



# Nexsure User's Guide

4/20/05

Version 1.7.0

**Confidential Information Notice**

© 2005 XDimensional Technologies, Inc. All Rights Reserved. Any unauthorized reproduction of this document is prohibited.

This document and the information it contains constitute a trade secret of XDimensional Technologies, Inc. and may not be reproduced or disclosed to non-authorized users without the prior written permission of XDimensional Technologies, Inc. Permitted reproductions, in whole or in part, shall bear this notice.

# Table Of Contents

Getting Started in Nexsure .....	8
Menu Navigation in Nexsure .....	10
Bookmarks .....	11
Search Overview.....	12
Actions .....	13
Creating Actions.....	15
Personal Actions.....	15
Client Actions .....	17
Policy Level Actions .....	17
Opportunities .....	18
Adding a New Opportunity.....	18
Marketing .....	21
Remarketing a Policy .....	23
Working With Forms.....	29
Record Summaries .....	31
Working with Schedules.....	32
Entering a Fleet .....	32
Importing and Exporting XML to Policies.....	33
Policy Code Definitions.....	33
Populating Coverage and Premium Fields on a Form .....	35
Create a Package Policy and Add Supplemental Forms .....	36
Supplemental Forms .....	36
Binder Log .....	37
Creating a Binder .....	39
Servicing - Binders .....	40
Extending a Binder .....	41
Binder Extension Default.....	41
Delivering a Binder .....	43
Putting a Bound Policy In Force.....	44
Edits .....	45
Servicing - Edits.....	47
Audits.....	48
Claims .....	49
Servicing - Claims .....	51
Delivering a Claim .....	54
To Abort a Claim .....	55
To Post a Claim.....	55
Expirations.....	56

Sending an Expired Policy to History .....	59
In Forcing a Future Status Renewal .....	60
Issuing a New Policy with the Mode of 'Renew' .....	60
Endorsements .....	61
Servicing - Endorsements .....	63
Aborting an Endorsement .....	64
Endorsement Statuses .....	64
Cancellations .....	65
Servicing - Cancellations .....	67
Posting a Cancellation .....	69
Reinstate .....	70
Rewrite .....	70
Interface .....	71
Processing Downloads .....	73
IVANS Downloads .....	74
FSC Quotes .....	74
Importing from the Interface Screen .....	77
Mapping Notes .....	77
Quote Import Exceptions .....	78
AL1 and AL3 Support .....	78
Carrier Commission Downloads .....	80
Verification .....	82
Certificates .....	83
Certificate Renewal .....	87
Client Access for Certificates .....	89
Certificate Batch Printing .....	90
Copying Certificates .....	91
Certificates Now (ConfirmNet) .....	93
Attachments .....	94
Client Level Attachments .....	94
Policy Level Attachments .....	94
Document Templates .....	96
Using Document Templates .....	103
Contact Management .....	106
Adding a Contact .....	106
Editing Contacts .....	108
Contacts Security .....	108
Changing a Primary Contact .....	110
Client Locations .....	113
Additional Interests .....	114
Named Insureds .....	116

Related Accounts .....	117
Policy Level Assignment .....	120
Carriers .....	121
Carrier Commissions .....	123
Carrier Contacts .....	124
Carrier Locations .....	127
Carrier Names .....	128
eServices .....	130
Setting up Additional Logins for eServices .....	130
Accessing eServices .....	132
Policies Summary .....	133
Policy Info Tab .....	134
Summary of Insurance .....	141
Accounting .....	145
Account Summary .....	145
Batch Summary Tab .....	145
Invoices Tab .....	147
Assign Books .....	149
Accounting Periods .....	150
Editing Account Periods .....	150
Locking and Closing Periods .....	151
Year-end Adjustments .....	151
Posting Rules .....	152
General Ledger Posting .....	152
Account Groups .....	153
Account Types .....	154
Financial Institution Setup .....	156
Additional Interest Setup .....	156
Adding a Vendor .....	157
Working with Vendors .....	158
Tax Authority Setup .....	161
Premium Finance Company Setup .....	161
Retail Agent Setup .....	161
Received Payments Default .....	162
Chart of Accounts .....	163
Mandatory General Ledger Numbers .....	163
People Payable Posting Variations .....	163
Invoice Mandatory General Ledger Numbers .....	164
Trial Balance .....	172
Balance Sheet .....	173
Income Statement .....	174

Agency Billing.....	176
Direct Billing.....	178
Binder Bill Invoicing .....	180
List Bill Invoicing.....	182
List Bill Setup .....	182
Creating a List Bill Plan .....	182
List Bill Plan Invoicing .....	189
Installment Bill Invoicing.....	193
Splitting an Installment.....	198
Delivery Option for Installment Invoicing .....	200
Endorsements and Installment Billing .....	201
Journal Entry.....	204
Accounts Payable Auto Processing.....	207
Posting a Zero Disbursement.....	210
Stop Payments and NSF Checks.....	216
Deposits .....	217
Accounts Payable .....	218
Accounts Payable Auto Processing .....	220
Reconciliation .....	223
Direct Bill Carrier Statement Entry .....	225
Reconciling a Disbursement or Cash Receipt.....	228
Printing Remittance Advice.....	228
Revising Commission During Reconciliation .....	228
Nexsure Reports .....	231
Organization Setup Business Rules.....	234
Regions .....	235
Adding Region Contacts .....	236
Search Contact .....	236
New Contact .....	237
Region Employees Security.....	239
Territories.....	241
Territory Employees Security.....	242
Branches .....	244
Branch Employees Security .....	246
Departments .....	247
Adding Employees.....	248
Adding Employee Rights.....	251
Employee Identity .....	252
Creating a Signature File.....	253
Global Reassignment .....	253
Employee Commissions.....	255

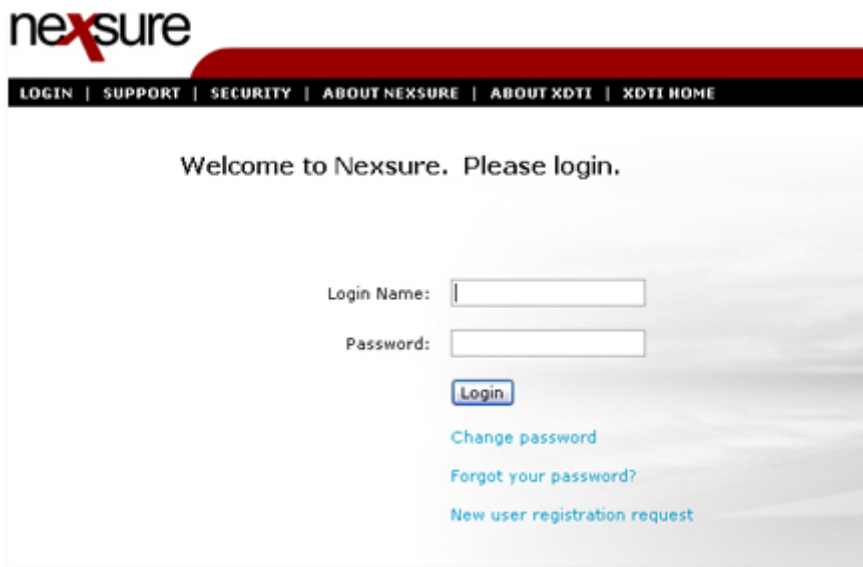
Employee Login Security .....	256
IMX Instant Messenger .....	256
Organization-Wide Login Security.....	258
Employee-Specific Login Security.....	258
User Rights Templates .....	259
Task Log .....	260
Setup - Actions .....	262
Color Scheme .....	264
Adding Lookup Management Items.....	268
Editing Lookup Management Items .....	269
Deleting Lookup Management Items .....	269
Customizing Opportunities for a Branch .....	270
Buying Modes .....	272
Contact Roles .....	273
Grades.....	274
Labels.....	274
Index .....	275

# 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 4 hours. After 4 hours of inactivity the session will be automatically logged off.



## To change 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.

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

1. On the **Primary** menu, click **Organization**.
2. Click the **employees** tab.
3. Select your employee name by clicking on the **Details** icon next to your name.
4. Click the **Security** tab.
5. In the Enter a new password field, enter a new password.
6. In the Confirm new password field, enter the same password again.
7. 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.

## Menu Navigation in Nexsure



To navigate through Nexsure it is important to learn the basic menus. The menus include:

- **Utility Menu** - Includes Home, Help, Setup, Logout
- **Primary Menu** - Includes Search, Organization, Reports, Bookmarks
- **Home Menu** - Includes Actions, Opportunities, Marketing, Binder Log, Edits, Audits, Expirations, Endorsements, Cancellations, Claims, Interface, Delivery
  - **Client Menu** - Includes Client Profile, Opportunities, Marketing, Policies, Claims, Servicing, Attachments, Actions, Transactions, Delivery, T-Log
  - **Organization Menu** - Includes Organization Profile, All Employees, All Locations
  - **Report Menu** - Includes Reports, Global Activity, Ad-Hoc

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

---

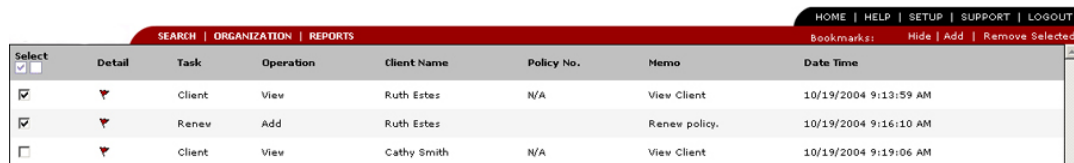
## Bookmarks

Bookmarks are a convenient way to mark your position in Nexsure. For example, if you need to access a different screen in Nexsure (such as the help system) adding a bookmark will allow you to return to the same screen without losing the data you have entered.


### To insert a bookmark

**Note** Before adding a bookmark, click the **Save Changes** link to make sure your data has been saved.

1. On the Primary menu, click **Add**. To view the bookmark, click **Expand**, the bookmark screen will drop down.



Select	Detail	Task	Operation	Client Name	Policy No.	Memo	Date Time
<input checked="" type="checkbox"/>		Client	View	Ruth Estes	N/A	View Client	10/19/2004 9:13:59 AM
<input checked="" type="checkbox"/>		Renew	Add	Ruth Estes		Renew policy.	10/19/2004 9:16:10 AM
<input type="checkbox"/>		Client	View	Cathy Smith	N/A	View Client	10/19/2004 9:19:06 AM

2. To return to your bookmarked screen, click the flag  icon.
  - **Hide:** Hides or collapses the bookmark screen.

### To remove a bookmark

1. On the Primary menu, if the bookmark window is closed, click **Expand**.
2. Select the bookmark to be deleted using the selection boxes on the left.
3. On the **Primary** menu, click **Remove Selected**.

## Search Overview

The search screen allows you to search for and add an entity, as well as import downloaded records. The following entities can be searched for and added:

- Clients
- Carriers
- Additional Interests
- Retail Agents
- Premium Finance Companies
- Vendors
- Financial Entities
- Tax Authorities

The screenshot shows a search interface with the following components:

- Search Filters:** Entity (Client), Search Type (Begins With), Branch (All Branches), Client Stage (Prospect), Client Type (Personal), Client (%%), Policy Number, Phone Number, Location Name, Location Address, Location City, Location Zip, First Name, Last Name. Buttons for Clear and Search are at the bottom.
- Search Results:** A table titled 'SEARCH RESULTS - CLIENT' showing 13 records. The table has columns: Details, Name, Client Type, Stage, Location Name, City, State, Zip, and Remove. The results include:
 

Details	Name	Client Type	Stage	Location Name	City	State	Zip	Remove
	Deborah Aufdenkamp	Personal	Prospect		NEWHALL	CA	91321-3471	
	JOSE ZAMBRANO	Personal	Prospect		LANCASTER	CA	93535-7848	
	LETICIA CAMPBELL	Personal	Prospect		LANCASTER	CA	93536-1248	
	MITZIE BROWN	Personal	Prospect		ROSAMOND	CA	93560	
	ROBERT OLSEN	Personal	Prospect		ROSAMOND	CA	93560-6249	
	ROBERT VARELA	Personal	Prospect		LANCASTER	CA	93535-1625	
	RONALD HYATTE	Personal	Prospect		ROSAMOND	CA	93560-6800	
	SIMON GALE	Personal	Prospect		VENTURA	CA	93003-6021	
	South Street Hairdressing	Personal	Prospect					
	The Haug Barn	Personal	Prospect					
- Page Info:** 13 Record(s) Found, Showing Page 1 of 2, Go To Page 1.
- Footer:** You must search for a record prior to entering a new one. After the results are returned you will be given the option to add a new record.

Before adding an entity you are required to search for the entity to make sure it has not already been entered into Nexsure. Each Entity Type has the same following characteristics and criteria:

- When the Search menu is selected, the History Search Results is displayed for any entities you have accessed in the past with the most recent entities displaying first.
- From the Search Type drop down list, select **Begins with** to search items that begin with specific characters, or **Contains** to search items that contain specific characters anywhere in the selected field.
- Prior to adding a new entity a search is required to avoid entering duplicate accounts.
- You can search for a specific entity or conduct a search for All entities.

### To search for an entity:

1. On the Primary menu, click **Search**.
2. From the **Entity** drop down list, select the entity type and enter the search criteria.
3. From the **Search Type** drop down list, select **Begins with** to search items that begin with specific characters, or **Contains** to search items that contain specific characters anywhere in the selected field. You must enter at least 2 characters in the search criteria fields to return results.

**Tip** Entering "%%" in a search field will return **ALL** results existing for that particular branch, entity type and stage.

4. Click **Search** to begin the search, or click **Clear** to clear the search criteria.

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

# Actions

Actions are used as follow-up reminders. 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 a potential client that has had no card file created yet.

**Client actions** - This action is created from the Actions link on the Client menu. An action created here would contain general information pertaining to a client.

**Policy actions** - This action is created from the Actions tab at the policy level. An action created here would pertain to a client's policy.

The **Actions** screen is where users should look to see what items should be taken care of for a particular day. To print out custom Actions reports, see Action Reports.

For more information on creating actions, see Creating Actions.

Details	Client Name	Action Topic	Policy Info	Status	Due Date	Days Left (Overdue By)	Assigned To	Created By	Updated By
		New business Appointment		Open	05/12/2004 10:01 AM PST	(0)	Riyad Mammadov	Riyad Mammadov 05/11/2004	Riyad Mammadov 05/12/2004
No Message(s).									
		New business Appointment		Open	05/25/2004 12:01 AM PST	13	Mike Massaro	Mike Massaro 05/12/2004	Mike Massaro 05/12/2004
No Message(s).									

- **Select Branch:** The drop down list at the top of the screen allows a specific branch to be selected. Use the Navigation link (**Showing Page 1 of ...**) next to the Select Branch drop down box to navigate to different screens.
- **Search Filter:** Click [Show] to display the Search Filter. This will allow a search for an action meeting particular criteria. The more information entered into the fields, the more specific the result will be. The results may also be sorted. Click on the **Sort By** drop down box and select a sort prior to initiating the search.
- **MS Outlook:** The Outlook icon is used to open MS Outlook to synchronize actions with your Outlook calendar or tasks. See Creating Actions.
- The blue **Details** icon will display the client Card File screen. Right clicking on the icon displays the following navigation options:

*Market new line of business*

Selecting this option will display the underwriting screen for a new policy as described in the Servicing / Marketing / New line of business topic.

*Add certificate*





Selecting this option will display the Add New Certificate screen as described in the Servicing / Creating New Certificates topic.

*Add verification*

Selecting this option will display the Servicing / Verification screen as described in the Servicing / Verification topic.

*Add new opportunity*

Selecting this option will display the Home / Opportunities screen as described in the Adding a New Opportunity topic.

- The white **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  icon displays the following navigation options:
    - Open*  
Select **Open** to display the card file. If it's a personal action **Open** will not be available.
    - Mark as Closed*  
Selecting this option will automatically close the action without opening it.
    - Add New Action*  
Select Add New Action to add a new action for the client. Any topic, type, policy, certificate, assignment, status, priority, due date, due time or memo may be added.
  - **Client Name:** If the action is created for a particular client, the clients name will be displayed is the Primary Named Insured. The red flag icon under the Client Name on the Actions Summary screen indicates a high level of priority.
  - **Action Topic - Action Type:** 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, which would then make it easier to determine where you are in the renewal process. Type is the actual description of the action such as Call the Underwriter. Type is found directly under the Topic beside the action icon. (See action setup for more details).
-   Icons displayed in the Actions column to the left of the **Type** will tell the user what type of action they are looking at. The icons are selected when the Actions are created in Setup.
- **Policy Info:** If an Action is added at policy level the Policy Number, line of business and effective date will be displayed.
  - **Status:** The Action status will either be Open or Closed which is identified by the user while creating or modifying it. The status may be changed as necessary.
  - **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. 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** - indicates more than 5 days before the due date.
    - **Orange** - 5 days or less before the due date.
    - **Red** - number of days past the due date.
  - **Assigned to:** The user assigned the responsibility to address the action.
  - **Created By:** User who created the action.
  - **Date/Time Created:** Date and time action created.
  - **Last Updated By:** User who last updated the action.
  - **Date/Time Last Updated:** Date and time action was last updated. Clicking on the name in this column is the only way to see the date and time the action was updated.
  - **Memo:** Clicking in the memo portion of the action, which is the last line in the summary of each action, will display all notes, users, dates and times this action has been posted to.

## 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 Clients 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 popup window appears.

**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 radio 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 popup window open to allow the addition of a new action. Clicking **Save** will save this action and close the popup 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 #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 #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.

## 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 2 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**

**Note:** Use the Select Branch drop down box to display Opportunities for a different branch.


Details	Assign	Policy Type	Line of Business	User / System Grade (Score)	Status	Updated By	Updated Date	Commission	X-Date	BORDate	Program	Remove
		Empty		/ (0)	Empty	Jami D Euper	04/14/2003	\$0.00			-	
		Empty		/ (0)	Empty	Jami D Euper	04/14/2003	\$0.00			-	
		Monoline	Commercial Property	/Not Ranked (12)	Empty	Mary Oberleitner	04/14/2003	\$1,234,567,890.00	04/14/2003		-	

### 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.

## 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:


**Client Name: Starbucks**

underwriting | policy info | assignment | attachments | actions | **qualification** | history | transaction

Branch:	<b>Brea</b>	Policy Term:	<b>04/14/2003 12:01AM PST</b>
Policy Type:	<b>Empty</b>	Coverage Term:	<b>04/14/2004 12:01AM PST</b>
Issuing Co:	<b>Unassigned</b>	Stage:	<b>Opportunity</b>
Billing Co:	<b>Unassigned</b>	Mode:	<b>New</b>
Policy Number:	<b>Unassigned</b>	Status:	Empty

List | Print | History | **Market** | Save Changes

**Qualification Information:**

X/BOR Date:  

Program:

Buying Mode:

**Opportunity Criteria:**

Size:

Economic Buyer:

Growth/Trouble:

Partner:

Coach:

**Opportunity Status:**

Total: **N/A**

System Grade: **Not Ranked**

User Grade:

Commission:

**Contact Information:** [\[Add New\]](#)

Details	Contact	Role	Delete
Please click 'Add New' to insert new record(s).			

- **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.

# 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.

Details	Assign	Client Name	Policy Type	Stage Status	Updated By	Premium	Policy Term	Billing Carrier Issuing Carrier
		Ray's Test Client	Monoline	Marketing	Marcelo Belebr	\$0.00	03/20/2003	Unassigned
		PA-9890131	(Commercial Lines)	Pending	01/22/2003		03/20/2004	Unassigned
		Unassigned	Monoline	Marketing	Genemar Lazo	\$0.00	03/20/2003	Unassigned
				No Response	07/25/2002		03/20/2004	Unassigned

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.
- The **Details** icon beside the entity name will display the **Client Profile** screen. Right clicking on the icon will display the following navigation options:

### *Open*

Selecting Open will open the card file for that client.

### *Add New Marketing Policy*

Select this option to add a new marketing policy. This procedure is detailed in the Servicing / Marketing / New line of business topic.

- The **Details** icon will display the **Underwriting** screen for that policy. Right clicking on the icon will display the following navigation options:

### *Open*

Displays the Underwriting screen to add a new marketing application as described in the Policy Underwriting topic.

### *Print*

Displays a PDF of the entire policy for printing.

### *Create policy edit*

Displays the Servicing / Edits screen as explained in the Servicing / Edits topic.

### *Create endorsement*

Displays the Servicing / Endorsements screen, as described in the Servicing / Endorsement topic.

### *Renew policy*

Displays the policy underwriting screen.

### *Re-market policy*

Displays the Servicing / re-marketing screen.

*Create cancellation*

Displays the Servicing / Cancellation screen.

*Create claim*

Displays the Servicing / Claims screen.

*Create audit*

Displays the Servicing / Audits screen as described in the Posting an Audit topic.


*Create binder*

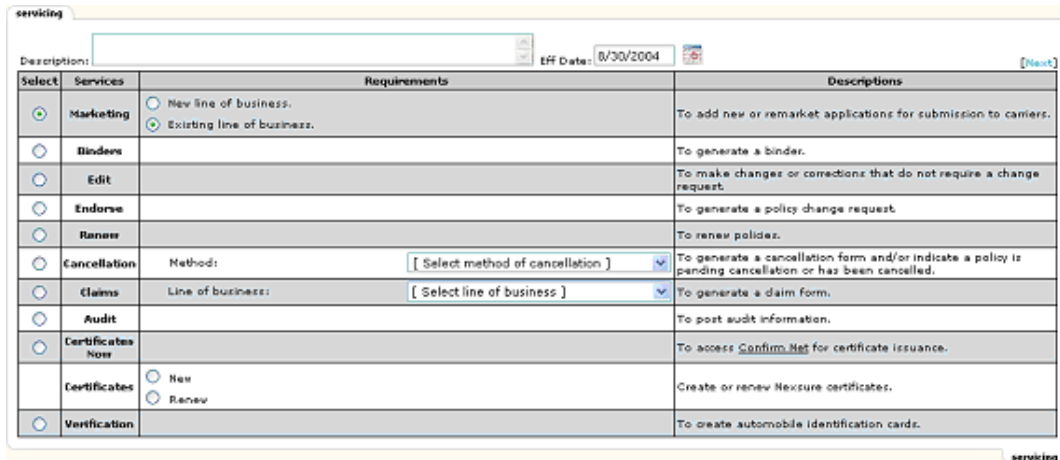
Displays the Servicing / Binders screen as described in the Servicing / Binders topic.

- **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, cancelled, 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.

## 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**.



The screenshot shows the 'servicing' interface with a table of services and requirements. The table has three columns: 'Select', 'Services', and 'Requirements'. The 'Services' column contains radio buttons for 'Marketing', 'Binders', 'Edit', 'Endorse', 'Renew', 'Cancellation', 'Claims', 'Audit', 'Certificates New', 'Certificates', and 'Verification'. The 'Requirements' column contains radio buttons for 'New line of business' and 'Existing line of business', a dropdown for 'Method', and a dropdown for 'Line of business'. The 'Descriptions' column contains text explaining each service. The 'Marketing' service is selected, and the 'Existing line of business' radio button is selected. The 'Eff Date' is set to 01/30/2004. A 'Next' button is visible in the top right corner.

Select	Services	Requirements	Descriptions
<input checked="" type="radio"/>	Marketing	<input type="radio"/> New line of business. <input checked="" type="radio"/> Existing line of business.	To add new or remarket applications for submission to carriers.
<input type="radio"/>	Binders		To generate a binder.
<input type="radio"/>	Edit		To make changes or corrections that do not require a change request.
<input type="radio"/>	Endorse		To generate a policy change request.
<input type="radio"/>	Renew		To renew policies.
<input type="radio"/>	Cancellation	Method: [ Select method of cancellation ]	To generate a cancellation form and/or indicate a policy is pending cancellation or has been cancelled.
<input type="radio"/>	Claims	Line of business: [ Select line of business ]	To generate a claim form.
<input type="radio"/>	Audit		To post audit information.
<input type="radio"/>	Certificates New		To access <a href="#">Confirm Net</a> for certificate issuance.
<input type="radio"/>	Certificates	<input type="radio"/> New <input type="radio"/> Renew	Create or renew Nexsure certificates.
<input type="radio"/>	Verification		To create automobile identification cards.

4. Select **Marketing - 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. 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.

**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.

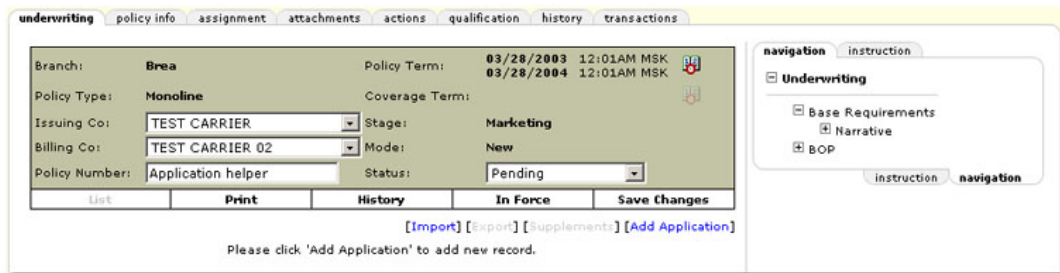
**Note** When a policy is selected the system automatically copies the existing applications so the user will not need to re-key application information.

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.

9. 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.
10. Click **OK** to check for marketing history or click **Cancel** to add new marketing policy.
11. Complete the heading information and click on the **Save Changes** link below the header.
12. 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.



The screenshot displays the 'Details' view of a marketing policy in the 'underwriting' system. The interface includes a navigation bar at the top with tabs for 'policy info', 'assignment', 'attachments', 'actions', 'qualification', 'history', and 'transactions'. The main content area is divided into two sections: a data entry form on the left and a navigation pane on the right.

**Data Entry Form:**

- Branch:** Brea
- Policy Type:** Monoline
- Issuing Co:** TEST CARRIER
- Billing Co:** TEST CARRIER 02
- Policy Number:** Application helper
- Policy Term:** 03/28/2003 12:01AM MSK and 03/28/2004 12:01AM MSK
- Coverage Term:** (blank)
- Stage:** Marketing
- Mode:** New
- Status:** Pending


**Navigation Pane:**

- Underwriting**
  - Base Requirements
  - Narrative
  - BOP

At the bottom of the form, there are buttons for 'List', 'Print', 'History', 'In Force', and 'Save Changes'. Below these buttons are links for '[Import]', '[Export]', '[Supplements]', and '[Add Application]'. A note at the bottom states: 'Please click 'Add Application' to add new record.'

13. Complete each of the following fields appropriately for the Marketing policy:

- Branch:** The Branch is selected on the Assignment screen and is displayed here automatically when a policy is added.
- 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**.
- 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.
- 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.
- Policy Number:** The policy number will default to **Unassigned** upon adding the policy since policy numbers are not generally assigned at the marketing stage.

**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:

Assign Date and Time - Microsoft Internet Explorer provided by X...

date time

Assign Date. nexsure

Terms		Duration	
From:	11/10/2003	<input checked="" type="radio"/> Annual	<input type="radio"/> Semi-Annual
To:	11/10/2004	<input type="radio"/> Quarterly	<input type="radio"/> Other

November 2003    November    2003

Sun	Mon	Tue	Wed	Thu	Fri	Sat
26	27	28	29	30	31	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	1	2	3	4	5	6

Months: Days: Years:    !

0    0    0    !

Cancel    Apply

time date

- 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.

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

**Annual** - one year from beginning date.

**Semi-Annual** - 6 months from beginning date.

**Quarterly** - 3 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.
- Click the "!" button.
- Click **Apply**.
- Click **OK**.
- On the Policy Header, click the **Save Changes** link.

## Time

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

Policy Term:	<b>03/20/2003</b>	12:01AM PST	
	<b>03/20/2004</b>	12:01AM PST	
Coverage Term:	<b>03/20/2003</b>	12:01AM PST	
	<b>03/20/2004</b>	12:01AM PST	

- **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 cancelled, the coverage term expiration date will be the cancellation effective date. Click the Calendar icon  to select a different date and time.
- **Stage:** Identifies the stage the policy is currently in. Nexsure defines **Stage** automatically, such as: Marketing or Policy stage.
- **Mode:** Populated from the Policy Mode on the **Policy Summary** screen. The **Mode** identifies what the policy is, such as New, Renewal, Rewritten, etc.
- **Status:** Both the user and Nexsure identify the Policy Status. The **Status** identifies if the policy is In force, cancelled, an endorsement is pending, etc.
- **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.
- **Import:** The import link will import the client's data into the file from outside programs such as rating vendors.
- **History:** Click on this link to move the marketing policy to history when the marketing policy is no longer active or needed.
- **Add Supplements:** This link will add supplements necessary for a particular line of business.
- **Add Applications:** This link will allow the addition of the application.

**New Application Selection.** nexsure

Form Standard: All

State: California

Type: Personal Lines

Lines of Business: Accident

Accident

Description: CUSTOM Accidents [APP]

Nexsure Application Helper	
<input checked="" type="radio"/>	Basic Pre-fill: Producer and Applicant Information prefilled.
<input type="radio"/>	Pre-fill from other application: Producer, Applicant and other policy detail prefilled.
<input type="radio"/>	Blank Application: Nothing prefilled.

Cancel Next

- 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 checkbox beside **Pre-fill applications to help reduce key strokes**. The checkbox 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** checkbox 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 checkbox was not selected **The Application Helper** is skipped.

**The Application Helper** screen will contain the form name underneath 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.

- **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.

14. 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 exist in the current policy list, use the **Renew** option on the servicing page. Once a policy has been place in force it can only be edited by creating an **Edit** or **Endorsement** from Servicing. In the Popup 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.

15. 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.

## 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:

Branch:	Apollo	Effective Date:	12/12/2002
Policy Type:	Monoline	Expiration Date:	12/12/2003
Issuing Company:	Sample Ins. Agency	Stage:	Marketing
Billing Company:	Sample Ins. Agency	Mode:	New
Policy Number:	8875389	Status:	Pending

<b>Producer</b>		<input type="button" value="Previous"/> <input type="button" value="Next"/>
Producer Name:	Apollo	
Primary Producer First Name:	William	
Primary Producer Middle Initial:	B	
Primary Producer Last Name:	Sanders	
Address - Street:	450 Apollo Street #A	
City:	Brea	
State:	CA	
Zip Code:	92821	
Phone Number:		
Fax Number:		
Web Site Address:		
Producer Code:		
Producer SubCode:		
		<input type="button" value="Previous"/> <input type="button" value="Next"/>

navigation Instruction

**Underwriting**

- Base Requirements
- ACORD 125
- Producer**
  - Applicant
  - Named Insureds
  - Contact
  - Billing
  - Attachments
  - Premises Info
  - General Info
  - Prior Carrier - GL
  - Prior Carrier - Auto
  - Prior Carrier - Prop
  - Prior Carrier - Other
  - Loss/Incident History
  - Remarks
- Narrative
- Equipment Floater

**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":

The screenshot shows a web form titled "Premises Info" with a "Summary" tab selected. The form contains fields for "Premises Number:", "Building Number:", and "Location Street Address:". The "Current Record" label at the top of the form is circled in red and points to the text "1 123 Pine Street, Brea, CA". To the right of the form is a navigation panel with a "Billing" section and a "Premises Info" section. The "Premises Info" section is expanded to show "Locations" with sub-items: "Subject of Insurance 1", "Subject of Insurance 2", "Subject of Insurance 3", "Business Income 1", "Business Income 2", and "Additional Coverages".

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. Enter the at least 3 characters of the client or prospect 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 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.

### 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.

## 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 **Import**.

### 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**.

## Policy Code Definitions

Policy codes can be found on the Underwriting tab of a Client's policy.

The screenshot displays the Nexsure web application interface. At the top, there is a navigation bar with links for HOME, HELP, SETUP, and LOGOUT. Below this is a search bar and a menu with options like ORGANIZATION, REPORTS, CLIENT PROFILE, OPPORTUNITIES, MARKETING, POLICIES, CLAIMS, SERVICING, ATTACHMENTS, ACTIONS, TRANSACTIONS, and DELIVERY. The client name is identified as 'Barbara's Bridal Shop'. The main content area is divided into several tabs: underwriting, policy info, assignment, attachments, actions, qualification, history, transactions, claims, and summary of insurance. The 'underwriting' tab is active, showing a form with the following details:

- Branch: Karen Branch
- Policy Type: Monoline
- Issuing Co: Hanover
- Billing Co: Hanover
- Policy Number: BOP12345678
- Policy Term: 03/13/2004 PST to 03/13/2005 12:01AM PST
- Coverage Term: 03/13/2004 PST to 03/13/2005 12:01AM PST
- Stage: Policy (highlighted in a red box)
- Mode: New
- Status: In Force

Below the form, there are sections for 'Base Forms' and 'Lines of Business'. The 'Base Forms' section includes a table with columns for Form, Description, and Remove. The 'Lines of Business' section includes a table with columns for Lines of Business, Form, Description, and Remove.

- **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 than the expired term.
- **Rewrite:** This mode identifies the policy as having been cancelled and coverage is rewritten with either the existing Carrier or a new Carrier. There is usually a lapse in coverage.
- **Cancelled:** This mode identifies a policy as being cancelled.
- **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 cancelled by the cancellation has not yet been finalized.
- **Reinstated:** A cancelled policy that was reinstated with no lapse in coverage.
- **Rewritten:** A cancelled policy that was rewritten with either a new Carrier and/or new effective dates.

## 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 2 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. Click the **Details**  icon next to the marketing policy to display the underwriting screen.
5. 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.
6. 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.

7. To enter a coverage limit, click on **Coverage/limits**.
8. From the Navigation tab, click **Limits**.
9. 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.

## Create a Package Policy and Add 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.



The attachment option allows the user to attach photographs, documents, emails, 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:



# 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.

Details	Assign	Client Name Policy Number	Policy Type Line of Business	Stage Status	Updated By Last Updated	Annualized \$ Billed Premium	Coverage Eff Date Coverage Exp Date	Billing Carrier Issuing Carrier
		AAA Roofing	(Commercial Lines)					
		Unassigned	Monoline	Policy	Riyad Mamma	\$222,000.00 D	01/14/2005	Aberdeen Insuran
			Commercial Auto (C	Renewed	01/14/2005	\$222,000.00 D	02/13/2005	Aberdeen Insuran
			Package	Policy	Riyad Mamma	\$0.00 D	01/14/2005	Aberdeen Insuran

## 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 **Details**  icon beside the entity name will display the **Client Profile** screen. Right clicking on the  icon will display the following navigation options:

  - Market new line of business*  
Selecting this option will display the underwriting screen for a new policy as described in the Servicing / Marketing / New line of business topic.
  - Add certificate*  
Selecting this option will display the Add New Certificate screen as described in the Servicing / Creating New Certificates topic.
  - Add verification*  
Selecting this option will display the Servicing / Verification screen as described in the Servicing / Verification topic.
  - Add new opportunity*  
Selecting this option will display the Home / Opportunities screen as described in the Adding a New Opportunity topic.
- Clicking the **Details**  icon will display the **Binder Details** screen for that policy. Right clicking on the  icon will display the following navigation options:

  - Open*  
Displays the Binders Details screen.
  - Print*  
Displays a PDF of the entire policy for printing.
  - Create policy edit*  
Displays the Servicing / Edits screen as explained in the Servicing / Edits topic.
  - Create endorsement*  
Displays the Servicing / Endorsements screen, as described in the Servicing / Endorsement topic.
  - Renew policy*  
Displays the policy underwriting screen.

*Re-market policy*

Displays the Servicing / re-marketing screen.

*Create claim*

Displays the Servicing / Claims screen.

*Create audit*

Displays the Servicing / Audits screen as described in the Posting an Audit topic.

- **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 Number:** 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 Type /Line of Business:** Policy types are identified as either Monoline or Package policies. 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, cancelled, 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.
- **Coverage Eff Date / Coverage Exp. Date** 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.

