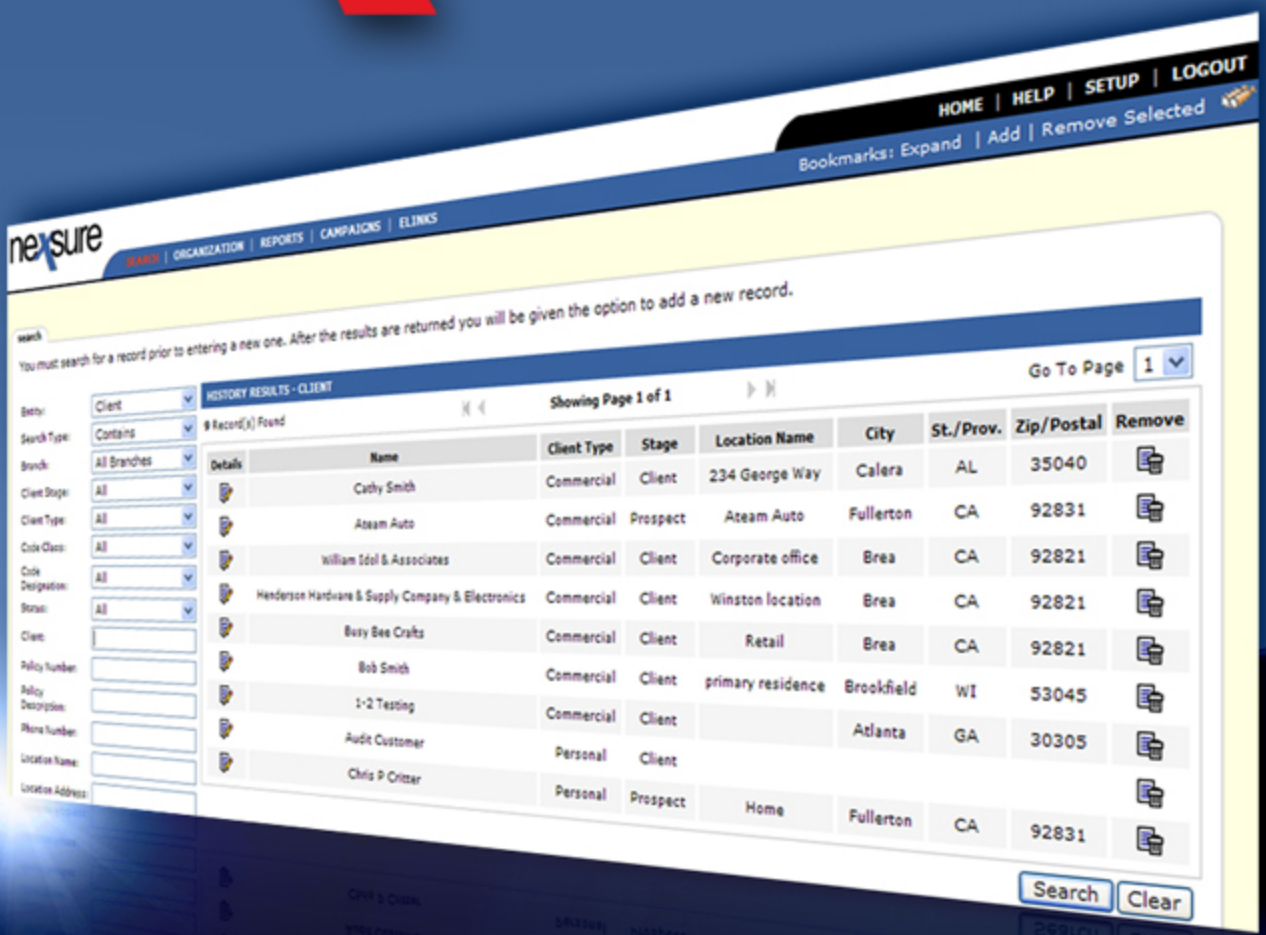
nexsure®




# Nexsure User's Guide

## Version 2.1

XDimensional® Technologies

# Nexsure User's Guide

**Version 2.1**



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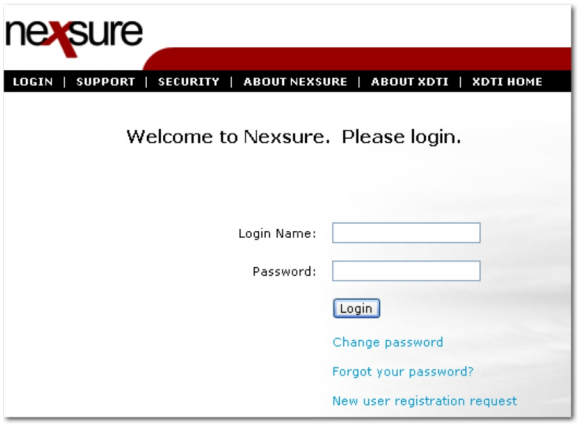
# Getting Started in Nexsure

## Logging in to Nexsure

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

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




**Tip:** In order to work on one client while servicing another, two instances of Nexsure can be open at the same time. Also note that browser tabs in Internet Explorer 7 cannot be used to open the second instance, a separate browser window must be opened.

**Important:** In some instances multiple session displays may not be effective or have full functionality. An example of a multiple display issue is in accounting bank reconciliation where printing has been determined to display the last printed bank reconciliation summary in both sessions when view is attempted in multiple sessions. The behavior of third party products or the browser itself may also cause issues. It is recommended that the second browser be opened to use as a view only screen or to specifically work on two different clients or in two different areas of Nexsure.

## Password

**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. Click the **Forgot your password?** link.
2. Enter the **Login Name**.
3. Click **Reset Password**. An email with a new temporary password will be sent to the email address associated with the **Login Name** entered.

   **Important:** If no email address exists, the password cannot be reset.
4. Return to the Nexsure login screen and enter the User name and the new password.
5. Click **Login**. Upon logging back in to Nexsure with the temporary password, a prompt will ask for a password change.
6. Enter the temporary password in the **Old Password** box and then enter the new password.
7. Click **Change Password**. The password will be updated and a prompt gives the option to proceed to Nexsure.

**To Request New User Registration**

1. Click the **New User Registration** request link. The new user web form appears.
2. Enter the information. The fields with the red asterisks are required fields.
3. Click **Submit**. The information will be sent to the XDTI sales department and you will be contacted in regards to adding a new user.

## Preparing a Workstation for Nexsure

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

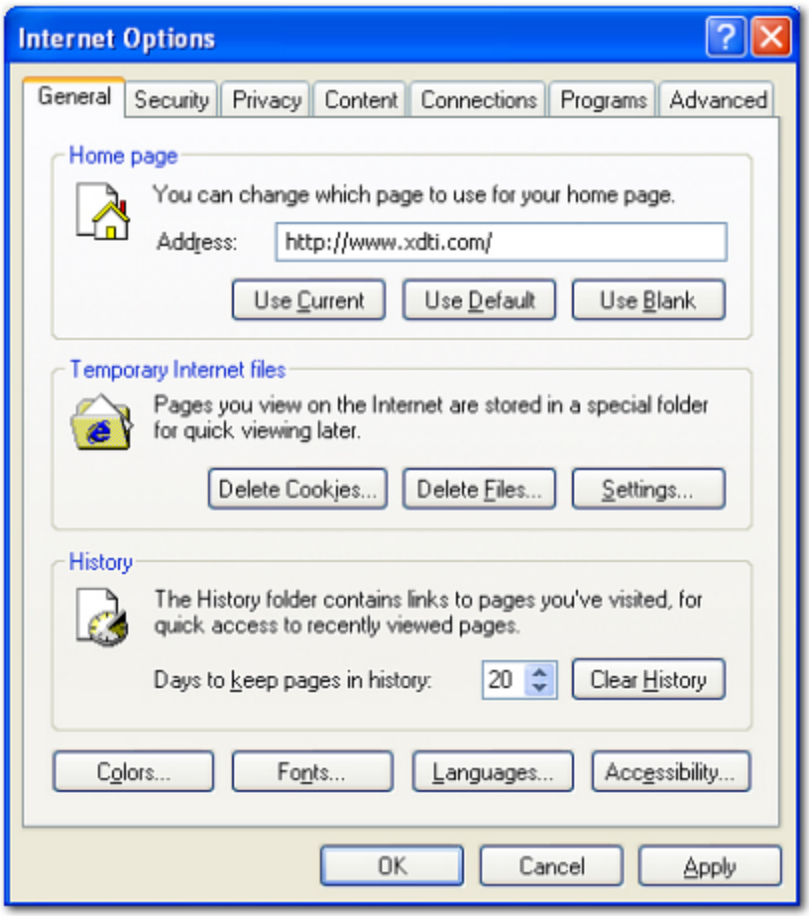
**To Clear Temporary Internet Files**

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

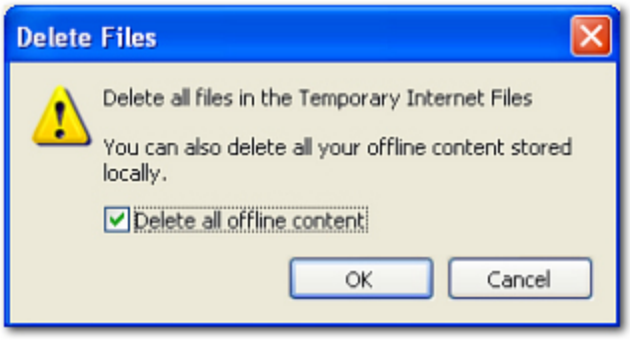
1. In Microsoft® **Internet Explorer**, click **Tools > Internet Options**. The **Internet Options** dialog box is displayed.




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




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

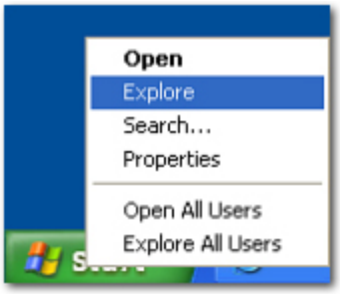



5. Click **OK**. Wait for the process to complete. When the hourglass is no longer present, the process is complete.

**To Clear Local Hard Drive Temporary Files**

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

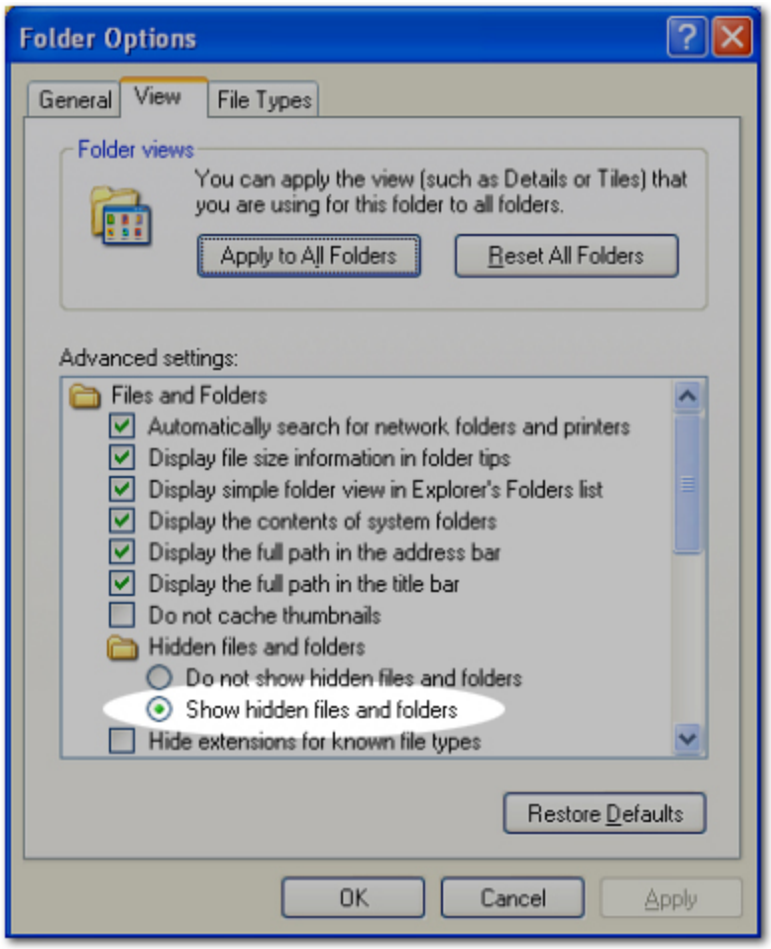
1. Close all open applications such as Microsoft® Word, Outlook®, Excel® or any other programs that may be open.
2. Right-click the **Start** menu.
3. Select **Explore**.




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

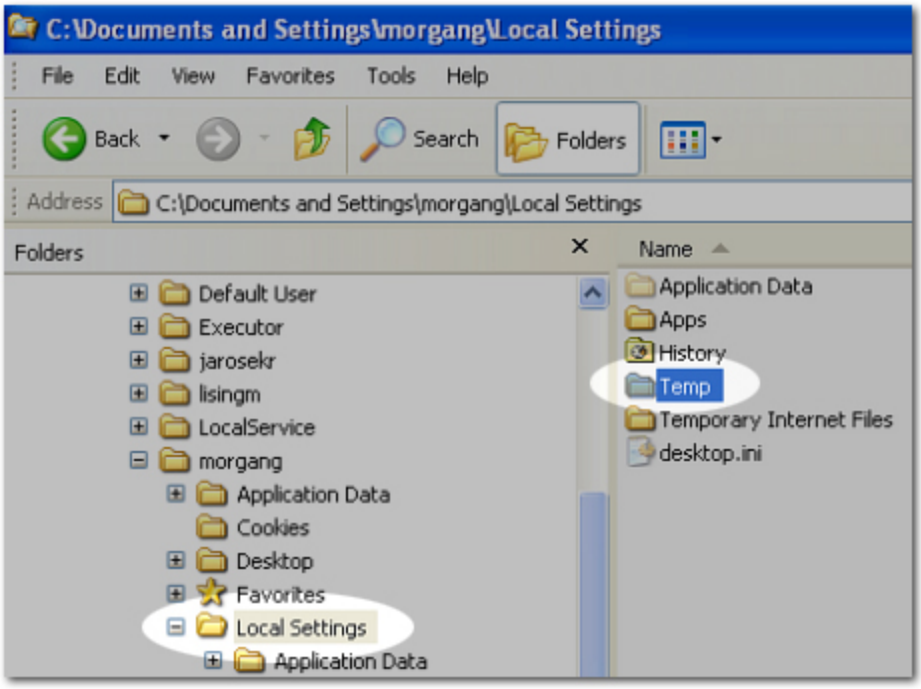



   b. Click the **View** tab.

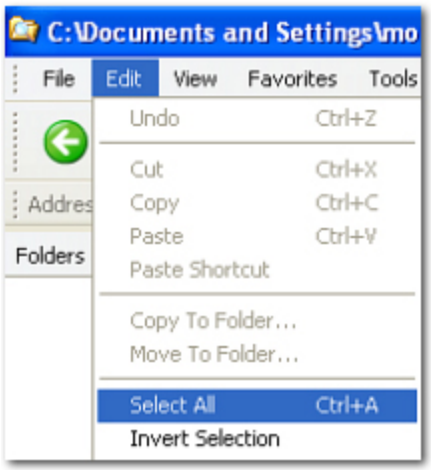



c. Verify **Show hidden files and folders** is selected.

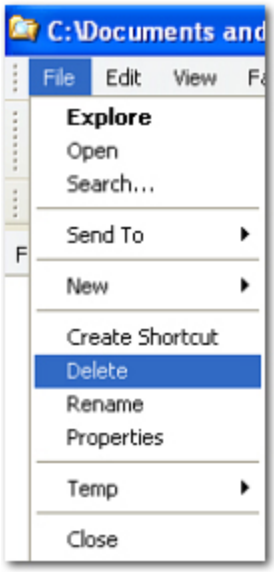
d. Click **OK** to close the window. The Windows Explorer view is displayed.



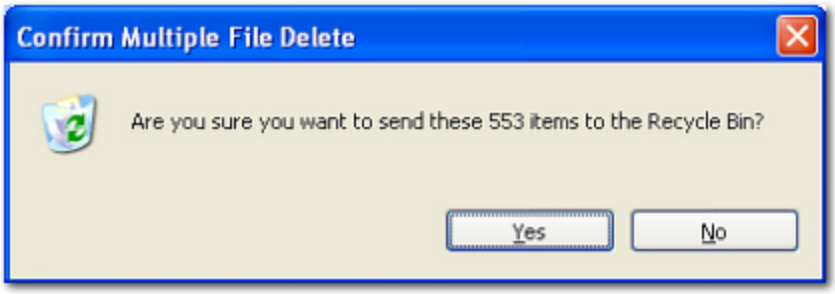

5. Click the **Local Settings** folder.
6. Double-click the **Temp** folder.
7. On the **Windows Explorer** toolbar, click **Edit > Select All**.




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




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




**To Add Windows® XP Service Pack 2 Settings**

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

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

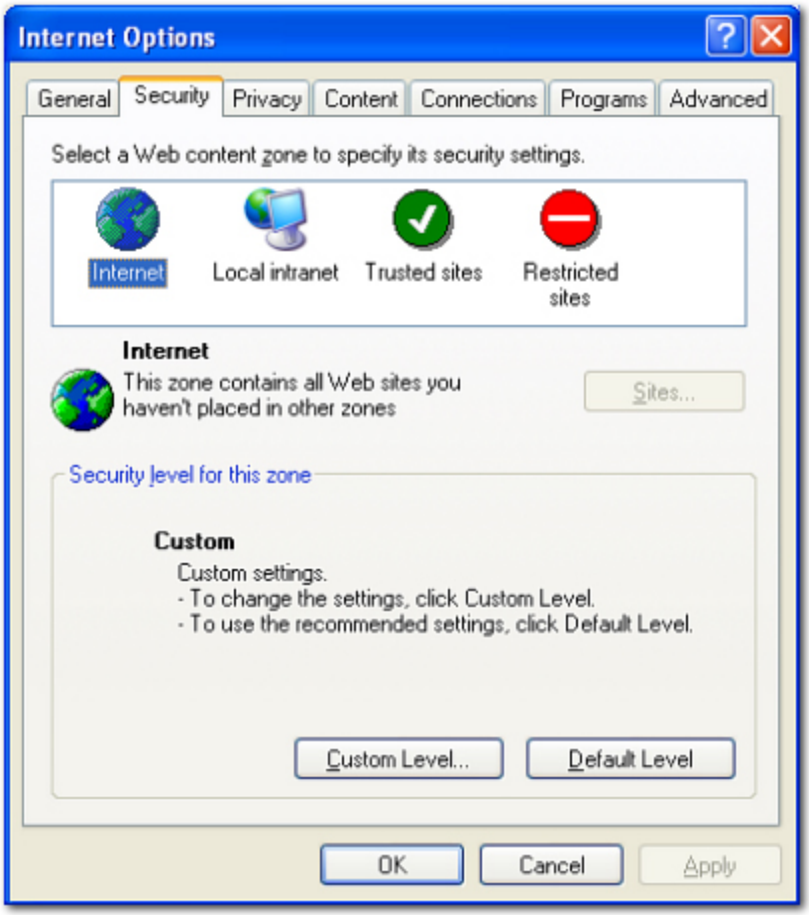
1. Close all open applications.
2. Launch Microsoft **Internet Explorer**.



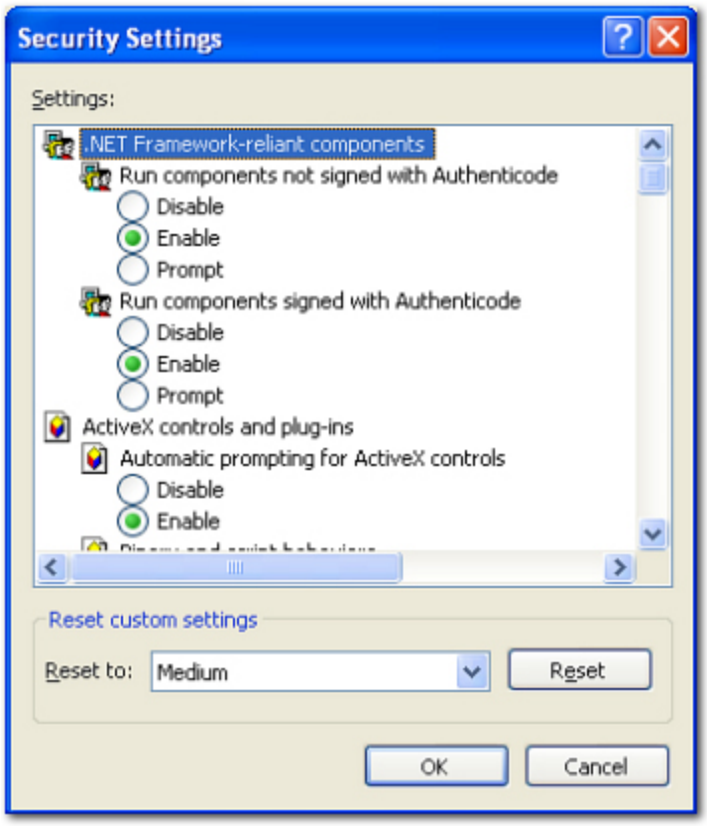

3. In **Internet Explorer**, on the main menu, click **Tools > Internet Options**. The **Internet Options** dialog box is displayed.



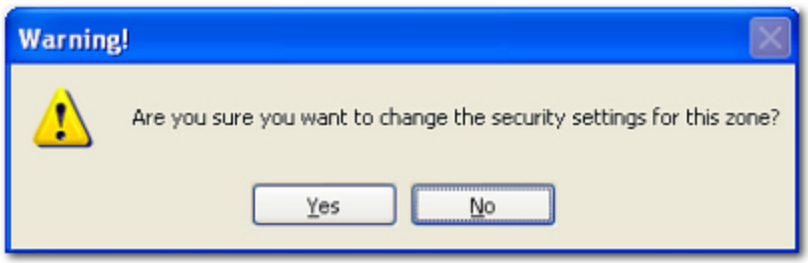

4. In the **Internet Options** dialog box, click the **Security** tab.



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




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



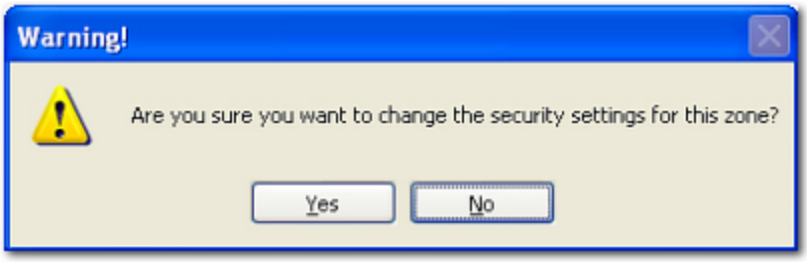

8. Click **Yes**. The **Security Settings** dialog box remains displayed.
9. In the **Settings** list, set **Automatic prompting for ActiveX controls** to **Enable**.



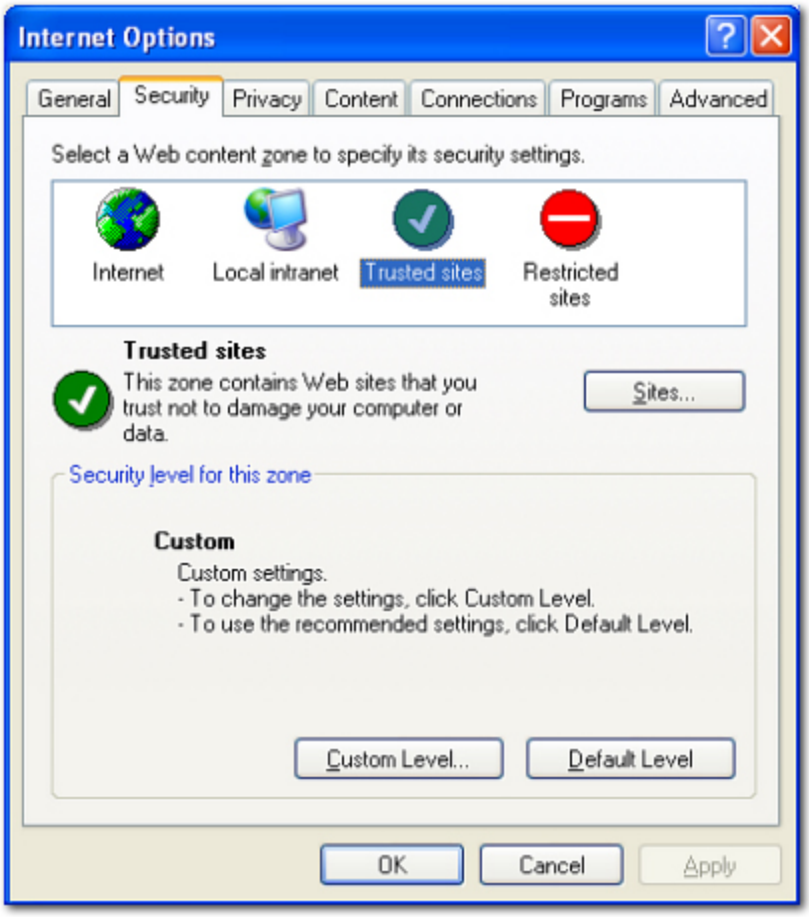

10. In the **Settings** list, set **Automatic prompting for file downloads** to **Enable**.



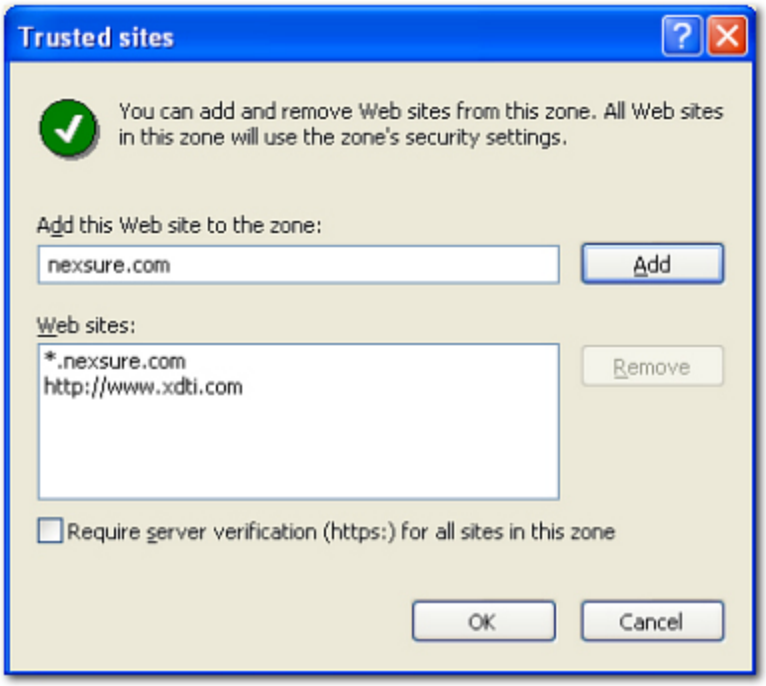

11. In the **Security Settings** dialog box, click **OK**. The following warning is displayed.



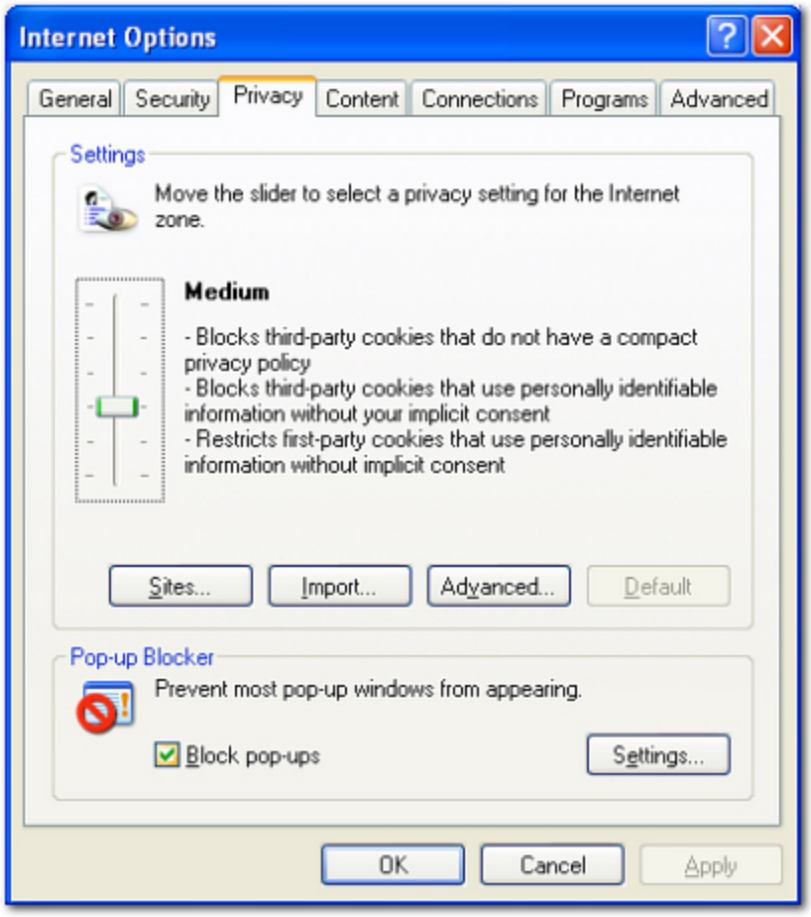

12. Click **Yes**. The **Internet Options > Security** tab remains displayed.



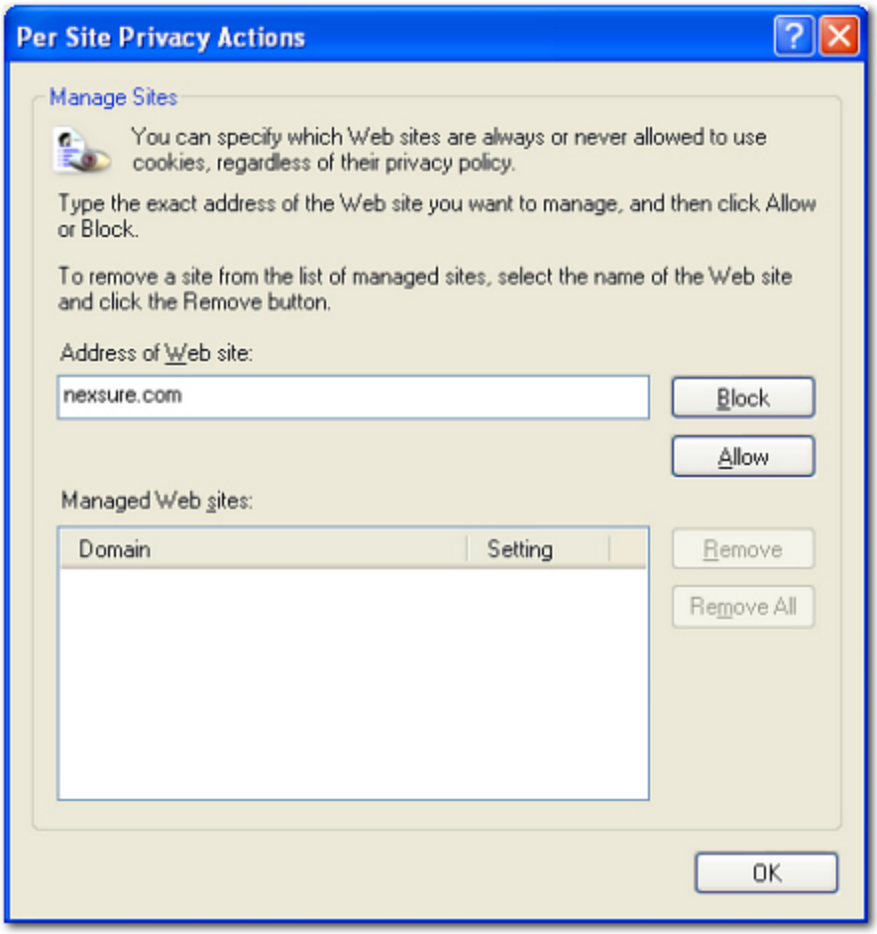

13. In the **Internet Options** dialog box, click the **Trusted sites** icon.
14. In the **Trusted Sites** area, click **Sites**. The **Trusted sites** dialog box is displayed.



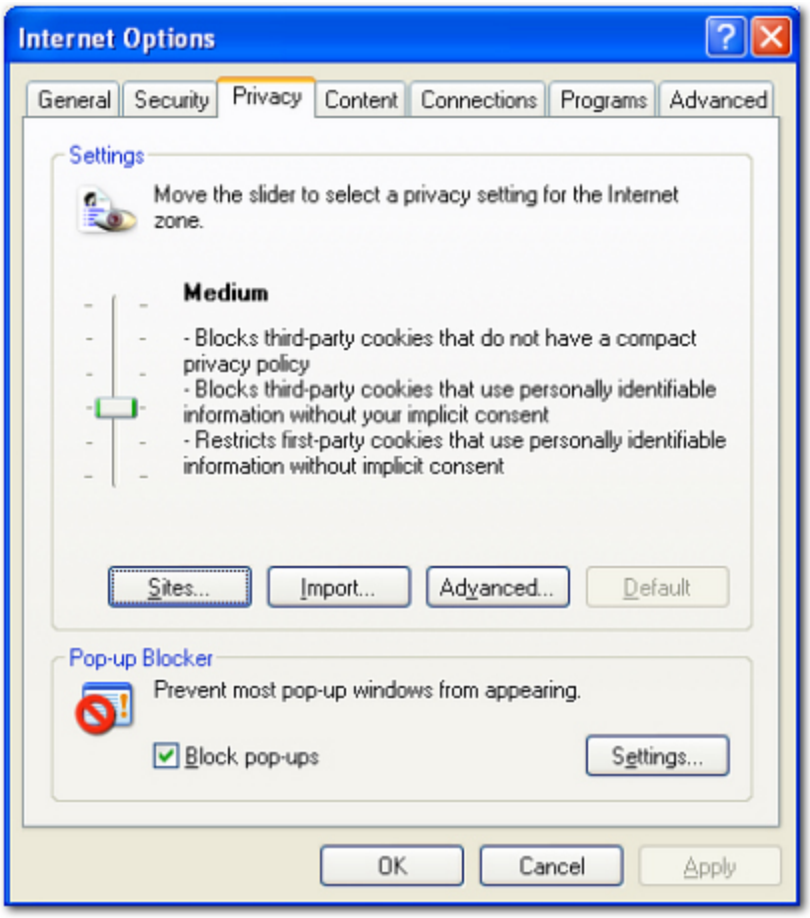

15. In the **Add this Web site to the zone** box, enter **nexsure.com**.
16. Clear the **Require server verification (https:) for all sites in this zone** check box.
17. In the **Add this Web site to the zone** area, click **Add**. The trusted Web site is added to the **Web sites** box.
18. In the **Trusted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



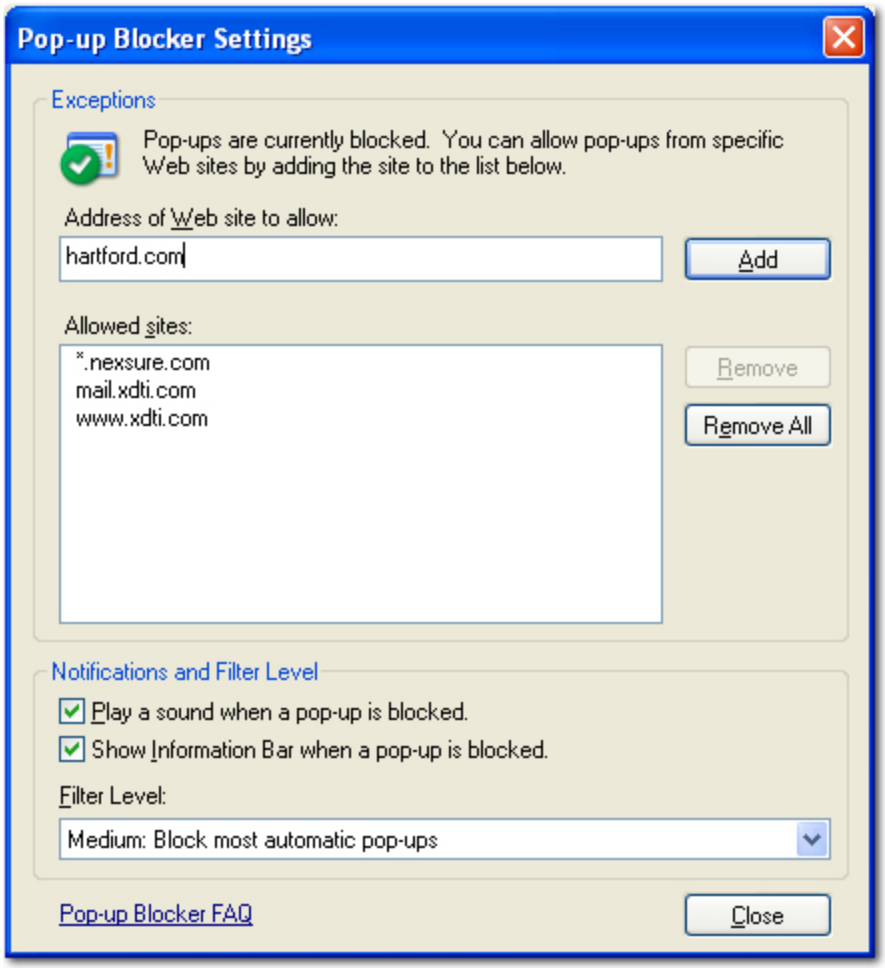

19. In the **Internet Options** dialog box, click the **Privacy** tab.
20. On the **Privacy** tab, click **Sites**. The **Per Site Privacy Actions** dialog box is displayed.




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




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



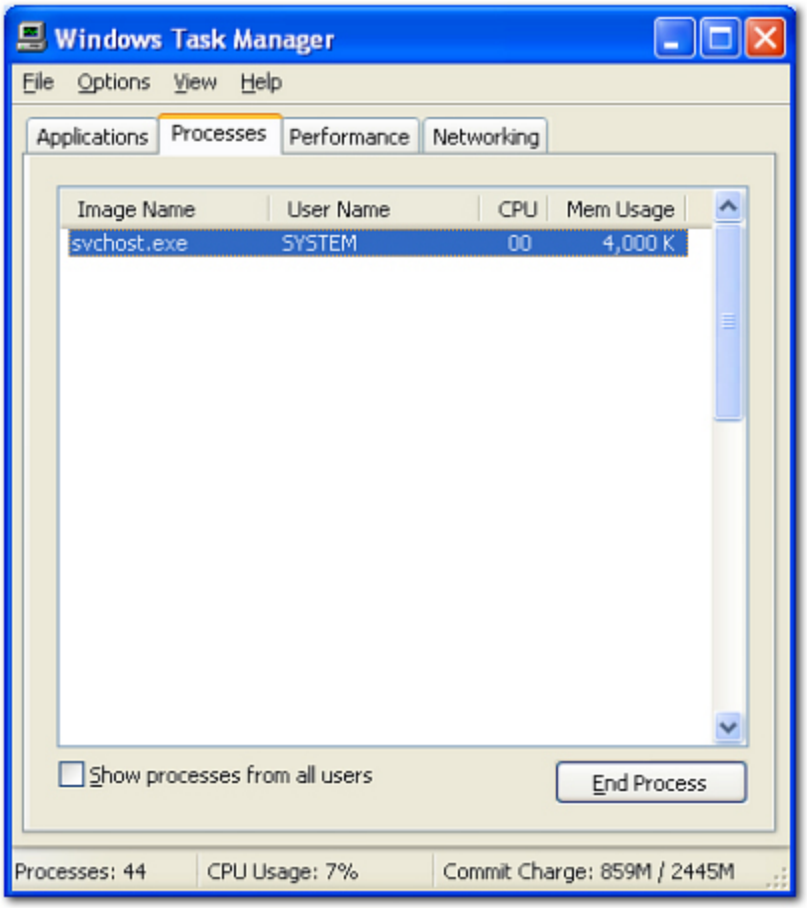

24. In the **Address of Web site to allow** box, enter ***nexsure.com** and click **Add**. The Web site is moved to the **Allowed sites** box.
25. In the **Pop-up Blocker Settings** dialog box, click **Close**. The **Internet Options** dialog remains displayed.
26. In the **Internet Options** dialog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

**To Remove Webupdate.Control and XDUpload.Upload**

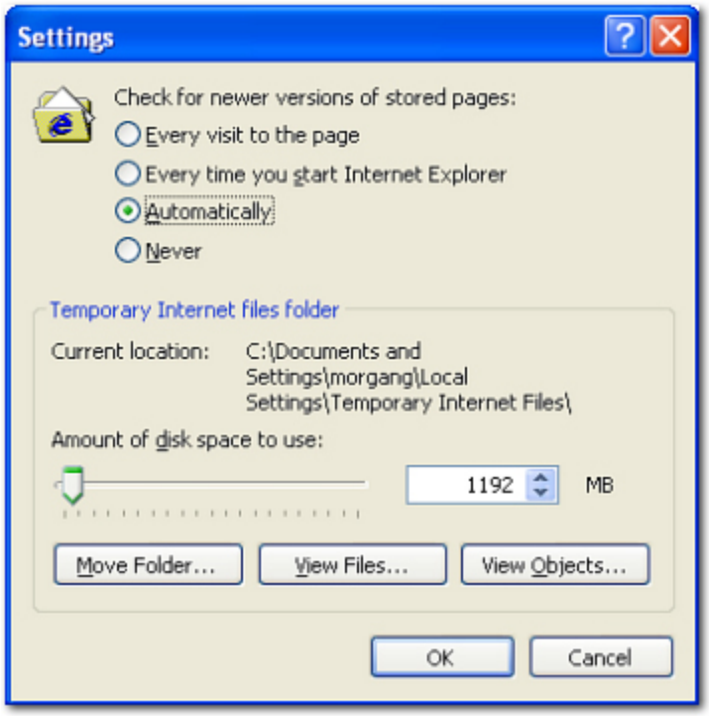
If experiencing office integration issues, download issues, eServices is not working properly, or for an initial setup of a new workstation, perform the following steps for removing the Webupdate.Control and XDUpload.Upload components.

