will appear. Using the drop-down lists, select the desired organization information (region, territory, branch, department, unit) you wish to query for the report and click **Add**. This feature allows you to add as many regions, territories, etc. to the report as needed. Once information has been added to the Include box, it can be removed by selecting the item and clicking the **Del** button or **Clear** to remove all items. If the organization information is correct, click **OK**.
6. Enter the remaining report criteria.
7. Click **Submit Report Criteria**. The report viewer will open.
8. Click the **Print** icon to send the report to your printer or the **Export** icon to save the file as one of the supported file formats.

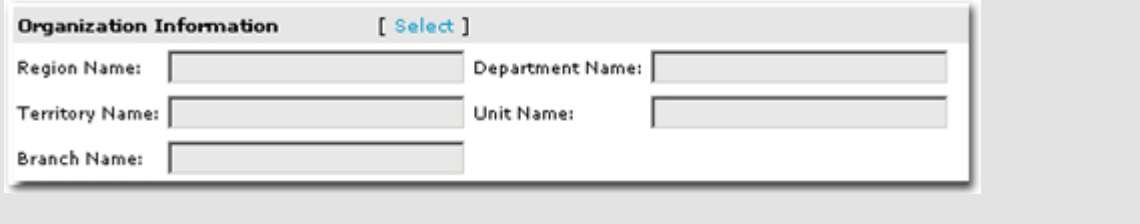
Balance Sheet

Balance sheet for org levels.

To Generate a Balance Sheet Report

1. On the Primary menu, click **Reports**.
2. On the Reports menu, click **Accounting**.
3. Click the general tab, locate **Balance Sheet** and click **Enter Report Criteria**.
4. Enter the organization information.

Note: These fields can not be populated directly. You must click the **[Select]** link to enter the organization information.



5. Click **[Select]**. The Nexsure Organization Criteria dialog box will appear. Using the drop-down lists, select the desired organization information (region, territory, branch, department, unit) you wish to query for the report and click **Add**. This feature allows you to add as many regions, territories, etc. to the report as needed. Once information has been added to the Include box, it can be removed by selecting the item and clicking the **Del** button or **Clear** to remove all items. If the organization information is correct, click **OK**.
6. Enter the remaining report criteria.
7. Click **Submit Report Criteria**. The report viewer will open.
8. Click the **Print** icon to send the report to your printer or the **Export** icon to save the file as one of the supported file formats.

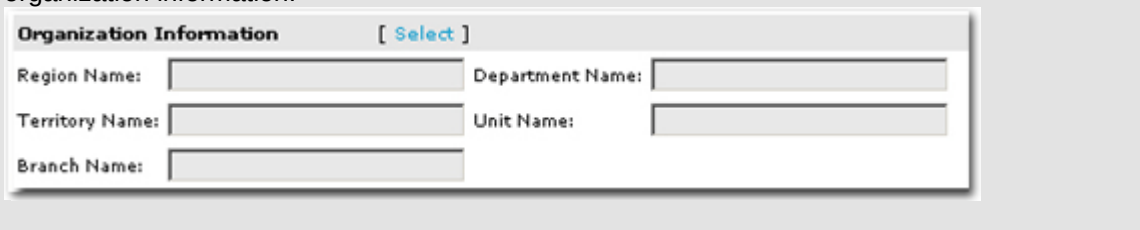
Journal Entries

A listing of Journal Entries posted in a given date range.

To Generate a Journal Entries Report

1. On the Primary menu, click **Reports**.
2. On the Reports menu, click **Accounting**.
3. Click the general ledger tab, locate **Journal Entries** and click **Enter Report Criteria**.
4. Enter the organization information.

Note: These fields can not be populated directly. You must click the **[Select]** link to enter the organization information.



5. Click **[Select]**. The Nexsure Organization Criteria dialog box will appear. Using the drop-down lists, select the desired organization information (region, territory, branch, department, unit) you wish to query for the report and click **Add**. This feature allows you to add as many regions, territories, etc. to the report as needed. Once information has been added to the Include box, it can be removed by selecting the item and clicking the **Del** button or **Clear** to remove all items. If the organization information is correct, click **OK**.
6. Enter the remaining report criteria.
7. Click **Submit Report Criteria**. The report viewer will open.
8. Click the **Print** icon to send the report to your printer or the **Export** icon to save the file as one of the supported file formats.

Trial Balance

Trial balance for organization levels.

To Generate a Trial Balance Report

1. On the Primary menu, click **Reports**.
2. On the Reports menu, click **Accounting**.
3. Click the general ledger tab, locate **Trial Balance** and click **Enter Report Criteria**.
4. Enter the organization information.

Note: These fields can not be populated directly. You must click the **[Select]** link to enter the organization information.



5. Click **[Select]**. The Nexsure Organization Criteria dialog box will appear. Using the drop-down lists, select the desired organization information (region, territory, branch, department, unit) you wish to query for the report and click **Add**. This feature allows you to add as many regions, territories, etc. to the report as needed. Once information has been added to the Include box, it can be removed by selecting the item and clicking the **Del** button or **Clear** to remove all items. If the organization information is correct, click **OK**.
6. Enter the remaining report criteria.
7. Click **Submit Report Criteria**. The report viewer will open.
8. Click the **Print** icon to send the report to your printer or the **Export** icon to save the file as one of the supported file formats.

Income Statement

Income statement for organization levels.

To Generate a Income Statement Report

1. On the Primary menu, click **Reports**.
2. On the Reports menu, click **Accounting**.
3. Click the general ledger tab, locate **Income Statement** and click **Enter Report Criteria**.
4. Enter the organization information.

Note: These fields can not be populated directly. You must click the **[Select]** link to enter the organization information.



5. Click **[Select]**. The Nexsure Organization Criteria dialog box will appear. Using the drop-down lists, select the desired organization information (region, territory, branch, department, unit) you wish to query for the report and click **Add**. This feature allows you to add as many regions, territories, etc. to the report as needed. Once information has been added to the Include box, it can be removed by selecting the item and clicking the **Del** button or **Clear** to remove all items. If the organization information is correct, click **OK**.
6. Enter the remaining report criteria.
7. Click **Submit Report Criteria**. The report viewer will open.
8. Click the **Print** icon to send the report to your printer or the **Export** icon to save the file as one of the supported file formats.

Budget Report

General ledger budget report.

To Generate a Budget Report

1. On the Primary menu, click **Reports**.
2. On the Reports menu, click **Accounting**.
3. Click the general ledger tab, locate **Budget Report** and click **Enter Report Criteria**.
4. Enter the organization information.

Note: These fields can not be populated directly. You must click the **[Select]** link to enter the organization information.



5. Click **[Select]**. The Nexsure Organization Criteria dialog box will appear. Using the drop-down lists, select the desired organization information (region, territory, branch, department, unit) you wish to query for the report and click **Add**. This feature allows you to add as many regions, territories, etc. to the report as needed. Once information has been added to the Include box, it can be removed by selecting the item and clicking the **Del** button or **Clear** to remove all items. If the organization information is correct, click **OK**.
6. Enter the remaining report criteria.
7. Click **Submit Report Criteria**. The report viewer will open.
8. Click the **Print** icon to send the report to your printer or the **Export** icon to save the file as one of the supported file formats.

More Report Types

- Management
- Clients/Contacts
- Organization
- Marketing
- Opportunities
- Policies

Additional Accounting Reports

Nexsure offers an extensive list of accounting reports. For help generating one of the following reports, click on the name of the report.

Production Reports

Production (Summary or Detail)

A listing of invoices created in a given time period.

To Generate a Production (Summary or Detail) Report

1. On the Primary menu, click **Reports**.
2. On the Reports menu, click **Accounting**.
3. Click the production tab, locate **Production (Summary or Detail)** and click **Enter Report Criteria**.
4. Enter the Organization Information.

   Note: These fields can not be populated directly. You must click the **[Select]** link to enter the organization information.

5. Click **[Select]**. The Nexsure Organization Criteria dialog box will appear. Using the drop-down lists, select the desired organization information (region, territory, branch, department, unit) you wish to query for the report and click **Add**. This feature allows you to add as many regions, territories, etc. to the report as needed. Once information has been added to the Include box, it can be removed by selecting the item and clicking the **Del** button or **Clear** to remove all items. If the organization information is correct, click **OK**.
6. Enter the remaining report criteria.
7. Click **Submit Report Criteria**. The report viewer will open.
8. Click the **Print** icon to send the report to your printer or the **Export** icon to save the file as one of the supported file formats.

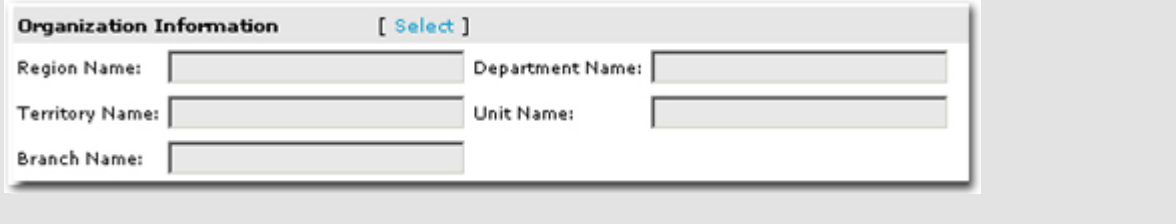
Production Analysis by Year

Production figures for a given time-frame compared to the same time-frame of a previous year.

To Generate a Production Analysis by Year Report

1. On the Primary menu, click **Reports**.
2. On the Reports menu, click **Accounting**.
3. Click the production tab, locate **Production Analysis by Year** and click **Enter Report Criteria**.
4. Enter the organization information.

   Note: These fields can not be populated directly. You must click the **[Select]** link to enter the organization information.



5. Click **[Select]**. The Nexsure Organization Criteria dialog box will appear. Using the drop-down lists, select the desired organization information (region, territory, branch, department, unit) you wish to query for the report and click **Add**. This feature allows you to add as many regions, territories, etc. to the report as needed. Once information has been added to the Include box, it can be removed by selecting the item and clicking the **Del** button or **Clear** to remove all items. If the organization information is correct, click **OK**.
6. Enter the remaining report criteria.
7. Click **Submit Report Criteria**. The report viewer will open.
8. Click the **Print** icon to send the report to your printer or the **Export** icon to save the file as one of the supported file formats.

Production Analysis by Month

A listing of invoices created in a given month.

To Generate a Production Analysis by Month Report

1. On the Primary menu, click **Reports**.
2. On the Reports menu, click **Accounting**.
3. Click the production tab, locate **Production Analysis by Month** and click **Enter Report Criteria**.
4. Enter the organization information.

Note: These fields can not be populated directly. You must click the **[Select]** link to enter the organization information.



5. Click **[Select]**. The Nexsure Organization Criteria dialog box will appear. Using the drop-down lists, select the desired organization information (region, territory, branch, department, unit) you wish to query for the report and click **Add**. This feature allows you to add as many regions, territories, etc. to the report as needed. Once information has been added to the Include box, it can be removed by selecting the item and clicking the **Del** button or **Clear** to remove all items. If the organization information is correct, click **OK**.
6. Enter the remaining report criteria.
7. Click **Submit Report Criteria**. The report viewer will open.
8. Click the **Print** icon to send the report to your printer or the **Export** icon to save the file as one of the supported file formats.

Profitability Reports

Profitability Each Assignment Unit

Shows profit by unit.

To Generate a Profitability Each Assignment Unit Report

1. On the Primary menu, click **Reports**.
2. On the Reports menu, click **Accounting**.
3. Click the profitability tab and click **Enter Report Criteria**.
4. Enter the organization information.

Note: These fields can not be populated directly. You must click the **[Select]** link to enter the organization information.



5. Click **[Select]**. The Nexsure Organization Criteria dialog box will appear. Using the drop-down lists, select the desired organization information (region, territory, branch, department, unit) you wish to query for the report and click **Add**. This feature allows you to add as many regions, territories, etc. to the report as needed. Once information has been added to the Include box, it can be removed by selecting the item and clicking the **Del** button or **Clear** to remove all items. If the organization information is correct, click **OK**.
6. Enter the remaining report criteria.
7. Click **Submit Report Criteria**. The report viewer will open.
8. Click the **Print** icon to send the report to your printer or the **Export** icon to save the file as one of the supported file formats.

Reconciliation Reports

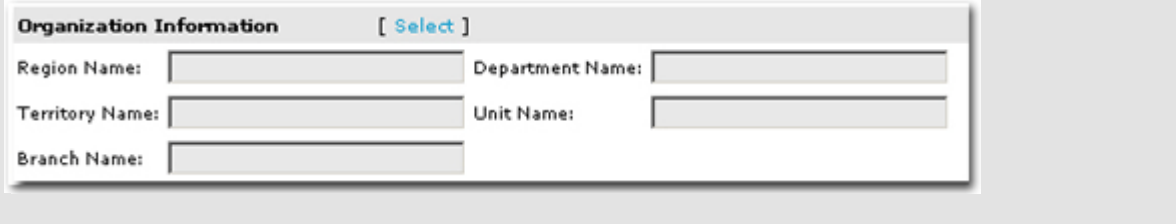
Invoice Transaction Register

List of invoices over a specified period of time.

To Generate an Invoice Transaction Register Report

1. On the Primary menu, click **Reports**.
2. On the Reports menu, click **Accounting**.
3. Click the reconciliation tab, locate **Invoice Transaction Register** and click **Enter Report Criteria**.
4. Enter the organization information.

Note: These fields can not be populated directly. You must click the **[Select]** link to enter the organization information.



5. Click **[Select]**. The Nexsure Organization Criteria dialog box will appear. Using the drop-down lists, select the desired organization information (region, territory, branch, department, unit) you wish to query for the report and click **Add**. This feature allows you to add as many regions, territories, etc. to the report as needed. Once information has been added to the Include box, it can be removed by selecting the item and clicking the **Del** button or **Clear** to remove all items. If the organization information is correct, click **OK**.
6. Enter the remaining report criteria.
7. Click **Submit Report Criteria**. The report viewer will open.
8. Click the **Print** icon to send the report to your printer or the **Export** icon to save the file as one of the supported file formats.

Cash Disbursements

A listing of cash disbursed in a given date range.

To Generate a Cash Disbursements Report

1. On the Primary menu, click **Reports**.
2. On the Reports menu, click **Accounting**.
3. Click the reconciliation tab, locate **Cash Disbursements** and click **Enter Report Criteria**.
4. Enter the organization information.

Note: These fields can not be populated directly. You must click the **[Select]** link to enter the organization information.



5. Click **[Select]**. The Nexsure Organization Criteria dialog box will appear. Using the drop-down lists, select the desired organization information (region, territory, branch, department, unit) you wish to query for the report and click **Add**. This feature allows you to add as many regions, territories, etc. to the report as needed. Once information has been added to the Include box, it can be removed by selecting the item and clicking the **Del** button or **Clear** to remove all items. If the organization information is correct, click **OK**.
6. Enter the remaining report criteria.
7. Click **Submit Report Criteria**. The report viewer will open.
8. Click the **Print** icon to send the report to your printer or the **Export** icon to save the file as one of the supported file formats.

Cash Receipts

A listing of payments received in a given date range.

To Generate a Cash Receipts Report

1. On the Primary menu, click **Reports**.
2. On the Reports menu, click **Accounting**.
3. Click the reconciliation tab, locate **Cash Receipts** and click **Enter Report Criteria**.
4. Enter the organization information.

   Note: These fields can not be populated directly. You must click the **[Select]** link to enter the organization information.

5. Click **[Select]**. The Nexsure Organization Criteria dialog box will appear. Using the drop-down lists, select the desired organization information (region, territory, branch, department, unit) you wish to query for the report and click **Add**. This feature allows you to add as many regions, territories, etc. to the report as needed. Once information has been added to the Include box, it can be removed by selecting the item and clicking the **Del** button or **Clear** to remove all items. If the organization information is correct, click **OK**.
6. Enter the remaining report criteria.
7. Click **Submit Report Criteria**. The report viewer will open.
8. Click the **Print** icon to send the report to your printer or the **Export** icon to save the file as one of the supported file formats.

Entities Reports

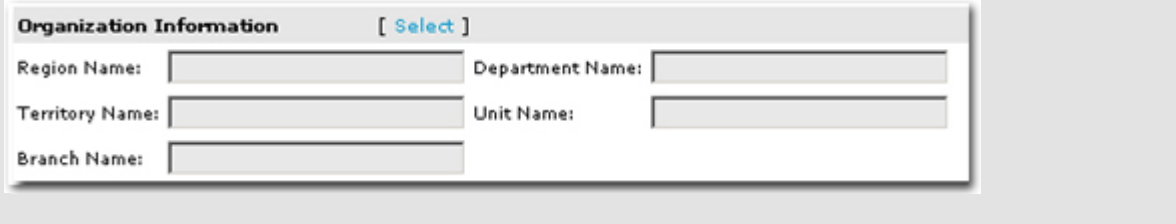
Financial Entities

List of Financial Entities.

To Generate a Financial Entities Report

1. On the Primary menu, click **Reports**.
2. On the Reports menu, click **Accounting**.
3. Click the entities tab and click **Enter Report Criteria**.
4. Enter the organization information.

   Note: These fields can not be populated directly. You must click the **[Select]** link to enter the organization information.



5. Click **[Select]**. The Nexsure Organization Criteria dialog box will appear. Using the drop-down lists, select the desired organization information (region, territory, branch, department, unit) you wish to query for the report and click **Add**. This feature allows you to add as many regions, territories, etc. to the report as needed. Once information has been added to the Include box, it can be removed by selecting the item and clicking the **Del** button or **Clear** to remove all items. If the organization information is correct, click **OK**.
6. Enter the remaining report criteria.
7. Click **Submit Report Criteria**. The report viewer will open.
8. Click the **Print** icon to send the report to your printer or the **Export** icon to save the file as one of the supported file formats.

- Accounts Receivable Reconciliation Report - Detail and summary of accounts receivable reconciliation report including general ledger#, total client detail, balance per general ledger, difference.
- Accounting Budget - Commission and Fees - Monthly actual vs. budget with YTD and prior year totals and variance to compare by unit.
- Accounting Budget - Unit - Budget for unit by month for actual and budget amount including variance. Budget includes commissions, fees, investments, revenues for monthly budget/actual totals.
- Accounting Financial Statements - Compare to budget and In force business
- Accounting Income Statement - Current year YTD and last year YTD and current month comparisons to same period in prior year.
- Accounting GL-Balancing - Balance sheet
- Accounting GL-Balancing - Invoice transactions carrier to general ledger payable
- Accounting GL-Balancing - Invoice transactions people to general ledger payable
- Accounting GL-Balancing - Invoice transactions tax authority to general ledger payable
- Accounting - People payables non-due reconciliation
- Management Book of Business - Enhanced sorting capabilities includes issuing co, billing co, producer, servicer, department.