## 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.

Prospect Name: Springfield Nuclear Commercial Account

[policies](#) [history](#) [certificates](#) [binders](#)

**details** [delivery](#)

Branch:	Support Test Branch 2004324	Policy Term:	04/09/2004 12:01AM PST
Policy Type:	Monoline	Coverage Term:	04/09/2005 12:01AM PST
Issuing Co:	Hartford	Stage:	Policy
Billing Co:	Hartford	Mode:	New
Policy Number:	Unassigned	Policy Status:	Bound
Binder Number:	753	Binder Status:	Open

[Abort](#) [Print](#) [Deliver](#) [Save Changes](#)

Line of Business:

Line Of Business	Form	Description
Personal Auto	ACORD 90 CA	Personal Auto Application 90 CA

Binders:

Details	Extend	Binder No	Eff Date	Exp Date	Status	Insync	Populate	Remove
		753	4/9/2004	6/8/2004	Open	<input checked="" type="checkbox"/>		

Binders

- 4/9/2004 - 6/8/2004 [Close](#)

[delivery](#) [details](#)

[binders](#) [certificates](#) [history](#) [policies](#)

**Note** The binder also appears on the right in a tree view. Click the **[Close]** link to close the binder. If a binder is closed, an **[Open]** link will be displayed. Click **[Open]** to reopen the binder.

Now you can **Print**, **Deliver** or **Abort** the binder.

**Print** - Click **Print**, if there are multiple binders, you will be prompted to select the binder(s) you wish to print. The binder will open as an Adobe Acrobat file in Nexsure. Click the Print icon to send the binder to a printer.

## 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, select **Servicing**.

Select	Services	Requirements	Descriptions
<input checked="" type="radio"/>	Marketing	<input checked="" type="radio"/> New line of business. <input type="radio"/> Existing line of business.	To add new or remarket applications for submission to carriers.
<input type="radio"/>	Binders		To generate a binder.
<input type="radio"/>	Edit		To make changes or corrections that do not require a change request.
<input type="radio"/>	Endorse		To generate a policy change request.
<input type="radio"/>	Renew		To renew policies.
<input type="radio"/>	Cancellation	Method: [ Select method of cancellation ]	To generate a cancellation form and/or indicate a policy is pending cancellation or has been cancelled.
<input type="radio"/>	Claims	Line of business: [ Select line of business ]	To generate a claim form.
<input type="radio"/>	Audit		To post audit information.
<input type="radio"/>	Certificates Now		To access <a href="#">Confirm Net</a> for certificate issuance.
	Certificates	<input type="radio"/> New <input type="radio"/> Renew	Create or renew Nexsure certificates.
<input type="radio"/>	Verification		To create automobile identification cards.

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.

## Extending a Binder

Expired binders will appear on the Home / Binder Log screen. Notice that the date in the Coverage Term column is red denoting that the binder has expired.

Details	Assign	Client Name Policy Number	Policy Type Line of Business	Stage Status	Updated By Last Updated	Annualized \$ Billed Premium	Coverage Eff Date Coverage Exp Date	Billing Carrier Issuing Carrier
		AAA Roofing	(Commercial Lines)	Policy	Riyad Mamma	\$222,000.00 D	01/14/2005	Aberdeen Insuran
		Unassigned	Monoline	Renewed	01/14/2005	\$222,000.00 D	02/13/2005	Aberdeen Insuran
		X	Commercial Auto (C	Polycv	Riyad Mamma	\$0.00 D	01/14/2005	Aberdeen Insuran

1. Click the **Details** icon for the binder you wish to extend. The binder details screen appears.

Binders:

Details	Extend	Binder No	Eff Date	Exp Date	Status	Insync	Populate	Remove
		731	3/8/2004	4/7/2004	Open			

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

## 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**.

lookup management

Select a Category and a Type to update a dropdown menu

Category: Policy

Types: Binder Term

**Binder Term**

Select Item: 30 Days

Duration Value: 30

Description: 30 Days

[ Update ]


lookup management

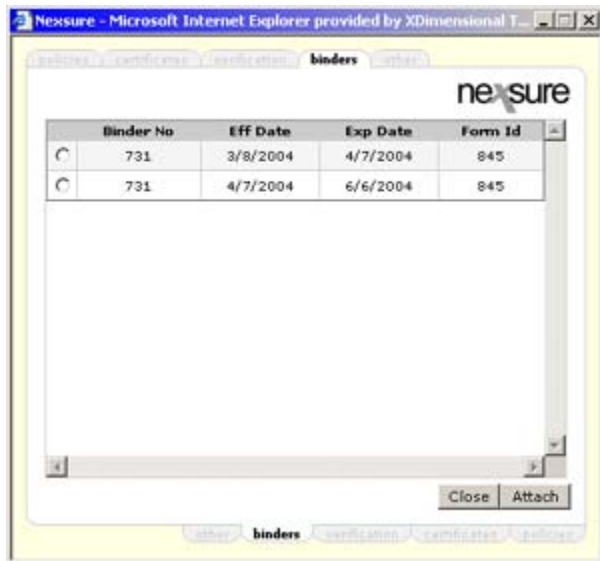
3. In the Category drop down list, select **Policy**.
4. In the Types box, select **Binder Term**.
5. In the **Description** field, enter the number of days you want the binder to automatically extend to (you don't need to type the word 'days').
6. Click **Update**.

## Delivering a Binder

Once you have created a binder you can deliver it via fax or email.

### To deliver a binder


1. From the Client menu, click Policies.
2. Select the binders tab.
3. Click the **Details**  icon for the binder you wish to deliver.
4. Click the **Delivery** tab. If there is no pending delivery you will be prompted to "**Click here to add new**".
5. Select the transport method of your delivery, the email or fax tab.
6. Enter the delivery information on the left.
7. On the right, in the Binders group, click **Add New**.

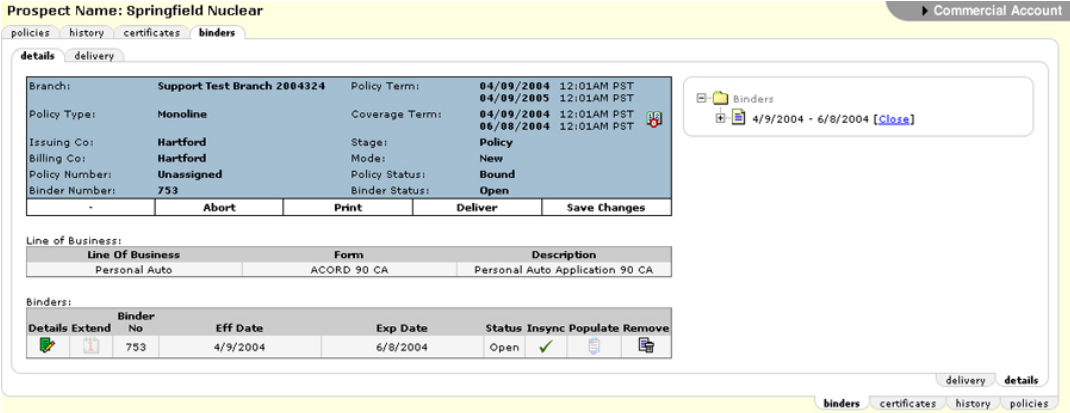


8. Select the binder(s) to deliver and click **Attach**.
9. The attachment will appear on the delivery tab, click **Send**.

# 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.



## 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.

Details	Assign	Client Name Policy Number	Policy Type Line of Business	Stage Status	Updated By Updated Date	Annualized \$ Billed Premium	Policy Term	Billing Carrier Issuing Carrier
Jami Euper (Personal Lines)								
		AP-00001	Monoline	Edit Pending	Jonathan Appl 12/11/2002	\$ 20,000 D \$ 20,000 D	03/20/2003 03/20/2004	Guide One Guide One
		Unassigned	Monoline	Edit Pending	Jonathan Appl 12/11/2002	\$0.00	03/20/2003 03/20/2004	ALLIED 42579 ALLIED 42579

### 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 **Details**  icon beside the entity name will display the Client Profile screen. Right clicking on the  icon will display the following navigation options:

#### *Market new line of business*

Selecting this option will display the underwriting screen for a new policy as described in the Servicing / Marketing / New line of business topic.

#### *Add certificate*



Selecting this option will display the Add New Certificate screen as described in the Servicing / Creating New Certificates topic.

#### *Add verification*

Selecting this option will display the Servicing / Verification screen as described in the Servicing / Verification topic.

#### *Add new opportunity*

Selecting this option will display the Home / Opportunities screen as described in the Adding a New Opportunity topic.

- Clicking the white **Details**  icon will display the **Underwriting** screen for that policy. Right clicking on the  icon will display the following navigation options:

#### *Open*

Displays the Edits Details screen.

#### *Print*

Displays a PDF of the entire policy for printing.

#### *Post edit*

Selecting this option will display the underwriting screen. You can then Post or Abort the edit by clicking the Post or Abort Edit links.

#### *Abort edit*

Selecting this option will display the underwriting screen. You will be prompted to confirm the Abort command.

- 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, cancelled, 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.

## Servicing - Edits


**Edit** is used to edit an incorrect policy.

servicing

Description:  Eff Date: 5/12/2004 [Next](#)

Select	Services	Requirements	Descriptions
<input checked="" type="radio"/>	<b>Marketing</b>	<input checked="" type="radio"/> New line of business. <input type="radio"/> Existing line of business.	To add new or remarket applications for submission to carriers.
<input type="radio"/>	<b>Binders</b>		To generate a binder.
<input type="radio"/>	<b>Edit</b>		To make changes or corrections that do not require a change request.
<input type="radio"/>	<b>Endorse</b>		To generate a policy change request.
<input type="radio"/>	<b>Renew</b>		To renew policies.
<input type="radio"/>	<b>Cancellation</b>	Method: <input type="text" value="[ Select method of cancellation ]"/>	To generate a cancellation form and/or indicate a policy is pending cancellation or has been cancelled.
<input type="radio"/>	<b>Claims</b>	Line of business: <input type="text" value="[ Select line of business ]"/>	To generate a claim form.
<input type="radio"/>	<b>Audit</b>		To post audit information.
<input type="radio"/>	<b>Certificates Now</b>		To access <a href="#">Confirm Now</a> for certificate issuance.
	<b>Certificates</b>	<input type="radio"/> New <input type="radio"/> Renew	Create or renew Nexsure certificates.
<input type="radio"/>	<b>Verification</b>		To create automobile identification cards.

servicing

1. Select the client and from the client menu, select **Servicing**.
2. Select the **Edit** option in the **Select** column and click on **Next** to continue.
3. 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.
4. 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.
5. To complete a policy with an **Edit - Stage**, click the **Details**  icon and make the necessary changes. When edits are complete, click **Post Edit**.
6. 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
7. 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.

## Audits

### To post an audit

1. On the Primary menu, click **Search** and select a client.
2. On the Client menu, click **Servicing**.
3. Select the **Audit** option and click **[Next]**.
4. 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.

The screenshot shows the 'underwriting' application interface. At the top, there are tabs for 'policy info', 'assignment', 'attachments', 'actions', 'qualification', 'history', and 'transactions'. The main area displays the following information:

- Branch: **Brea**
- Policy Type: **Monoline**
- Issuing Co: **Bank of Sahagun's**
- Billing Co: **Bank of Sahagun's**
- Policy Number: **WC456789**
- Policy Term: **04/22/2003 12:01AM IDLW**
- Coverage Term: **04/22/2003 12:01AM IDLW**
- Stage: **Audit**
- Mode: **New**
- Status: **Pending**

Below the form are buttons for **List**, **Print**, **Abort Audit**, **Post Audit**, and **Save Changes**. There are also links for **[Import]**, **[Export]**, **[Supplements]**, and **[Add Application]**.

The **Base Forms** section contains the following table:

Forms	Description	Remove
Narrative	Underwriting Narrative	-

The **Line of Business** section contains the following table:

Lines of Business	Form	Description	Remove
Workers Compensation	ACORD 130	Workers Compensation Application - ACORD 130	-

5. Make the desired changes to the policy and/or premium. Click **Save Changes**.
6. After the changes are made and saved, select **Final** or **Disputed** in the Status drop down list.
7. 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.

# Claims

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

claims								
All	Showing Page 1 of 4						Filters: [Hide][Show]	
Details	Assign	Client Name Line Of Business Claim Number	Date Of Loss Claim Status	Mode	Taken By Updated By	Paid Amount Reserve Amount	Policy Term	Issuing Carrier Adjustor
Jami Euper (Personal Lines)								
		HOME Unassigned	08/01/2002	New	Riyad Mammadov Riyad Mammadov	\$0.00 \$300.00	03/20/2003 03/20/2004	Unassigned Unassigned


## Screen Column definitions:

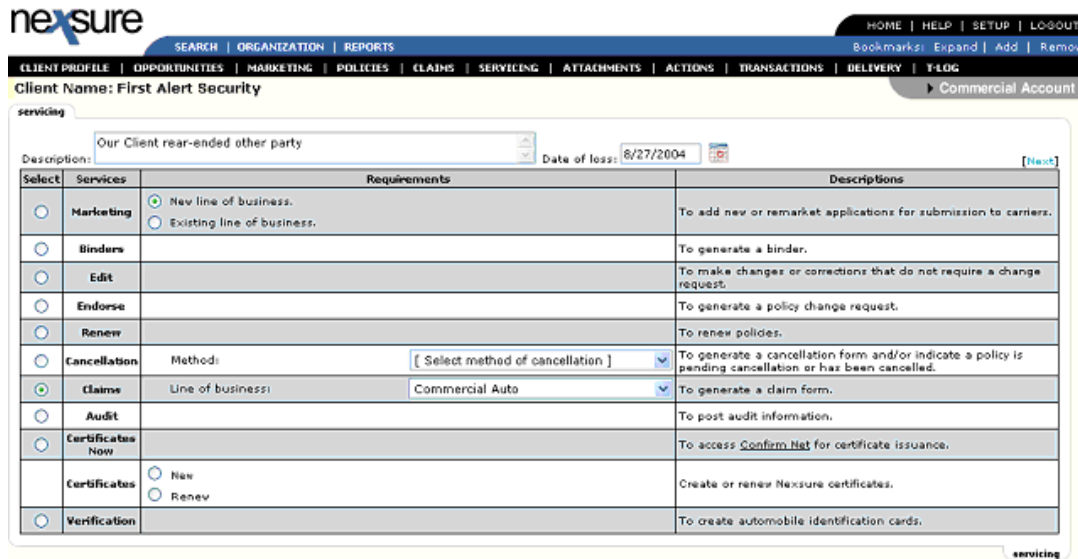
- The default **Branch** will be displayed according to user setup but other branches may be selected depending on user security. Only the policies associated with the selected Branch and the logged in user will be displayed. To select a different branch, use the drop down list to select the appropriate Branch.
- Clicking the blue **Details** icon beside the entity name will display the **Client Profile** screen. Right clicking on the icon will display the following navigation options:
  - Market new line of business*  
Selecting this option will display the underwriting screen for a new policy as described in the Servicing / Marketing / New line of business topic.
  - Add certificate*  
Selecting this option will display the Add New Certificate screen as described in the Servicing / Creating New Certificates topic.
  - Add verification*  
Selecting this option will display the Servicing / Verification screen as described in the Servicing / Verification topic.
  - Add new opportunity*  
Selecting this option will display the Home / Opportunities screen as described in the Adding a New Opportunity topic.
- Clicking the white **Details** icon will display the **Underwriting** screen for that policy. Right clicking on the icon will display the following navigation options:
  - Open*  
Displays Claims Details screen.
  - Print*  
Displays a PDF of the entire policy for printing.
  - Display claim*  
Selecting this option displays the claim information on the Client / claims tab.
  - Post claim*  
Selecting this option will display the underwriting screen. You can then Post or Abort the claim by clicking the Post or Abort Claim links.
  - Abort claim*  
Selecting this option will display the underwriting screen. You will be prompted to confirm the Abort command.
- **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 *Renew Co.*
- **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.

## Servicing - Claims

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 dropdown box, enter the description i.e. "Our client rear-ended other party" and **Date of loss** of the claim.



The screenshot shows the Nexsure web application interface. At the top, there is a navigation bar with links for HOME, HELP, SETUP, LOGOUT, and a Bookmarks section. Below this is a secondary navigation bar with links for CLIENT PROFILE, OPPORTUNITIES, MARKETING, POLICIES, CLAIMS, SERVICING, ATTACHMENTS, ACTIONS, TRANSACTIONS, DELIVERY, and T-LOG. The main content area is titled "servicing" and shows the "Client Name: First Alert Security" and "Commercial Account". The "Description" field contains "Our Client rear-ended other party" and the "Date of loss" is set to "8/27/2004". A table below lists various services with their requirements and descriptions. The "Claims" service is selected, and the "Line of business" dropdown is set to "Commercial Auto".

Select	Services	Requirements	Descriptions
<input type="radio"/>	Marketing	<input checked="" type="radio"/> New line of business. <input type="radio"/> Existing line of business.	To add new or remarket applications for submission to carriers.
<input type="radio"/>	Binders		To generate a binder.
<input type="radio"/>	Edit		To make changes or corrections that do not require a change request.
<input type="radio"/>	Endorse		To generate a policy change request.
<input type="radio"/>	Renew		To renew policies.
<input type="radio"/>	Cancellation	Method: [ Select method of cancellation ]	To generate a cancellation form and/or indicate a policy is pending cancellation or has been cancelled.
<input checked="" type="radio"/>	Claims	Line of business: Commercial Auto	To generate a claim form.
<input type="radio"/>	Audit		To post audit information.
<input type="radio"/>	Certificates Now		To access <a href="#">Confirm Net</a> for certificate issuance.
<input type="radio"/>	Certificates	<input type="radio"/> New <input type="radio"/> Renew	Create or renew Nexsure certificates.
<input type="radio"/>	Verification		To create automobile identification cards.

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.

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)

Id	Form	Label
<input checked="" type="checkbox"/>	6 ACORD 127 CA	Vehicles
<input checked="" type="checkbox"/>	3 ACORD 127 CA	Drivers

13. Click **Next**.
14. Select vehicle involved in loss.

Vehicle Number	Year	Make	Model	Body Type	Vehicle Identificat
<input type="radio"/>	1	2002	GMC Surburban	SUV	1234567
<input checked="" type="radio"/>	2	2003	Ford F150	Pickup	1234hjk2
<input type="radio"/>	3	2003	Chevy Tahoe	SUV	987234354

15. Select **Drivers** from the drop down box.
16. Select the Driver involved in the loss.

Driver Number	First Name	Middle Initial	Last Name	Date of Birth
1	Allen		Smith	2/2/1970
2	Barbara		Smith	4/19/1972

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.

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 (should pull from servicing screen)
- Date Reported (should pull from servicing screen)
- Claim No
- Estimated Amount
- Reserved Amount
- Paid Amount
- Description (should pull from the servicing screen)
- Memo (this section can be used to tracked monies paid out)

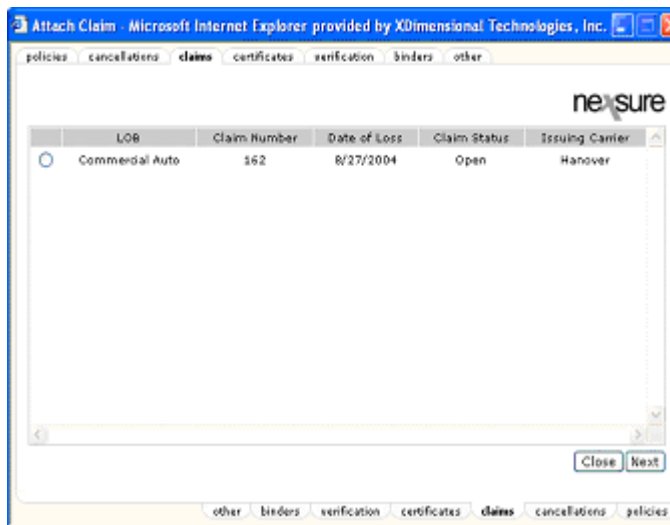
26. Click the **Save Changes** link in the navigation toolbar under the claim header.

## 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**.

## To Abort 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.

## To Post 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 **re-open** link is available on the navigation toolbar under the claim header.

# 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.

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.

Details	Assign	Client Name Policy Number	Policy Type Line of Business	Stage Status	Mode	Updated By Updated Date	Annualized \$ Billed Premium	Policy Term	Billing Carrier Issuing Carrier
<b>JOSE ZAMBRANO</b> (Personal Lines)									
		PPC0010885746	Monoline PAUTO (Personal Aut)	Policy Received	New	Jami Euper 08/06/2003	<b>\$6,125.08 D</b> \$6,125.08 D	08/01/2002 08/01/2003	ALLIED (42579) ALLIED (42579)
<b>Alicia Silverstone</b> (Personal Lines)									
		UNASSIGNED	Monoline PAUTO (Personal Aut)	Policy Quoted	New	Steve Hall 05/16/2003	<b>\$ 7,374.00 D</b> \$7,374.00 D	08/14/2002 08/14/2003	Unassigned Unassigned
<b>JOHN F SHIRINIAN</b> (Personal Lines)									
		A2276614	Monoline PAUTO (Personal Aut)	Policy Received	New	Jami Euper 08/07/2003	<b>\$878.40 D</b> \$878.40 D	03/21/2003 03/21/2003	Safeco 24740 Safeco 24740

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.
- Clicking the blue **Details**  icon beside the entity name will display the **Client Profile** screen. Right clicking on the  icon will display the following navigation options:

### *Market new line of business*

Selecting this option will display the underwriting screen for a new policy as described in the Servicing / Marketing / New line of business topic.

### *Add certificate*



Selecting this option will display the Add New Certificate screen as described in the Servicing / Creating New Certificates topic.

### *Add verification*

Selecting this option will display the Servicing / Verification screen as described in the Servicing / Verification topic.

### *Add new opportunity*

Selecting this option will display the Home / Opportunities screen as described in the Adding a New Opportunity topic.

- Clicking the white **Details**  icon will display the **Underwriting** screen for that policy. Right clicking on the  icon will display the following navigation options:

### *Open*

Displays Claims Details screen.

### *Print*



Displays a PDF of the entire policy for printing.

### *Push to history*

Selecting this option will send the expired policy to history. Select Lapsed, Renewed, or Non-Renewed from the Status drop down list. You can add a description in the Action Memo field, then click Save. The policy is sent to the Policies / history tab.

- **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, cancelled, an edit is pending, etc.
- **Mode:** Identifies whether the policy is a New, Renewal, or *Renew Co*.
- **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.

The Servicing – Renew option is used when the policy is ready to be renewed. It is not dependent on whether the policy is remarketed or not as the same workflow is used.

1. On the Primary menu, click **Search**.
2. Click the **Details**  icon of 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. Select **Renew** and click **Next**.

servicing

Description: [ ] Eff Date: 8/30/2004 [Next]

Select	Services	Requirements	Descriptions
<input type="radio"/>	Marketing	<input checked="" type="radio"/> New line of business. <input type="radio"/> Existing line of business.	To add new or remarket applications for submission to carriers.
<input type="radio"/>	Binders		To generate a binder.
<input type="radio"/>	Edit		To make changes or corrections that do not require a change request.
<input type="radio"/>	Endorse		To generate a policy change request.
<input checked="" type="radio"/>	Renew		To renew policies.
<input type="radio"/>	Cancellation	Method: [ Select method of cancellation ]	To generate a cancellation form and/or indicate a policy is pending cancellation or has been cancelled.
<input type="radio"/>	Claims	Line of business: [ Select line of business ]	To generate a claim form.
<input type="radio"/>	Audit		To post audit information.
<input type="radio"/>	Certificates Now		To access <a href="#">Confirm Net</a> for certificate issuance.
	Certificates	<input type="radio"/> New <input type="radio"/> Renew	Create or renew Nexus certificates.
<input type="radio"/>	Verification		To create automobile identification cards.

servicing

- All in force policies for the Client are displayed. Select the policy to be renewed and click Next.

Client Name: Betty's Bridal Shop Commercial Account

renew

[Back] [Next]

Select	Line Of Business	Policy Number	Stage Status	Mode	Updated By	Updated Date	Premium	Policy Term	Coverage Term	Issuing Carrier	Billing Carrier
<input checked="" type="radio"/>	Commercial Auto	ba678343423	Policy In Force	Renew	Karen Peterson	08/30/2004	\$2,675.00	9/15/2003 9/15/2004	9/15/2003 9/15/2004	Safeco Ins of Am	Safeco
<input type="radio"/>	(Commercial Prop	PK6678453	Policy In Force	Renew	Karen Peterson	08/30/2004	\$3,845.00	9/15/2003 9/15/2004	9/15/2003 9/15/2004	Safeco Ins of Am	Safeco

renew

- 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:**

- 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.
- 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.

Client Name: Betty's Bridal Shop Commercial Account

renew

All [Back] [Next]

Select	Line Of Business	Policy Number	Stage Status	Mode	Updated By	Updated Date	Premium	Policy Term	Coverage Term	Issuing Carrier	Billing Carrier
<input type="checkbox"/>	Workers Compensation	Unassigned	Marketing Pending	Renew	Karen Peterson	08/30/2004	\$0	9/1/2004 9/1/2005	9/1/2004 9/1/2005	Hartford Insurance	Hartford Insurance
<input checked="" type="checkbox"/>	Commercial Auto	ba678343423	Policy Renewed	Renew	Karen Peterson	08/30/2004	\$2,675.00	9/15/2003 9/15/2004	9/15/2003 9/15/2004	Safeco Ins of Am	Safeco
<input type="checkbox"/>	Commercial Prop	PK6678453	Policy In Force	Renew	Karen Peterson	08/30/2004	\$3,845.00	9/15/2003 9/15/2004	9/15/2003 9/15/2004	Safeco Ins of Am	Safeco
<input type="checkbox"/>	Commercial Prop						\$1,670.00				
<input type="checkbox"/>	General Liability						\$2,175.00				


renew

- 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 the user to make any changes to the application as needed. Endorsements processed in the expiring policy term are done through Servicing - Endorse.

8. 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 Renew – Changing Future Status to In-Force section of help for assistance).
9. The expiring policy is separate from the newly created future policy. The user determines when to send an expiring policy to history. (See Renew - Sending an Expired Policy to History section of help for assistance).

## Sending an Expired Policy to History

1. Click the **Expirations** link on the Home menu.
2. Click the **details**  icon of the expired policy. Notice that the details icon for the expiration is **red**.
3. A pop up box will be displayed. Click **OK** to change the status of the expired policy term to Expired. A second pop up box will be displayed to confirm the change.
4. Click the **History** link under the policy header to send the expired policy term to history where a record of the expired policy will be retained.
5. Choose an appropriate Status from the drop down box and enter any applicable notes.
6. Click the **Save** button. The policy header will be displayed in gray; the expired term is now in history. The new policy term will now need to be in forced.

## In Forcing a Future Status Renewal



8. Click **Search** on the Primary menu.
9. Click the **details**  icon of the appropriate client.
10. Click the **Policies** link on the Client menu. All in force policies for the client will be displayed.
11. Click the **Details**  icon of the applicable line of business.

**Note** The [show] filter was customized to display only the applicable line of business for the screenshot).


1. Click the **In-Force** link under the policy header.
2. If a binder is needed select the **Bound** option and click the check box to create a binder. Otherwise click **Save**.
3. The status of the policy will now be **In-Force**.

## 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-forced 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.

## 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.

endorsements								
All		Showing Page 1 of 103					Filters: [Hide][Show]	
Details	Assign	Client Name Policy Number	Policy Type Line of Business	Stage Status	Updated By Last Updated	Premium	Coverage Term	Billing Carrier Issuing Carrier
		<b>Rylen Jacen Robles</b>	(Personal Lines)					
		AP-00001	Monoline Personal Auto	Endorsement Pending	Mary Oberleitn 04/18/2003	\$0.00	04/18/2003 04/18/2004	Fireman's Fund Fireman's Fund
		<b>Stephen Hall</b>	(Commercial Lines)					
		H1614744	Monoline Personal Auto	Endorsement Received	Unassigned 03/06/2003	\$1,110.70	03/20/2003 03/20/2004	SAFECO 39012 SAFECO 39012

### 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 **Details** icon beside the entity name will display the **Client Profile** screen. Right clicking on the icon will display the following navigation options:

#### *Market new line of business*

Selecting this option will display the underwriting screen for a new policy as described in the Servicing / Marketing / New line of business topic.

#### *Add certificate*

Selecting this option will display the Add New Certificate screen as described in the Servicing / Creating New Certificates topic.

#### *Add verification*

Selecting this option will display the Servicing / Verification screen as described in the Servicing / Verification topic.

#### *Add new opportunity*

Selecting this option will display the Home / Opportunities screen as described in the Adding a New Opportunity topic.

- Clicking the white **Details** icon will display the **Underwriting** screen for that policy. Right clicking on the icon will display the following navigation options:

#### *Open*

Displays the Audits Details screen.

#### *Print*

Displays a PDF of the entire policy for printing.

#### *Post endorsement*

Selecting this option will display the underwriting screen. Before the endorsement is posted, enter a description in the Action Memo field and click Save.

#### *Abort endorsement*


Selecting this option will display the underwriting screen. You will be prompted to confirm the Abort command.

*Add binder*

Displays the Servicing / Binders screen as described in the Servicing / Binders topic.

- **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, cancelled, 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.

## Servicing - Endorsements

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**.

Client Name: The Critter Corral Commercial Account

servicing

Description:  Eff Date:  [Next]

Select	Services	Requirements	Descriptions
<input type="radio"/>	Marketing	<input checked="" type="radio"/> New line of business. <input type="radio"/> Existing line of business.	To add new or remarket applications for submission to carriers.
<input type="radio"/>	Binders		To generate a binder.
<input type="radio"/>	Edit		To make changes or corrections that do not require a change request.
<input checked="" type="radio"/>	Endorse		To generate a policy change request.
<input type="radio"/>	Renew		To renew policies.

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 Endorsements 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 a 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 do the following:
    - Click on the Underwriting link at the top of the navigation tab to close tree view.
    - 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.
  - 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**.

## 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.

## Cancellations

Any policy with a Pending Cancellation status will display on the Home / **Cancellations** screen. The Search and Filter screen may be used to search for specific pending or previously cancelled policies. To post or reinstate a cancellation, see Servicing / Cancellations.

cancellations									
All		Showing Page 1 of 10					Filters: [Hide][Show]		
Details	Assign	Client Name Policy Number	Policy Type Line of Business	Stage Status	Updated By Last Updated	Premium	Coverage Term	Billing Carrier	Issuing Carrier
		Jami Euper	(Personal Lines)						
		100001-01	Package (PAUTO,PHONE)	Policy Pending Canc	Rodney Gist 04/14/2003	\$0.00	03/20/2003 03/20/2004	ALLIED 42579	ALLIED 42579


### Screen Column definitions:

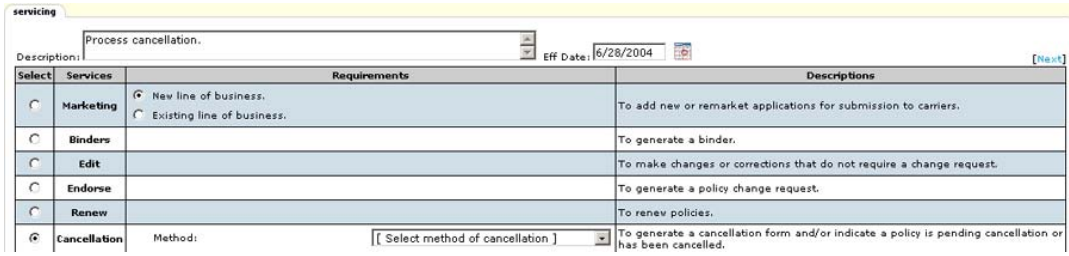
- The default **Branch** will be displayed according to user setup but other branches may be selected depending on user security. Only the policies associated with the selected Branch and the logged in user will be displayed. To select a different branch, use the drop down list to select the appropriate Branch.
- Clicking the blue **Details** icon beside the entity name will display the **Client Profile** screen. Right clicking on the icon will display the following navigation options:
  - Market new line of business*  
Selecting this option will display the underwriting screen for a new policy as described in the Servicing / Marketing / New line of business topic.
  - Add certificate*  
Selecting this option will display the Add New Certificate screen as described in the Servicing / Creating New Certificates topic.
  - Add verification*  
Selecting this option will display the Servicing / Verification screen as described in the Servicing / Verification topic.
  - Add new opportunity*  
Selecting this option will display the Home / Opportunities screen as described in the Adding a New Opportunity topic.
- Clicking the white **Details** icon will display the **Underwriting** screen for that policy. Right clicking on the icon will display the following navigation options:
  - Open*  
Displays Claims Details screen.
  - Print*  
Displays a PDF of the entire policy for printing.
  - Push to history*  
Selecting this option will send the cancelled policy to history. Select Cancelled by Agent, Carrier, or Insured from the Status drop down list. You can add a description in the Action Memo field, then click Save. The policy is sent to the Policies / history tab.
- 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, cancelled, 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.

## Servicing - Cancellations

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 of the appropriate client.
3. On the Client menu, click **Servicing**.
4. Select **Cancellation**.



The screenshot shows a web form titled 'servicing'. At the top, there is a 'Description' field containing 'Process cancellation.' and an 'Eff Date' field set to '6/28/2004'. A '[Next]' button is visible in the top right corner. Below these fields is a table with four columns: 'Select', 'Services', 'Requirements', and 'Descriptions'. The 'Cancellation' option is selected in the 'Select' column. The 'Requirements' column for 'Cancellation' includes a 'Method:' label and a dropdown menu currently showing '[ Select method of cancellation ]'. The 'Descriptions' column for 'Cancellation' reads: 'To generate a cancellation form and/or indicate a policy is pending cancellation or has been cancelled.'

Select	Services	Requirements	Descriptions
<input type="radio"/>	Marketing	<input checked="" type="radio"/> New line of business. <input type="radio"/> Existing line of business.	To add new or remarket applications for submission to carriers.
<input type="radio"/>	Binders		To generate a binder.
<input type="radio"/>	Edit		To make changes or corrections that do not require a change request.
<input type="radio"/>	Endorse		To generate a policy change request.
<input type="radio"/>	Renew		To renew policies.
<input checked="" type="radio"/>	Cancellation	Method: <input type="text" value="[ Select method of cancellation ]"/>	To generate a cancellation form and/or indicate a policy is pending cancellation or has been cancelled.

5. Select the method of Cancellation, **Flat**, **Short-Rate** or **Pro-Rata**.
6. In the **Description** field, enter the description and **effective date** of the Cancellation.
7. Click **Next**. A list of current in force policies will be displayed.
8. Select the policy to cancel and click **Next**. The Cancellation header will appear in **Red** font and have a status of **Pending**.
9. The Effective date of the Cancellation will appear in the Header as the Coverage Term Expiration date:

**Client Name: Twenty Four Seven Security**

underwriting | policy info | assignment | attachments | actions | qualification | history | transactions | claims | summary of insurance

Branch: **Karen Branch** Policy Term: 12:01AM  
 08/01/2004 PST  
 08/01/2005 12:01AM PST

Policy Type: **Monoline** Coverage Term: 12:01AM  
 08/01/2004 PST  
 09/08/2004 12:01AM PST

Issuing Co: Safeco Ins of America Stage: **Policy**

Billing Co: Unassigned Mode: **New**

Policy Number: Unassigned Status: **Pending Cancellation**

List | **Print** | **Abort Cancellation** | **Post Cancellation** | **Save Changes**

10. 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.
11. The Cancellation Action created will default to Closed and the due date will default to the effective date of the Cancellation. Complete the Action as described in the Actions topic.
12. 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.

CLIENT PROFILE | OPPORTUNITIES | MARKETING | **POLICIES** | CLAIMS | SERVICING | ATTACHMENTS | ACTIONS | TRANSACTIONS | DELIVERY | T-LOG

Client Name: Twenty Four Seven Security Commercial Account


policies | history | certificates | binders | summary of insurance

Showing Page 1 of 1 Filters: [Show]

Details	Line Of Business Policy Number Policy Type	Stage Status	Mode	Updated By Updated Date	Estimated Premium	Policy Term	Coverage Term	Issuing Carrier Billing Carrier	Remove
	Commercial Auto Unassigned	Policy Pending	New	Karen Peterson 09/08/2004	D \$5,000.00	08/01/2004 08/01/2005	08/01/2004 09/08/2004	Safeco Ins of America	
	Process cancellation.								
	Apartments Unassigned	Policy Renewed	New	Karen Peterson 08/26/2004	D \$0.00	08/11/2004 08/11/2005	09/10/2004 10/10/2004	Hartford Insurance Co. of	

13. On the Utility menu, click **Home**.
14. On the Home menu, click **Cancellations**.
15. 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 down the list of clients who are in a Pending Cancellation status.

## Posting a Cancellation

1. On the Home menu, click **Cancellations**.
2. Click the 2nd **Details**  (white) icon of the appropriate client.
3. Click the **Post Cancellation** link under the policy header.