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

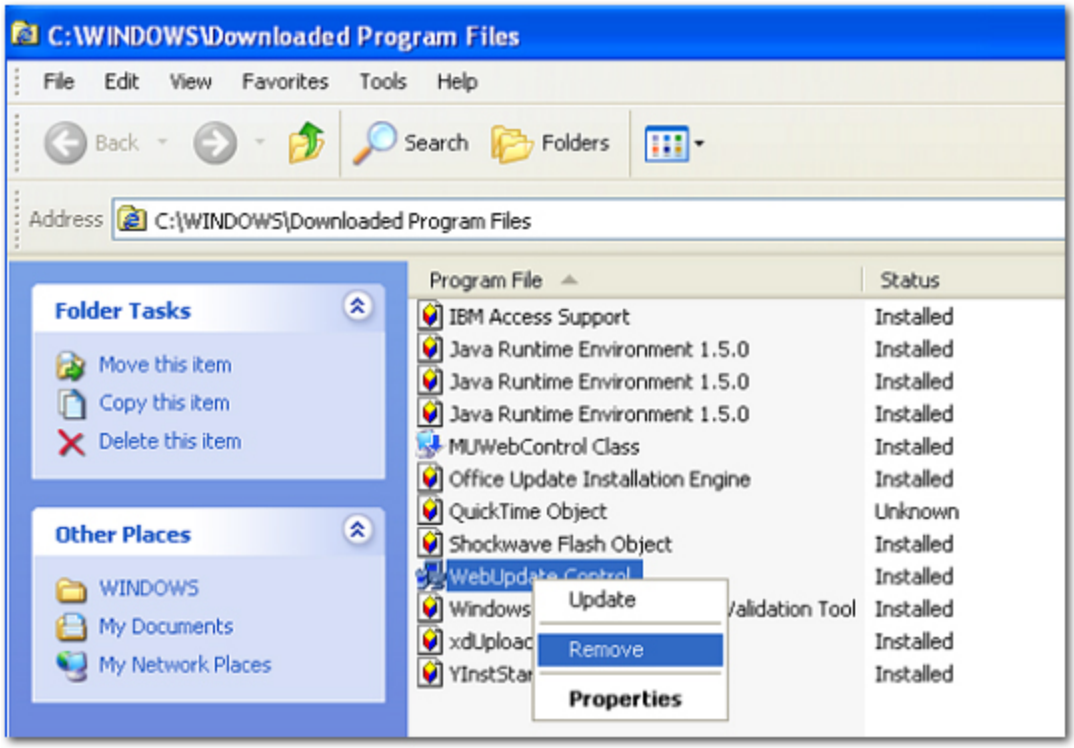
1. Check Windows Task Manager Processes to make sure all office programs are closed and not just minimized. This includes Outlook, Word and Excel. Also make sure Adobe® Reader® is not running as a process. This can be done by holding down **Ctrl-Alt-Del** and clicking **Task Manager**. The **Windows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




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



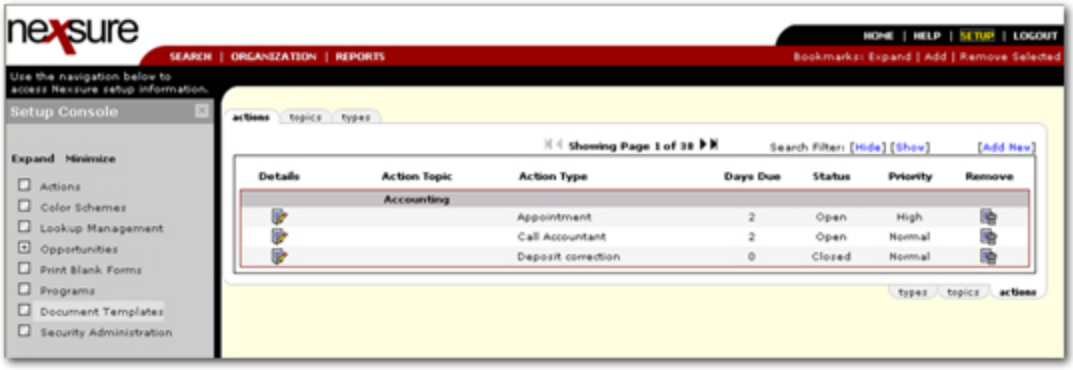

8. In the **Temporary Internet files folder** area, click **View Objects**. Windows Explorer displays the **Downloaded Program Files** folder.



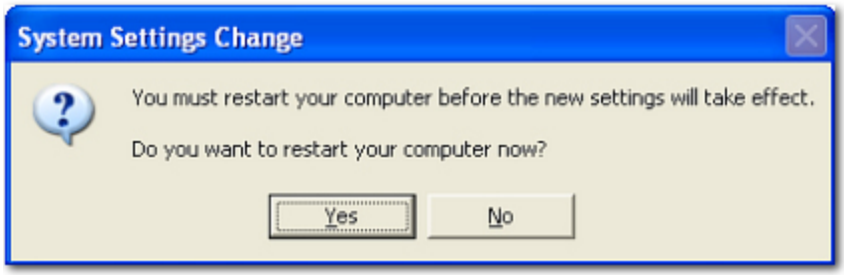

9. Locate the program files **WebUpdate Control** and **xdUpload.Upload**. Right-click on each file and select **Remove**.

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

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




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



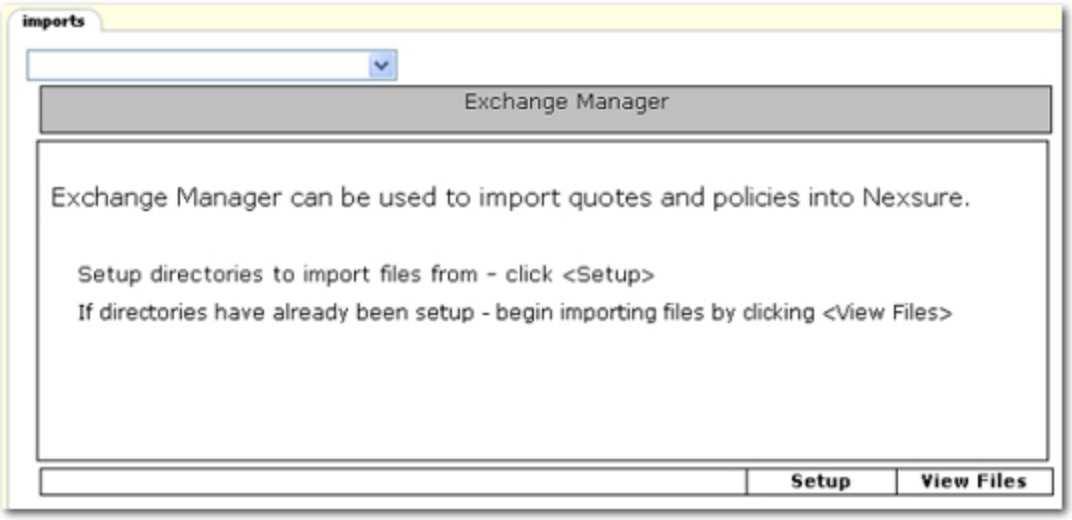

16. In the **System Settings Change** dialog box, click **No**.
17. On the Utility menu, click **HOME**. The Home menu is displayed.




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




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

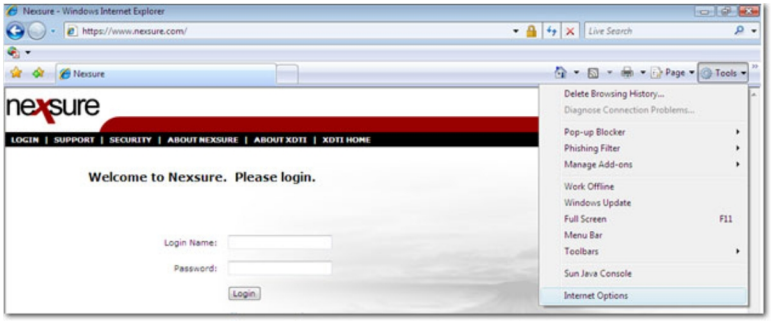



## Preparing a Vista Workstation for Nexsure

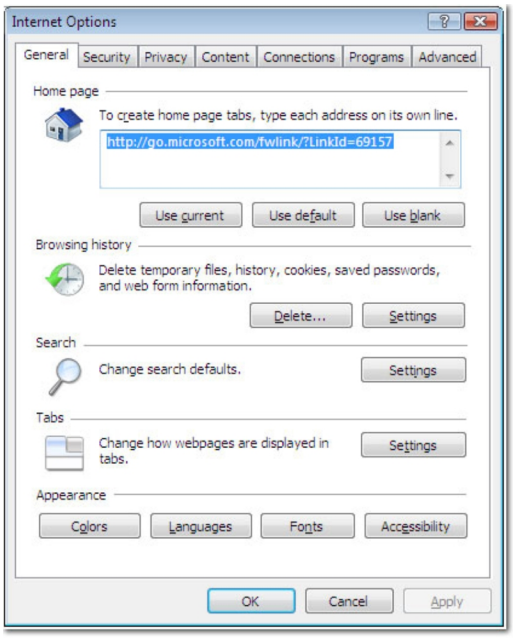
Use this topic to ensure that settings for Windows Vista using Internet Explorer 7 are set for Nexsure to function correctly and for the Nexsure control to download and install. Also listed towards the bottom is basic maintenance which should be performed often to ensure Nexsure is performing properly. The basic maintenance steps should also be the first line of troubleshooting when any issues occur within Nexsure.

**To Set Up the Workstation**

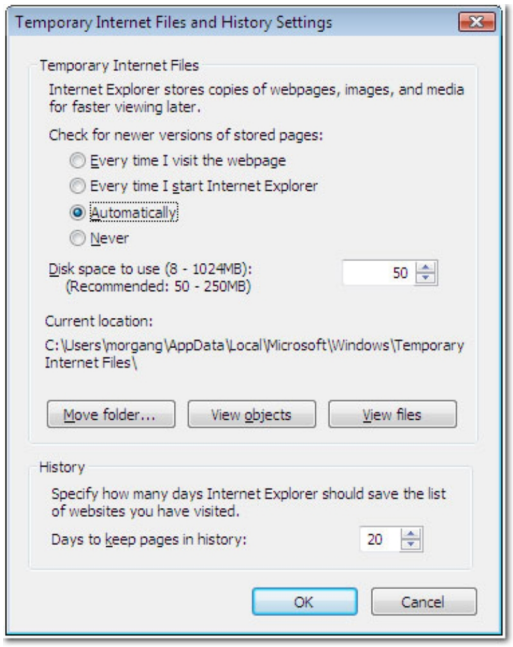
1. In Internet Explorer, click **Tools > Options > Internet Options**.



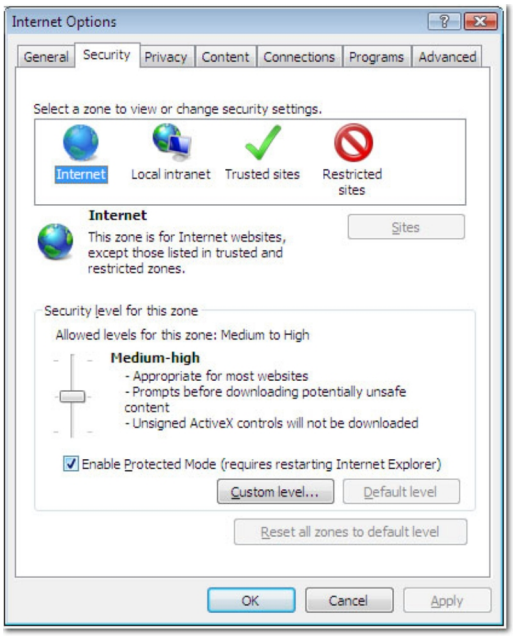

The Internet Options dialog box is displayed.



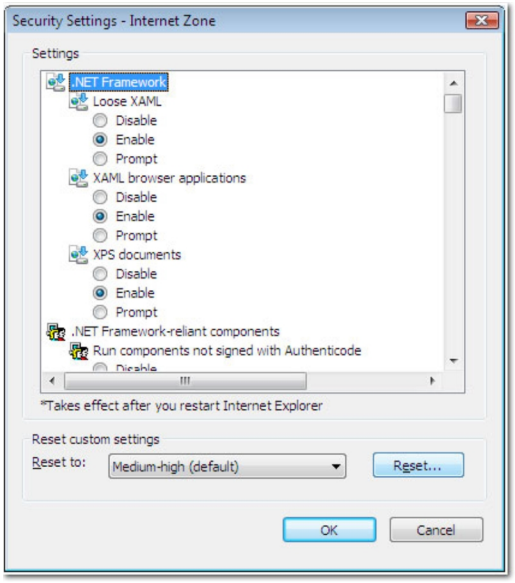

2. On the General tab, in the Browsing History area, click **Settings**. The Temporary Internet Files and History Settings dialog box is displayed.



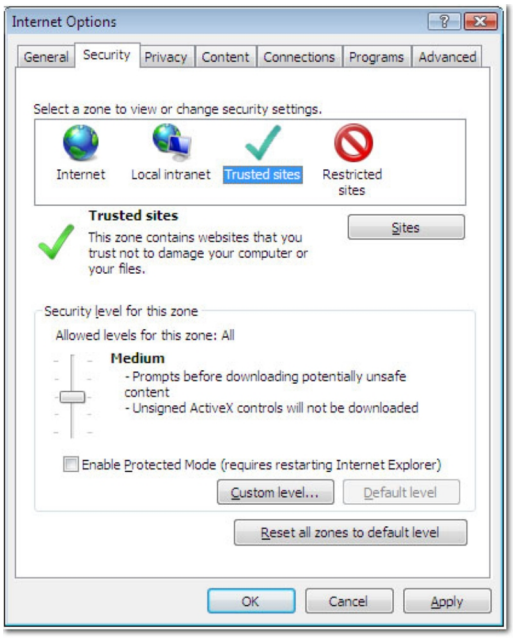

3. In the Temporary Internet Files and History Settings dialog box, in the Check for newer versions of stored pages area, select **Automatically**.
4. In the Temporary Internet Files and History Settings dialog box, click **OK**. The Internet Options dialog box is again displayed.
5. In the Internet Options dialog box, click the **Security** tab.
6. On the Security tab, in the Select a zone to view or change security settings area, click **Internet**.



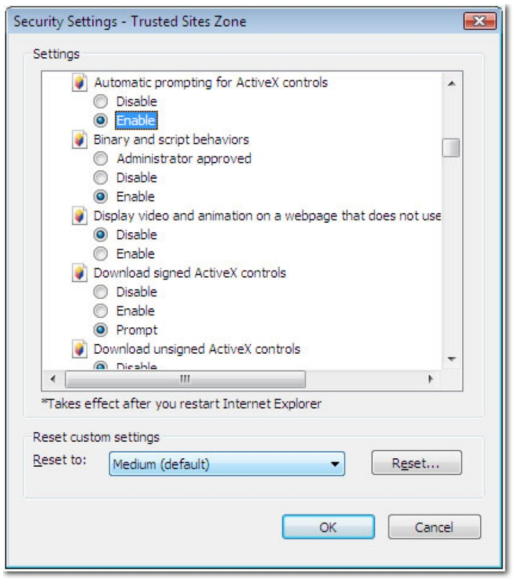

7. On the Security tab, in the Security level for this zone area, click **Custom level**. The Security Settings - Internet Zone dialog box is displayed.

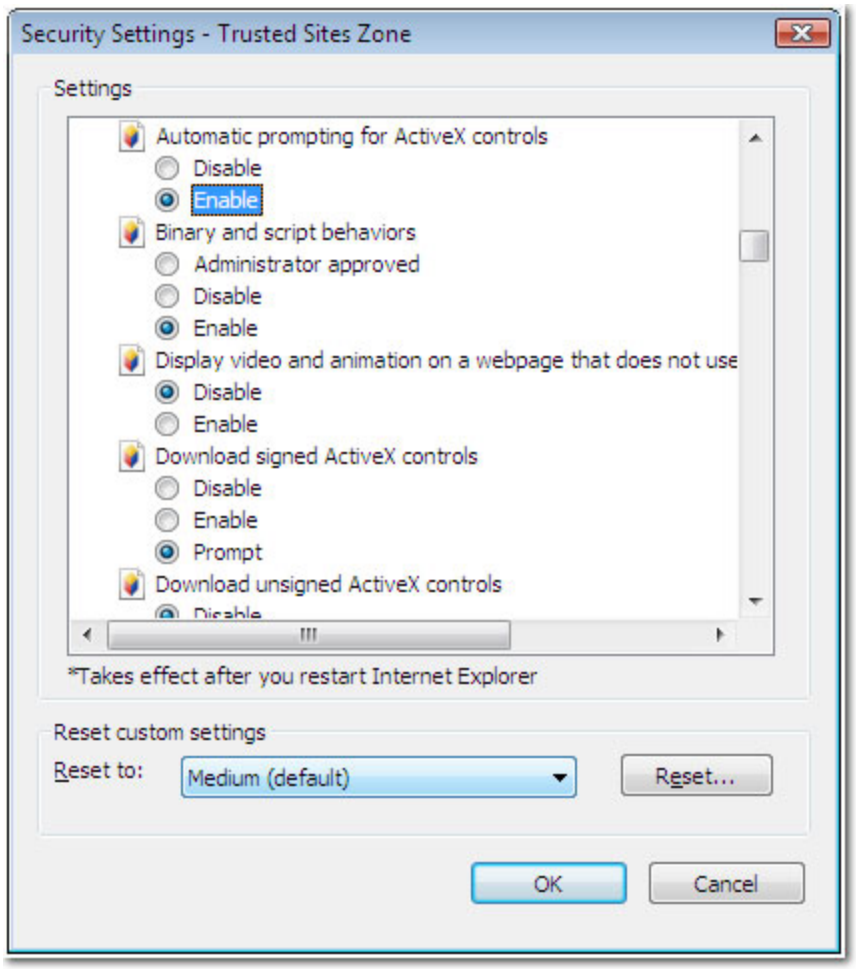



8. In the Security Settings - Internet Zone dialog box, in the Reset custom settings area, select **Medium-high** and click **Reset**.
9. In the Settings area, enable the following settings:
   - **Automatic prompting for ActiveX controls**
   - **Automatic prompting for file downloads**
10. In the Security Settings - Internet Zone dialog box, click **OK**. The Internet Options dialog box is again displayed.

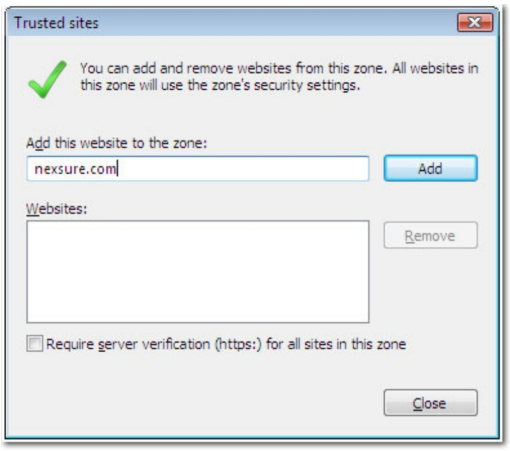



11. On the Security tab, in the Select a zone to view or change security settings area, click **Trusted sites**.
12. In the Security level for this zone area, click **Custom level**. The Security Settings - Trusted Sites Zone dialog box is displayed.

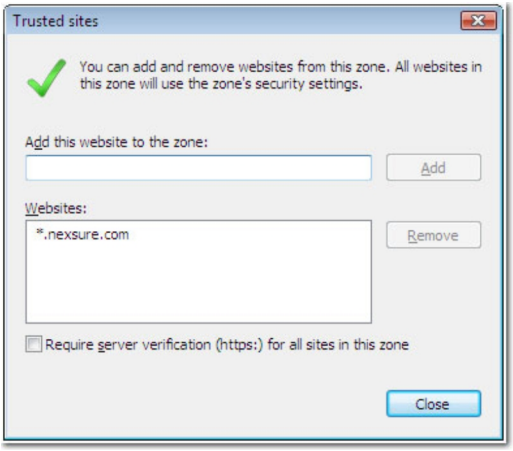




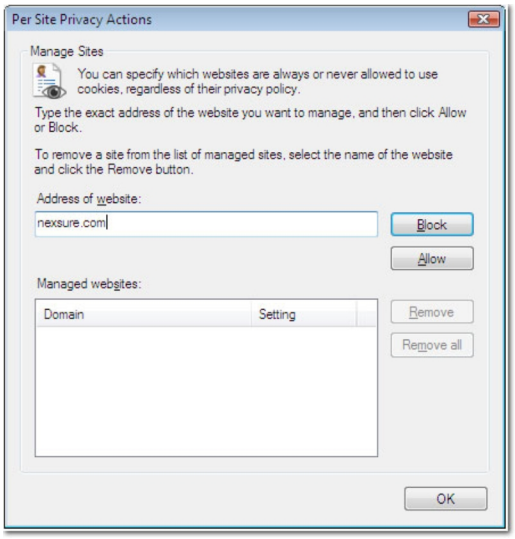

13. On the Security Settings - Trusted Sites Zone dialog box, in the Reset custom settings area, select **Medium** and click **Reset**.
14. In the Settings area, enable the following settings:
    - **Automatic prompting for ActiveX controls**
    - **Automatic prompting for file downloads**
15. In the Security Settings - Trusted Sites Zone dialog box, click **OK**. The Internet Options dialog box is again displayed.
16. In the Internet Options dialog box, the Security tab will still be displayed. On the Security tab, **Trusted sites** should still be highlighted in the Select a zone to view or change security settings area.
17. On the Security tab, click **Sites**. The Trusted Sites dialog box is displayed.



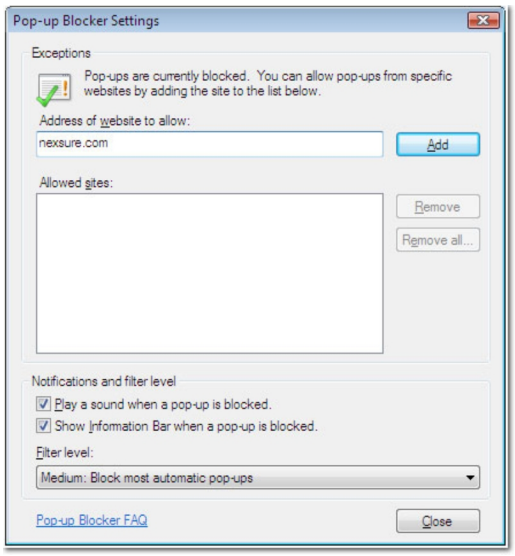

18. In the Trusted sites dialog box, in the Add this website to the zone area, enter **nexsure.com** and click **Add**. Nexsure.com is added to the Websites area.




19. In the Trusted sites dialog box, clear the **Require server verification (https:) for all sites in this zone** check box.
20. In the Trusted sites dialog box, click **Close**. The Internet Options dialog box is again displayed.
21. In the Internet Options dialog box, click the **Privacy** tab.
22. On the Privacy tab, click **Sites**. The Per Site Privacy Actions dialog box is displayed.




23. In the Address of website area, enter **nexsure.com** and click **Allow**. Nexsure is added to the Managed websites area with a Setting of Always Allow.
24. In the Per Site Privacy Actions dialog box, click **OK**. The Internet Options dialog box is again displayed.
25. On the Privacy tab, in the Pop-up Blocker area, verify whether the Turn on Pop-up Blocker option is selected. If the option is selected, in the Pop-up Blocker area, click **Settings**. The Pop-up Blocker Settings dialog box is displayed.

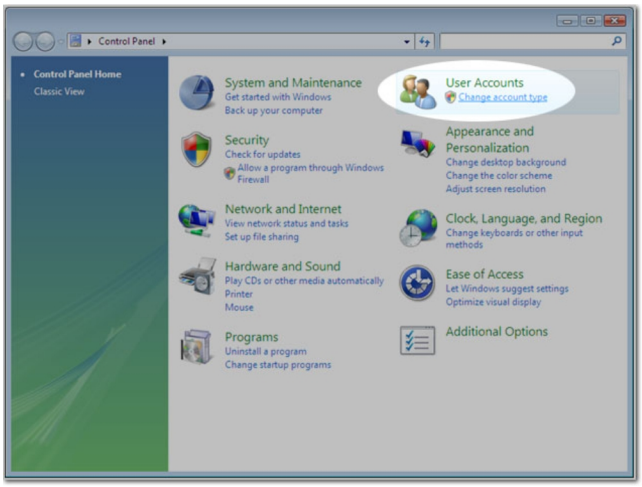



26. In the Address of website to allow box, enter **nexsure.com** and click **Add**. Nexsure.com is added to the Allowed sites area.
27. In the Notifications and filter level area, select both check boxes and set the Filter level to **Medium**.
28. In the Pop-up Blocker Settings dialog box, click **Close**.
29. In the Internet Options dialog box, click **OK**.

**To Install Nexsure Agent**

To download the Nexsure Agent (which controls batch printing and eServices), use the following guidelines to turn off the User Account Control (UAC). Once the control is turned off, the Nexsure Agent can be updated.

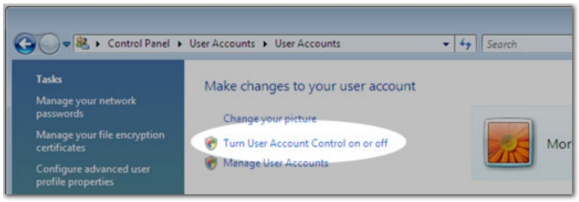
1. Click the **Windows** button **> Control Panel**. The Control Panel Home screen is displayed.




2. In the Control Panel Home screen, click **User Accounts**. The User Accounts screen is displayed.




3. In the User Accounts screen, click **User Accounts**. The Make changes to your user account screen is displayed.




4. In the Make changes to your user account area, click **Turn User Account Control on or off**. The Turn on User Account Control (UAC) to make your computer more secure screen is displayed.



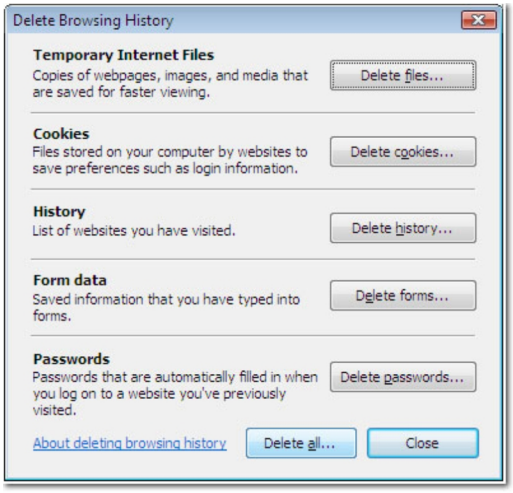

5. Clear the **Use User Account Control (UAC) to help protect your computer** check box.
6. Click **OK**. A prompt may be displayed asking to restart the computer.

7. Log back into Nexsure and start a batch print or eService function. A prompt will be displayed asking to install the Nexsure Agent. Once it has been downloaded and installed the UAC can be turned on again.

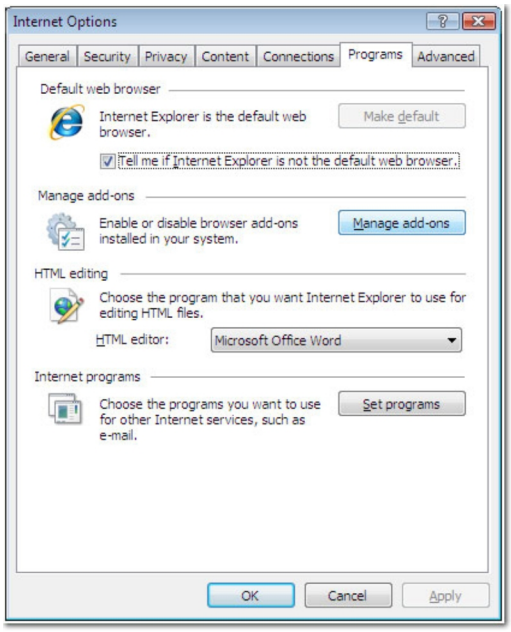
> **Important:** If the UAC is turned on again, the staff member must remember to turn the UAC off again when downloading an updated Nexsure agent that may be released during a hot fix or version release.

**To Perform Basic Maintenance**

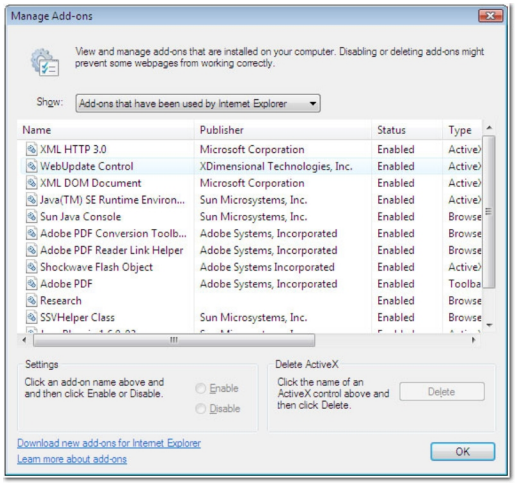
1. Clear the temporary Internet files by clicking **Tools > Internet Options** in Internet Explorer.
2. In the Internet Options dialog box, click the **General** tab.
3. On the General tab, in the Browsing History area, click **Delete**. The Delete Browsing History dialog box is displayed.



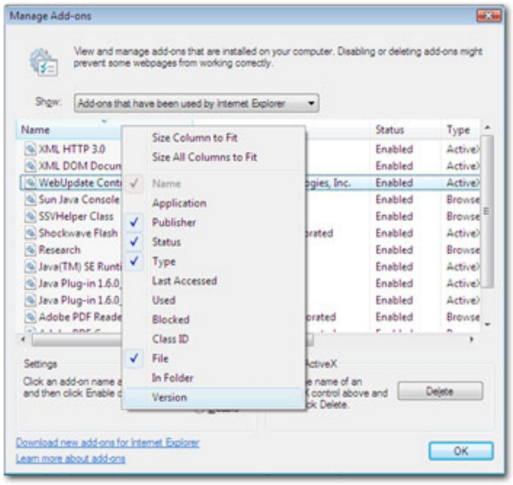

4. In the Delete Browsing History dialog box, click **Delete files** or **Delete all**. The items are deleted.
5. Click **Close**. The Internet Options dialog is again displayed.
6. Verify any installed Add-ons and Version numbers by clicking the **Programs** tab in the Internet Options dialog box. The Programs tab is displayed.



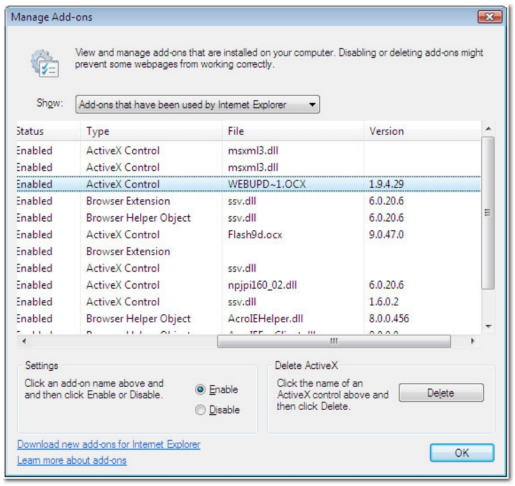

7. In the Manage add-ons area, click **Manage add-ons**. The Manage Add-ons dialog box is displayed. WebUpdate Control should be displayed in the list of add-ons if the staff member has logged in to Nexsure previously. This control is downloaded and installed upon logging in to Nexsure. The control is a onetime install until a newer version is released in a hot fix or version post at which time the new version will again download and install upon login




8. In the Manage Add-ons dialog box, right-click on the **Name** column header and select **Version**. Selecting Version will add another column to the view by which the version number of the WebUpdate Control add-on can be verified.

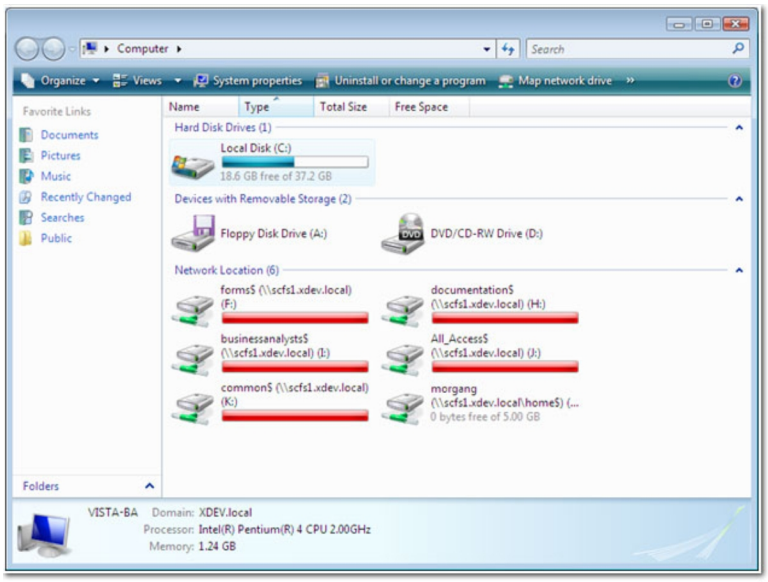



9. Once the Version column has been added, scroll to the right to view the version number. Click **OK** when the verification is complete.




**To Clear Temporary Files**

1. On the desktop, click the **Windows** button **> All Programs > Computer**. The Computer window is displayed.




2. In the Computer window, double-click on the **Local Disk (C:)**. The Local Disk (C:) window is displayed.
3. Double-click to navigate through the following folder path: **Users >** (user name) **> AppData > Local > Temp**.
4. Once in the Local > Temp folder, click a folder or file to highlight it and press **CRTL + A**. All folders and files in the Temp folder should now be highlighted.
5. Before deleting, make sure that all programs are closed as well as programs that stay in the computer memory (RAM) for quick launch later (Terminate and Stay Resident - TSR programs). Press **DELETE**. The Temp folder is now emptied.

**Important:** Delete the temp files often. Clearing the local temp files and the Internet temp files should always be the first troubleshooting action to take if Nexsure is showing errors or odd behaviors are occurring. The odd behaviors may be due to the way Windows® and Internet Explorer® handle files.

## Menu Navigation in Nexsure

To navigate through Nexsure it is important to learn what options are available on each menu.

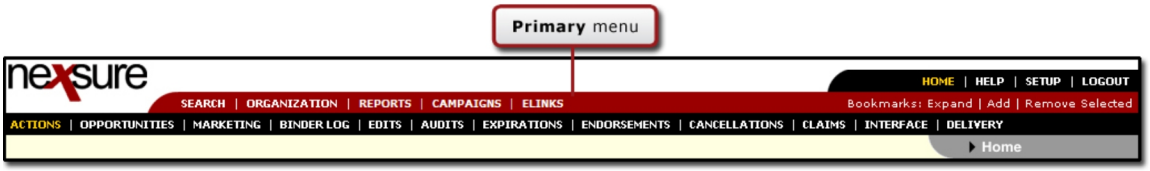
**Important:** When navigating through Nexsure using links in the T-Log or Context menus, the Utility and Primary menu items highlighted do not reflect the path to the screen that is displayed.

The main menus and available selections are:

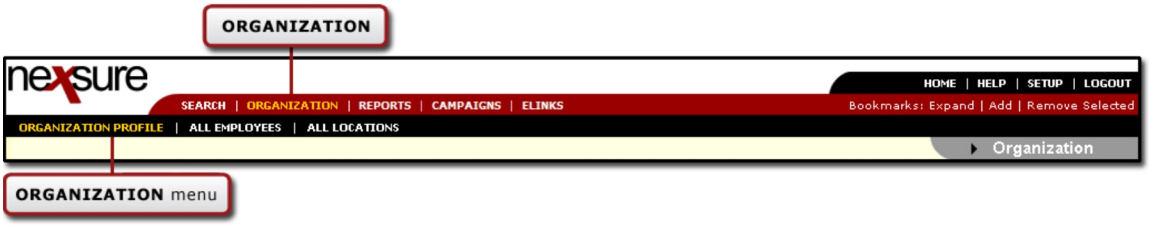
- **Utility menu:** HOME, HELP, SETUP, LOGOUT.



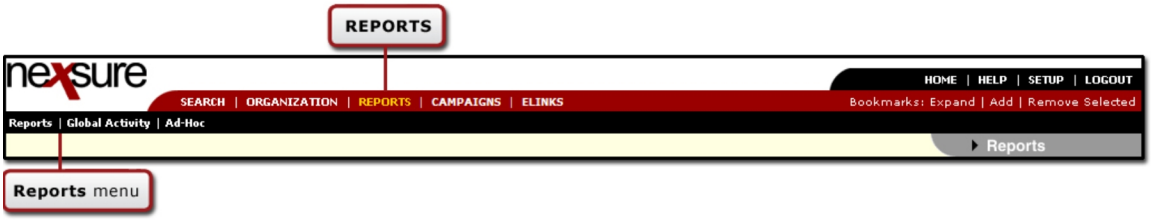

- **Primary menu:** SEARCH, ORGANIZATION, REPORTS, CAMPAIGNS, Bookmarks.




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




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




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

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

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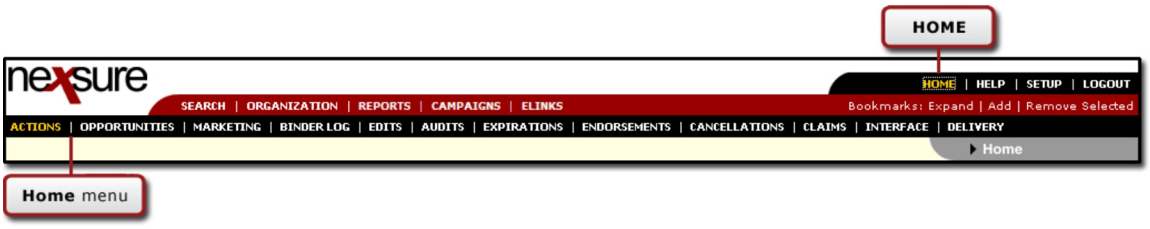
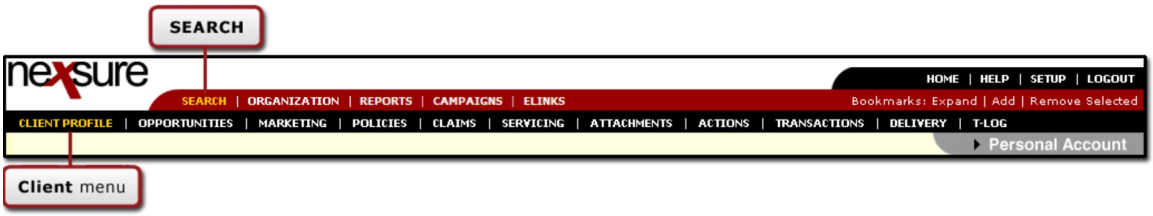
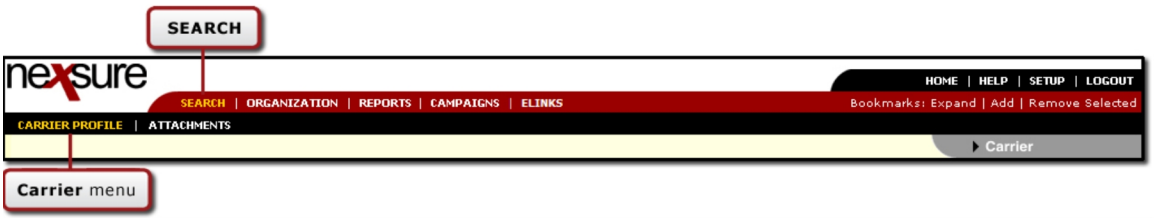


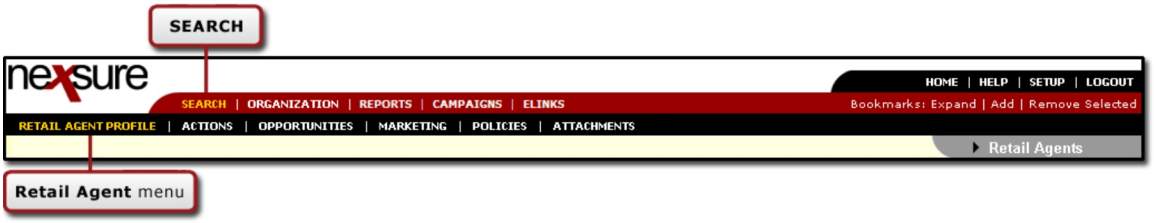

- **Client menu:** CLIENT PROFILE, OPPORTUNITIES, MARKETING, POLICIES, CLAIMS, SERVICING, ATTACHMENTS, ACTIONS, TRANSACTIONS, DELIVERY, T-LOG.




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



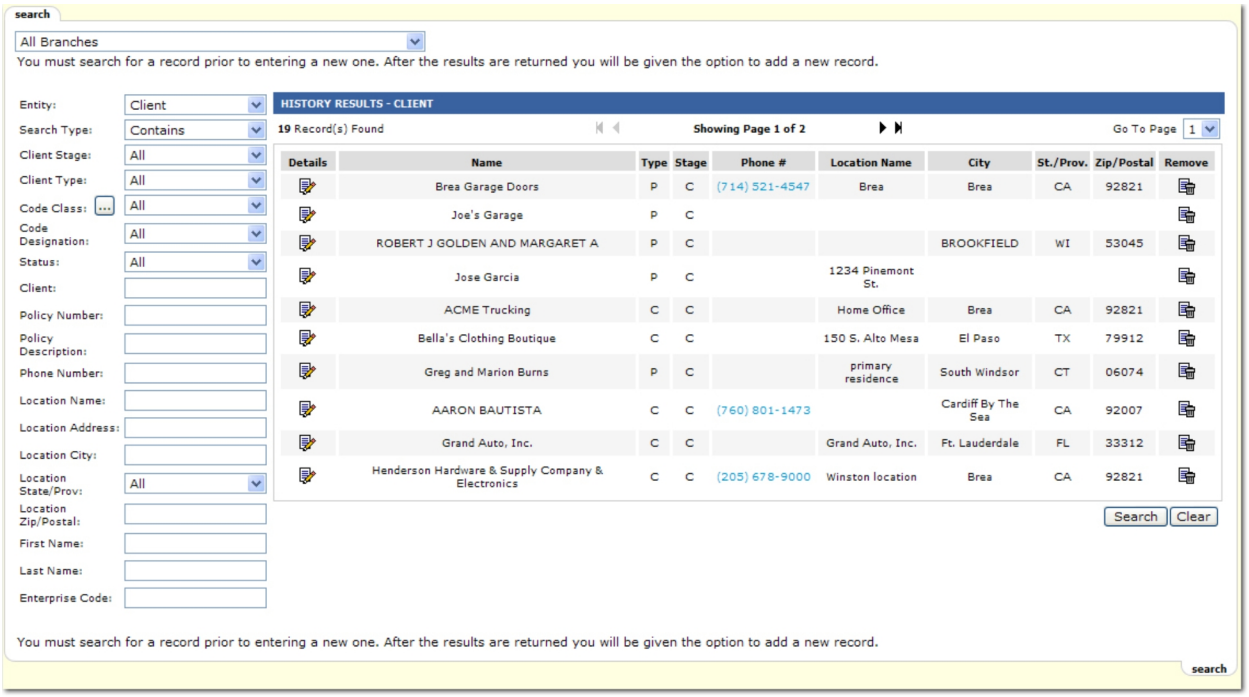

- **Retail Agent menu:** RETAIL AGENT PROFILE, ACTIONS, OPPORTUNITIES, MARKETING, POLICIES, ATTACHMENTS.




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

## Search Overview

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




**To Search for an Entity**

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

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

2. In the **All Branches** list, select a branch to narrow the search to branches the person logged on is authorized to access.
3. In the **Entity** list, select the entity type.

   The following entities can be searched for and added:

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

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

4. In the **Search Type** list, select **Begins with** to search for entities that begin with specific characters, or **Contains** to search for entities that contain specific characters anywhere in the selected field.
5. In the **Client Stage** list, select the **Client Stage** to limit the search by: **Client**, **Prospect**, or **Suspect**. Client stages are automatically assigned by Nexsure based on the following:

   - **Client:** Has at least one in force policy.
   - **Prospect:** Has at least one marketing policy, but no in force policies.
   - **Suspect:** Has card file information and / or opportunity files.

6. In the **Client Type** list, select a **Client Type** to return results specific to a **Commercial** or **Personal** entity.
7. In the **Code Class** list, first click the **Ellipsis** button to load all possible selections to the list. Then, select a **Code Class** to return clients with that classification. The **Code Class** refers to the designation on the entity profile **classified** tab.
8. In the **Code Designation** list, select a **Code Designation** in conjunction with the **Code Class** to return more specific results. The selections available in the **Code Designation** list will populate based on the **Code Class** selected.
9. In the **Status** list, select whether the search results will be **All**, **Active**, or **Inactive** records.