More Report Types

Management

Clients/Contacts

Organization

Marketing

Opportunities

Policies

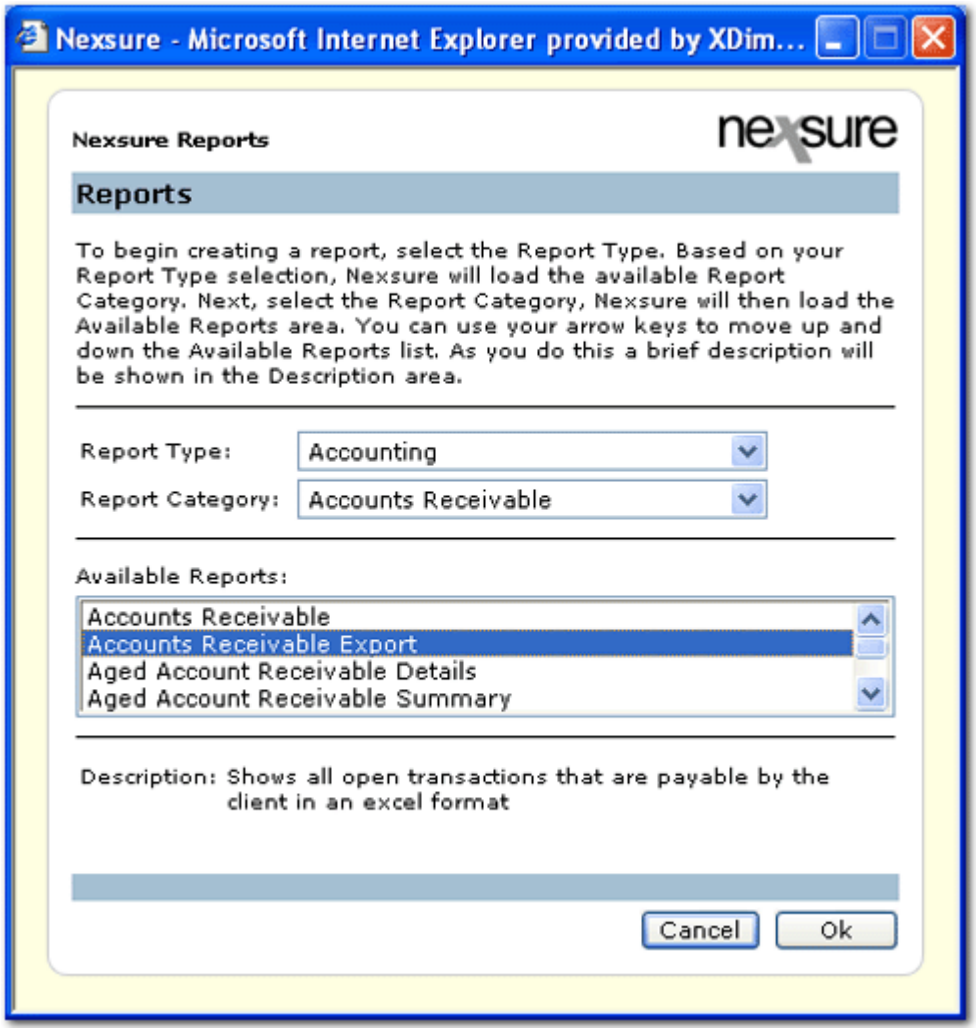
Accounts Receivable Export Report

The Accounts Receivable Export report is a detailed listing of all open transactions that are due and payable to the agency from clients.

If a transaction amount is zero, the transaction will not appear on the report since no receivable balance is due to the agency. If a transaction is partially paid it will appear on the report with the original amount billed. This format provides a running total of the balances due rather than the ending balance due for each line item.

To Generate an Accounts Receivable Export Report

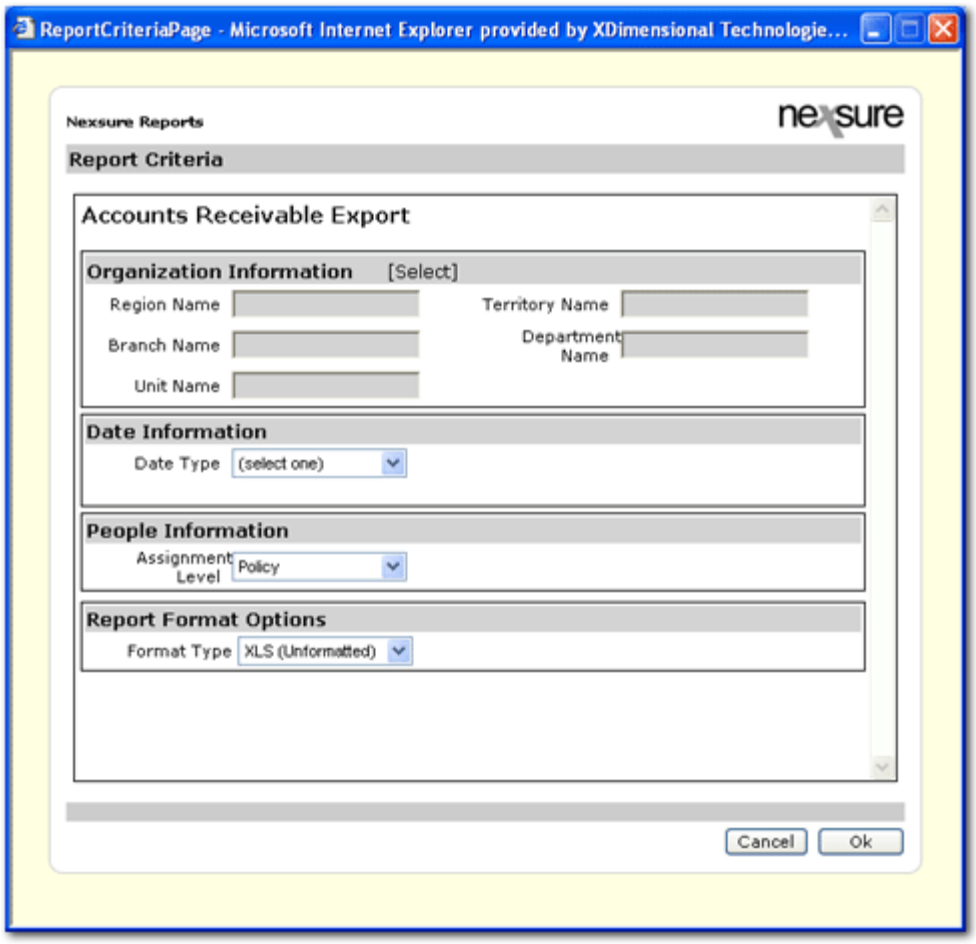
1. On the Primary menu, click **REPORTS**.
2. On the **REPORTS** menu, click **Reports**. The **Nexsure Reports** dialog box is displayed.



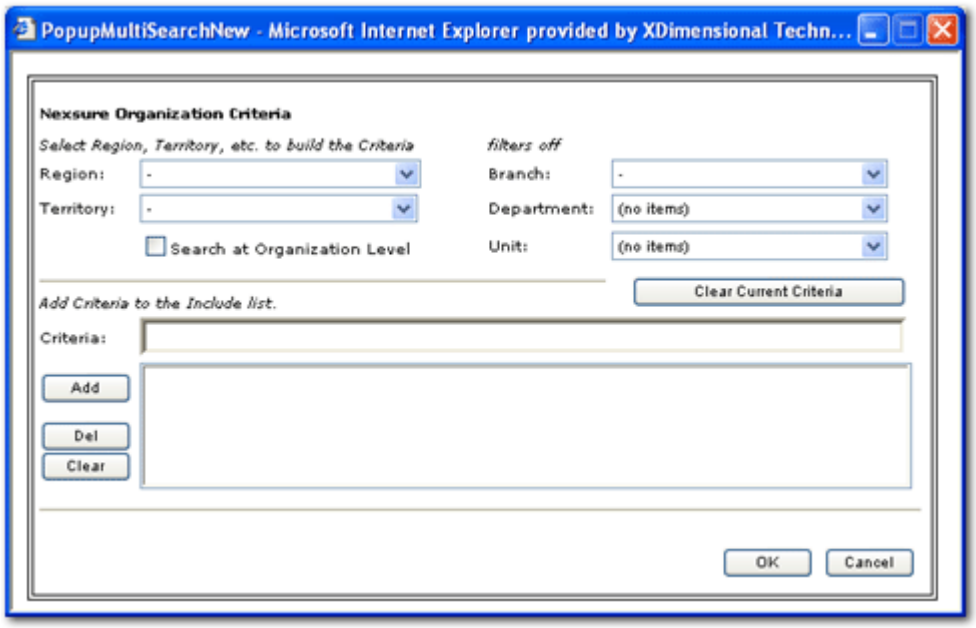
3. In the **Report Type** list, select **Accounting**.
4. In the **Report Category** list, select **Accounts Receivable**.
5. In the **Available Reports** list, select **Accounts Receivable Export**.
6. Click **OK**. The **summary** tab is displayed showing the report selected in the header area.



7. On the **navigation toolbar**, click **New Report Criteria** to go to the **Nexsure Reports > Report Criteria** dialog box.



8. Under **Organization Information**, click **[Select]**. The **Nexsure Organization Criteria** dialog box is displayed.



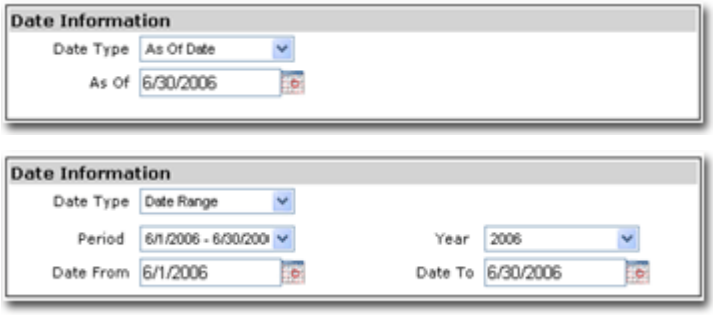
9. In the **Nexsure Organization Criteria** dialog box, select the desired organization information (in the Region, Territory, Branch, Department, and Unit lists) to query for the report and click **Add**.

   Note: If the report is being run for the entire organization it is not necessary to make a selection in the Nexsure Organization Criteria dialog box. Only one Region, Territory, or Branch may be selected for each report. When filtering by Department or Unit, add the Branch first then add the Department or Unit.

   Once information has been added to the Include list, it can be removed by selecting the item and clicking **Del** to remove individual items or **Clear** to remove all items.

10. If the organization information is correct, click **OK**. The organization information selected is added to the **Nexsure Reports > Report Criteria** screen.

11. In the **Date Information** area, select date filters. Date filters are used to set the beginning and ending date of the report.



   The available options are:

   - **Date Type:** Select either **As Of Date** or **Date Range**.
   - **As Of:** Set the end date of the report by using either the calendar dialog box or entering a date in the box.
   - **Period:** Periods can be selected from the Period list, which are based on agency accounting periods or can be entered manually if the desired date range does not fall within the standard accounting periods. Period range filters will return all transactions with a balance due within the date range of the report regardless of the transaction date booked.
   - **Year:** Fiscal years based on the general ledger periods and default to current year.
   - **Date From:** Start date for a selected period.
   - **Date To:** End date for the selected period.

     Note: As Of Date and Date Range options will return the same results since the report will pull invoices based on their payment status within the date range of the report, not date booked of the invoice.

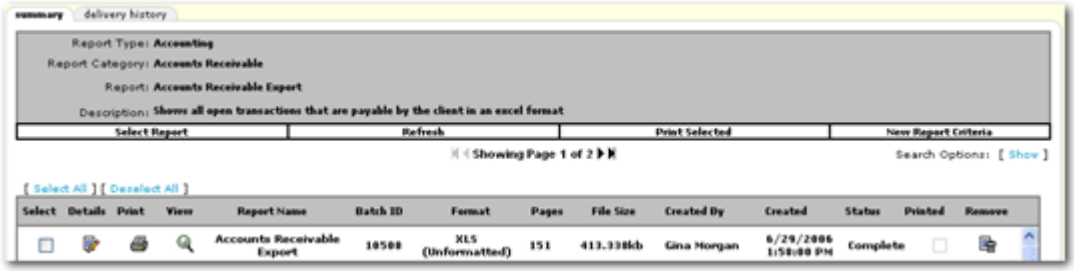
12. In the **People Information** area, select the assignment level to appear in the report. The available selections in the **Assignment Level** list display assignments from either the **Client** or **Policy** level.



13. In the **Nexsure Reports > Report Criteria** dialog box, click **OK**. The **Accounts Receivable Export** report will start compiling.



14. To update the compiling status, click **Refresh** on the **navigation toolbar**.



15. Once the report **Status** is **Complete**, click the **View** icon to view the report.

Related Topics

Working with Reports

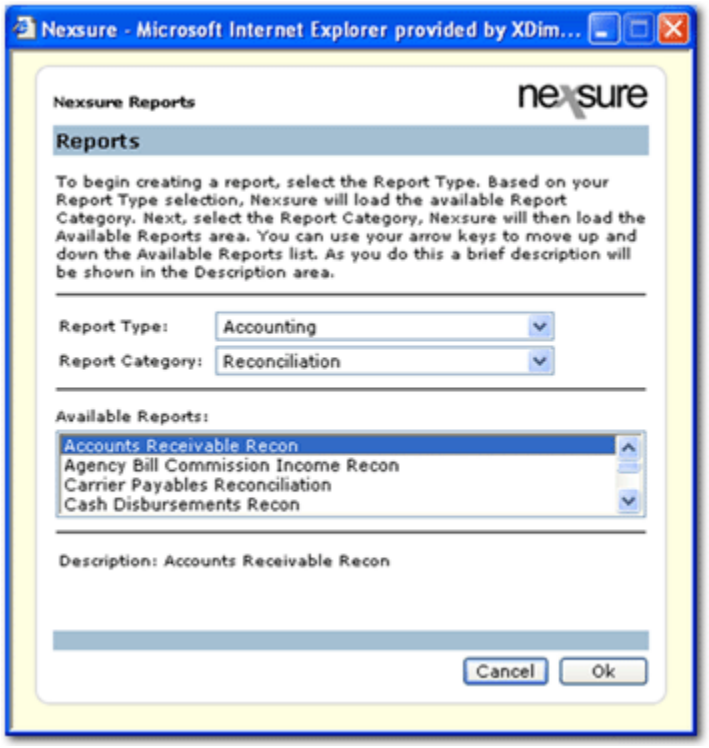
Accounts Receivable Reconciliation Report

The Accounts Receivable Reconciliation report is used to prove the balance of the mandatory general ledger account for accounts receivable. The Accounts Receivable Reconciliation shows all transactions that make up the balance of the mandatory general ledger account for accounts receivable.

The purpose of this report is to show the ending balance of the accounts receivable balances compared to the mandatory general ledger account for accounts receivables. The report shows all accounts receivable transactions with an ending balance due to the agency within the date range selected on the report. The report also shows journal entry transactions booked to the mandatory general ledger account for accounts receivable not automatically posted to the general ledger. The balancing totals section of this report shows the total of the report minus the ending total of the mandatory general ledger account for accounts receivable and the out of balance amount.

To Generate an Accounts Receivable Reconciliation Report

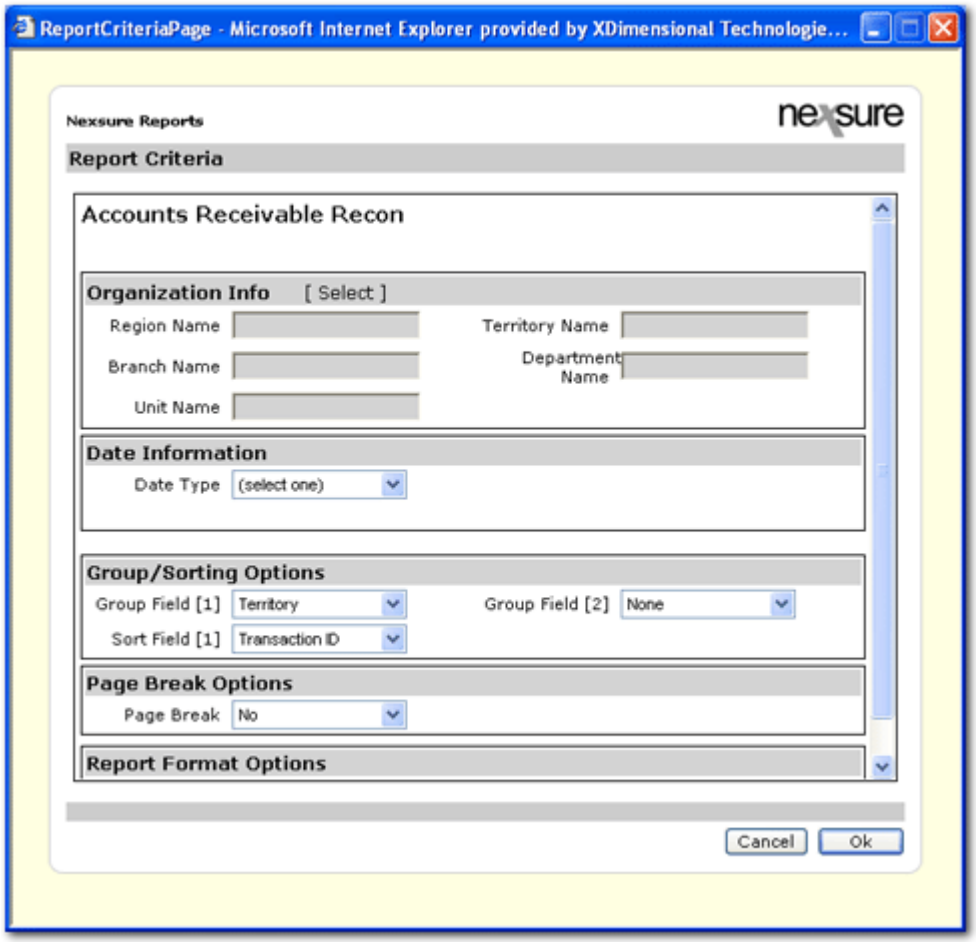
1. On the Primary menu, click **REPORTS**.
2. On the **REPORTS** menu, click **Reports**. The **Nexsure Reports** dialog box is displayed.



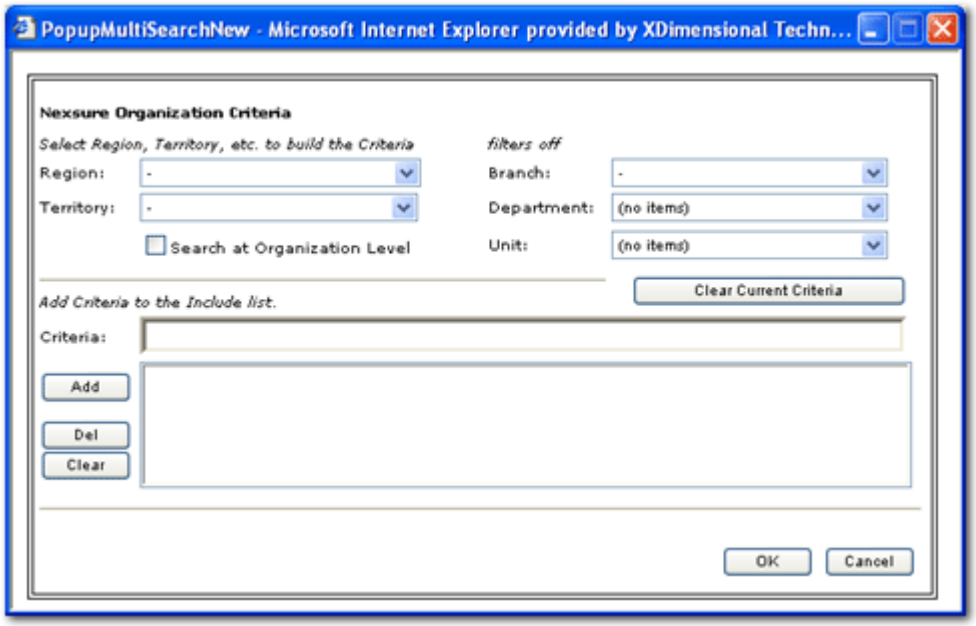
3. In the **Report Type** list, select **Accounting**.
4. In the **Report Category** list, select **Reconciliation**.
5. In the **Available Reports** list, select **Accounts Receivable Recon**.
6. Click **OK**. The **summary** tab is displayed showing the report selected in the header area.