Client Name: Twenty Four Seven Security

underwriting | policy info | assignment | attachments | actions | qualification | history | transactions | claims | summary of insurance

Branch:	Karen Branch	Policy Term:	12:01AM
		08/01/2004	PST
		08/01/2005	12:01AM
			PST
Policy Types:	Monoline	Coverage Term:	12:01AM
		08/01/2004	PST
		09/08/2004	12:01AM
			PST
Issuing Co:	Safeco Ins of America	Stage:	Policy
Billing Co:	Unassigned	Mode:	New
Policy Number:	Unassigned	Status:	Pending Cancellation

List | Print | Abort Cancellation | **Post Cancellation** | Save Changes

Choose the Status (reason for cancellation) from the drop down box and enter any applicable notes. The default options are Cancelled by Agent, Cancelled by Carrier, Cancelled by Insured. Agency-specific reasons (i.e. "Cancelled for non-payment") can be added in *Setup/Lookup Management*.

4. On the Utility menu, click **Setup**.
5. In the Setup Console, click Lookup Management.
6. From the Category drop down list, select **Policies**.
7. From the Types box, select **Cancellation Reasons**.
8. Enter a **Reason**.
9. Enter a **Description**. Whatever is entered in the Description field will appear in the "Notes" box when posting a cancellation with that specific reason.
10. 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.

8. Click the **Save** button. The policy header will be displayed in a gray color; the Cancelled policy is sent to history.
9. The Cancelled policy is only accessible by clicking on the **Policies** link on the Client menu and then on the **History** tab.

nexsure

SEARCH | ORGANIZATION | REPORTS

HOME | HELP | SETUP | LOGOUT

Bookmarks: Expand | Add | Remove

CLIENT PROFILE | OPPORTUNITIES | MARKETING | POLICIES | CLAIMS | SERVICING | ATTACHMENTS | ACTIONS | TRANSACTIONS | DELIVERY



Client Name: Twenty Four Seven Security

Commercial Account

policies | **history** | certificates | binders | summary of insurance

Showing Page 1 of 1

Filters: [Show]



Details	Line Of Business	Policy Number	Policy Type	Stage	Status	Mode	Change	Updated By	Updated Date	Premium	Policy Term	Coverage Term	Issuing Carrier	Billing Carrier	Remove
	Commercial Auto	BA5498734		Cancellation	Cancelled By	New	Cancelled	Karen Peterson	08/03/2004	D \$4,550.00	04/12/2004 04/12/2005	04/12/2004 08/03/2004	Safeco Ins of America		

Cancelled By: Carrier for non-pay.

summary of insurance | binders | certificates | **history** | policies



## Reinstate

Reinstate is used to restore the cancelled 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.

Branch:	<b>Karen Branch</b>	Policy Term:	12:01AM 08/01/2004 PST 08/01/2005 12:01AM PST
Policy Type:	<b>Monoline</b>	Coverage Term:	12:01AM 08/01/2004 PST 09/08/2004 12:01AM PST
Issuing Co:	Safeco Ins of America	Stage:	<b>Cancellation</b>
Billing Co:	Safeco	Mode:	New
Policy Number:	Unassigned	Status:	Cancelled By Insured
List		Print	Reinstate
			<b>Rewrite</b>
			Save Changes

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.

# Interface

The Home / **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 FSC and IVANS information is imported into Nexsure.

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

Details	Interface ID	Carrier Sequence ID	Carrier	File Name	File Type	Import Date	Completed Date	Exceptions Transactions	Status	Remove
	763	0001		2004-06-04_07-19-26 XD7AD.AL3	Daily Download (2k)	6/4/2004		1 1	Pending 0% Complete	
	764	4671 - 4677	CONTINENTAL WESTERN	2004-06-04_07-19-51 XD7AE.AL3	Daily Download (16k)	6/4/2004		1 7	Pending 86% Complete	

**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 are 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**

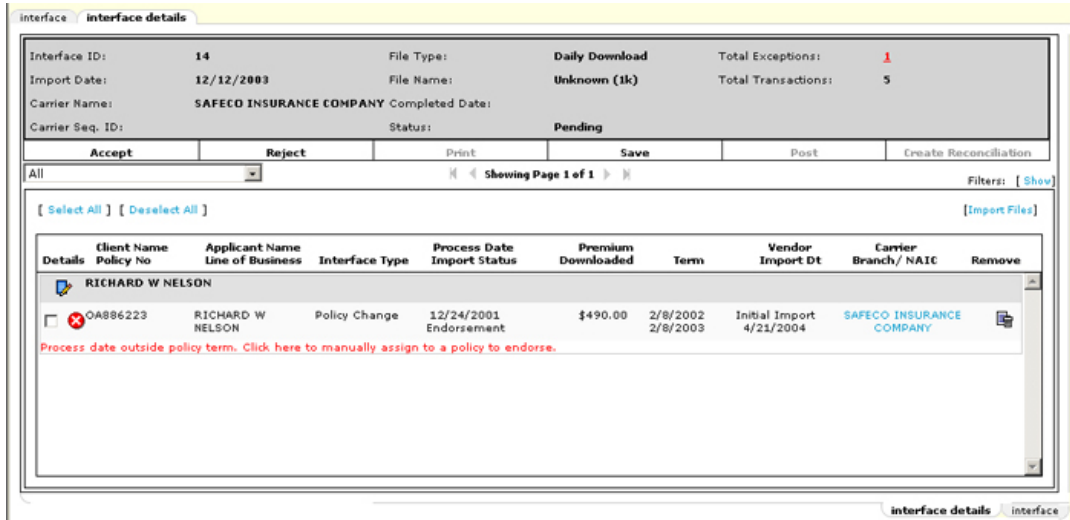
The advanced Search tab shows all transactions for all carriers regardless of status.

## Processing Downloads


Once downloads have been completed they must be processed.

### To process downloads

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



The screenshot shows the 'interface details' window for Interface ID 14. The status is 'Pending'. The table below lists the download details:

Details	Client Name Policy No	Applicant Name Line of Business	Interface Type	Process Date Import Status	Premium Downloaded	Term	Vendor Import Dt	Carrier Branch/ NAIC	Remove
<input type="checkbox"/>	OAB86223	RICHARD W NELSON	Policy Change	12/24/2001 Endorsement	\$490.00	2/8/2002 2/8/2003	Initial Import 4/21/2004	SAFECO INSURANCE COMPANY	

Process date outside policy term. Click here to manually assign to a policy to endorse.

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 10 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.

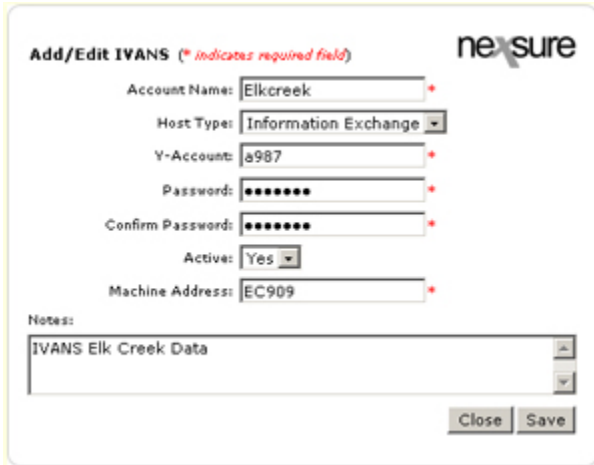
3. Click **Accept** or **Reject** to process the downloads you selected.

## IVANS Downloads

### 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.



**Add/Edit IVANS** (\* indicates required field) nexsure

Account Name:  \*

Host Type:  ▼

Y-Account:  \*

Password:  \*

Confirm Password:  \*

Active:  ▼

Machine Address:  \*

Notes:  
 ▼

4. Enter your IVANS account information and click **Save**.


## FSC Quotes

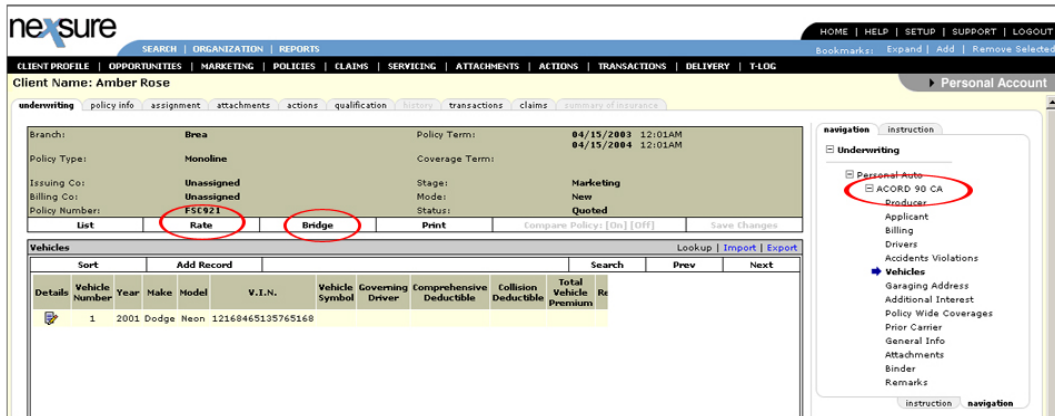
Nexsure facilitates 2 way integration with FSC's rating software. Marketing applications started in Nexsure can be exported to FSC Rater for a quote, or a quote file from FSC Rater can be imported into Nexsure as a new marketing line item. Supported LOB's include:

- Personal Auto
- Homeowners
- Tenant (Renters)
- Condo
- Mobile Home
- Dwelling Fire (DP1 & 3)
- Motorcycle

### To export (Rate) a marketing application to FSC Rater

Marketing applications can be exported to FSC Rater as a blank application, or after it is completed in Nexsure. If the application is not complete when it is exported, it must be completed in FSC Rater before a quote can be provided. If the application is completed in Nexsure before it is exported, a quote will be provided once it opens in FSC 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.



The screenshot shows the Nexsure web application interface. The client name is Amber Rose. The navigation menu on the right is expanded to 'Personal Auto', and 'ACORD 90 CA' is selected and circled in red. The main content area displays policy details for a 'Monoline' policy. The 'Rate' link is circled in red. Below the policy details is a table for 'Vehicles' with one entry: a 2001 Dodge Neon with V.I.N. 12168465135765168.


Sort	Add Record										
Details	Vehicle Number	Year	Make	Model	V.I.N.	Vehicle Symbol	Governing Driver	Comprehensive Deductible	Collision Deductible	Total Vehicle Premium	Re
	1	2001	Dodge	Neon	12168465135765168						

4. Select the LOB in the navigation panel, for example, the Personal Auto ACORD 90 CA. The LOB must be selected for the **Rate** (export) link to become available.
5. Click the **Rate** link. FSC Rater will be launched with information from the application pre-filled.
6. Once the quote has been provided in FSC Rater, the application can be imported (Bridged) back to Nexsure.

### 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.

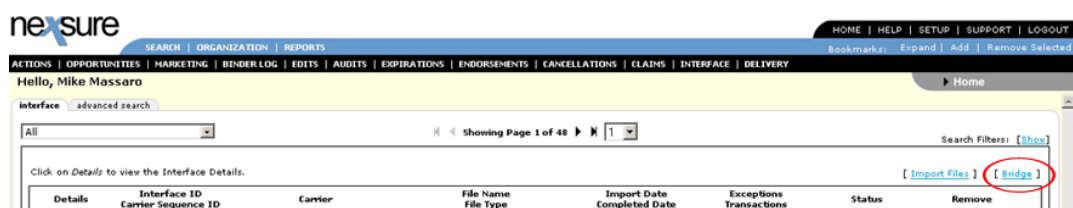
**Note** Before an application can be imported from FSC Rater, the quote file must be exported from FSC Rater. In FSC Rater, on the **Tools** menu, click **Export**. The file can now be imported by Nexsure.

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.



2. Click the **Bridge** link. Any files in the FSC export folder will be added to Nexsure. 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).

## 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 LOB's**, 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).

## 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 CarrierID.
- **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.

## 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".

Interface									
All					Showing Page 1 of 1	Filters: [ Show ] [ Import Files ]			
Details	Client Name Policy No	Applicant Name Line of Business	Interface Type	Process Date Import Status	Premium Downloaded	Term	Vendor Import Dt	Carrier Branch/ NAIC	Remove
	Message(s) From Carrier	Message(s) From Carrier	Miscellaneous Print	10/30/2002 Memo	\$0.00		Nexsure Upload 3/9/2004	PROGRESSIVE 08590/	
	Message(s) From Carrier	Message(s) From Carrier	Miscellaneous Print	11/20/2002 Memo	\$0.00		Nexsure Upload 3/9/2004	PROGRESSIVE 08590/	
	Message(s) From Carrier	Message(s) From Carrier	Miscellaneous Print	11/20/2002 Memo	\$0.00		Nexsure Upload 3/9/2004	PROGRESSIVE 08590/	

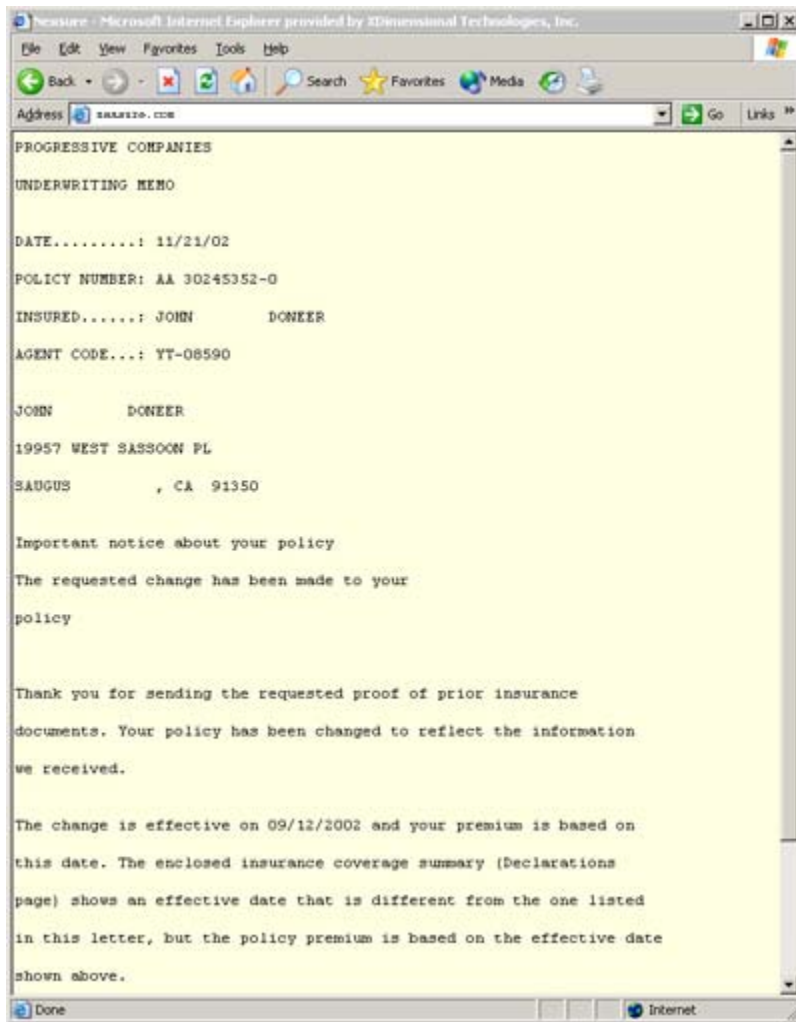
### To View/Print a memo

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.

- To print the memo, click your browser's **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"

Details	Interface ID Carrier Sequence ID	Carrier	File Name File Type	Import Date Completed Date	Exceptions Transactions	Status	Remove
	157 0001	Hartford Insurance Company	2004-07-15 14-22-08 XD2C2A.AL3 (1k) Commission Download	7/15/2004	1 1	Complete	

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.

Details	Client Name Policy No	Applicant Name Line of Business	Carrier Seq. ID Interface Type	Process Date Import Status	Premium Downloaded	Term	Vendor Import Dt	Carrier Branch/ NAIC	Remove
	DDDDDD, DONA								
	A122222290	DDDDDD, DONA PALTOP	0001	5/23/2004 Policy Exception	\$1,051.00	5/23/2004 11/23/2004	Commission Download	N111111/40169	

Could not determine policy to apply Commission. Select policy to apply this commission.

Select	Line Of Business Policy Number	Policy Stage Policy Status	Premium	Coverage Term	Issuing Carrier Billing Carrier
<input checked="" type="radio"/>	Personal Auto A122222290	Policy In Force	\$0.00	07/09/2004 07/09/2005	Met Life Met Life

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




Details	Client Name Policy No	Applicant Name Line of Business	Carrier Seq. ID Interface Type	Process Date Import Status	Premium Downloaded	Term	Vendor Import Dt	Carrier Branch/ NAIC	Remo
	DDDDDD, DONA								

The file has been queued for re-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 **Territory** 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.

# 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**.

The screenshot shows the 'servicing' screen with a 'Description:' field and an 'Eff Date:' field set to '5/12/2004'. Below these is a table with columns: Select, Services, Requirements, and Descriptions.

Select	Services	Requirements	Descriptions
<input checked="" type="radio"/>	Marketing	<input checked="" type="radio"/> New line of business. <input type="radio"/> Existing line of business.	To add new or remarket applications for submission to carriers.
<input type="radio"/>	Binders		To generate a binder.
<input type="radio"/>	Edit		To make changes or corrections that do not require a change request.
<input type="radio"/>	Endorse		To generate a policy change request.
<input type="radio"/>	Renew		To renew policies.
<input type="radio"/>	Cancellation	Method: [ Select method of cancellation ]	To generate a cancellation form and/or indicate a policy is pending cancellation or has been cancelled.
<input type="radio"/>	Claims	Line of business: [ Select line of business ]	To generate a claim form.
<input type="radio"/>	Audit		To post audit information.
<input type="radio"/>	Certificates Now		To access <b>Confirm Nat</b> for certificate issuance.
<input type="radio"/>	Certificates	<input type="radio"/> New <input type="radio"/> Renew	Create or renew Nexsure certificates.
<input type="radio"/>	Verification		To create automobile identification cards.

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**.

The screenshot shows the 'verification policy master' screen. It displays policy information: Number: 793, Policy Number: PA12345677, Carrier Name: Amerisure, Reference: [field], Effective Date: 02/01/2005, Expiration Date: 02/01/2006, Coverage Effective Date: 02/14/2005, Coverage Expiration Date: 02/01/2006. Below this is a table with buttons: Print, Delete All, Issue All, Abort, Save Changes.

Verification Summary:

Details	Year	Make	Model	VIN	Form	Insured	Active	Issued	Issue Date	Print	Remove
	2005	Chevrolet	Tahoe	JT1111111111111111	Insurance Identification Card 50	Dolly Madison	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
	2005	Mercedes	E300		Insurance Identification Card 50	Dolly Madison	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
	2004	GMC	Pickup		Insurance Identification Card 50	Dolly Madison	<input checked="" type="checkbox"/>	<input type="checkbox"/>			

5. Each vehicle on the policy will be displayed in the Verification Summary on the **verifications** tab. 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 All**.
9. Click **Print** to send the verifications to a printer or to pdf format.

# 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. You have the option to add a Holder/Additional Interest from an existing group of holder that have been used for this insured, search Nexsure for a Holder/Additional Interest that may be already entered in Nexsure, or create a new Holder/Additional Interest record.

## To create a certificate of insurance

1. Select the entity you wish to create a certificate for.
2. On the client menu, click **Servicing**.

Select	Services	Requirements	Descriptions
<input checked="" type="radio"/>	Marketing	<input checked="" type="radio"/> New line of business. <input type="radio"/> Existing line of business.	To add new or remarket applications for submission to carriers.
<input type="radio"/>	Binders		To generate a binder.
<input type="radio"/>	Edit		To make changes or corrections that do not require a change request.
<input type="radio"/>	Endorse		To generate a policy change request.
<input type="radio"/>	Renew		To renew policies.
<input type="radio"/>	Cancellation	Method: [ Select method of cancellation ]	To generate a cancellation form and/or indicate a policy is pending cancellation or has been cancelled.
<input type="radio"/>	Claims	Line of business: [ Select line of business ]	To generate a claim form.
<input type="radio"/>	Audit		To post audit information.
<input checked="" type="radio"/>	Certificates Now		To access <u>Confirm Nat</u> for certificate issuance.
	Certificates	<input type="radio"/> New <input checked="" type="radio"/> Renew	Create or renew Nexsure certificates.
<input type="radio"/>	Verification		To create automobile identification cards.

3. In the **Certificates** row, select **New** and click **Next**.

**New Certificate of Insurance** [ Next ]

**Certificate Selection**  
To create a Certificate of Insurance complete the information in the fields below. After the information is entered, press [Next].

Select the type of Certificate to create.  
ACORD 24 Certificate of Property Insurance 24 1/95

**Insured Name**  
Select the Insured Name that is to appear on the certificate.  
Michael Massaro

**Authorized Representative Signature**  
Select the Authorized Representative Signature that is to appear on the certificate.  
Jami Euper

**Description (optional)**  
[ Empty text box ]

4. Select the type of certificate to create and select the Insured's Name.
5. Select an Authorized Representative Signature. This signature will appear on the certificate. The authorized representative that you select **must** have a signature file appended to their employee details screen.

**Note** If you select the Existing Holder option, you must still click on the entities name to highlight it in the box before clicking **Next**.

6. Enter a Description (optional).
7. Click **Next**.

Coverage Summary: [\[Add New\]](#)

Lines of Business	Policy Number	Carrier	InSync	Populate	Remove

8. In the Coverage Summary area, click the **Add New** link to add a line of business.
9. Select the appropriate line(s) of business for the certificate and click **Next**.
10. Click the **certificate holders** tab to add certificate holder(s):



Select one of the following options:

*Existing holder for this client*

When selecting the existing holder, you must still select the entity name to highlight it in the box, then click **Use Selection**.

*Search org-level additional interests*

Selecting the Search Holders option will open the additional interest search dialog box.



You can search by name, address, phone number etc. Select Search By item from the drop down list, enter at least 2 characters in the search field and click **Search**.

Select the additional interest you were searching for and click **Use Selection**.

Notice that when you clicked Use Selection in the search screen, it added the name to the certificate. If you there are other additional interests in the box you wish to add to the certificate, select each one and click Use Selection. To select multiple additional interests, hold the **ctrl** key, select the name, and click **Use Selection**.

Details	ID#	Holder/Additional Interest	Address	City	State	Zip	Sp.Instr.	View Cert	Remove
	1	Wells Fargo Bank 1	4500 Flower Street	Los Angeles	CA	90025-1003			

**Certificate Holder Selection**

Select Certificate Holders that the certificate will be issued to. You can either select from the list of existing holders, search Nexsure for previously entered holders, or add a new holder. Use <CTRL>-click to select multiple holders.

Existing Holder  Search Holders  New Holder

Select an existing certificate holder below to automatically populate certificate holders information.

Wells Fargo Bank 1, 4500 Flower Street, Los Angeles, CA, 90025-1003
Bank of America, 5509 Camelback Road, Phoenix, AZ, 85001

[ Use Selection ]

**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 you to enter information on a new additional interest on the **certificate holders** tab. Once you have added the additional interest name and contact information, you can also enter a Description of Operations / Special Instructions at the bottom of the screen by clicking **Add New**.

Once your information is complete, click **Save**.

Selecting the certificate tab will open the fields for the ACORD certificate form for the additional interest you just added.

To view any other certificate holders you have added, click back on the **certificate holder** tab.

Once the certificate holders have been added, you can view and edit the details of a record by clicking the details icon. Clicking the details icon will also give you 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.

In the Description of Operations / Special Instructions area, click **Add New**.

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.

Selected Holder/Additional Interest

[ Show Filter ] [ Export All ] [ Import From Excel ] [ Delete All ]

Details	ID#	Issue Date	Holder/Additional Interest	Address	City	State Prov	Zip / Postal	Reference	Special Instr.	View Cert	Remove
	1	4/8/2005	Michael Massaro	7051 Buena Vista	Corona	CA	92882				

**Tip:** Clicking the blue column headings will sort multiple certificates by the perspective heading.

To populate the certificate form, select the **certificate** tab.

certificate holders **deliver** attachments actions

Number: 1051 - 1 Date Posted: Status: Active  
 Branch: Orange County Branch Authorized Representative: Jami Euper  
 Insured: Michael Massaro  
 Current Holder: Michael Massaro Posted:   
 Description:

Print Deliver Copy Post Abort Save Changes

Producer: [Lookup](#)

Producer Name: Stone Powers  
 Address - Street: 1234 Mainstreet  
 City: Manville  
 State/Province: CA  
 Zip/Postal Code: 92881  
 Phone Number: 7145551212  
 Fax Number: 7145551234

navigation  
**Certificate Of Insurance**  
 ACORD 24  
 Producer  
 Applicant  
 Carrier  
 Coverages - Property  
 Part 1  
 Part 2  
 Coverages - Inland Marine  
 Part 1  
 Part 2  
 Coverages - Crime  
 Part 1  
 Part 2  
 Coverages - Boiler & Machinery  
 Coverages - Other  
 Part 1  
 Part 2  
 Premises Info  
 Special Conditions / Other Coverages  
 Certificate Holder  
 Cancellation [navigation](#)

Enter the certificate information using the navigation links on the right. Click **Save Changes**, then click **Next**.

**Note** If the Special Conditions and Certificate holders were already added from the Certificate Holders tab - do not enter them again in this area.

Click **Print**, **Issue** or click **Abort** to cancel the certificate.

**Note:** Once a certificate has been issued, it cannot be modified.

certificates

Number: 162 Issue Date: 7/23/2003  
 Branch: Brea Status: Active  
 Insured: ABC Kite Manufacturing  
 Holder: Bank of America  
 Reference:

Print Deliver Issue Abort Save Changes

ACORD CERTIFICATE OF PROPERTY INSURANCE

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.

COMPANY'S AFFORDING COVERAGE

COVERED PROPERTY

AGENCY

AGENCY

AGENCY

AGENCY

AGENCY

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 MADE PERMANENT, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY ONLY BE EXCEEDED BY PAID CLAIMS.

LINE	TYPE OF INSURANCE	POLICY NUMBER	POLICY EFFECTIVE DATE (MM/DD/YY)	POLICY EXPIRATION DATE (MM/DD/YY)	COVERED PROPERTY	LIMITS
1	PROPERTY	2511661547	7/1/2003	7/1/2004	<input checked="" type="checkbox"/> BUILDING <input type="checkbox"/> PERSONAL PROPERTY <input type="checkbox"/> BUSINESS INCOME <input type="checkbox"/> EXTRA EXPENSE <input type="checkbox"/> SALES TAX/RENT <input type="checkbox"/> BLANKET POLICY <input type="checkbox"/> COVER THE PROP	\$50,000
	BLANKET					
	TYPE OF POLICY	general				
	COVERED LOSS					
	NAME OF PERSON					
	OTHER					
	TYPE OF POLICY	general				
	BLANKET					

1 of 1 8.5 x 11 in

## Certificate Renewal

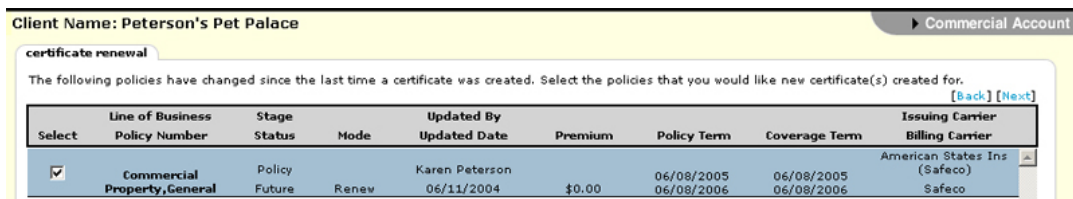
The renewal process displays policies that have changed since the last issuance of certificates. Temporary access can be granted to clients so they select which certificates they would like to have reissued.

### To renew certificates

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. Select the **Renew** option and choose the delivery method, email, fax or both for . To let the client select which certificates get renewed, see **Granting Temporary Access to Clients** below.

**Note** This process cannot be aborted after "Next" is selected. To review selected certificate(s), select "Back".

5. Click **Next**.
6. Renewal certificates are processed in the background and are displayed in blue text on the certificates tab. A status of Active, shown in black text, indicates the successful creation of the certificate. To confirm delivery, click the **Delivery** tab.

## 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**.

Client Name: Peterson's Pet Palace Commercial Account

certificate renewal

Showing Page 1 of 1

Filters: [Show] [Back] [Next]

Renew	Deliver	Description/Instructions	Cert. No	Named Insured	Cert. Holder	Reference	Issue Date	Status
<input checked="" type="checkbox"/>	<input type="checkbox"/>		22-1	Peterson's Pet Palace	Wells Fargo		06/11/2004	Active
<input type="checkbox"/>	<input type="checkbox"/>		22-2	Peterson's Pet Palace	Citibank		06/11/2004	Active
<input checked="" type="checkbox"/>	<input type="checkbox"/>		22-3	Peterson's Pet Palace	Fairwinds Credit Union		06/11/2004	Active
<input checked="" type="checkbox"/>	<input type="checkbox"/>	None	17-1	Peterson's Pet Palace	Wells Fargo		06/10/2004	Active
<input type="checkbox"/>	<input type="checkbox"/>		17-2	Peterson's Pet Palace	Citibank		06/10/2004	Active

4. Click the **NIC**  icon.

Create Temporary User [ Close ] [ Send ]

Client Name: Peterson's Pet Palace

Select Contact: Karen Peterson : karen.peterson@xdli.com

Login Expires in: 3 days

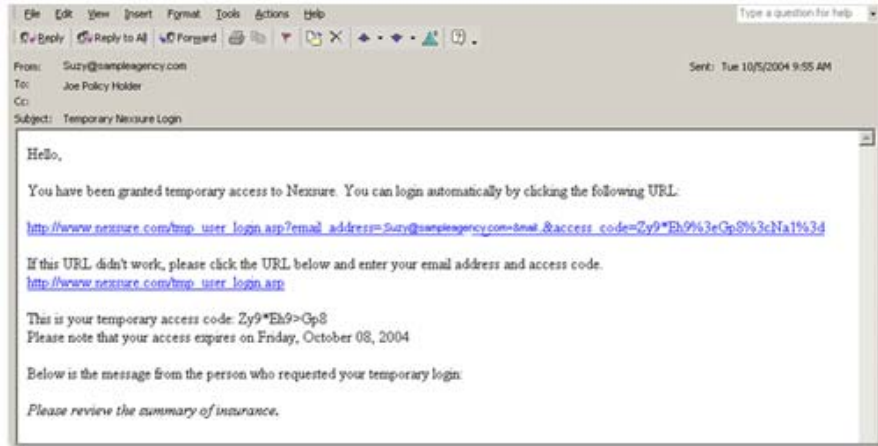
Send the following message:

Please review the list and check certificates that are to be renewed at your earliest opportunity.  
Thank you.

Note: The temporary access code will be automatically included in the e-mail message.

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.

## Certificate Batch Printing

Use certificate batch printing to print multiple (unlimited) certificates at once.

### To batch print certificates

1. On the Primary menu, click **Search**.
2. Select a client.
3. On the Client Menu, click **Policies**.
4. Select the **certificates** tab.

Select	Details	Certificate No	Named Insured	Certificate Holder	Form	Reference	Issue Date Printed	Status Issued	Original Certificate	Remove
<input type="checkbox"/>		682	The Critter Corral		Certificate of Property Insurance 24		10/04/2004	Active	<input type="checkbox"/>	
<input type="checkbox"/>		82-1	The Critter Corral	Bank Of America	Certificate of Liability Insurance		06/24/2004	Active	<input type="checkbox"/>	51
<input type="checkbox"/>		82-2	The Critter Corral	Citibank	Certificate of Liability Insurance		06/24/2004	Active	<input type="checkbox"/>	51

5. Select the policies you wish to print separately or click **select all** to select all of the certificates. Clicking **deselect all** will uncheck all of the certificates.

**Note** Only certificates with holders are available for batch printing.


6. Click the **Print Selected** link. The default is 1 copy but up to 99 copies can be selected.
7. Click **OK** to confirm the batch print job. The certificates will be sent to the default printer.

**Note** When a certificate is printed it records it in the **Printed** column on the certificate summary screen.

## 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.

**Client Name: Peterson's Pet Palace**

certificate certificate holders delivery attachments actions

Number: 80 - 1 Issue Date: 6/24/2004  
 Branch: Karen Branch Status: Active  
 Insured: Peterson's Pet Palace Authorized Representative: Ms. Karen Peterson  
 Current Holder: Wells Fargo Issued:   
 Reference:



Print Deliver **Copy** Issue Abort Save Changes

Certificate of Insurance:

**Form Description**  
 Certificate of Property Insurance ACORD 24

**Default Special Instructions**  
 adsfasdf

Coverage Summary: [\[Add New\]](#)

Lines of Business	Policy Number	Carrier	InSync	Populate	Remove
Commercial Property	PKG999887	American States Ins (Safeco)	<input checked="" type="checkbox"/>		

5. Click the **Copy** link. The Copy Record(s) dialog box appears:

copy record(s)

**nexsure**

Copy certificate coverages  
 Copy all holders attached to this certificate

---

Copy to this account  Copy to related account

Cancel Copy

copy record(s)

- **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:

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:

Select	Details	Certificate No	Named Insured	Certificate Holder	Form	Reference	Issue Date Printed	Status Issued	Original Certificate	Remove
<input type="checkbox"/>		692-1	Brown's Market	Wells Fargo	Certificate of Property Insurance ACORD 24	COPY OF: 80 Peterson's Pet Palace	10/05/2004	Active	<input type="checkbox"/>	
<input type="checkbox"/>		162	Brown's Market		Certificate of Property Insurance		07/01/2004	Active	<input type="checkbox"/>	

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.

## 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**.

# Attachments

The attachment option allows the user to attach photographs, documents, emails, 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.

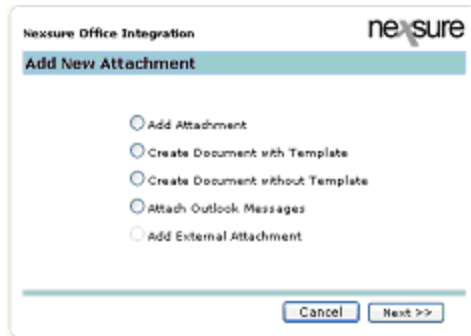
1. On the Primary menu, click **Search**.
2. Click the **Details**  icon of the appropriate client.
3. On the Client menu, click **Attachments**.
4. Click the **Add New** link.

**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 Attachment 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 popup 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 Agents drives. See Add 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 Attach Outlook Messages.

**Add External Attachment**

Not available, this is a future enhancement

## 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 or XP.

### 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**.
3. Click **Add New**.

4. Enter the following information for the template:
  - Template Name
  - Description
  - Document Type
  - Word
  - Excel
  - Category
  - Client Stage
  - Suspect: Card file only
  - Prospect: Has Marketing policy only (no in-force policy)
  - Client: Has an in-force policy.
5. To make the document specific to a Line of Business, click **Add New**.