10. In the **Client** box, enter at least two characters of an entity name. The title of this box changes dynamically depending on the selection made in the **Entity** list.

    **Note:** When a client is inactive in Nexsure, the name of the client will have a strikethrough in the search results.

11. In the **Policy Number** box, enter at least two digits of the policy number. All clients are returned that are associated with the policy number.
12. In the **Policy Description** box, enter at least two characters of the policy description to return search results that include a matching policy description. Up to 50 characters of the description can be entered.
13. In the **Phone Number** box, enter at least two characters to narrow the search results. Entering some of the phone number returns a broader result. Enter most or all of the number for more specific results. Each account has an optional **Phone Number** field. If multiple phone numbers are on the account, any of those numbers may be entered to return the entity associated with the number.
14. In the **Location Name** box, enter at least two characters to narrow the search results. Entering some of the name returns a broad result. Enter most or all of the name for specific results. Each account has an optional **Location Name** field that appears on the search result screen to help identify entities. Only the primary location name is displayed on the search results screen but if a secondary location name is entered for the search, the entity will be found and displayed.
15. In the **Location Address** box, enter at least two characters to narrow the search results. Entering some of the address returns broad results. Enter most or all for more specific results. Each account has an optional **Location Address** field. If multiple location addresses are on the account, any of those addressees may be entered here to return the entity associated with the address.
16. In the **Location State/Prov** list, select the state or province in which the client location resides.
17. In the **Location City** box, enter at least two characters to narrow the search results. Each account has an optional **Location City** field. If the account has multiple location addresses, any of those cities may be entered here to return the entities associated with the city.
18. In the **Location Zip/Postal** box, enter at least two characters to narrow the search results. Each account has an optional **Location Zip / Postal** field. If multiple location addresses are on the account, any of the zip or postal codes may be entered here to return the entities associated with the zip or postal code.
19. In the **First Name** and **Last Name** boxes, enter at least two characters to narrow the search results. Entering some of the contact name returns a broader result, enter most or full first and last names for more specific results. The **First Name** and **Last Name** boxes are used to search contacts associated with the entity. If multiple contacts are on an account, any of those contacts may be entered to return the entities associated with the contacts.
20. In the **Enterprise Code** box, enter at least two characters to narrow the search results. Entering some of the **Enterprise Code** returns a broader result, enter most or the full **Enterprise Code** for more specific results. The **Enterprise Code** can be used to cross reference and track clients managed in Nexsure with other proprietary systems.
21. Click **Search** to begin the search. If the entity is not found the **[Add New Record]** link is displayed. Use **[Add New Record]** to open a new **card file** tab to begin adding the new entity.

    Or

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

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

**To Use the Search Results**

Once a search has been run to find a client, the search results are displayed. The following columns and functions are available from the search results screen:




1. Notice the options at the top of the search results screen to help navigate through the results:
   - **Showing Page:** The **Arrow** icons can be used to navigate through pages of search results.
     - **First Page** icon.
     - **Previous Page** icon.
     - **Next Page** icon.
     - **Last Page** icon.
   - **Go To Page:** Click the **Go To Page list** to open a list of all search results pages. Select the desired page number to open that page of search results.
2. Click the **Details** icon to view the card file tab for the associated client. The Client menu will also be opened for navigation throughout the client screens.
3. In the **Name** column, the name of the client is shown as it was entered when the client was added to Nexsure.
4. In the **Type** column, either of the following are shown to indicate the type of account:
   - **C = Commercial**
   - **P = Personal**
5. In the Stage column, the stages that are automatically assigned by Nexsure are displayed:
   - **C = Client:** Has at least one in force policy.
   - **P = Prospect:** Has at least one marketing policy, but no in force policies.
   - **S = Suspect:** Has card file information and / or opportunity files.
6. In the **Phone #** column, the primary contact's phone number is available. The phone number is also a link to the contact details screen for additional information.
7. In the **Location Name** column, the primary location name is displayed. If a secondary location name is entered for the search, the entity will be found and displayed.
8. In the **City** column, the city for the primary location is displayed.

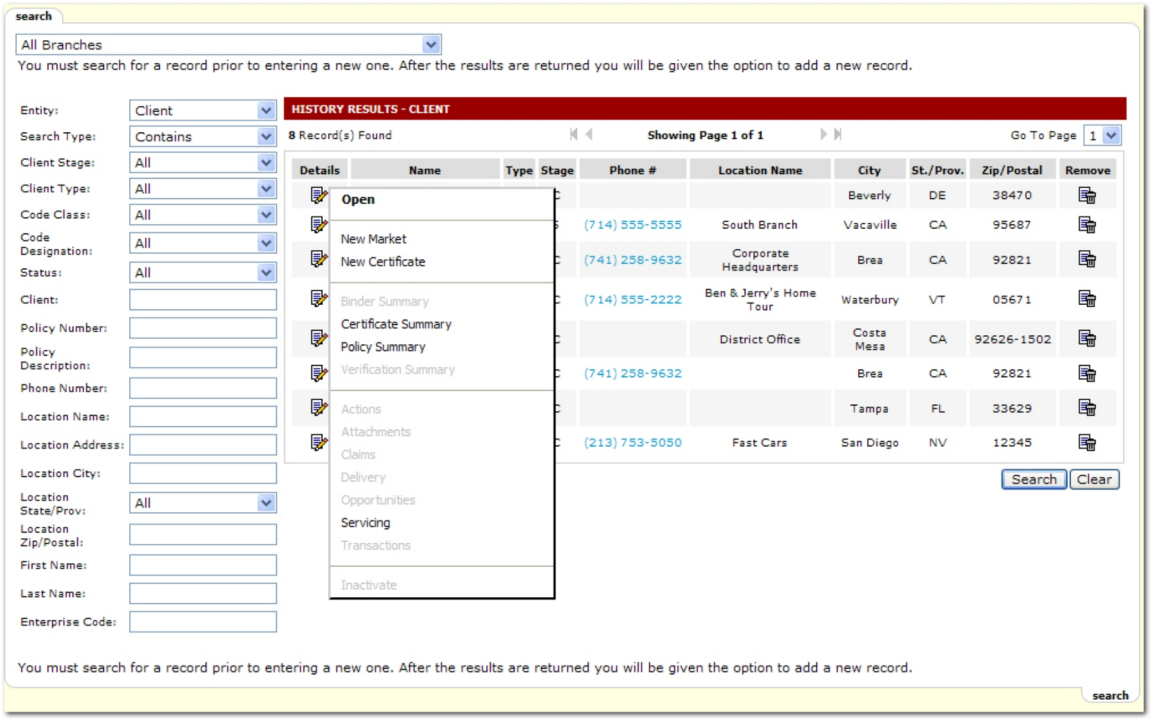
9. In the **St./Prov.** column, the state or province for the primary location is displayed.
10. In the **Zip/Postal** column, the zip or postal code for the primary location is displayed.
11. Click the **Remove** icon to delete the client record.

> **Important:** The client record will be completely deleted once the **Remove** icon is clicked and **OK** is selected on the confirmation pop-up unless there is activity associated with the client. If the client cannot be deleted by clicking the **Remove** icon, the client can be made Inactive instead on the Client menu > **named insureds** tab.

**To Use the Client Search Context Tool**

Once a client has been located using the search method described above, the context tool becomes available on the search results screen. To use the context tool, do the following:

1. Locate the client to which updates need to be made and right-click on the client's **Details** icon. The context menu is displayed.




2. On the context menu, the following options are available:
   - **Open:** Opens the client **card file** tab.
   - **New Market:** The **New Application Selection** dialog box is displayed on the marketing **underwriting** tab for application selection.
   - **New Certificate:** The **new certificate** tab is displayed to begin creating a new certificate for the client.
   - **Certificate Summary:** The **certificates** tab is displayed showing all certificates for the client.

- **Policy Summary:** The **policies** tab is displayed showing a summary of all policies for the selected client.
- **Servicing:** The **servicing** tab for the selected client is displayed.

## Bookmarks

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

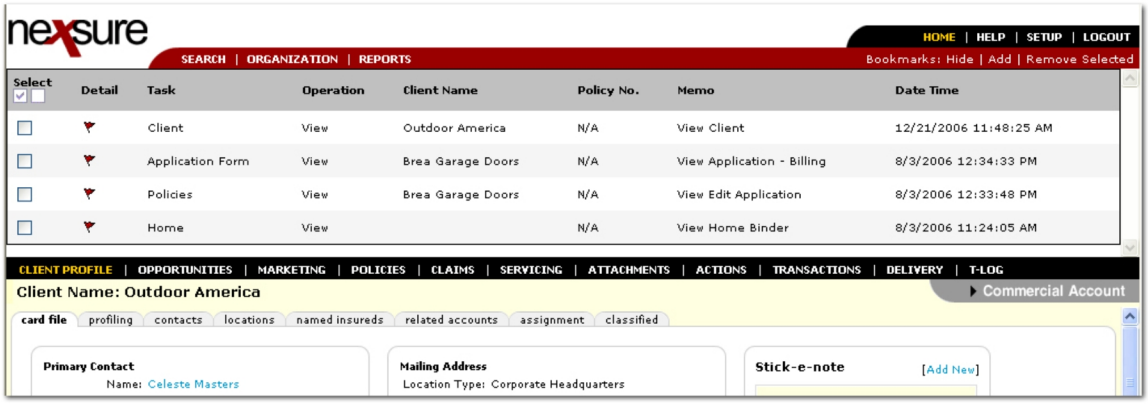
**To Insert a Bookmark**

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

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




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




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

**To Remove a Bookmark**

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

## Nexsure Control

With each new release of Nexsure all staff members are required to install the Nexsure Control Add-on for Microsoft® Internet Explorer® which allows for Office Integration and Batch Printing functionality. Staff members must have administrative rights on their workstations to install the Nexsure Control. If staff members do not have administrative rights to their workstation, the workstation will need to be updated by a staff member that has administrative rights such as the IT group.

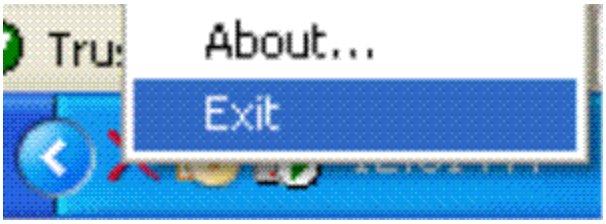
There are two ways to install, one that requires restarting the workstation and one that does not. If the older version of the Nexsure Control is removed prior to adding the new version, a restart is not required. However, if the older version is not first removed, a restart will be required.

**To Install the Nexsure Control Update with Restarting**

1. Log onto the workstation with the appropriate rights to add / delete software. (An administrator may need to log on if the staff member does not have add / delete software access.)
2. Log on to Nexsure. The staff member is immediately prompted to install the Nexsure Control update.
3. In the **Security Warning** dialog box, click **Install**. The staff member will then be required to restart their workstation.

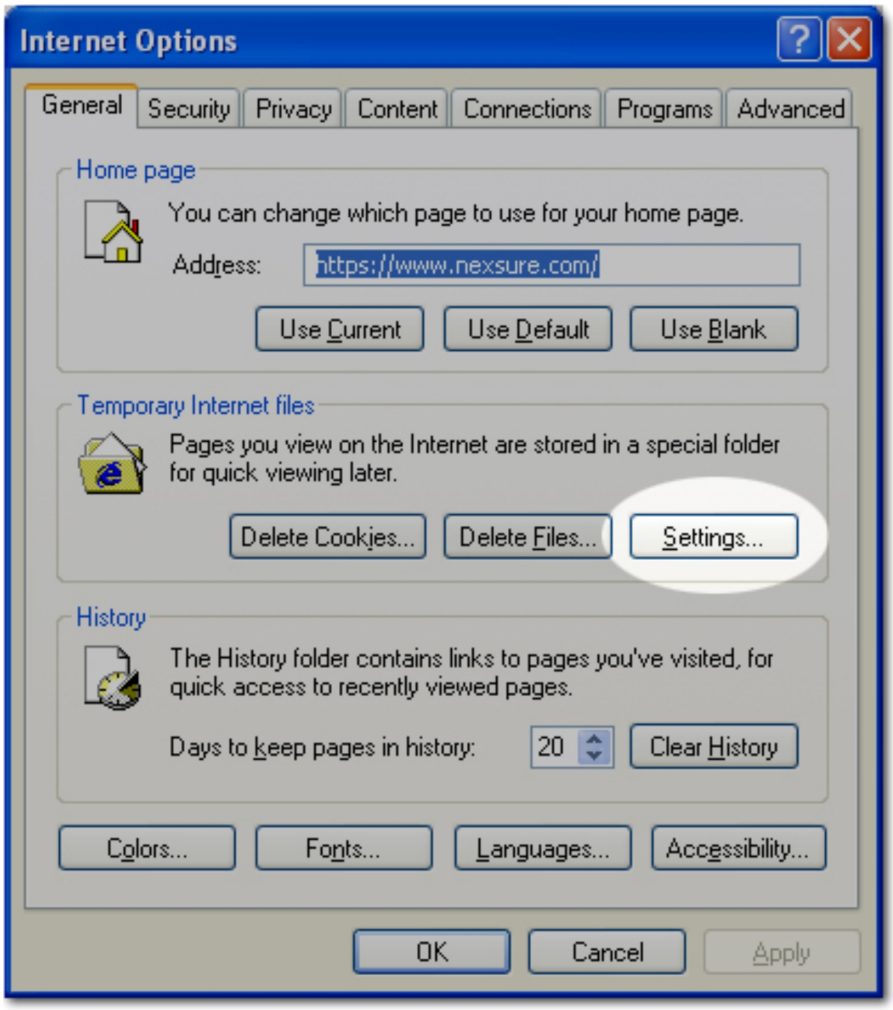
**To Install the Nexsure Control Update without Restarting (Internet Explorer 6)**

1. Close all Microsoft Office® applications such as Word, Excel®, Outlook®, etc .
2. Exit from **Nexsure Agent** by right-clicking on the **Nexsure Agent** icon in the **Notification Area** and selecting **Exit**.

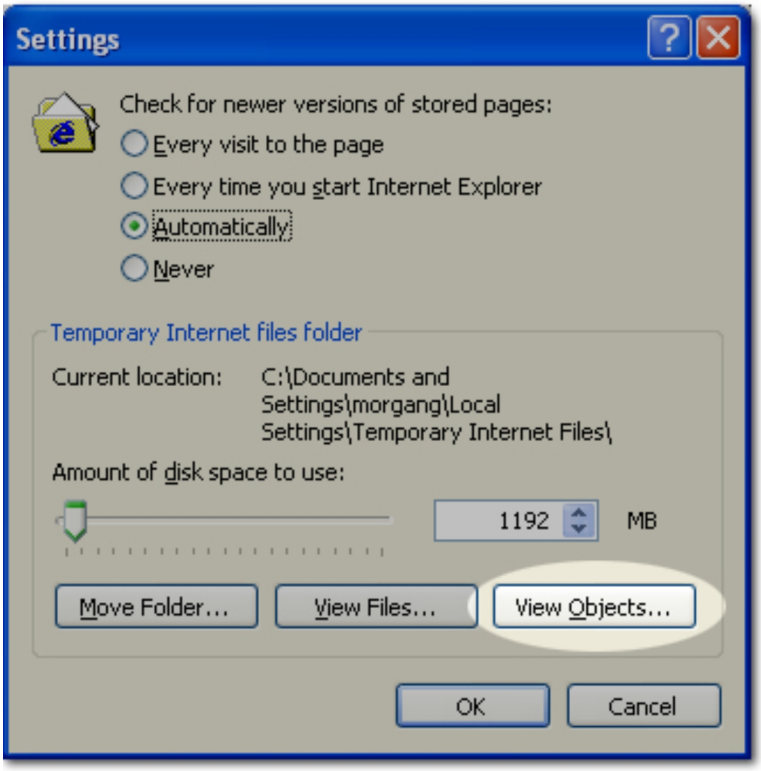



3. Press the **Ctrl + Alt + Del** keys on the keyboard and click the **Task Manager** button.
4. In the **Windows Task Manager** dialog box, make sure the following processes are not running:
   - WinWord.exe
   - Excel.exe
   - Outlook.exe

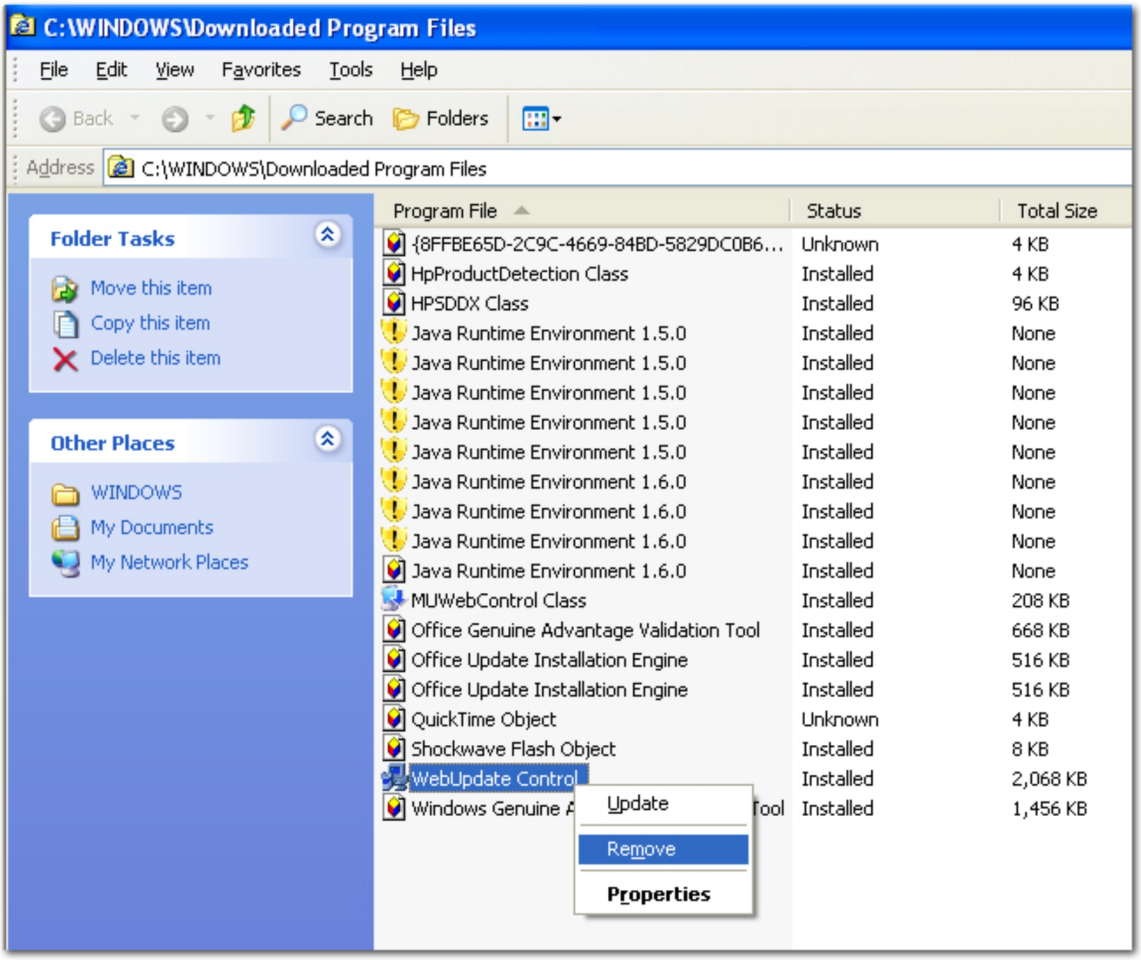
   **Note:** If one of the above processes are running, highlight the **Image Name** and click **End Process**.
5. Close all instances of **Internet Explorer**.
6. Open a new instance of **Internet Explorer**.
7. In **Internet Explorer**, click the **Tools > Internet Options > General** tab.



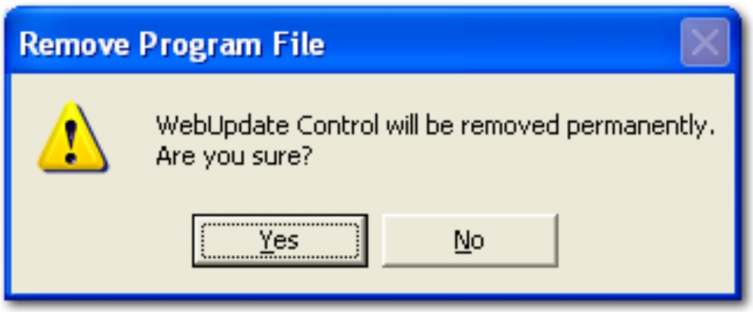

8. On the **General** tab, click **Settings**. The **Settings** dialog box is displayed.




9. In the **Temporary Internet files folder** area, click **View Objects**. Windows® Explorer is displayed.




10. In the **Program File** column, select **WebUpdate Control**.
11. Once WebUpdate Control is highlighted, right-click and select **Remove**. The **Remove Program File** confirmation dialog is displayed.

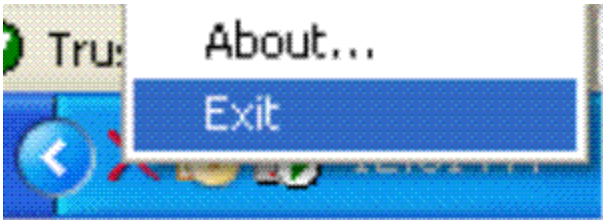



12. In the **Remove Program File** confirmation, click **Yes**.
13. Close **Windows Explorer**.
14. In the **Settings** dialog box, click **OK**.
15. In the **Internet Options** dialog box, click **OK**.

16. Log on to Nexsure. The staff member is immediately prompted to install the Nexsure Control update.
17. In the **Security Warning** dialog box, click **Install**.

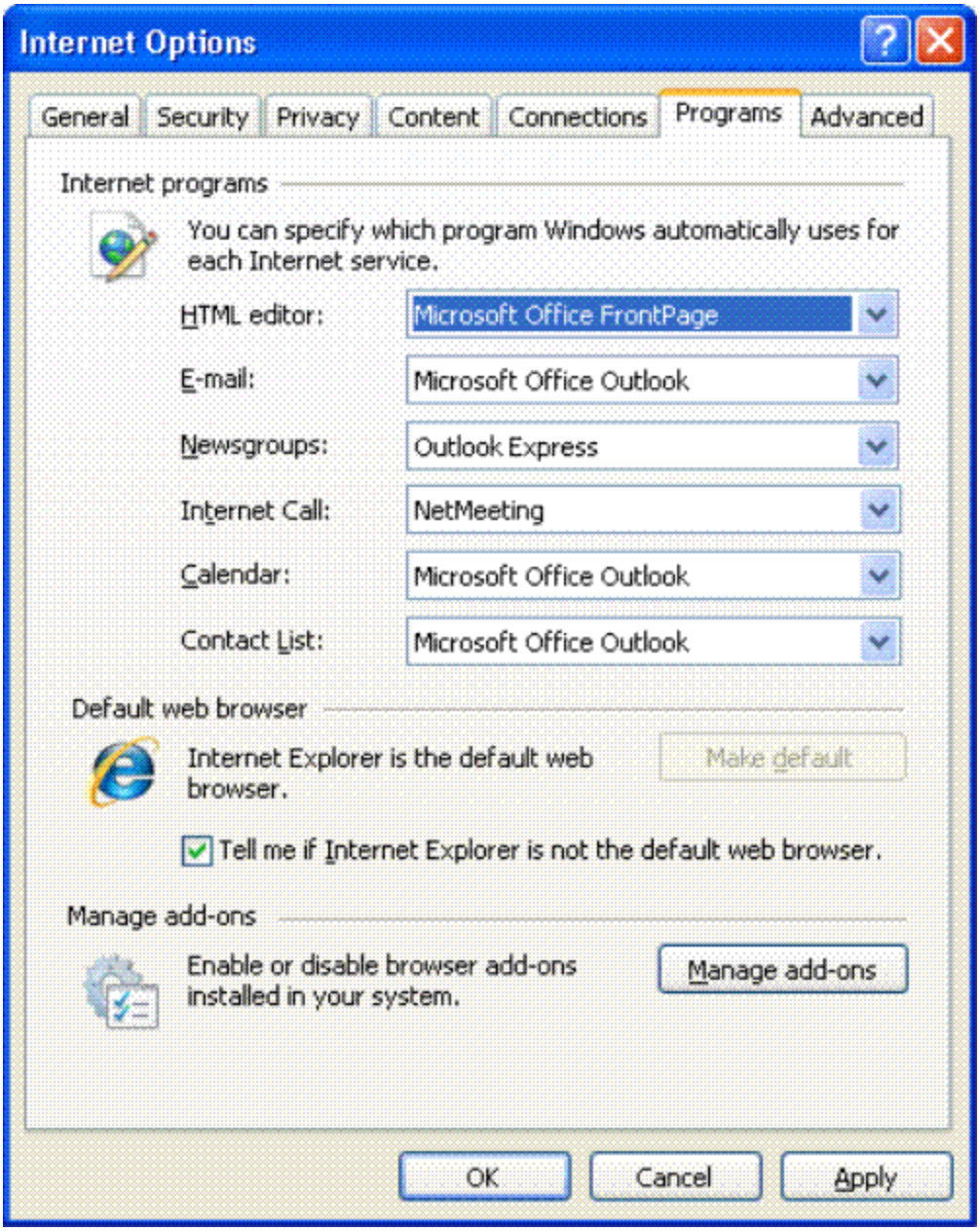
**To Install the Nexsure Control Update without Restarting (Internet Explorer 7)**

1. Close all Microsoft Office applications such as Word, Excel, Outlook, etc.
2. Exit from **Nexsure Agent** by right-clicking on the **Nexsure Agent** icon in the **Notification Area** and selecting **Exit**.

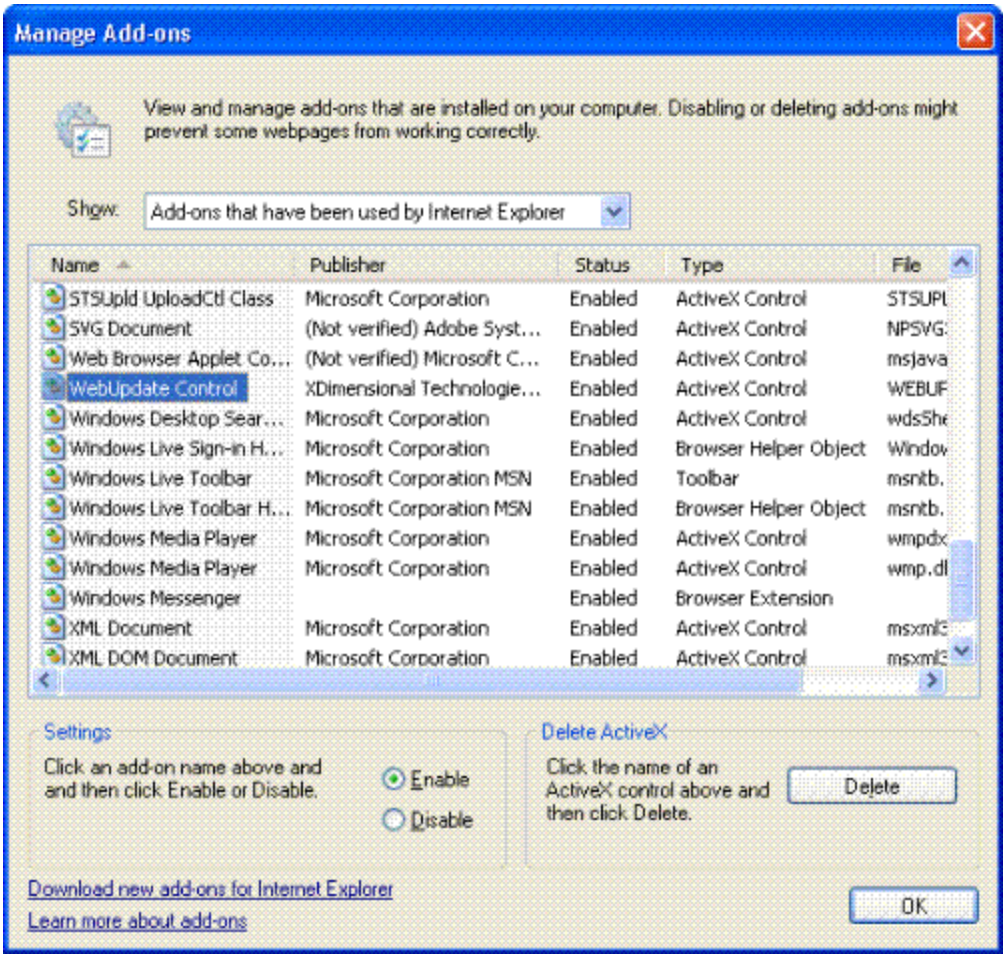



3. Press the **Ctrl + Alt + Del** keys on the keyboard and click the **Task Manager** button.
4. In the **Windows Task Manager** dialog box, make sure the following processes are not running:
   - WinWord.exe
   - Excel.exe
   - Outlook.exe

   **Note:** If one of the above processes are running, highlight the **Image Name** and click **End Process**.
5. Close all instances of **Internet Explorer**.
6. Open a new instance of **Internet Explorer**.
7. In **Internet Explorer**, click the **Tools > Internet Options > Programs** tab.



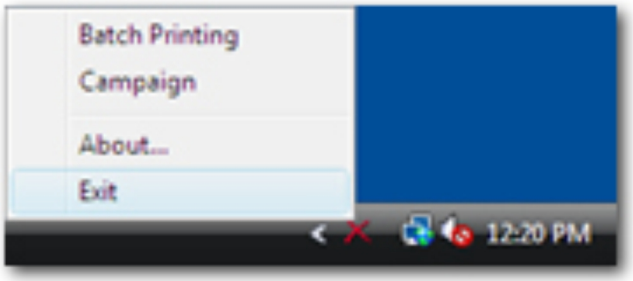

8. On the **Programs** tab, click **Manage add-ons**. The **Manage Add-ons** dialog box is displayed.




9. In the **Name** column, select **WebUpdate Control** and click **Delete**.
10. In the **Manage Add-ons** dialog box, click **OK**.
11. In the **Internet Options** dialog box, click **OK**.
12. Log on to Nexsure. The staff member is immediately prompted to install the Nexsure Control update.
13. In the **Security Warning** dialog box, click **Install**.

**To Install the Nexsure Control Update without Restarting (Windows Vista)**

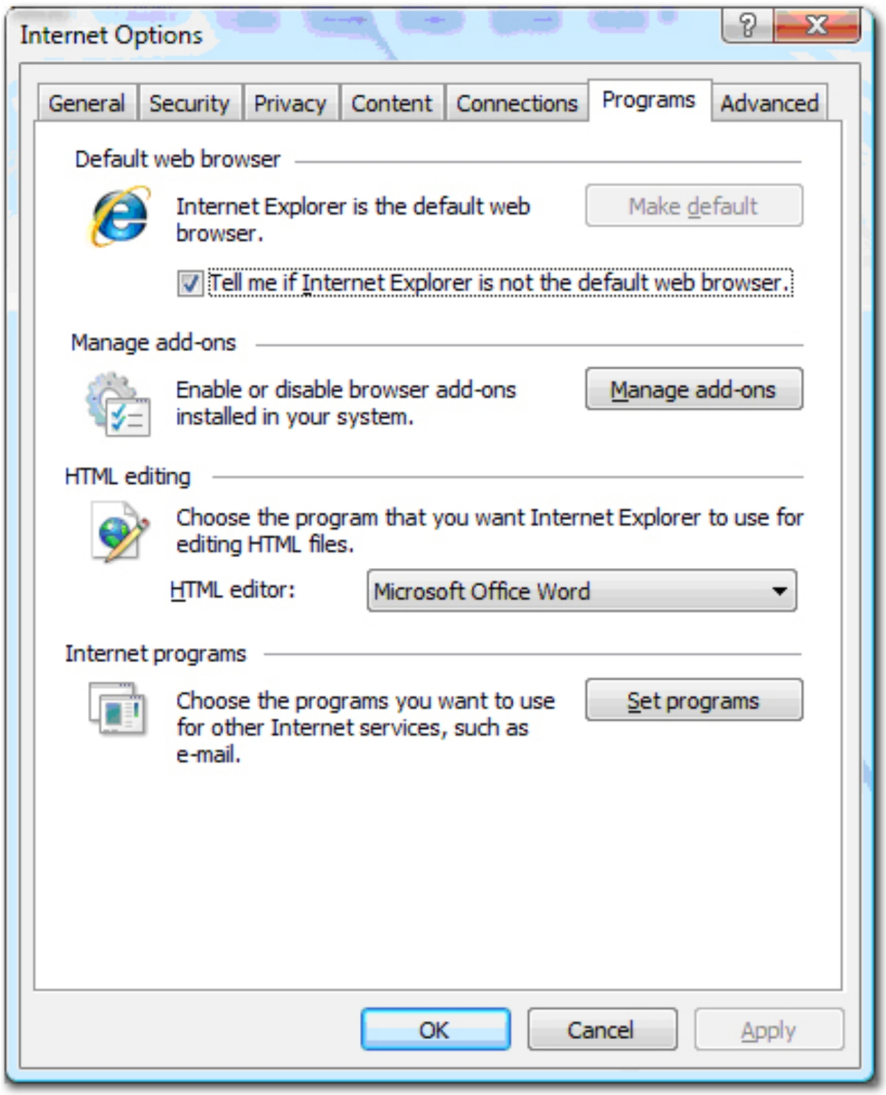
1. Close any Microsoft Office applications such as Word, Excel, and Outlook.
2. Exit from **Nexsure Agent** by right-clicking on the **Nexsure Agent** icon in the **Notification Area** and selecting **Exit**.



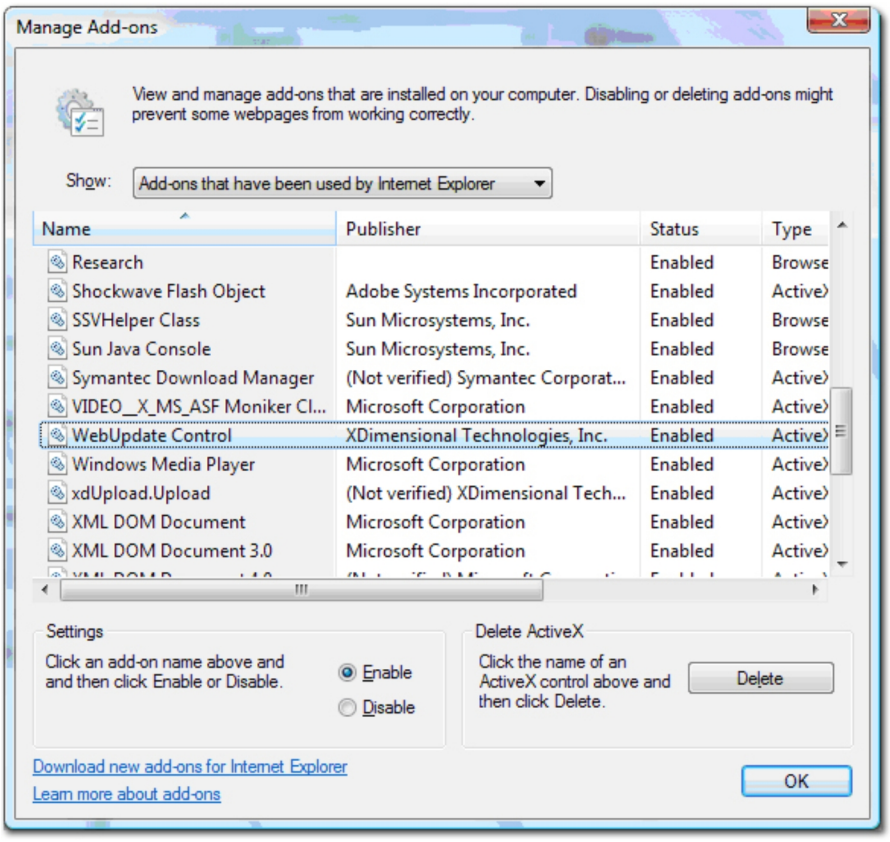
3. Click **Ctrl + Alt + Del** and click the **Task Manager** button.
4. In the **Windows Task Manager** dialog box, make sure the following processes are not running:
   - WinWord.exe
   - Excel.exe
   - Outlook.exe

**Note:** If one of the above processes are running, highlight the **Image Name** and click **End Process**.

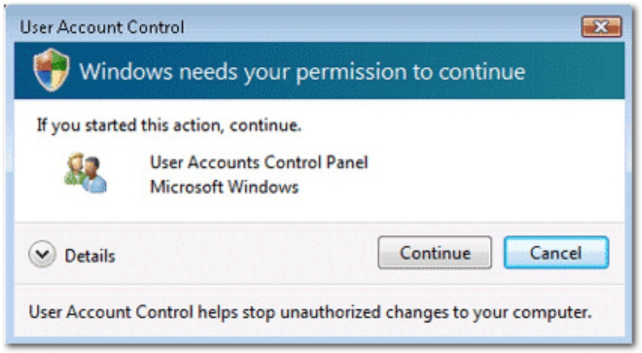
5. Close all instances of **Internet Explorer**.
6. Open a new instance of **Internet Explorer**.
7. In **Internet Explorer**, click **Tools > Internet Options > Programs** tab.



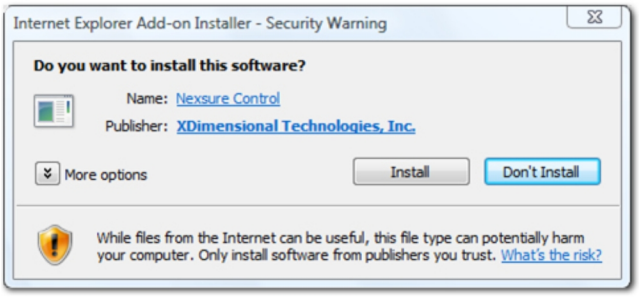

8. On the **Programs** tab, click **Manage add-ons**. The **Manage Add-ons** dialog box is displayed.




9. In the **Name** column, select **WebUpdate Control** and click **Delete**.
10. In the **Manage Add-ons** dialog box, click **OK**.
11. In the **Internet Options** dialog box, click **OK**.
12. Log on to Nexsure. The staff member is immediately prompted to install the Nexsure Control update.
13. If User **Access Controls** are enabled on the workstation, the **User Account Control** dialog box is displayed.

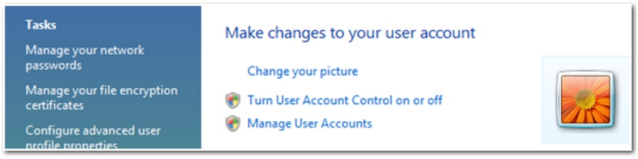



14. In the **User Account Control** dialog box, click **Continue**. The **Security Warning** dialog box is displayed.




15. In the **Security Warning** dialog box, click **Install**.

**Note:** If the **User Access Controls** are still enabled when downloading **Nexsure Agent** an error will be displayed. If the staff member cannot disable the **User Access Controls**, their IT department must be contacted to administrate.
If administration is allowed by the staff member, click **Start -> Control Panel-> User Accounts >Turn User Account Control on or off**.




## Global Search

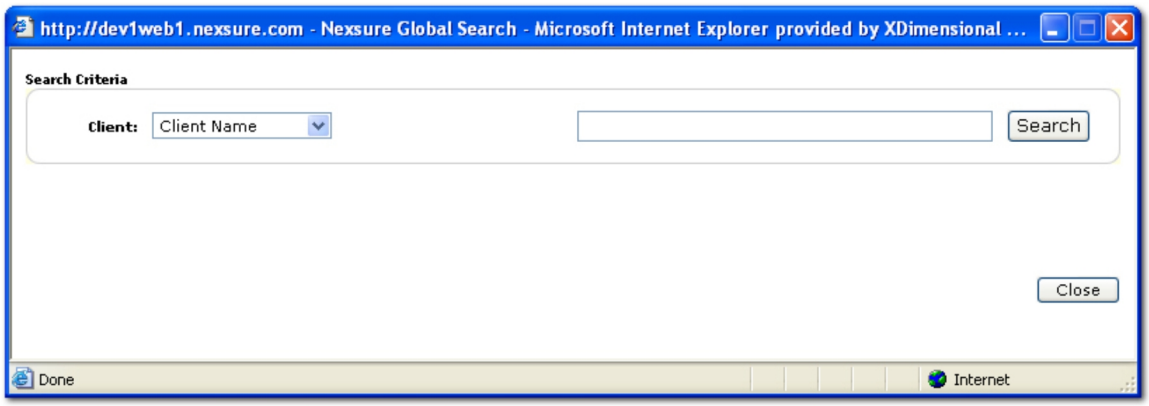
Global searching allows an organization-wide search for clients without having to exit the current screen. The client's contact information can be accessed from the results. If the staff member is assigned to the client records, a view of the **card file** tab can also be accessed.

**To Perform a Global Search**

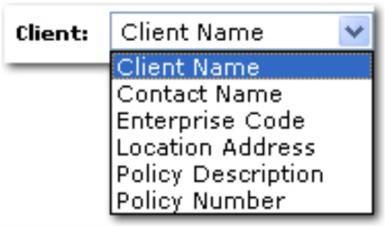
1. On the Primary menu, click the **Global Search** icon.



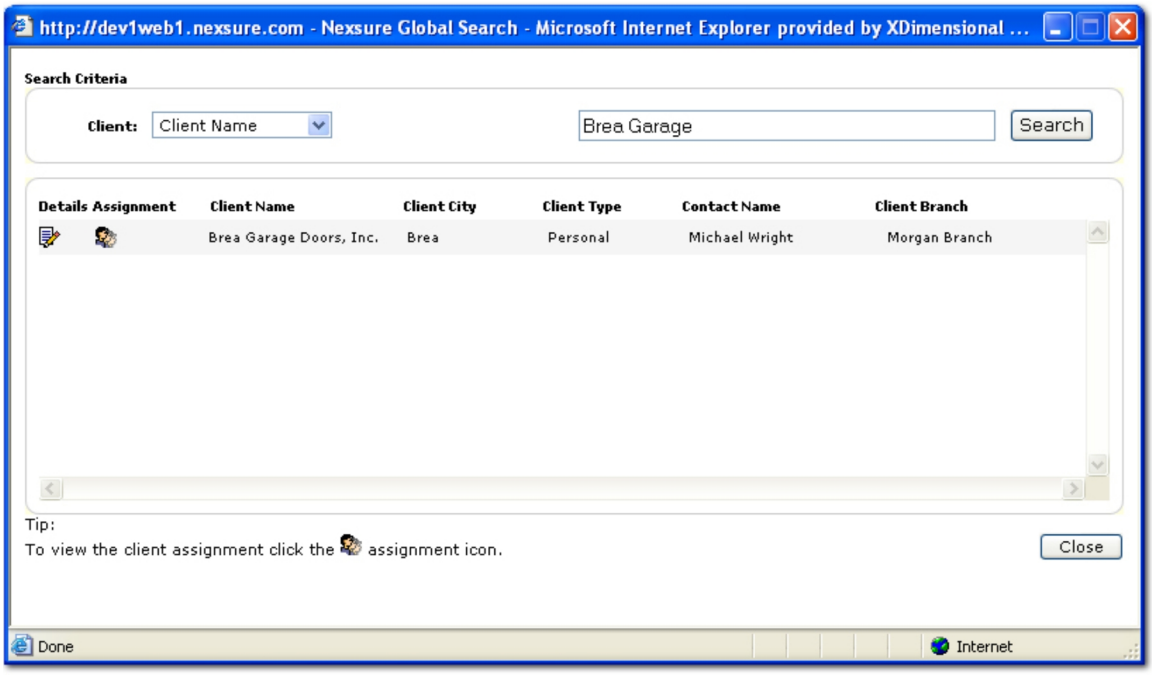

The **Search Criteria** dialog box is displayed.