7. On the **navigation toolbar**, click **New Report Criteria** to go to the **Nexsure Reports > Report Criteria** dialog box.



8. Under **Organization Info**, click **[Select]**. The **Nexsure Organization Criteria** dialog box is displayed.



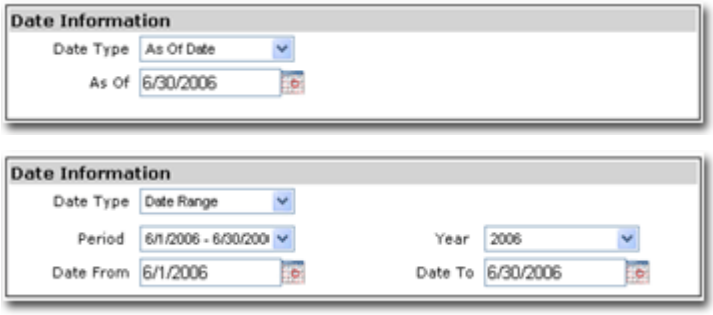
9. In the **Nexsure Organization Criteria** dialog box, select the desired organization information (in the Region, Territory, Branch, Department, and Unit lists) to query for the report and click **Add**.

   Note: If the report is being run for the entire organization it is not necessary to make a selection in the Nexsure Organization Criteria dialog box. Only one Region, Territory, or Branch may be selected for each report. When filtering by Department or Unit, add the Branch first then add the Department or Unit.

   Once information has been added to the Include list, it can be removed by selecting the item and clicking **Del** to remove individual items or **Clear** to remove all items.

10. If the organization information is correct, click **OK**. The organization information selected is added to the **Nexsure Reports > Report Criteria** screen.

11. In the **Date Information** area, select date filters. Date filters are used to set the beginning and ending date of the report.



   The available options are:

   - **Date Type:** Select either **As Of Date** or **Date Range**.
   - **As Of:** Set the end date of the report by using either the calendar dialog box or entering a date in the box.
   - **Period:** Periods can be selected from the Period list, which are based on agency accounting periods or can be entered manually if the desired date range does not fall within the standard accounting periods. Period range filters will return all transactions with a balance due within the date range of the report regardless of the transaction date booked.
   - **Year:** Fiscal years based on the general ledger periods and default to current year.
   - **Date From:** Start date for a selected period.
   - **Date To:** End date for the selected period.

     Note: As Of Date and Date Range options will return the same results since the report will pull invoices based on their payment status within the date range of the report, not date booked of the invoice.

12. In the **Group/Sorting Options** area, select the grouping and sorting options that affect the layout of the report.



   The available options are:

   - **Group Field [1]:** Apply a primary grouping by **Client Name** or **Territory** (default).

- **Group Field [2]:** Apply a secondary grouping. Group Field [2] will group transactions within the Group Field [1] selected. Available selections are **None** (default) and **Client Name**.
- **Sort Field [1]:** Sort transactions in ascending order within groups. Available selections are **Amount Due**, **Balance Due**, **Client Name**, **Date Booked**, **Description**, **Policy No**, **Prev Paid**, and **Transaction ID** (default).

13. In the **Page Break Options** area, select whether or not a page break is desired between Group Field [1] headers.



14. In the **Report Format Options** area, select one of the options in the **Format Type** list.



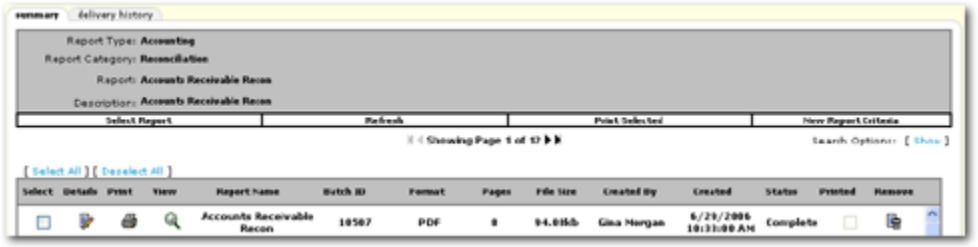
The available formats are:

- **PDF:** This is the default setting that creates the report in a PDF format. The report data is static and cannot be manipulated.
- **XLS:** Microsoft® Excel® document that can be manipulated as an .xls file. The report is generated with the same formatting used in the PDF format so cells are merged and data may not be stored in individual cells.
- **DOC:** Microsoft® Word® document that can be manipulated as a .doc file.
- **XLS (unformatted):** Microsoft® Excel® document that can be manipulated as an .xls file. The report is generated with no formatting so cells are not merged and data is stored in individual cells, however column headers do not appear and page breaks are not inserted.

15. In the **Nexsure Reports > Report Criteria** dialog box, click **OK**. The **Accounts Receivable Reconciliation** report will start compiling.



16. To update the compiling status, click **Refresh** on the **navigation toolbar**.



17. Once the report **Status** is **Complete**, click the **View** icon to view the report.

Related Topic

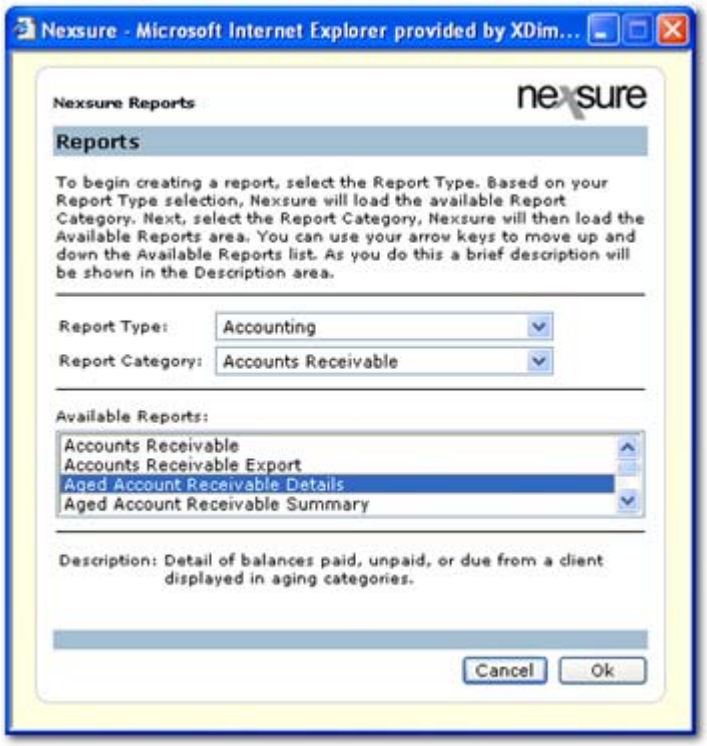
Working with Reports

Aged Accounts Receivable Details Report

The Aged Accounts Receivable Details report is a detailed listing of all open transactions as of the end date of the report that are due and payable to the agency from clients. Transactions will appear in aging columns based on the date booked of the invoice, receive payment or disbursement that makes up the client receivable balance.

To Generate an Aged Accounts Receivable Details Report

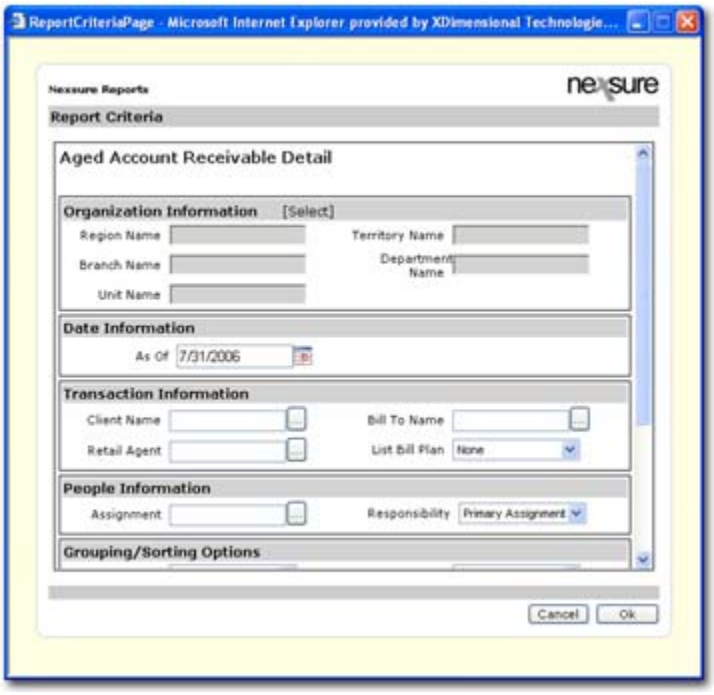
1. On the Primary menu, click **REPORTS**.
2. On the **REPORTS** menu, click **Reports**. The **Nexsure Reports** dialog box is displayed.



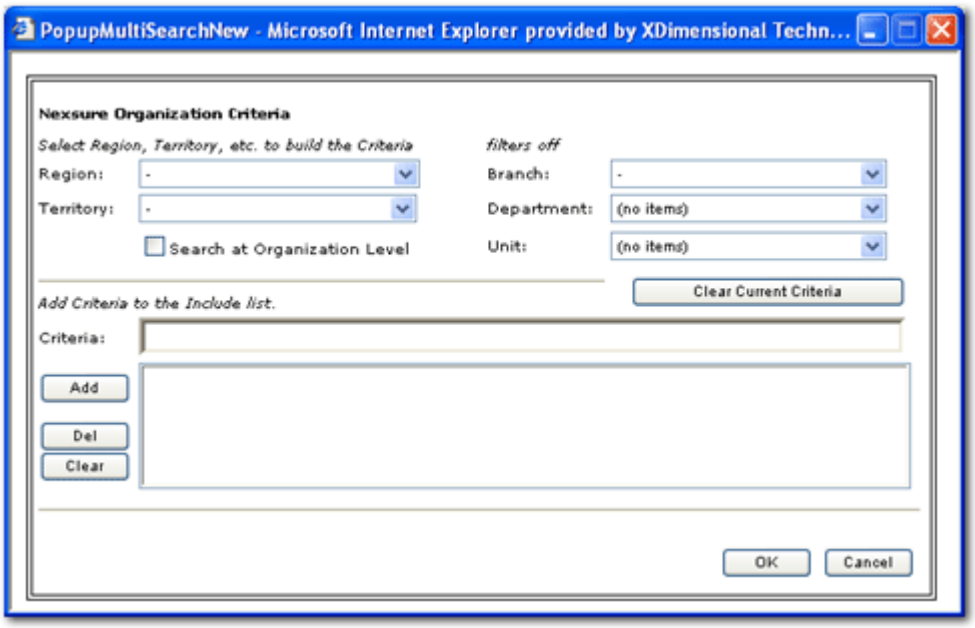
3. In the **Report Type** list, select **Accounting**.
4. In the **Report Category** list, select **Accounts Receivable**.
5. In the **Available Reports** list, select **Aged Account Receivable Details**.
6. Click **OK**. The **summary** tab is displayed showing the report selected in the header area.



7. On the **navigation toolbar**, click **New Report Criteria** to go to the **Nexsure Reports > Report Criteria** dialog box.



8. Under **Organization Information**, click **[Select]**. The **Nexsure Organization Criteria** dialog box is displayed.

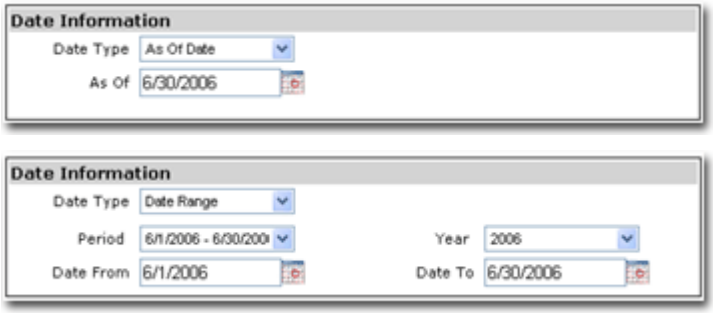


9. In the **Nexsure Organization Criteria** dialog box, select the desired organization information (in the Region, Territory, Branch, Department, and Unit lists) to query for the report and click **Add**.

Note: If the report is being run for the entire organization it is not necessary to make a selection in the Nexsure Organization Criteria dialog box. Only one Region, Territory, or Branch may be selected for each report. When filtering by Department or Unit, add the Branch first then add the Department or Unit.

Once information has been added to the Include list, it can be removed by selecting the item and clicking **Del** to remove individual items or **Clear** to remove all items.

10. If the organization information is correct, click **OK**. The organization information selected is added to the **Nexsure Reports > Report Criteria** screen.
11. In the **Date Information** area, select date filters. Date filters are used to set the beginning and ending date of the report.



The available options are:

- **Date Type:** Select either **As Of Date** or **Date Range**.
- **As Of:** Set the end date of the report by using either the calendar dialog box or entering a date in the box.
- **Period:** Periods can be selected from the Period list, which are based on agency accounting periods or can be entered manually if the desired date range does not fall within the standard accounting periods. Period range filters will return all transactions with a balance due within the date range of the report regardless of the transaction date booked.
- **Year:** Fiscal years based on the general ledger periods and default to current year.
- **Date From:** Start date for a selected period.
- **Date To:** End date for the selected period.

Note: As Of Date and Date Range options will return the same results since the report will pull invoices based on their payment status within the date range of the report, not date booked of the invoice.

12. In the **Transaction Information** area, make selections to filter the report by entity name information.



The available options are:

- **Client Name:** Select one or more client names by clicking the  button. The report will return only those open invoices due from the client selected.
- **Retail Agent:** Select one or more retail agents by clicking the  button. The report will return only those open invoices for clients where the retail agent is assigned.

- **Bill To Name:** Select one or more bill to names by clicking the button. The report will return only those open invoices for clients where the bill to name appears on invoices.
- **List Bill Plan:** Filter the report by **List Bill Plan**. The report will return only those open invoices associated with the **List Bill Plan** and any open residual balances.

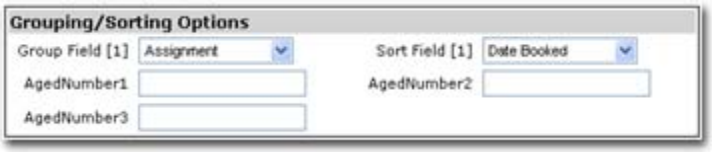
13. In the **People Information** area, make selections to filter the report by assignment information at the client level.



The available options are:

- **Assignment:** Select one or more assignments by clicking the button. The report will return only those open invoices due where the person is assigned at the client level.
- **Responsibility:** Select a responsibility type that will appear on the report. List options will be dynamic based on responsibility types. If duplicate responsibility types are assigned to a policy the report will return the person assigned as primary. If the responsibility type selected is not designated as primary, the report will return the top responsibility type.

14. In the **Grouping / Sorting Options** area, make selections to group and sort the report to change the report layout.



The available options are:

- **Group Field [1]:** Apply a primary grouping by **Assignment** (default), **Bill To**, **Client Name**, **List Bill Plan**, **Retail Agent** or **Territory**.
- **Sort Field [1]:** Sort transactions in ascending order within groups. Options include **Date Booked** (default), **Description** or **Transaction ID**.
- **Aged Number 1:** Set the number of days to age open invoices. If left blank, will default to 30 days.
- **Aged Number 2:** Set the number of days to age open invoices. If left blank, will default to 60 days.
- **Aged Number 3:** Set the number of days to age open invoices. If left blank, will default to 90 days.

15. In the **Page Break Options** area, select whether or not a page break is desired between the **Group By [1]** headers by selecting **Yes** or **No** in the **Page Break** list..



16. In the **Report Format Options** area, select one of the options in the **Format Type** list.



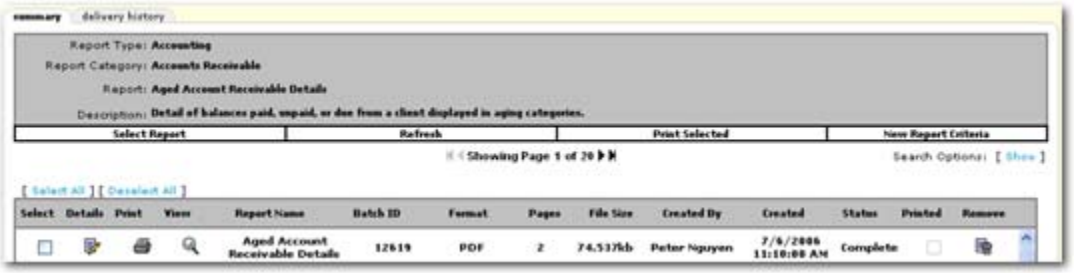
The available formats are:

- **PDF:** This is the default setting that creates the report in a PDF format. The report data is static and cannot be manipulated.
- **XLS:** Microsoft® Excel® document that can be manipulated as an .xls file. The report is generated with the same formatting used in the PDF format so cells are merged and data may not be stored in individual cells.
- **DOC:** Microsoft® Word® document that can be manipulated as a .doc file.
- **XLS (unformatted):** Microsoft® Excel® document that can be manipulated as an .xls file. The report is generated with no formatting so cells are not merged and data is stored in individual cells, however column headers do not appear and page breaks are not inserted.

17. In the **Nexsure Reports > Report Criteria** dialog box, click **OK**. The **Aged Accounts Receivable Details** report will start compiling.



18. To update the compiling status, click **Refresh** on the **navigation toolbar**.



19. Once the report **Status** is **Complete**, click the **View** icon to view the report.

Related Topics

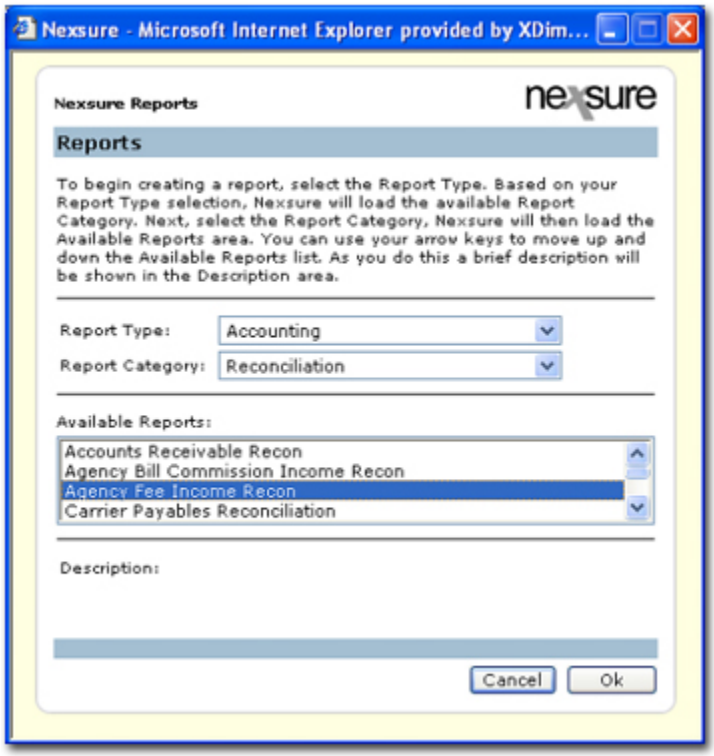
Working with Reports

Agency Fee Income Reconciliation Report

The Agency Fee Income Reconciliation report is a summary of Agency Fee income booked to the mandatory general ledger account for Agency Fee Income based on the posting rules for the agency. The report is used to prove the balance of the mandatory general ledger account for Agency Fee Income.