6. Enter the following information pertaining to the Line(s) of Business:

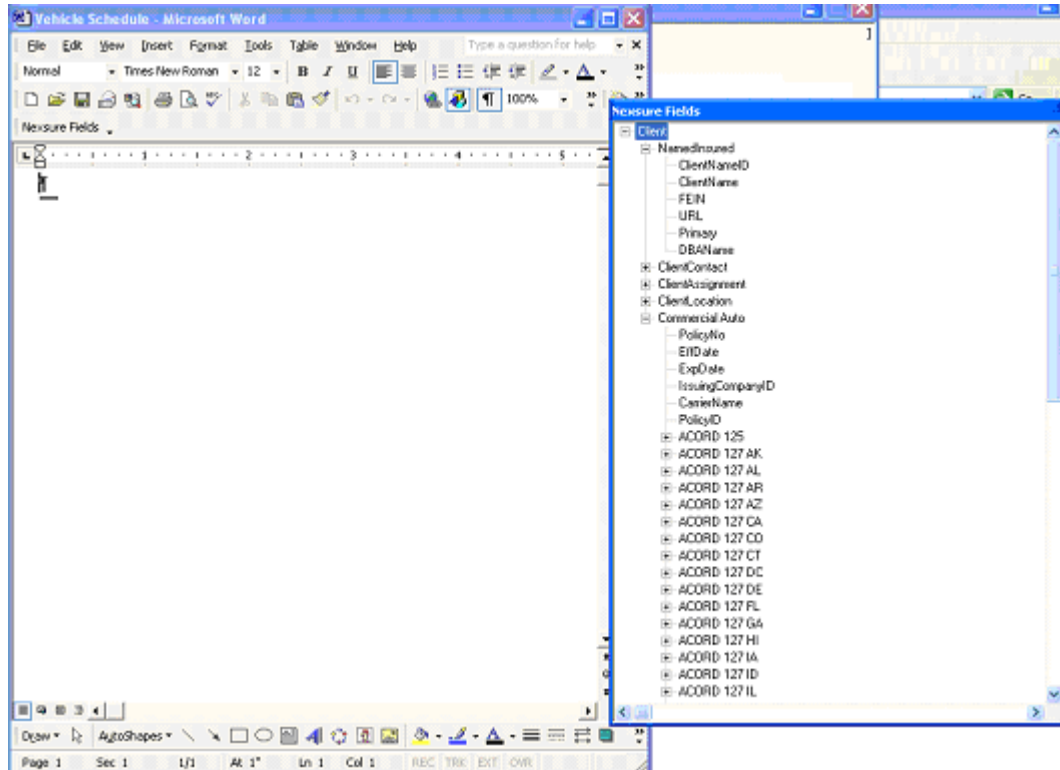
- Stage
- Mode
- Business Type
- Line of Business

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

- Click the required check box

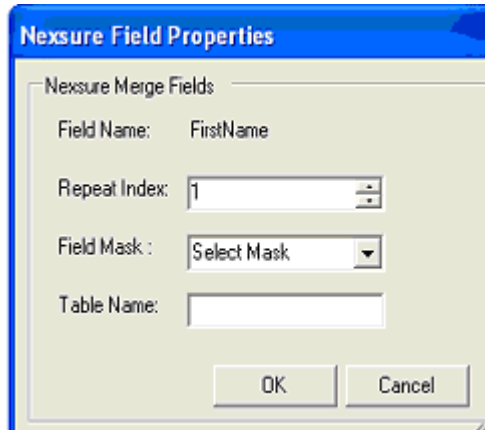
**Note** Adding lines of business will allow fields that are pertinent to the LOB available for selection when creating the template.

7. Click **OK**, Word or Excel will open (It will take a few second to load since it is going out to the server to bring up the application).
8. Nexsure will add components to the Word or Excel menus.
9. Click Nexsure Fields to display the drag and drop fields window. The following is an example in MS Word:



**Tip** For easier manipulation between the Word document and Nexsure field window resize them so they are side by side.

- Enter down 1 or 2 spaces
10. In the Nexsure Fields window click on + in front of each section to expand the available Nexsure fields out into a tree view. The items needed for the word document will be pulled out of the Nexsure fields window and dragged over to the word document.
  11. In the Word Document window:
    - On the **Insert** menu, click **date and time**.
    - Select the format
    - Check the Update automatically checkbox. This will automatically update the date on documents created using this template.
    - Click **OK**.
    - Click at the end of the date field and enter down 1 or 2 spaces
  12. In the Nexsure Fields window:
    - From the Client contact section, click and drag the First Name and drop it into the word document. A Nexsure field properties pop up box will display:



- 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.
- Field Mask - Select a decimal format (if applicable) to display numeric values. Leaving 'Select Mask' in the drop down applies no formatting.
- Table Name – A table name must be entered, if this item is to be inserted into a table.

**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.

- Click **OK**

13. In the Word Document window:

- Click at the end of the first name, hit space bar.

14. In the Nexsure Fields window:

- Click and drag last name
- Click **OK**

15. In the Word Document window:

- Click at the end of the last name, hit enter key to tab down.

16. In the Nexsure Fields window:

- Click and drag mail address 1
- Click **OK**

17. In the Word Document window:

- Click at the end of the mailing address, hit **Enter** key to tab down.

18. In the Nexsure Fields window:

- Click and drag **mail city**
- Click **OK**

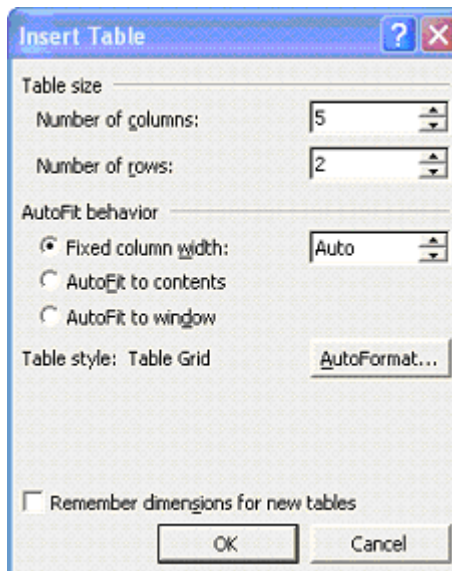
19. In the Word Document window:

- Click at the end of city, put in a comma, press the space bar.

20. In the Nexsure Fields window:

- Click and drag **mail state**
- Click **OK**

21. In the Word Document window:
  - Click at the end of the state, hit space bar.
22. In the Nexsure Fields window:
  - Click and drag mail zip code field.
  - Click **OK**
23. In the Word Document window:
  - Click at the end of the zip code, hit enter key to tab down two or three spaces.
  - Type "Dear", hit space bar
  - In the Nexsure Fields window:
    - Click and drag First Name field.
    - Click **OK**
24. In the Word Document window:
  - Click at the end of the first name, put in a comma, hit enter key to tab down two or three spaces.
  - Type out message. IE: "Here is the vehicle schedule you requested. Let me know if you have any questions."
  - Hit enter key to tab down two or three spaces.
25. While still in the Word Document window, to create a table:
  - On the **Table** menu, point to **Insert** and click **Table**.



- Number of columns: 6
- Number of rows: 2 (the number of rows will automatically increase to accommodate all items)
- Click **OK**
- Click in the top row of the first column type "Year", tab to next row type "Make", and continue across the top row until each column has a heading.

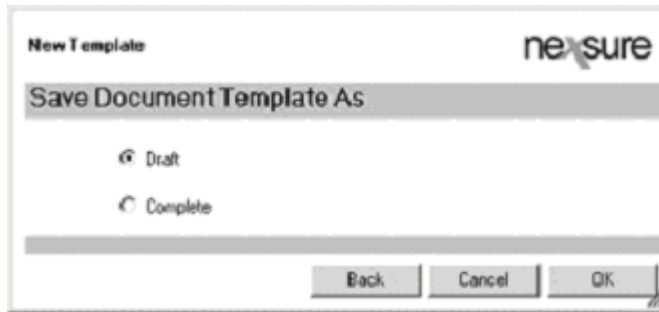
<b>Year</b>	<b>Make</b>	<b>Model</b>	<b>Vin</b>	<b>Comp</b>	<b>Collision</b>

**Tip** The word document may be customized by changing font size, using 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.

- Place the cursor in the 2nd row under year.
26. In the Nexsure Fields window:
- Click on + in front of Accord 1271 CA (or applicable form)
  - Click on + in front of vehicles
  - Click on + in front of record
  - Click and drag Year field.
  - Using the Nexsure fields property popup select:
    - Repeat Index = set to zero to pull all records, no more, no less.
    - Field Mask = Select Mask
    - Table Name = 1 for 1st table
    - Click **OK**
27. In the Word Document window:
- Click at the end of Year and tab to move cursor over to second row under Make column.
  - Repeat steps 27 and 28 for Make, Model and Year.
  - Move the cursor to the second row under the comp column.
28. In the Nexsure Fields window:
- Click and drag Comprehensive Deductible field.
  - Using the Nexsure fields property popup select:
    - Repeat Index = set to zero to pull all records, no more, no less.
    - Field Mask = \$#,##0
    - Table Name = 1 for 1st table
    - Click **OK**
29. In the Word Document window:
- Click at the end of comp deductible and tab to move cursor over to second row under collision column.
  - Repeat steps 29 & 30 for collision deductible.
30. In the Word Document window:
- Click underneath table
  - Enter down 1 or 2 lines
  - Type "Thank you,"
  - Enter down 1 or 2 lines

31. In the Nexsure Fields window:
  - Under the Client Assignment, click and drag first name field.
  - Click **OK**
32. In the Word Document window:
  - Click at the end of the first name, press the space bar.
33. In the Nexsure Fields window:
  - Under the Client Assignment, click and drag last name field.
  - Click **OK**
  - When the document has been completed:
  - In MS Word, on the **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.
- 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 as 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.

## Using Document Templates

Document templates in Nexsure allow the user to create and append custom MS Word or Excel templates to policy attachments (MS Office 2000 and XP 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 popup box will display.

7. Enter at least two characters in the template name or description fields, if known.
8. Choose document type, category & business type from dropdown 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 dropdown boxes:
  - Named Insured
  - Contact
  - Location
  - Assignment
  - Line of Business

**Policy Selection**  
Select criteria to default into the document.

Named Insured: Patty's Pancake Palace [Primary]  
 Contact: Patty Pancake [Primary]  
 Location: 123 Main, Brea, CA 92821 [Primary]  
 Assignment: Karen Peterson

Line of Bus.	Policy Number	Stage	Issuing Carrier	Cvg Eff	Cvg Exp	Pol Eff	Pol Exp	Change	Desc
Commercial Auto	.99999999	Policy	ISafeeco I.	108/15/04	107/01/05	107/01/04	107/01/05	--	

Back Cancel OK

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**.

**New Template** nexsure

**Save Document Template As**

Draft  
 Complete

Back Cancel OK

**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.

The screenshot shows the Nexsure web application interface. At the top, there is a navigation menu with options like HOME, HELP, SETUP, LOGOUT, and a search bar. Below the navigation, the client name is 'Patty's Pancake Palace'. The main content area is titled 'Attachments' and displays a table of attachments. The table has the following columns: Details, Attachment Name, LOB/Policy #, Category, Description, Document Type, Status, Created By, Last Updated By, Date Created, and Remove. The table contains one row with the following data: Attachment Name: Vehicle Schedule, LOB/Policy #: Commercial Auto, Category: Policy Letters, Description: Vehicle Schedule, Document Type: Microsoft Word, Status: Draft, Created By: Karen Peterson, Last Updated By: Karen Peterson, Date Created: 09/20/2004. There is a 'Details' icon next to the attachment name.

Details	Attachment Name	LOB/Policy # Cert #/Ref #	Category	Description	Document Type	Status	Created By Last Updated By	Date Created	Remove
	Vehicle Schedule	Commercial Auto BA9984225	Policy Letters	Vehicle Schedule	Microsoft Word	Draft	Karen Peterson Karen Peterson	09/20/2004	

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

#### To close the attachment after viewing

- 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.
- Click **OK**.
- Click the **Word** icon to update the Attachment name or the Document description. Click **OK** to save the change or Cancel to close the popup window.
- The Show filter may be used to refine a search.


# Contact Management

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 checkbox. A Primary Contact cannot be deleted, to change or delete a Primary Contact see Changing a Primary Contact.

## Adding a Contact

**Note** Clicking on the Active links in the Contact summary view will display information pertinent to that contact.

### To add a Contact

1. On the Primary menu, Click **Search**.
2. Click the **Entity** dropdown 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 radio 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 dropdown box. Items may be added to the dropdown 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 dropdown box. Items may be added to the dropdown box in Setup under Lookup Management.
- Enter the **Goes By** name for the Contact, if applicable.
- Select the **Title** from the dropdown box. Items may be added to the dropdown box in Setup under Lookup Management.
- Select the **Sex** from the dropdown 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 dropdown box. Items may be added to the dropdown box in Setup under Lookup Management.

**Driver Information:**

- Select the **State Licensed** from the dropdown 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 dropdown box. Items may be added to the dropdown 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 dropdown box. Items may be added to the dropdown 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 dropdown box. The locations available in the dropdown 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.

## Editing 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** dropdown 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.

## 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 dropdown 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 dropdown box and click the checkbox 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 checkbox 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 Agents 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** checkbox 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** checkboxes to allow the contact to login on these days.
- Click the **Login disabled** checkbox to disable the login for the contact.



The screenshot shows the 'Login Information' form for a contact named 'Patty's Pancake Palace'. The form includes fields for 'Login name' (patty.pancake@hotmail), 'New password' (masked with asterisks), and 'Confirm new password' (masked with asterisks). There is a 'Time Zone' dropdown menu set to '(GMT-08:00) Pacific Time (US & Canada); Tijuana' and a checked checkbox for 'Automatically adjust clock for Daylight Savings Time (DST)'. Below these are fields for 'Login expiration date' and 'and time'. There are also checkboxes for 'Change of password required' (checked), 'Notify admin upon login' (unchecked), 'Allow login on Saturdays' (checked), 'Allow login on Sundays' (checked), and 'Login disabled' (unchecked). At the bottom right, there are '[ Cancel ]' and '[ Save ]' buttons.

- Click the **Save** link to save or the **Cancel** link to abort.

8. 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.

This screenshot shows the 'Login Information' form with the 'Login name' field set to 'patty.pascalo@hotmail'. The 'Access allowed from' field is set to '8:00:00 AM' and 'Access allowed until' is set to '5:00:00 PM'. The 'Allow login on Saturdays' and 'Allow login on Sundays' checkboxes are checked. At the bottom right of the form are '[ Cancel ]' and '[ Update ]' buttons. Below the form is a 'User Accounts' section with an '[ Add New ]' button and a table with the following columns: 'Details', 'Entity Name', 'Entity Type', 'Rights', 'Status', 'Date Created', and 'Remove'.

9. Scroll to the bottom of the Login Information screen and click the **Add New** link. The User Rights Information popup window will be displayed.





- Select the **Entity Type** from the dropdown box. The dropdown 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 dropdown box. The dropdown 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 dropdown 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 dropdown box. User Rights are created in Setup/Security Administration/User Rights Templates.
10. Click **Add to add User Rights** for this contact or Cancel to abort.

## 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 checkbox.

**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** dropdown 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 checkbox. 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.

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.

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 checkbox 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.



## Client 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 6 characters.

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 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 **Add New** 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.
- **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.

## Additional Interests

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 display 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 Account Address:** The primary account address 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.

**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 1 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 6 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.

## Named Insureds

The **Named Insureds** tab displays all Named Insureds added for this entity. You can add unlimited named insureds for each entity, but only one can be designated as the primary named insured. The primary assignment will be selected in the **Primary** column. Primaries can be reassigned, but not deleted.

- Click on the **URL** link access the entity's website.
- Click on the **Details**  to edit or delete the named insured.

### To add a Named Insured

1. On the **Named Insureds** summary screen, click Add New.
2. Complete the **Named Insureds Detail** screen:
  - **Named Insured:** Enter name of additional named insured.
  - **Business Ownership:** Use the drop down box to designate the business ownership 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.
  - **Web Site Address:** The web site address for the named insured is optional.
  - **Is this a DBA Name:** Select the appropriate radio button.
  - **Is this the Primary Named Insured?:** Selecting the **Yes** option will change a prior Primary Named Insured to the named insured being entered.
  - **Year Started:** Enter the year business was started.
  - **Gross Receipts:** Enter the business gross receipts amount.
  - **Number of Employees:** Enter the business's number of employees
  - **NAICS/SIC:** Enter the **NAICS/SIC** codes. *To add a new code.*
3. At the **NAICS/SIC** field, click **[Add New]**.
4. In the Search by: drop down list, select the search criteria:
  - NAICS Code, NAICS Description, SIC Code, SIC Description
5. Click **Search**.
6. Select the code you wish to add and click **Save**.
7. Click **Update**, **Delete** or **Cancel**:
  - **Cancel** – The **Cancel** link will abort any modifications or adding a new Named Insured.
  - **Delete** – The **Delete** link will delete the Named Insured. The primary Named Insured cannot be deleted but can be changed. The delete button will not be present if the Named Insured is set to primary.
  - **Update** – The **Update** link will update any modifications to the Named Insured record.
8. 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 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 2 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.

<b>The Related Account is</b> – this is the identification of the associated account that corresponds with the <b>Relationship Type</b> .	
<b>Relationship Type Selected</b>	<b>The related Account is</b>
Commercial	Personal

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 over all 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.

**Assign Account Management.** nexsure

Assign account management by selecting the branch that the responsibility will be handled by. After the branch is selected, Department, Responsibility, and Name will become active.

Branch: Atlantic Branch

Department: Commercial Lines

Unit: Unassigned

Responsibility: Producer


Name: Luong, Diana

Primary:

**Nexsure Tip**  
If you would like to add a new Responsibility code this can be done from Setup. If you do not have rights to do this, please contact your system administrator.

Cancel Save



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.
6. Click **OK** to save the changes. Click **Cancel** to abort the change.
7. 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 Clients 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.

Codes and Values are used to segment prospects and clients for marketing campaigns.

### To add a new code or and value

1. On the client's Card File, select the **Classified** tab.
2. Click **Add New**.
3. Click the **Details**  icon to edit an existing code or value, or click **Add New**.
4. Select a **Class Code** and **Designation**. These items may be edited by the entity in setup.
5. Click **Save**.

# Carriers

Adding new carriers is done on the **Search** screen. 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. Click the **Search** Button.
4. 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.
- **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**.

### *Physical Address*

- **Address:** Enter the primary address for this entity.
- **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.

### *Mailing Address*

- **Address:** Enter the mailing address for this entity.
- **City:** Enter the city for the mailing address entered in the previous field.
- **State:** Select the state for the mailing address entered in the previous fields.
- **Zip:** Enter the zip code for the mailing address entered in the previous fields.
- **Phone:** Enter the phone number without formatting. Formatting will be applied after the screen has been saved.
- **Carrier Email:** Enter the Carriers email 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 1 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 6 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.

## Carrier Commissions

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:


- Organization
- Carrier
- Line of business

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 carrier, line of business and organization matches instead of the default commission.

The icons displayed on the summary screen are as follows:

- Click on the **Details**  icon to edit.
- Click on the **Remove**  icon to delete.

### To add or edit carrier commissions

1. On the Primary menu, click **Search**.
2. Search for the carrier you wish to view the commission detail for.
3. Click the **Details**  icon for the carrier.
4. Select the **Commissions** tab.
5. Edit the commission details or click **[Add New]**

Complete the **Commission Detail**.

- **Branch Name** is selected to identify the branch to which the commission is being added. If desired, one branch may be selected as the commission default for all branches by clicking in the checkbox next to "**Organization Default**". If there are any branches that have a different commission default they may be added. When other branches are added they replace the global default for those branches only.
  - **Carriers** are selected to identify the carrier to which the commission is being added. If desired, one carrier may be selected as the commission default for all carriers by selecting the checkbox beside "**Carrier Default**". Defaults can be set using the check boxes located to the left of each default type and are used as follows:
    - 1 line of business default for each specific line of business within a branch
    - 1 carrier default for each carrier within a branch
    - 1 branch default for each branch (not to be implemented until 1.1 or later)
    - 1 organization default for the entire organization
- Note:** If a default exists within the branch and another default is selected it will overwrite the existing default and become the current default within that branch only.
- The "**Line of Business**" is selected to identify the line of business to which the commission is being added. If desired, one line of business may be selected as the commission default for all lines of business by clicking in the checkbox beside "**Line of Business Default**". If there are any lines of business that have a different commission default they may be added. When other lines of business are added they replace the global default for those lines only.
  - **Branch Code** is a required field. In order for the branch code to populate on the applications, this number must be present.



- **Rate Type** is how the Branch will receive their commission which is broken down by “**New**”, “**Renew**” or “**Rewritten**”:
  - **% Of Premium** is defined as the percent of the premium amount entered in the premium field on the “**Policy Info**” screen by line of business.
  - **Flat Amount** is defined as the amount entered and not being based off any other amount.
  - **Rate** is the default amount, identified by the “Rate Type” field of a flat amount or a percentage of the premium. Commission is broken down by “**New**”, “**Renew**” or “**Rewritten**”.
  - **Min.** is the minimum commission percent or amount that can be accepted.
  - **Max.** is the maximum commission percent or amount that can be accepted.
  - **Eff. Date** is the date the default commissions became effective or the quota beginning date.
  - **Exp. Date** is the date the default commissions expire or the quota ending date.
  - **Quota** is the amount of either commission or premium amounts the Branch expects to meet for the Eff. and Exp. Dates entered.
6. Click **Save** to accept the changes or **Cancel** to close the dialog box without saving the changes.

## 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 2 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 1 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 6 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 6 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.
- **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 screen cannot be saved until the format is corrected. The field can contain up to 30 characters with alphanumeric data. There are 2 e-mail 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.



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 checkbox 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.

## Carrier Locations

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.
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 checkbox 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.)

## Carrier Names

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** is entered to identify the carrier.
  - **Carrier Type** identifies if the carrier is the issuing, billing or both. The issuing checkbox identifies the carrier writing the policy. The billing checkbox identifies the carrier who will either pay the Branch or bill the Branch.
  - **Is this Current Parent Carrier?:** Select **Yes** to modify the parent carrier. One carrier name must be identified as the parent.
  - **Web Site Address:** Enter the carriers Web Site address.
  - **Contract Year:** Entering the contact year is optional.
  - **AM Best Rating:** is entered by the Branch.
  - **NAIC Code:** is entered by the Branch.
  - **Carrier E-Mail:** 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.

Nexsure's eServices provides users real-time inquiry capabilities within a carrier's 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. Users will have access to the very latest information directly from the carrier's web site – the same information the Underwriters see. Carrier information can include such things as:

- Billing Inquiry
- Invoice Copy
- Policy Declaration
- Claims Inquiry

(this information varies by carrier)

**Note** eServices are only available for in force business. It is not available for Opportunities or Marketing policies.

Each employee of the Agency, who has login rights to a carrier's site, must have their login information entered in Nexsure to access eServices.


**Note** In rare situations, where an employee may have more than one login to a carrier's site, both should be entered in Nexsure. If you have more than one additional login, you will be prompted to select which additional login to use when entering that carrier's site.

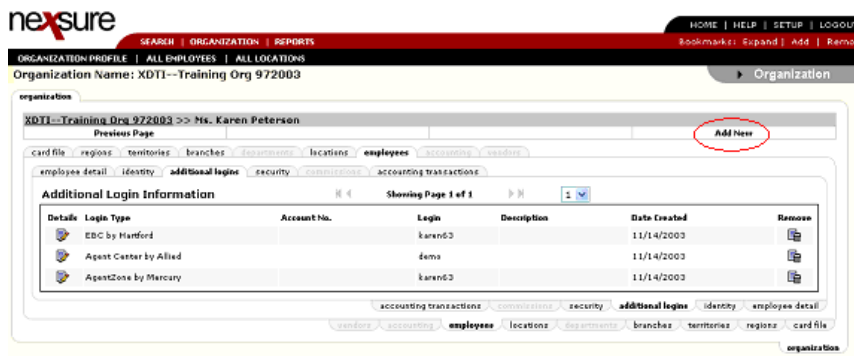
## eServices

Nexsure's eServices feature allows you to access carrier's online web services without having to open a separate browser. By using the additional login feature, Nexsure stores carrier login information to grant you seamless access to carrier information from within Nexsure.

### Setting up Additional Logins for eServices

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. Select the carrier from the **Additional Login Type** dropdown box.

7. Complete the Login ID, Password, and Confirm Password fields.
 

**Note** Contact the carrier selected in the **Additional Login Type** dropdown box if the information is unknown.
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).
10. Click **Save** to save the Additional login information. Repeat steps 5 – 9 to add all additional logins for all carriers.

## Accessing eServices

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 Carrier's name to launch eServices.

Details	Assign	Client Name Policy Number	Policy Type Line of Business	Stage Status	Updated By Last Updated	Premium	Coverage Term	Billing Carrier Issuing Carrier
		Greg Mason	(Personal Lines)					
		hO	Monoline PHOME (Homeowner)	Policy Bound	Mary Oberleitn 05/14/2003	\$1,000,000.00	05/12/2003 05/12/2004	Hartford Hartford
		1232323	Monoline PHOME (Homeowner)	Policy Bound	Mary Oberleitn 05/21/2003	\$0.00	05/06/2003 05/06/2004	Safeco Safeco

5. The eServices popup window is displayed.

**Note** The inquiry capabilities are dependent upon the individual carrier's web site.

6. Clicking on the carrier's logo will take the user into the carrier's site. The policy number of the Client is copied to the clipboard for easy access while browsing on the carrier's web site.

**Note** When Nexsure eServices such as billing inquiry is first accessed each day, a copy of the result is stored within Nexsure for a period of 24 hours. The next time that same option is requested during that day, that copy is displayed very quickly. The Nexsure eServices refresh checkbox will instruct Nexsure to ignore what is stored in Nexsure and access the carrier's site for a fresh copy of that information.






7. One application of the refresh option would be as follows. If a call is received from a client and eServices needs to be accessed for them but a policy for another client is currently being accessed with the same carrier, the refresh option in Nexsure can be checked and the default policy number can be replaced with the caller's policy number. Then when one of the eServices options are accessed, the information returned will be for that caller's policy.

# Policies Summary

Client Name: Gary's Used Motorcycles Commercial Account



[policies](#) [history](#) [certificates](#) [binders](#) [verifications](#) [summary of insurance](#)



Showing Page 1 of 1 Filters: [Show](#)

Details	Line Of Business Policy Number Policy Type	Stage Status	Mode	Updated By Updated Date	Annualized \$ Billed Premium	Policy Term	Coverage Term	Issuing Carrier Billing Carrier	Remove
	Commercial Auto AUTOB-1	Policy Renewed	New	Riyad Mammadov 11/17/2004	\$5,000.00 D \$5,000.00 D	11/17/2004 11/17/2005	11/17/2004 12/17/2004	The Hartford The Hartford	
	Commercial Auto AUTOB-1	Edit Pending	New	Riyad Mammadov 12/07/2004	\$0.00 \$0.00	11/17/2004 11/17/2005	11/17/2004 12/17/2004	The Hartford The Hartford	-
	<a href="#">Process edit.</a>								
	AUTOB-1 Package	Policy Future	Renew	Riyad Mammadov 01/07/2005	\$0.00 D \$0.00 D	11/17/2005 11/17/2006	11/17/2005 11/17/2006	The Hartford The Hartford	
	Commercial Auto				\$0.00/\$0.00				
	Commercial Auto				\$0.00/\$0.00				
	Personal Auto				\$0.00/\$0.00				

[summary of insurance](#) [verifications](#) [binders](#) [certificates](#) [history](#) [policies](#)

**Policies** at 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 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  icon will display the following navigation options:

*Open*

Displays the Underwriting screen to add a new marketing application as described in the Policy Underwriting topic.

*Print*

Displays a PDF of the entire policy for printing.

*Summary of Insurance*

The Summary of Insurance tab displays the policy info 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.

*Create policy edit*

Displays the Servicing / Edits screen as explained in the Servicing / Edits topic.

*Create endorsement*

Displays the Servicing / Endorsements screen, as described in the Servicing / Endorsement topic.

*Renew policy*

Displays the policy underwriting screen.

*Re-market policy*

Displays the Servicing / re-marketing screen.

*Create cancellation*

Displays the Servicing / Cancellation screen.

*Create claim*

Displays the Servicing / Claims screen.

*Create audit*

Displays the Servicing / Audits screen as described in the Posting an Audit topic.



*Create binder*

Displays the Servicing / Binders screen as described in the Servicing / Binders topic.

- Click **Delete**  to delete the policy.

## Policy Info Tab

The policy info tab is used to maintain the Premiums, Fees, Taxes, Agency Commissions and People Commissions throughout the lifecycle 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 panel, or the scroll bar, complete the following sections:

*Miscellaneous*

- The Bill method defaults to Direct Bill. To change to agency bill click on the Edit link.
- Add Internal Notes 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.
- Chose 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 radio 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 (defaults from Invoicing setup).
- Click OK.

*Taxes*

- If a tax exists for this Line of Business, click the Add New Tax link. (The taxable radio 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

*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. Select the Commission On, Level/LOB and Rate type from the drop down boxes
3. Key in the appropriate flat amount or % of premium in the rate field.
4. Click OK

Nexsure will calculate the % of premium based on the premium entered.


*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. Select the Employee from the Employees box or use search People option.
  3. Select the Commission On and Level/LOB from the drop down boxes.
  4. Select the Production Role and Production credit amount from the drop down boxes
  5. 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.
  6. Select the Rate Type from the drop down box
  7. Key in the appropriate rate, Nexsure will calculate the commission based on the rate type chosen:
  8. Flat: Flat dollar amount entered
  9. % of Premium: Commission is calculated based on the premium entered.
  10. % of Agency Commission: Commission is calculated on the amount of the Agency commission.
  11. Click OK
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.



Branch: **Brea** Policy Term: **03/28/2003 12:01AM MSK**  
**03/28/2004 12:01AM MSK**

Policy Type: **Monoline** Coverage Term:

Issuing Co: **TEST CARRIER** Stage: **Marketing**

Billing Co: **TEST CARRIER 02** Mode: **New**

Policy Number: **Application helper** Status: **Pending**

[List](#) [Print](#) [History](#) [In Force](#) [Save Changes](#)

[\[Import\]](#) [\[Export\]](#) [\[Supplements\]](#) [\[Add Application\]](#)

Please click 'Add Application' to add new record.

navigation instruction

Underwriting

Base Requirements


Narrative

BOP

instruction navigation

5. Complete each of the following fields appropriately for the Marketing policy:
  - **Branch:** The Branch is selected on the Assignment screen and is displayed here automatically when a policy is added.
  - **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**.

- **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.
- **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.
- **Policy Number:** The policy number will default to **Unassigned** upon adding the policy since policy numbers are not generally assigned at the marketing stage.

**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 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.

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

**Annual** - one year from beginning date.

**Semi-Annual** - 6 months from beginning date.

**Quarterly** - 3 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.
- Click the "!" button.
- Click **Apply**.
- Click **OK**.
- On the Policy Header, click the **Save Changes** link.

### Time

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

Policy Term:	<b>03/20/2003</b>	12:01AM PST	
	<b>03/20/2004</b>	12:01AM PST	
Coverage Term:	<b>03/20/2003</b>	12:01AM PST	
	<b>03/20/2004</b>	12:01AM PST	

- **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 cancelled, the coverage term expiration date will be the cancellation effective date.  
Click the Calendar icon  to select a different date and time.
- **Stage:** Identifies the stage the policy is currently in. Nexsure defines **Stage** automatically, such as: Marketing or Policy stage.
- **Mode:** Populated from the Policy Mode on the **Policy Summary** screen. The **Mode** identifies what the policy is, such as New, Renewal, Rewritten, etc.
- **Status:** Both the user and Nexsure identify the Policy Status. The **Status** identifies if the policy is In force, cancelled, an endorsement is pending, etc.
- **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.
- **Import:** The import link will import the client's data into the file from outside programs such as rating vendors.
- **History:** Click on this link to move the marketing policy to history when the marketing policy is no longer active or needed.
- **Add Supplements:** This link will add supplements necessary for a particular line of business.
- **Add Applications:** This link will allow the addition of the application.

- **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 checkbox beside **Pre-fill applications to help reduce key strokes**. The checkbox 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 checkbox 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 checkbox was not selected **The Application Helper** is skipped.

**The Application Helper** screen will contain the form name underneath 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

- **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.

6.

#### 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 exist in the current policy list, use the **Renew** option on the servicing page. Once a policy has been place in force it can only be edited by creating an **Edit** or **Endorsement** from Servicing. In the Popup 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.

7. 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.

## Summary of Insurance

The Summary of Insurance tab displays the policy info 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.

**Client Name: Peterson's Pet Palace**

polices | history | certificates | binders | **summary of insurance**

NIC | Export | Export | Print

### Summary of Insurance

Prepared for: **Stephen Peterson**  
123 Main Street  
Brea, CA 92821

Line of Business	Policy Number	Policy Term	Carrier
BOP	BOP978334	06/08/2004 - 06/08/2005	American States Ins (Safeco)

**Additional Coverages**

Actual Loss Sustained - Number of Months

Total Amount


Actual Loss Sustained - Number of Months


Total Amount

### 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**.

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.

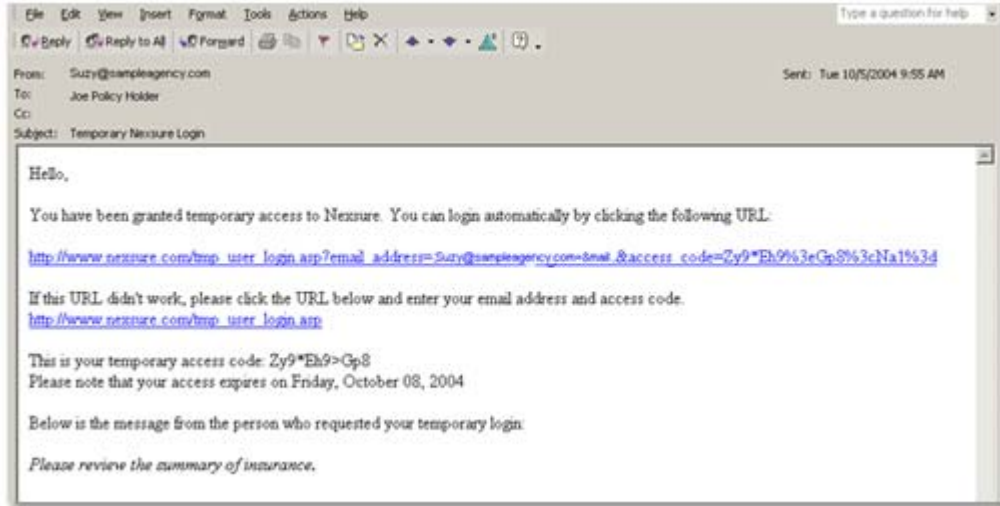
**Tip** You can also access the summary of insurance tab by right clicking on the details  icon and selecting **Summary of Insurance**.

3. 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.

# Accounting

## Account 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 Period: 2/1/2004 to 2/29/2004	Previous Period: 1/1/2004 to 1/31/2004
Operating Account:	\$0.00	(\$767.00)
Operating Payable:	\$0.00	\$29.99
Carrier Payable:	(\$65,324.51)	(\$267,009.93)
Trust Account:	\$937.50	(\$8,955.80)


  

Alerts	
Undeposited funds:	\$0.00
Current Period Premium Exceeds	\$64,387.01
Trust Balance:	

## 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 **Territory** 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.

card file branches locations employees **accounting** vendors

summary setup **invoicing setup** general ledger bank accounts transactions **batch summary**

invoices

Refresh Print Selected

Showing Page 1 of 1 Search Options: [ Show ]

[ Select All ] [ Deselect All ]

Select	Details	Print	Report Name	Batch Total	Batch ID	Format	Pages	File Size	Created By	Created	Status	Printed	Remove
<input type="checkbox"/>			Invoicing	9566.72	245	PDF	3	104.416kb	Lisa Archuleta	7/28/2004 4:30:00 PM	Complete	<input type="checkbox"/>	
<input type="checkbox"/>			Invoicing	3149	208	PDF	1	34.841kb	Karen Peterson	7/15/2004 10:09:00 AM	Complete	<input type="checkbox"/>	
<input type="checkbox"/>			L Archuleta Print Batch 7-15	5000	166	PDF	5	181.531kb	Lisa Archuleta	7/15/2004 11:18:00 AM	Complete	<input type="checkbox"/>	
<input type="checkbox"/>			Invoicing	7500	108	PDF	4	138.533kb	Karen Peterson	7/13/2004 2:42:00 PM	Complete	<input type="checkbox"/>	
<input type="checkbox"/>			July 13, 2004 Print Batch	6860	97	PDF	6	217.45kb	Lisa Archuleta	7/13/2004 11:43:00 AM	Complete	<input type="checkbox"/>	
<input type="checkbox"/>			Invoicing	10250	82	PDF	4	138.495kb	Karen Peterson	7/13/2004 7:57:00 AM	Complete	<input type="checkbox"/>	

6. To view a batch, click the **details** icon of the selected batch. A window will display all items in this Batch.

BatchInvoiceDetail - Microsoft Internet Explorer provided by XDimensional Technologies, Inc.

Batch Name: **Print Batch 7/21/2004** Created By: **Karen Peterson**

Batch ID: **246** Date Created: **7/21/2004 8:43:00 AM**

Description: **Invoicing created on 7/21/2004** Date Completed: **7/21/2004 8:44:00 AM**

Printer: **\\Janfax\HP LaserJet 8000 Series PCL 6** Format: **PDF**

Refresh Print Selected Edit Close

Showing Page 1 of 1

[ Select All ] [ Deselect All ]

Select	View	ID	Batch Total	Pages	File Size	Created By	Created	Status	Printed	Remove
<input type="checkbox"/>		3204	4500	1	34.425kb	Karen Peterson	7/21/2004 8:43:00 AM	Complete	<input type="checkbox"/>	
<input type="checkbox"/>		3202	8500	1	35.428kb	Karen Peterson	7/21/2004 8:43:00 AM	Complete	<input type="checkbox"/>	
<input type="checkbox"/>		3201	950	1	36.051kb	Karen Peterson	7/21/2004 8:43:00 AM	Complete	<input type="checkbox"/>	
<input type="checkbox"/>		3200	2200	1	35.713kb	Karen Peterson	7/21/2004 8:43:00 AM	Complete	<input type="checkbox"/>	
<input type="checkbox"/>		3199	1200	1	35.833kb	Karen Peterson	7/21/2004 8:43:00 AM	Complete	<input type="checkbox"/>	

- Click the **Refresh** link to refresh the view.
- Click the **Print** Selected link to print individual items selected.
- Click the **Edit** link to edit the batch name, description, check, preview format and printer selected.
- Click the **Close** link to close the window.
- Click the **Close** link to return to the Batch summary view.
- 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.
- Click the **Print Selected** link.
- Click **OK**.