2. In the **Client** list, select the criteria by which to search. The available options are:

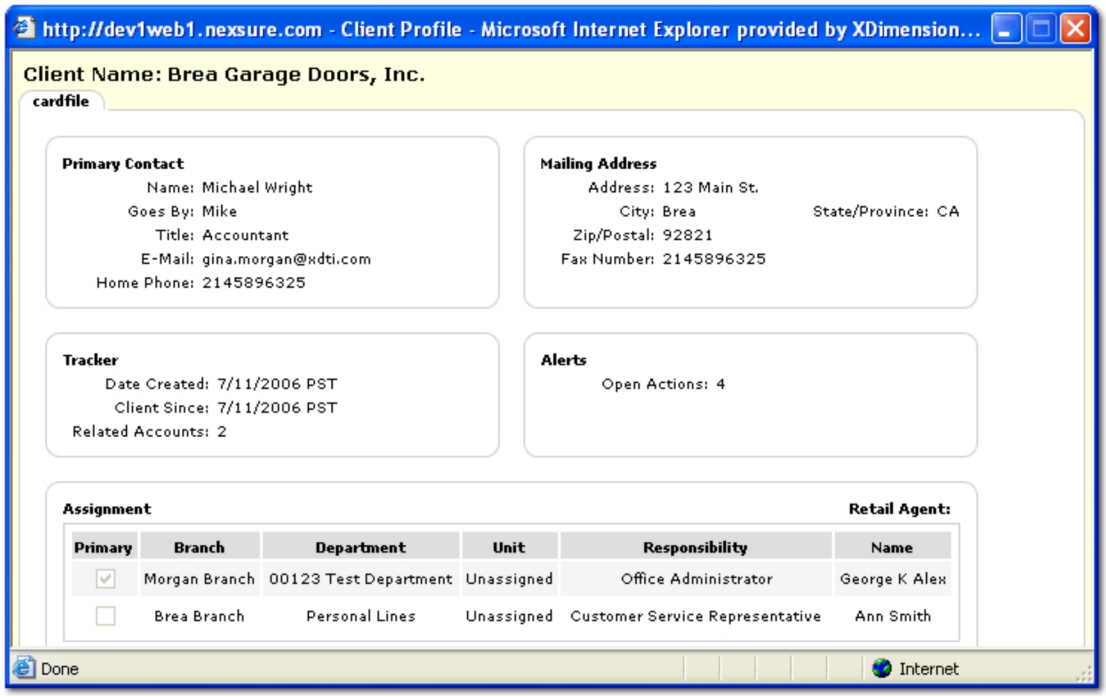



3. Enter the search criteria. Enter at least two characters to narrow the search results. Entering some of the criteria returns a broader result; enter most of the search criteria for more specific results.
4. Click **Search**. The search results are displayed.

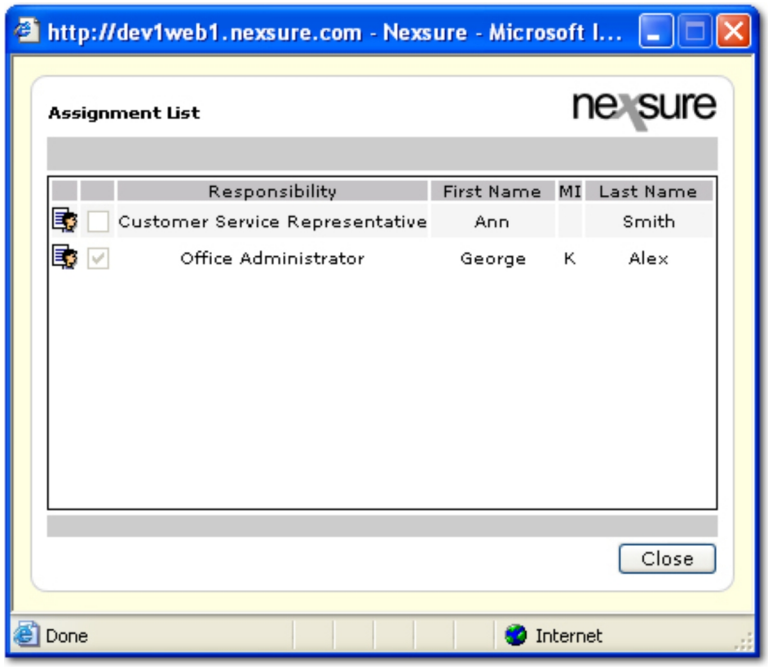



The following information is available on the search results screen:

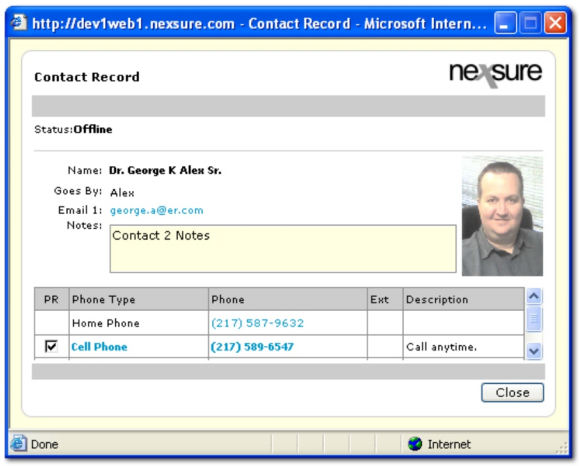
- **Details:** Click the **Details** icon to access a view of the **card file** tab. Only staff members with the appropriate branch, region, territory or organization security will be able to select the **Details** icon for the clients to which the staff member has access.




- **Assignment:** Click the **Assignment** icon to display the client assignment information. All staff members have access to view the assignment information.




In the **Assignment List** dialog box, click the Contact icon to view the contact information.




- **Client Name:** The name of the client as recorded on the **card file** tab of the client record.
- **Client City:** The city from the primary address of the client.
- **Client Type:** Indicates either personal or commercial.
- **Contact Name:** The name of the primary contact for the client.
- **Client Branch:** The name of the branch associated with the client.

**Note:** Multiple searches cannot be open at the same time. The **card file** tab must be closed before starting another global search.

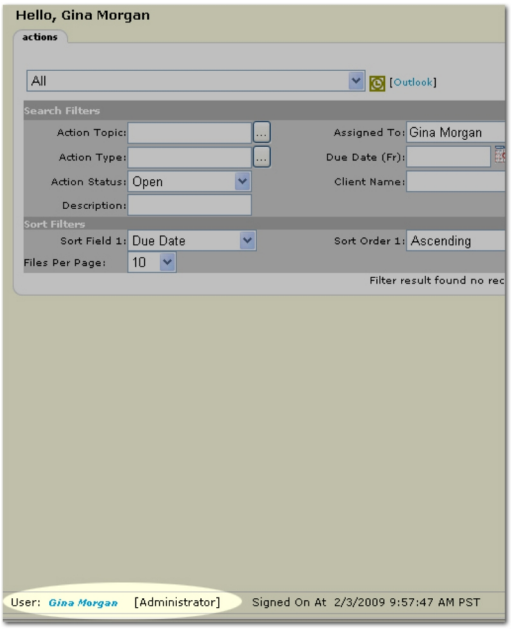
## User Preference Settings

The user preference settings options are available to set defaults in Nexsure so that workflows can be streamlined. Each staff member can set their own preference defaults. Defaults can be set for the following options:

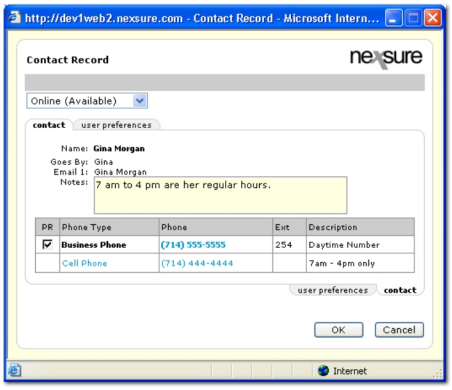
- Bill Method
- Line of Business
- Time Zone

**To Add Preference Settings**

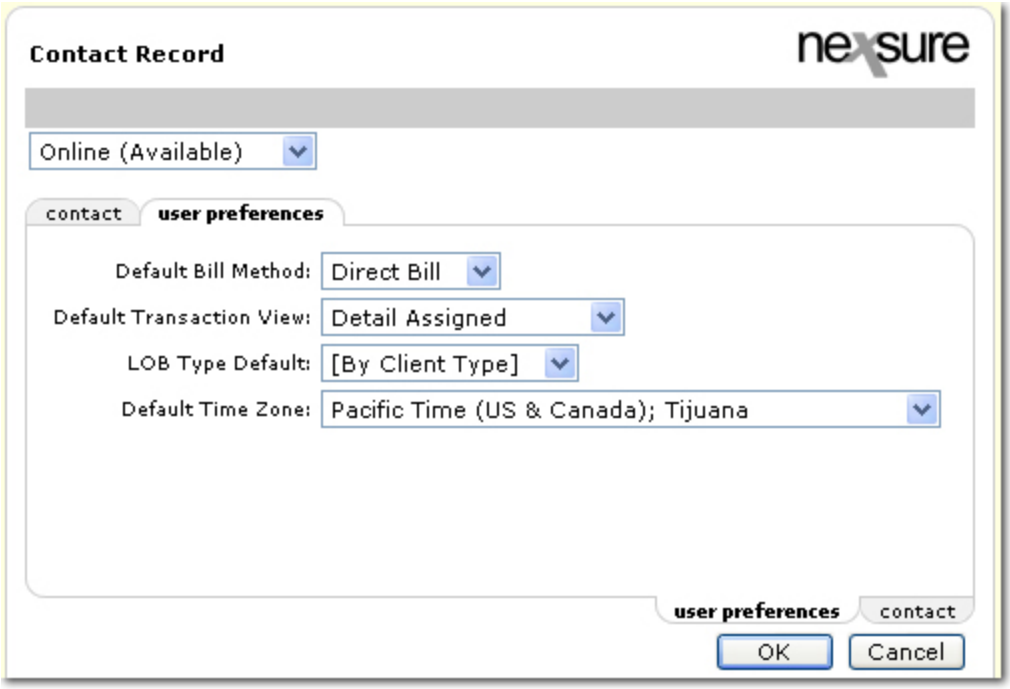
1. From any screen in Nexsure, locate the **User** area.




2. In the **User** area, click the name of the staff member logged on to Nexsure. The **Contact Record** dialog box is displayed.




3. On the **Contact Record** dialog box, click the **user preferences** tab. The **user preferences** tab is displayed.




4. In the **Default Bill Method** list, select a bill method that will automatically populate when the policy info is created.

   **Note:** After setting up the user preference, the new defaults will apply only to new policies not existing policies.

5. In the **Default Transaction View** list, select the default transaction view that will be display on both the client's **transaction summary** tab and the policy detail **transaction** tab.
6. In the **LOB Type Default** list, select the type of line of business to which the **New Application Selection** and **New Opportunity** screens will default. If available, the **[By Client Type]** option can be selected from the list to indicate the LOB Type default will be based on the client type.

   **Note:** This **LOB Type Default** list will contain only LOBs to which the staff member making the selection has rights.

7. In the **Default Time Zone** list, select a time zone to override the time zone selection made on the **employees > security** tab.
8. On the **user preferences** tab, click **OK**. The selections will be saved.

   Or

   Click **Cancel** to close the dialog box without saving changes.

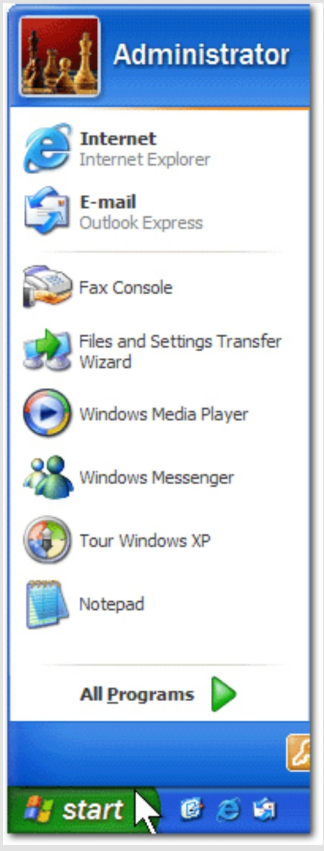
## Opening Two Instances of Nexsure

In order to work on one client while servicing another, two instances of Nexsure can be open at the same time. It is recommended that the second browser be opened to use as a view only screen.

**Note:** Browser tabs in Internet Explorer 7 cannot be used to open the second instance, a separate browser window must be opened.

**Important:** In some instances multiple session displays may not be effective or have full functionality. An example of a multiple display issue is in accounting bank reconciliation where printing has been determined to display the last printed bank reconciliation summary in both sessions when view is attempted in multiple sessions. The behavior of third party products or the browser itself may also cause issues.

To open a second browser instance, click the **Launch Internet Explorer Browser** or icon from any of the following locations:

| | XP | Vista |
|---|---|---|
| Quick Launch Bar |  |  |
| Desktop |  |  |
| Windows Start Menu |   |   |

# Utility Menu

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



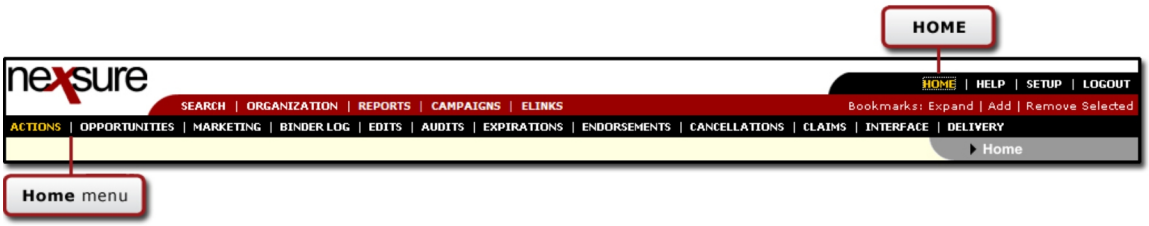

The Utility menu contains the following options:

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

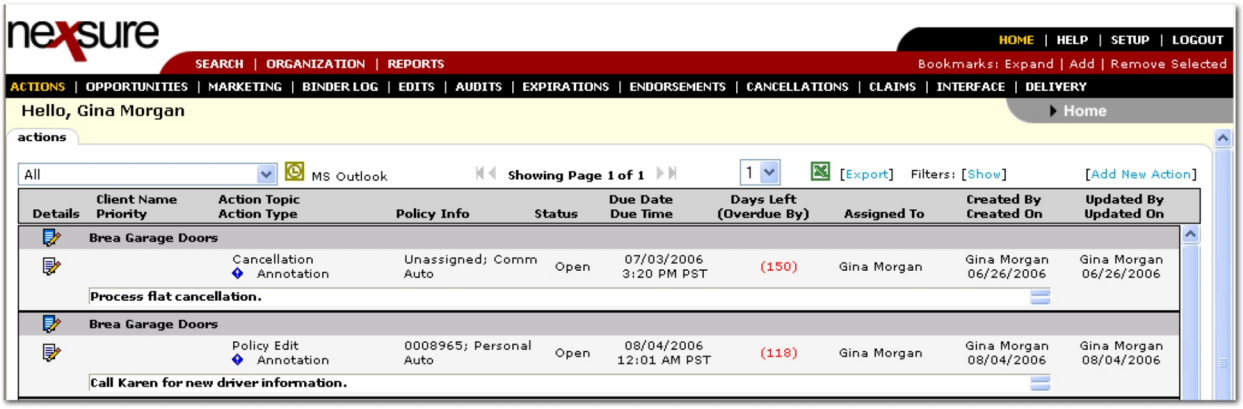
**Note:** Closing Internet Explorer does not log you out of Nexsure. You must click the **LOGOUT** link to log out of Nexsure.

## Home Menu

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




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




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

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

## *Actions Overview*

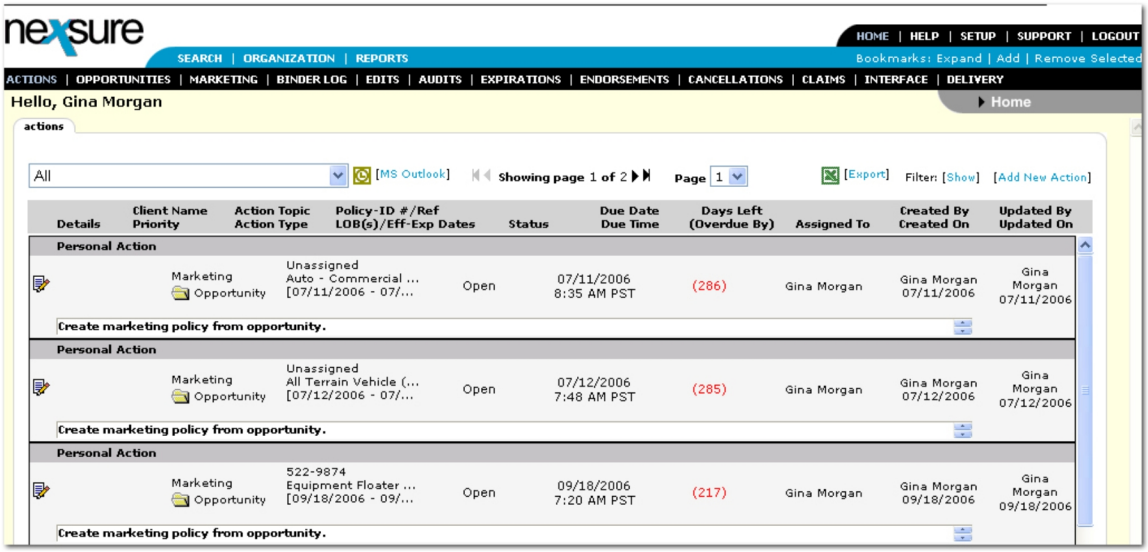
The **actions** tab is the default view when Nexsure is opened. Actions are used as follow-up reminders for activities that need to occur.

**Note:** Although a maximum of 2000 records can be returned in a search, up to 5000 records can be exported.

There are three levels of actions that can be created:

- **Personal actions:** Created from the **HOME > actions** tab by clicking **[Add New Action]**. An action created here would be a personal action or a reminder to follow up on a non-client related item.

  **Note:** Actions that are associated with restricted policies will only display for those staff members that are assigned to the policy.




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

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**Note:** Policies that are restricted are displayed only if the person logged on is assigned to them. All other non-restricted policies are displayed and can be searched for by all staff members.

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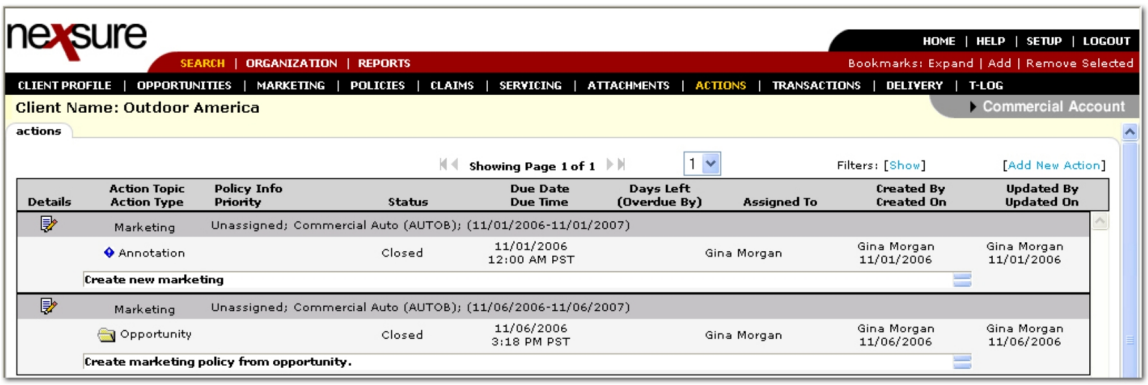
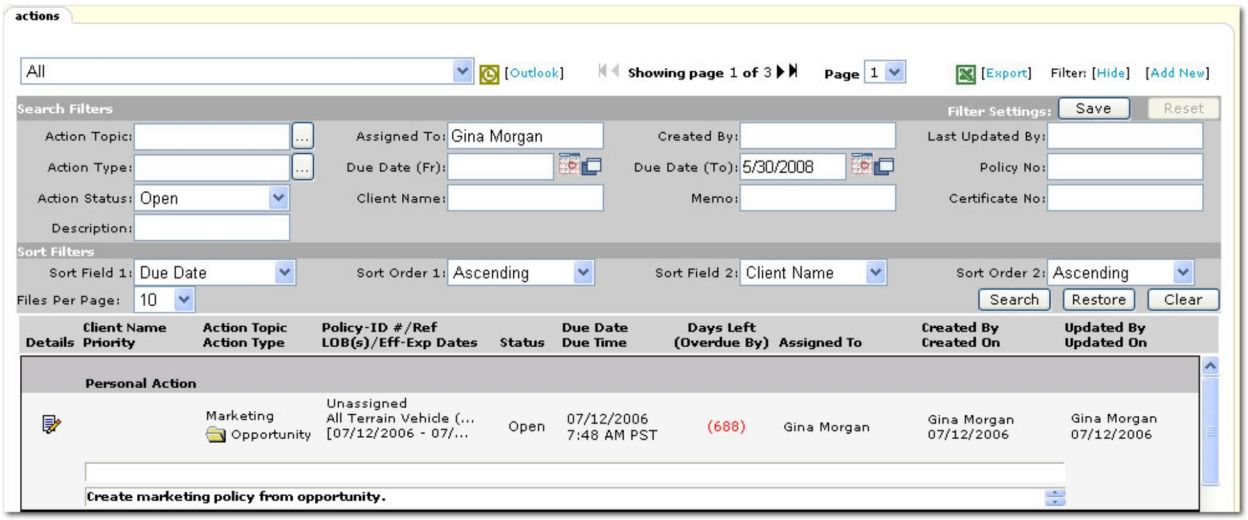



- **Policy actions:** Created from the Client menu **> POLICIES > policy Details**  **icon > actions** tab. An action created here would pertain to a client's policy.



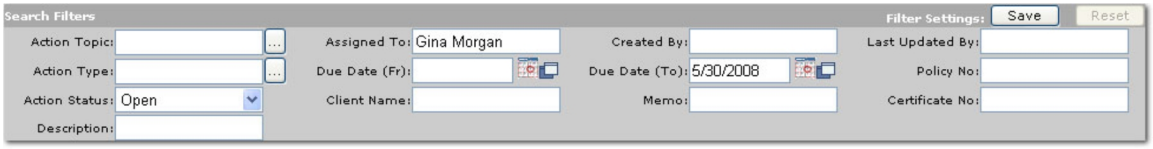

To print out custom actions reports, see Action Reports. For more information on creating actions, see Creating Actions.

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




The following options are available when working with actions:

- **Branch:** The **Branch**  list box in the upper left can be used to select a branch to narrow the search results. Once a branch is selected personal actions and actions tied to the selected branch are displayed.
- **Microsoft Outlook:** The **Microsoft Outlook** icon is used to open Microsoft® Outlook® to synchronize actions with an Outlook calendar or tasks. See Creating Actions.
- **Showing Page:** The **Arrow** icons can be used to navigate through pages of search results.
  - **First Page** icon.
  - **Previous Page** icon.
  - **Next Page** icon.
  - **Last Page** icon.
- **Page:** Click the **Page**  arrow to open a list of all search results pages. Select the desired page number to open that page of search results.
- **[Export]**: Click **[Export]** to generate a Microsoft Excel® spreadsheet from the actions displayed on the screen. Exporting to Excel can help to manage large amounts of records by using Excel's search, sort and print capabilities. A maximum of 5000 records can be exported.
- **Search Filters:** Click **[Show]** or **[Hide]** to toggle the **Search Filters** screen.

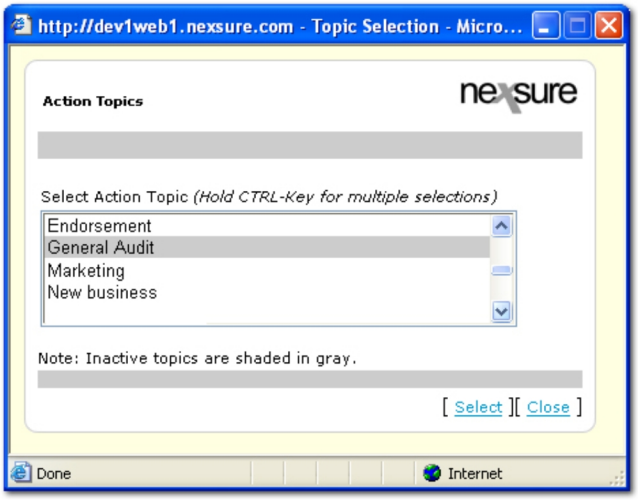



The options available on the **Search Filters** screen are:

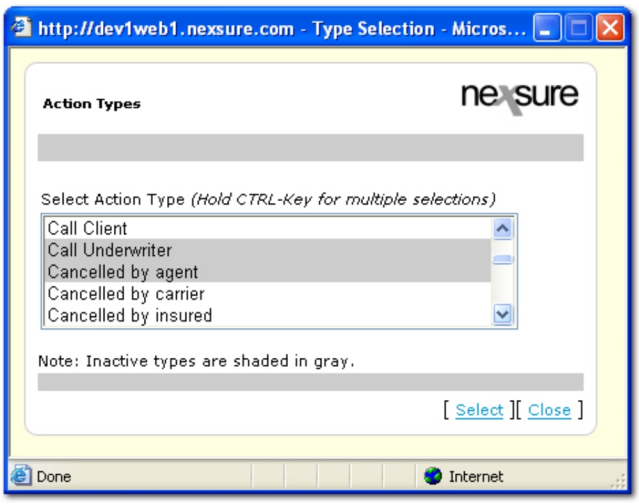
- **Filter Settings:** In the **Filter Settings** area, two options are available:
  - **Save:** If **Save** is clicked after setting up search filters, each time the **actions** tab is opened, the actions returned will be filtered by the saved filter setting. The settings will be saved regardless of any later criteria being entered, until **Save** is again clicked and a search is run. Exercise caution when saving filter settings with a date range as returned actions will be restricted to that date range. As a general rule, check the filter settings each time this tab is accessed.

    **Tip:** Date variables can be used to set up a date range in a saved filter setting. Using date variables can help to avoid unwanted search results.

  - **Reset:** Click **Reset** to return all filter settings to the Nexsure filter defaults. After filter settings are saved, the **Reset** button becomes active. Once the **Reset** button is clicked, it again becomes inactive until the **Save** button is again used.
- **Action Topic:** Enter the action topic to narrow the search results to a specific action topic. Or, click the **Ellipsis** button to open the **Action Topics** dialog box. In the **Action Topics** dialog box select one or more action topics to use as search criteria in the **Search Filters** screen. To make multiple selections, press and hold the **CTRL** key while selecting. Topics that are shaded in gray are inactive topics. Click **[Select]** to add the selection to the **Search Filters** screen.




- **Action Type:** Types are a default description clarifying the action and are associated with action topics. Enter the type to search for. Or, click the **Ellipsis** button to open the **Action Types** dialog box. In the **Action Types** dialog box select one or more action types to use as search criteria in the **Search Filters** screen. To make multiple selections, press and hold the **CTRL** key while selecting. Types that are shaded in gray are inactive types. Click **[Select]** to add the selection to the **Search Filters** screen.



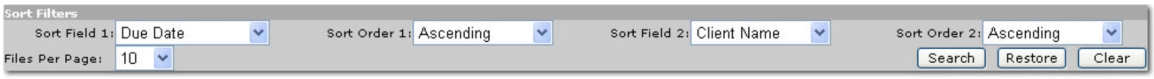

- **Action Status:** By default the **Open** status is selected in the **Action Status** box. Or, select the status of the action to search for:
  - **All**
  - **Open**
  - **Closed**
- **Description:** Enter the description to return results that include all actions with that description. Enter at least one character to narrow the search results. Entering some of the **Description** returns a broader result; enter most of the description for more specific results.
- **Assigned To:** By default the person logged on is entered in the **Assigned To** box. Or, enter the name of the person to whom the action is assigned. Enter at least one character to narrow the search results. Entering some of the **Assigned To** name returns a broader result, enter most or full first and last names for more specific results.
- **Due Date (Fr):** Click the **Calendar** icon to select the beginning date in a date range. A date range can be selected to return all actions with **Due Dates** in the date range. Click the **Variable** icon and enter a variable number of days to set a continuous date range to be used with **Save Filter Settings**. Enter + or - and the number of days up to three digits. The date will then be + (after) or - (before) the current date.
- **Client Name:** Enter the name of a client to return results that include all actions for a particular client. Enter at least one character to narrow the search results. Entering some of the **Client Name** returns a broader result; enter most of the name for more specific results.
- **Created By:** Enter the name of a person that created the action. Search results will return all actions created by that person. Enter at least one character to narrow the search results. Entering some of the **Created By** name returns a broader result, enter most or full first and last names for more specific results.
- **Due Date (To):** By default the **Due Date (To)** will be the current date. Or, click the **Calendar** icon to select the ending date in a date range. A date range can be selected to return all actions with **Due Dates** in the date range. Click the **Variable** icon and enter a variable number of days to set a con-

tinuous date range to be used with **Save Filter Settings**. Enter + or - and the number of days up to three digits. The date will then be + (after) or - (before) the current date.

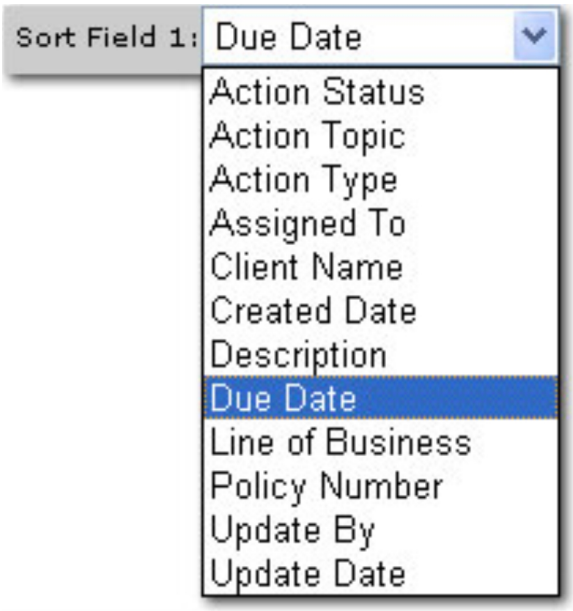
- **Memo:** Enter words from the **Memo** section of the action to search for. Search results will return all actions that contain those words in the **Memo** section of the action.
- **Last Updated By:** Enter the name of the person that last updated the action. Search results will return all actions where the person's name appears in the **Updated By** column of the results. Enter at least one character to narrow the search results. Entering some of the **Last Updated By** name returns a broader result, enter most or full first and last names for more specific results.
- **Policy No:** Enter at least one digit of the policy number associated with the action. The more digits of the policy number entered the narrower the search results.
- **Certificate No:** Enter at least one digit of the certificate number associated with the action. The more digits of the certificate number entered the narrower the search results.

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

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

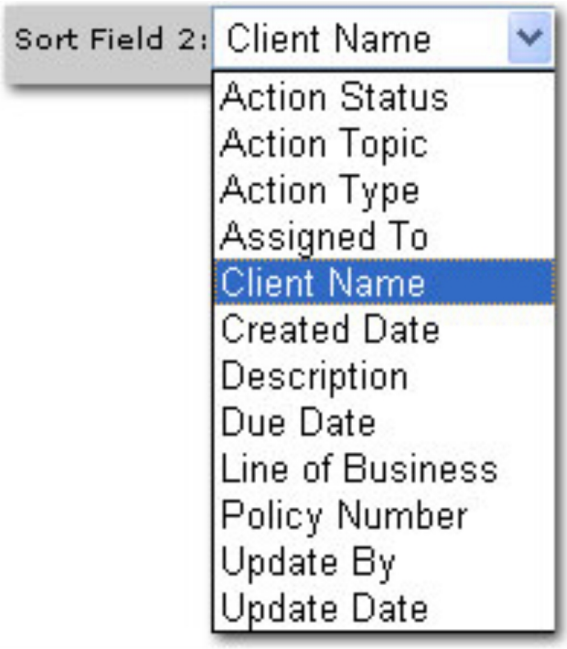



  - **Sort Field 1:** By default **Sort Field 1** is set to **Due Date**. However, another column heading from the **Sort Field 1** list may be selected. The search results will be sorted by the column selected in the **Sort Field 1** list.

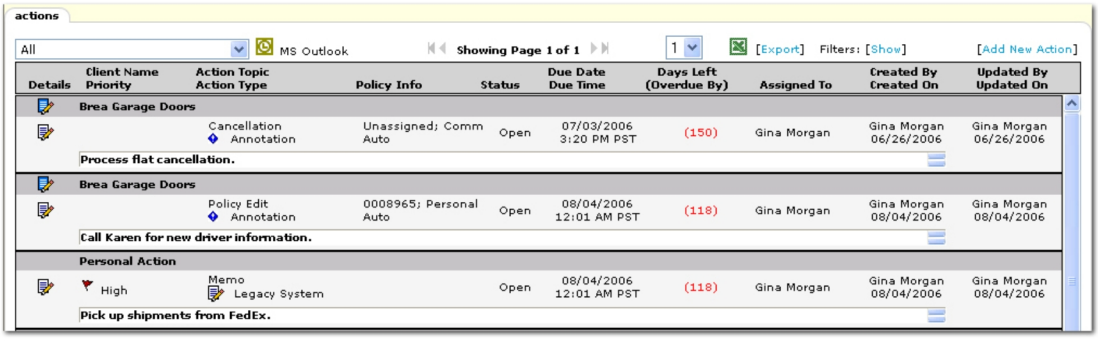



  - **Sort Order 1:** By default **Sort Order 1** is set to **Ascending**. However, either **Ascending** or **Descending** may be selected to set the order of the actions returned. **Ascending** will set the order from A-Z. **Descending** will set the order from Z-A. The **Sort Field 1** will be the first sort and **Sort Field 2** will be the sub sort.

- **Sort Field 2:** By default **Sort Field 2** is set to **Client Name**. However, another column heading from the **Sort Field 2** list may be selected. The search results will be sorted by the column selected in the **Sort Field 2** list.




- **Sort Order 2:** By default **Sort Order 2** is set to **Ascending**. However, either **Ascending** or **Descending** may be selected to set the order of the actions returned. **Ascending** will set the order from A-Z. **Descending** will set the order from Z-A. The **Sort Field 1** will be the first sort and **Sort Field 2** will be the sub sort.
- **Files Per Page:** By default the **Files Per Page** is set to **5**. However, **5**, **25**, **50**, or **100** action records may be selected to display per screen.
- **Search:** Click **Search**. The results of the **Search Filter** criteria and **Sort Filter** settings are displayed. A maximum of 2000 records can be returned in the search results.



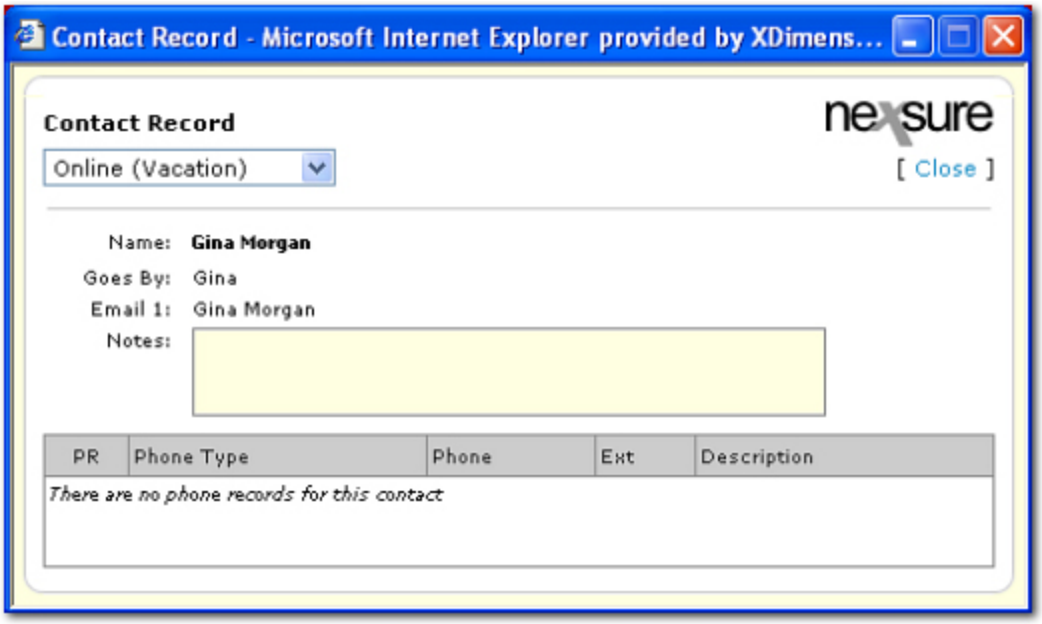

- **Restore:** Click **Restore** to return to the current saved **Filter Settings** without having to navigate away.
- **Clear:** Click **Clear** to remove all entries in the **Search Filter** and **Sort Filters** fields.

**Important:** Clicking **Clear** does not remove the saved **Filter Settings** selections.

The following columns are displayed in the actions search results:

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

- **Days Left:** Next to the **Due Date** is a color-coded countdown number of the days remaining or past the due date of that specific action. The legend is as follows:
  - **Green**: More than five days before the due date.
  - **Orange**: Five days or less before the due date.
  - **Red**: Number of days past the due date.
- **Assigned To:** The person assigned the responsibility to address the action. Click on the name to view the **Contact Record** dialog box.




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






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

## *Creating Actions*

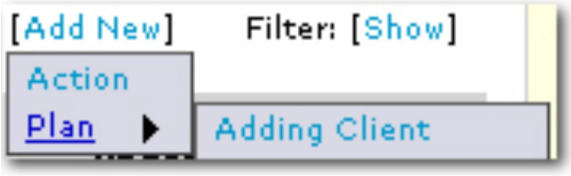
There are three levels of actions, personal actions, client actions, and policy actions. A maximum of 2000 actions are returned with each search.

**To Add a Personal Action**

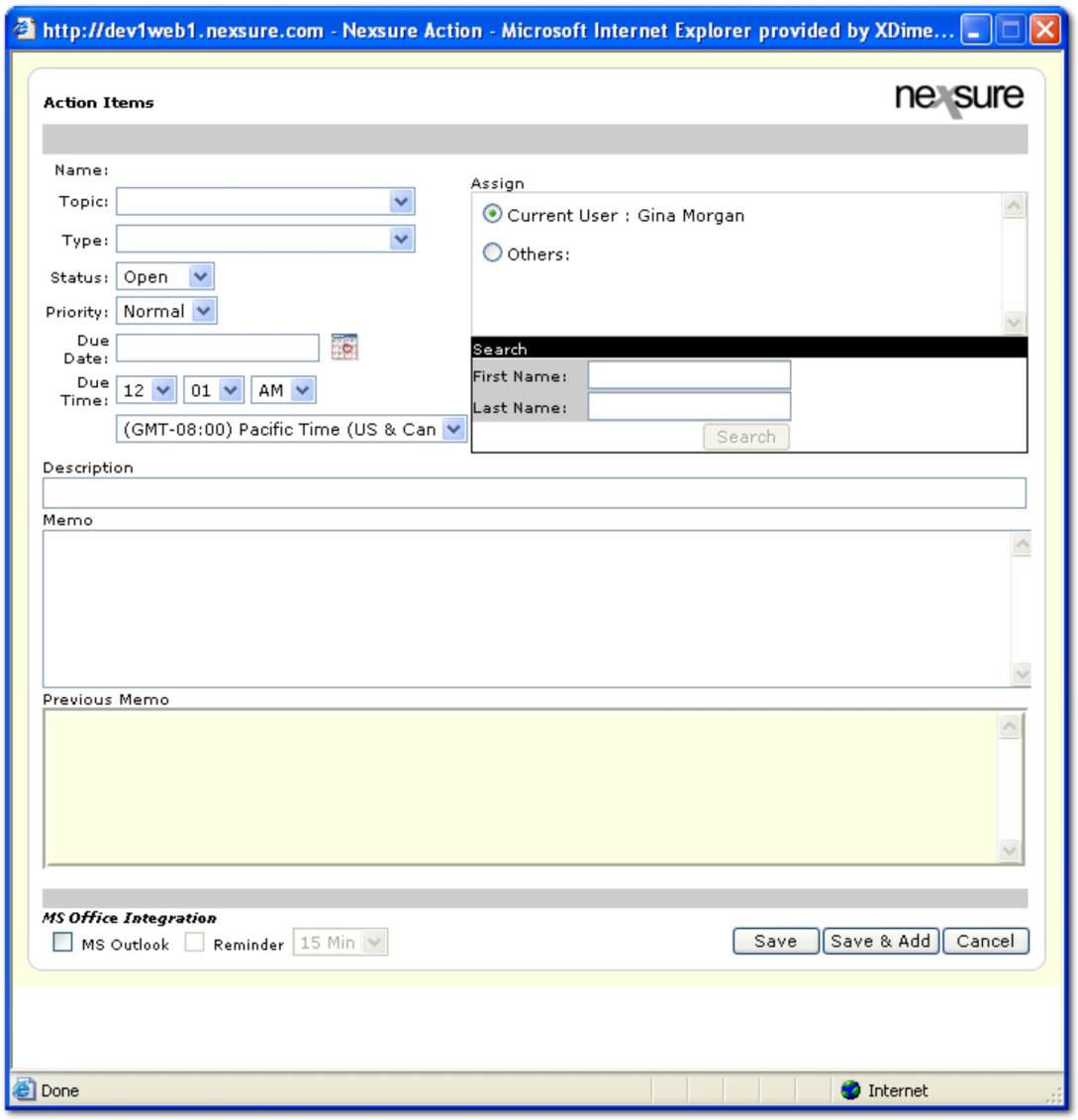
1. On the Utility menu, click **HOME**. The **actions** tab is displayed.

   **Note:** The **actions** tab is also displayed as the initial default view upon logging in to Nexsure. To navigate to the **actions** tab from the client or policy level see the Actions Overview topic.

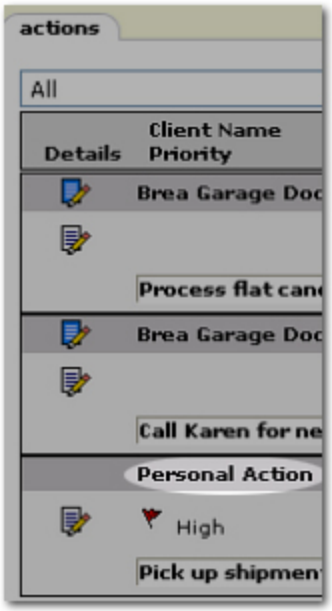
2. Click **[Add New]**. The actions menu is displayed.




3. On the actions menu, select one of the following:
   - **Action**: Add a new action.
   - **Plan**: Opens the list of available action plans. Select the desired action plan. The first action in the plan will be displayed.
4. The **Action Items** dialog box is displayed.