To Generate an Agency Fee Income Reconciliation Report

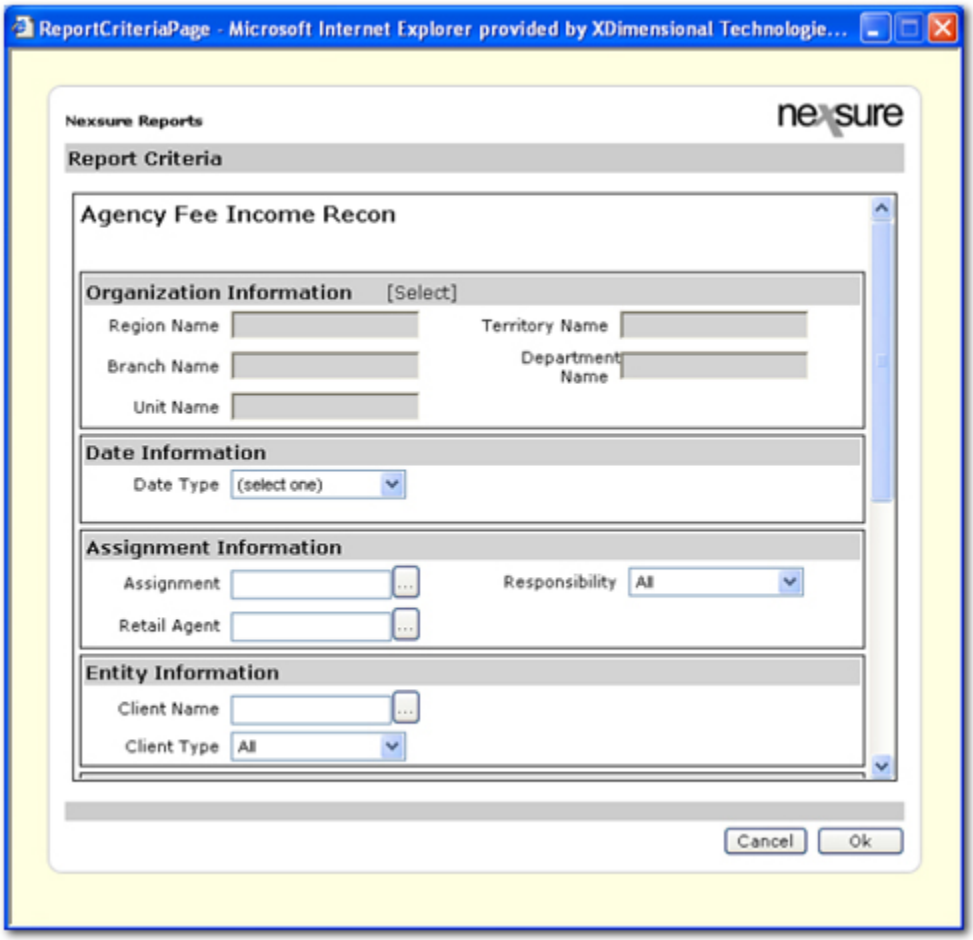
1. On the Primary menu, click **REPORTS**.
2. On the **REPORTS** menu, click **Reports**. The **Nexsure Reports** dialog box is displayed.



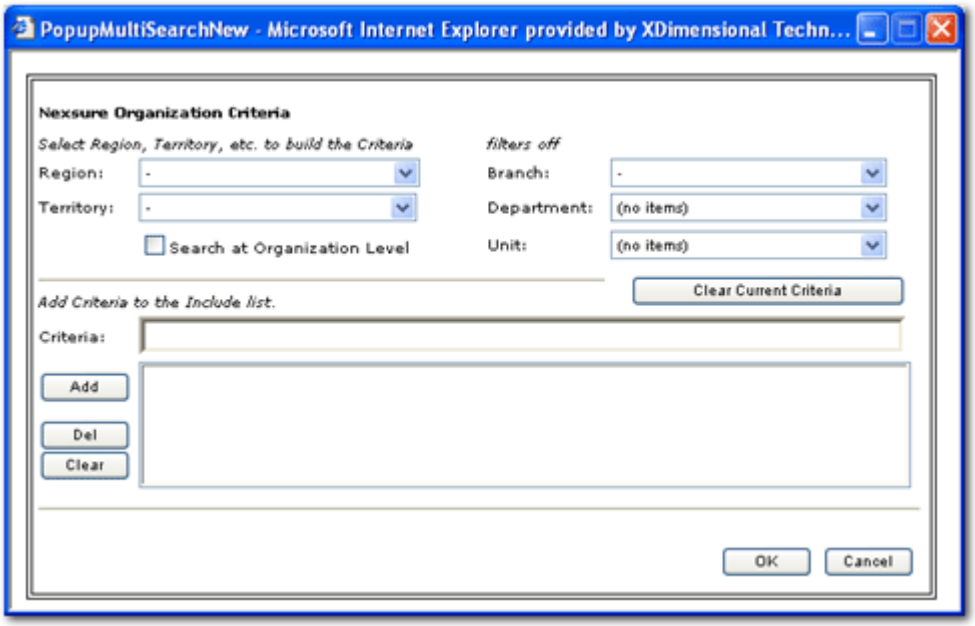
3. In the **Report Type** list, select **Accounting**.
4. In the **Report Category** list, select **Reconciliation**.
5. In the **Available Reports** list, select **Agency Fee Income Recon**.
6. Click **OK**. The **summary** tab is displayed showing the report selected in the header area.



7. On the **navigation toolbar**, click **New Report Criteria** to go to the **Nexsure Reports > Report Criteria** dialog box.



8. Under **Organization Information**, click **[Select]**. The **Nexsure Organization Criteria** dialog box is displayed.



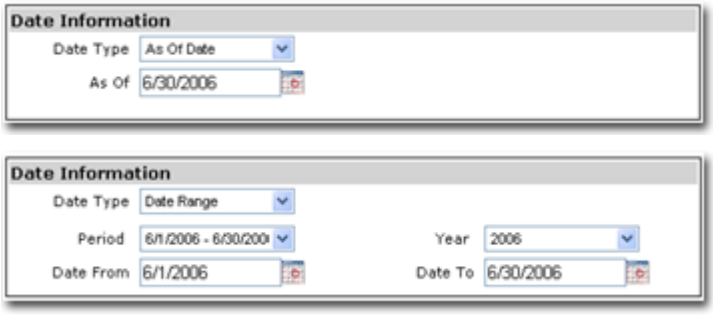
9. In the **Nexsure Organization Criteria** dialog box, select the desired organization information (in the Region, Territory, Branch, Department, and Unit lists) to query for the report and click **Add**.

   Note: If the report is being run for the entire organization it is not necessary to make a selection in the Nexsure Organization Criteria dialog box. Only one Region, Territory, or Branch may be selected for each report. When filtering by Department or Unit, add the Branch first then add the Department or Unit.

   Once information has been added to the Include list, it can be removed by selecting the item and clicking **Del** to remove individual items or **Clear** to remove all items.

10. If the organization information is correct, click **OK**. The organization information selected is added to the **Nexsure Reports > Report Criteria** screen.

11. In the **Date Information** area, select date filters. Date filters are used to set the beginning and ending date of the report.



   The available options are:

   - **Date Type:** Select either **As Of Date** or **Date Range**.
   - **As Of:** Set the end date of the report by using either the calendar dialog box or entering a date in the box.
   - **Period:** Periods can be selected from the Period list, which are based on agency accounting periods or can be entered manually if the desired date range does not fall within the standard accounting periods. Period range filters will return all transactions with a balance due within the date range of the report regardless of the transaction date booked.
   - **Year:** Fiscal years based on the general ledger periods and default to current year.
   - **Date From:** Start date for a selected period.
   - **Date To:** End date for the selected period.

     Note: As Of Date and Date Range options will return the same results since the report will pull invoices based on their payment status within the date range of the report, not date booked of the invoice.

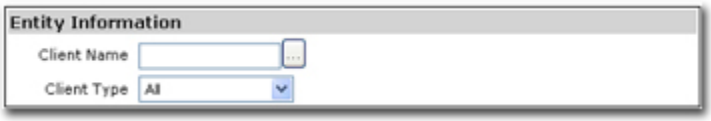
12. In the **Assignment Information** area, make selections to filter the report output by one or more people assignments and / or retail agents.



   The available options are:

- **Assignment:** Limit report output by clicking the button to select one or more people assignments at the invoice level.
- **Retail Agent:** Limit report output by clicking the button to select one or more retail agent names.
- **Responsibility:** Limit report output based on only the responsibility type selected or can be used to further limit output in conjunction with the **Assignment** sections.

13. In the **Entity Information** area, make selections to limit report output based on one or more client names and / or the client type.



The available options are:

- **Client Name:** Limit report output by clicking the button to select one or more client names.
- **Client Type:** Limit report output based on client type as designated in the client card file. From the **Client Type** list, select one of the following:
  - **All**
  - **Personal**
  - **Commercial**

14. In the **Policy Information** area, make selections to limit report output based on **Policy Type**, **Policy Status**, **Line of Business** and **Policy Mode**.



The available options are:

- **Policy Type:** Limit report output by selecting a **Policy Type** from the list. The available selections are:
  - **Empty**
  - **Monoline**
  - **Package**
  - **All**
- **Line of Business:** Limit report output by clicking the button to select one or more lines of business.
- **Policy Status:** Limit report output by selecting a **Policy Status** from the list. The **Policy Status** selections are unique to each organization.
- **Policy Mode:** Limit report output by selecting a **Policy Mode** from the list. The available selections are:

- **All**
- **New**
- **Renew**
- **Re-New-Co**

15. In the **Carrier Information** area, make selections to limit report output by one or more billing or issuing carriers.



The available options are:

- **Billing Carrier:** Limit report output by clicking the button to select one or more billing carriers.
- **Issuing Carrier:** Limit report output by clicking the button to select one or more issuing carriers.

16. In the **Grouping / Sorting Options** area, select the grouping and sorting options that affect the layout of the report.



The available options are:

- **Group Field [1]:** Apply a primary grouping by:
  - **Bill To Name**
  - **Bill Type**
  - **Billing Carrier**
  - **Branch**
  - **Client Name**
  - **Department**
  - **Issuing Carrier**
  - **People Last Name**
  - **Policy Status**
  - **Region**
  - **Responsibility**
  - **Retail Agent**
  - **Territory**
  - **Unit**
- **Group Field [2]:** Apply secondary grouping by:

- **Bill To Name**
- **Bill Type**
- **Billing Carrier**
- **Branch Name**
- **Client Name**
- **Date Booked**
- **Department**
- **Issuing Carrier**
- **None**
- **People Last Name**
- **Policy Number**
- **Policy Status**
- **Responsibility**
- **Retail Agent**
- **Territory**
- **Unit**

▪ **Sort Field [1]:** Sort transactions in ascending order within groups. Available selections are:

- **Agency Commission**
- **Agency Fees**
- **Bill To Name**
- **Bill Type**
- **Billing Carrier**
- **Cleared By**
- **Client Name**
- **Date Booked**
- **Invoice Amount**
- **Invoice ID**
- **Other Commissions**
- **Other Fees**
- **Policy Mode**
- **Policy Number**
- **Premium**
- **Taxes**
- **Transaction Eff Date**

- **Sort Order:** Select either **Ascending** or **Descending** to sort transactions within the group field selected. **Ascending** will set the order from A-Z. **Descending** will set the order from Z-A.

17. In the **Output Options** area, make selections to insert a page break or change report output to calculate by production credit.



The available options are:

- **Use Production Credit:** Change report output by recalculating premiums to show production credit as assigned at the invoice level.
- **Page Break:** Inserts a page break between each of the items selected in the **Group By [1]** option.

18. In the Report Format Options area, select one of the options in the **Format Type** list.



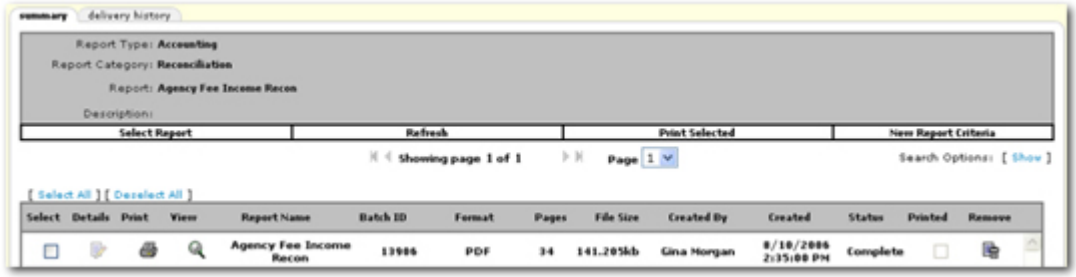
The available formats are:

- **PDF:** This is the default setting that creates the report in a PDF format. The report data is static and cannot be manipulated.
- **XLS:** Microsoft® Excel® document that can be manipulated as an .xls file. The report is generated with the same formatting used in the PDF format so cells are merged and data may not be stored in individual cells.
- **DOC:** Microsoft® Word® document that can be manipulated as a .doc file.
- **XLS (unformatted):** Microsoft Excel document that can be manipulated as an .xls file. The report is generated with no formatting so cells are not merged and data is stored in individual cells, however column headers do not appear and page breaks are not inserted.

19. In the **Nexsure Reports > Report Criteria** dialog box, click **OK**. The **Agency Fee Income Reconciliation** report will start compiling.



20. To update the compiling status, click **Refresh** on the **navigation toolbar**.



21. Once the report **Status** is **Complete**, click the **View** icon to view the report.

Related Topics

Working with Reports

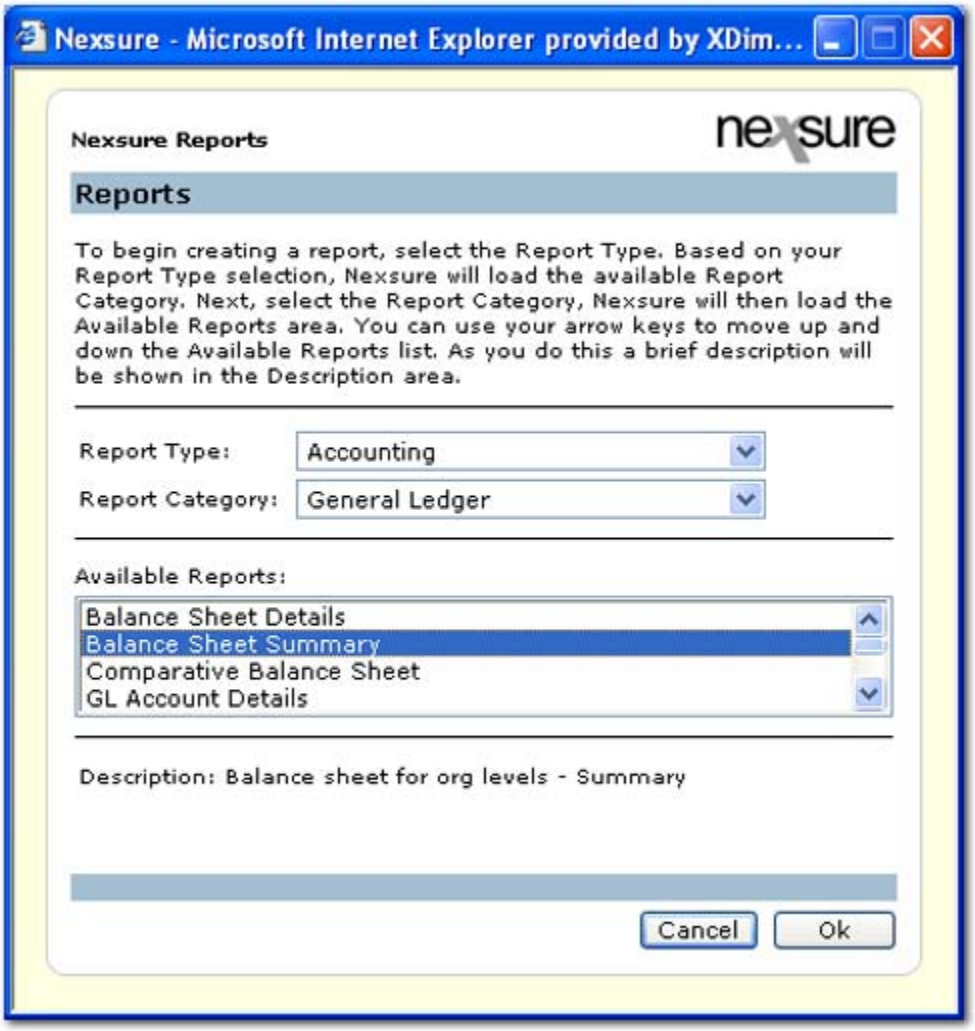
Balance Sheet Reports

The Balance Sheet Details and Summary reports provide the ending balance of assets, liabilities and equity general ledger accounts. Standard accounting practices dictate that balance sheets should be run with an As Of date only, however Nexsure provides the flexibility of running these reports with a date range.

The Balance Sheet Summary report shows ending account balances summarized by account numbers, while the Balance Sheet Details report shows the breakdown of account number totals by region and territory .

To Generate a Balance Sheet Report

1. On the Primary menu, click **REPORTS**.
2. On the **REPORTS** menu, click **Reports**. The **Nexsure Reports** dialog box is displayed.



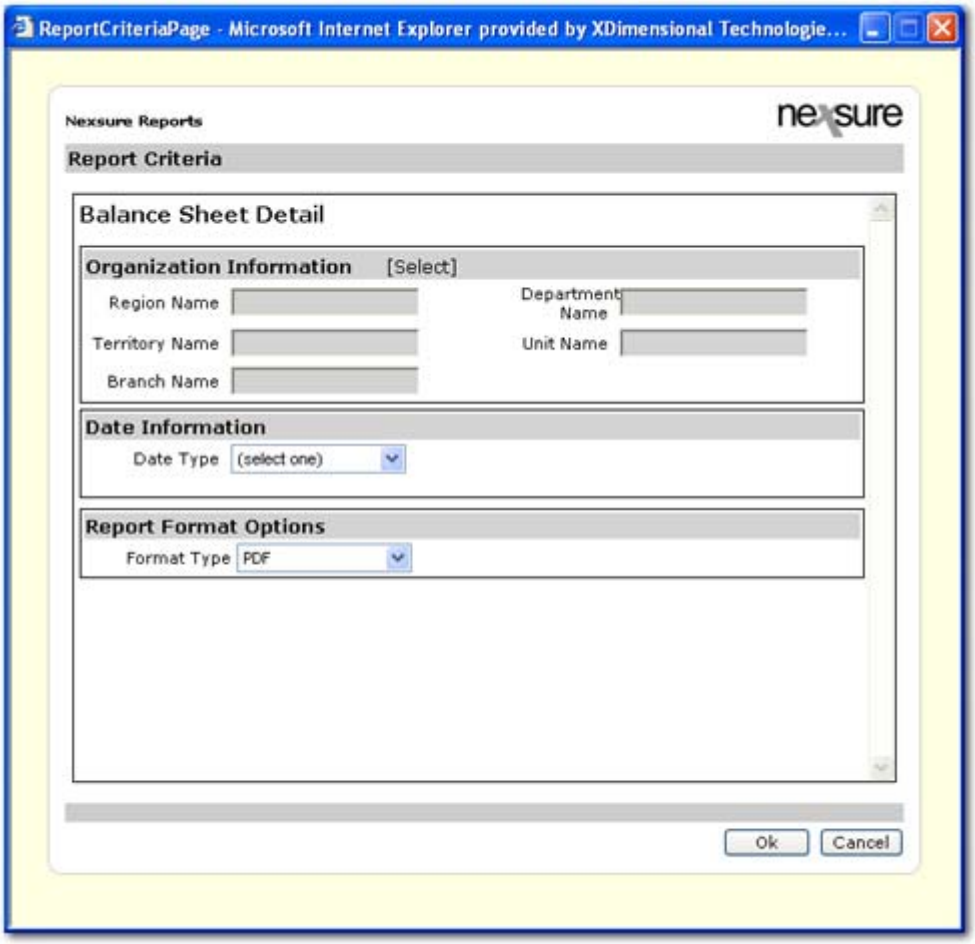
3. In the **Report Type** list, select **Accounting**.
4. In the **Report Category** list, select **General Ledger**.
5. In the **Available Reports** list, select either **Balance Sheet Details** or **Balance Sheet Summary**.