## 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 **Territory** 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

Select	Details	Invoice ID	Print	Effective Date	Date Booked	Status	Client Name	Policy Number	Description	Bill Method	Amount	Printed
<input type="checkbox"/>		3204		07/20/2004	07/20/2004	Posted	54th Street Cafe	BOP98765		Agency Bill	\$4,500.00	<input type="checkbox"/>
<input type="checkbox"/>		3202		07/20/2004	07/20/2004	Posted	The Tropicana Night Club	BOP12342453		Direct Bill	\$8,500.00	<input type="checkbox"/>
<input type="checkbox"/>		3201		07/01/2004	07/20/2004	Posted	Fred and Ethel Mertz	PA567492		Direct Bill	\$950.00	<input type="checkbox"/>
<input type="checkbox"/>		3200		06/15/2004	07/20/2004	Posted	Ricky & Lucy Ricardo	PA123456		Direct Bill	\$2,200.00	<input type="checkbox"/>
<input type="checkbox"/>		3199		06/15/2004	07/20/2004	Posted	Ricky & Lucy Ricardo	HO9876543		Direct Bill	\$1,200.00	<input type="checkbox"/>
<input type="checkbox"/>		2845		07/19/2004	07/19/2004	Posted	Conrad Tanner	la212212		Agency Bill	\$3,500.00	<input type="checkbox"/>
<input type="checkbox"/>		2844		07/19/2004	07/19/2004	Posted Reversed	Conrad Tanner	la212212		Agency Bill	(\$3,000.00)	<input type="checkbox"/>
<input type="checkbox"/>		2842		07/19/2004	07/19/2004	Posted Reversed	Conrad Tanner	la212212		Agency Bill	\$3,000.00	<input type="checkbox"/>
<input type="checkbox"/>		2762		03/19/2005	03/19/2005	Unposted	ABC Electric	text		Agency Bill	\$2,316.66	<input type="checkbox"/>
<input type="checkbox"/>		2761		02/19/2005	07/19/2004	Unposted	ABC Electric	text		Agency Bill	\$2,316.66	<input type="checkbox"/>

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.

Search Criteria

Region:  Branch:

Territory:  Department:

Unit:

Bill Method:  Date Created (Fr):  Date Created (To):

Post Status:  Date Booked (Fr):  Date Booked (To):

Bill Type:  Effective Date (Fr):  Effective Date (To):

Invoice Type:  Print Date (Fr):  Print Date (To):

Client Name:

Master Invoice ID:  Policy Number:

Invoice ID:  Description:

10. Select Invoices to print.

Select	Details	Invoice ID	Print Date	Effective Date	Date Booked	Status	Client Name	Policy Number	Description	Bill Method	Amount	Printed
<input checked="" type="checkbox"/>		3204		07/20/2004	07/20/2004	Posted	54th Street Cafe	80998765		Agency bill	\$4,500.00	<input type="checkbox"/>
<input checked="" type="checkbox"/>		3202		07/20/2004	07/20/2004	Posted	The Tropiana Night Club	BOP12342453		Direct bill	\$8,500.00	<input type="checkbox"/>
<input checked="" type="checkbox"/>		3201		07/01/2004	07/20/2004	Posted	Fred and Ethel Bantz	PA567432		Direct bill	\$350.00	<input type="checkbox"/>
<input checked="" type="checkbox"/>		3200		06/15/2004	07/20/2004	Posted	Ricky & Lucy Ricardo	PA123456		Direct bill	\$2,200.00	<input type="checkbox"/>
<input checked="" type="checkbox"/>		3199		06/15/2004	07/20/2004	Posted	Ricky & Lucy Ricardo	HO9876543		Direct bill	\$1,200.00	<input type="checkbox"/>
<input type="checkbox"/>		2845		07/20/2004	07/19/2004	Posted	Conrad Tanner	la212212		Agency bill	\$3,500.00	<input checked="" type="checkbox"/>
<input type="checkbox"/>		2844		07/19/2004	07/19/2004	Posted Reversed	Conrad Tanner	la212212		Agency bill	(\$3,000.00)	<input type="checkbox"/>
<input type="checkbox"/>		2842		07/19/2004	07/19/2004	Posted Reversed	Conrad Tanner	la212212		Agency bill	\$3,000.00	<input type="checkbox"/>
<input type="checkbox"/>		2762		03/19/2005	03/19/2005	Unposted	ABC Electric	test		Agency bill	\$2,316.66	<input type="checkbox"/>
<input type="checkbox"/>		2761		02/19/2005	07/19/2004	Unposted	ABC Electric	test		Agency bill	\$2,316.66	<input type="checkbox"/>

- Click the **Create Print Batch** link to create new print batch (Invoices must be posted to Batch printing).

Nexsure Accounting

**Create Batch Print**

Batch Name:

Description:

Style:

Preview Format:

Printer:

Restricted:  check this box to prevent other user access

Print Now:

- Edit batch name and description if needed.
- Select the check style, preview format and printer from the drop down list.
- Select restricted box to limit access
- Select **print now** to print invoice(s) immediately
- Click **OK** to add batch to print
- 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 popup window, select the Batch to add the Invoice to from the Last batch created window.

**Nexsure Accounting** nexsure

**Add To Existing Batch**

When adding an item to an existing batch, you have two options: You can either search for an existing batch using the search area below or select one of the batches in the Last Created area.

To Search, enter criteria in the fields below and press Search.

To use the Last Created option, click on the batch name and press OK.

**Search**

Batch Name:

Description:

Created By:

Date From:   Date To:

Batch ID:

**Last Batch Created:**

246-Print Batch 7/21/2004

245-Invoicing

208-Invoicing

166-L Archuleta Print Batch 7-15

Style:

3. Click **OK**. The Invoice has been added to the existing Batch and will be available on the Batch Summary tab.

## Assign Books

If an entity has assets and liabilities then it will need to be assigned "books" to have a balance sheet. By default, the Organization level is selected and must carry a balance sheet. You can then determine which other entities in the organization will require a balance sheet (Region, Territory or Branch).

### To assign books






1. On the **Primary** menu, Click **Organization**.
2. Click the **Accounting** tab.
3. Click the **Setup** tab.
4. Click the **Assign Books** tab.
5. Select the entities you wish to assign books to and click **Update**.

## 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	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	2	2003	02/01/2003	02/28/2003	Open	<input type="checkbox"/>	<input type="checkbox"/>
	3	2003	03/01/2003	03/31/2003	Open	<input type="checkbox"/>	<input type="checkbox"/>
	4	2003	04/01/2003	04/30/2003	Open	<input type="checkbox"/>	<input type="checkbox"/>
	5	2003	05/01/2003	05/31/2003	Open	<input type="checkbox"/>	<input type="checkbox"/>

### 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 Org level. However, once an Org 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.

assign books   accounting periods   posting rules   account groups   account types

[ Back ] [ Close Period ] [ Lock Period ] [ Update ]

Fiscal Year: 2003

Period: 3      Locked:

Beginning: 3/1/2003      Data:

Ending: 3/31/2003      Last Updated: 3/8/2003 12:49:54 PM

Status: Open      Last Updated By:

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. However, locked periods can be unlocked at anytime to make adjustments to the period.

### 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. Org level year-end pertains to entries unique to org. Trial balance summary by general ledger number enables easy view of total balance retained earnings.

# Posting Rules

Posting rules determine how your organization will post to the general ledger.

## To setup the posting rules

1. On the **Primary** menu, click **Organization**.
2. Click the **Accounting** tab.
3. Click **Setup**, then click **Posting Rules**.
4. Select the desired options as follows:

**General Ledger Posting**

Include Dept./Unit Accounts

Post Agency Accounting to General Ledger

Post People Payable to General Ledger

## General Ledger Posting

### Include Dept./Unit Accounts

Selecting this option will add income and expense general ledger numbers to the chart of accounts whenever a department and/or unit is added.

### Post Agency Accounting to General Ledger

If this option is not selected the organization will not use the general ledger and data will only be available through reports. The general ledger would be updated using journal entries based on information pulled from reports.

### Post People Payable to General Ledger

When selected, people's salary, bonuses, etc. will be added to the general ledger. Not selecting this option applies if the employee is salaried and people liability is not applicable.

**Agency Bill Accounting Method**

Accrual

Cash As Received

Reconcile

**\* People Payment Accounting Method**

Pay on Invoiced

Pay on fully paid  Accrue Expense

Pay on partially paid  Accrue Expense

Reconcile

**Direct Bill Accounting Method**

Accrual

Cash as Received

Enter from Commission Statement

Reconcile

**\* People Payment Accounting Method**

Pay on Invoiced

Pay on fully paid  Accrue Expense

Pay on partially paid  Accrue Expense

Reconcile

# 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.

Search Filter: [ Hide ] [ Show ] [ Add New ]							
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 Liability		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, then select the **account types** tab.
4. Click **Add New**, the Account Type screen will appear.

The screenshot shows the 'Account Type' configuration window in Nexsure Accounting. The window has a title bar with 'Nexsure Accounting' and the 'nexsure' logo. Below the title bar, the 'Account Type' section contains the following fields:

- Account Group:** A dropdown menu with 'Current Assets' selected.
- Account Type:** A text input field containing 'Cash Account'.
- Normal Balance:** A dropdown menu with 'Debit' selected.
- Display Order:** A text input field containing '1'.

Below these fields, there are two more sections:

- Group Number range available:** A range of '100000 To 119999'.
- Type Number range:** 'Type Number Begin' is '100000' and 'Type Number End' is '103999'.

At the bottom, there is a **Description:** field with a dropdown menu showing 'Use for cash accounts'. At the very bottom of the window are 'Cancel' and 'Apply' buttons.













- 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).
5. 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.

Filter: [ Show ] [ Hide ] [ Add New ]

Details	Account Type	Account Group	Normal Balance	Description	Display Order	Range-Begin	Range-End	Remove
	Cash Account	Current Assets	Debit	Use for cash accounts	1	100000	103999	
	Receivable	Current Assets	Debit	All invoice receivables	2	110000	110999	
	Non-due Revenue Receivable	Current Assets	Credit	Include non-due revenue related receivables.	3	112000	112999	
	Furniture/Equipment	Fixed Assets	Debit	Office furniture and equipment	2	130000	132999	
	Vehicle	Fixed Assets	Debit	Office vehicles	1	140000	141999	
	Insurance Payable	Short Term Liability	Credit	All invoice related payables	1	200000	209999	

4. Select the account type you wish to edit and click the details  icon.
5. Make the necessary changes and click **Update**.

---

## Financial Institution Setup

Financial institutions are banks used by the organization. Financial institutions are created from the Search screen and used in the accounting screens of Nexsure.

### To setup a financial institution

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 Institution**, 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**.

## Additional Interest Setup

Additional Interest entities are designated as entities who 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 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** dropdown 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 Website, if applicable.
- Primary Account Address:
- Select the Location Type from the dropdown box
- Enter the Vendors Location Address
- Enter the Vendors City

**Note** Clicking on the ellipse 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 dropdown 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 ellipse 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, click the Add New radio button.

**Add New:** Select the Prefix from the dropdown box. Items may be added to the dropdown 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 dropdown box. Items may be added to the dropdown box in Setup under Lookup Management.
- Select the Title from the dropdown box. Items may be added to the dropdown box in Setup under Lookup Management.


- Select the Contact Role from the dropdown box. Items may be added to the dropdown 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 dropdown 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.

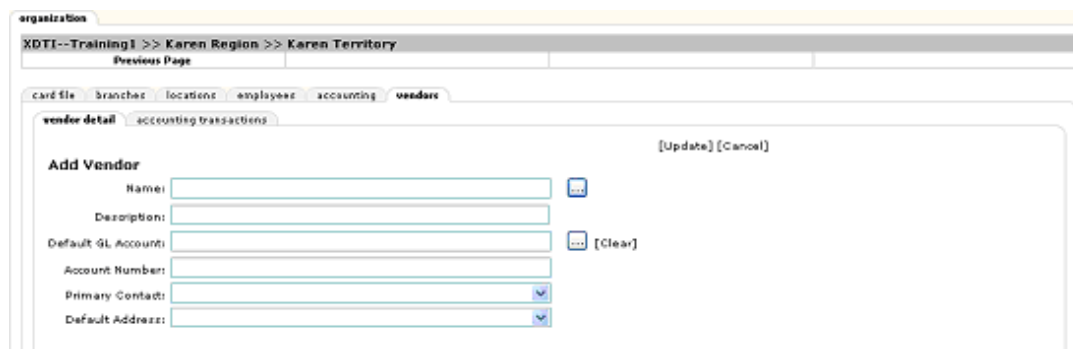
**Note** Items with a red \* Asterisk are required fields.


5. Click **Save**.
6. The **Clear** button will clear the screen of all information except the Vendor Name.


## Working with Vendors

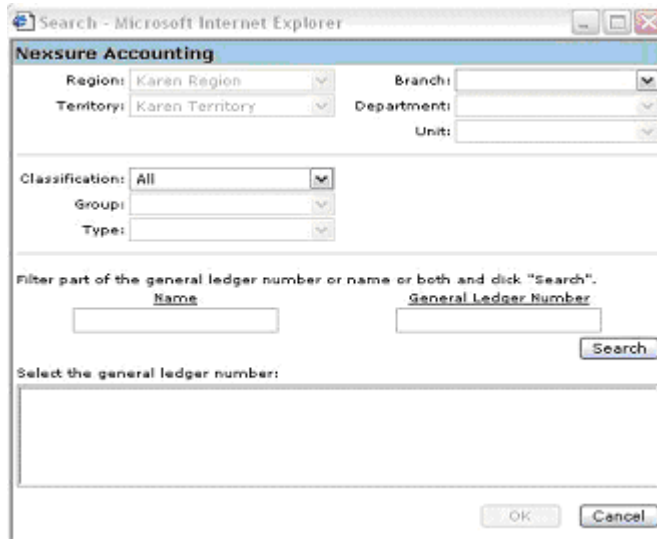
The vendor entity must be entered in Search, see Adding a Vendor, to be able to associate it to a General Ledger Account at the Territory level. Associating the Vendor to a General Ledger Account at the territory level will make it available for setting up Account Payable records and Disbursements.

1. On the Primary menu, click **Organization**.
2. Click the **Territory** 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 dropdown boxes. This information may be left blank.
13. The **Classification**, **Group** and **Type**, may be selected from the dropdown 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.

12. Enter the Account Number for this vendor.
13. Click the **Primary Contact** drop down box to select a contact, if applicable.
14. Click the **Default Address** drop down box to select an address, if applicable.
15. Click the **Update** link. The vendor will appear in the Vendor tab summary view

---

## 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**.

## 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**, enter search criteria and click **Search**.
3. If the premium finance company 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**.

## 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**.

## Received 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 dropdown 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 checkbox 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).

## 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

## 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. Once the balance is zero, they can be flagged as inactive.

**Agency Bill Accounts Receivable**

The following 4 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	Setup Variation
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	Setup Variation
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
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.

<b>Description</b>	<b>General Ledger Number</b>	<b>Account Type</b>	<b>Account Group</b>	<b>Classification</b>	<b>Setup Variation</b>
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	
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	Setup Variation
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	Setup Variation
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	Setup Variation
1. People Commission Expense	500000 range	Invoice Commissions	Sales Expense	Expense	
2. Vendor Fee Expense	500000range	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	Setup Variation
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	Setup Variation
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	Setup Variation
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. Service Charge Income	Set at invoicing	Receivables	Current Asset	Asset	
5. Vendor Fee Commission Income	Set at invoicing	Receivables	Current Asset	Asset	
6. Vendor Fee Commission Income	Set at invoicing	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	Setup Variation
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	Setup Variation
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	Setup Variation
1. Retained Earnings	300000 range	Equity	Equity	Equity	

# 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, then click **Trial Balance**. To view a specific accounting period, click **Show** to display the Search Filter.
4. After the trial balance sheet has been generated, click **Print** to send it to a printer, or **Export** to save it to a file.

TRIAL BALANCE DETAILS										
Trial Balance as of January 31, 2003										
Org	Bus	Env	Acct	Dept	Dist	GL Number	Account Description	Debit	Credit	
<b>XDTI xDev</b>										
NA	NA	NA	NA	NA	NA	90000	Trust Account	\$31,100.00		
NA	NA	NA	NA	NA	NA	90001	Direct Bill Transfer Account	(\$200.00)		
NA	NA	NA	NA	NA	NA	90000	Operating Account	\$400.00		
NA	NA	NA	NA	NA	NA	90000	Reserve/Retain Account	(\$149.00)		
NA	NA	NA	NA	NA	NA	110000	Accounts Receivable	\$6,900.00		
NA	NA	NA	NA	NA	NA	110100	Param. Sys. Co. A/E			
NA	NA	NA	NA	NA	NA	110200	Radwell Agpt. A/E			
NA	NA	NA	NA	NA	NA	110300	Print System A/E	\$1.00		
NA	NA	NA	NA	NA	NA	110400	Unallocated Funds			
NA	NA	NA	NA	NA	NA	110910	Reserve/Retain Clearing Acct	(\$1,000.00)		
NA	NA	NA	NA	NA	NA	112000	DB-Census Receivable			
NA	NA	NA	NA	NA	NA	112510	Agency Bill-Census Unearned Inc			
NA	NA	NA	NA	NA	NA	112000	Agency Fee Unearned Income			
NA	NA	NA	NA	NA	NA	112000	Vendor Fee-Census Unearned Inc			\$1.00
NA	NA	NA	NA	NA	NA	112540	Direct Bill-Census Unearned Inc			
NA	NA	NA	NA	NA	NA	131000	Insurance @ 100000			
NA	NA	NA	NA	NA	NA	131100	Accumulated Depreciation			
NA	NA	NA	NA	NA	NA	132000	Equipment			
NA	NA	NA	NA	NA	NA	133100	Accumulated Depreciation			

## 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 **Territory** tab and select a territory which has books assigned to it.
3. Click the **Accounting** tab.
4. Click the **General Ledger** tab, then click **Balance Sheet**. To view a specific accounting period, click **Show** to display the Search Filter.
5. After the balance sheet has been generated, click **Print** to send it to a printer, or **Export** to save it to a file.

Search Filter: [ Show ] [ Hide ]

[ Print ] [ Export ]

1 of 2 90%

### BALANCE SHEET DETAILS

Balance Sheet as of March 31, 2003 100 Page 1 of 2

Orange County

Org	Set	Fin	Book	Dist	Year	GL Number	Account/Description	Debit	Credit	Debit	
<b>Asset</b>											
<u>Fixed Assets</u>											
Furniture/Equipment											
01	001	NA	NA	NA		131000	Furniture & Fixtures	\$105,654.28			
01	001	NA	NA	NA		131100	Accumulated Depn-F&F	\$23,448.25			
01	001	NA	NA	NA		132000	Equipment	\$144,286.40			
01	001	NA	NA	NA		132100	Accumulated Depn-Eqpt	\$134,224.90			
								Furniture/Equipment	\$147,943.71	\$0.00	
								Total Fixed Assets	\$1,470,865.71	\$0.00	\$1,470,865.71

# 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, then click **Income Statement**. To view a specific accounting period, click **Show** to display the Search Filter.
4. After the statement has been generated, click **Print** to send it to a printer, or **Export** to save it to a file.


GL Account	Account Description	Debit	Credit	Balance
<b>Income Statement as of January 31, 2003</b>				
<b>XDTI xDev</b>				
<b>Income</b>				
40000	Agency Bill Income		\$10,500.00	
	Type Agency Bill Revenue	\$0.00	\$10,500.00	\$10,500.00
<b>Commission Paid</b>				
43100	Agency Fee Income			
	Type Commission Paid	\$0.00	\$0.00	\$0.00

Bank accounts can be associated with any level of your 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**.

Enter the *bank account information*.

**Name:** Click the ellipse  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 ellipse  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.

4. Click **Update**.

#### To view bank account details

1. Select the bank account you wish to view the details for and click the **Details**  icon.

**Bank Account Information** [Update][Cancel]

\* indicates required field

\*Name: Bank of America Primary Contact: Carol Dolphin

\*Account Description: Direct Bill Status: Active

\*GL Account: 00.000.0000.000.00 100005 - Direct Bill Transfer Balance: 1,498.00

\*Account Number: 123111




ABA Routing Number: 222-33


\*Next Check #: 4000

2. The **bank account detail** tab gives a description of the account as well as the account numbers and contact information. If you change any information on this tab, you must click **Update** for the changes to take effect.

[ Export ] [ Print ] Filter: [ Show ] [ Hide ] [Cancel]

Showing Page 1 of 2

Details	Trans Type	Trans ID	Reference	Description	Amount	Created By	Date Created	Date Booked	Posted	Cleared
	Journal Entry	26	test	test	2.00	Scott Simon	4/25/2003 2:43:47 PM	4/25/2003	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	Journal Entry	180			5,000.00	Scott Simon	4/28/2003 9:39:12 AM	4/28/2003	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	Journal Entry	181			5,000.00	Scott Simon	4/28/2003 9:40:37 AM	3/28/2003	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

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.

# 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).
- Bill Type: Select *Regular Bill*, *Binder Bill* or *Manual Bill*.
- 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 by clicking Change Bill To.


After selecting new Bill To and clicking Next , the Bill to dialog box will appear. The drop down lists will display all associated with the selected Bill To.

1. Select the new Bill To entity.
2. Click Next, then click OK to post the change. If Finance Company, Additional Interest or Retail Agent is selected, the Search field will be displayed. Enter at least 3 characters to search for the new entity.
3. Once you have selected a new entity click next. The drop down lists will display all associated with the client or related account.
4. Select the new Bill To entity.
5. Click Next, then click OK to post 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 in Carrier or People screens, the 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.

## 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.
- 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 by clicking Change Bill To.


If Client or Related Account is selected, the Bill to dialog box will appear. The drop down lists will display all associated with the client or related account.

1. Select the new Bill To entity.
2. Click Next, then click OK to post the change. If Finance Company, Additional Interest or Retail Agent is selected, the Search field will be displayed. Enter at least 3 characters to search for the new entity.
3. Once you have selected a new entity click next. The drop down lists will display all associated with the client or related account.
4. Select the new Bill To entity.
5. Click Next, then click OK to post 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.

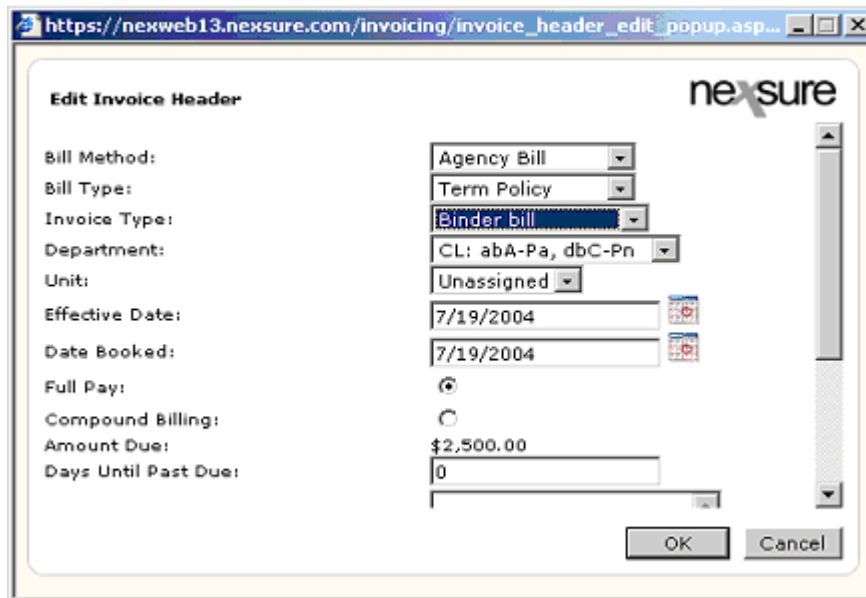
7. Once the invoice has been created, click Invoice Details to verify the information in the new invoice. If all information is correct, click **Post Now**.
8. **Invoice Posting** - Displays general ledger posting entries for this invoice.
9. **Receivable Tab** - displays client's receivables data including 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.

## 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. Complete the invoice and click the **Post** link.

### 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** then click **OK**.

**Note** The reversal process frees up the cash receipt but does not re-apply it, you must go to payment received and reassign the credit. The binder bill reversal creates a new invoice. The invoice header shows the new invoice number and the original binder number. The invoice type is changed from **binder bill** to **regular** in the header.

4. Make any necessary changes to the premium, fees, taxes etc.
5. Click **Post Invoice**. If the premium's been changed, the user will receive a prompt to generate a manual invoice, select Yes and click **OK**.

Post Invoice - Microsoft Internet Explorer provided by XDimensiona...

**Generate Manual Invoice for the difference?** nexsure

Yes  No

**Ready to post Invoice?**

Yes  No

**Nexsure Tip**

Please note: Invoices cannot be edited after posting. Posted invoices must be reversed and re-entered.

OK Cancel

In the summary view there will be:

- "+" in front of the new invoice
- "-" in front of the reversed invoice
- Number alone is the original binder bill invoice

Client Name: Lance Pendergast

Select View: Invoice Summary [ Add Master Invoice ] [ Add New Invoice ] Search Filter: [ Show ]

Details	Effective Date	Date Booked	Status	Type	Transaction Id	Invoice ID Master Invoice ID	Policy Number	Description	Bill Method	Amount	Remove
	7/12/2004	7/13/2004	Posted	Invoice(B)	-	1683/+1685	la6436869	Homeowners	Agency Bill	\$2,000.00	--
	7/12/2004	7/13/2004	Reversed	Invoice(B)	-	-1684/1683	la6436869	Homeowners	Agency Bill	(\$2,000.00)	--
	7/12/2004	7/13/2004	Posted	Invoice	-	+1685/1683	la6436869	Homeowners	Agency Bill	\$2,000.00	--
<b>Total:</b>										<b>\$2,000.00</b>	

6. Click the **Add New Invoice** link to complete the invoicing of the manual bill if applicable.

## List Bill Invoicing

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 Clients 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.

### 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 popup 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.

Select	Details	Name	RA/Loc	Address	City	State	Alloc. Fact.	Branch	Dept.	Unit	Percent	Comm
<input type="checkbox"/>		Jerry A. Master	Loc	123 Main Street	Brea	CA		Karenz Branch	CL: abA-I, dbC-I	Unassigned	0.00	0
<input type="checkbox"/>		Jerry A. Master	Loc	456 Seventh Street	Long Beach	CA		Karenz Branch	CL: abA-I, dbC-I	Unassigned	0.00	0
<input type="checkbox"/>		Jerry A. Master	Loc	987 Anaheim Blvd	Anaheim	CA		Karenz Branch	CL: abA-I, dbC-I	Unassigned	0.00	0
<input type="checkbox"/>		Sue B. RelatedOne	RA	654 Greg Street	Long Beach	CA		Karenz Branch	CL: abA-I, dbC-I	Unassigned	0.00	0
<input type="checkbox"/>		Sue B. RelatedOne	RA	900 Carson Street	Long Beach	CA		Karenz Branch	CL: abA-I, dbC-I	Unassigned	0.00	0
<input type="checkbox"/>		Tim C. RelatedTwo	RA	201 Pacific Coast Hwy	Long Beach	CA		Karenz Branch	Ben: abC-Pn, dbC-Pn	Unassigned	0.00	0
<input type="checkbox"/>		Tim C. RelatedTwo	RA	777 Palo Verde	Lakewood	CA		Karenz Branch	Ben: abC-Pn, dbC-Pn	Unassigned	0.00	0
							This Page Total:	0.00			0.00%	
							All Pages Total:	0.00			0.00%	

**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 checkboxes. As locations are selected, the allocate factor and the ellipse 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.

Bill Plan - Microsoft Internet Explorer provided by XDimensional Technologies, Inc.

Plan Name: General Liability Distribution  Active  
 Description: Use to split between locations by area.

List Bill Summary    Copy Plan    Allocate    **Save**

[Select All] [Deselect All]    Filter: [Show]

Select	Details	Name	RA/Loc	Address	City	State	Alloc. Fact.	Branch	Dept.	Unit	Percent	Comm
<input checked="" type="checkbox"/>		Jerry A. Master	Loc	123 Main Street	Brea	CA	5000	Karens Branch	CL: abA-1, dbC-1	Unassigned	0.00	0
<input checked="" type="checkbox"/>		Jerry A. Master	Loc	456 Seventh Street	Long Beach	CA	2205	Karens Branch	CL: abA-1, dbC-1	Unassigned	0.00	0
<input type="checkbox"/>		Jerry A. Master	Loc	987 Anaheim Blvd	Anaheim	CA		Karens Branch	CL: abA-1, dbC-1	Unassigned	0.00	0
<input checked="" type="checkbox"/>		Sue B. RelatedOne	RA	454 Greg Street	Long Beach	CA	3000	Karens Branch	CL: abA-1, dbC-1	Unassigned	0.00	0
<input checked="" type="checkbox"/>		Sue B. RelatedOne	RA	900 Carson Street	Long Beach	CA	1500	Karens Branch	CL: abA-1, dbC-1	Unassigned	0.00	0
<input checked="" type="checkbox"/>		Tim C. RelatedTwo	RA	201 Pacific Coast Hwy	Long Beach	CA	4500	Karens Branch	Ben: abC-Pn, dbC-Pn	Unassigned	0.00	0
<input checked="" type="checkbox"/>		Tim C. RelatedTwo	RA	777 Palo Verde	Lakewood	CA	1132	Karens Branch	Ben: abC-Pn, dbC-Pn	Unassigned	0.00	0
This Page Total							17,337.00					
All Pages Total							17,337.00					

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**.

Bill Plan - Microsoft Internet Explorer provided by XDimensional Technologies, Inc.

Plan Name: General Liability Distribution  Active  
 Description: Use to split between locations by area.

List Bill Summary    Copy Plan    Allocate    **Save**

[Select All] [Deselect All]    Filter: [Show]

Select	Details	Name	RA/Loc	Address	City	State	Alloc. Fact.	Branch	Dept.	Unit	Percent	Comm
<input checked="" type="checkbox"/>		Jerry A. Master	Loc	456 Seventh Street	Long Beach	CA	2205.00	Karens Branch	CL: abA-1, dbC-1	Unassigned	12.72%	0
<input checked="" type="checkbox"/>		Jerry A. Master	Loc	123 Main Street	Brea	CA	5000.00	Karens Branch	CL: abA-1, dbC-1	Unassigned	28.84%	0
<input checked="" type="checkbox"/>		Sue B. RelatedOne	RA	454 Greg Street	Long Beach	CA	3000.00	Karens Branch	CL: abA-1, dbC-1	Unassigned	17.30%	1
<input checked="" type="checkbox"/>		Sue B. RelatedOne	RA	900 Carson Street	Long Beach	CA	1500.00	Karens Branch	CL: abA-1, dbC-1	Unassigned	8.65%	1
<input checked="" type="checkbox"/>		Tim C. RelatedTwo	RA	777 Palo Verde	Lakewood	CA	1132.00	Karens Branch	Ben: abC-Pn, dbC-Pn	Unassigned	6.53%	1
<input checked="" type="checkbox"/>		Tim C. RelatedTwo	RA	201 Pacific Coast Hwy	Long Beach	CA	4500.00	Karens Branch	Ben: abC-Pn, dbC-Pn	Unassigned	25.96%	1
<input type="checkbox"/>		Jerry A. Master	Loc	987 Anaheim Blvd	Anaheim	CA		Karens Branch	CL: abA-1, dbC-1	Unassigned	0.00	0
This Page Total:							17,337.00					
All Pages Total:							17,337.00					

[Add New]

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.

Related Account / Location Details - Microsoft Internet...

neasure

Name: Sue B. RelatedOne  
Address: 900 Carson Street  
City: Long Beach State: CA  
Zip: 90810

Branch: Karens Branch  
Department: CL: abA-I, dbC-I  
Unit: Unassigned

OK Cancel

13. Clicking the ellipse 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 ellipse 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.

Bill Plan - Microsoft Internet Explorer provided by XDimensional Technologies, Inc.

Plan Name: General Liability Distribution  Active  
Description: Use to split between locations by area.

List Bill Summary Copy Plan Allocate Save

[Select All] [Deselect All] Filter: [Show]

Select	Details	Name	RA/Loc	Address	City	State	Alloc. Fact.	Branch	Dept.	Unit	Percent	Comm
<input checked="" type="checkbox"/>		Jerry A. Master	Loc	456 Seventh Street	Long Beach	CA	2205.00	Karens Branch	CL: abA-I, dbC-I	Unassigned	12.72%	0
<input checked="" type="checkbox"/>		Jerry A. Master	Loc	123 Main Street	Brea	CA	5000.00	Karens Branch	CL: abA-I, dbC-I	Unassigned	28.84%	0
<input checked="" type="checkbox"/>		Sue B. RelatedOne	RA	454 Greg Street	Long Beach	CA	3000.00	Karens Branch	CL: abA-I, dbC-I	Unassigned	17.90%	1
<input checked="" type="checkbox"/>		Sue B. RelatedOne	RA	900 Carson Street	Long Beach	CA	1500.00	Karens Branch	CL: abA-I, dbC-I	Unassigned	9.65%	1
<input checked="" type="checkbox"/>		Tim C. RelatedTwo	RA	777 Palo Verde	Lakewood	CA	1132.00	Karens Branch	Ben: abC-Pn, dbC-Pn	Unassigned	6.53%	1
<input checked="" type="checkbox"/>		Tim C. RelatedTwo	RA	301 Pacific Coast Hwy	Long Beach	CA	4500.00	Karens Branch	Ben: abC-Pn, dbC-Pn	Unassigned	25.96%	1
<input type="checkbox"/>		Jerry A. Master	Loc	987 Anaheim Blvd	Anaheim	CA		Karens Branch	CL: abA-I, dbC-I	Unassigned	0.00%	0
This Page Total: 17,337.00											100.00%	
All Pages Total: 17,337.00											100.00%	

[Add New]

Details	Name	Role	Rate Type	Rate	Remove
	Karen Peterson	Producer	% of Agency Commission	50.00	--

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.

Select	Details	Name	RA/Loc	Address	City	State	Alloc. Fact.	Branch	Dept.	Unit	Percent	Comm.
<input checked="" type="checkbox"/>		Jerry A. Macter	Loc	456 Seventh Street	Long Beach	CA	2205.00	Karens Branch	CL: abA-I, dbC-I	Unassigned	12.72%	0
<input checked="" type="checkbox"/>		Jerry A. Macter	Loc	123 Main Street	Brea	CA	5000.00	Karens Branch	CL: abA-I, dbC-I	Unassigned	28.84%	0
<input checked="" type="checkbox"/>		Sue S. RelatedOne	RA	654 Greg Street	Long Beach	CA	3000.00	Karens Branch	CL: abA-I, dbC-I	Unassigned	17.30%	1
<input checked="" type="checkbox"/>		Sue S. RelatedOne	RA	900 Carson Street	Long Beach	CA	1500.00	Karens Branch	CL: abA-I, dbC-I	Unassigned	8.65%	1
<input checked="" type="checkbox"/>		Tim C. RelatedTwo	RA	777 Palo Verde	Lakewood	CA	1132.00	Karens Branch	Ben: abC-Pn, dbC-Pn	Unassigned	6.53%	1
<input checked="" type="checkbox"/>		Tim C. RelatedTwo	RA	301 Pacific Coast Hwy	Long Beach	CA	4500.00	Karens Branch	Ben: abC-Pn, dbC-Pn	Unassigned	25.96%	1
<input type="checkbox"/>		Jerry A. Macter	Loc	987 Anaheim Blvd	Anaheim	CA		Karens Branch	CL: abA-I, dbC-I	Unassigned	0.00%	0
This Page Total: 17,337.00											100.00%	
All Pages Total: 17,337.00											100.00%	

16. The Add People Commission popup 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 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 record 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.