**Note:** When adding personal actions, the **Name** field will be blank since the action is not associated with a client. Once the action is saved, the **Name** will be filled in with the name of the person that created the action. When the action is viewed as search results on the **actions** tab, the **Client Name** column will show **Personal Action**.




5. In the **Topic** list, select a **Topic** for the action. Topics are unique and allow grouping of like items together, such as the renewals or endorsements. The topics available are dependent on those that are added in **SETUP** by the Nexsure administrator.
6. In the **Type** list, select a **Type** for the action. Types are not unique and may be reused for any topic. The types available are dependent on those that are added in **SETUP** by the agency.

---

**Note:** When adding personal actions, the **Policy** and **Certificate** lists are unavailable and cannot be assigned.

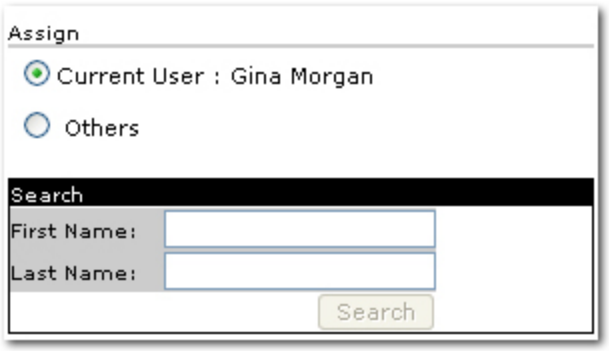
---

7. In the **Status** list, select one of the following to identify the status of the action:
   - **Open**
   - **Closed**

   When the action is completed, the status can be changed to **Closed** so the action will no longer display on the open actions listing.
8. In the **Priority** list, select a priority for the action:
   - **Normal:** The default selection is **Normal**.
   - **High:** A **High** priority creates a red **Flag** icon that will be displayed to the left of the action.
9. In the **Due Date** box, the **Due Date** is automatically filled according to the number of days set in the **Days Due** box when the action was created in **SETUP > Actions**. To change the date, click the **Calendar** icon and select a date that the action will be due. The default due date for personal actions is the current date.

   **Important:** By default, actions do not appear on the **HOME > actions** tab until their due date. However, the **actions** tab **Filter** settings can be changed so that other actions can be searched for and displayed.
10. In the **Due Time** lists, select a time that the action is due on the **Due Date**. If multiple actions are due on the same day, they can be assigned different times so they can be addressed in chronological order.

11. In the **Time Zone** list, select the **Time Zone** associated with the due time for the action. The default time zone is based on the selections made in the security setup in the employee file.
12. In the **Assign** area, select either **Current User** or **Others** as appropriate:




- **Current User:** The action being created will be assigned by default to the **Current User**.
- **Others:** The action can be assigned to others by selecting **Others** and entering at least two characters in both the **First Name** and **Last Name** boxes. Click the **Search** button. If a match is found the name will display in the **Assign** area next to **Others**. If no match was found, click **Requery** to run a new search.

13. In the **Description** box, enter a brief description for the action that will be displayed on the action summary screens. The description will also be copied to the memo section of the action.
13. In the **Memo** box, type the action message.
14. The **Previous Memos** box will show memos previously added to the action, these memos cannot be edited or deleted.
15. Select the **MS Outlook** check box to tag the action for Microsoft® Outlook® synchronization. Once the Outlook synchronization process is initiated by the person logged on, all appointment actions will be added to the Outlook calendar. Other action types will be added as tasks in Outlook.
16. Selecting the **Reminder** check box will create an Outlook reminder for the action.
17. Click **Save** to save the action and close the **Action Items** dialog box.

---

**Note:** If the action is part of an action plan, the next action in the plan will be displayed.

---

Or

Click **Cancel** to close the action without saving.

---

**Note:** The **Save & Add** button appears dimmed if it is a part of an action plan as the next action in the plan is already set.

---

18. Once the action is saved, click the **Outlook** icon on the **HOME > actions** tab. Nexsure will open Outlook. In Outlook, click **Nexsure Actions** to synchronize Nexsure actions with Outlook. The Outlook calendar and / or Outlook tasks will be updated. To change how an action is added to the calendar or tasks, see **Setup > Actions**.

**Tip:** For more information about synchronization with Outlook, please see Tips & Facts Vol. 4, Issue 4.




## *Client Actions*

**To Add a Client Action**

1. On the Primary menu, click **SEARCH**.
2. Click the **Details** icon next to the appropriate client.
3. On the Client menu, click **ACTIONS**.
4. Complete the steps for adding a new action starting from step 2 in To Add a Personal Action.

---

**Note:** The Policy and Certificate lists will contain selections associated with the client. Select the Policy and / or Certificate to be associated to this action if applicable. To search for a policy or certificate, click **[Show]** to reveal the **Search** screen. Click **[Hide]** to remove the **Search** screen.

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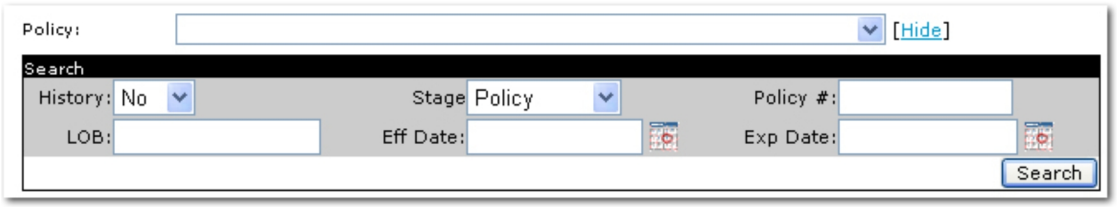
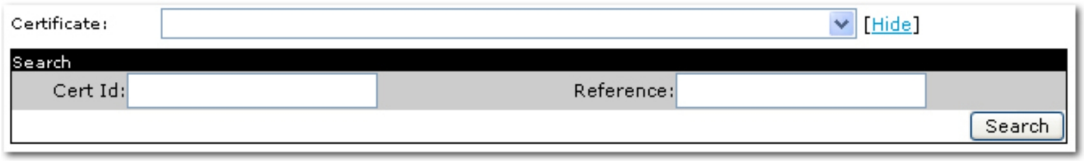



The following search criteria options are available when searching for a policy:

- **History:** In the **History** list, select **Yes**, **No** or **All** to indicate whether or not to search policies that are in history. The default sort order is ascending. The default sort order is ascending.
- **LOB:** In the **LOB** box, enter the line of business for the policy. The default sort order is ascending.
- **Stage:** In the **Stage** list, select the stage of the policy. The default sort order is ascending.
- **Eff Date:** In the **Eff Date** box, click the **Calendar** icon to select the effective date of the policy. The default sort order is descending.
- **Policy #:** In the **Policy #** box, enter at least two digits from the policy number. The more digits of the policy number entered the narrower the search results. The default sort order is ascending.
- **Exp Date:** In the **Exp Date** box, click the **Calendar** icon to select the expiration date of the policy. The default sort order is descending.
- **Search:** Click **Search**. The results of the **Search** criteria are displayed in the **Policy** list. Select a resulting policy and continue adding the action.




The following search criteria options are available when searching for a certificate:

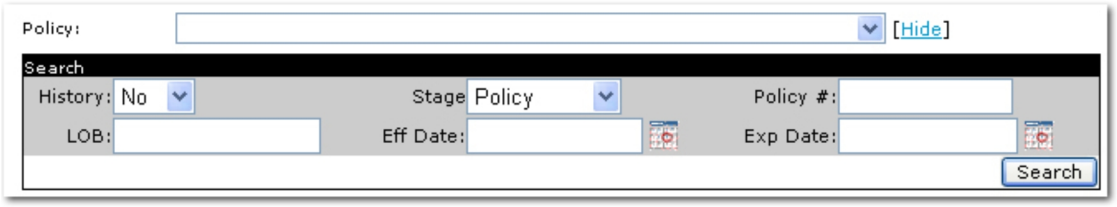
- **Cert Id:** In the **Cert Id** box, enter at least two digits of the certificate ID number. The more digits of the policy number entered the narrower the search results.
- **Reference:** In the **Reference** box, enter at least two digits of the certificate reference number. The more digits of the policy number entered the narrower the search results.
- **Search:** Click **Search**. The results of the **Search** criteria are displayed in the **Certificate** list. Select a resulting certificate and continue adding the action.

## *Policy Actions*

**To Add a Policy Action**

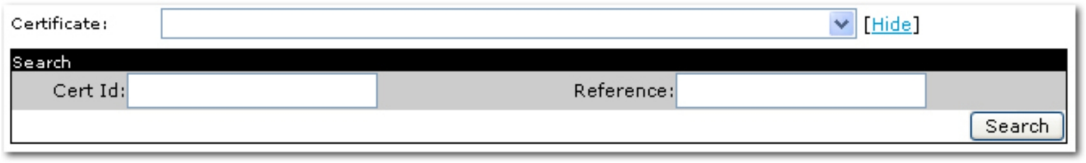
1. On the Primary menu, click **SEARCH**.
2. Click the **Details** icon next to the appropriate client.
3. On the Client menu, click **POLICIES**.
4. Click the **Details** icon next to the appropriate policy.
5. Click the **actions** tab.
6. Complete the steps for adding a new action starting from step 2 in To Add a Personal Action.

**Note:** The Policy and Certificate lists will contain selections associated with the client. Select the Policy and / or Certificate to be associated to this action if applicable. To search for a policy or certificate, click **[Show]** to reveal the **Search** screen. Click **[Hide]** to remove the **Search** screen.




The following search criteria options are available when searching for a policy:

- **History:** In the **History** list, select **Yes**, **No** or **All** to indicate whether or not to search policies that are in history. The default sort order is ascending.
- **LOB:** In the **LOB** box, enter the line of business for the policy. The default sort order is ascending.
- **Stage:** In the **Stage** list, select the stage of the policy. The default sort order is ascending.
- **Eff Date:** In the **Eff Date** box, click the **Calendar** icon to select the effective date of the policy. The default sort order is descending.
- **Policy #:** In the **Policy #** box, enter at least two digits from the policy number. The more digits of the policy number entered the narrower the search results. The default sort order is ascending.
- **Exp Date:** In the **Exp Date** box, click the **Calendar** icon to select the expiration date of the policy. The default sort order is descending.
- **Search:** Click **Search**. The results of the **Search** criteria are displayed in the **Policy** list. Select a resulting policy and continue adding the action.




The following search criteria options are available when searching for a certificate:

- **Cert Id:** In the **Cert Id** box, enter at least two digits of the certificate ID number. The more digits of the policy number entered the narrower the search results.
- **Reference:** In the **Reference** box, enter at least two digits of the certificate reference number. The more digits of the policy number entered the narrower the search results.
- **Search:** Click **Search**. The results of the **Search** criteria are displayed in the **Certificate** list. Select a resulting certificate and continue adding the action.

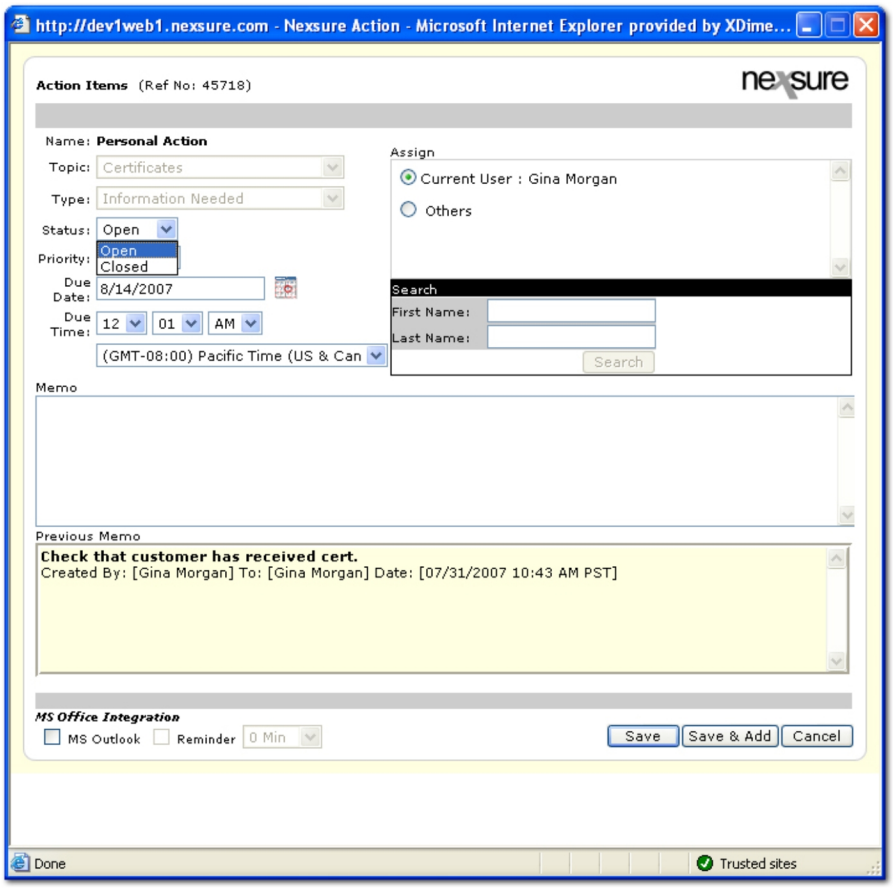
## *Closing Actions*

Once an action has been completed, the action status can be changed to **Closed**. Four possibilities can occur when an action is closed:

1. The action is closed with no further activity.
2. The action is closed and an alert message is displayed.
3. The action is closed and a linked action will be opened.
4. The action is closed and an alert message is displayed and a linked action will be opened.

**To Close an Action**

1. See the Creating Actions topic to navigate to a Personal, Client, or Policy-level action.
2. On the **actions** tab, click the **Details** icon next to the action to close. The **Action Items** dialog box is displayed.




3. In the **Status** list, select **Closed**.
4. In the **Memo** box, enter an optional memo regarding the closure.
5. Click **Save**. If an alert has been added to the action, the alert will be displayed.




6. In the alert dialog box, click **OK**.
7. If another action is linked to the action being closed, the new action will be displayed upon closing the previous action.

---

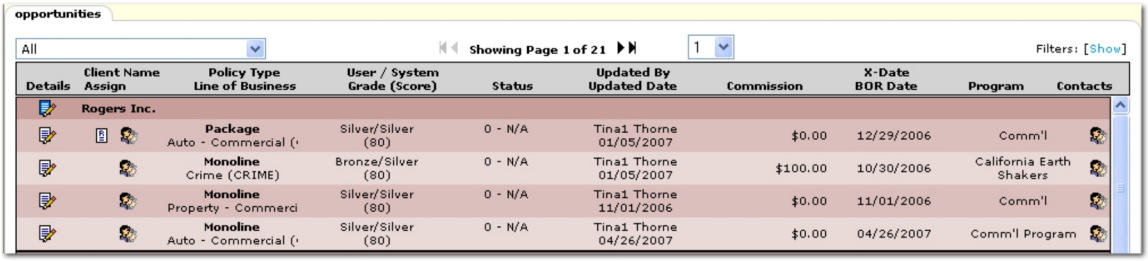
**Note:** If **Cancel** is not allowed during the setup of the linked action, the **Cancel** button will not be available in the new action. Either the **Save** or **Add** button in the linked action must be used. If **Cancel** is available, selecting **Cancel** will break the link between the actions.

---

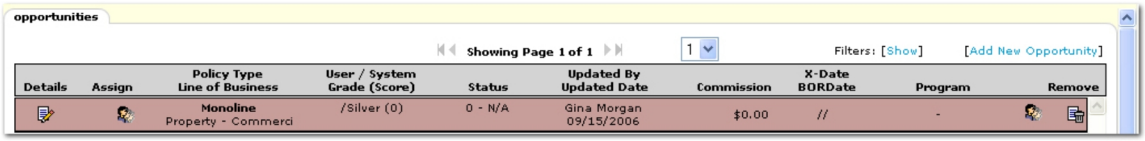
## *Opportunities*

The **opportunities** tab displays prospective sales data. There are two levels from which to view the **opportunities** tab:

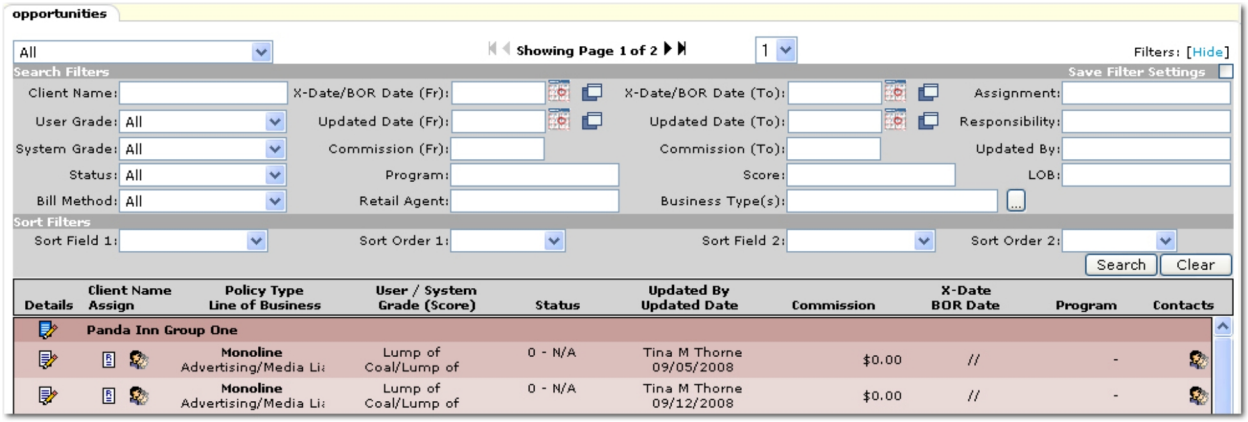
- **Home Opportunities:** Access home opportunities from**HOME > OPPORTUNITIES**. When accessed from the Home menu, opportunities display for the branches to which the logged in person has access. Opportunities can also be displayed for a selected branch that is accessible.




- **Client Opportunities:** Access client opportunities from Primary menu **> SEARCH > client Details**  **icon > OPPORTUNITIES**. When accessed from the Client menu, opportunities for the client will be displayed.




Policies that are restricted are displayed only if the person logged on is assigned to them. All other non-restricted policies are displayed and can be searched for by all staff members. There are several options when working with opportunities. Notice the options at the top of the **opportunities** tab and the active icons within the tab.

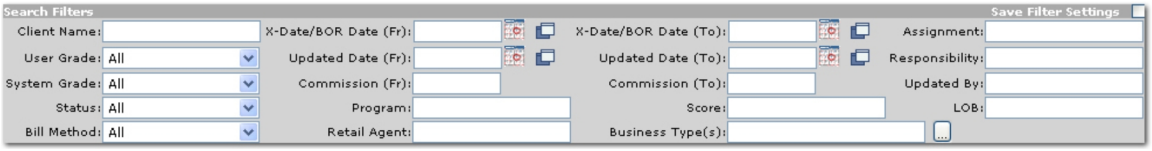



The following options are available when working with opportunities:

- **Branch:** The **Branch**  list box in the upper left can be used to select a branch; this will narrow the search results. Once a branch is selected, opportunities tied to the selected branch are displayed.
- **Showing Page:** The **Arrow**  icons can be used to navigate through pages of search results.
  - **First Page**  icon.

- **Previous Page** icon.
- **Next Page** icon.
- **Last Page** icon.

- **Page List:** Click the **Page List**  arrow to open a list of all search results pages. Select the desired page number to open that page of search results.
- **Search Filters:** Click **[Show]** or **[Hide]** to toggle the **Search Filters** screen.




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

- **Save Filter Settings:** Selecting the **Save Filter Settings** check box on the **Search Filters** screen and clicking **Search** will change the default **Search Filter** setting. The next time the **opportunities** tab is opened, the opportunities returned will be filtered by the saved setting. Exercise caution when using the **Save Filter Settings** check box with a date range as returned opportunities will be restricted to that date range. As a general rule, check the filter settings each time this tab is accessed.
- **Client Name:** Enter the name of a client to return results that include all opportunities for a particular client. Enter at least one character to narrow the search results. Entering some of the **Client Name** returns a broader result; enter most of the name for more specific results.
- **User Grade:** Select a **User Grade** from the list. The **User Grade** is assigned to each opportunity when the opportunity is created. The available selections are set up by the agency.
- **System Grade:** Select a **System Grade** from the list. The System Grade is assigned to each opportunity automatically based on the total score and the answer requirements when creating the opportunity. The available selections are set up by the agency.
- **Status:** Select a **Status** from the list. The **Status** is used to track the qualification state of an opportunity. The available selections are:
  - **All**
  - **0 - N/A**
  - **1 - Info Received**
  - **2 - Awaiting Info**
  - **3 - App. In Process**
  - **4 - Out to Market**
  - **5 - Quotes Received**
  - **6 - Proposal Completed**
  - **7 - Producer Presenting**
  - **8 - Undesirable**

- **Bill Method:** Select a **Bill Method** from the list. The **Bill Method** is identified when the opportunity is created. The available selections are:
  - **All**
  - **Agency Bill**
  - **Direct Bill**
- **X-Date / BOR Date (Fr):** Click the **Calendar**  icon to select the beginning date in a date range. A date range can be selected to return all opportunities with **X-Date / BOR Dates** in the date range. Click the **Variable**  icon and enter a variable number of days to set a continuous date range to be used with **Save Filter Settings**. Enter + or - and the number of days up to three digits. The date will then be + (after) or - (before) the current date.
- **Updated Date (Fr):** Click the **Calendar**  icon to select the beginning date in a date range. A date range can be selected to return all opportunities with **Updated Dates** in the date range. Click the **Variable**  icon and enter a variable number of days to set a continuous date range to be used with **Save Filter Settings**. Enter + or - and the number of days up to three digits. The date will then be + (after) or - (before) the current date.
- **Commission (Fr):** Enter the smallest estimated amount of the **Commission** for the opportunity. The **Commission** is the amount the agency estimates they may receive if coverage is written.
- **Program:** Enter the name of a **Program** that the opportunity may be qualifying for.
- **Retail Agent:** Enter the name of a **Retail Agent** associated with the opportunity.
- **X-Date / BOR Date (To):** Click the **Calendar**  icon to select the ending date in a date range. A date range can be selected to return all opportunities with **X-Date / BOR Dates** in the date range. Click the **Variable**  icon and enter a variable number of days to set a continuous date range to be used with **Save Filter Settings**. Enter + or - and the number of days up to three digits. The date will then be + (after) or - (before) the current date.
- **Updated Date (To):** Click the **Calendar**  icon to select the ending date in a date range. A date range can be selected to return all opportunities with **Updated Dates** in the date range. Click the **Variable**  icon and enter a variable number of days to set a continuous date range to be used with **Save Filter Settings**. Enter + or - and the number of days up to three digits. The date will then be + (after) or - (before) the current date.
- **Commission (To):** Enter the largest estimated amount of the **Commission** for the opportunity. The **Commission** is the amount the agency estimates they may receive if coverage is written.
- **Score:** Enter the exact **Score** of opportunities to be returned in the search results.
- **Business Type:** Click the **Ellipsis**  button to select a business type for which to search.
- **Assignment:** Enter the name of the person to whom the opportunity has been assigned. Enter at least one character to narrow the search results. Entering some of the **Assignment** name returns a broader result, enter most or full first and last names for more specific results.
- **Responsibility:** Enter the name of the person with primary responsibility for the opportunity. Enter at least one character to narrow the search results. Entering some of the **Responsibility** name returns a broader result, enter most or full first and last names for more specific results.

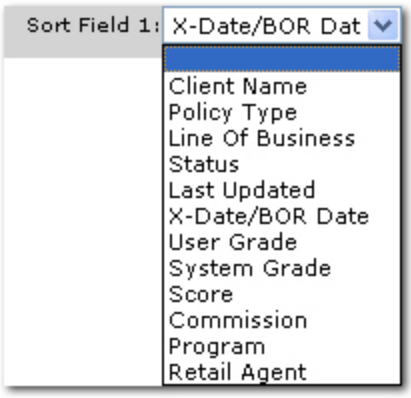
- **Updated By:** Enter the name of the person that last updated the opportunity. Search results will return all opportunities where the person's name appears in the **Updated By** column of the results. Enter at least one character to narrow the search results. Entering some of the **Updated By** name returns a broader result, enter most or full first and last names for more specific results.
- **LOB:** Enter the title of the line of business for the opportunity. Enter at least one character to narrow the search results. Entering some of the line of business title returns broader results; enter most of the title for more specific results.

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




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

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




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



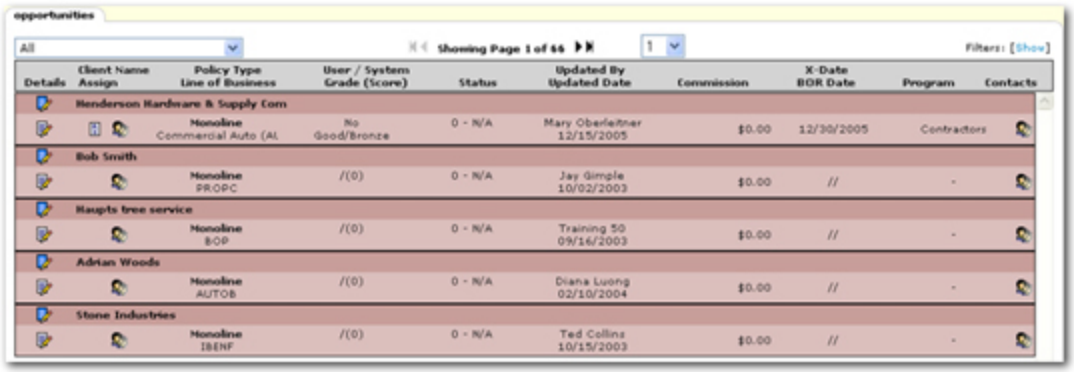

- **Sort Order 2:** Select either **Ascending** or **Descending** to set the order of the opportunities returned. **Ascending** will set the order from A-Z. **Descending** will set the order from Z-A. The **Sort Field 1** will be

the first sort and **Sort Field 2** will be the sub sort.

- **Clear:** Click **Clear** to remove all entries in the **Search Filter** and **Sort Filters** fields.

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

- **Search:** Click **Search**. The results of the **Search Filter** criteria and **Sort Filter** settings are displayed. A maximum of 2000 records can be returned in the search results.




The following columns are displayed in the opportunities search results:

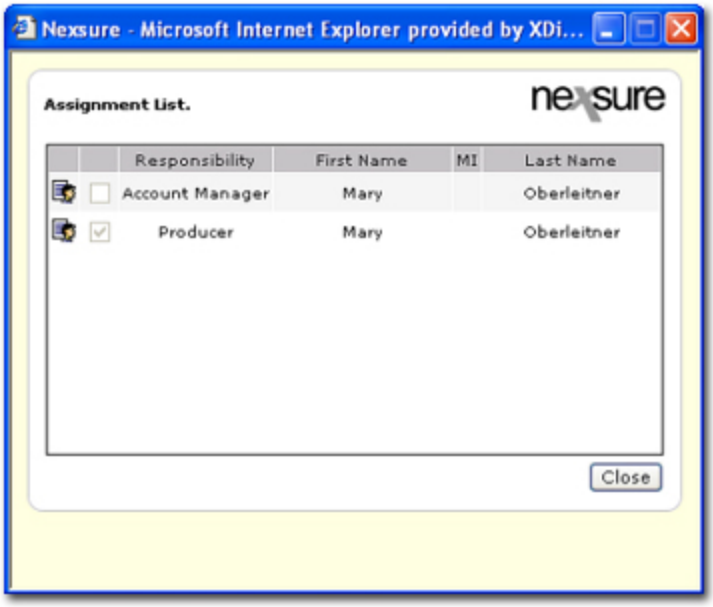
- **Details:** There are two types of **Details** icons that will each give access to different information:
  - The blue **Client Details** icon will display the **client profile** tab. Right-clicking the **Client Details** icon will display the following navigation options:
    - **Open:** Opens the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

    The **Policy Details** icon is also available when accessing the **client > opportunities** tab.

    Clicking the **Policy Details** icon will display the policy **qualification** tab. Right-clicking the **Details** icon will display the following navigation options:

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

- **Client Name:** If the opportunity is created for a particular client, the client's name will be displayed as the primary named insured.
- **Retail Agent:** If a **Retail Agent** is associated with the client, the **Retail Agent** icon will be displayed. Click the **Retail Agent** icon to open the **Retail Agent > card file** tab.
- **Assign:** Click the **Assign** icon to display the **Assignment List** dialog box with the list of people in the agency assigned to this opportunity.




- **Policy Type:** The **Policy Type** will display as either **Monoline** or **Package**. Holding the cursor over the **Policy Type** will display the information in a larger font for ease of reading. Clicking the item in the summary view will open a display box containing the selected information.
- **Line of Business:** The **Line of Business** the opportunity was created for. Holding the cursor over the **Line of Business** will display the information in a larger font for ease of reading. Clicking the item in the summary view will open a display box containing the selected information.
- **User / System Grade (Score):** The **User Grade**, **System Grade** and **Score** are all displayed. Holding the cursor over the **User / System Grade (Score)** will display the information in a larger font for ease of reading. Clicking the item in the summary view will open a display box containing the selected information.
- **Status:** The **Status** is used to track the qualification state of an opportunity.
- **Updated By:** Name of the person that last updated the opportunity.
- **Updated Date:** Date the opportunity was last updated.

- **Commission:** Displays the commission amount the agency estimates they may receive if coverage is written.
- **X-Date / BOR Date:** Displays either the current policy expiration date or the broker of record date.
- **Program:** Displays any program the opportunity may be qualifying for.
- **Contacts:** Click the **Contacts** icon to display any contacts that have been added to the opportunity.

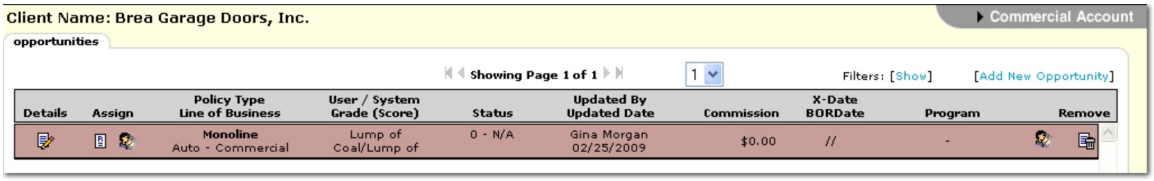
## *Adding a New Opportunity*

New opportunities can be added to help track potential business. Opportunities can be added to clients that are existing, suspects or prospects. Adding an opportunity is not required, a Marketing policy can be used as the initial step towards creating a policy.

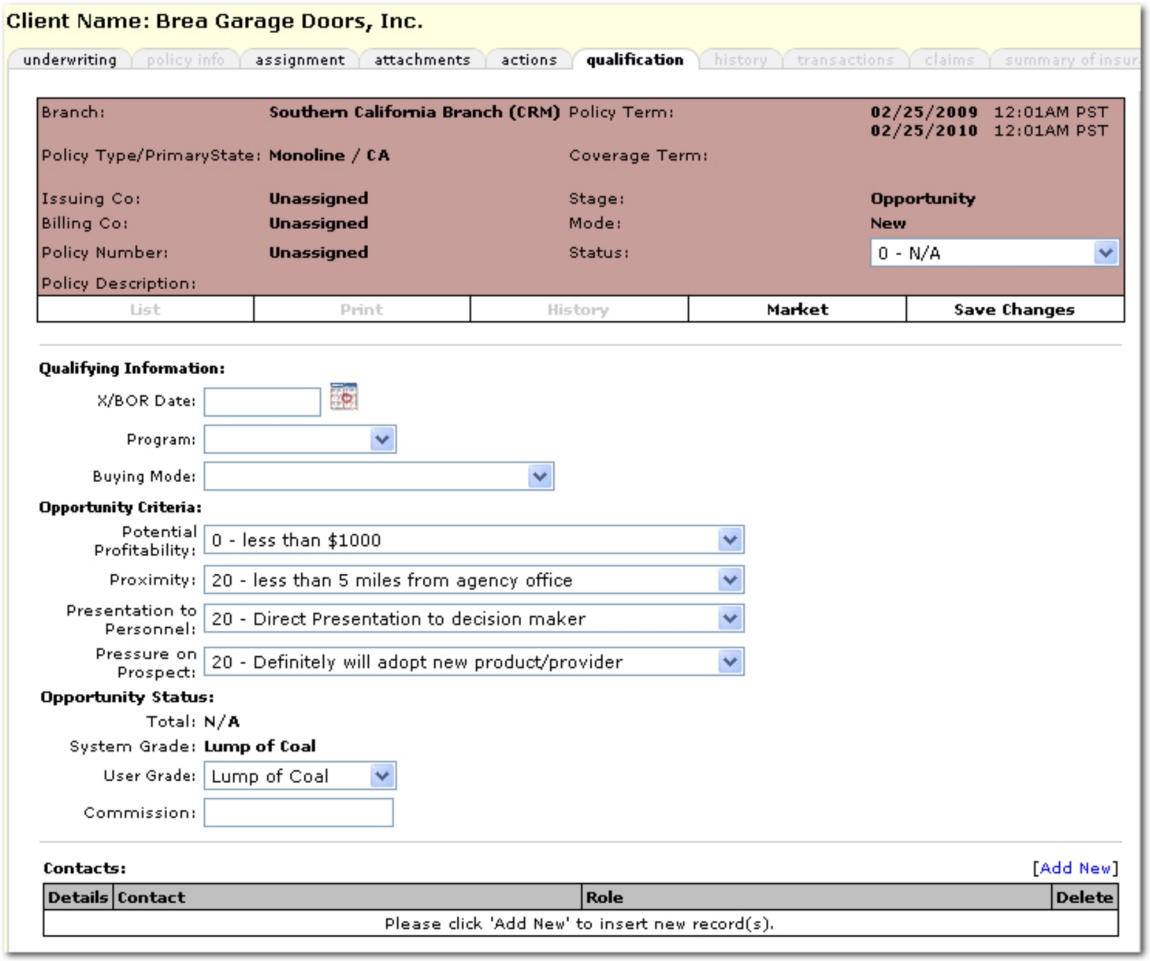
**To Add a New Opportunity**

1. On the Primary menu, click **SEARCH** and conduct a search for the client to which the opportunity will be added.
2. Click the **Details** icon next to the selected client. Or add a new prospect / client.
3. On the Client menu, click **OPPORTUNITIES**.
4. Click **[Add New Opportunity]**. The New Opportunity dialog box is displayed.
5. In the **State / Province** list, select the state in which the policy will be held.
6. In the **Type** list, select the type of coverage.

   **Important:** The options available in the Type list are dependent on the staff member's security rights template. If Business Types are set up in the security rights template then only the selected Business Types will be displayed in the Type list for the opportunity. If Allow Override is selected in the security template Business Types tab, then all available business types will be displayed. For more information about Business Types in the security templates, see the User Rights Templates topic.
7. In the **Lines of Business** list, select the line of business for the opportunity. Multiple lines of business can be selected by holding down the **CTRL** key and selecting to create a package policy.
8. In the **New Opportunity** dialog box, click **Save**. The opportunity will be displayed in the **opportunities** tab summary for that client.




9. Click the **Details** icon for the new opportunity. The **qualification** tab is displayed. Complete the **qualification** tab as follows:




10. In the **X/BOR Date** box, click the **Calendar** icon and select a date. The date entered will indicate either the prospect's policy expiration or Broker of Record date. This field is required.
11. In the **Program** list, select the program, if any, for which this opportunity is being qualified. Programs are tied to branches. If a program that should be available to the agency is not listed, contact the system administrator to have it added.
12. In the **Buying Mode** list, select the appropriate **Buying Mode**. The **Buying Mode** is an indication of the prospect's buying attitude.
13. In the **Opportunity Criteria** area, select the appropriate answer for each of the questions listed. The questions in this area will vary based on the agency's set up selections. The number values assigned to each of the questions will be automatically totaled in the **Total** area below.
14. In the **Total** area, the total will automatically calculate the answers selected in the **Opportunity Criteria** section.
15. In the **System Grade** area, the value is automatically calculated based on the total score of the answers to the questions in the **Opportunity Criteria** area.
16. In the **User Grade** list, select the appropriate value for each opportunity based upon knowledge of the account and factors that may not be considered in the **Opportunity Criteria** questions.
17. In the **Commission** box, enter the commission amount estimated for each opportunity added.

18. In the **Contacts** area, 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.

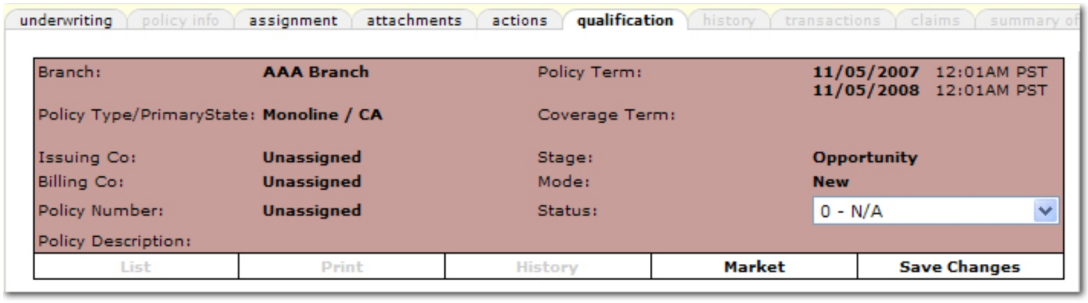
10. On the **Navigation Toolbar**, click **Save Changes** to save the information entered on the **qualification** tab.

## *Marketing an Opportunity*

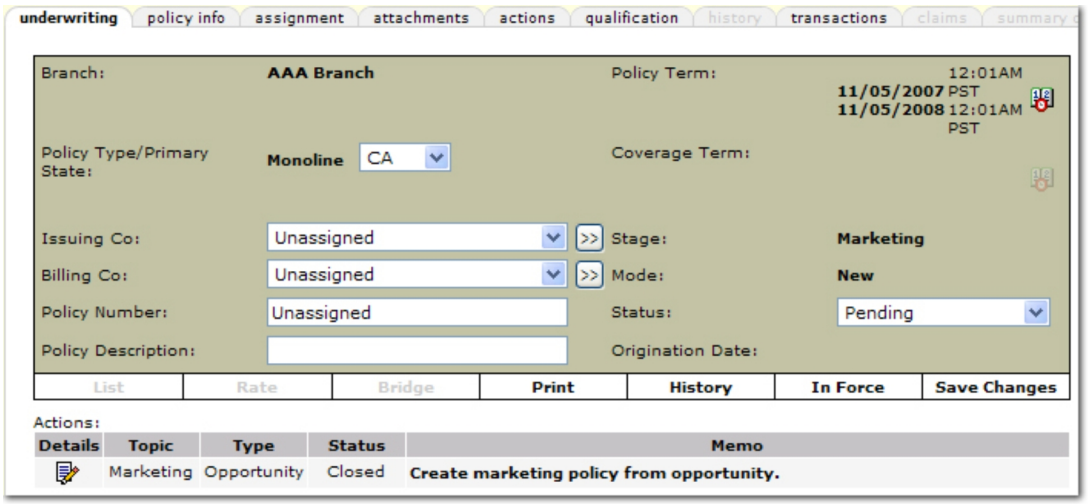
An opportunity can be moved to a marketing policy.

**To Move an Opportunity to Marketing**

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




5. On the **navigation toolbar**, click **Market**. A dialog box displays to confirm the policy can be moved to marketing.
6. Click **OK**. The policy is moved to the marketing stage.



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

## *Marketing*

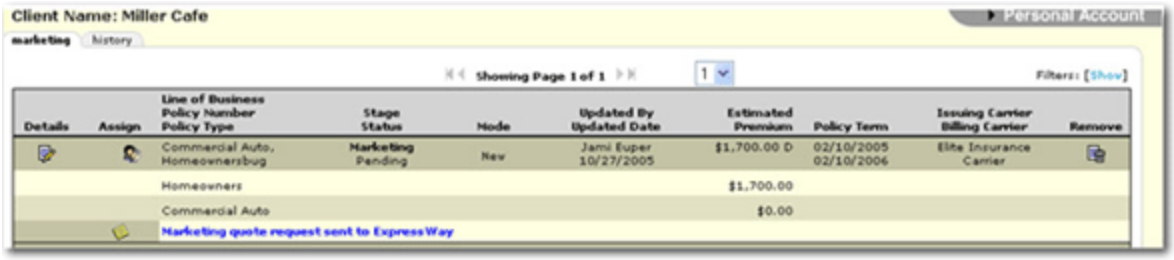
After creating a suspect, a marketing quote (or quotes) may need to be requested from one or perhaps several different carriers. Marketing is where these applications are added and completed for submission to these carriers.

Marketing applications can be added in a number of different ways:

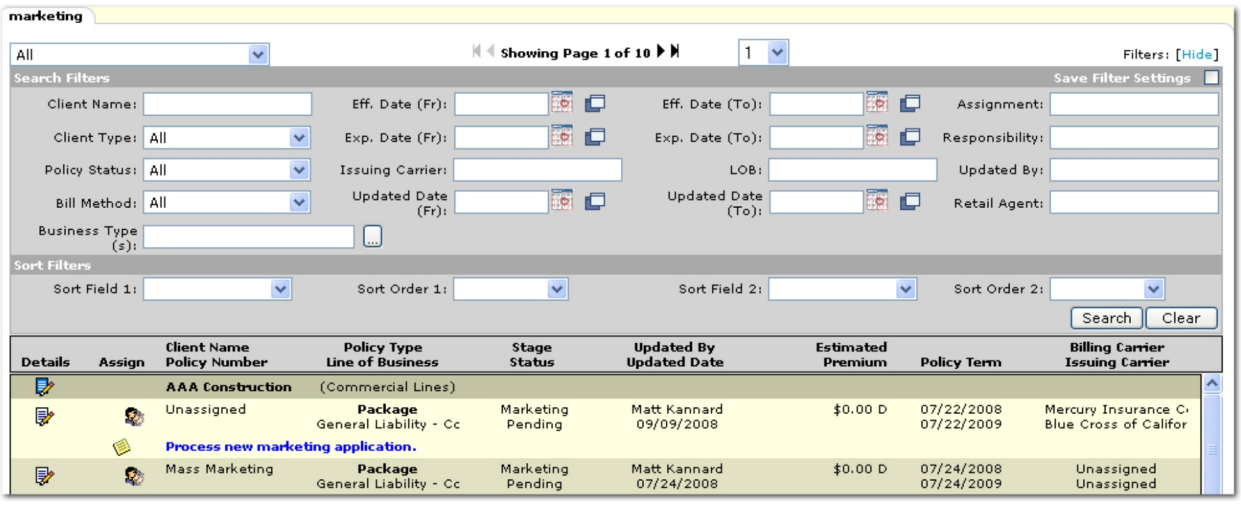
- If an opportunity was created for the suspect, the opportunity can be sent to marketing.
- If an opportunity is not needed, a marketing application can be created through **SERVICING**.
- If a marketing policy does not exist, click **MARKETING** on the Client menu.

**Note:** When the marketing submission is created, Nexsure automatically changes the client stage from Suspect to Prospect.

The **marketing** tab serves as a way to keep track of policies identified with a policy **Stage** of **Marketing**. Policies displayed on the **marketing** tab include both new or renewal policies being re-marketed. After the policy has been renewed or moved to history, it will no longer appear on the **marketing** tab.