Tip: Another way to access the balance sheet is to navigate from the **ORGANIZATION** menu. Use the following path: **ORGANIZATION> regions** tab **>** click the **Details** icon for a region **>territories** tab **>** click the **Details** icon for a territory **> accounting > general ledger > balance sheet tab**.

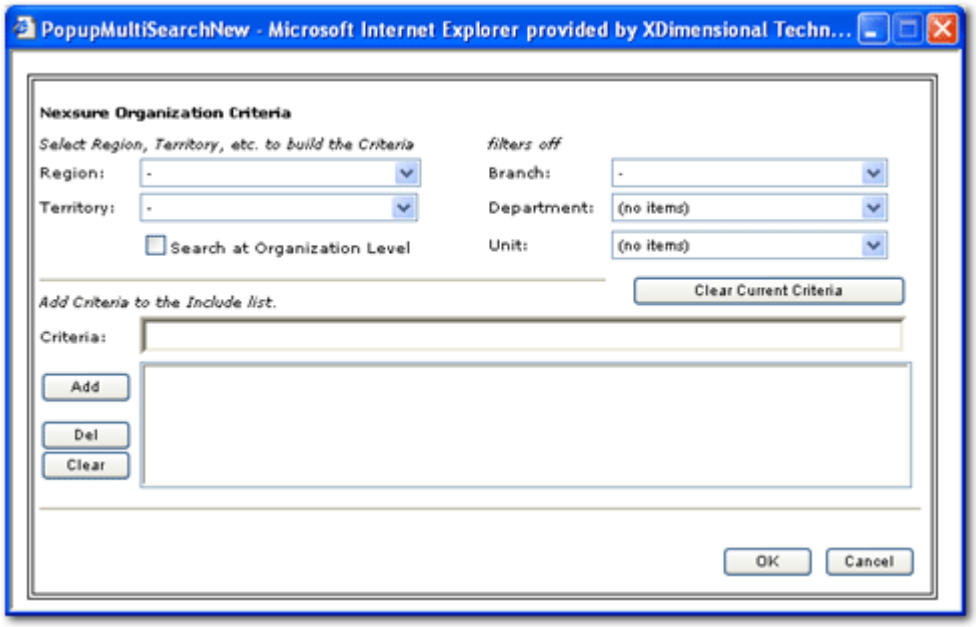
6. Click **OK**. The **summary** tab is displayed showing the report selected in the header area.



7. On the **navigation toolbar**, click **New Report Criteria** to go to the **Nexsure Reports > Report Criteria** dialog box.



8. Under **Organization Information**, click **[Select]**. The **Nexsure Organization Criteria** dialog box is displayed.



9. In the **Nexsure Organization Criteria** dialog box, select the desired organization information (in the Region, Territory, Branch, Department, and Unit lists) to query for the report and click **Add**.

   Note: If the report is being run for the entire organization it is not necessary to make a selection in the Nexsure Organization Criteria dialog box. Only one Region, Territory, or Branch may be selected for each report. When filtering by Department or Unit, add the Branch first then add the Department or Unit.

   Once information has been added to the Include list, it can be removed by selecting the item and clicking **Del** to remove individual items or **Clear** to remove all items.

10. If the organization information is correct, click **OK**. The organization information selected is added to the **Nexsure Reports > Report Criteria** screen.

11. In the **Date Information** area, select date filters. Date filters are used to set the beginning and ending date of the report.





   The available options are:

   - **Date Type:** Select either **As Of Date** or **Date Range**.
   - **As Of:** Set the end date of the report by using either the calendar dialog box or entering a date in the box.
   - **Period:** Periods can be selected from the Period list, which are based on agency accounting periods or can be entered manually if the desired date range does not fall within the standard accounting periods. Period range filters will return all transactions with a balance due within the date range of the report regardless of the transaction date booked.
   - **Year:** Fiscal years based on the general ledger periods and default to current year.
   - **Date From:** Start date for a selected period.
   - **Date To:** End date for the selected period.

     Note: As Of Date and Date Range options will return the same results since the report will pull invoices based on their payment status within the date range of the report, not date booked of the invoice.

12. In the **Report Format Options** area, select one of the options in the **Format Type** list.



   The available formats are:

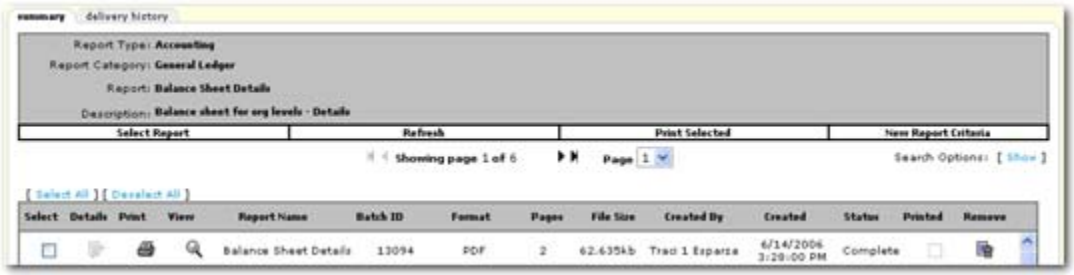
   - **PDF:** This is the default setting that creates the report in a PDF format. The report data is static and cannot be manipulated.

- **XLS:** Microsoft® Excel® document that can be manipulated as an .xls file. The report is generated with the same formatting used in the PDF format so cells are merged and data may not be stored in individual cells.
- **DOC:** Microsoft® Word® document that can be manipulated as a .doc file.
- **XLS (unformatted):** Microsoft® Excel® document that can be manipulated as an .xls file. The report is generated with no formatting so cells are not merged and data is stored in individual cells, however column headers do not appear and page breaks are not inserted.

13. In the **Nexsure Reports > Report Criteria** dialog box, click **OK**. The **Balance Sheet Details** report will start compiling.



14. To update the compiling status, click **Refresh** on the **navigation toolbar**.



15. Once the report **Status** is **Complete**, click the **View** icon to view the report.

Related Topics

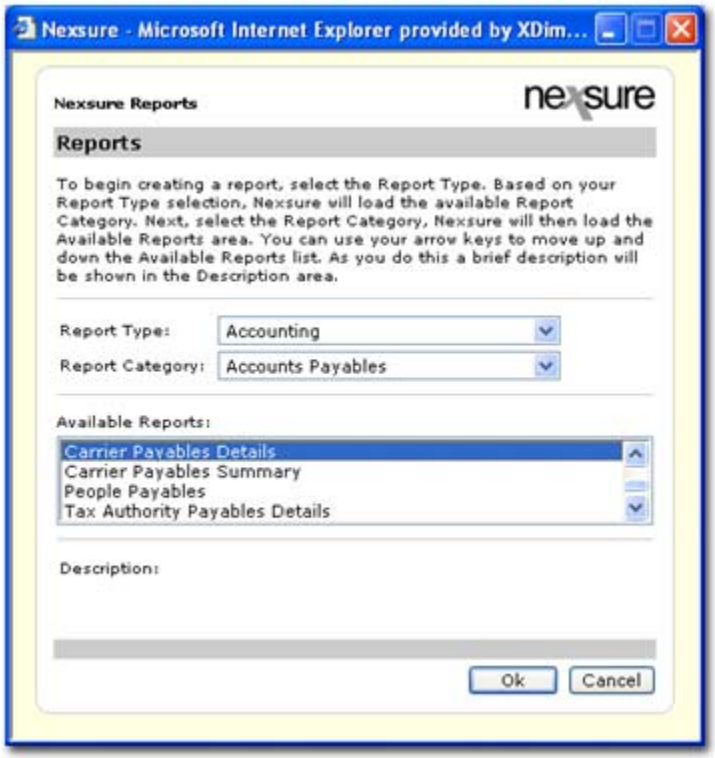
Working with Reports

Carrier Payables Details Report

The Carrier Payables Details report is used to show carrier payables booked through invoicing that are payable and due to carriers. When run with the default criteria this report will balance to the mandatory general ledger account for carrier payables.

To Generate a Carrier Payables Details Report

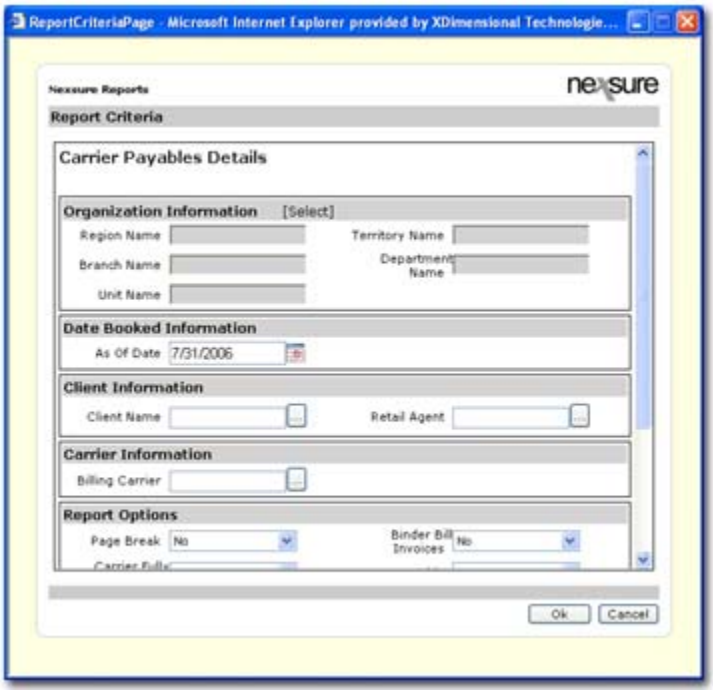
1. On the Primary menu, click **REPORTS**.
2. On the **REPORTS** menu, click **Reports**. The **Nexsure Reports** dialog box is displayed.



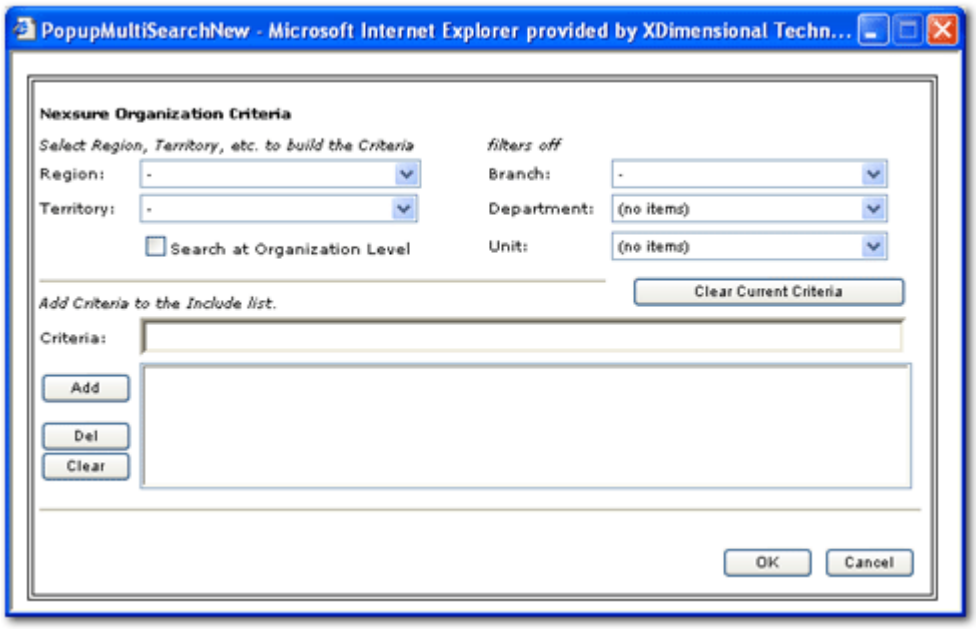
3. In the **Report Type** list, select **Accounting**.
4. In the **Report Category** list, select **Accounts Payables**.
5. In the **Available Reports** list, select **Carrier Payables Details**.
6. Click **OK**. The **summary** tab is displayed showing the report selected in the header area.



7. On the **navigation toolbar**, click **New Report Criteria** to go to the **Nexsure Reports > Report Criteria** dialog box.



8. Under **Organization Information**, click **[Select]**. The **Nexsure Organization Criteria** dialog box is displayed.



9. In the **Nexsure Organization Criteria** dialog box, select the desired organization information (in the Region, Territory, Branch, Department, and Unit lists) to query for the report and click **Add**.

Note: If the report is being run for the entire organization it is not necessary to make a selection in the Nexsure Organization Criteria dialog box. Only one Region, Territory, or Branch may be selected for each report. When filtering by Department or Unit, add the Branch first then add the Department or Unit.

Once information has been added to the Include list, it can be removed by selecting the item and clicking **Del** to remove individual items or **Clear** to remove all items.

10. If the organization information is correct, click **OK**. The organization information selected is added to the **Nexsure Reports > Report Criteria** screen.
11. In the **Date Booked Information** area, select the **As Of Date** to set the end date of the report.



12. In the **Client Information** area, make selections to filter report output by Client Name or Retail Agent assigned to the client.



The available options are:

- **Client Name:** Select one or more client names by clicking the button. Report output will be limited to the client(s) selected if carrier payables are applicable to the client(s) selected. This filter will cause the report to be out of balance to the general ledger.
- **Retail Agent:** Select one or more retail agent names by clicking the button. Report output will be limited to the retail agent(s) selected if carrier payables are applicable to the client (s) where the retail agent is assigned. This filter will cause the report to be out of balance to the general ledger.

13. In the **Carrier Information** area, make selections to filter the report by a specific billing carrier(s).

Select one or more billing carriers from by clicking the button. Report output will be limited to the client(s) selected if carrier payables are applicable to the client(s) selected. This filter will cause the report to be out of balance to the general ledger.



14. In the **Report Options** area, make selections to filter the report based on invoice payable status and type.



The available options are:

- **Page Break:** Insert a page break between **Group Field [1]** option selected in the **Grouping / Sorting Options** area.
- **Carrier Fully Paid:** Show fully paid, partially paid or unpaid carrier invoices.
- **Binder Bill Invoices:** Show or eliminate binder bill invoices from the report. Binder bill invoices are not booked to the general ledger so if this filter is set to **Yes**, the report will not balance to the general ledger.

- **Agency Paid?:** Filter the report by the account receivable balance of the invoice. **All** is default and will return all invoices payable to the carrier regardless of the receivable status. When **No**, **Paid in Full** or **Partially Paid** is selected the report will not balance to the general ledger.

15. In the **Grouping / Sorting Options** area, make selections to group and sort the report to change the report layout.



The available options are:

- **Group Field [1]:** Apply a primary grouping by **Billing Carrier**, **Carrier Category**, **Client Name**, **Retail Agent**, or **Territory** (default).
- **Group Field [2]:** Apply a secondary grouping. This option will group transactions within the **Group Field [1]** selected. Selections include **Bill Type**, **Billing Carrier**, **Carrier Category**, **Client Name**, **Retail Agent**, and **None** (default).
- **Sort Field [1]:** Sort transactions in ascending order within groups. Selections include **Amount Paid**, **Bill Type**, **Billing Carrier**, **Branch Comm Amount**, **Branch Comm Type**,**Client Name**, **Date Booked**, **Description**, **Invoice Amount**, **Net to Carrier**, **Payable Balance**, **Policy No**,**Transaction ID** (default).
- **Sort Order [1]:** Sort within the lowest grouping option selected in ascending or descending order.

16. In the **Report Format Options** area, select one of the options in the **Format Type** list.



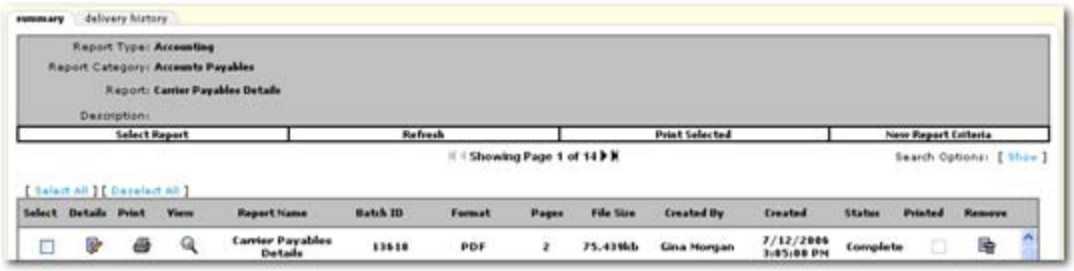
The available formats are:

- **PDF:** This is the default setting that creates the report in a PDF format. The report data is static and cannot be manipulated.
- **XLS:** Microsoft® Excel® document that can be manipulated as an .xls file. The report is generated with the same formatting used in the PDF format so cells are merged and data may not be stored in individual cells.
- **DOC:** Microsoft® Word® document that can be manipulated as a .doc file.
- **XLS (unformatted):** Microsoft® Excel® document that can be manipulated as an .xls file. The report is generated with no formatting so cells are not merged and data is stored in individual cells, however column headers do not appear and page breaks are not inserted.

17. In the **Nexsure Reports > Report Criteria** dialog box, click **OK**. The **Carrier Payables Details** report will start compiling.



18. To update the compiling status, click **Refresh** on the **navigation toolbar**.



19. Once the report **Status** is **Complete**, click the **View** icon to view the report.

Related Topics

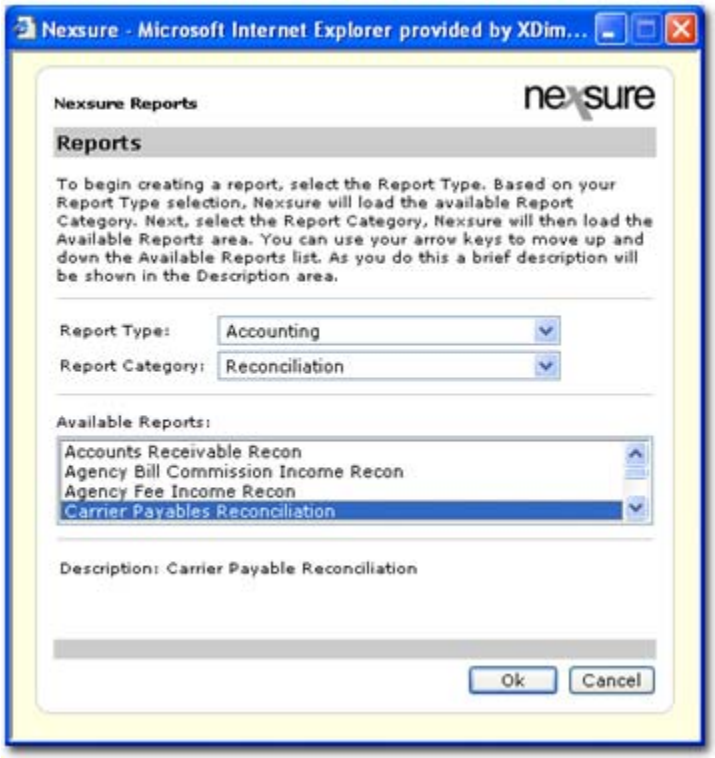
Working with Reports

Carrier Payables Reconciliation Report

The Carrier Payables Reconciliation report shows the ending balance of carrier payables transactions compared to the mandatory general ledger account for carrier payables. The report also shows journal entry transactions booked to the mandatory general ledger account for carrier payables. The balancing totals section shows the total of the report minus the ending total of the mandatory general ledger account for carrier payables and the out of balance amount.