Bill Plan - Microsoft Internet Explorer provided by XDimensional Technologies, Inc.

Plan Name: General Liability Distribution  Active  
 Description: Use to split between locations by area.

List Bill Summary **Copy Plan** Allocate Save

[Select All] [Deselect All] Filter: [Show]

Select	Details	Name	RA/Loc	Address	City	State	Alloc. Fact.	Branch	Dept.	Unit	Percent	Comm
<input checked="" type="checkbox"/>		Jerry A. Master	Loc	454 Seventh Street	Long Beach	CA	2205.00	Karens Branch	CL: abA-I, dbC-I	Unassigned	12.72%	0
<input checked="" type="checkbox"/>		Jerry A. Master	Loc	123 Main Street	Brea	CA	5000.00	Karens Branch	CL: abA-I, dbC-I	Unassigned	28.84%	0
<input checked="" type="checkbox"/>		Sue B. RelatedOne	RA	654 Greg Street	Long Beach	CA	3000.00	Karens Branch	CL: abA-I, dbC-I	Unassigned	17.30%	1
<input checked="" type="checkbox"/>		Sue B. RelatedOne	RA	900 Carson Street	Long Beach	CA	1500.00	Karens Branch	CL: abA-I, dbC-I	Unassigned	6.65%	1
<input checked="" type="checkbox"/>		Tim C. RelatedTwo	RA	777 Palo Verde	Lakewood	CA	1132.00	Karens Branch	Ben: abC-Pn, dbC-Pn	Unassigned	6.53%	1
<input checked="" type="checkbox"/>		Tim C. RelatedTwo	RA	201 Pacific Coast Hwy	Long Beach	CA	4500.00	Karens Branch	Ben: abC-Pn, dbC-Pn	Unassigned	25.96%	1
<input type="checkbox"/>		Jerry A. Master	Loc	907 Anaheim Blvd	Anaheim	CA		Karens Branch	CL: abA-I, dbC-I	Unassigned	0.00%	0
This Page Total: 17,337.00											100.00%	
All Pages Total: 17,337.00											100.00%	

[Add New]

4. A confirmation window is displayed. Click **OK** to confirm and return to the original list bill plan.
5. Once the list bill plan template is created, or copied, click **List Bill Summary** to exit.
6. 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.

nexsure SEARCH | ORGANIZATION | REPORTS HOME | HELP | SETUP | LOGOUT

CLIENT PROFILE | OPPORTUNITIES | MARKETING | POLICIES | CLAIMS | SERVICING | ATTACHMENTS | ACTIONS | TRANSACTIONS | DELIVERY | F-LOG

Client Name: Jerry A. Master Commercial Account

transaction summary **list bill plans** [Add New] Filter: [Show]

Details	Plan Name	Description	# Entities	Allocated	Active	Created By	Date Created	Remove
	General Liability Distribution	Use to split between locations by area.	6	100.00%	<input checked="" type="checkbox"/>	Karen Peterson	1/20/2005	
	Copy of General Liability Distribution	Use to split between locations by area.	6	100.00%	<input type="checkbox"/>	Karen Peterson	1/20/2005	

list bill plans transaction summary

**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** checkbox to activate the new bill plan and click the Save link to save. Click the **List Bill Summary** link to exit the plan.

Bill Plan - Microsoft Internet Explorer provided by XDimensional Technologies, Inc.

Plan Name:   Active

Description:


[Select All] [Deselect All] Filter: [Show]

Select	Details	Name	RA/Loc	Address	City	State	Alloc. Fact.	Branch	Dept.	Unit	Percent	Comm
<input checked="" type="checkbox"/>		Jerry A. Maxter	Loc	454 Seventh Street	Long Beach	CA	2205.00	Karenz Branch	CL: abA-1, dbC-1	Unassigned	12.72%	0
<input checked="" type="checkbox"/>		Jerry A. Maxter	Loc	122 Main Street	Brea	CA	5000.00	Karenz Branch	CL: abA-1, dbC-1	Unassigned	28.94%	0
<input checked="" type="checkbox"/>		Sue S. RelatedOne	RA	654 Greg Street	Long Beach	CA	3000.00	Karenz Branch	CL: abA-1, dbC-1	Unassigned	17.30%	1
<input checked="" type="checkbox"/>		Sue S. RelatedOne	RA	900 Carson Street	Long Beach	CA	1500.00	Karenz Branch	CL: abA-1, dbC-1	Unassigned	8.65%	1
<input checked="" type="checkbox"/>		Tim C. RelatedTwo	RA	777 Palo Verde	Lakewood	CA	1132.00	Karenz Branch	Ben: abC-Pn, dbC-Pn	Unassigned	6.53%	1
<input checked="" type="checkbox"/>		Tim C. RelatedTwo	RA	301 Pacific Coast Hwy	Long Beach	CA	4500.00	Karenz Branch	Ben: abC-Pn, dbC-Pn	Unassigned	25.96%	1
<input type="checkbox"/>		Jerry A. Maxter	Loc	907 Anaheim Blvd	Anaheim	CA		Karenz Branch	CL: abA-1, dbC-1	Unassigned	0.00%	0
This Page Total: 17,337.00											100.00%	
All Pages Total: 17,337.00											100.00%	

[Add New]

## 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 popup 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.

Details	Name	RA/Loc	Address	City	State	Amount
	Tim C. RelatedTwo	RA	777 Palo Verde	Lakewood	CA	\$30,542.28
	Sue B. RelatedOne	RA	900 Carson Street	Long Beach	CA	\$40,458.00
	Jerry A. Master	Loc	456 Seventh Street	Long Beach	CA	\$59,494.30
	Sue B. RelatedOne	RA	654 Greg Street	Long Beach	CA	\$80,915.99
	Tim C. RelatedTwo	RA	301 Pacific Coast Hwy	Long Beach	CA	\$121,420.76
	Jerry A. Master	Loc	123 Main Street	Brea	CA	\$134,891.17

9. Click the **Create invoices** link. A separate invoice is created for each location shown in the schedule and automatically posts.

Details	Invoice ID	Effective Date	Date Booked	Print Date	Type	Status	Transaction ID	Policy Number	Amount	Remove
	132	01/19/2005	01/19/2005	01/04/2005	Invoice	Unposted		PKG1234567	\$30,542.28	
	133	01/19/2005	01/19/2005	01/04/2005	Invoice	Unposted		PKG1234567	\$40,458.00	
	134	01/19/2005	01/19/2005	01/04/2005	Invoice	Unposted		PKG1234567	\$59,494.30	
	135	01/19/2005	01/19/2005	01/04/2005	Invoice	Unposted		PKG1234567	\$80,915.99	
	136	01/19/2005	01/19/2005	01/04/2005	Invoice	Unposted		PKG1234567	\$121,420.76	
	137	01/19/2005	01/19/2005	01/04/2005	Invoice	Unposted		PKG1234567	\$134,891.17	

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.

Client Name: Jerry A. Master

transaction summary | list bill plans

Select View: Invoice Summary [Add Master Invoice] [Add New Invoice]

Select Client: [Dropdown] [Showing Page 1 of 1] Search Filter: [Show]

Details	Effective Date	Date Booked	Status	Type	Transaction Id	InvoiceID Master Invoice ID	Policy Number	Description	Bill Method	Amount	Remove
	1/10/2005	1/19/2005	Unposted	Invoice(CB)	-	(121)	PKG1234567	Package	Agency Bill	\$0.00	--
	1/19/2005	1/19/2005	Unposted	Invoice(CB)	-	124 (121)	PKG1234567	Package	Agency Bill	\$59,494.30	
	1/19/2005	1/19/2005	Unposted	Invoice(CB)	-	127 (121)	PKG1234567	Package	Agency Bill	\$134,891.17	
<b>Total:</b>										<b>\$194,385.47</b>	

list bill plans | transaction summary

12. Each invoice is displayed with the master invoice number stacked below. The master number is a hotlink, clicking on the link will launch the entire bill plan for review and modification.

13. The select client dropdown box will display the accounts related to the master client. Select one of clients in the dropdown box to access that related accounts transaction summary tab.

Client Name: Jerry A. Master

transaction summary | list bill plans

Select View: Invoice Summary [Add Master Invoice] [Add New Invoice]

Select Client: [Dropdown] [Showing Page 1 of 1] Search Filter: [Show]

Details	Effective Date	Date Booked	Status	Type	Transaction Id	InvoiceID Master Invoice ID	Policy Number	Description	Bill Method	Amount	Remove
	1/10/2005	1/19/2005	Unposted	Invoice(CB)	-	(121)	PKG1234567	Package	Agency Bill	\$0.00	
	1/19/2005	1/19/2005	Unposted	Invoice(CB)	-	124 (121)	PKG1234567	Package	Agency Bill	\$59,494.30	
	1/19/2005	1/19/2005	Unposted	Invoice(CB)	-	127 (121)	PKG1234567	Package	Agency Bill	\$134,891.17	
<b>Total:</b>										<b>\$194,385.47</b>	

list bill plans | transaction summary

14. The Transaction Summary view of the related account selected will display the invoices for that Client's location.

Suspect Name: Sue B. RelatedOne

transaction summary | list bill plans

Select View: Invoice Summary [Add Master Invoice] [Add New Invoice]

Select Client: [Dropdown] [Showing Page 1 of 1] Search Filter: [Show]

Details	Effective Date	Date Booked	Status	Type	Transaction Id	InvoiceID Master Invoice ID	Policy Number	Description	Bill Method	Amount	Remove
	1/19/2005	1/19/2005	Unposted	Invoice(CB)	-	123 (121)	PKG1234567	Package	Agency Bill	\$40,458.00	
	1/19/2005	1/19/2005	Unposted	Invoice(CB)	-	125 (121)	PKG1234567	Package	Agency Bill	\$80,915.99	
<b>Total:</b>										<b>\$121,373.99</b>	

list bill plans | transaction summary

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.

# Installment Bill Invoicing

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 1 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.

- 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**

#### *Change Bill To*

This information is pulled from the Client but can be changed by clicking the Change Bill To link.

- a. Select the new Bill To entity.
- b. If *Related Account, Finance Company or Additional Interest* is selected, the appropriate entities will be displayed. Enter at least 2 characters to narrow search results.
- c. Once an entity has been selected, click **Next**. Select the *Name, Location* and *Contact* from the drop down boxes.
- d. Click **Next**.
- e. A popup 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.

#### *Policy Header*

- a. Displays the Policy Header Information


#### *Base Forms*

- a. Displays base forms for the policy.


#### *LOB Forms*

- a. 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*

- a. 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*

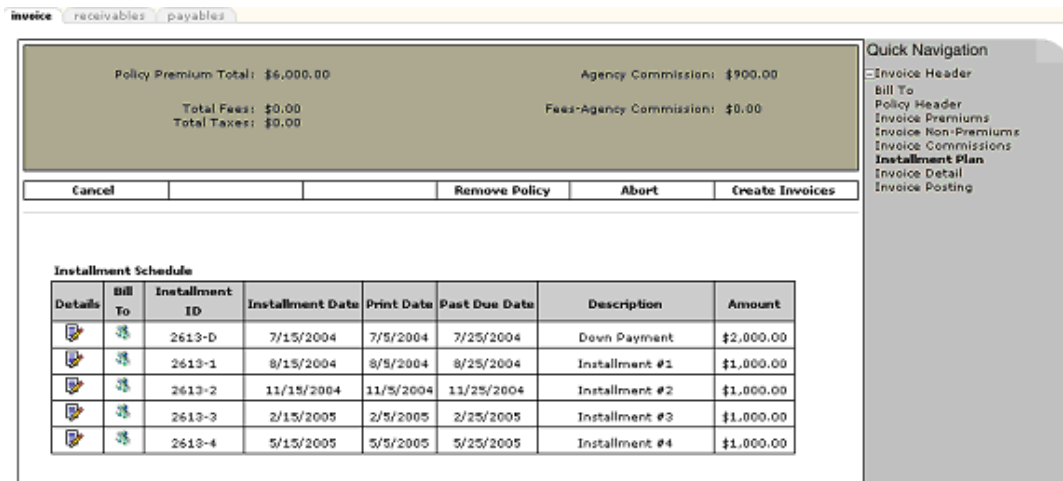
- a. Changes can be made to existing taxes by clicking on the **details**  icon. A new tax can be added by clicking the **add new tax link**.











#### *Agency Commission*

- a. If a default commissions exist for the Carrier it will automatically default in.
- b. 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.


*Other Commissions*

- a. If a default commissions exist for the Employee it will automatically default in.
  - b. 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.
8. Click the **Installment plan** link in the Quick Navigation. A new installment schedule will be generated, click **OK**.



Details	Bill To	Installment ID	Installment Date	Print Date	Past Due Date	Description	Amount
		2613-D	7/15/2004	7/5/2004	7/25/2004	Down Payment	\$2,000.00
		2613-1	8/15/2004	8/5/2004	8/25/2004	Installment #1	\$1,000.00
		2613-2	11/15/2004	11/5/2004	11/25/2004	Installment #2	\$1,000.00
		2613-3	2/15/2005	2/5/2005	2/25/2005	Installment #3	\$1,000.00
		2613-4	5/15/2005	5/5/2005	5/25/2005	Installment #4	\$1,000.00

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 popup, 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 2 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 popup 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.

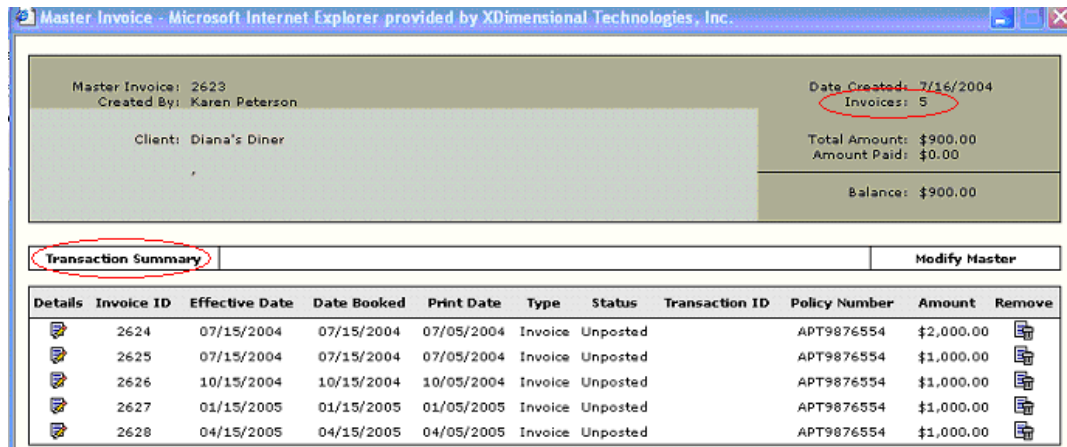
The Installment date, print date, past due date and description default from the information in the *Invoice Header*.

- 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
    - i. This field is used to calculate the date when the installment will automatically post and makes the invoice available to print in batch.
    - ii. EX: 1st installment effective date is 7/20/2004
    - iii. Print date field entered is the number 15
    - iv. Installment will post on 7/5/2004 and be available for batch printing on that date
    - v. If zero used in this field each installments will post from the date in the effective date field in their scheduled month.
    - vi. 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.

**nexsure** HOME | HELP | SETUP | LOGOUT

SEARCH | ORGANIZATION | REPORTS Bookmarks: Expand | Add | Remove












CLIENT PROFILE | OPPORTUNITIES | MARKETING | POLICIES | CLAIMS | SERVICING | ATTACHMENTS | ACTIONS | TRANSACTIONS | DELIVERY

Client Name: Diana's Diner Commercial Account

underwriting | policy info | assignment | attachments | actions | qualification | history | **transactions** | claims | summary of insurance

Select View: Invoice Summary [ Add Master Invoice ] [ Add New Invoice ]

Showing Page 1 of 1 Search Filter: [ Show ]

Details	Effective Date	Date Booked	Status	Type	Transaction Id	Invoice ID Master Invoice ID	Policy Number	Description	Bill Method	Amount	Remove
	7/15/2004	7/16/2004	Unposted	Invoice(CB)	-	(2623)	APT9876554	Apartments	Direct Bill	\$0.00	--
	7/15/2004	7/15/2004	Unposted	Invoice(CB)	-	2624 (2623)	APT9876554	Apartments	Direct Bill	\$2,000.00	
	7/15/2004	7/15/2004	Unposted	Invoice(CB)	-	2625 (2623)	APT9876554	Apartments	Direct Bill	\$1,000.00	
	10/15/2004	10/15/2004	Unposted	Invoice(CB)	-	2626 (2623)	APT9876554	Apartments	Direct Bill	\$1,000.00	
	1/15/2005	1/15/2005	Unposted	Invoice(CB)	-	2627 (2623)	APT9876554	Apartments	Direct Bill	\$1,000.00	
	4/15/2005	4/15/2005	Unposted	Invoice(CB)	-	2628 (2623)	APT9876554	Apartments	Direct Bill	\$1,000.00	
<b>Total:</b>										<b>\$5,000.00</b>	




summary of insurance | claims | **transactions** | history | qualification | actions | attachments | assignment | policy info | underwriting

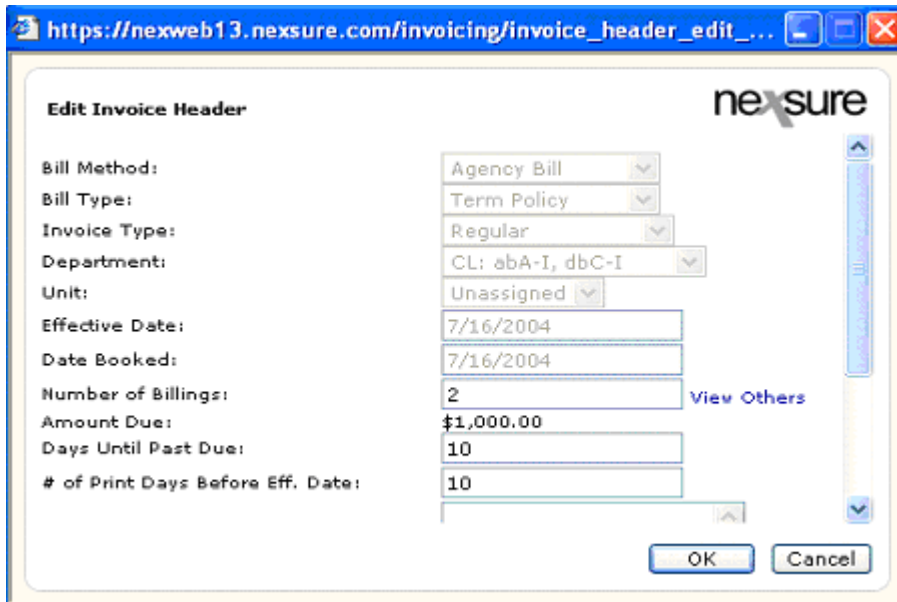
12. The Transaction Summary view displays each installment number with the master invoice number stacked below. The master number is a hotlink, clicking on the link will launch the entire installment plan for review and modification.
13. Unposted invoices can be removed, security permitting, but posted invoices must be reversed.

## 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.



The screenshot shows a web browser window with the URL [https://nexweb13.nexsure.com/invoicing/invoice\\_header\\_edit\\_...](https://nexweb13.nexsure.com/invoicing/invoice_header_edit_...). The page title is "Edit Invoice Header" and the Nexsure logo is visible in the top right corner. The form contains the following fields and values:

Bill Method:	Agency Bill
Bill Type:	Term Policy
Invoice Type:	Regular
Department:	CL: abA-I, dbC-I
Unit:	Unassigned
Effective Date:	7/16/2004
Date Booked:	7/16/2004
Number of Billings:	2
Amount Due:	\$1,000.00
Days Until Past Due:	10
# of Print Days Before Eff. Date:	10

At the bottom right of the form, there are two buttons: "OK" and "Cancel". A "View Others" link is also present next to the "Number of Billings" field.

8. Click **OK**.
9. Click on the **compound billing schedule** link in the Quick Navigation. A new installment schedule will be generated, click **OK**.

invoice receivables payables

Invoice ID: 89882632  
Created By: Karen Paterson

**Bill To: Ricco's Pizza**  
Address: 123  
City: Brea  
State: CA Zip: 92821  
Phone:

Date Created: 7/16/2004  
Effective Date: 7/16/2004  
Bill Method: Agency Bill  
Entry Method: Invoicing  
Invoice Status: Unposted  
Invoice Amount: 1,000.00  
Amount Paid: 0.00  
Invoice Balance: 1,000.00  
Delivered: T/A

Transaction Summary    Print    Deliver    Remove Policy    Post Now    Abort

**Installation Schedule**

Details	Bill To	Installment ID	Installment Date	Print Date	Past Due Date	Description	Amount
		2632-1	7/16/2004	7/6/2004	7/26/2004	Installment #1	\$500.00
		2632-2	7/16/2004	7/6/2004	7/26/2004	Installment #2	\$500.00



**Quick Navigation**

- Invoice Header
- Bill To
- Policy Header
- Invoice Premiums
- Invoice Non-Premiums
- Invoice Commissions
- Compound Billing Schedule**
- Invoice Detail
- Invoice Posting

10. This installment's 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 installment's invoice will need to be split if the split applies to all.



## Delivery Option for Installment Invoicing

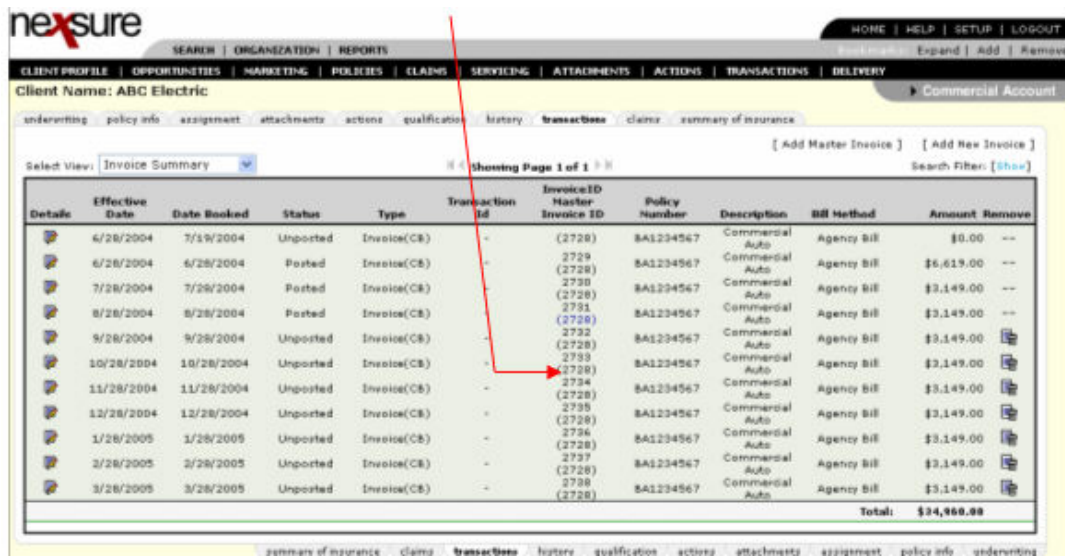
### To deliver an installment invoice

1. From the Client menu, click the **policy** 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.



















## 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.



The screenshot shows the Nexsure web application interface. The client name is 'ABC Electric'. The 'transactions' tab is selected, displaying an 'Invoice Summary' table. A red arrow points to the 'Master Invoice ID' column in the table.

Details	Effective Date	Date Booked	Status	Type	Transaction ID	InvoiceID Master Invoice ID	Policy Number	Description	Bill Method	Amount	Remove
	6/28/2004	7/19/2004	Unposted	Invoice(CB)	-	(2728)	8A1234567	Commercial Auto	Agency Bill	\$0.00	--
	6/28/2004	6/28/2004	Posted	Invoice(CB)	-	2729	8A1234567	Commercial Auto	Agency Bill	\$6,619.00	--
	7/28/2004	7/28/2004	Posted	Invoice(CB)	-	(2728)	8A1234567	Commercial Auto	Agency Bill	\$3,149.00	--
	8/28/2004	8/28/2004	Posted	Invoice(CB)	-	(2728)	8A1234567	Commercial Auto	Agency Bill	\$3,149.00	--
	9/28/2004	9/28/2004	Unposted	Invoice(CB)	-	(2728)	8A1234567	Commercial Auto	Agency Bill	\$3,149.00	
	10/28/2004	10/28/2004	Unposted	Invoice(CB)	-	(2728)	8A1234567	Commercial Auto	Agency Bill	\$3,149.00	
	11/28/2004	11/28/2004	Unposted	Invoice(CB)	-	(2728)	8A1234567	Commercial Auto	Agency Bill	\$3,149.00	
	12/28/2004	12/28/2004	Unposted	Invoice(CB)	-	(2728)	8A1234567	Commercial Auto	Agency Bill	\$3,149.00	
	1/28/2005	1/28/2005	Unposted	Invoice(CB)	-	(2728)	8A1234567	Commercial Auto	Agency Bill	\$3,149.00	
	2/28/2005	2/28/2005	Unposted	Invoice(CB)	-	(2728)	8A1234567	Commercial Auto	Agency Bill	\$3,149.00	
	3/28/2005	3/28/2005	Unposted	Invoice(CB)	-	(2728)	8A1234567	Commercial Auto	Agency Bill	\$3,149.00	
<b>Total:</b>										<b>\$34,968.98</b>	

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.

invoice    receivables    payables

Policy Premium Total: \$0.00	Agency Commission: \$4,723.80
Total Fees: \$0.00	Fees-Agency Commission: \$0.00
Total Taxes: \$0.00	

<a href="#">Cancel</a>	<a href="#">Remove Policy</a>	<a href="#">Abort</a>	<a href="#">Create Invoices</a>
------------------------	-------------------------------	-----------------------	---------------------------------

**Quick Navigation**

- [Invoice Header](#)
- [Bill To](#)
- [Policy Header](#)
- [Invoice Premiums](#)
- [Invoice Non-Premiums](#)
- [Invoice Commissions](#)
- [Installment Plan](#)
- [Invoice Detail](#)
- [Invoice Posting](#)

**Installment Schedule**

Details	Bill To	Installment ID	Installment Date	Print Date	Past Due Date	Description	Amount
		2728-1	7/28/2004	7/8/2004	8/7/2004	Installment #1	\$77.84
		2728-2	8/28/2004	8/8/2004	9/7/2004	Installment #2	\$77.77
		2728-3	9/28/2004	9/8/2004	10/8/2004	Installment #3	\$77.77
		2728-4	10/28/2004	10/8/2004	11/7/2004	Installment #4	\$77.77
		2728-5	11/28/2004	11/8/2004	12/8/2004	Installment #5	\$77.77
		2728-6	12/28/2004	12/8/2004	1/7/2005	Installment #6	\$77.77
		2728-7	1/28/2005	1/8/2005	2/7/2005	Installment #7	\$77.77
		2728-8	2/28/2005	2/8/2005	3/10/2005	Installment #8	\$77.77
		2728-9	3/28/2005	3/8/2005	4/7/2005	Installment #9	\$77.77

13. Click on the **Create Invoices** link. The amount of the additional or return premium will be divided over the remaining unposted installment invoices.
14. Click the **Transaction Summary** link
15. The remaining unposted installment invoices will post according to their respective dates.

## Journal Entry

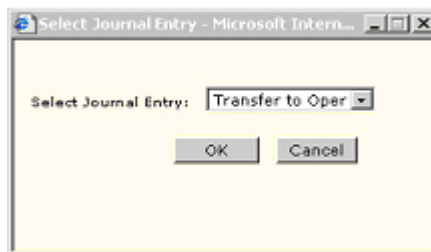
A Journal Entry is an entry made directly to specific general ledger accounts. Journal entries must balance before posting is allowed. If a particular entry is made on a consistent basis, it can be created as a "recurring" entry. This will allow you to create the journal entry once, and then select it from a drop down list each subsequent time the entry is made.

### To add a new journal entry

1. On the Primary menu, click Organization.
2. Select the **accounting** tab.
3. Select the **transactions** tab and click **journal entry**.

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:			
Posted:	<input type="checkbox"/>	Recurring:	<input checked="" type="checkbox"/>
Date Booked:	<input type="text" value="7/18/2003"/>	Reference:	<input type="text"/>
Date Created:	7/18/2003 10:12:09 AM	Description:	<input type="text"/>
Created By:	Mike Massaro		


- **Journal Entry ID:** This number will be automatically assigned once the entry is made.
  - **Posted:** Checkbox will populate once entry is posted.
  - **Date Booked:** Displays the date entry was booked.
  - **Date Created:** Displays the date entry was created.
  - **Created By:** User that created the entry.
  - **Recurring:** (optional) 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.
  - **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.
5. Select an **account number** by clicking the ellipse button.

- Use the drop down lists to select the organization and general ledger account information and click **OK**.

Account Number	Description	Debit	Credit	Remove
00.000.0000.000.00.100500 Operating Account	Rent Draw	2,245.00		
00.000.0000.000.00.701900 Rent	Rent Draw		2,245.00	
Totals:		2,245.00	2,245.00	
Out of Balance:		0.00	0.00	

- Enter the amount of the **Debit/Credit**.
- Click **Save**. You can then **Print**, **Post** or **Abort** the entry. Before you can post the entry, it must be in balance.

#### To make a disbursement (post/print a check)

- On the Primary menu, click **Organization**.
- Select the book level tab and click the **Details**  icon for the entity desired.
- Click the **accounting** tab.
- Click the **transactions** tab, then select the **disbursements** tab.

Select Bank Account:  
 Bank of America 11008

Showing Page 1 of 2

Filters: [Hide] [Show] [Add New Disbursement] [Close Window]

Details	Payee	Disbur. ID	Check Number	Description	Amount	Created By	Date Created	Posted	Printed	Cleared	Remove
	Charlotte Org2	12	1		\$0.00	Scott Simon	04/25/2003	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Bank of Sahagun	40	1		\$0.00	Rodney Gist	04/26/2003	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Charlotte Org2	41	1		\$300.00	Scott Simon	04/26/2003	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	--

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 2 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**.

Disbursement ID: 149 Posted: <input type="checkbox"/> Cleared: <input type="checkbox"/> Date Booked: 5/7/2003  Date Created: 5/7/2003 Created By: Mike Massaro	Entity Type: Vendor Payee: Cordon Accounting Bank Name: Bank of America Bank Account #: 11008 GL Account: 00000000000000000000 Trust Account  Balance: \$333,037.03 Disbursement Amount: \$0.00 Estimated Balance: \$333,037.03 Check #: Description:
--	---

<b>Disbursement Summary</b>	Pay All Selected	<b>Print</b>	<b>Post</b>	<b>Abort</b>	<b>Save</b>	Add Rows
-----------------------------	------------------	--------------	-------------	--------------	-------------	----------

\* indicates required field

Payee: Cordon Accounting  
 88969 First Avenue  
 Anaheim, CA 92801

\* Date Booked:

Check #:

**Nexsure Tip**  
 Leave the Check # field blank to allow the system to assign the next available check # at the time of printing or enter a check # manually.

Description:

Internal Note:

**Quick Navigation**  
 Disbursement Header  
 General Ledger  
 Accounts Payable  
 Disbursement Details

10. Use the Quick Navigation links to enter the information on the available disbursement screens (these will vary based on the entity type selected).
11. When complete, **Save**, **Post** or **Print** the disbursement information.

**Note:** You must **Post** a disbursement before you can **Print** it.

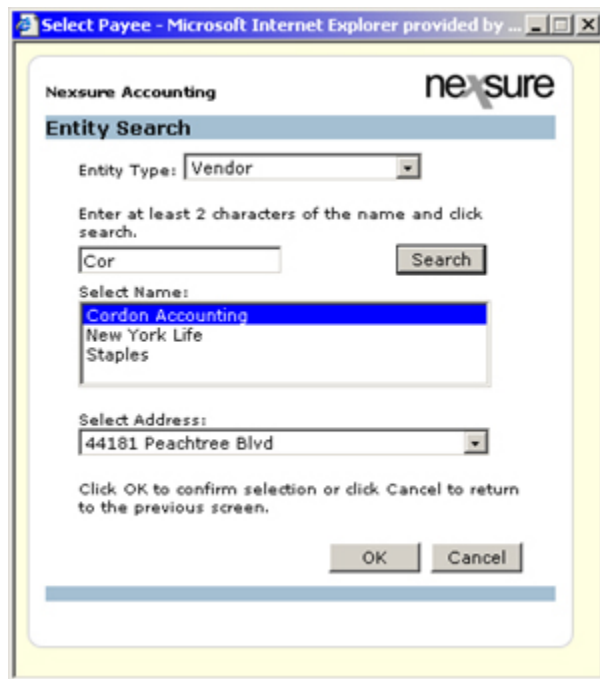
# Accounts Payable Auto Processing

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**. Select the accounting territory.
2. Select the **accounting** tab.
3. Select the **Transactions** tab and click **accounts payable**.
4. Click **Add New**.



5. 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.

6. Click **OK**.

Accounts Payable ID: \_\_\_\_\_ Payee: Cordon Accounting  
44181 Peachtree Blvd  
Peachtree City, GA 30269

Posted:  Processed:

Date Booked: 5/26/2004 Date Due: 6/1/2004

Date Created: 5/26/2004 10:50:47 AM Reference: \_\_\_\_\_  
Created By: Mike Massaro Description: Services

Buttons: Accounts Payable Summary, Print, Post, Abort, Save, Add Row

Nexsure Accounting  
Accounts Payable Entry

Account Number	Description	Debit	Credit	Remove
01.002.0000.000.00.220000 - Accounts Payable	Services		500.00	<input type="checkbox"/>
01.002.0000.000.00.801110 - Corporate Accounting	Services	500.00		<input type="checkbox"/>
<b>Totals:</b>		1,000.00	1,000.00	
<b>Out of Balance:</b>		0.00	0.00	

7. Enter the **Date Booked** (current date is default).
8. Enter payable **Date Due**.
9. Enter an internal **Reference** and **Description** for the payable transaction (optional).
10. 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.

11. The 2nd 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".
12. Click **Save** to save the payable information, then click **Post** to return to the **Accounts Payable Summary**.
13. 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.

transaction summary journal entry disbursements receive payments deposit **accounts payable** reconciliation

Select Bank Account: -- Please Select -- [Export] [Print] Filter: [Show] [Add New]

[Select All] [Deselect All] [Process Accounts Payable] [Standard Search Mode]

Details Select	Payee	Reference AP ID	Description	Amount	Created By	Date Created	Date Booked	Date Due	Posted	Processed	Remove
<input checked="" type="checkbox"/>	Fidelity Mutual	85		\$250.00	Mike Massaro	5/27/2004	5/27/2004	6/1/2004	<input checked="" type="checkbox"/>	<input type="checkbox"/>	--
<input checked="" type="checkbox"/>	Staples	84	supplies	\$300.00	Mike Massaro	5/27/2004	5/27/2004	6/10/2004	<input checked="" type="checkbox"/>	<input type="checkbox"/>	--
<input checked="" type="checkbox"/>	Cordon Accounting	80	Services	\$500.00	Mike Massaro	5/26/2004	5/26/2004	6/1/2004	<input checked="" type="checkbox"/>	<input type="checkbox"/>	--
Total AP Items:				\$1,050.00							
Total AP Items Selected:				\$1,050.00							

reconciliation **accounts payable** deposit receive payments disbursements journal entry transaction summary

14. Select a bank account from the drop down list.

15. Select AP items for auto processing by clicking in the **Select** box, or clicking the **Select All** link.
16. Click **Process Accounts Payable**. All selected AP items will be auto processed and will now appear on the **Disbursements** tab.