Policies that are restricted are displayed only if the person logged on is assigned to them. All other non-restricted policies are displayed and can be searched for by all staff members. There are several options when working with marketing policies. Notice the options at the top of the **marketing** tab and the active icons within the tab.

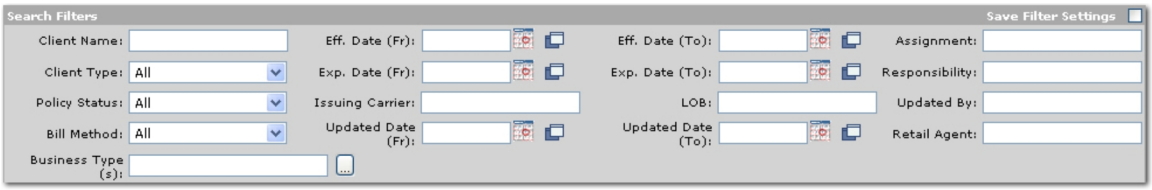



The following options are available when working with marketing policies:

- **Branch:** The **Branch**  list box in the upper left can be used to select a branch, this will narrow the search results. Once a branch is selected, marketing policies tied to the selected branch are displayed.

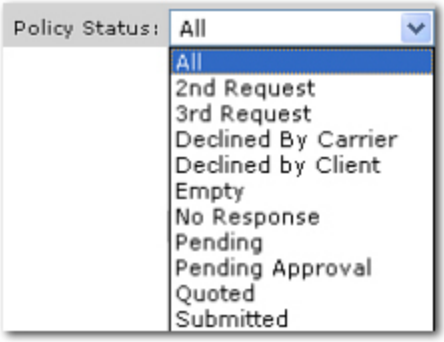
  **Note:** The **Branch** list will not be displayed if the **marketing** tab is accessed from the client level.

- **Showing Page:** The **Arrow**  icons can be used to navigate through pages of search results.
  - **First Page**  icon.
  - **Previous Page**  icon.
  - **Next Page**  icon.
  - **Last Page**  icon.
- **Page List:** Click the **Page List**  arrow to open a list of all search results pages. Select the desired page number to open that page of search results.
- **Search Filters:** Click **[Show]** or **[Hide]** to toggle the **Search Filters** screen.




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

- **Save Filter Settings:** Selecting the **Save Filter Settings** check box on the **Search Filters** screen and clicking **Search** will change the default **Search Filter** setting. The next time the **marketing** tab is opened, the marketing policies returned will be filtered by the saved setting. Exercise caution when using the **Save Filter Settings** check box with a date range as returned marketing policies will be restricted to that date range. As a general rule, check the filter settings each time this tab is accessed.
- **Client Name:** Enter the name of a client to return results that include all marketing records for a particular client. Enter at least one character to narrow the search results. Entering some of the **Client Name** returns a broader result; enter most of the name for more specific results.
- **Client Type:** Select the type of client to search for; the following selections are available:
  - **All**
  - **Commercial**
  - **Personal**
- **Policy Status:** Select a **Policy Status** from the list. The available options are:



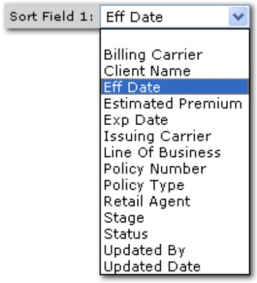

- **Bill Method:** Select the **Bill Method** that is used for the marketing policy. The available selections are:
  - **All**
  - **Agency Bill**
  - **Direct Bill**
- **Business Type:** Click the **Ellipsis** button to select a business type for which to search.
- **Eff. Date (Fr):** Click the **Calendar** icon to select the beginning date in a date range. A date range can be selected to return marketing policies with effective dates in the date range.
- **Exp. Date (Fr):** Click the **Calendar** icon to select the beginning date in a date range. A date range can be selected to return all marketing policies with term expiration dates in the date range.
- **Issuing Carrier:** An **Issuing Carrier** is the company that issues the policy. Enter at least one character to narrow the search results. Entering some of the **Issuing Carrier** name returns a broader result, enter most of the **Issuing Carrier** name for more specific results.
- **Updated Date (Fr):** Click the **Calendar** icon to select the beginning date in a date range. A date range can be selected to return all marketing policies with **Updated Dates** in the date range. The **Updated Date** is the date the marketing policy was last updated in Nexsure.
- **Eff. Date (To):** Click the **Calendar** icon to select the ending date in a date range. A date range can be selected to return all marketing policies with effective dates in the date range.
- **Exp. Date (To):** Click the **Calendar** icon to select the ending date in a date range. A date range can be selected to return all marketing policies with expiration dates in the date range.
- **LOB:** Enter the line of business for the marketing policy. Enter at least one character to narrow the search results. Entering some of the line of business title returns broader results, enter most of the line of business for more specific results.
- **Updated Date (To):** Click the **Calendar** icon to select the ending date in a date range. A date range can be selected to return all marketing policies with **Updated Dates** in the date range.
- **Assignment:** Enter the name of the person to whom the marketing policy has been assigned. Enter at least one character to narrow the search results. Entering some of the **Assignment** name returns a broader result, enter most or full first and last names for more specific results.

- **Responsibility:** Enter the name of the person with primary responsibility for the marketing policy. Enter at least one character to narrow the search results. Entering some of the **Responsibility** name returns a broader result, enter most or full first and last names for more specific results.
- **Updated By:** Enter the name of the person that last updated the marketing policy. Enter at least one character to narrow the search results. Entering some of the **Updated By** name returns a broader result, enter most or full first and last names for more specific results.
- **Retail Agent:** Retail agents are outside producers that broker business through another agency because they do not have a market. Enter at least one character to narrow the search results. Entering some of the **Retail Agent** name returns a broader result, enter most of the **Retail Agent** name for more specific results.

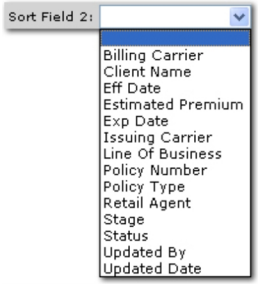



The options available on the **Sort Filters** screen are:

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



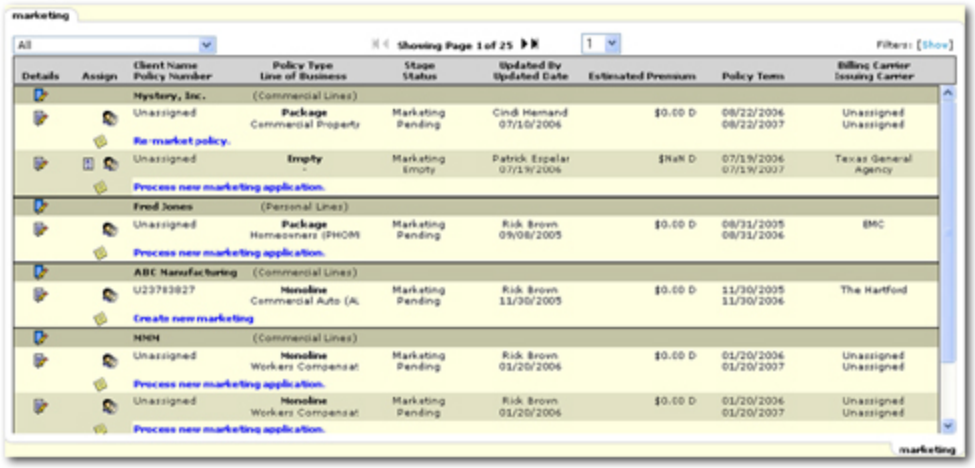

- **Sort Order 1:** Select either **Ascending** or **Descending** to set the order of the marketing policies returned. **Ascending** will set the order from A-Z. **Descending** will set the order from Z-A. The **Sort Field 1** will be the first sort and **Sort Field 2** will be the sub sort.
- **Sort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




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

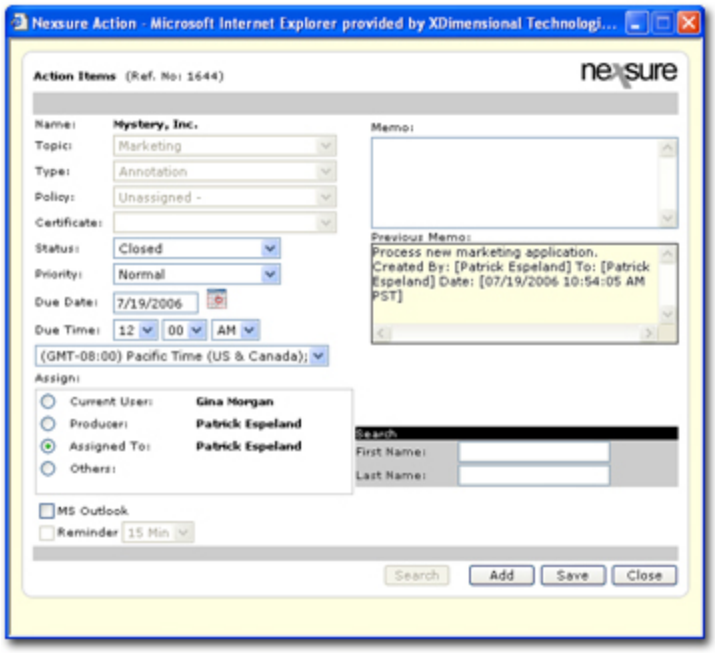
**Important:** Clicking **Clear** does not remove the **Save Filter Settings** selection.

- **Search:** Click **Search**. The results of the **Search Filter** criteria and **Sort Filter** settings are displayed. A maximum of 2000 records can be returned in the search results.




The following columns are displayed in the marketing search results:

- **Details:** There are two types of **Details** icons that will each give access to different information:
  - The blue **Client Details** icon beside the entity name will display the **client profile** tab. Right-clicking the **Client Details** icon will display the following navigation options:
    - **Open:** Opens the client **card file** tab.
    - **Add New Opportunity:** Opens the **Add New Opportunity** dialog box to choose one or more line of business.
    - **Market New Line of Business:** Adds a marketing record with the expiration date of the existing policy as the effective date of the marketing submission and brings up the **Add Line of Business** screen.
  - The **Policy Details** icon will display the **underwriting** tab for that policy. Right-clicking the **Policy Details** icon will display the following navigation options:
    - **Open:** Opens the **underwriting** tab.
    - **Add New Line of Business:** Opens the **Add New Line of Business** screen for the marketing submission.
    - **Market Existing:** Copies the forms and adds to marketing with the expiration date of the submission as the effective date to create a new marketing submission.
    - **Print:** Click this link to print the forms associated with the marketing submission.
- **Retail Agent:** If a **Retail Agent** is associated with the client, the **Retail Agent** icon will be displayed. Click the **Retail Agent** icon to open the **Retail Agent > card file** tab.
- **Assign:** Click the **Assign** icon to display the **Assignment List** dialog box with the list of people in the agency assigned to this marketing policy. The **Assignment List** is populated from the **assignment** tab.
- **Action Items:** Click the **Action Items** icon to display the **Action Items** dialog box. The action can then be modified or updated.




- **Client Name:** If the marketing policy is created for a particular client, the client's name will be displayed as the primary named insured.
- **Policy Number:** If a **Policy Number** has been assigned to the marketing policy, the number will be displayed.
- **Policy Type:** Nexsure identifies policy types on the **underwriting** tab. The **Policy Type** will display as either **Monoline** or **Package**. Holding the cursor over the **Policy Type** will display the information in a larger font for ease of reading. Clicking the item in the summary view will open a display box containing the selected information.
- **Line of Business:** The **Line of Business** the marketing policy was created for. The line of business is identified on the **underwriting** tab. Holding the cursor over the **Line of Business** will display the information in a larger font for ease of reading. Clicking the item in the summary view will open a display box containing the selected information.
- **Stage:** The policy **Stage** will display as **Marketing**. The **Stage** is assigned by Nexsure. Once the marketing policy moves to the **Policy Stage**, the policy is then displayed on the **policies** tab.
- **Status:** The Nexsure assigned **Status** of the policy from the **underwriting** tab is displayed. All possible policy status types are:
  - **In Force**
  - **Received**
  - **Future**
  - **Expired**
  - **Bound**
  - **Reinstated**
  - **Rewritten**

  - **Submitted**
  - **Pending-Cancellation**
- **Updated By:** Name of the person that last updated the marketing policy.
- **Updated Date:** Date the marketing policy was last updated.
- **Estimated Premium:** The **Estimated Premium** will be populated from the **Premium** field on the **policy info** tab.
- **Policy Term:** Populated from the effective and expiration date fields on the **underwriting** tab.
- **Billing Carrier:** The **Billing Carrier** is the company who the agency owes money to or who will pay the agency for direct bill policies. The **Billing Carrier** is identified on the **underwriting** tab in the policy header.
- **Issuing Carrier:** An **Issuing Carrier** is the company that issues the policy. The **Issuing Carrier** is identified on the **underwriting** tab in the policy header.

## *Marketing > Underwriting*

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

**To Add a Marketing Policy**

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




4. Click **OK** to check for policy history.

   Or

   Click **Re-Set** to modify the search filter criteria and search again.

   Or

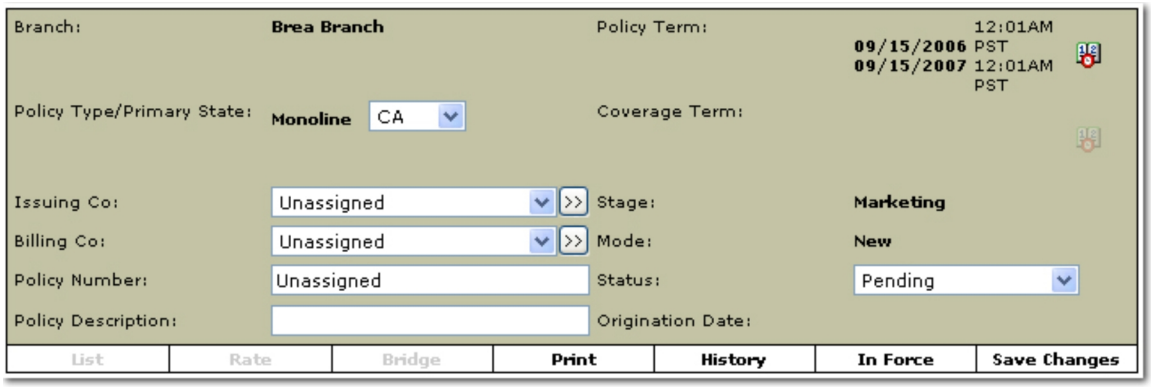
   Click **Cancel** to add a new marketing policy.

   ---

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

   ---

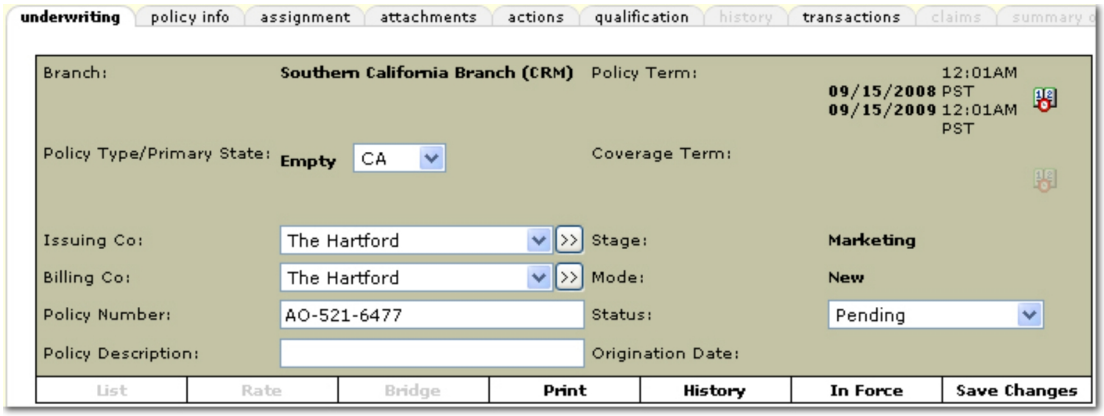
5. Once the new marketing policy is open, the **underwriting** tab is displayed.




In the policy header, contains each of the following:

- **Policy Type / Primary State:** The **Policy Type** is displayed showing either **Monoline** or **Package**. The **Primary State** for the policy can be selected.
- **Issuing Co:** Select the issuing company name from the list box if known.
- **Billing Co:** Select the billing company name from the list box if known.

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



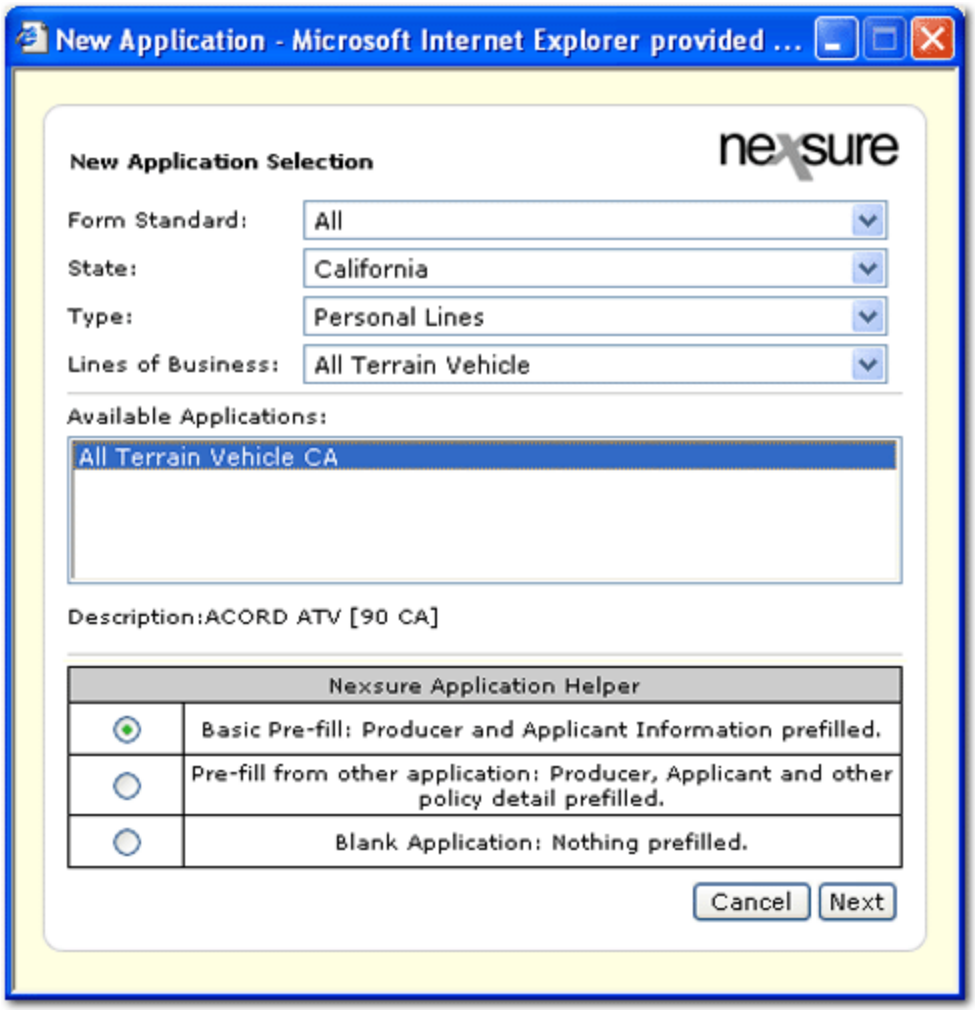

- **Policy Number:** Leave the policy number as unassigned as the policy does not yet exist.
- **Policy Description:** Enter a description to categorize the policy. This description can only be modified from the **underwriting** tab and will remain with the policy.
- **Policy Term:** The policy term defaults to one year from today's date. To change the policy term dates, click the **Calendar** icon to select new dates. Use the **Selecting a Policy Term** guidelines to complete the **Assign Date and Time** dialog box.
- **Coverage Term:** Coverage term dates are not active in marketing.
- **Stage:** Identifies the current stage of the policy. Nexsure defines the **Stage** automatically, such as: **Marketing** or **Policy** stage.
- **Mode:** The **Mode** identifies the policy as: **New, New on Existing**, **Renew**, or **Re-New-Co**.

**Note:** The **New on Existing** mode is available for selection after adding a new marketing application or renewing a policy. The **New on Existing** mode helps identify new business on an existing client vs. new business on a new client.

- **Status:** Once the policy has been submitted to the carrier, use the Status type to denote where in the quoting process the application stands.
- **Origination Date:** The policy term effective date is displayed as the **Origination Date** upon placing the policy in force or binding the policy. Once the policy is placed in force, the **Origination Date** will remain static throughout the life of the policy. This date can assist in the tracking of the retention of existing customers as they are migrated to new divisions within a customer's organization as well as tracking the retention of acquisition business.

6. On the **Navigation Toolbar**, click **Save Changes**. New options are added to the **Navigation Toolbar** and below the policy header.
7. The following options are available on the **Navigation Toolbar**:
   - **Print:** Print the marketing application once it has been added.
   - **History:** Move the marketing policy to history when the marketing policy is no longer active or needed.
   - **In Force:** This option moves the policy from marketing to active, making the policy a current **In Force** or **Bound** policy status. Once a policy is in force, changes may only be made through **SERVICING**.
   - **Save Changes:** Saves any additions or changes made to the **underwriting** tab.
8. The following links are available:
   - **[Import]:** Import the client's data into the file from outside programs such as rating vendors.
   - **[ACORD XML]:** Import or export XML data.
   - **[Supplements]:** After all applications are added, any supplemental forms can then be added.
   - **[Add Application]: New Application Selection** dialog box will be displayed.

   **Note:** The **[Template]** link becomes available once an application has been added and the form has been accessed. Templates can be created or used to help populate applications.
9. Under the policy header, click **[Add Application]**. The **New Application Selection** dialog box is displayed.




10. In the **Form Standard** list, select the appropriate **Form Standard**. Available selections are:
    - **ACORD**
    - **Custom**
11. In the **State** list, make a selection if necessary. The default is the state from the primary location on the client profile. The state selection determines what forms will be displayed for the lines of business.
12. In the **Type** list, make a selection if necessary. The default is the client type selected when the card file was created.

    **Important:** The options available in the Type list are dependent on the staff member's security rights template. If Business Types are set up in the security rights template then only the selected Business Types will be displayed in the Type list for the opportunity. If Allow Override is selected in the security template Business Types tab, then all available business types will be displayed. For more information about Business Types in the security templates, see the User Rights Templates topic.
13. In the **Lines of Business** list, select the appropriate line of business for the application. The selections available are based on the selections made in the **Form Standard**, **State** and **Type** lists.

14. In the **Available Applications** box, select the appropriate application. The description of the form selected will display below the Available Applications box.
15. In the **Nexsure Application Helper** section, select one of the following options:
    - **Basic Pre-fill:** Selected by default and will pre-fill basic client information.
    - **Pre-fill from other application:** Select an application (same line of business) that has previously been completed to pre-fill information to the new application.
    - **Blank Application:** Pre-fill nothing to the application.
16. Click **Next**. Any forms selected to pre-fill are displayed on the **underwriting** tab.


Base Forms:

| Forms | Description | Remove |
|---|---|---|
| Narrative | Underwriting Narrative | |
| ACORD 125 | Commercial Application 125 | |

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

**To Navigate Through the Forms**

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

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




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

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

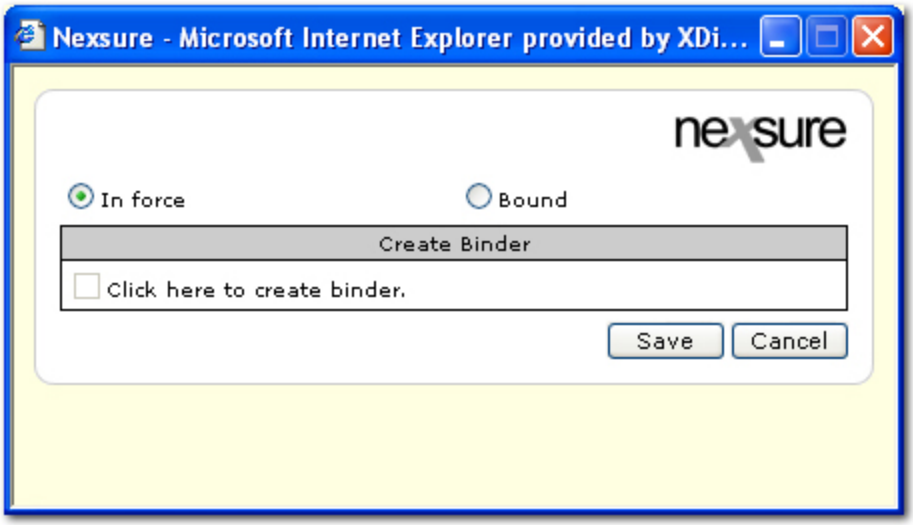
**Important:** ExpressWay does not enable application information to be bridged back into Nexsure. Currently supported rating vendors for bridging include WinFSC and ACS2000.

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

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

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

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



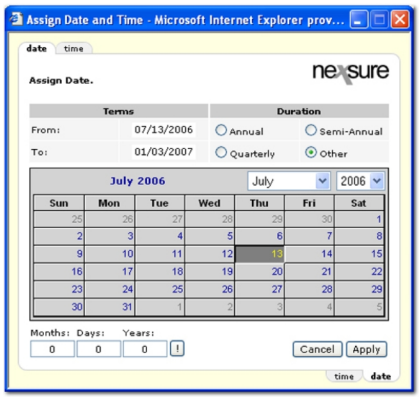

- **Save Changes:** Saves any additions or changes made to the policy header.

### *Selecting a Policy Term*

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

**To Select a Policy Term**

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

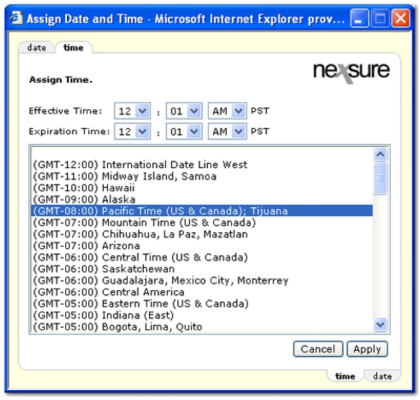



2. The **To** date defaults to the policy expiration date. To select a different date, select the month and year from the respective lists and click on the day in the calendar.

3. In the **Duration** area, select the duration of the policy. Notice the **To** date will change based on the selection. The following options are available in the **Duration** area:

   - **Annual:** One year from the effective date.
   - **Semi-Annual:** Six months from effective date.
   - **Quarterly:** Three months from effective date.
   - **Other:** Select this option for any policy that falls outside the default policy durations such as special event coverage. After selecting the **Other** option, enter a **From** date and the duration in the **Months**, **Days**, and **Years** boxes below the calendar. Click the button to update the policy term with the **Other** selections.

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



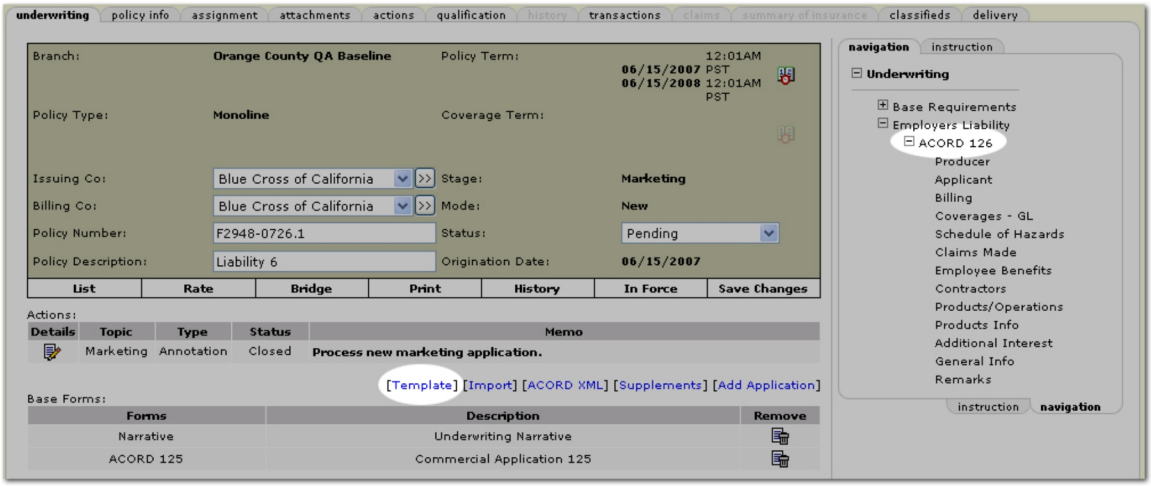

5. Click **Apply**. A dialog box is displayed that gives a reminder to click **Save Changes** in the **navigation toolbar** under the policy header to save the date and time selections.

## *Coverage Templates*

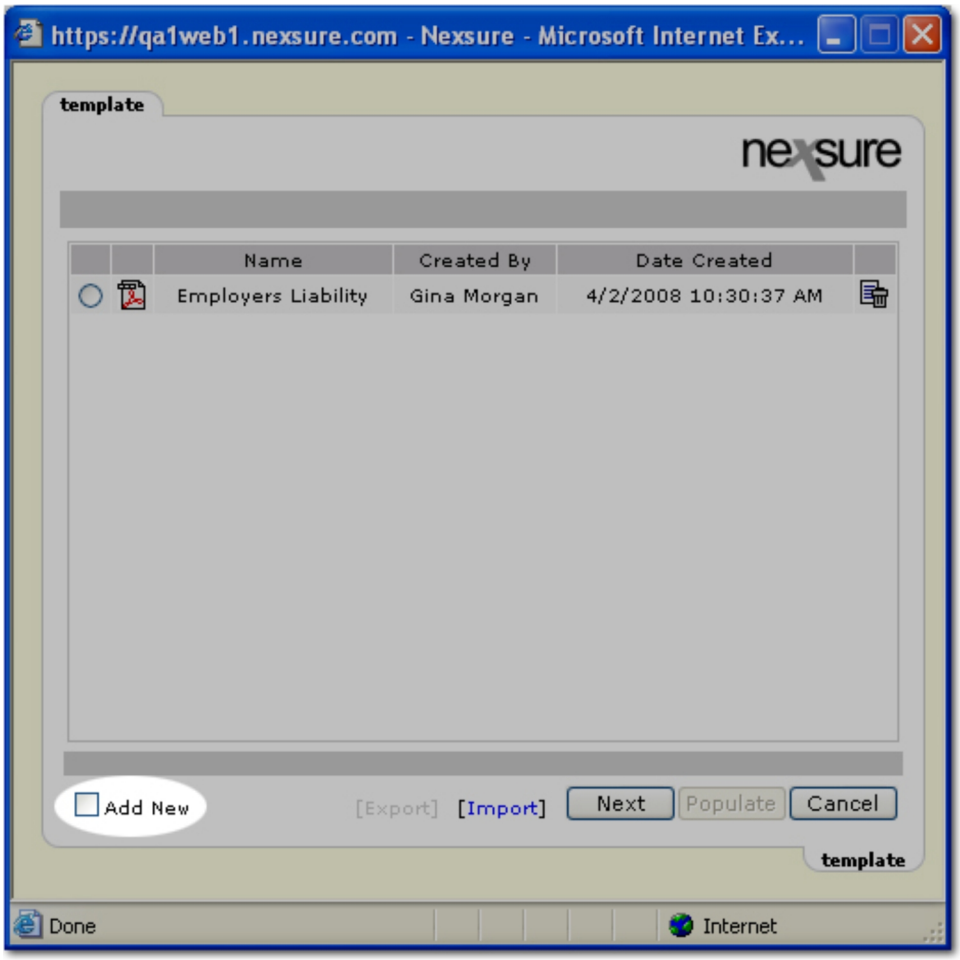
Coverage templates can be created to save application population time. Templates can be created on any client account at the **marketing > underwriting** level. On state-specific forms, only templates for the same state as the target application may be used.

**To Create a Coverage Template**

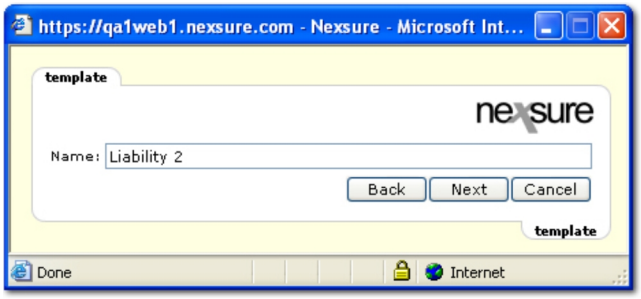
1. On the Primary menu, click **SEARCH**.
2. Click the **Details** icon next to the appropriate client.
3. On the Client menu, click **MARKETING**.
4. On the **marketing** tab, click the **Details** icon next to the appropriate marketing policy. The **underwriting** tab is displayed.
5. On the **navigation** tab, navigate to the form to be used at a template. Add any information to the form that will be included in the template. Notice when the form is expanded, the **[Template]** link becomes active.



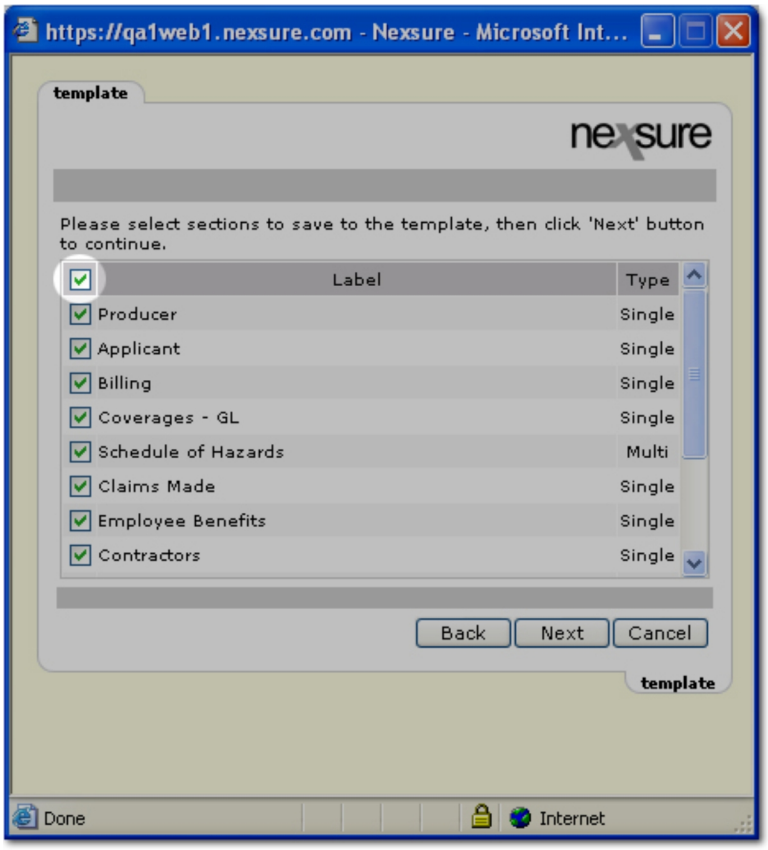

6. Once active, click **[Template]**. The **template** tab is displayed.




7. On the **template** tab, select the **Add New** check box.
8. Click **Next**. A dialog box is displayed for the entry of the template name.



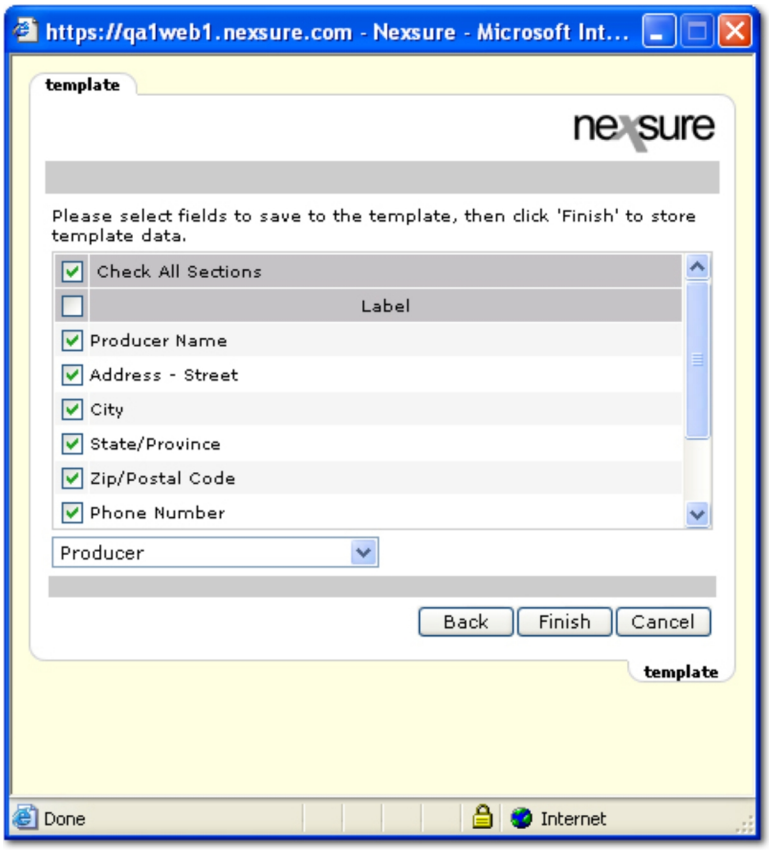

9. In the **Name** box, enter a descriptive name for the template.
10. Click **Next**. The **template** tab is displayed with the possible template sections.




11. On the **template** tab, select any coverage sections to add to the new template.

    **Tip:** Select the check box at the top of the list to select all sections.

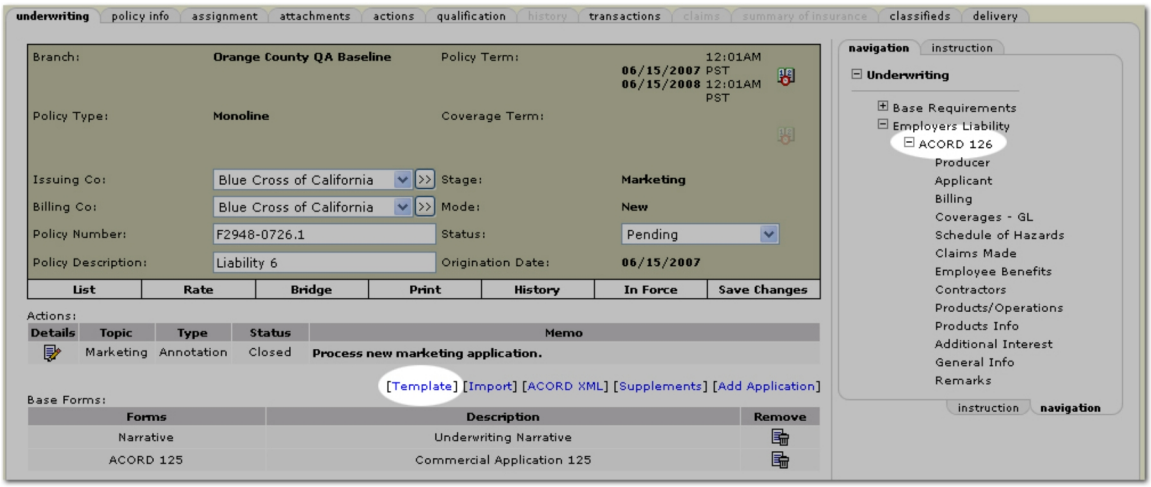
12. Once all selections have been made, click **Next**. The **template** tab is again displayed.



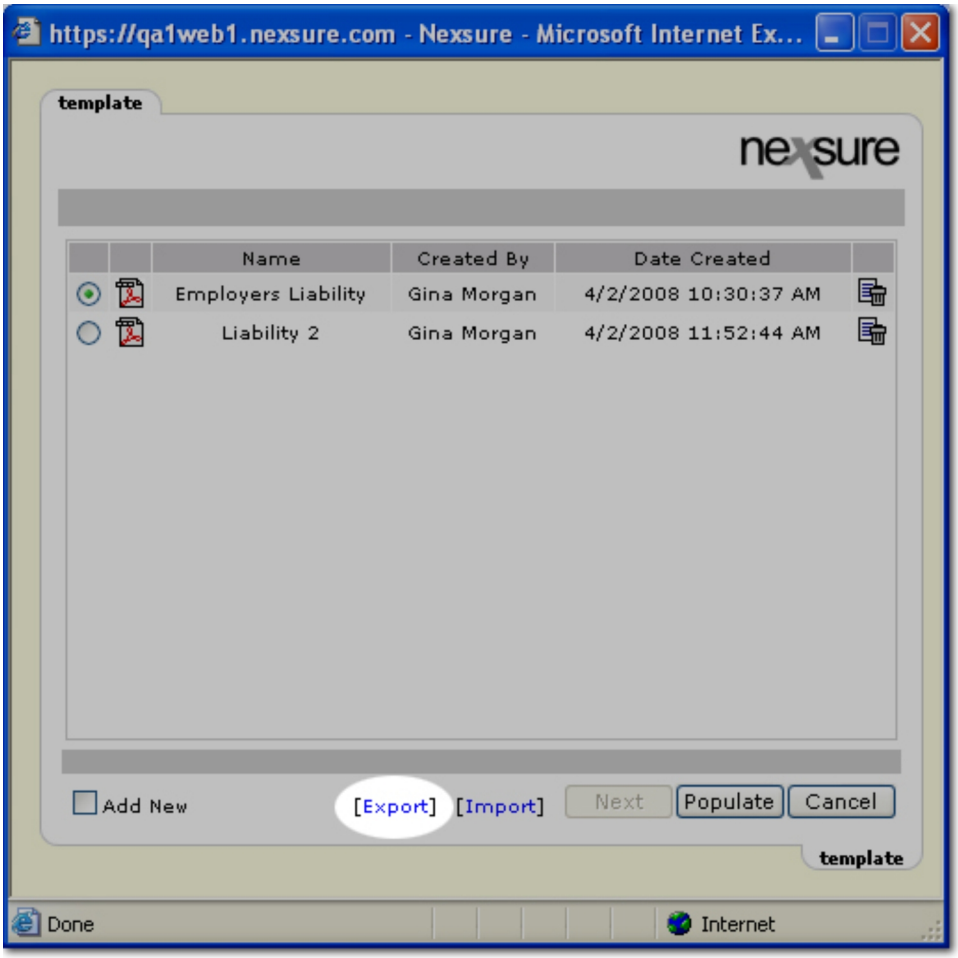

13. On the **template** tab, select any fields to add to the new template. Each section of the application can be selected to view the fields available on that section.
14. Once all fields have been selected, click **Finish**. A confirmation dialog box is displayed showing that the template was created successfully.
15. In the confirmation dialog box, click **OK**. The template becomes available to populate applications.