To Generate a Carrier Payables Reconciliation Report

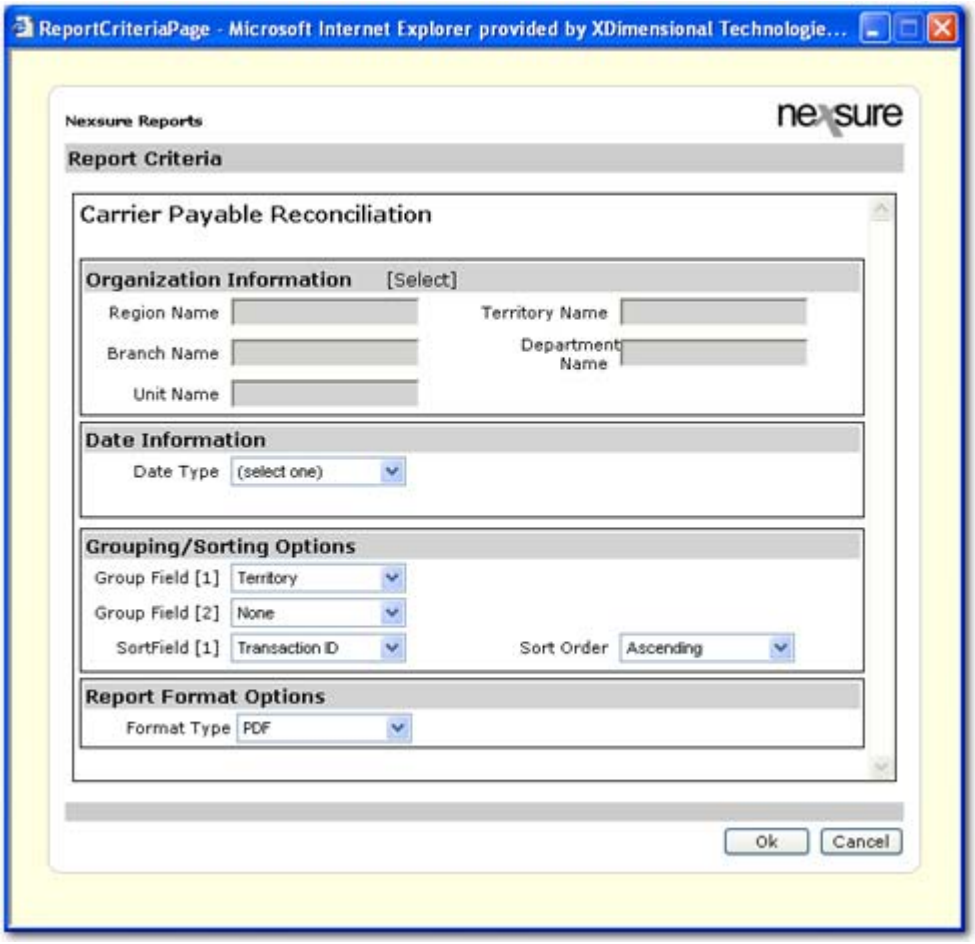
1. On the Primary menu, click **REPORTS**.
2. On the **REPORTS** menu, click **Reports**. The **Nexsure Reports** dialog box is displayed.



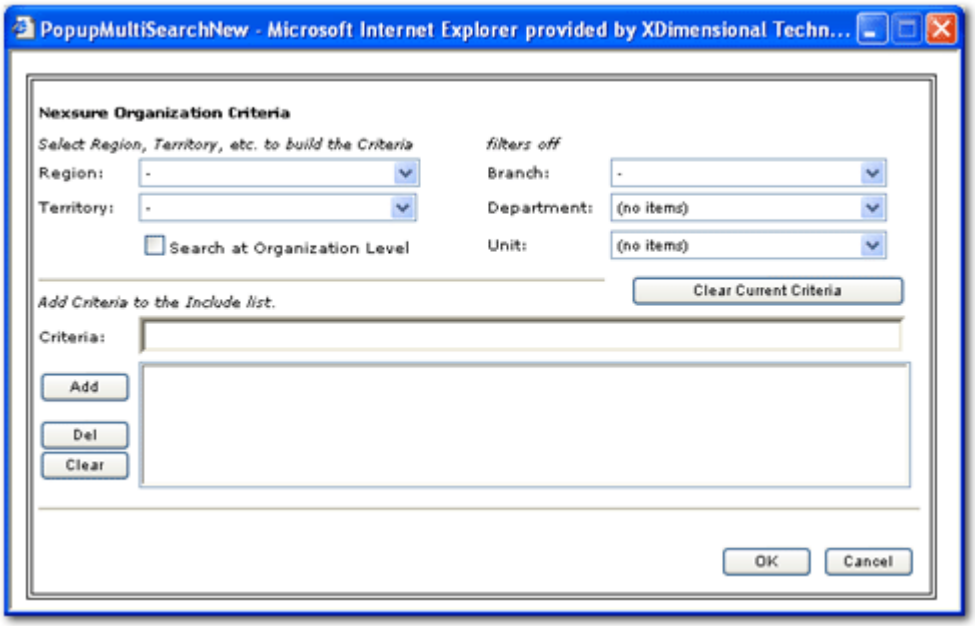
3. In the **Report Type** list, select **Accounting**.
4. In the **Report Category** list, select **Reconciliation**.
5. In the **Available Reports** list, select **Carrier Payables Reconciliation**.
6. Click **OK**. The **summary** tab is displayed showing the report selected in the header area.



7. On the **navigation toolbar**, click **New Report Criteria** to go to the **Nexsure Reports > Report Criteria** dialog box.



8. Under **Organization Information**, click **[Select]**. The **Nexsure Organization Criteria** dialog box is displayed.



9. In the **Nexsure Organization Criteria** dialog box, select the desired organization information (in the Region, Territory, Branch, Department, and Unit lists) to query for the report and click **Add**.

   Note: If the report is being run for the entire organization it is not necessary to make a selection in the Nexsure Organization Criteria dialog box. Only one Region, Territory, or Branch may be selected for each report. When filtering by Department or Unit, add the Branch first then add the Department or Unit.

   Once information has been added to the Include list, it can be removed by selecting the item and clicking **Del** to remove individual items or **Clear** to remove all items.

10. If the organization information is correct, click **OK**. The organization information selected is added to the **Nexsure Reports > Report Criteria** screen.

11. In the **Date Information** area, select date filters. Date filters are used to set the beginning and ending date of the report.





   The available options are:

   - **Date Type:** Select either **As Of Date** or **Date Range**.
   - **As Of:** Set the end date of the report by using either the calendar dialog box or entering a date in the box.
   - **Period:** Periods can be selected from the Period list, which are based on agency accounting periods or can be entered manually if the desired date range does not fall within the standard accounting periods. Period range filters will return all transactions with a balance due within the date range of the report regardless of the transaction date booked.
   - **Year:** Fiscal years based on the general ledger periods and default to current year.
   - **Date From:** Start date for a selected period.
   - **Date To:** End date for the selected period.

     Note: As Of Date and Date Range options will return the same results since the report will pull invoices based on their payment status within the date range of the report, not date booked of the invoice.

12. In the **Grouping / Sorting Options** area, make selections to group and sort the report to change the report layout.



   The available options are:

- **Group Field [1]:** Apply a primary grouping by **Billing Carrier**, **Client Name** or **Territory** (default).
- **Group Field [2]:** Apply a secondary grouping. This option will group transactions within the **Group Field [1]** selected. Selections include **Billing Carrier**, **None** (default) and **Client Name**.
- **Sort Field [1]:** Sort transactions in ascending order within groups. Selections include **Amount Paid**, **Billing Carrier**, **Branch Comm Amt**,**Client Name**, **Date Booked**, **Invoice Amount**, **Net to Carrier**, **Payable Balance**, **Policy Number**,and **Transaction ID** (default).
- **Sort Order [1]:** Sort within the lowest grouping option selected in ascending or descending order.

13. In the **Report Format Options** area, select one of the options in the **Format Type** list.



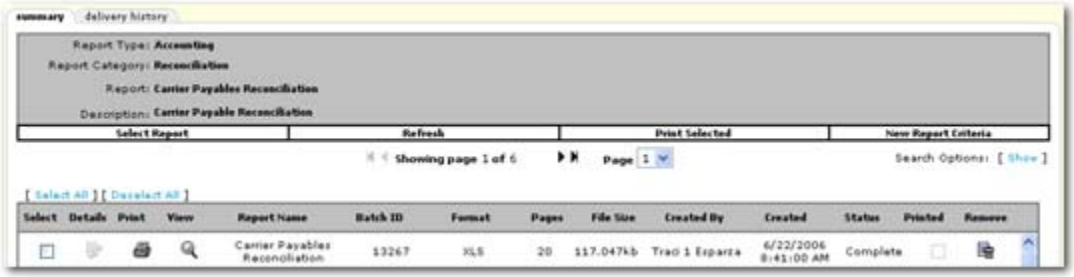
The available formats are:

- **PDF:** This is the default setting that creates the report in a PDF format. The report data is static and cannot be manipulated.
- **XLS:** Microsoft® Excel® document that can be manipulated as an .xls file. The report is generated with the same formatting used in the PDF format so cells are merged and data may not be stored in individual cells.
- **DOC:** Microsoft® Word® document that can be manipulated as a .doc file.
- **XLS (unformatted):** Microsoft® Excel® document that can be manipulated as an .xls file. The report is generated with no formatting so cells are not merged and data is stored in individual cells, however column headers do not appear and page breaks are not inserted.

14. In the **Nexsure Reports > Report Criteria** dialog box, click **OK**. The **Carrier Payables Reconciliation** report will start compiling.



15. To update the compiling status, click **Refresh** on the **navigation toolbar**.



16. Once the report **Status** is **Complete**, click the **View** icon to view the report.

Related Topics

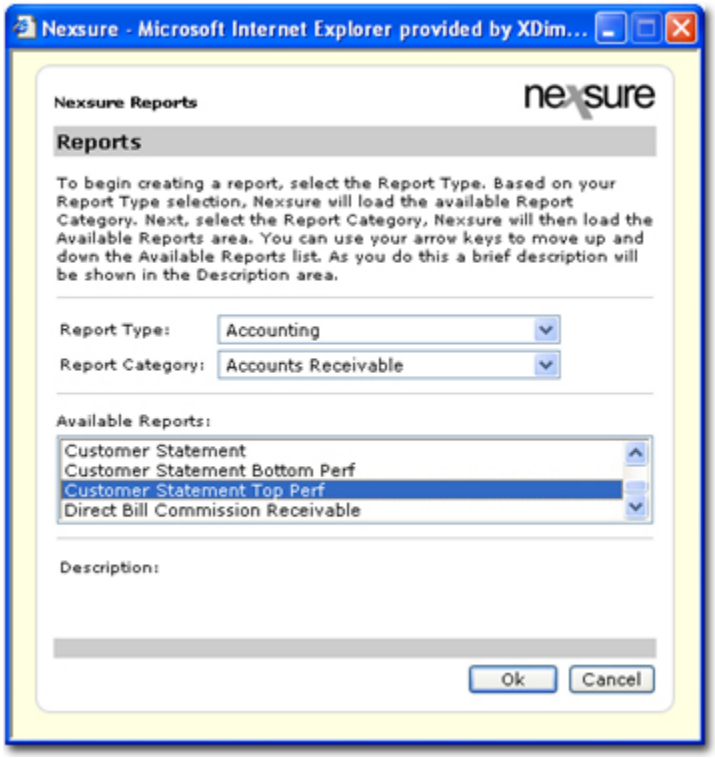
Working with Reports

Customer Statement - Top Perforation

The Customer Statement Top Perforation report is a summary of all open invoices due from a client to the agency. This report can be used a means of collecting accounts receivable balances. This report can be forwarded directly to the client. When run using system defaults, this report will show all open transactions with an ending balance due from the client as of the end date of the report.

To Generate a Customer Statement - Top Perforation Report

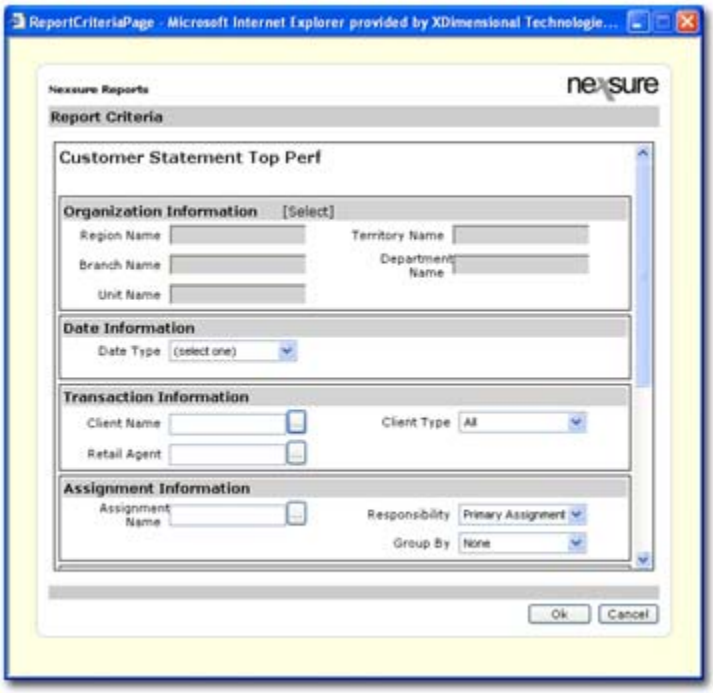
1. On the Primary menu, click **REPORTS**.
2. On the **REPORTS** menu, click **Reports**. The **Nexsure Reports** dialog box is displayed.



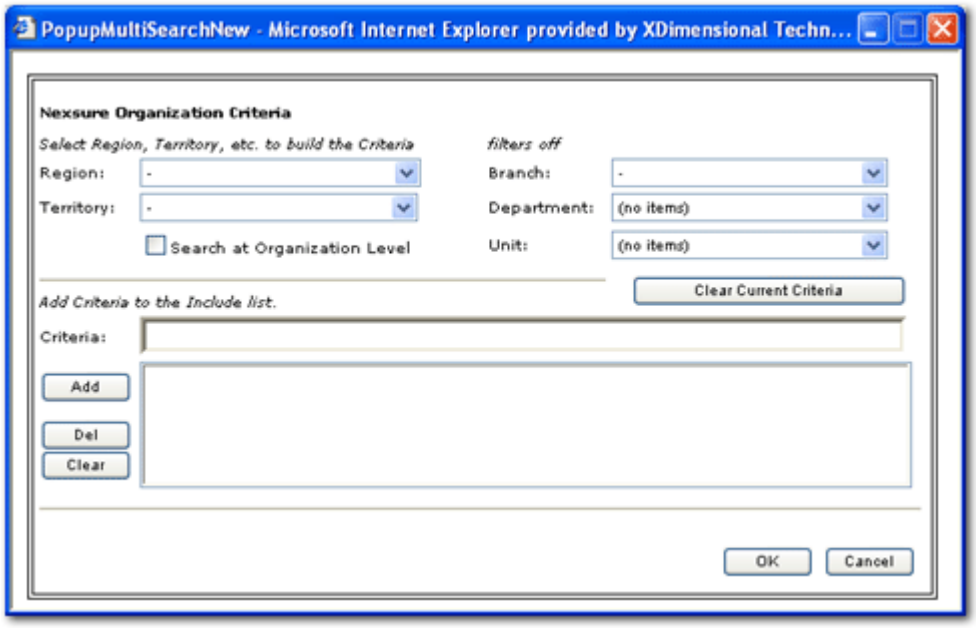
3. In the **Report Type** list, select **Accounting**.
4. In the **Report Category** list, select **Accounts Receivable**.
5. In the **Available Reports** list, select **Customer Statement Top Perf**.
6. Click **OK**. The **summary** tab is displayed showing the report selected in the header area.



7. On the **navigation toolbar**, click **New Report Criteria** to go to the **Nexsure Reports > Report Criteria** dialog box.



8. Under **Organization Information**, click **[Select]**. The **Nexsure Organization Criteria** dialog box is displayed.

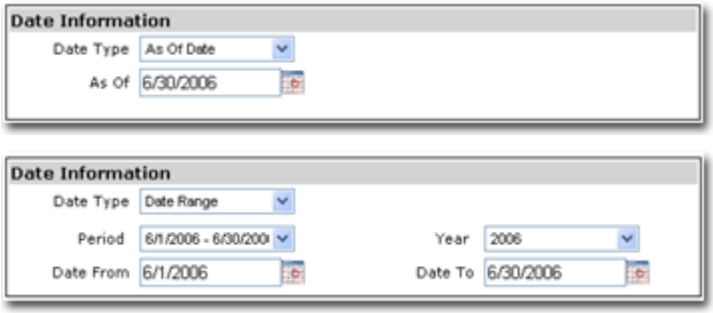


9. In the **Nexsure Organization Criteria** dialog box, select the desired organization information (in the Region, Territory, Branch, Department, and Unit lists) to query for the report and click **Add**.

Note: If the report is being run for the entire organization it is not necessary to make a selection in the Nexsure Organization Criteria dialog box. Only one Region, Territory, or Branch may be selected for each report. When filtering by Department or Unit, add the Branch first then add the Department or Unit.

Once information has been added to the Include list, it can be removed by selecting the item and clicking **Del** to remove individual items or **Clear** to remove all items.

10. If the organization information is correct, click **OK**. The organization information selected is added to the **Nexsure Reports > Report Criteria** screen.
11. In the **Date Information** area, select date filters. Date filters are used to set the beginning and ending date of the report.



The available options are:

- **Date Type:** Select either **As Of Date** or **Date Range**.
- **As Of:** Set the end date of the report by using either the calendar dialog box or entering a date in the box.
- **Period:** Periods can be selected from the Period list, which are based on agency accounting periods or can be entered manually if the desired date range does not fall within the standard accounting periods. Period range filters will return all transactions with a balance due within the date range of the report regardless of the transaction date booked.
- **Year:** Fiscal years based on the general ledger periods and default to current year.
- **Date From:** Start date for a selected period.
- **Date To:** End date for the selected period.

Note: As Of Date and Date Range options will return the same results since the report will pull invoices based on their payment status within the date range of the report, not date booked of the invoice.

12. In the **Transaction Information** area, make selections to return data for one client and filter the report by the client types of **Personal** or **Commercial**.



The available options are:

- **Client Name:** Select one or more client names by clicking the  button. The report will return only those open invoices due from the client selected.
- **Client Type:** Select from the available **Client Type** list. The list is dynamic based on the **Client Types** in the organization.