Details	Payee	Disbur. ID	Check Number	Description	Amount	Created By	Date created	Posted	Printed	Cleared	Remove
	Cordon Accounting	100	0	Services	\$500.00	Mike Massaro	05/27/2004	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	--
	Staples	99	0	supplies	\$300.00	Mike Massaro	05/27/2004	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	--
	Fidelity Mutual	98	0		\$250.00	Mike Massaro	05/27/2004	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	--
	Moore Group	85	0		\$0.00	Anne Hammond	05/24/2004	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Moore Group	84	0		\$0.00	Anne Hammond	05/24/2004	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

17. To print a check for an item in the disbursement list, click the **Details** icon and click the **Print** link.

## 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 Name: Smoke Signals

transaction summary

Select View: Invoice Summary

Showing Page 1 of 1

Details	Effective Date	Date Booked	Status	Type	Transaction Id	InvoiceID Master Invoice ID	Policy Number	Description	Bill Method	Amount	Remove
	7/1/2004	7/29/2004	Posted	Invoice	-	4171	BOP984534	BOP	Agency Bill	\$6,500.00	--
	7/10/2004	7/29/2004	Posted	Invoice	-	4174	BOP984534	BOP	Agency Bill	(\$625.00)	--
	7/10/2004	7/29/2004	Posted	Invoice	-	4187	BA5678243	Commercial Auto	Agency Bill	\$3,200.00	--
<b>Total:</b>										<b>\$9,075.00</b>	

transaction summary

Client level Unassigned Payments view:

Client Name: Smoke Signals

transaction summary

Select View: Unassigned Payments

Showing Page 1 of 1

Details	Effective Date	Date Booked	Status	Type	Transaction Id	Invoice Id	Policy Number	Description	Bill Method	Amount	Remove
	7/29/2004	-	-	Payment Receipt	113	-	-	payment in full/BOP policy		\$6,500.00	--
	7/29/2004	-	-	Payment Receipt	116	-	-	partial pay/auto policy		\$2,575.00	--
<b>Total:</b>										<b>\$9,075.00</b>	

transaction summary

Receive Payment tab summary view:

**Note** Amount received on clients account displays as a Residual amount in receive payments tab summary view.

The screenshot shows the Nexsure web application interface. The organization is 'XDTI--Training1'. The user is viewing the 'Disbursements' tab. A table of transactions is displayed with the following data:

Details	Payee	Reference	Payment ID	Description	Amount	Residual	Created By	Date Created	Posted	Printed	Remove
	Smoke Signals	324	140	partial pay/auto policy	2,575.00	2,575.00	Karen Peterson	7/29/2004	<input checked="" type="checkbox"/>	<input type="checkbox"/>	**
	Smoke Signals	7463	138	payment in full/BOP policy	6,500.00	6,500.00	Karen Peterson	7/29/2004	<input checked="" type="checkbox"/>	<input type="checkbox"/>	**

### To process a zero disbursement

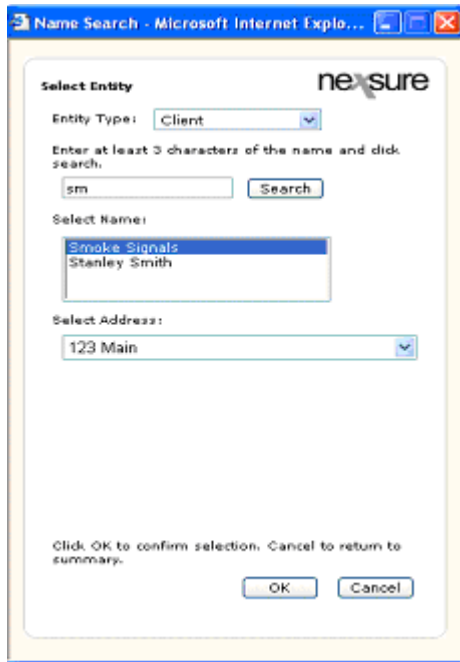
1. On the Primary Menu, click **Organization**.
2. Click the **Territory** tab.
3. Click the **Details** icon of the appropriate territory.
4. Click the **Accounting** tab.
5. Click the **Transaction** tab.
6. Click the **Disbursements** tab.
7. Select appropriate bank account from the drop down list.
8. Click **Add New Disbursement** link.

The screenshot shows the Nexsure web application interface. The organization is 'XDTI--Training1'. The user is viewing the 'Disbursements' tab. The 'Add New Disbursement' link is circled in red. The form shows the following information:

Select Bank Account:  
Bank of America 3408865534 Trust Account

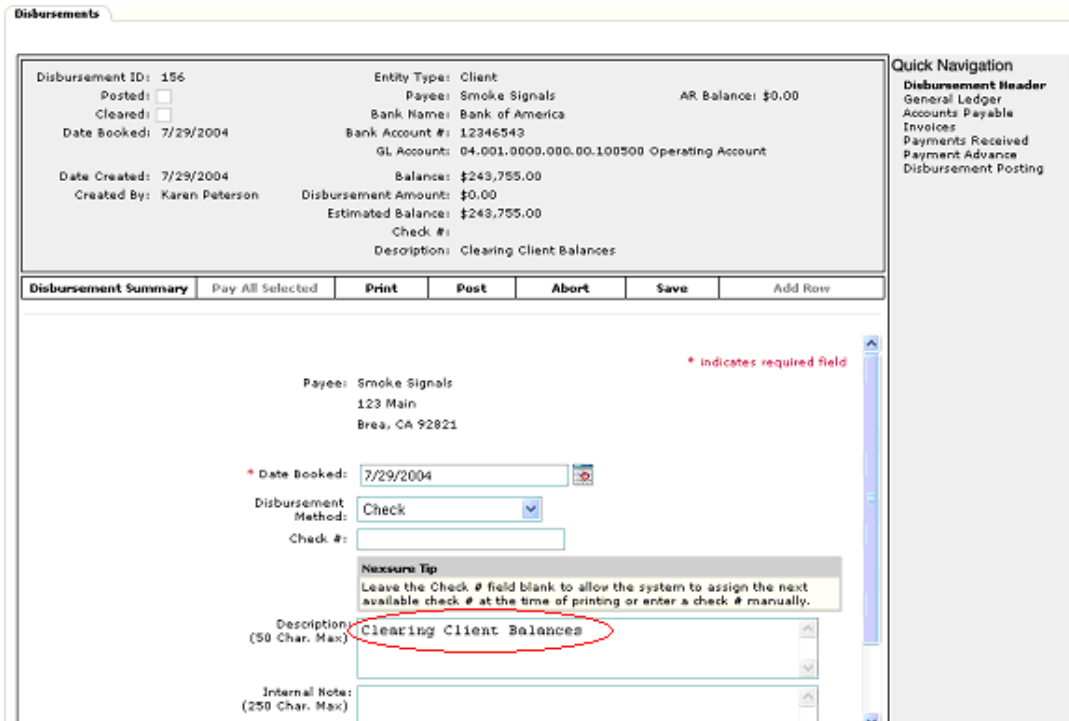
There are no results for this search criteria.

9. Select **Client** as entity type from the drop down list.
10. Enter at least 2 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.

Transactions									
[Select All] [Deselect All]									
Select	Details	Date	Invoice Number	Policy Number	Bill Type	Description	Balance	Credit Assigned	Revised Balance
<input checked="" type="checkbox"/>		7/29/2004	4174	BOP984534	Endorsement		(\$625.00)	\$0.00	(\$625.00)
<input checked="" type="checkbox"/>		7/29/2004	4187	BA5678243	Term Policy		\$3,200.00	\$0.00	\$3,200.00
<input checked="" type="checkbox"/>		7/29/2004	4171	BOP984534	Term Policy		\$6,500.00	\$0.00	\$6,500.00
This Page Total:							\$9,075.00	\$0.00	\$9,075.00
All Pages Total:							\$9,075.00	\$0.00	\$9,075.00

**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.

Disbursement ID: 156	Entity Type: Client	Payee: Smoke Signals	AR Balance: \$0.00
Posted: <input type="checkbox"/>	Payee: Smoke Signals	Bank Name: Bank of America	
Cleared: <input type="checkbox"/>	Bank Name: Bank of America	Bank Account #: 12346543	
Date Booked: 7/29/2004	Bank Account #: 12346543	GL Account: 04.001.0000.000.00.100500 Operating Account	
Date Created: 7/29/2004	Balance: \$243,755.00	Disbursement Amount: \$0.00	
Created By: Karen Peterson	Disbursement Amount: \$0.00	Estimated Balance: \$243,755.00	
	Check #:	Description: Clearing Client Balances	
<b>Disbursement Summary</b>	<b>Pay All Selected</b>	<b>Print</b>	<b>Post</b>
		<b>Abort</b>	<b>Save</b>
			<b>Add Row</b>

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.

Disbursement ID: 156	Entity Type: Client	Payee: Smoke Signals	AR Balance: \$0.00
Posted: <input type="checkbox"/>	Payee: Smoke Signals	Bank Name: Bank of America	
Cleared: <input type="checkbox"/>	Bank Name: Bank of America	Bank Account #: 12346543	
Date Booked: 7/29/2004	Bank Account #: 12346543	GL Account: 04.001.0000.000.00.100500 Operating Account	
Date Created: 7/29/2004	Balance: \$243,755.00	Disbursement Amount: (\$9,075.00)	
Created By: Karen Peterson	Disbursement Amount: (\$9,075.00)	Estimated Balance: \$252,830.00	
	Check #:	Description: Clearing Client Balances	
<b>Disbursement Summary</b>	<b>Pay All Selected</b>	<b>Print</b>	<b>Post</b>
		<b>Abort</b>	<b>Save</b>
			<b>Add Row</b>

19. Click **Pay All Selected** link under disbursement header.

**Disbursements**

Disbursement ID: 156	Entity Type: Client	AR Balance: \$0.00
Posted: <input type="checkbox"/>	Payee: Smoke Signals	
Cleared: <input type="checkbox"/>	Bank Name: Bank of America	
Date Booked: 7/29/2004	Bank Account #: 12346543	
	GL Account: 04.001.0000.000.00.100500 Operating Account	
Date Created: 7/29/2004	Balance: \$243,755.00	
Created By: Karen Peterson	Disbursement Amount: (\$9,075.00)	
	Estimated Balance: \$252,830.00	
	Check #:	
	Description: Clearing Client Balances	

**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.

**Disbursements**

Disbursement ID: 156	Entity Type: Client	AR Balance: \$0.00
Posted: <input type="checkbox"/>	Payee: Smoke Signals	
Cleared: <input type="checkbox"/>	Bank Name: Bank of America	
Date Booked: 7/29/2004	Bank Account #: 12346543	
	GL Account: 04.001.0000.000.00.100500 Operating Account	
Date Created: 7/29/2004	Balance: \$243,755.00	
Created By: Karen Peterson	Disbursement Amount: \$0.00	
	Estimated Balance: \$243,755.00	
	Check #:	
	Description: Clearing Client Balances	

21. Click **Post** link

22. Click **OK** to post zero disbursement. Disbursement summary view shows zero amount posted.

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 **accounting** tab.
3. Select the **transactions** tab and click **receive payments**.
4. Click **Add New Payment**.

5. Select the **Entity Type** (the default is Client) and search for the entity name.
6. 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 checkbox.
  - 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).
7. Click **Post**. Once received payments are posted, they will be available on the **receipts** screen of the **deposit** tab.

## Stop Payments and NSF Checks

If a client's receive payment has been returned to the agency after it was included in a deposit, you can 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.

1. Locate the original receive payment and click the **Details**  icon.
2. Click **Reverse**.
3. In the **Post Reverse** window, select the reason for reversal.
4. Select appropriate option. If **Yes** is selected, Select the **Fee**, enter the Amount and select the GL account number.
5. Click **OK** to complete process.

The following actions should occur after completing the reversal of a deposited receive payment:

- Bank account should be credited for the amount of the reversed receive payment.
- Credit transactions should display in the bank account's accounting transactions tab.
- Client's transaction summary should reflect the reversal of all associated applications to invoices.
- Client invoice receivables tab should reflect the reversal of all associated applications to invoices.
- Client's transaction summary should reflect the charge invoice created, if applicable.

# Deposits

## To make a deposit

1. On the Primary Menu, click **Organization**.
2. Click the **accounting** tab.
3. Click the **transactions** tab and select the **deposits** tab.
4. Select the bank account you wish to deposit to from the drop down list.

Select Bank Account: Bank of America 11008 Page 1 of 2 Filters: [Hide] [Show] [Add New Deposit] [Close Window]

Details	Deposit ID	Description	Amount	Created By	Date Created	Posted	Cleared	Remove
	3		\$0.00	Rodney Gist	04/26/2003	<input type="checkbox"/>	<input type="checkbox"/>	
	28		\$0.00	Shawn Bullock	04/27/2003	<input type="checkbox"/>	<input type="checkbox"/>	
	34		\$0.00	Scott Simon	04/28/2003	<input type="checkbox"/>	<input type="checkbox"/>	

5. Click **Add New Deposit**.

Deposit ID: 454	Bank Name: Bank of America
Posted: <input type="checkbox"/>	Bank Account #: 11008
Cleared: <input type="checkbox"/>	GL Account: 00.000.0000.000.00.100000 Trust Account
Date Booked:	Deposit Total: \$0.00
Date Created: 7/21/2003	Balance: \$402,893.03
Created By: Mike Massaro	Deposit Amount: \$0.00
	Estimated Balance: \$402,893.03
	Description:
	Difference: \$0.00

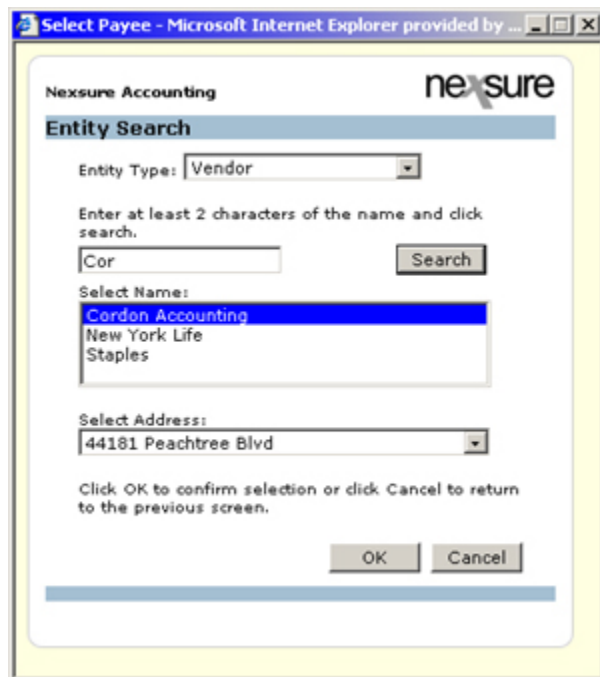
A deposit ID number will be assigned by Nexsure and be displayed in the deposit header. The deposit header also displays other general information such as the date created, who created the deposit and bank account information including balances.

6. Enter the **Date Booked** (current date is default).
7. Select the **Deposit Method**, such as EFT (electronic file transfer).
8. Enter the **Anticipated Total** dollar amount.
9. Enter a description and internal note (optional) to help identify the deposit.
10. In the Quick Navigation panel, click **Receipt**. This will show a list of existing received payments.
11. Select the payments you wish to deposit, or click **Select All**.
12. 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**. Select the Org level where your bank accounts are located, for example - **Territories**.
2. Select the **accounting** tab.
3. Select the **Transactions** tab and click **accounts payable**.
4. Click **Add New**. The Entity Search dialog appears.



The screenshot shows a web browser window titled "Select Payee - Microsoft Internet Explorer provided by ...". The page content is from "Nexsure Accounting" and displays the "Entity Search" dialog. The "Entity Type" is set to "Vendor". A search input field contains "Cor" and a "Search" button is visible. Below the search field, a list of entities is shown: "Cordon Accounting" (highlighted in blue), "New York Life", and "Staples". A "Select Address" dropdown menu is set to "44181 Peachtree Blvd". At the bottom, there are "OK" and "Cancel" buttons. A note at the bottom of the dialog reads: "Click OK to confirm selection or click Cancel to return to the previous screen."

5. 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.

6. Click **OK**.

Accounts Payable - Microsoft Internet Explorer provided by XDimensional Technologies, Inc.

Accounts Payable ID:  Payee: Cordon Accounting  
44181 Peachtree Blvd  
Peachtree City, GA 30269

Posted:  Processed:

Date Booked: 5/26/2004  
Date Due: 6/1/2004

Date Created: 5/26/2004 10:50:47 AM Reference:

Created By: Mike Massaro Description: Services

Accounts Payable Summary Print Post Abort Save Add Row

Nexsure Accounting

Accounts Payable Entry

Account Number	Description	Debit	Credit	Remove
01.002.0000.000.00.220000 - Accounts Payable	Services		500.00	
01.002.0000.000.00.801110 - Corporate Accounting	Services	500.00		
<b>Totals:</b>		1,000.00	1,000.00	
<b>Out of Balance:</b>		0.00	0.00	

7. Enter the **Date Booked** (current date is default).
8. Enter payable **Date Due**.
9. Enter an internal **Reference** and **Description** for the payable transaction (optional).
10. 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.
11. In the **Credit** field, enter the amount being paid. The difference (if any) will be displayed below.
12. Click **Save** to save the payable information, then click **Post** to return to the **Accounts Payable Summary**.
13. 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** checkbox will be selected as well.

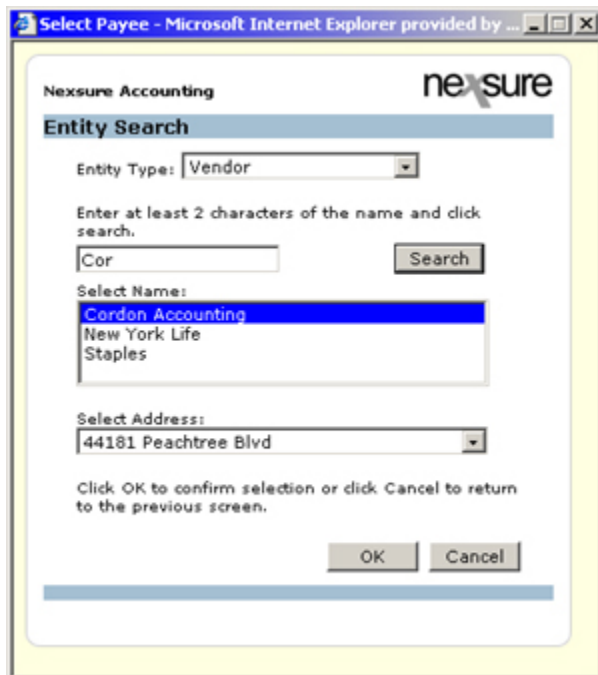
## Accounts Payable Auto Processing

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**. Select the accounting territory.
2. Select the **accounting** tab.
3. Select the **Transactions** tab and click **accounts payable**.
4. Click **Add New**.



5. 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.

6. Click **OK**.

Accounts Payable ID: \_\_\_\_\_ Payee: Cordon Accounting  
44181 Peachtree Blvd  
Peachtree City, GA 30269

Posted:  Processed:

Date Booked: 5/26/2004 Date Due: 6/1/2004

Date Created: 5/26/2004 10:50:47 AM Reference: \_\_\_\_\_  
Created By: Mike Massaro Description: Services

Accounts Payable Summary | Print | Post | Abort | Save | Add Row

Nexsure Accounting  
Accounts Payable Entry

Account Number	Description	Debit	Credit	Remove
01.002.0000.000.00.220000 - Accounts Payable	Services		500.00	<input type="checkbox"/>
01.002.0000.000.00.801110 - Corporate Accounting	Services	500.00		<input type="checkbox"/>
<b>Totals:</b>		1,000.00	1,000.00	
<b>Out of Balance:</b>		0.00	0.00	

7. Enter the **Date Booked** (current date is default).
8. Enter payable **Date Due**.
9. Enter an internal **Reference** and **Description** for the payable transaction (optional).
10. 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.

11. The 2nd 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".
12. Click **Save** to save the payable information, then click **Post** to return to the **Accounts Payable Summary**.
13. 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.

transaction summary | journal entry | disbursements | receive payments | deposit | **accounts payable** | reconciliation

Select Bank Account: -- Please Select -- [Export] [Print] Filter: [Show] [Add New]

[Select All] [Deselect All] [Process Accounts Payable] [Standard Search Mode]

Details	Select	Payee	Reference AP ID	Description	Amount	Created By	Date Created	Date Booked	Date Due	Posted	Processed	Remove
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Fidelity Mutual	85		\$250.00	Mike Massaro	5/27/2004	5/27/2004	6/1/2004	<input checked="" type="checkbox"/>	<input type="checkbox"/>	--
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Staples	84	supplies	\$300.00	Mike Massaro	5/27/2004	5/27/2004	6/10/2004	<input checked="" type="checkbox"/>	<input type="checkbox"/>	--
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Cordon Accounting	80	Services	\$500.00	Mike Massaro	5/26/2004	5/26/2004	6/1/2004	<input checked="" type="checkbox"/>	<input type="checkbox"/>	--
Total AP Items:					\$1,050.00							
Total AP Items Selected:					\$1,050.00							

reconciliation | **accounts payable** | deposit | receive payments | disbursements | journal entry | transaction summary

14. Select a bank account from the drop down list.

15. Select AP items for auto processing by clicking in the **Select** box, or clicking the **Select All** link.
16. Click **Process Accounts Payable**. All selected AP items will be auto processed and will now appear on the **Disbursements** tab.

Details	Payee	Disbur. ID	Check Number	Description	Amount	Created By	Date created	Posted	Printed	Cleared	Remove
	Cordon Accounting	100	0	Services	\$500.00	Mike Massaro	05/27/2004	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	--
	Staples	99	0	supplies	\$300.00	Mike Massaro	05/27/2004	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	--
	Fidelity Mutual	98	0		\$250.00	Mike Massaro	05/27/2004	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	--
	Moore Group	85	0		\$0.00	Anne Hammond	05/24/2004	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Moore Group	84	0		\$0.00	Anne Hammond	05/24/2004	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

17. To print a check for an item in the disbursement list, click the **Details** icon and click the **Print** link.

## 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.

Showing page 1 of 2

Filters: [ Hide ] [ Show ] [ Add New Reconciliation ]

Details	Name	Ref #	Rec ID	Description	Amount	Created By	Date Created	Posted	Remove
	Forbes Insurance		1206		\$30,789.60	Rodney Gist	07/25/2003	<input checked="" type="checkbox"/>	--
	Rodney Gist		1205		\$1,539.48	Rodney Gist	07/25/2003	<input checked="" type="checkbox"/>	--
	Forbes Insurance		1193		\$79,082.30	Rodney Gist	07/25/2003	<input checked="" type="checkbox"/>	--
	Rodney Gist		1192		\$2,991.94	Rodney Gist	07/25/2003	<input checked="" type="checkbox"/>	--

### To perform a reconciliation

1. On the Primary menu, click **Organization**.
2. Select the **territory** tab and select the territory you wish to reconcile.
3. Select the **accounting** tab.
4. Select the **transactions** tab and click **reconciliation**.
5. Click **Add New Reconciliation**.

6. 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.


7. Click **OK**.
8. In the **Description** field, enter a description that identifies the reconciliation (such as March 05 commissions).
9. 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 LOBs 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**.
7. Select the invoices to include in the reconciliation by clicking in the checkbox. If you are making a partial payment on an invoice, click the Details icon and enter the amount.
  8. Click **Save**.
  9. 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.
  10. Click **OK**. Verify that the proper amount appears in the Paid column.
  11. Click **Post**.

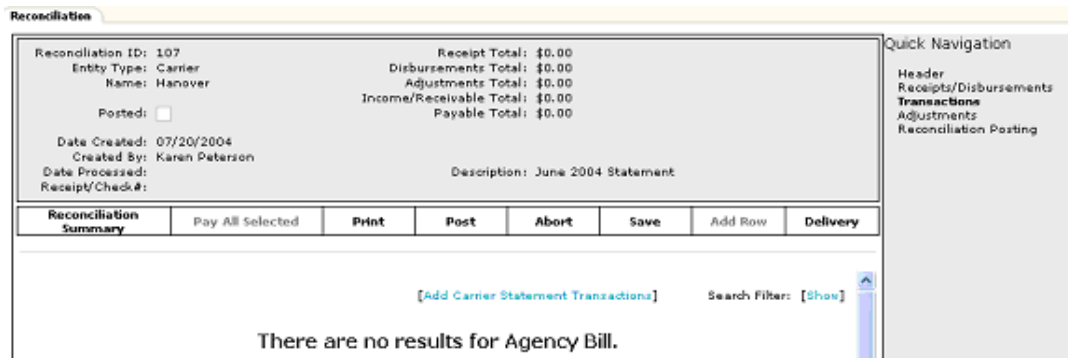
## Direct Bill Carrier Statement Entry

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 at least the estimated premium amount. The more complete the policy info tab is, the less editing will need to be done during reconciliation.

1. On the Primary menu, click **Organization**.
2. Click the **Territory** tab.
3. Click the **Details**  icon of the appropriate territory.
4. Click the **Accounting** tab.
5. Click the **Transaction** 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, posted agency billed invoices (current day to 45 days prior) will be displayed.

**TIP:** Any existing invoices that need to be included in this reconciliation should be reconciled before using the **Add Carrier Statement Transactions** link.

13. Click the '**Add Carrier Statement Transactions**' link



The screenshot shows the 'Reconciliation' window with the following details:

Reconciliation ID: 107	Receipt Total: \$0.00
Entity Type: Carrier	Disbursements Total: \$0.00
Name: Hanover	Adjustments Total: \$0.00
Posted: <input type="checkbox"/>	Income/Receivable Total: \$0.00
	Payable Total: \$0.00
Date Created: 07/20/2004	Description: June 2004 Statement
Created By: Karen Peterson	
Date Processed:	
Receipt/Check#:	

Quick Navigation panel on the right includes: Header, Receipts/Disbursements, **Transactions**, Adjustments, Reconciliation Posting.

Buttons: Reconciliation Summary, Pay All Selected, Print, Post, Abort, Save, Add Row, Delivery.

Search Filter: [Show] (dropdown arrow)

Message: There are no results for Agency Bill.

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**.

**Reconciliation**

Reconciliation ID: 107      Receipt Total: \$0.00  
 Entity Type: Carrier      Disbursements Total: \$0.00  
 Name: Hanover      Adjustments Total: \$0.00  
 Posted:       Income/Receivable Total: \$0.00  
    Payable Total: \$0.00

Date Created: 07/20/2004      Description: June 2004 Statement  
 Created By: Karen Peterson  
 Date Processed:  
 Receipt/Check#:

**Quick Navigation**  
 Header  
 Receipts/Disbursements  
**Transactions**  
 Adjustments  
 Reconciliation Posting

Reconciliation Summary    Create Invoices    Print    Post    Abort    Save    Add Row    Delivery

Search Filter: [Hide]

Region: Karen Region      Branch:   
 Territory: Karen Territory      Department:   
    Unit:   
 Bill Method: Direct Bill      Date Type: -Please Select-  
 Business Type: All      Date Range:      To:   
 Line of Business: AR/Valuable Papers      Amount Range:      To:   
                                  Commercial Auto      Client Name:   
                                  Personal Auto      Policy Number:   
                                  Boiler and Machinery

Exclude all transactions where the effective date is after the search ending date.  
 All       Paid       Unpaid

Sort Field 1:      Sort Order 1:      Sort Field 2:      Sort Order 2:   
 Search    Clear

15. A list of Clients will be displayed. The Clients must have an in force policy and Estimated Premium information entered on the policy info tab in order for a transaction record to appear. At this point, these transaction records are only potential invoices until they are created.

**Reconciliation**

Reconciliation ID: 107      Receipt Total: \$0.00  
 Entity Type: Carrier      Disbursements Total: \$0.00  
 Name: Hanover      Adjustments Total: \$0.00  
 Posted:       Income/Receivable Total: \$0.00  
    Payable Total: \$0.00

Date Created: 07/20/2004      Description: June 2004 Statement  
 Created By: Karen Peterson  
 Date Processed:  
 Receipt/Check#:

**Quick Navigation**  
 Header  
 Receipts/Disbursements  
**Transactions**  
 Adjustments  
 Reconciliation Posting

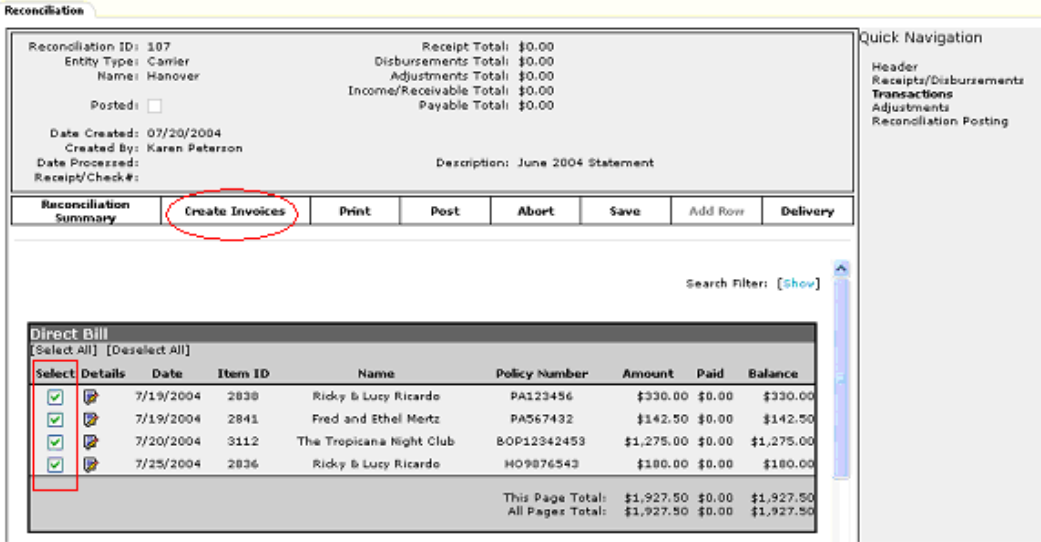
Reconciliation Summary    Create Invoices    Print    Post    Abort    Save    Add Row    Delivery

Search Filter: [Show]

Select	Details	Date	Item ID	Name	Policy Number	Amount	Paid	Balance
<input type="checkbox"/>		7/19/2004	2836	Ricky & Lucy Ricardo	HO9876543	\$180.00	\$0.00	\$180.00
<input type="checkbox"/>		7/19/2004	2838	Ricky & Lucy Ricardo	PA123456	\$330.00	\$0.00	\$330.00
<input type="checkbox"/>		7/19/2004	2841	Fred and Ethel Mertz	PA567432	\$142.50	\$0.00	\$142.50
<input type="checkbox"/>		7/20/2004	3112	The Tropicana Night Club	8OP12342453	\$1,275.00	\$0.00	\$1,275.00
This Page Total:						\$1,927.50	\$0.00	\$1,927.50
All Pages Total:						\$1,927.50	\$0.00	\$1,927.50

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 potential invoice into edit mode.
  - The date booked will be the same for all entries and is designated at the reconciliation header screen.
  - Make the necessary changes to premiums, fees, and taxes. The Agency & people commission should adjust automatically if a record already exists with a rate that is % based.
  - Click the Reconciliation (#)link under the Invoice header to return to the reconciliation.

- Place a checkmark next to the potetial invoice record to include it in the reconciliation.
  - Repeat step 16 for all potential invoices where the amount does not match the Carriers Statement.
17. Click the **Create Invoices** link under the Reconciliation header. Nexsure creates unposted invoices for the selected items in the reconciliation as well as at the client level and assigns a new invoice ID# to them.



18. To post the unposted Invoices, click the **Post Invoices** link under the reconciliation header.
- Note:** If you ever navigate away after creating invoices through the [add carrier statement transactions] link without posting the unposted invoices, the [View unposted invoices] link will be available. Make sure to click on the [View unposted invoices] link to post the invoices before posting the reconciliation.
19. Click **Pay All Selected**. To check your work against the carrier statement before posting, print Remittance Advice (see below).
20. Click **Post**.

## Reconciling a Disbursement or Cash Receipt

1. In the Quick Navigation panel, click **Receipts/Disbursements**.
2. Click **Add New Disbursement** if it's a disbursement or click Add New Receipt if it's a cash receipt.
3. Select the receipt or disbursement.
4. Click **OK**.
5. Click **Post**
6. Click **Print Check**.


## Printing Remittance Advice

1. Once the reconciliation is completed, click the **print** link under the reconciliation header.
2. Select **Remittance Advice** in the Print Selection drop down box.
3. Click **OK**.
4. Click **Print** 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.

## 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 **Territory** tab.
3. Click the **details**  icon of the appropriate territory.
4. Click the **Accounting** tab.
5. Click the **Transaction** 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.

Agency Bill									
[Select All] [Deselect All]									
Select	Details	Date	Item ID	Name	Policy Number	Amount	Paid	Balance	
<input type="checkbox"/>		7/20/2004	3204	54th Street Cafe	BOP98765	\$3,825.00	\$0.00	\$3,825.00	
						This Page Total:	\$3,825.00	\$0.00	\$3,825.00
						All Pages Total:	\$3,825.00	\$0.00	\$3,825.00

Direct Bill									
[Select All] [Deselect All]									
Select	Details	Date	Item ID	Name	Policy Number	Amount	Paid	Balance	
<input type="checkbox"/>		7/21/2004	3354	Peter Piper	HO876543	\$180.00	\$0.00	\$180.00	
						This Page Total:	\$180.00	\$0.00	\$180.00
						All Pages Total:	\$180.00	\$0.00	\$180.00

- Click the **details** icon of the Agency Commission to enter the correct commission rate and click **OK**.

- 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.

Invoice receivables payables

Invoice ID: 00003204  
Created By: Karen Peterson

**Bill To: 54th Street Cafe**  
Address: 123 Second  
City: Brea  
State: CA Zip: 92821  
Phone:

Date Created: 7/20/2004  
Effective Date: 7/20/2004  
Bill Method: Agency Bill  
Entry Method: Invoicing  
Invoice Status: **Posted**  
Invoice Amount: \$4,500.00  
Amount Paid: \$0.00  
Invoice Balance: \$4,500.00  
Delivered: N/A

**Quick Navigation**  
- Invoice Header  
- Bill To  
- Policy Header  
- Invoice Premiums  
- Invoice Non-Premiums  
**Invoice Commissions**  
- Invoice Detail  
- Invoice Posting

---

Reconciliation 125
Print
--
Post Adjustment

**Agency Commissions** [Add New Agency Commission]

Details	Type	Level/Line of Business	Rate Type	Rate	Basis	Due	Remove
	Premium	BOP(1)	% of Premium	15	\$4,500.00	\$675.00	--
	Premium	BOP(1)	% of Premium	-5	\$4,500.00	(\$225.00)	
<b>Total Agency Commissions:</b>						<b>\$450.00</b>	

**Other Commissions** [Add New Other Commission]

Details	Name	Role	Type	Level/Line of Business	Production	Rate Type	Rate	Basis	Due	Remove
	Karen Peterson	Producer	Premium	BOP(1)	100	% of Agency Commission	20	\$675.00	\$135.00	--
	Karen Peterson	Producer	Premium	BOP(1)	100	% of Agency Commission	20	(\$225.00)	(\$45.00)	--
<b>Total Other Commissions:</b>									<b>\$90.00</b>	

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.

Invoice receivables payables

Invoice ID: 00003204  
Created By: Karen Peterson

**Bill To: 54th Street Cafe**  
Address: 123 Second  
City: Brea  
State: CA Zip: 92821  
Phone:

Date Created: 7/20/2004  
Effective Date: 7/20/2004  
Bill Method: Agency Bill  
Entry Method: Invoicing  
Invoice Status: **Posted**  
Invoice Amount: \$4,500.00  
Amount Paid: \$0.00  
Invoice Balance: \$4,500.00  
Delivered: N/A

**Quick Navigation**  
- Invoice Header  
- Bill To  
- Policy Header  
- Invoice Premiums  
- Invoice Non-Premiums  
**Invoice Commissions**  
- Invoice Detail  
- Invoice Posting

---

Reconciliation 125
Print
--
Post Adjustment

**Agency Commissions** [Add New Agency Commission]

Details	Type	Level/Line of Business	Rate Type	Rate	Basis	Due	Remove
	Premium	BOP(1)	% of Premium	15	\$4,500.00	\$675.00	--
	Premium	BOP(1)	% of Premium	-5	\$4,500.00	(\$225.00)	
<b>Total Agency Commissions:</b>						<b>\$450.00</b>	

**Other Commissions** [Add New Other Commission]

Details	Name	Role	Type	Level/Line of Business	Production	Rate Type	Rate	Basis	Due	Remove
	Karen Peterson	Producer	Premium	BOP(1)	100	% of Agency Commission	20	\$675.00	\$135.00	--
	Karen Peterson	Producer	Premium	BOP(1)	100	% of Agency Commission	20	(\$225.00)	(\$45.00)	--
<b>Total Other Commissions:</b>									<b>\$90.00</b>	

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.

## Nexsure Reports

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**.

Select a *Report Type* from the drop down list.

#### Report Types:

- Accounting
- Management
- Clients/Contacts
- Organization
- Marketing
- Opportunities
- Policies
- Ad-Hoc

If an Accounting report is being generated, select a *Report Category*.