**To Export a Coverage Template**

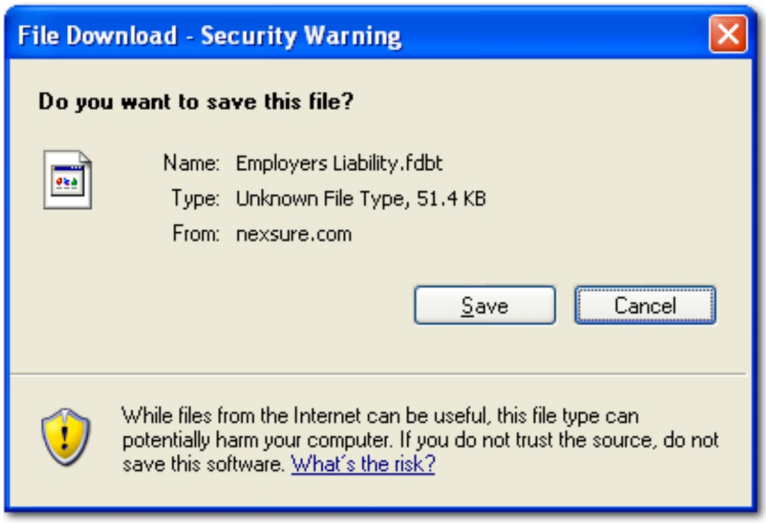
1. On the Primary menu, click **SEARCH**.
2. Click the **Details** icon next to the appropriate client.
3. On the Client menu, click **MARKETING**.
4. On the **marketing** tab, click the **Details** icon next to the appropriate marketing policy. The **underwriting** tab is displayed.
5. On the **navigation** tab, navigate to any of the available forms. Notice when the form is expanded, the **[Template]** link becomes active.



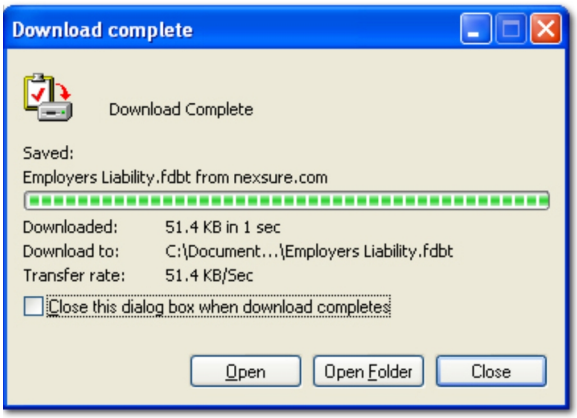

6. Once active, click **[Template]**. The **template** tab is displayed.




7. Select the template to be exported. Notice that the **[Export]** link becomes active when a template is selected.
8. Click **[Export]**. The **File Download** dialog box is displayed.



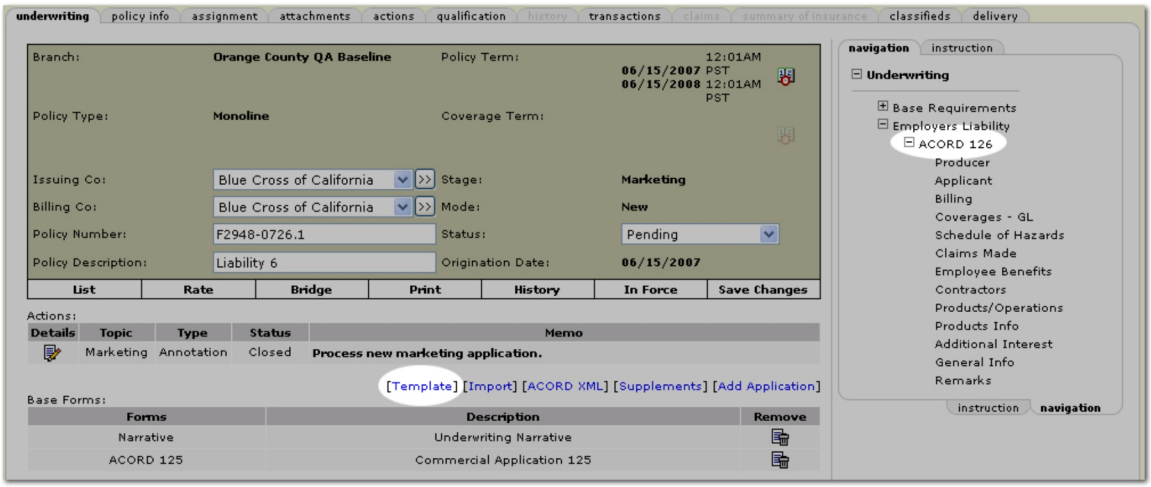

9. In the **File Download** dialog box, click **Save**. The **Save As** dialog box is displayed.
10. Navigate to the desired location for the template. In the **File Name** box, enter a name for the template and click **Save**. When the download is complete, the **Download Complete** dialog box is displayed.



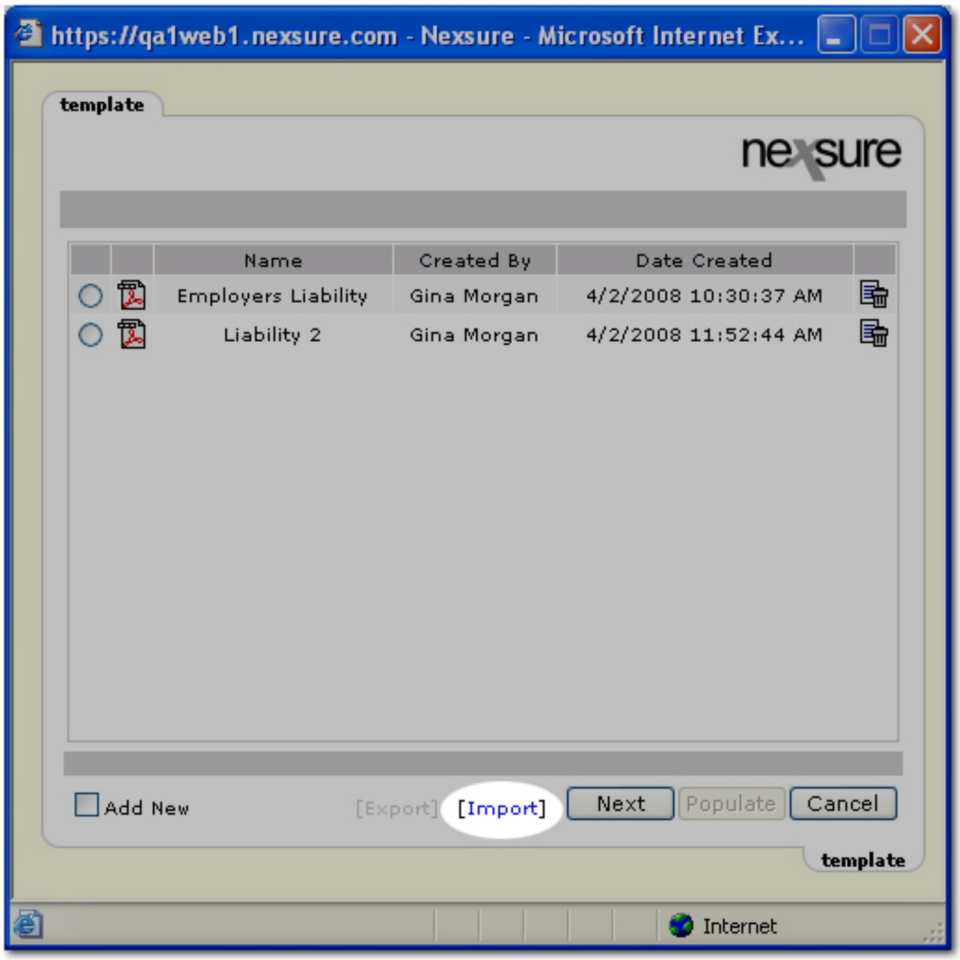

11. Once the download is complete, click **Close**.

**To Import a Coverage Template**

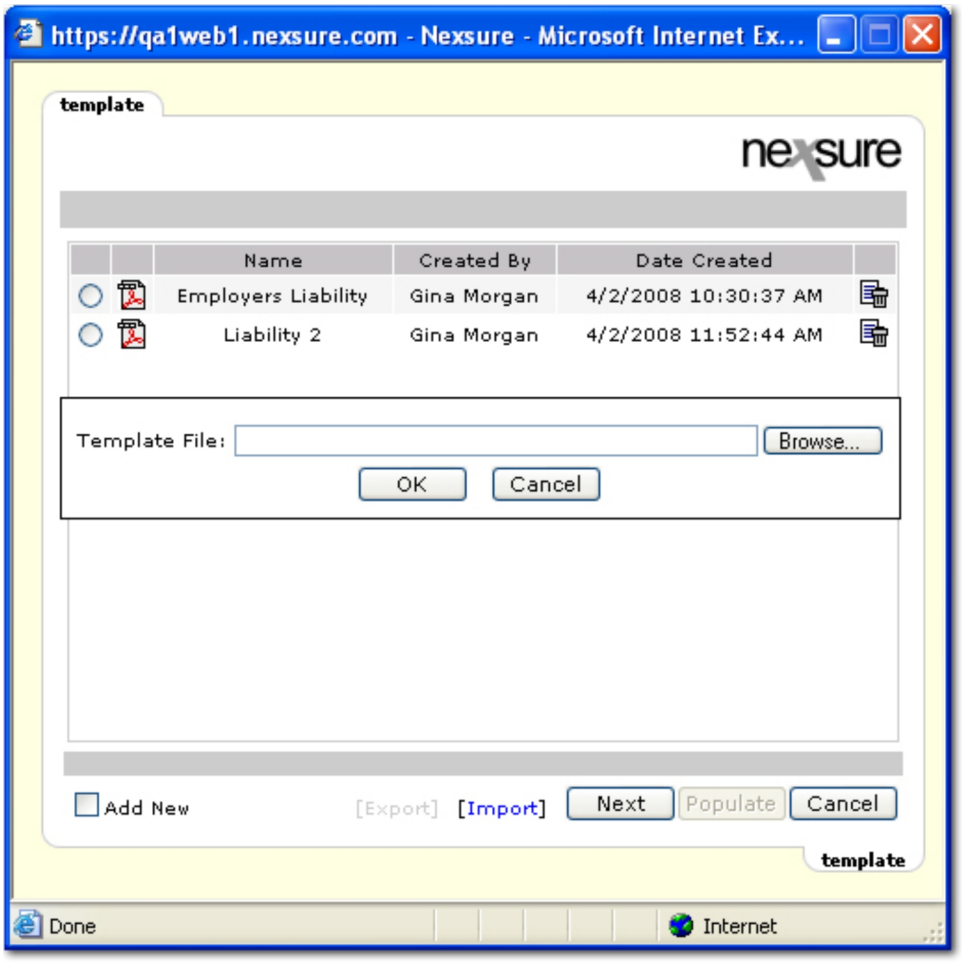
1. On the Primary menu, click **SEARCH**.
2. Click the **Details** icon next to the appropriate client.
3. On the Client menu, click **MARKETING**.
4. On the **marketing** tab, click the **Details** icon next to the appropriate marketing policy. The **underwriting** tab is displayed.
5. On the **navigation** tab, navigate to any of the available forms. Notice when a form is expanded, the **[Template]** link becomes active.




6. Once active, click **[Template]**. The **template** tab is displayed.



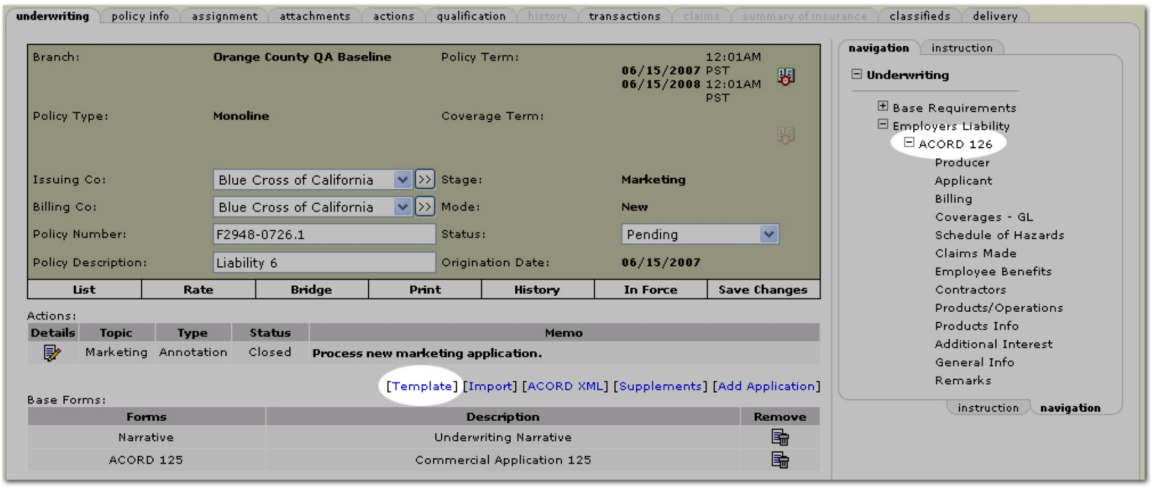

7. On the **template** tab, click **[Import]**. The **Template File** box is displayed.



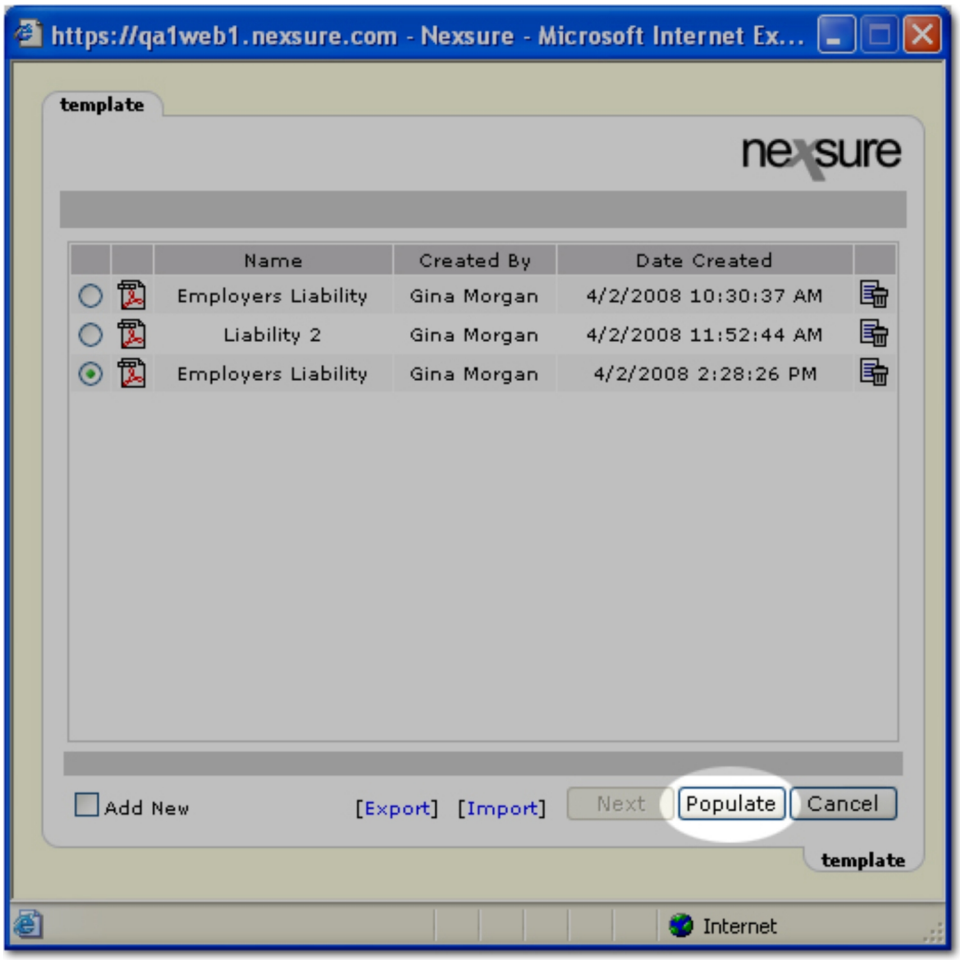

8. Click **Browse** and navigate to the template. Once the template is located, click **OK**.
9. Once the template is imported, a confirmation dialog box is displayed, click **OK**. The template is available for use within Nexsure.

**To Use a Coverage Template**

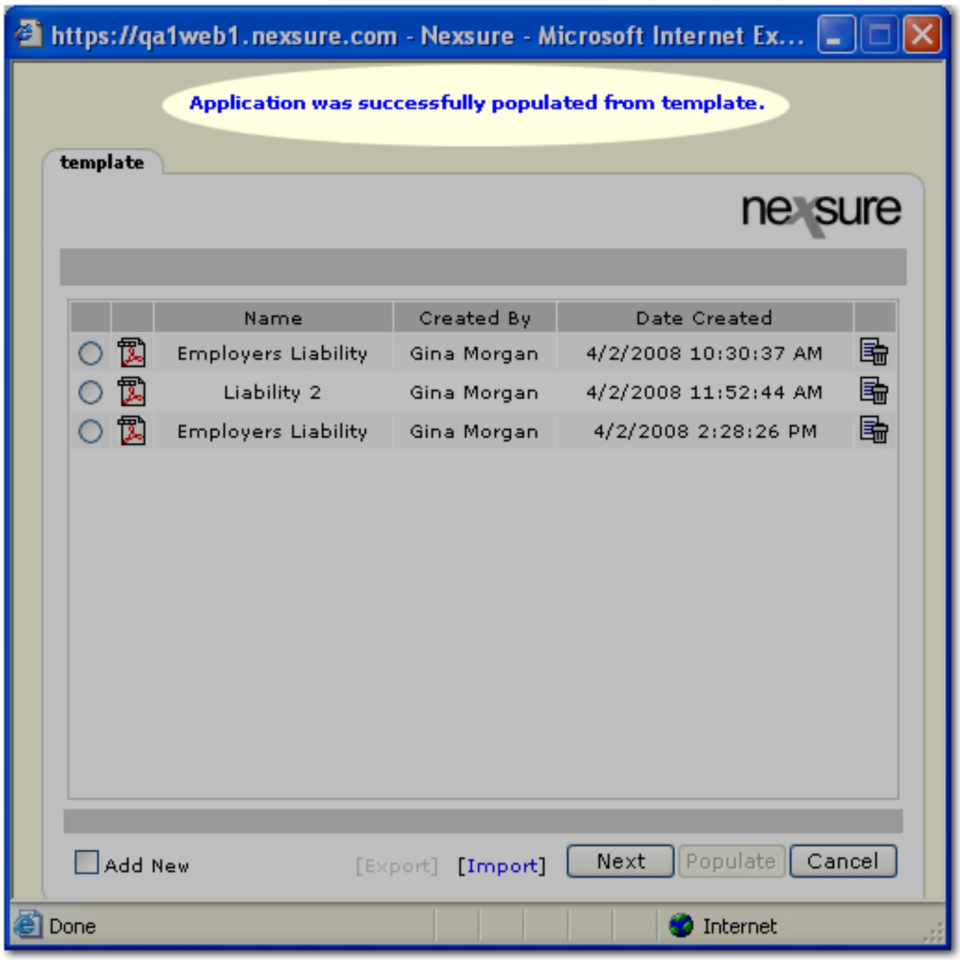
1. On the Primary menu, click **SEARCH**.
2. Click the **Details** icon next to the appropriate client.
3. On the Client menu, click **MARKETING**.
4. On the **marketing** tab, click the **Details** icon next to the appropriate marketing policy. The **underwriting** tab is displayed.
5. On the **navigation** tab, navigate to the form to which the template will be added. Notice when the form is expanded, the **[Template]** link becomes active.




6. Once active, click **[Template]**. The **template** tab is displayed.




7. Select the template to be used and click **Populate**. Once the application is populated, a confirmation message is displayed at the top of the dialog box.




8. On the **template** tab, click **Cancel** to close the dialog box. The data from the template is then added to the form selected.

## *Supplemental Forms*

Sometimes, forms require the inclusion of a supplemental form. Only supplemental forms relating to the lines of business on the policy will be available for selection.

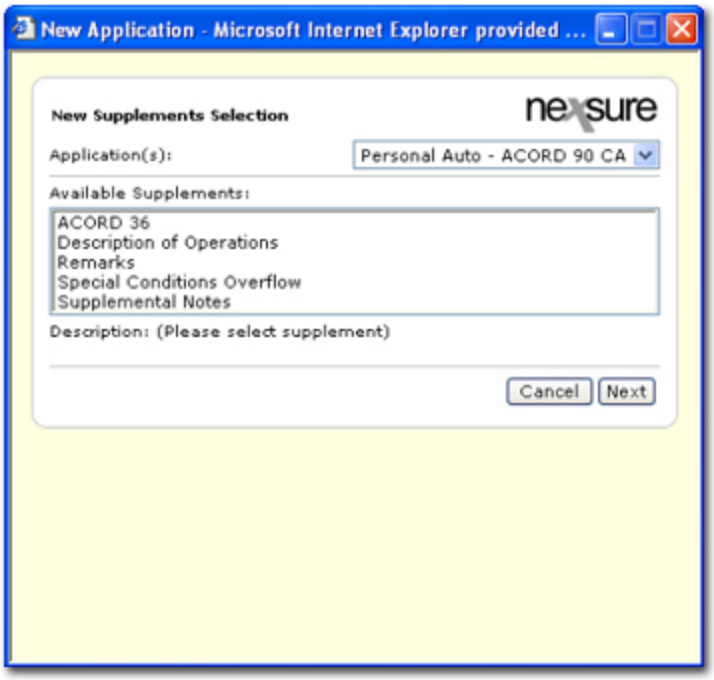
---

**Note:** The following supplements will be included in the Summary of Insurance when applicable: Additional Coverage Endorsement Schedule, Form Groups Schedule, Subject of Insurance Schedule, and the Supplemental Notes form.

---

**To Add a Supplement**

1. Add a new application as described in Marketing > Underwriting.
2. Click **[Supplements]**. The **New Supplements Selection** dialog box is displayed.




3. In the **Application(s)** list, the applications on the policy are displayed. Select the Application for which the supplement is to be added.
4. In the **Available Supplements** list, select the appropriate supplement. When a supplement is highlighted in the list, a description of the supplement is displayed in the **Description** area..
5. Click **Next**. The supplement will be added to the policy.

   Notice that the supplement is now displayed under the selected line of business. The supplement line item is denoted by the **Supplement** ↳ icon.




## *Forms Data Maps*

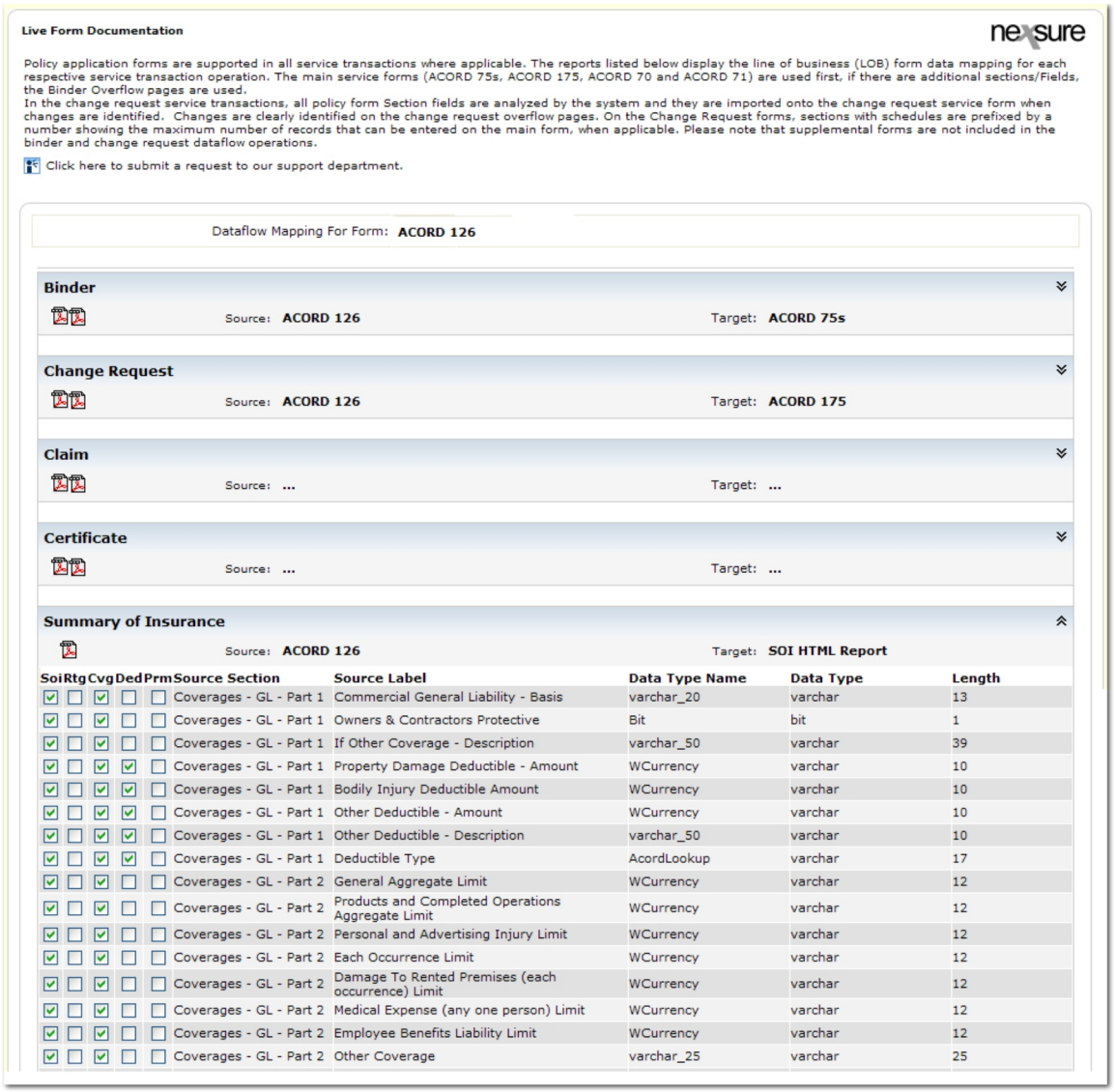
After selecting forms for a policy, the fields that make up the form can be viewed in a listing or data map in the Live Forms Documentation window.

**To View a Data Map**

1. On the Primary menu, click **SEARCH**. Search for the appropriate client.
2. Click the **Details** icon next to the appropriate client.
3. On the Client menu, click **POLICIES**.
4. On the **policies** tab, click the **Details** icon next to the appropriate policy.

5. On the **underwriting** tab, scroll to the **Line of Business** area. The applications and / or available supplements are listed.
6. In the **Form** column, click the title of the form to view its data. The Live Form Documentation screen is displayed.
7. Scroll to the section of the data map of interest and click the **Expand** icon at the right to open the data map.

**Note:** The data map is for informational purposes only, selections cannot be altered.



Live Form Documentation

nexsure

Policy application forms are supported in all service transactions where applicable. The reports listed below display the line of business (LOB) form data mapping for each respective service transaction operation. The main service forms (ACORD 75s, ACORD 175, ACORD 70 and ACORD 71) are used first, if there are additional sections/Fields, the Binder Overflow pages are used.
In the change request service transactions, all policy form Section fields are analyzed by the system and they are imported onto the change request service form when changes are identified. Changes are clearly identified on the change request overflow pages. On the Change Request forms, sections with schedules are prefixed by a number showing the maximum number of records that can be entered on the main form, when applicable. Please note that supplemental forms are not included in the binder and change request dataflow operations.

Click here to submit a request to our support department.

Dataflow Mapping For Form: **ACORD 126**

**Binder**

Source: **ACORD 126** Target: **ACORD 75s**

**Change Request**

Source: **ACORD 126** Target: **ACORD 175**

**Claim**

Source: ... Target: ...

**Certificate**

Source: ... Target: ...

**Summary of Insurance**

Source: **ACORD 126** Target: **SOI HTML Report**

| Soi | Rtg | Cvg | Ded | Prm | Source Section | Source Label | Data Type Name | Data Type | Length |
|---|---|---|---|---|---|---|---|---|---|
| ☑ | ☐ | ☑ | ☐ | ☐ | Coverages - GL - Part 1 | Commercial General Liability - Basis | varchar_20 | varchar | 13 |
| ☑ | ☐ | ☑ | ☐ | ☐ | Coverages - GL - Part 1 | Owners & Contractors Protective | Bit | bit | 1 |
| ☑ | ☐ | ☑ | ☐ | ☐ | Coverages - GL - Part 1 | If Other Coverage - Description | varchar_50 | varchar | 39 |
| ☑ | ☐ | ☑ | ☑ | ☐ | Coverages - GL - Part 1 | Property Damage Deductible - Amount | WCurrency | varchar | 10 |
| ☑ | ☐ | ☑ | ☑ | ☐ | Coverages - GL - Part 1 | Bodily Injury Deductible Amount | WCurrency | varchar | 10 |
| ☑ | ☐ | ☑ | ☑ | ☐ | Coverages - GL - Part 1 | Other Deductible - Amount | WCurrency | varchar | 10 |
| ☑ | ☐ | ☑ | ☑ | ☐ | Coverages - GL - Part 1 | Other Deductible - Description | varchar_50 | varchar | 10 |
| ☑ | ☐ | ☑ | ☑ | ☐ | Coverages - GL - Part 1 | Deductible Type | AcordLookup | varchar | 17 |
| ☑ | ☐ | ☑ | ☐ | ☐ | Coverages - GL - Part 2 | General Aggregate Limit | WCurrency | varchar | 12 |
| ☑ | ☐ | ☑ | ☐ | ☐ | Coverages - GL - Part 2 | Products and Completed Operations Aggregate Limit | WCurrency | varchar | 12 |
| ☑ | ☐ | ☑ | ☐ | ☐ | Coverages - GL - Part 2 | Personal and Advertising Injury Limit | WCurrency | varchar | 12 |
| ☑ | ☐ | ☑ | ☐ | ☐ | Coverages - GL - Part 2 | Each Occurrence Limit | WCurrency | varchar | 12 |
| ☑ | ☐ | ☑ | ☐ | ☐ | Coverages - GL - Part 2 | Damage To Rented Premises (each occurrence) Limit | WCurrency | varchar | 12 |
| ☑ | ☐ | ☑ | ☐ | ☐ | Coverages - GL - Part 2 | Medical Expense (any one person) Limit | WCurrency | varchar | 12 |
| ☑ | ☐ | ☑ | ☐ | ☐ | Coverages - GL - Part 2 | Employee Benefits Liability Limit | WCurrency | varchar | 12 |
| ☑ | ☐ | ☑ | ☐ | ☐ | Coverages - GL - Part 2 | Other Coverage | varchar_25 | varchar | 25 |

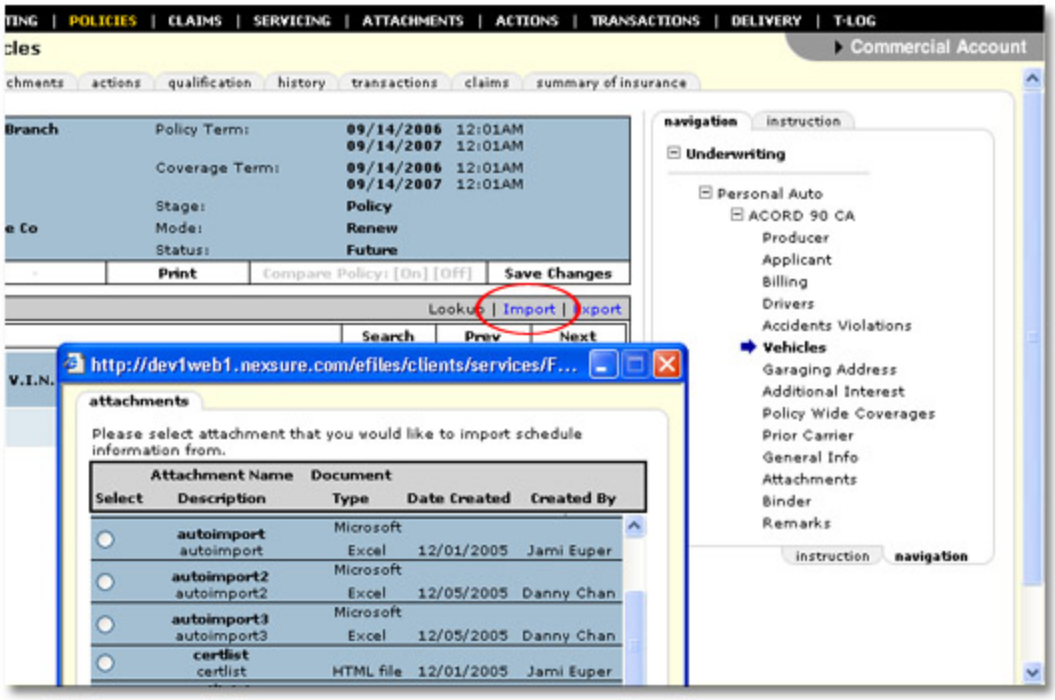
## *Importing and Exporting Schedules*

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 XML Data**

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.

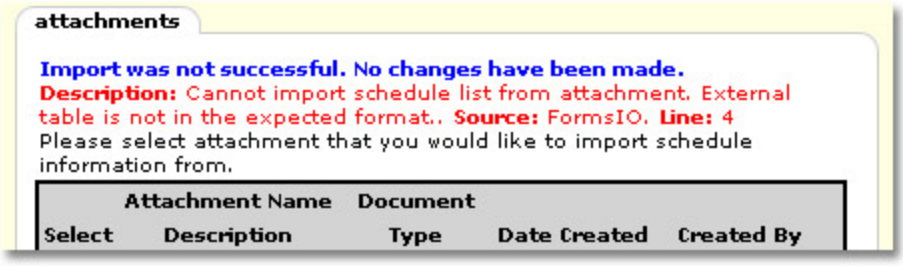
1. From the record summary screen, click **Import**.
2. Browse to the XML data file.




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




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




**To Export Record Data XML**

1. From the record summary screen, click **Export**. The XML Export Data dialog box appears.
2. Right click on the plus or minus sign to the left of the XML and click **Save Target As**.

3. Name the file and save it to a specified directory.
4. Click **Save**.

## *Adding Premium and Coverage Amounts on a Form*

Adding premium and coverage amounts differ on each ACORD form. There may be boxes for entry of a premium on one form but not on another depending on how the ACORD form is written. For those forms that do not have areas for entry of a premium the quote received from the carrier may be entered on the **policy info** tab. For more information about how to enter a premium on the **policy info** tab, see the Policy Info Tab topic.

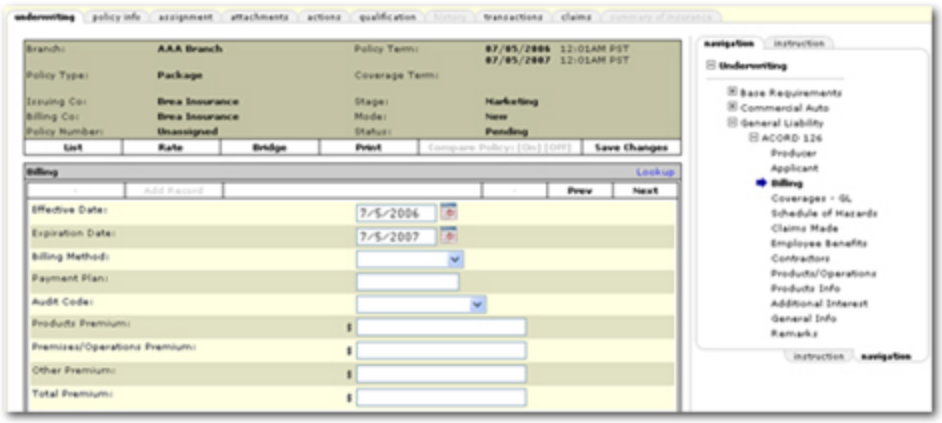
Coverage amounts can be added in coverage or deductible boxes. Coverage amount entry differs from premium entry because only whole dollars can be added, not cents. Dollars and cents can be added for premiums.

**To Add Premium Amounts on Forms**

1. On the Primary menu, click **SEARCH**.
2. Click the **Details** icon next to the appropriate client or prospect name.
3. On the Client menu, click **MARKETING**. The **marketing** tab is displayed.
4. Click the **Details** icon next to a marketing policy to display the **underwriting** tab.

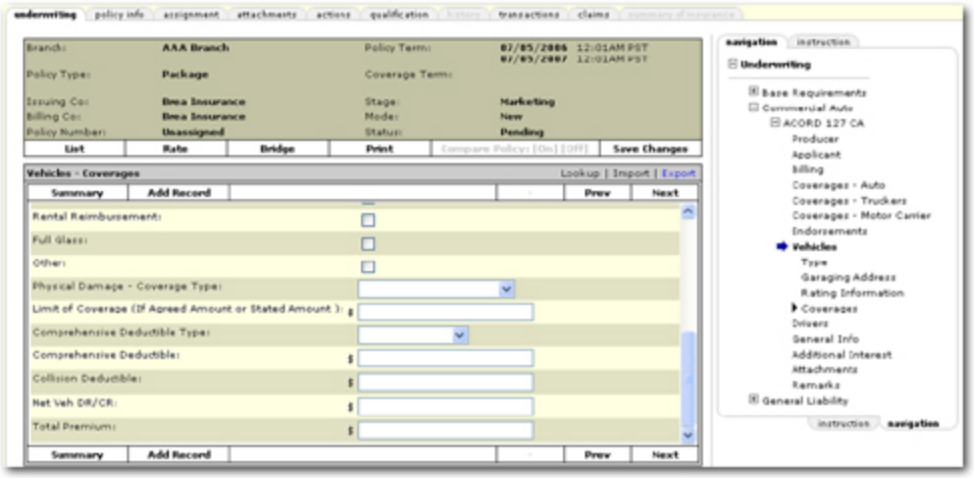
   Example of how to access the premium entry box for a Commercial General Liability Acord 126 form.

   On the **navigation** tab, click **General Liability > ACORD 126 > Billing**. The entry boxes for the premium amounts are at the bottom of the resulting **Billing** screen.



   Example of how to access the premium entry box for a Commercial Auto Acord 127 form.

   On the **navigation** tab, click **Commercial Auto > ACORD 127 CA > Vehicles > Coverages**. The **Total Premium** box is at the bottom of the resulting **Vehicles - Coverages** screen.



5. Enter the premium amount without commas. The premium amount is formatted automatically after moving to the next entry area.

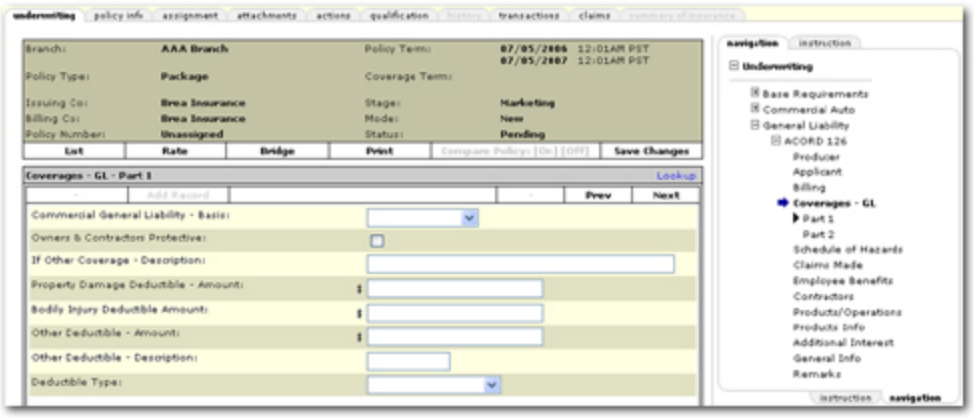
**Note:** Premium amounts can have dollars and cents while coverage amounts are limited to dollars only.

**To Add Coverage Amounts on Forms**

1. On the Primary menu, click **SEARCH**.
2. Click the **Details** icon next to the appropriate client or prospect name.
3. On the Client menu, click **MARKETING**. The **marketing** tab is displayed.
4. Click the **Details** icon next to a marketing policy to display the **underwriting** tab.

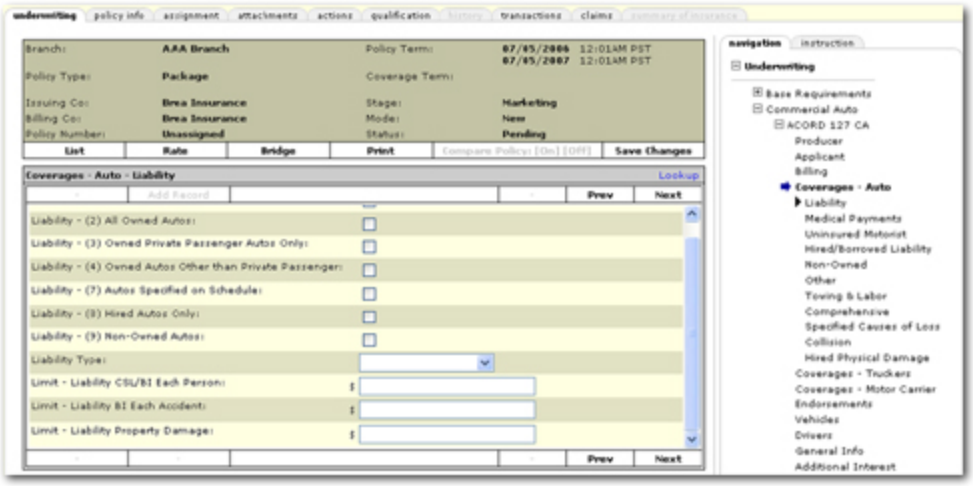
   Example of how to access the coverage entry box for a General Liability Acord 126 form.

   On the **navigation** tab, click **General Liability > ACORD 126 > Coverages - GL**. The entry boxes for the coverage amounts are on the resulting **Coverages - GL** screen.



   Example of how to access the premium entry box for a Commercial Auto Acord 127 form.

   On the **navigation** tab, click **Commercial Auto > ACORD 127 CA > Coverages - Auto**. The coverages boxes are on the resulting **Coverages - Auto** screens.




**Note:** Coverage amount entry is limited to dollars only, cents will be removed if entered. Text may also be entered into the coverage boxes such as "Included".

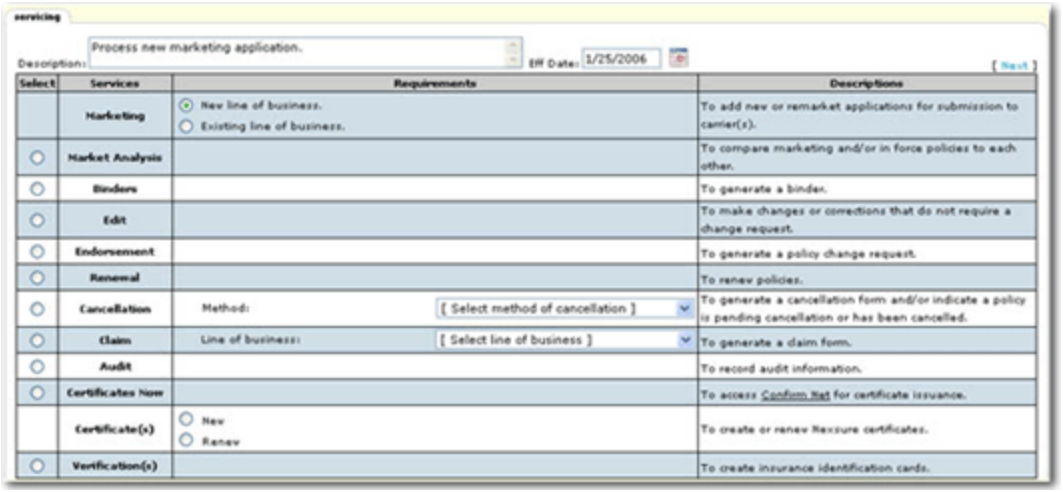
## *Remarketing a Policy*

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.