- **Retail Agent:** Select one or more retail agents by clicking the … button. The report will return only those open invoices for clients where the retail agent is assigned.

13. In the **Assignment Information** area, make selections to limit report output based on the people assignments and responsibility types at the client level.



The available options are:

- **Assignment Name:** Limit report output by clicking the … button to select one or more people assignments.
- **Responsibility:** Limit report output based on only the responsibility type selected or can be used to further limit output in conjunction with the **Assignment Name**.
- **Group By:** Group report with options of **None** (default), **Assignment Name** or **Responsibility Type.**

14. In the **Classified Information** area, make selections to filter the report based on **Code Class** and **Code Designation** as entered by the agency in **SETUP**.

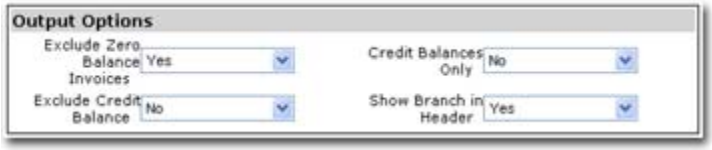


The available options are:

- **Code Class:** Limit report output by one or more code classes by clicking the … button.
- **Code Designation:** Limit report output by one or more code designations by clicking the … button.

15. In the **Output Options** area, make selections to display all transactions within the date range so that account history can be provided to the client. The report criteria can also be utilized to hide or show credit balances on the report.

Note: Using the credit balances filter may affect the ending balance of the report.

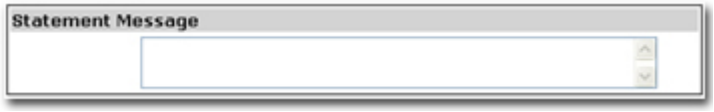


The available options are:

- **Exclude Zero Balance Invoices:** Select **Yes** to exclude invoices with a zero balance due. Select **No** to include invoices with a zero balance due.
- **Exclude Credit Balance:** Limit report output to those transactions with ending balances greater than zero. The selections are **Yes** and **No** (default).
- **Credit Balances Only:** Limit report output to those transactions with credit balances only. The selections are **Yes** and **No** (default).

- **Show Branch in Header:** Print the branch address in the header or a blank header. The selections are **Yes** and **No** (default).

16. In the **Statement Message** area, enter a message that will appear at the bottom of each client's statement. Enter a message of up to 250 characters.



17. In the **Report Format Options** area, select one of the options in the **Format Type** list.



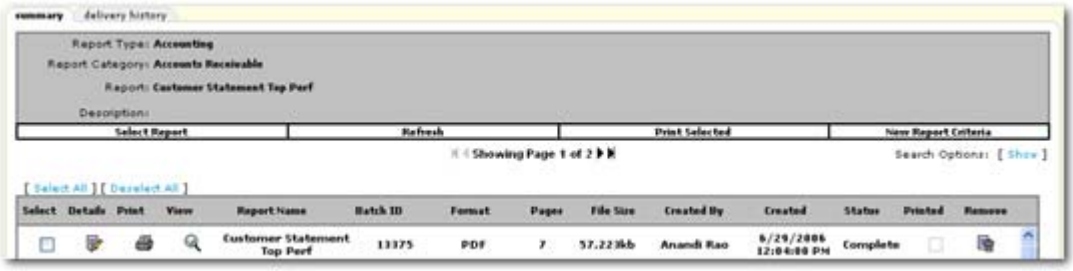
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18. In the **Nexsure Reports > Report Criteria** dialog box, click **OK**. The **Customer Statement - Top Perforation** report will start compiling.



19. To update the compiling status, click **Refresh** on the **navigation toolbar**.



20. Once the report **Status** is **Complete**, click the **View** icon to view the report.

Related Topics

Working with Reports

Accounting FAQs

Any agency management system has specific work-flows designed to address normal processes. Nexsure's FAQ section will grow over time as procedures are requested by users.

Beginning Balances

How do I determine my beginning balance month?

Typically, the month prior to the first live month on Nexsure will be the month for beginning balance entry.

Accounting entries can begin with beginning balance entry can be held until balances are validated. The beginning balance entry month should be locked to prevent inadvertent entry to the month and then unlocked for beginning balance entry.

How do I establish my beginning balances?

Copy Nexsure chart of accounts per territory (lowest book level) into an excel spreadsheet.

Revise as directed by XDTI, including adding a debit and credit column to enter beginning balances per general ledger number.

Note: Accounts receivable general ledger number will not be used; rather the mandatory general ledger number for "Client Beginning balances" will be used.

Accounts receivable will have been set by adding the specific client beginning balance entries.

Validate that total debits = credits per territory entry

In the event balances are not clearly defined moving forward; i.e. carrier payables are not in balance, use a pseudo account rather than the mandatory general ledger number for beginning balances.

Accounting entries can begin without beginning balance entry. The beginning balance entry month should be locked to prevent inadvertent entry to the month and then unlocked for beginning balance entry after balances are validated.

How do I handle old payables?

When an agency converts to a new accounting system, there are generally balances brought forward from the previous system that will have to be paid over a 30 to 90 day period. Depending upon how the beginning balances are entered, it should simply be a matter of applying amounts due from previous system invoices to a general ledger number with the balance applying to Nexsure invoiced items.

Carrier Payables

Statement – Apply to Old Balance

In this scenario, a statement is received that consists exclusively of previously invoiced items. Simply access disbursement, select carrier as the entity, select the correct carrier, select general ledger link, and use the general ledger link to offset the payment to the beginning balance general ledger number.

Note: If items have been incorrectly invoiced, the reversing and correct invoice entry will have to be entered into Nexsure and the two items reconciled for payment.

Statement – Combination Old Balance and Nexsure Invoices

In another example, a statement is received where part of the items were invoiced on the previous system and the balance of items were invoiced on Nexsure. This can be handled in a number of ways.

1. Reconcile the Nexsure invoiced items, selecting the adjustment link to include the previous system items and offsetting to the old balance general ledger number. A virtual disbursement (or receipt) for the total will be created.
    - Issue the disbursement, selecting the reconciliation which should equal the statement.
2. Reconcile the Nexsure invoiced items, creating a virtual disbursement or receipt for the invoiced items.
    - Issue the disbursement and use the general ledger link to offset the appropriate amount to the carrier beginning balance.
    - Select the Nexsure reconciliation to equal the total amount due the carrier.

Issue the disbursement to carrier.

Use the general ledger link to offset to the old carrier balance.
Use the invoice link to select Nexsure invoiced items.

Paying Carriers – Agency Bill

Nexsure does not make a distinction between account current and company statement. With the Select All feature, any carrier payable can be completed from the disbursement, selecting invoices to pay and reconcile as an aspect of disbursement issuance. As an alternative, reconciliation can be completed first followed by the disbursement, selecting the reconciliation to include in the payment.

Account Current

Go to **reconciliation**.

Select **[Show]** link in transactions and set the date range appropriately.

Use **[Select All]** to choose all items.

Save > Pay all Selected > Post Reconciliation.

Go to **disbursement**, select **carrier**, and add the reconciliation from the reconciliation link.

Company Statement

Company statement might be handled by reconciling the statement first and then issuing the disbursement. Alternatively, the reconciliation might be created and then the disbursement issued, selecting the reconciliation from the reconciliation link.

Company Statement with Fees or Credits

Reconcile and add fee or credit

Go to **reconciliation** and select applicable invoices – **pay all selected**. Note the virtual disbursement or receipt created.

Select the **adjustment** link and **Add Row** creating an entry to offset to the appropriate general ledger number. For example, if MVR credit has been given reducing the amount due the carrier, you will credit the general ledger number for MVR expense. The result will be a reduction in the virtual disbursement or increase in the virtual receipt.

Post the Reconciliation

Go to **Disbursement > carrier**, and select the appropriate reconciliation.

Pay carrier prior to issuing invoice.

Go to **disbursement**.

Select **general ledger** link and offset to reconciliation clearing account.

Invoice policy.

Access **reconciliation** and select **receipt/disbursement** link.

Add appropriate disbursement

Select **transaction** link.

Select appropriate invoice and **pay all selected**.

Post reconciliation.

Receive/Deposit Commission Check Prior to Reconciliation

Go to **receive payment**.

Select **general ledger** link and offset to reconciliation clearing account.

Access **reconciliation** and select **receipt/disbursement** link.

Add appropriate receipt.

Select **transaction** link.

Select appropriate invoice and **pay all selected**.

Post reconciliation.

Paying Carriers – Direct Bill

There are a number of situations where an agency will pay a carrier for a direct bill policy on behalf of an insured. Regardless of the terminology, it is important that the definition of direct bill is clear. For Nexsure, direct bill is that policy where payment is presumed to occur between the customer and the carrier and the carrier subsequently sends the agency direct bill commission.

Payment to Carrier – Direct Bill Payment Advance

Any time an insured is going to pay or has paid an agency for a direct bill policy and the agency is going to transfer the funds to the carrier with one of their checks, payment advance will be used.

Issue a **disbursement**, select **carrier**, select **payment advance** in the disbursement quick navigation links.

Select appropriate customer to charge with the payment advance.

Receive payment to record the customer payment – select **invoice** in the quick navigation links to apply against the payment advance previously entered.

Ultimately deposit the funds.

Payment to Carrier – Sweep Processing

Carriers often “sweep” agency bank accounts for funds paid by clients. The process to record the sweep (disbursement) from the agency account is the same as Payment Advance except instead of issuing a check, EFT (electronic funds transfer) or ACH (automatic check handling) can be used which creates an invoice to the insured.

Receive payments is again used to apply the insured payment against the sweep record entered previously.

Receive Payment Recorded before Payment to Carrier

Clearing residual funds is more complex than simply applying a payment to an existing invoice but is not particularly difficult.

If receive payment is recorded, simply leave on account without applying to any invoice, general ledger, or other quick navigation Link. You will note a residual amount remains.

After generating the disbursement to carrier (whether check, EFT or ACH) as an advance payment, return to the original receive payment. You can now select the invoice generated with the disbursement and assign the credit that remains with the residual receive payment.

Premium Finance by Carrier

Establish a carrier fee called **Premium Finance**.

Allow Override.

Not taxable.

Do not allow override of general ledger number.

Select no commission.

Use Rate – 0.00.

Associate to appropriate branch(es).

Create PDR with appropriate premium, fees and taxes.

Add invoice which copies PDR.

From non-premium, add “Premium Finance” carrier fee.

Enter credit using “-“ amount for carrier premium finance. Net amount should be down payment less full commission.

Premium Finance by Finance Company

Nexsure does not currently handle Bill to premium finance that moves the balance from the insured’s account to a premium finance entity. Handling depends upon the information that an agency needs to retain at the insured level.

Invoice to Insured and Premium Finance Company.

Invoice the correct premium to the insured as it will be paid to the carrier with commissions.

Create two more invoices – selecting Manual as invoice type.

One is for the amount of the down payment sent to the insured.

The other will be for the amount due from the Premium Finance Company. Be sure and change Bill to in the quick navigation link to the Premium Finance Company.

Client payment forwarded to Finance Company.

Show activity on insured account.

Setup.

Add (using Search) a Carrier with the Premium Finance Company name.

Workflow

It is easier to issue the disbursement first

Select carrier (**Premium Finance Company**).

Complete header.

Go to **payment advance**.

Add Payment advance.

Click **details > complete**.

Save and **Post**.

Receive Payment, selecting **Client** from the entity drop-down.

Enter the amount received from the client in the header.

Description should indicate money will go to the Premium Finance Company which will then default into the general ledger information.

Select Invoice – payment advance from 1 will be included.

Apply to item.

Save and **post**.

Make **Deposit** (when all related receive payments are entered and ready to be deposited).

Enter anticipated amount of the deposit based on the money that will make up the deposit.

Select **Payments** in the quick navigation link on the right.

To review at client level, go to client account, transactions and select payment summary or assigned payments from the View drop-down.

Bank Account Reconciliation

Currently, bank account reconciliation is a manual process. It is important that each reconciliation session is saved to Excel and used as reference for subsequent reconciliations. It is recommended the month and year (BR Jan-2003.xls) is used to name the spreadsheet. BR can represent Bank Reconciliation to easily sort all reconciliations together. A separate file for Bank Reconciliation could also be created.

Update account balances from general ledger or account summary.

Click on **organization > appropriate entity (organization or territory) > bank accounts > select specific bank account details > note balance > highlight and Ctrl-C to copy**.

Click on **accounting transactions.**

Click **[Show]** and select criteria of posted and uncleared items.

Clear items based on bank statement.

Click **[Show]** and search again, using criteria of posted and uncleared items.

Export to **Excel**.

Ctrl-V to paste balance into Excel at the top of the uncleared items column.

Run an Excel formula at the bottom of the uncleared items column, adding outstanding disbursements or credit journal entries and subtracting outstanding deposits or debit journal entries.

The result should equal the bank statement. If it does not equal, use standard balancing techniques such as:

Divisible by 9 – transposed figure.

Evenly divisible by 2 – was the amount entered as a credit and should be a debit or vice versa?

Note: At accounting transaction list view, Ctrl-F can be used to find a specific amount.

Frequently Asked Questions

Browse the FAQ below or jump directly to the section of interest

Nexsure Administration

Client Management

Policy Management

Policy Servicing

Marketing Management

Accounting

Support

Nexsure Administration

Client Management

Q: Why doesn't my action show up on the **Home > Actions** summary?

A: The Actions that display on the **Home > Actions** summary screen are those that are due today or are past due. If the due date of the action is in the future, it will not display until the due date.

Q: What is the client profiling screen used for?

A: When marketing new accounts for the organization, enter the information on the profiling screen to pre-qualify the account. This screen is not required.

Q: When adding security for client contacts what is the maximum number of characters that can be used for the Login ID and Password?

A: Both fields can contain up to 18 alphanumeric characters.

Q: What do the key icons stand for on the client's contacts screen?

A: When security has been assigned to a contact and is Active, the column next to Details displays a  icon. When security has been assigned but is Inactive a  icon is displayed. When no security is present this column remains blank.

Q: Is there a limit to the number of locations that can be added to a client record?

A: Unlimited locations may be added for each client.

Q: What does the Primary designation mean on the client locations and contacts screens?

A: The Primary designation is the default address or contact person for communication with the entity.

Q: Is there a limit to the number of named insureds that can be added to a client record?

A: Unlimited named insureds may be added for each client.

Q: Why add account relationships?

A: By adding account relationships, you can quickly see if a personal lines account is perhaps the owner of one of the branch's commercial lines accounts. This could be important if the son on the personal auto policy had one too many tickets and the carrier wanted to cancel and the personal lines account manager does not know the commercial lines account exists and allows the cancellation to go through causing the large commercial account to be lost as well. This may not have happened if there had been an account relationship association.

Go back to the top

Policy Management

Q: Can policies be assigned to a different branch, account manager and producer even though the client was assigned at client level to another entity in our organization?

A: Yes, even though the policy belongs to one branch, policies may belong to an entirely different branch, account manager or producer within your organization.

Q: Can documents and photos be attached from my local computer?

A: Yes, you may add attachments by clicking on the **attachments** tab either at client or policy level.

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Policy Servicing

Q: I'm unable to edit a policy because the system tells me that there's no policy to edit - why?

A: If there is already a pending edit, you are unable to do another edit until you either abort or post the edit that is already there. Select the policies tab to see if there is a pending edit.

Q: I am receiving an error when I try to create a certificate - why?

A: Certificates require a signature file to be attached to the certificate.

Signature files MUST be created and attached to your employee details to create new certificates in Nexsure. This option is **not** available if you are generating certificates via ConfirmNet. Your signature file must be created in a graphics program such as MS Paint or Adobe Photoshop. The signature file must be **GIF** format. To avoid distortion, create the signature file with a height of 75 pixels and width of 225 pixels, for example:



**Drop shadow used to show dimensions.*

To Add a Signature File

On the **employees** screen, click the **identity** tab.

Click **add signature**.

Click **Browse** to navigate to the jpg file and click **Upload**.

Click **Close**.

Q: How are in force policies added to Nexsure?

A: If no marketing policies exist on the marketing tab a message window is displayed allowing history to be viewed if desired, click the **Cancel** button to add a new market. The policy header screen is displayed. Complete the heading information and click on the **Save Changes** link below the header. If marketing policies exist, click on the **servicing** tab, select the **marketing** option button and select the **New Line of Business** option button, the **Next** option will display the underwriting header. Make certain to complete the application prior to clicking the **In force** link since an In force policy may only be edited by accessing the edit feature on the servicing tab.

Q: Why can't I change the policy period on the renewal?

A: The policy period needs to be changed before the renewal is put in force. If the renewal has already been placed in force, an edit can be done on the policy to change the policy period.

Q: How can in force policies be modified that do not require an endorsement?

A: On the **services** tab select the **Edit** option in the Select column and click **Next** to continue. Select the policy to edit by selecting the option next to the appropriate policy in the **Select** column and click **Next**. Click **Post Edit** when the edit is completed.

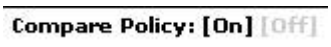
Q: How long can an un-posted edit or endorsement remain un-posted?

A: As long as necessary, however, be aware that policies cannot be edited, endorsed or renewed until the item is posted.

Q: On the servicing tab, what is the difference between edit and endorsement?

A: Edit allows the user to correct an error that has been made on the policy that does not require an official policy change by the company.

Endorse allows the user to create a change request to send out to the company.

Q: What does  mean on an un-posted endorsement or edit?

A: This feature is found while editing data on a form. Clicking **On** will display a comparison of data from the current in force policy to the current form that is being edited or endorsed. This will allow the user to see what the differences are between the two.

Go back to the top

Marketing Management

Q: Must all policies be added as a marketing policy to have a valid in force policy in Nexsure?

A: Yes.

Q: When re-marketing an existing policy, do I need to re-enter all the information that is on the current in-force policy?

A: No, the data on the selected policy to remarket is automatically copied to the marketing file with exception to some of the policy header information. This gives you the opportunity to enter correct marketing information.

Q: I need to send a different version of a policy currently in marketing to another company, how should this be done?

A: Follow the marketing process but select the policy already in marketing and then make the necessary changes to the form prior to submitting to the next carrier.

Q: After a policy has renewed, what should be done with the old marketing forms?

A: Once a policy has been successfully renewed and you no longer have a need for the marketing forms not used to renew the policy, click on the **Remove** icon to remove the form.

Go back to the top

Accounting

Q: If the agency receives return premium from the carrier for a direct bill cancellation, how is this processed in Nexsure?

A: If the agency has never gone through this process before, they would first need to add an asset account and call it “DB Return Premium for Carrier” and propagate to all territories. Then follow the below steps:

1. Invoice the Direct Bill Return Premium on the clients account as normal.
2. Receive payment and select the GL link and Credit the “DB Return Premium for Carrier” for the premium, tax and fee if any.
3. Do the deposit as normal.
4. Reconcile the carrier statement as normal but select the adjustments link and Credit the “DB Return Premium for Carrier” for the commission amount.