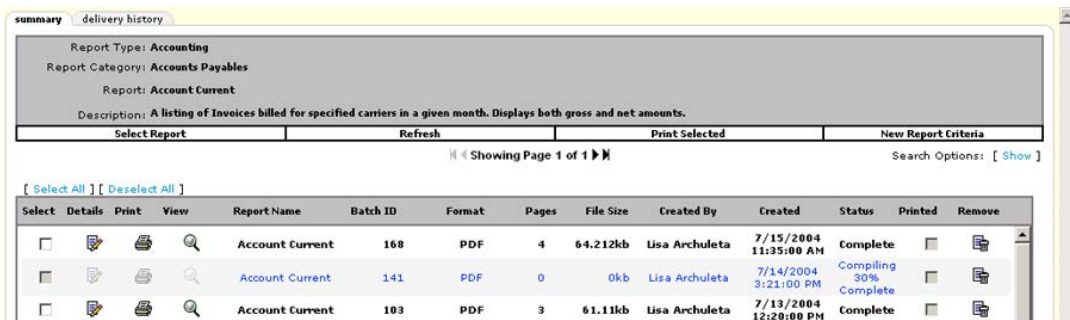
**Accounting Report Categories:**

- Accounts Payable
- Accounts Receivable
- General Ledger
- Production
- Profitability
- Reconciliation
- Entities

4. 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.

The screenshot shows a dialog box titled 'Organization Information' with a '[ Select ]' button. It contains four input fields for user selection:

- Region Name:
- Department Name:
- Territory Name:
- Unit Name:
- Branch Name:

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**.

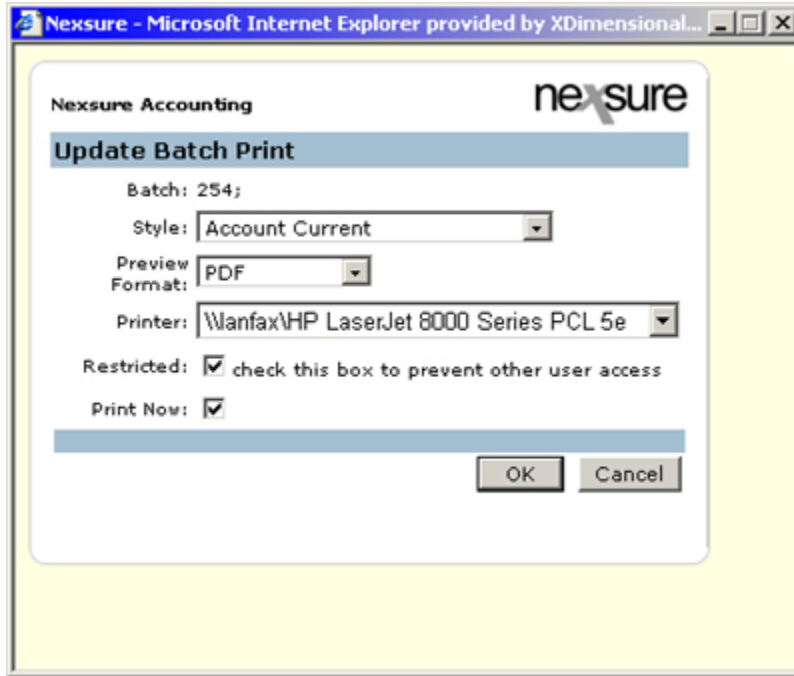
10. Enter the remaining report criteria.

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.

9. Once a report is complete, click the **Print** icon 



10. Select the default printer.

11. The **Restricted** option prevents other user's from viewing the report.

12. Selecting **Print Now** will send the report to the printer immediately.

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 individuals rights to post to locked month.
- Email notification upon login.

# Organization Setup Business Rules

Setting up an organization has to occur in a specific order. The system will have two status flags set at organization - the first setting is "Organization Status = Active or Inactive". If Active, then the organization can login. The second setting is "Organization Setup - Complete or Incomplete". When switched to complete, the organization can begin entering transactions.

Abbreviations:

**AR** = Accounts Receivables

**BS** = Balance Sheet

**COA** = Chart of Accounts

**GL** = General Ledger

**IS** = Income Statement

## Organization Setup Order

1. Designate accounting periods
2. Set Fiscal Range with first "Data Entry" period set to enter beginning balances.
3. First "Data Entry" period should be the period before normal transaction entry will begin as balances will be set to the prior period.
4. Assign books
5. Set posting rules
6. Set Organization Setup to "Complete" (Locks Organization posting rules. Established Accounting Periods cannot be deleted.)
7. Validate / Establish account groups
8. Validate / Establish account types.
9. Validate / Establish Chart of Accounts.
10. Set Mandatory General Ledger Numbers.
11. Complete Org Structure.
  - Region
  - Territory
  - Departments

Validate posting rules (Posting to general ledger is set at organization. Not a department variation.):

- i. Agency Bill Accounting Method
- ii. People Payment Accounting Method
- iii. Direct Bill Accounting Method
- iv. People Payment Accounting Method

**Note:** If posting rules are changed for department, the applicable general ledger number must be added and designated as a Mandatory General Ledger number at Org.

- Branch
  - Validate Departments (Cannot change posting rules at department)
  - Add Units if applicable.

**Note:** As org structures are added, based on books assignment and posting rules, chart of accounts will be added.

12. Journal Entry beginning balances.
13. Enter Insured beginning balances.
14. Print beginning balance reports (Aged Receivables, Trial Balance, Balance Sheet, Income & Expense Report).
15. At least lock, preferably close, beginning balance entry month.
16. Begin transaction entry.

**Note:** Organization, accounting, setup, assign books. "Assign books" represents the organizational level(s) that have balance sheet general ledger numbers and posting. Anything else, including departments and units, will have income and expense general ledger numbers. Reconciliation will occur at the lowest level of books assignment.

## Regions

Regions are the 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**.

## 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.

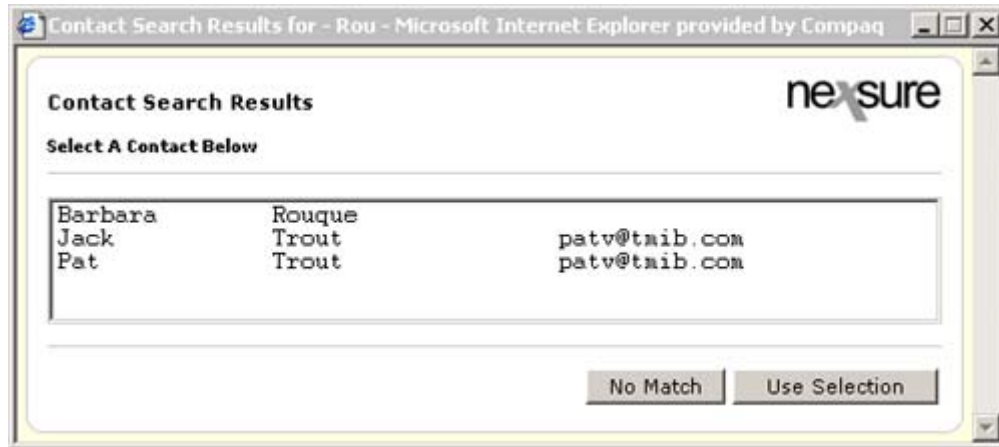
## Search Contact

- 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 2 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 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 1 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 under 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 under 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 popup 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 Popup 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 under 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 6 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 6 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.
- **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 screen cannot be saved until the format is corrected. The field can contain up to 30 characters with alphanumeric data. There are 2 e-mail 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.

## 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** popup 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**.

# Territories

A territory is a subdivision of Region such as California, Utah, etc. Territories may be added to or modified by the entity depending on security.



## To add a territory 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 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 6 characters. Phone number identities are as follows:
  - Back line
  - Building Security
  - Business Phone
  - Fax
  - Main Fax
  - Phone
  - 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 6 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 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 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.

## Territory 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** popup 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**.

## Branches



A branch is 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.

### 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 6 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 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 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.

## 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** popup 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 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**.

## 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 ORG 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 ORG level.

5. Select a department and click **Update**.

## 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 Org level capability. An employee added at the Territory level has access to Territory and Branch functionality, but not to Region or Org 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 **employee** tab.
3. Click **Add New**.

The screenshot shows a web application interface for adding a new employee. At the top, there is a breadcrumb trail: "Organization >> Southeast >> Georgia >> Atlanta >> Adding a New Employee". Below this, there are several tabs: "card file", "departments", "locations", "employees" (which is highlighted), "accounting", "vendors", and "ivans". Under the "employees" tab, there is an "employee detail" section with sub-tabs: "identity", "additional logins", "security", and "commissions". Below these tabs, there is an "Apply Contact" section with two radio buttons: "Search Contact" (which is selected) and "New Contact". At the bottom of this section, there is a search box labeled "Search For Existing Employee Record:" with the text "Last Name" inside it and a "Search" button to its right.

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.

4. Enter the employee detail information.

**Employee Information**

Prefix: Mr. First: Michael MI: Last: Powers Suffix: Goes By: Mike

Title: Producer Sex: Male DOB: 4/16/72 Social Security No.: 1234567899 Marital Status: Married (000-00-0000)

**Driver Information**

State Licensed: CA License Number: A1234567 Date Licensed: 4/16/88

Is this the **PRIMARY CONTACT** for this organization?  Yes  No Contact Role: General

The **PRIMARY LOCATION** for this employee is: Brea, CA [145 S. State College Blvd.]

**Personal Numbers** [ Add New ]

Details	Phone Type	Phone	Ext	Desc	Delete
	Cell Phone	(714) 555-1212			

**E-Mail Address**

E-Mail: mike@company.com E-Mail 2:

**Contact Notes**

Can be reached in the office between 8 am and 5 pm PST.

5. 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.

6. 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.

branch >> Southeast >> Georgia >> Atlanta >> Michael Powers

Previous Page Save

card file departments locations employees accounting vendors ivans

employee detail identity additional logins **security** commissions

Employee Name: Michael Powers User Status:

To add/edit a user for this account, enter the login information and click on the Save/Update link on the navigation bar at the top.

**Login Information**

Login name: mpowers

New password: ●●●●●●

Confirm new password: ●●●●●●

Time zone: (GMT-08:00) Pacific Time (US & Canada); Tijuana

Automatically adjust clock for Daylight Savings Time (DST)

Login expiration date: and times:

Change of password required:

Access allowed from: 5:00 AM

Access allowed until: 6:30 PM

Notify admin upon login:

Allow login on Saturday:

Allow login on Sunday:

Login disabled:

commissions **security** additional logins identity employee detail

- **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.
7. 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'.

The screenshot displays the 'security' tab for the user Michael Powers. The page contains the following fields and options:

- Employee Name: Michael Powers
- Instruction: To add/edit a user for this account, enter the login information and click on the Save/Update link on the navigation bar at the top.
- Section: Login Information
- Login name: mpowers
- New password: [text input]
- Confirm new password: [text input]
- Time zone: (GMT-08:00) Pacific Time (US & Canada); Tijuana
- Automatically adjust clock for Daylight Savings Time
- Login expiration date: [calendar icon] and time: [time input]
- Change of password required:
- Access allowed from: 12:01:00 AM
- Access allowed until: 11:59:00 PM
- Notify admin upon login:
- Allow login on Saturday:
- Allow login on Sunday:
- Login disabled:
- Footer: No record(s) found. [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 Org
  - **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**.

## 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.
3. Click the **details**  icon of the appropriate branch.
4. Click the **Employees** tab.

**Note** If employee is assigned to multiple branches, they will need to be re-assigned at each branch level.

**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.

The screenshot shows the Nexsure web application interface. The organization is 'XDTI--Training1' and the branch is 'Karen Branch'. The 'Employees' section is active, displaying a list of employees. The 'Employee Status' dropdown menu is set to 'Terminated Employees'. The table below shows the details of the employees:

Details	Primary Name	Availability	Title	Email	Deactivate
<input type="checkbox"/>	Blazejack, Michael	Offline	Default	michael.blazejack@xdti.com	
<input type="checkbox"/>	Massaro, Mike	Offline	Producer	michael.massaro@xdti.com	
<input type="checkbox"/>	McDonough, Susan	Offline	Default	susanmcd@gte.net	
<input checked="" type="checkbox"/>	Peterson, Karen	Offline (Available)	Default	karen.peterson@xdti.com	
<input type="checkbox"/>	Smith, Susie	Offline	Account Manager	susie.smith@aol.com	

5. Click the **details** icon of the employee who is to be re-assigned.
6. Click the **Re-Assign** link on the toolbar.

The screenshot shows the Nexsure web application interface. The organization is 'XDTI--Training1' and the branch is 'Karen Branch'. The 'employee detail' section is active for 'Mrs. Susie Smith'. The 'Re-Assign' link is highlighted in the toolbar.

7. The re-assign employee screen will display.

The screenshot shows the 'Re-Assign Employee' dialog box in Microsoft Internet Explorer. The dialog box prompts the user to select a new employee for Susie Smith. The list of employees is:

- Blazejack, Michael
- Massaro, Mike
- McDonough, Susan
- Peterson, Karen

The 'Peterson, Karen' option is highlighted. The dialog box also includes a 'Close' button and a 'Re-Assign' button.

8. Highlight the name of the new employee to be assigned
9. Click the **Re-Assign** link.
10. Click **OK** to confirm the change.

## 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 and click on the appropriate employee details icon.
4. Select the **commissions** tab.
5. Click on **Add New** or the detail icon of an existing commission default to edit.

	Rate Type	Rate	Min.	Max.	Eff. Date	Exp. Date	Quota	Status
New:	% of Agency Commission	44.5			7/23/2003		\$ 0	Active
Renew:	% of Premium	5			7/23/2003		\$ 0	Active
Rewritten:	Flat	33.6			7/23/2003		\$ 0	Active

6. Select a carrier and line of business using the drop down boxes. Sub code is a required field.
7. Branch People defaults can be set using the check boxes located to the left of each default type and are used as follows:
  - 1 line of business default for each specific line of business within a branch.
  - 1 carrier default for each carrier within a branch.
  - 1 people default for the employee within a branch.


**Note:** If a default exists and another default is selected it will overwrite the existing default and become the current default within the branch.

8. Complete the information selecting the Rate Type, entering the Rate, entering a Min(imum) and Max(imum) rate if desired, entering Eff. Date and Expiration Dates if applicable, and entering a Quota amount. The status defaults to Active, but can be changed to Inactive if the commission default is no longer desired.

## 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

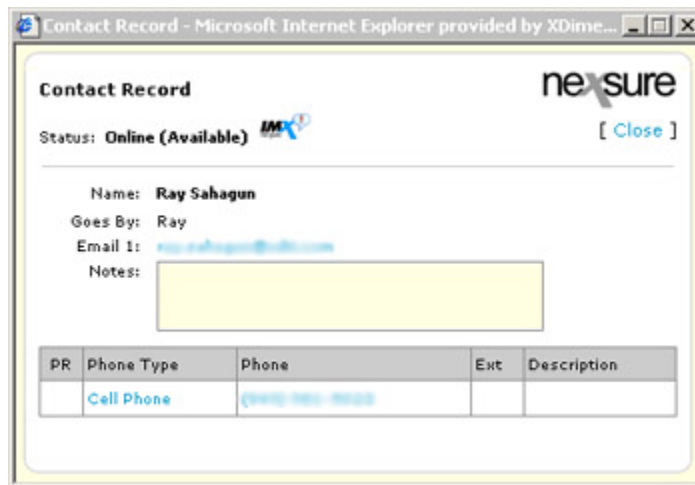
1. On the Primary menu, click **Organization**.
2. Select the **employees** tab.
3. Click the details  icon for the employee you wish to modify the security settings for.
4. Select the **security** tab.
5. Select the login security settings and click **Update**.

## IMX Instant Messenger

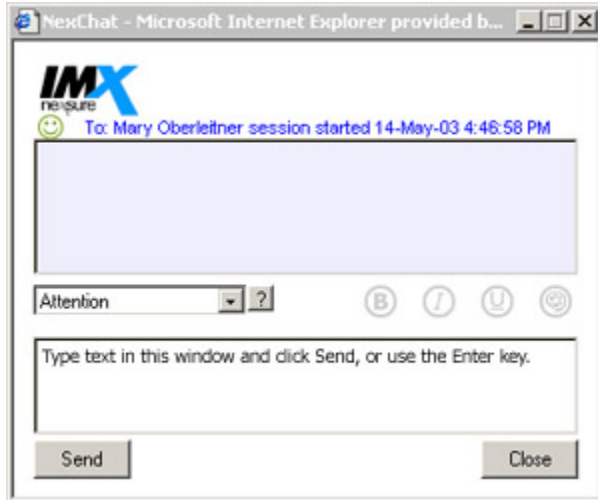
The Nexsure IMX instant messenger allows you to send and receive text messages instantly with anyone logged in to your Nexsure organization.

### 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.

## 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**.

**security policy** user rights templates access log T-Log

**Please review and update organization security policy**

When effective date column is blank, the rule takes effect immediately.  
When expiration date column is blank, the rule remains in effect indefinitely.

Rule Description	Value	Effective Date	Expiration Date
Enable user login expiration date and time	No		
Enable access time restriction for users	No		
Default time of day after which user is allowed to login	5:00 AM		
Default time of day after which user is not allowed to login	6:30 PM		
Require that passwords contain at least one special character	No		
Require that passwords contain at least one numeric character	No		
Number of unsuccessful login attempts before login name is locked	12		
Number of minutes before locked login name is unlocked	1		
Number of days before users are required to change password	365		
Require that users change password on their first login	No		
Number of previous passwords that cannot be reused	10		
Email address to notify upon user login	default@address.coi		

Save Cancel Default

T-Log access log user rights templates **security policy**

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**.

## 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 Templates

1. On the **Utility** menu, click **Setup**.
2. From the Setup Console, click **Security Administration** and select the **user rights** tab.

The screenshot shows the 'user rights' application interface. The 'templates' tab is active, and the 'user assigned' sub-tab is also visible. The 'Entity Types' dropdown is set to 'Organization'. The 'User Template Types' list includes 'Administrator', 'Manager', 'Producer', 'Representative', and 'sample org user'. The 'Description' field contains the text 'Full access to the Nexsure System.'. The 'Status' table shows the following information:

Status	
Date Created:	10/25/2001 2:31:26 PM
Last Modified:	7/30/2002 10:47:04 AM
Modified By:	Admin Nexsure

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 "✔".




## Task Log

The task log is on the client menu (**T-Log**) and also in Setup / Security Administration. The T-Log records client events (history of the client). Items recorded are:


- Task
- Action
- Policy #
- Memo
- User
- Date / Time

Client Name: Mochashello's Commercial Account

T-Log Filter: [Show]

Detail	Task	Operation	Client Name	Policy No.	Memo	User Name User Rights	DateTime ▼
	Client	View	Mochashello's	N/A	View Client	Michael Massaro Administrator	6/3/2004 2:05:12 PM
	Organization	View	Mochashello's	N/A	View Organization Regions	Michael Massaro Administrator	6/3/2004 2:01:23 PM
	Organization	View	Mochashello's	N/A	View Organization Branches	Michael Massaro	6/3/2004 2:01:10 PM

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.

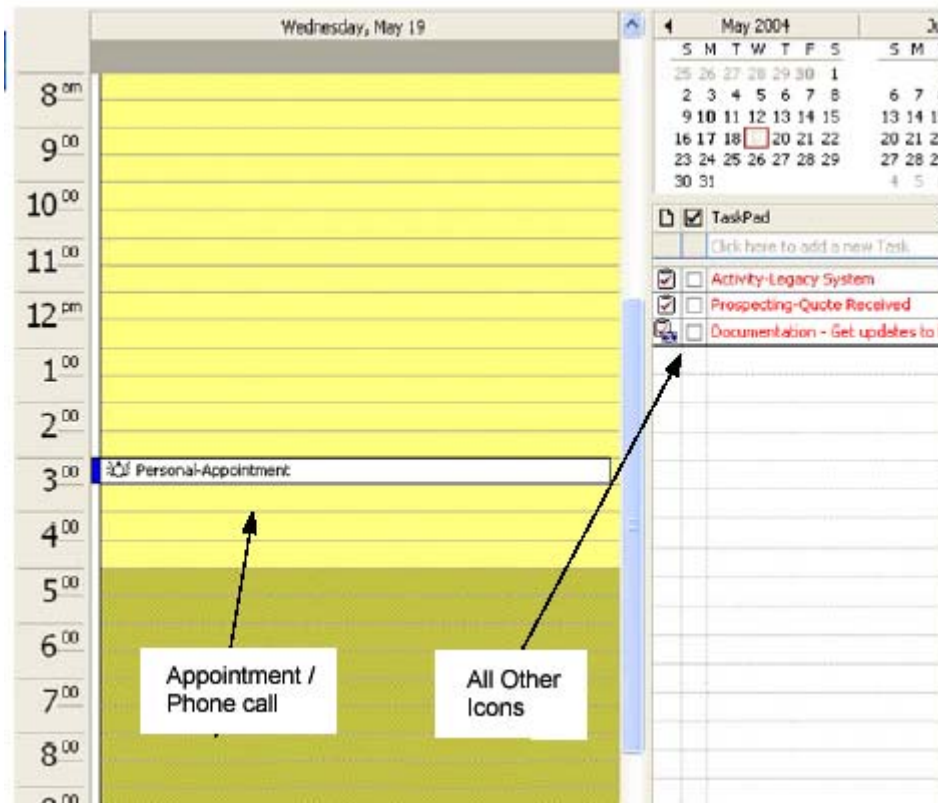
**Note** Information that accessed by clicking the details icon, while it can be changed, cannot be saved and has no effect on the rest of the system. It is intended for viewing purposes only.

# Setup - 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 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 **[Add New]** to add a new **Action** to setup. The **New Actions** Popup 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** Popup 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** Popup 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** Popup 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 a 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](#).



- and enter a description in the **Description** area. Click the **Next** button to complete the addition of the new **Type**. The **New Actions** Popup 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.

## Color Scheme

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* 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**.

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
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
	Phone Types	After Hours Automated Back Line Building Security

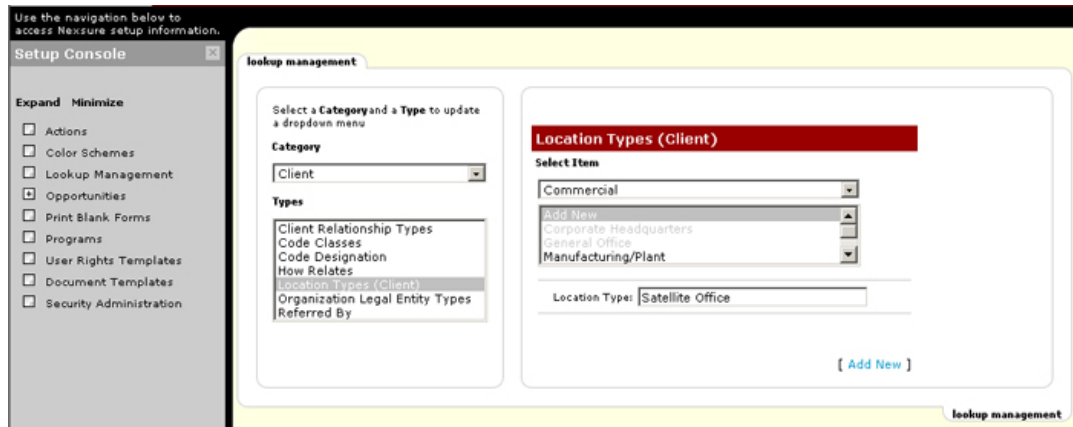
		Business Phone Fax Number Main Fax Phone Receptionist Technical Support Toll Free
Organization	Location Types (Organization)	Corporate Office General Office Home Office
People	Contact Roles	Daughter Husband Son Wife
	Marital Status	Married Single
	People Availability Status	Offline Online (Available) Online (Unavailable)

	Name Prefixes	Dr. Miss Mr. Mrs. Ms.
	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

## Adding Lookup Management Items

### To add a lookup management item

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.

## Editing Lookup Management Items

**Note:** Items in gray cannot be modified.

### To edit a lookup management item

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.

## Deleting Lookup Management Items

**Note:** Items in gray cannot be deleted.

### To delete a lookup management item

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.


# 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 **Setup Console**, click **Opportunities**, then click **Branches**.
2. Click the **Details** icon  beside the Branch you wish to setup questions for. The Templates tab for that Branch will open.
3. On the Templates screen you can:


### To 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.

### To 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.

### To edit the value of an existing question

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

#### To change the order of questions 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* 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 4 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 Setup - Opportunities - 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. Click **[Add New]**
2. Enter a grade in the field. For example: Gold
3. Select **Active** to activate the grade in the ranking system.
4. Enter the minimum number of points needed for this grade.
5. Select the **Default** option if this grade should be the system default grade.
6. Enter a brief description that describes the answer.
7. Click **Add** to save the grade and continue adding another entry.
8. When completed, click **Save**.

## Labels

The Setup - Opportunities - 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 4 groups are: **Qualifying Information**, **Opportunity Criteria**, **Opportunity Status** and **Contacts**.

### To Assign or Modify a label name

1. Click **[Add New]**
2. Enter a **Label Name**.
3. Enter a description for the label (optional).
4. Click **Save**



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

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 need to have the Adobe Acrobat Viewer installed. To leave Nexsure and download it, click [here](#).

# Index

<b>A</b>	
Abort	
a Claim .....	48
Access for clients	
Certificates .....	84
summary of insurance .....	134
Access Log .....	222
Account Groups .....	145
Account Manager .....	112
Account Producer .....	112
Account Types .....	146
Accounting	
Balance Sheet .....	163
Income Statement .....	164
Trial Balance Sheet .....	162
accounting periods	
closing .....	142
locking .....	142
Accounts Payable	
auto processing .....	196, 209
Accounts Payable .....	207
ACORD	
Claims forms .....	48
printing blank forms .....	261
using Nexsure with forms .....	28
ACORD .....	33
ACORD Level 1 .....	74
ACORD Level 3 .....	74
Actions	
adding .....	14
Actions .....	12
Actions .....	250
Actions Setup	
topics .....	250
types .....	250
Actions Setup .....	250
Adding	
actions .....	14
<b>branch locations</b> .....	233
carrier contacts .....	118
carrier locations .....	121
carriers .....	115
documents .....	34, 89
<b>named insureds</b> .....	110
opportunity questions .....	258
photos .....	34, 89
qualifying answers .....	258
qualifying questions .....	258
records in forms .....	28
regions .....	224
related accounts .....	111
<b>territories</b> .....	230
Additional Interest	
adding .....	108
Agency Billing .....	166
agent commissions	
policy info tab .....	127
AL1 .....	74
AL3 .....	74
AP .....	196, 209
Applications .....	34
assign books .....	141
Assignment .....	112, 242
Attachment	
binders .....	40
Attachments .....	34, 89, 91, 98
Audits	
posting new .....	45
Auto Processing .....	196, 209
<b>B</b>	
balance sheet .....	141, 163
Bank Account - Setup .....	164
Bank Accounts .....	148
Batch .....	85
Batch certificate printing .....	85
Batch Invoice Printing .....	137
Batch Printing certificates .....	85
Batch Summary Tab .....	137

Bill Plan		Carrier Locations.....	120, 121
Creating a .....	172	<b>commission detail</b> .....	117
Bill Plan .....	172	<b>Carriers</b> .....	117
Billing		Carriers .....	122
Installments .....	182	Carriers .....	122
List Bill .....	172	cash receipts.....	203
Splitting Installments.....	187	Certificates	
Binder		Copying .....	86
changing extension duration.....	39	Creating a new .....	79
creating a.....	37	printing .....	85
delivering a .....	40	Renewal.....	83
emailing a .....	40	Temporary Client Access.....	84
extending a .....	39	using ConfirmNet .....	88
faxing a .....	40	Certificates .....	79
Binder .....	37	Certificates .....	84
Binder .....	39	Certificates .....	86
Binder .....	39	Certificates Now .....	88
Binder .....	40	Changing	
binder bill		colors .....	252
reversing .....	170	company logo.....	252
binder bill invoicing .....	170	login message .....	252
Binder Log .....	34	system colors .....	252
Binder Term .....	39	Chart of Accounts .....	154
Binders		chat .....	245
from the servicing screen .....	38	Claims.....	46, 48
Bookmarks.....	8	classification .....	145
books .....	141	Classified .....	114
Branch Employee Security.....	235	Client Contacts	
Branches		Contacts Security.....	103
about.....	233	editing.....	103
<b>adding</b> .....	233	Client Contacts .....	101
Bridge .....	71	Client Locations .....	106, 107
<b>C</b>		Client menu .....	8
Cancellations.....	62, 64	Client Policies .....	126
Carrier downloads .....	76	Client Profiling.....	106
Carrier eServices .....	124	Codes	
Carrier Statement .....	214	adding Classified.....	114
Carriers		Color Scheme Setup.....	252
Adding Carriers .....	115	Commission	
Carrier Commission Setup.....	117	revising during reconciliation .....	217
Carrier Contacts .....	118	Commission Downloads.....	76

<b>Commissions</b>	
<b>adding/editing</b> .....	117
<b>detail</b> .....	117
policy info tab .....	127
<b>Commissions</b> .....	117
Commissions .....	244
ConfirmNet .....	88
Contacts	
adding at Region level .....	225
carrier .....	118
making a Nexsure user .....	225
Contacts .....	225
Copy Plan .....	172
Copying Certificates .....	86
Coverage and Premium .....	33
Coverage/Limits .....	33
Creating Certificates .....	79
creating/document templates .....	91
<b>D</b>	
Delivery	
binders .....	40
Claims .....	48
Installment invoices .....	189
Departments .....	236
<b>Deposit Method</b> .....	206
<b>Deposits</b> .....	206
Description of Operations .....	79
Digital photos .....	34, 89
Direct Bill Carrier Statement .....	214
Direct Billing .....	168
Disbursements	
auto processing .....	196, 209
<b>Disbursements</b> .....	194
document templates .....	91
Downloads	
Carrier commissions .....	76
Commissions .....	76
Downloads .....	68, 71, 74
<b>E</b>	
Editing	
opportunity answers .....	258
opportunity questions .....	258
Edits .....	42
<b>EFT Deposits</b> .....	206
Email .....	134
employee commissions .....	244
Employee information .....	237
Employee Security .....	245
Employees	
adding .....	237
contacting .....	245
details .....	237
picture .....	237
Employees .....	237
Endorsements	
installment billing .....	190
Endorsements .....	58
eServices	
accessing .....	124
Excel .....	91, 98
Expirations .....	53
Expired policies .....	54
Exporting	
policy information .....	31
exporting for a quote .....	71
<b>F</b>	
fees	
policy info tab .....	127
Financial Institution Setup .....	148
fiscal year .....	142
Flat .....	64
Fleet	
entering in a schedule .....	30
Forms	
coverage and premium .....	33
printing blank .....	261
working with .....	28
FSC .....	68
FSC Quotes .....	71
FSC Rater .....	71
Future Status Renewal .....	54

<b>G</b>	
General Ledger	
journal entries .....	193
General Ledger Numbers .....	154
global assignment .....	242
<b>H</b>	
History	
sending an expired policy to .....	54
Holder Certificates.....	79
Home menu .....	8
<b>I</b>	
Import a Record .....	8
Import status messages .....	71
Importing	
policy information .....	31
Importing FSC .....	68
Importing quotes .....	71
IMX.....	245
Income Statement .....	164
Installment	
Splitting.....	187
Installment Billing.....	182
Installments	
Delivery.....	189
endorsements on .....	190
Installments.....	182
Instant Messenger .....	245
Interface	
Carrier commission downloads.....	76
Interface.....	68, 71, 74
Invoice	
Batch Printing.....	137
Invoices Tab.....	139
Invoicing	
Agency Bill .....	166
binder bill.....	170
Creating a List Bill Plan .....	172
Direct Bill.....	168
Installment billing .....	182
Installment delivery.....	189
List Bill Plan.....	179
Splitting Installments .....	187
Invoicing .....	166
Invoicing .....	168
IVANS .....	68, 71, 74
IVANS downloads .....	71
<b>J</b>	
Journal Entry.....	193
<b>L</b>	
List Bill.....	172, 179
List Bill Plan .....	179
Locations .....	107
Login.....	8
Login Security .....	222, 245
Lost Password .....	8
<b>M</b>	
Marketing	
adding codes and values.....	114
Marketing .....	20, 22
Marketing.....	129
Master Invoice.....	182, 187, 190
memos.....	12
Menus .....	8
Messaging .....	245
Monoline.....	34
MS Office/document integration.....	91, 98
MS Outlook .....	250
<b>N</b>	
<b>Named Insureds</b>	
<b>adding</b> .....	110
Named Insureds .....	110
nexMail	
certificates .....	84
summary of insurance .....	134
nexMail .....	84
nexMail .....	134
non sufficient funds.....	205
NSF .....	205
<b>O</b>	
Office .....	91
online services .....	124
Opportunities	

adding new .....	17	<b>R</b>	
branch .....	258	Rate .....	71
setting up .....	258	reassignment .....	242
Opportunities .....	17	receipts .....	203
Opportunities .....	258	received payments.....	203
Organization menu.....	8	Received payments defaults.....	153
Organization Setup .....	224, 225, 228, 230, 231, 233, 235	Reconciliation	
Outlook		Carrier Statement .....	214
assigning action type icons.....	250	revising commissions during.....	217
calendar and taskpad with Actions.....	250	Reconciliation .....	212
<b>P</b>		Recurring journal entries .....	193
Package Policies.....	34	Region Employee Security.....	228
Password .....	8	Regions .....	224
Payables .....	207	Reinstating .....	64
<b>Payment</b>		Related Accounts	
<b>sending checks or disbursements</b> .....	194	adding .....	111
payment type default .....	153	Related Accounts .....	111
photos.....	34, 89	Remittance Advice .....	214
Plan .....	172	Renewal of Certificates .....	83
Policy		Report Menu .....	8
cancellations.....	62	Reports Overview .....	220
endorsements.....	60, 136	Responsibility .....	112
expiration.....	53	Retail Agent Setup .....	152
issuing certificates.....	88	returned check .....	205
renewing.....	54	reverse payment .....	205
Policy Info Tab.....	127	reversing a binder bill.....	170
Populate		Rewriting .....	64
used in Claims .....	48	<b>S</b>	
Posting		Scanned images .....	34, 89
journal entries .....	193	Schedules .....	30
Posting a Claim.....	48	Search .....	8
premium		Security	
policy info tab.....	127	adding contact.....	103
Premium Finance Company Setup .....	152	adding region employee.....	228
Primary .....	112	adding territory employee .....	231
Primary menu.....	8	Security.....	222
producer .....	112	Security.....	245
Profiling		Security.....	248
client .....	106	Security Administration .....	222
Promotions.....	114	<b>Sending a check</b> .....	194
Pro-Rata .....	64	Servicing Claims .....	48

Servicing the Policy		Templates.....	91, 98
Binders .....	38	templates/using .....	91, 98
Certificates Now .....	88	Temporary access.....	134
New Certificates .....	79	<b>Territory</b> .....	230
Renewal.....	54	Territory Employee Security .....	231
Servicing the Policy .....	38	third party payment .....	153
Servicing the Policy .....	60	T-Log .....	249
Servicing the Policy .....	136	Tracking .....	249
Setup		Trial Balance .....	162
Bank Accounts .....	148	<b>U</b>	
color.....	252	User rights.....	248
Financial Institution .....	148	User Security .....	222, 245
List Bill .....	172	Utility menu .....	8
opportunities .....	258	<b>V</b>	
Premium Finance Company .....	152	Vehicle entry.....	30
qualifying questions.....	258	Vendor	
Retail Agent.....	152	adding a .....	149
Security .....	248	Vendor Setup .....	149
Tax Authority.....	152	Vendors	
Vendor.....	149	adding at Territory Level.....	150
Setup Console .....	39	Associating with a GL account.....	150
Short Rate .....	64	Vendors.....	150
Signature file.....	237	View	
Sorting records.....	28	Actions by User .....	12
Special Instructions.....	79	Binder Log by User.....	34
Splitting Installment Invoices .....	187	Cancelled policies by User .....	62
stop payments.....	205	Client Claims by User .....	46
Summary of Insurance .....	134	Client Edits by User .....	42
Supplements .....	34	Client Endorsements by User .....	58
Synchronizing Users .....	248	Client Expirations by User .....	53
<b>T</b>		Client Marketing Policies by User.....	20
Task Log.....	249	VIN.....	30
Tax Authority Setup .....	152	<b>W</b>	
taxes		Word.....	91, 98
policy info tab.....	127	<b>X</b>	
Templates		Xchange	
opportunity question templates.....	258	overview.....	123
User rights .....	248	XML .....	31