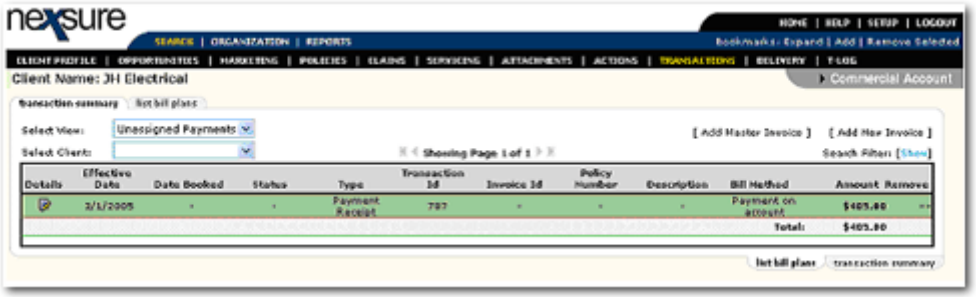
   Note: there is nothing in reconciliation clearing to clear.
5. Issue a check to the client selecting the payment at client level and the general ledger link and Debit the “DB Return Premium for Carrier” for the full amount due the client.

   Note: This clears the balance in the “DB Return Premium for Carrier” account.

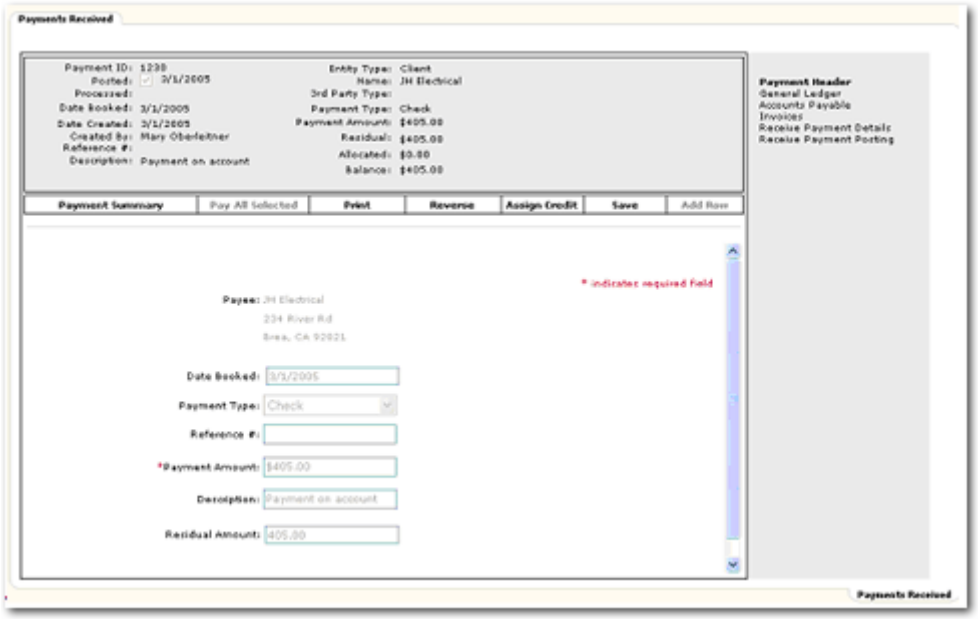
Q: I applied money to the wrong client, can I move it to the proper client?

A: Yes.

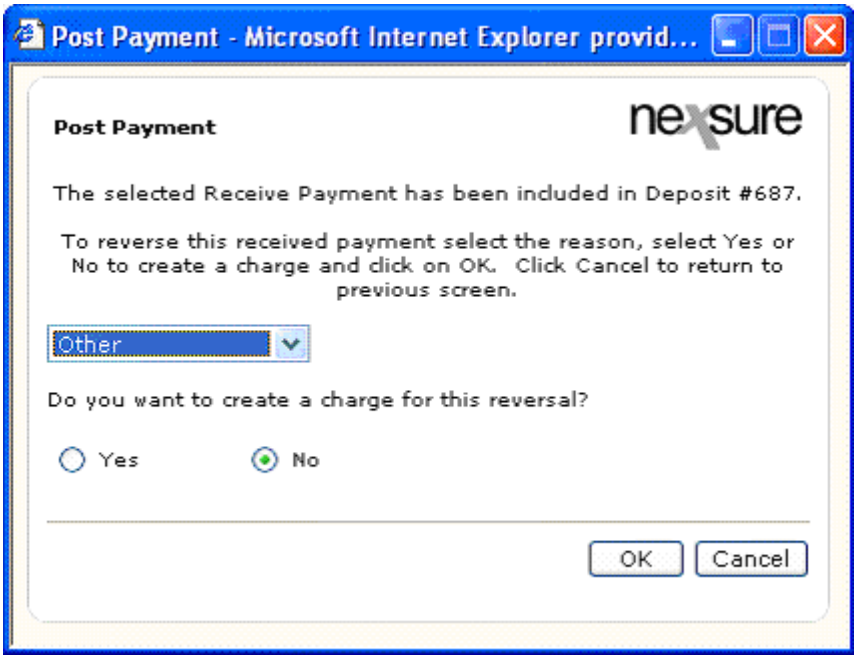
In this scenario the money was left on the client account and not assigned to an open item.



1. Reverse the Cash Receipt for JH Construction.



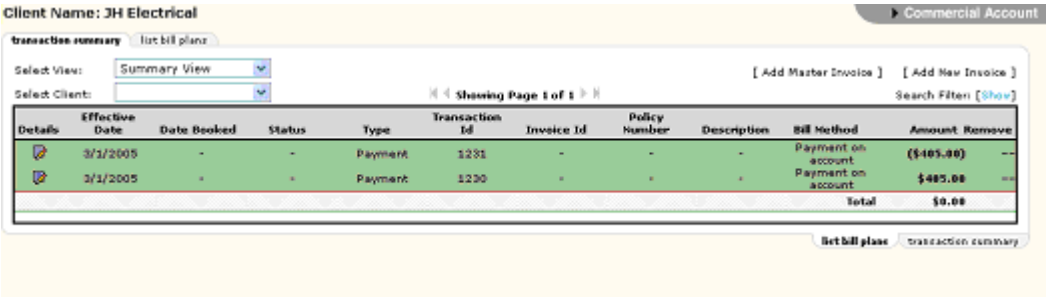
2. Select Other and No to apply a charge to the client account.



3. The reversal displays:

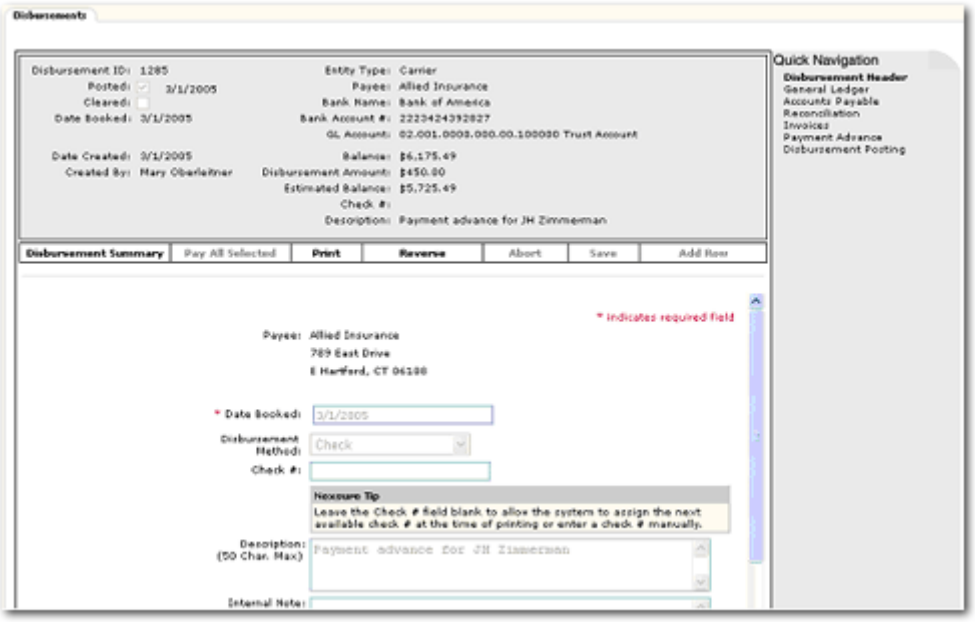


4. The money received was removed from the client account.

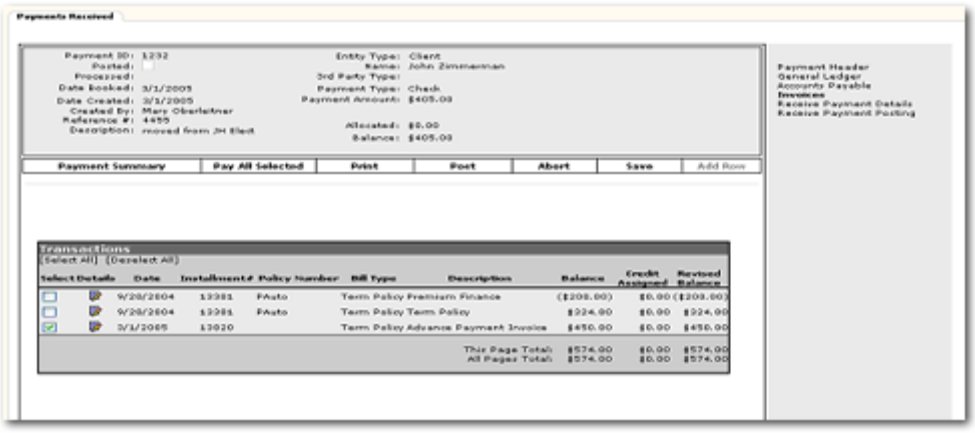


5. Continuing in this scenario, the agency is forwarding money to the carrier so, add a disbursement and select carrier, search and select. Make sure to enter a good description in the header for the disbursement. Select the Payment Advance link, search for the client, and enter the information for the advance and post.

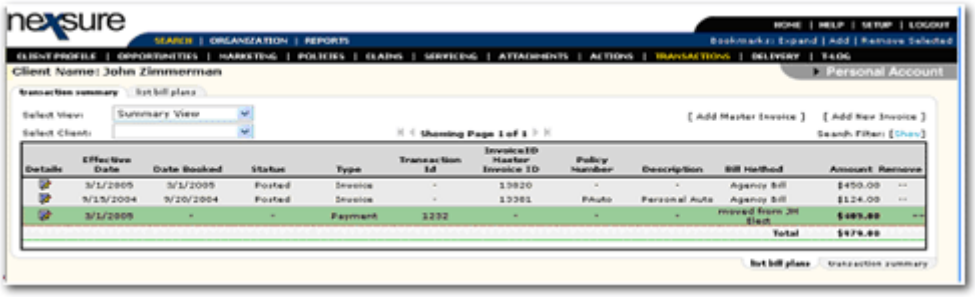
Note: If no payment advance is necessary, skip this step.



6. Create a cash receipt to correct the client (Mr. Zimmerman) and allocate to payment advance. Enter the description that you are transferring the money from customer X to customer Y so it will display on the client transaction list. Click on the Invoices link and select the invoice to apply the cash receipt to display on the client transaction list.
7. Click **Pay All Selected**.
8. Click **Post**.

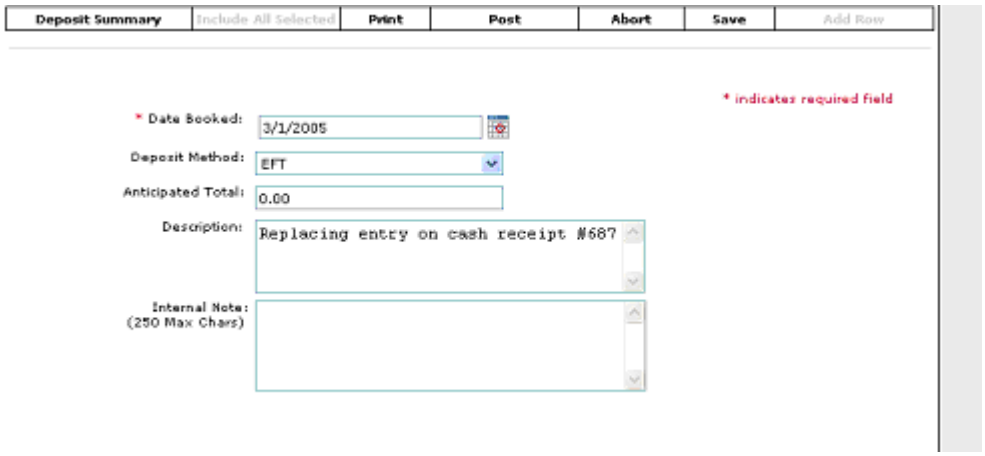


Customer Transaction View:

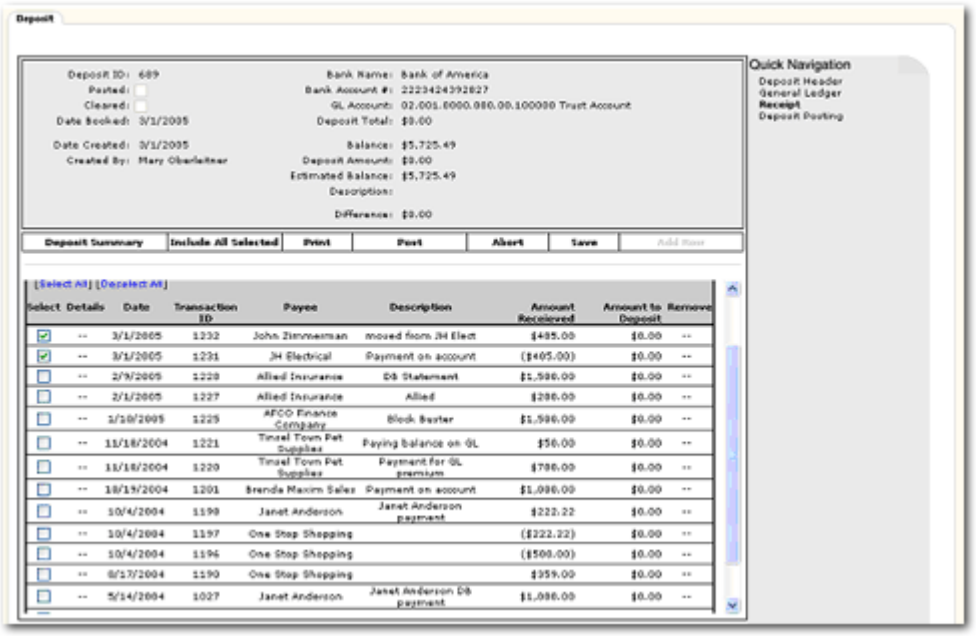


9. Create a deposit and enter a description on the deposit header.

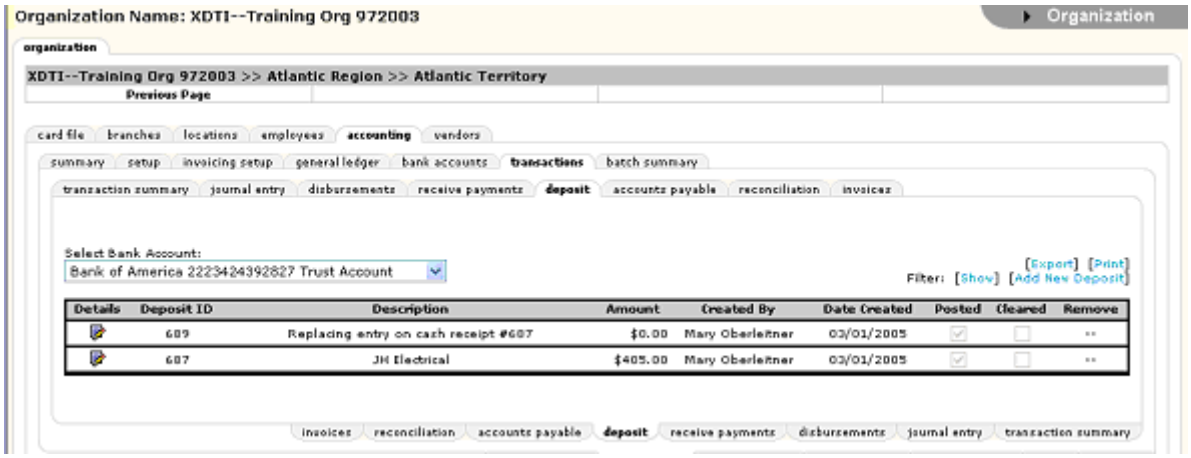
Note: Enter a detailed description to include who and what the deposit is for as well as the deposit number this one is replacing.



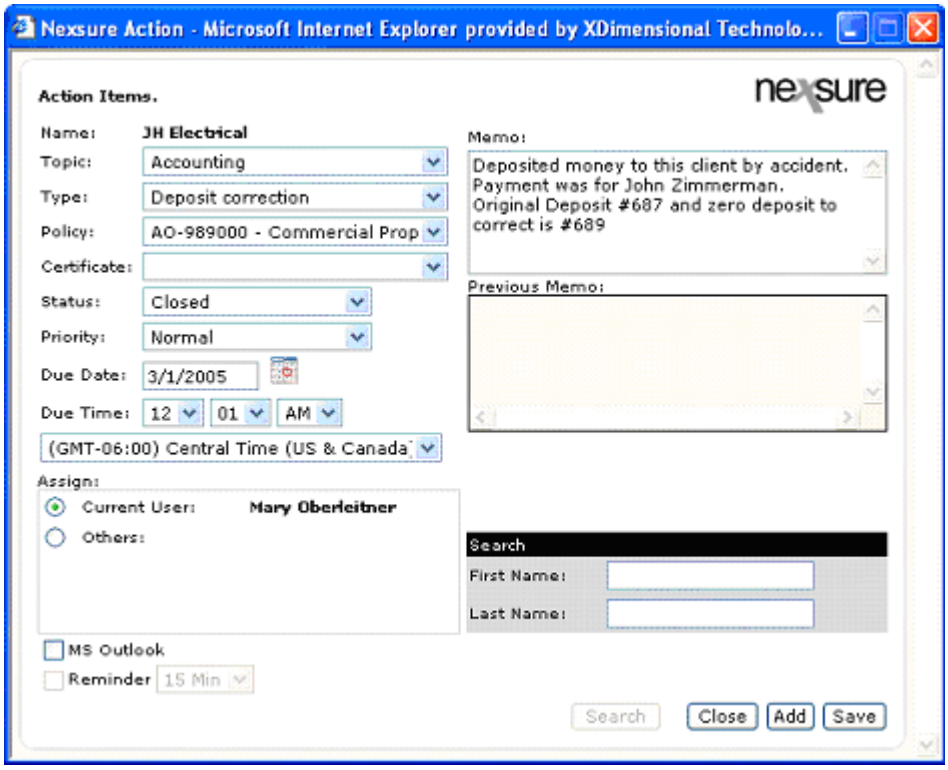
10. Make sure to include both the credit and debit for the clients. The amount will be zero which will have no affect on bank balance.
11. Click **Include All Selected**.
12. Then click **Post** to complete the deposit.



On the Deposit Summary view note that the amount is zero:



Tip: This procedure can be taken one step further by adding an action to the client account that the money was transferred from and note the original cash receipt number, the new number and all the details of the transferring of funds. Example below:


Nexsure Action - Microsoft Internet Explorer provided by XDimensional Technolo...
Action Items.
nexsure
Name: JH Electrical
Topic: Accounting
Type: Deposit correction
Policy: AO-989000 - Commercial Prop
Certificate:
Status: Closed
Priority: Normal
Due Date: 3/1/2005
Due Time: 12 01 AM
(GMT-06:00) Central Time (US & Canada)
Assign:
Current User: Mary Oberleitner
Others:
MS Outlook
Reminder 15 Min
Memo:
Deposited money to this client by accident. Payment was for John Zimmerman. Original Deposit #687 and zero deposit to correct is #689
Previous Memo:
Search
First Name:
Last Name:
Search
Close
Add
Save

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