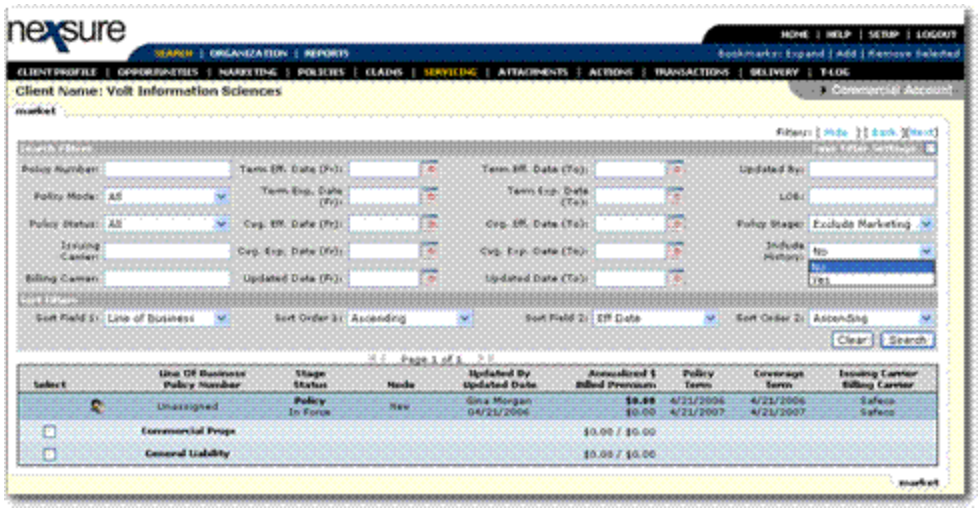
**Tip:** In the majority of marketing efforts, specifically in the commercial insurance arena, multiple marketing applications are submitted to numerous carriers for a single client. The Mass Marketing process can be used as a simple means of generating multiple marketing records for multiple carriers.

**To Remarket a Policy**

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



4. Select **Marketing>Existing line of business** and click **[Next]**.
5. Select the policy to remarket. To search for specific policies, including policies previously sent to history, click **[Show]** to view the search filter screen. If multiple policies are being selected, the policies will be grouped as if they are a package policy. This feature allows applications to be bundled so they can all be sent to the carrier at one time. The policy mode always reflects New. If a marketing version of the policy is selected as the renewal the in force mode will reflect Renew.
   - In the **Include History** drop-down list, select **Yes**.




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

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

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

7. The **marketing > underwriting** screen is displayed. Select the Issuing and Billing Carrier, edit the policy term dates if needed and click the **Save Changes** link in the navigation toolbar under the header. Review the application for accuracy and make any necessary modifications. (See the Working with Forms section of help for assistance in navigating the forms).
8. To remarket to another carrier repeat steps 1-7. This process is necessary to capture statistical data and separate application information for each carrier.

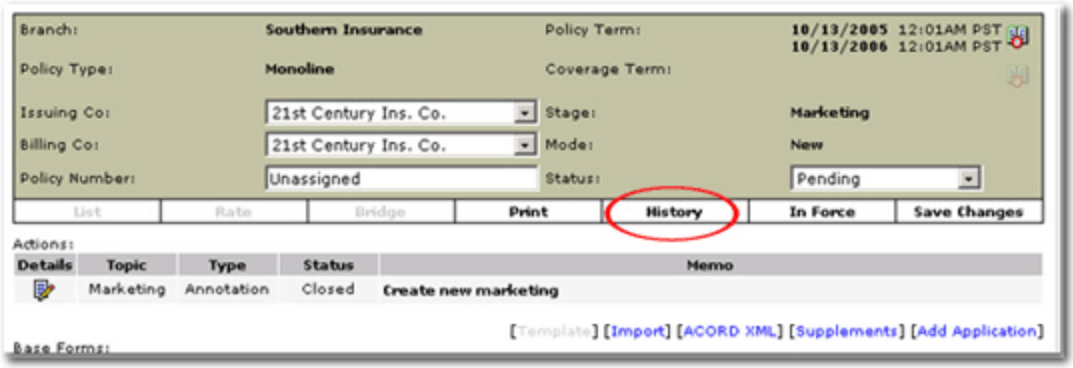
**Tip:** Use the **Home > Marketing** page to compare quotes or to determine if each carrier's quote has been received.

## *Sending a Marketing Policy to History*

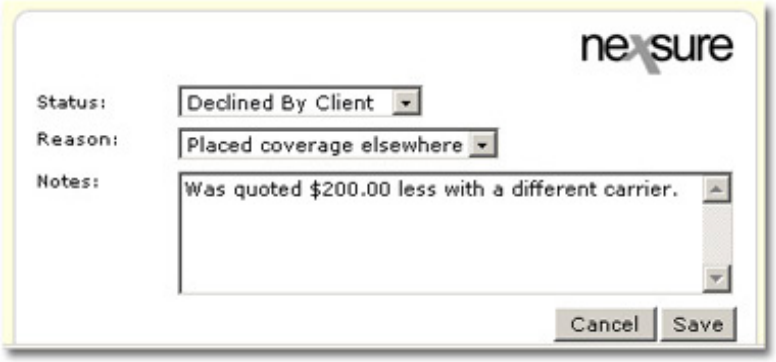
Agencies may define reasons (setup in Actions) for marketing policies sent to history.

**To Send a Marketing Policy to History**

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




3. Click the **History** link.



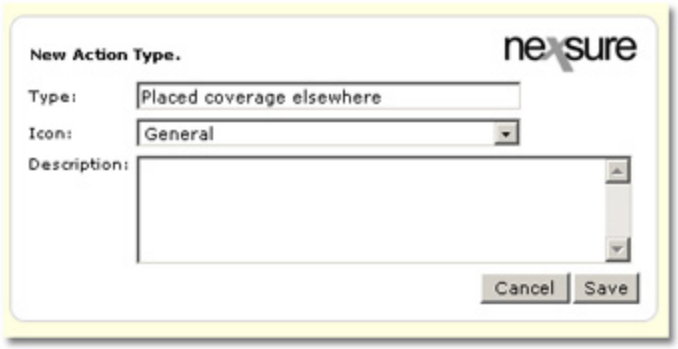

   - **Status** - Select the status from the drop-down list.
   - **Reason** - Select the reason from the drop-down list. Reasons are agency-defined and can be setup in Actions (see "To define reasons" below).
   - **Notes -** Enter a detailed description for the marketing submission.

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

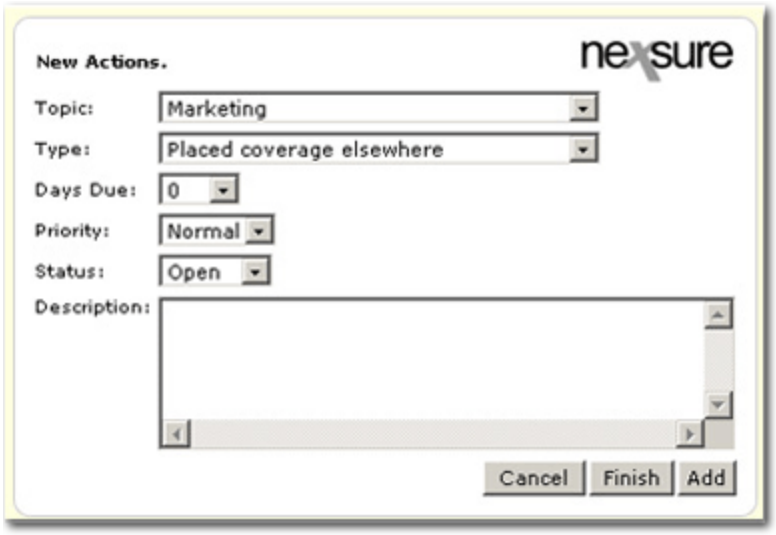



**To Define Reasons**

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




3. Enter a reason in the **Type** field and click **Save**.
4. Select the actions tab and click **Add New**.




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

### *Marketing and Policy Status Types*

A staff member identifies a status during the servicing process. The status is displayed in both the policy summary view and within the Home menu links, where applicable. Within the Home menu links a view of the client's policy is available to show any servicing being processed on a policy and the status of the item. The statuses of a policy are:

| Status | Description |
|---|---|
| **2nd Request** | A copy of the item being processed has been submitted to the carrier and there has been no response. The status is changed to **2nd Request** and the item is re-sent to the carrier. |

| Status | Description |
|---|---|
| | |
| **3rd Request** | A copy of the item being processed has been submitted to the carrier twice and there has been no response. The status is changed to **3rd Request** and the item is 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. |
| **Pending** | The information is incomplete and the item is waiting for further information to be gathered. |
| **Pending Approval** | The item being worked on is waiting for approval from the carrier. |
| **Quoted** | When a quote is received from a carrier, the status should be changed as well as entering the quoted premium, any applicable fees and / or taxes and commissions. |
| **In Force** | An in force policy is comprised of a policy with a policy stage of **Policy**, and a policy status containing one of the following; **In Force**, **Received**, **Reinstated**, **Rewritten**, **Bound**, **Future**, or **Pending Cancellation**. The policy must not be in history. |
| **Received** | A policy downloaded from a carrier has a **Received** status. The exceptions for policy download status are; **Cancellation**, **Reinstated** and **Rewritten**. |
| **Future** | When a policy is renewed the status is **Future**. This allows changes to the application as needed before the policy is placed in force. |
| **Expired** | A policy is expired when the expiration date is past the current date. When a policy expires in Nexsure, the expiration date is displayed in red font and with a red **Details** icon. The status of an expired policy is changed to **Expired** when the red **Details** icon is clicked and the **OK** button is selected in the **Expired** status dialog box. An expired policy can be placed in force if additional servicing is required. |
| **Bound** | The policy has been placed in force and marked with a **Bound** status. When the policy is received from the carrier, the policy can be placed in force and, if binders exist, they can then be closed. |
| **Reinstated** | A canceled policy that was reinstated with no lapse in coverage. |
| **Rewritten** | A canceled policy that was rewritten with either a new carrier and / or new effective dates. |
| **Submitted** | The item being worked on has been submitted to the carrier for a quote or approval. |
| **Pending Cancellation** | A policy that is in the process of being canceled but the cancellation has not yet been finalized. |

## *Working with Forms*

Nexsure supports standard industry forms such as ACORD forms, allowing completion of the forms through the Nexsure interface. Completing form fields is accomplished by accessing the navigation tab located on the **underwriting** tab. When the form has been completed, the option is available to view the form in Adobe® Acrobat®, save the Adobe PDF version of the form, and / or send the form to a printer.

There are three ways to approach completing a form:

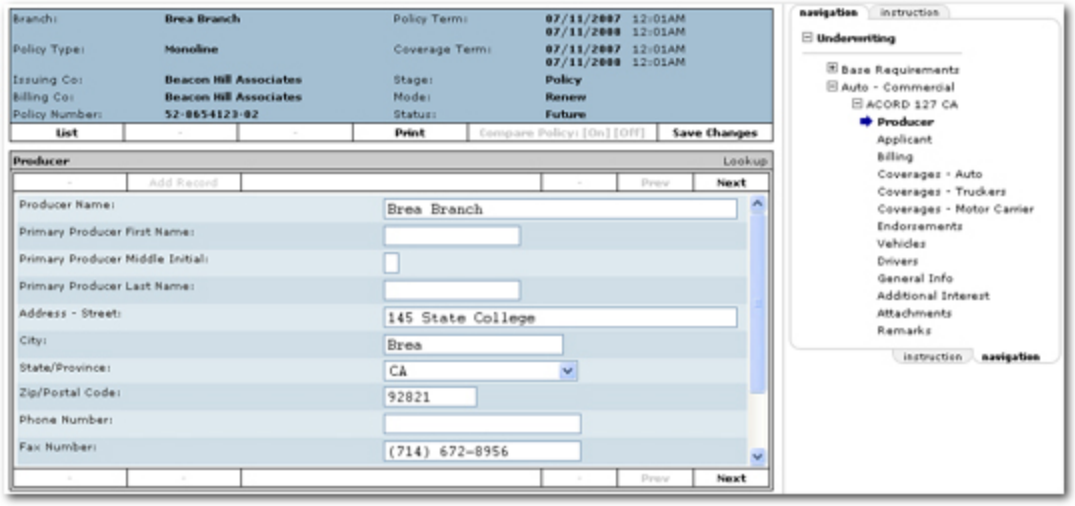
1. Using the **navigation** tab.
2. Using **Next** and **Prev** on the navigation toolbar.
3. Using the **List** view.

Each of the above approaches are detailed in the instructions below:




**To Complete a Form Using the Navigation Tab**

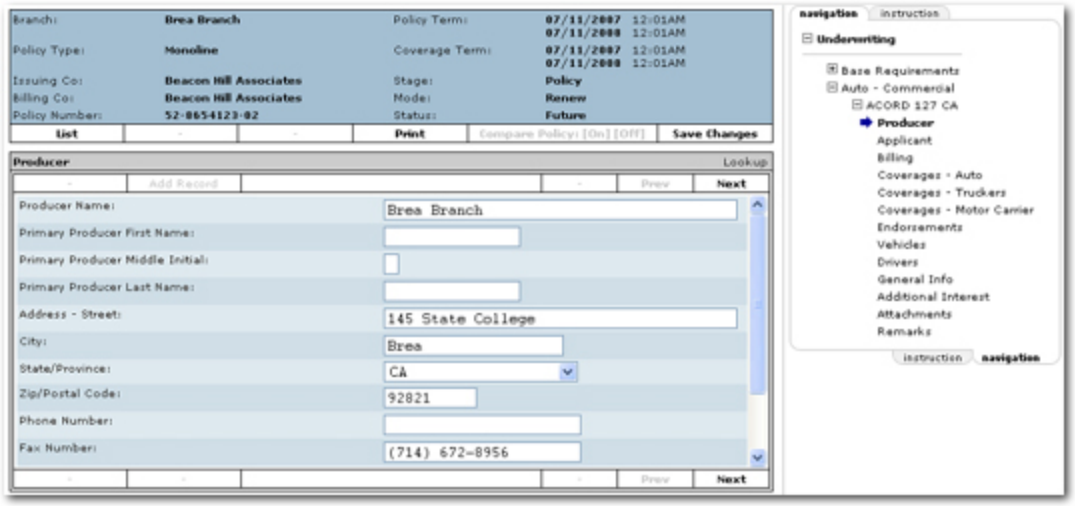
1. Once a form is added to a policy, the form chosen will appear in the **underwriting > navigation** tab.
2. On the **navigation** tab, expand the **Underwriting** item, the line of business, and then the ACORD form. Selecting the form (in this example ACORD 127) will display entry boxes and lists to be completed on the form.
3. In the **navigation** tab, select the section of the form to complete. In the example below, Producer has been selected. Notice the screen on the left shows the form boxes to be completed.



4. Once the form section has been completed, select another section of the form in the **navigation** tab. Each time a new section is selected in the **navigation** tab, the completed entries in the previous section are saved.
5. Continue working through the form using the **navigation** tab.
6. When all sections are completed, click **Save Changes**.

**To Complete a Form Using Next and Previous**

1. Once a form is added to a policy, the form chosen will appear in the **underwriting > navigation** tab.
2. On the **navigation** tab, expand the **Underwriting** item, the line of business, and then the ACORD form. Selecting the form, in this example ACORD 125, will display entry boxes and lists to be completed on the form.
3. In the **navigation** tab, select the section of the form to complete. In the example below, **Underwriting > Auto - Commercial > ACORD 127 CA > Producer** has been selected. Notice the screen on the left shows the form boxes to be completed.




4. Once the form section has been completed, click **Next** to move to the next section of the form. Each time either **Next** or **Prev** is clicked, the current completed section of the form is saved.

**Note: Save Changes** on the **navigation toolbar** can also be clicked at any time to save changes to the form.

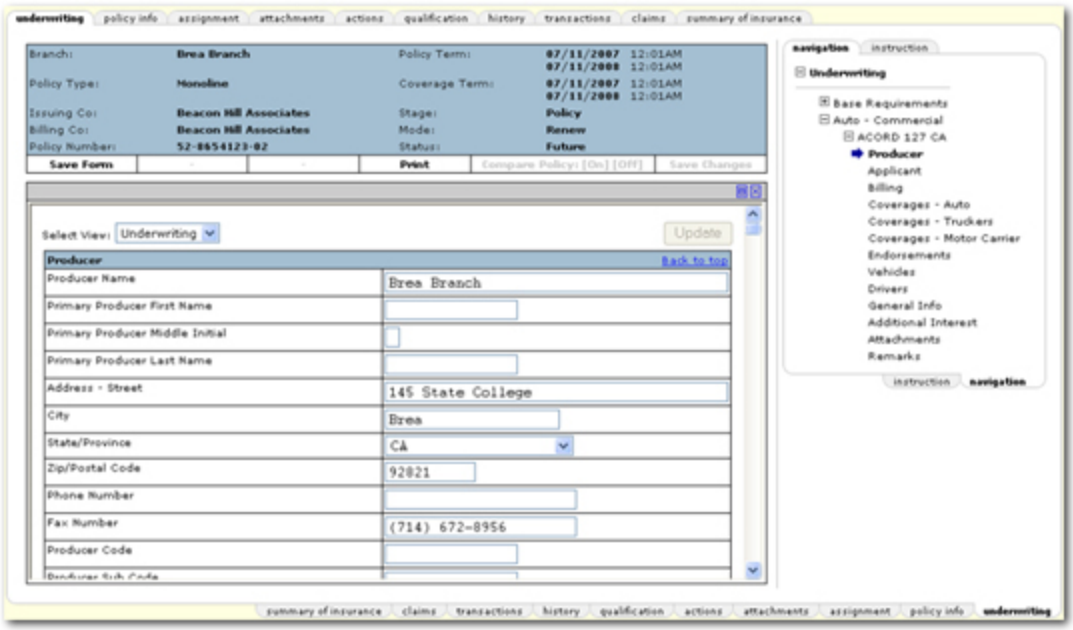
5. Continue working through the form navigating from section to section using **Next** and **Prev**.
6. When all sections are completed, click **Save Changes**.

**To Complete a Form Using the List View**

1. Once a form is added to a policy, the form chosen will appear in the **underwriting > navigation** tab.
2. On the **navigation** tab, expand the **Underwriting** item, the line of business, and then the ACORD form. Selecting the form, in this example ACORD 127, will display entry boxes and lists to be completed on the form.

3. On the **navigation** toolbar, click **List**. Notice the ACORD form is displayed as a single list of boxes to be completed.




4. Notice the **Expand** ⊟ icon and the **Close** ☒ icon in the top, right corner of the **List** view screen. Use **Expand** ⊟ to open a full screen view of the **List**. Use **Close** ☒ to close the full screen view.
5. To save information entered into the form, click **Update** or on the **navigation toolbar**, **Save Form**.

> **Tip:** When completing schedules of many items, the **List** view is not as efficient as using the **navigation** tab or the **Next** and **Prev** method. When using the **List** view the **Copy** option is not available to replicate schedule items.

## *Record Summaries*

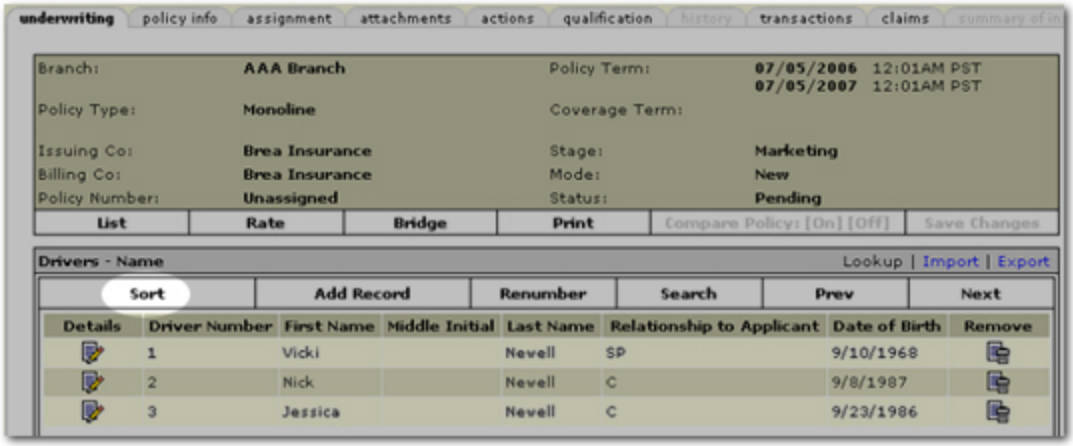
In instances where there are multiple records of the same type, such as multiple drivers, those records can be managed on the summary screen.

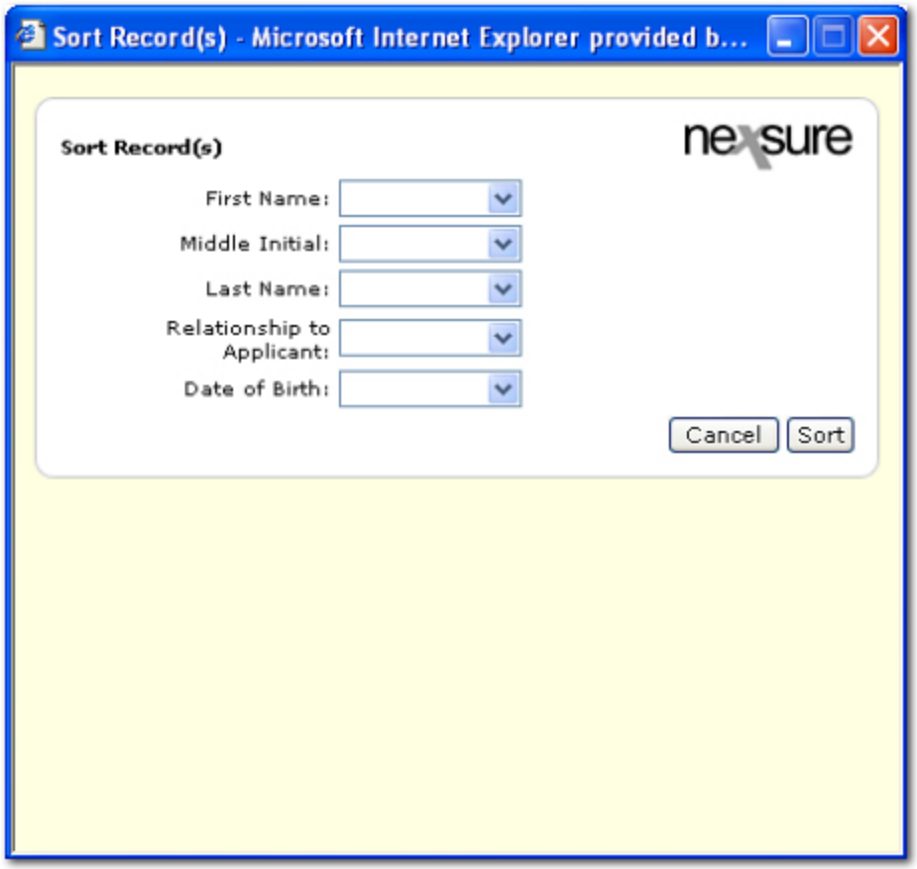
### To Sort Records

When a client has a large schedule, sorting is an easy way to temporarily change the view to quickly verify what is in the list. To change the view of any schedule on a form, click the link of the schedule on the **navigation** tab to display the items entered on the form.

Perform the following after accessing the appropriate client through **SEARCH**, clicking **POLICIES** on the Client menu and clicking the **Details** icon:

1. In the **underwriting > navigation** tab, click the appropriate line of business link.
2. Click the **ACORD** link.
3. Click the appropriate schedule link to open the summary view.
4. On the summary screen, click **Sort**. The **Sort Record(s)** dialog box is displayed.

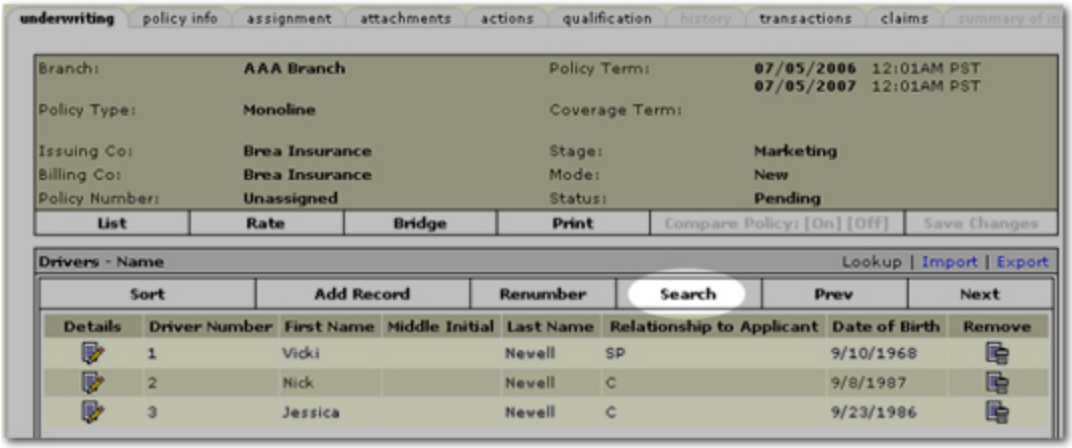


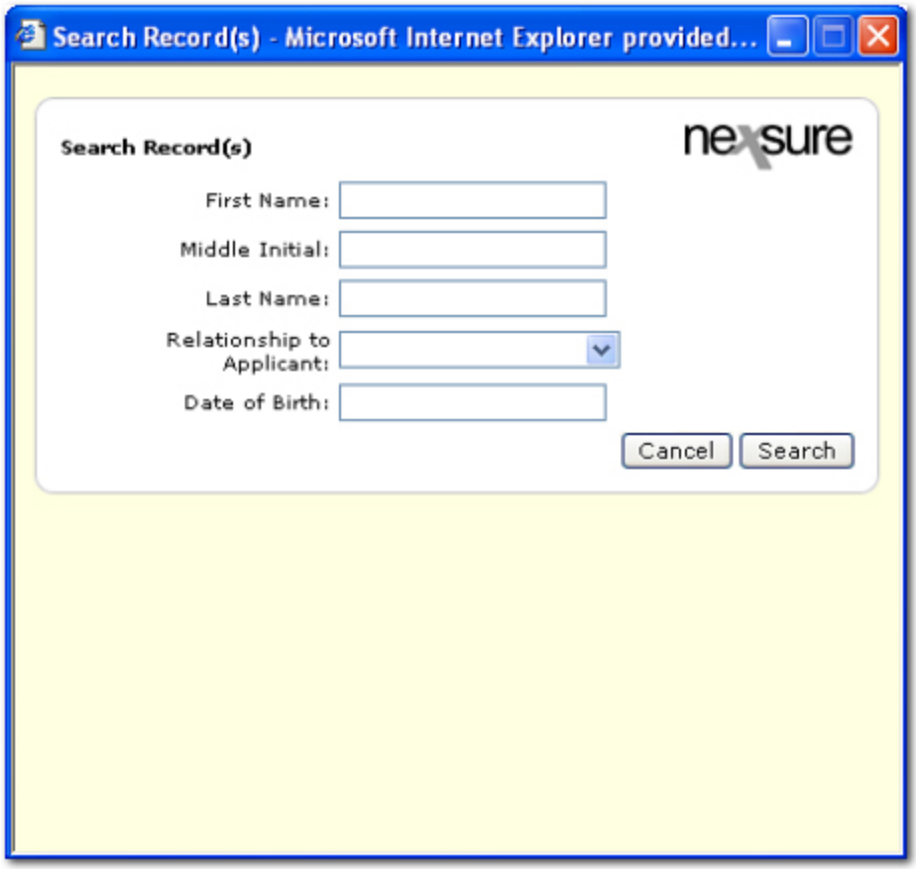



5. Choose the item to sort by from the available options and select **Ascending** or **Descending** from the list.
6. Click **Sort**. The items will be sorted accordingly in the summary.

**To Search Records**

1. On the summary screen, click **Search**. The **Search Record(s)** dialog box is displayed.



2. Choose the item to search by from the available options and enter or select the search criteria.
3. Click **Search**. Any items found will appear in the summary.

## *Working with Schedules*

**To Add Scheduled Items to a Form**

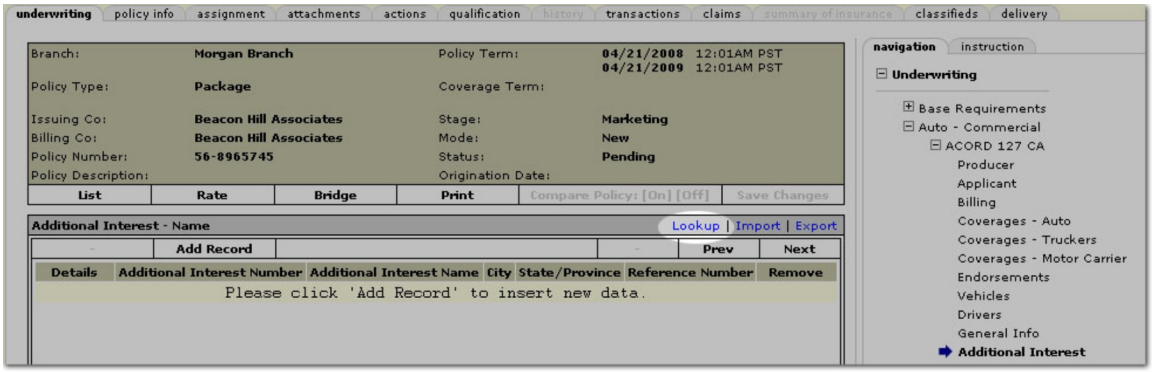
1. On the Primary menu, click **SEARCH**.
2. Search for the client or prospect.
3. Click the **Details** icon next to the client or prospect name to display the card file.
4. On the Client menu, click **MARKETING**. The marketing summary screen is displayed.
5. Click the **Details** icon next to the marketing policy to display the underwriting screen.
6. To populate the **Additional Interest** schedule on the Commercial ACORD auto application from the **navigation** tab, click on the "**+**" beside **Auto - Commercial** and the "+" beside the **ACORD** form, and then on the **Additional Interest** link.

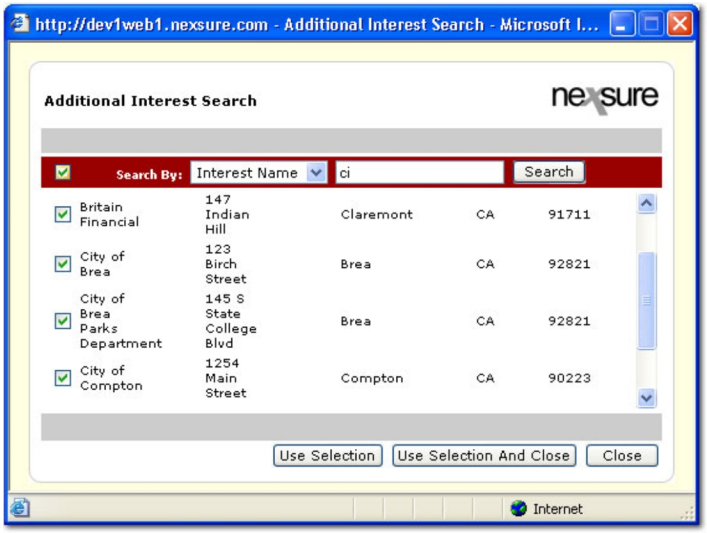
   **Note**: Units that are linked to other schedules are displayed with a **Yellow** **Details** icon. If the unit is updated outside of the **units at risk** tab, the **Details** icon will change back to white.

7. Click the **Add Record** link on the **Navigation Toolbar** to add a vehicle.

   Or

   Click **Lookup**. The **Additional Interest Search** dialog box is displayed.






a. In the **Search By** list, select the information category to search.

b. Enter at least two characters to search and click **Search**.

c. Once the search results are displayed, select the appropriate additional interests, in this example.

> **Tip:** Use the selection box in the screen header to select all search result items.

d. After all selections have been made, click **Use Selection**. The dialog box remains open for further selections.

   Or

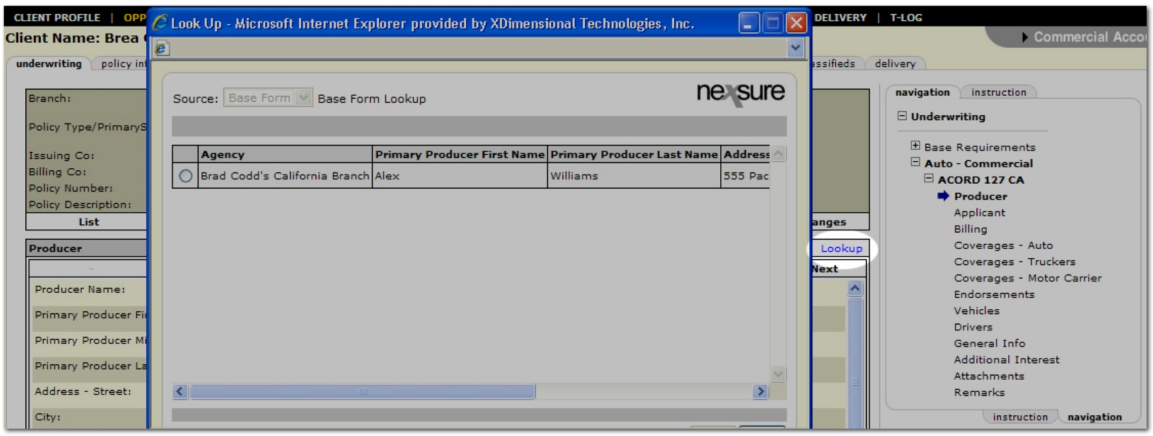
   Click **Use Selection and Close**. The dialog box is closed and all selections are added to the schedule.

   Or

   Click **Close** to close the dialog box without saving selections.

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.

> **Tip:** When adding producer information to a line of business application, the producer information from the Base Form ACORD 125 is available by clicking **Lookup**. The Base Forms ACORD 125 & 325 can be used to look up information for ACORD 126, 146, 130, 301, 155, 188.

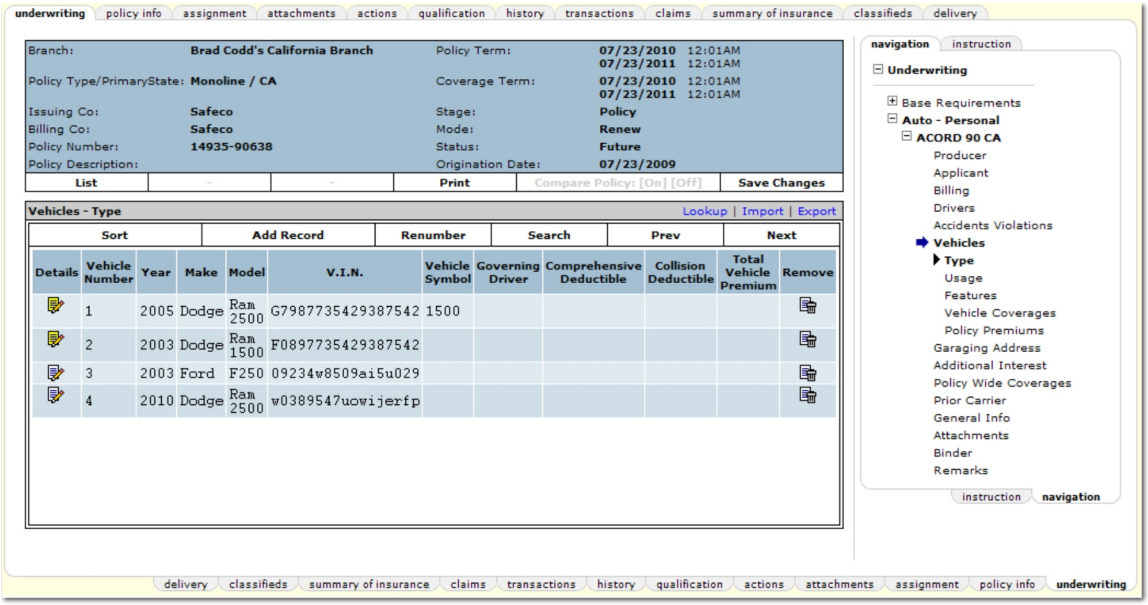



## *Renumbering Schedules*

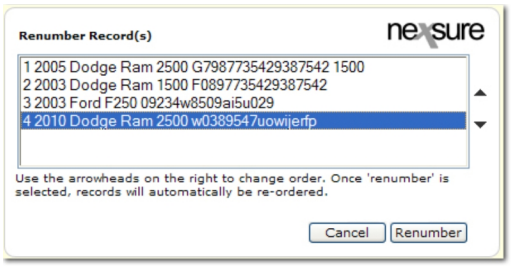
When the policy is in a pliable state (marketing, pending endorsement, edit of future policy) renumbering can be performed within the schedule itself. Items which can be renumbered include: vehicles, drivers, locations and additional interests.

**To Renumber a Schedule**

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




5. Click the **Renumber** link.




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

### *Entering a Fleet*

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

1. Click the **Vehicles** link on the navigation tab to display the vehicle summary.
2. Click the **Details** icon beside the auto.
3. On the navigation toolbar, select the **Copy** link to display the Copy Record screen.
4. Enter in the number of vehicles remaining in the fleet.
5. Select **Copy** to add the specified number of vehicles to the schedule. The vehicles have been added to the schedule.
6. To edit the VIN number of each vehicle, click on the **Details** icon beside the vehicle and edit the VIN number.
7. Click the **Summary** link in the navigation toolbar to save the change and display the summary.
8. Repeat the process until all vehicles have been updated.

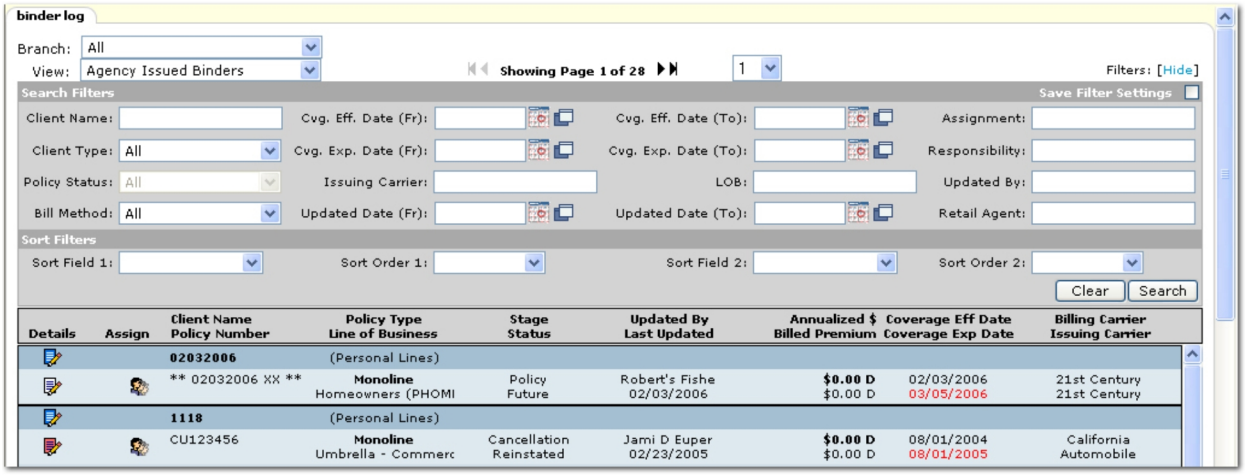
## *Binder Log*

**To Access the Binder Log Tab**

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




Policies that are restricted are displayed only if the person logged on is assigned to them. All other non-restricted policies are displayed and can be searched for by all staff members. There are several options when working with the binder log. Notice the options at the top of the **binder log** tab and the active icons within the tab.




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

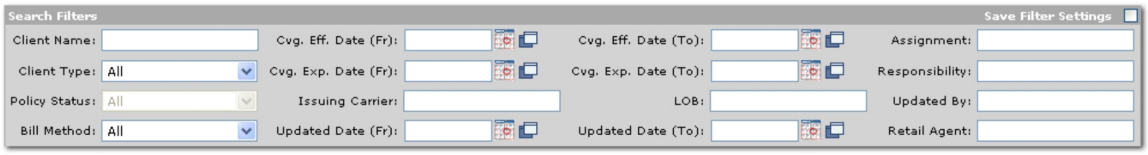
- **Branch:** The **Branch** 

list box can be used to select a branch. This will narrow the search results. Once a branch is selected, binders tied to the selected branch are displayed.
- **View:** The following selections are available in the **View** list:
  - **Agency Issued Binders:** The default view is **Agency Issued Binders**. This view displays all current binders that have been issued.
  - **Bound / Future - No Open Binder:** If the view is changed to **Bound / Future - No Open Binder**, policies that have a status of **Bound** or **Future** and do not have any open binders associated. The benefit of the **Bound / Future - No Open Binder** view applies to policies where a binder was either not issued by the agency or it was issued by the carrier instead.

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

**Tip:** To set a particular view as the default view, click **[Show]** to open the search and sort filters screen and select the **Save Filter Settings** check box.

- **Showing Page:** The **Arrow** icons can be used to navigate through pages of search results.
  - **First Page** icon.
  - **Previous Page** icon.
  - **Next Page** icon.
  - **Last Page** icon.
- **Page List:** Click the **Page List** arrow to open a list of all search results pages. Select the desired page number to open that page of search results.
- **Search Filters:** Click **[Show]** or **[Hide]** to toggle the **Search Filters** screen.




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

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

- **Direct Bill**

- **Cvg. Eff. Date (Fr):** Click the **Calendar** icon to select the beginning date in a date range. A date range can be selected to return all binders with coverage effective dates in the date range. Click the **Variable** icon and enter a variable number of days to set a continuous date range to be used with **Save Filter Settings**. Enter + or - and the number of days up to three digits. The date will then be + (after) or - (before) the current date.

  The coverage effective date is the date that the policy coverage takes affect. There may be cases where the term effective date is different than the coverage effective date:

  - If an endorsement was made to the policy, the coverage date for that endorsed policy will differ from the original term date.
  - If a binder is created, the coverage effective date is changed to the date the binder was created and defaults the coverage expiration date to the default number of days entered in Lookup Management.
  - If a policy is cancelled, the coverage term expiration date will differ from the original policy expiration date.

- **Cvg. Exp. Date (Fr):** Click the **Calendar** icon to select the beginning date in a date range. A date range can be selected to return all binders with coverage expiration dates in the date range. Click the **Variable** icon and enter a variable number of days to set a continuous date range to be used with **Save Filter Settings**. Enter + or - and the number of days up to three digits. The date will then be + (after) or - (before) the current date.

- **Issuing Carrier:** An **Issuing Carrier** is the company that issues the policy. Enter at least one character to narrow the search results. Entering some of the **Issuing Carrier** name returns a broader result, enter most of the **Issuing Carrier** name for more specific results.

- **Updated Date (Fr):** Click the **Calendar** icon to select the beginning date in a date range. A date range can be selected to return all binders with **Updated Dates** in the date range. Click the **Variable** icon and enter a variable number of days to set a continuous date range to be used with **Save Filter Settings**. Enter + or - and the number of days up to three digits. The date will then be + (after) or - (before) the current date.

- **Cvg. Eff. Date (To):** Click the **Calendar** icon to select the ending date in a date range. A date range can be selected to return all binders with coverage effective dates in the date range. Click the **Variable** icon and enter a variable number of days to set a continuous date range to be used with **Save Filter Settings**. Enter + or - and the number of days up to three digits. The date will then be + (after) or - (before) the current date.

- **Cvg. Exp. Date (To):** Click the **Calendar** icon to select the ending date in a date range. A date range can be selected to return all binders with coverage expiration dates in the date range. Click the **Variable** icon and enter a variable number of days to set a continuous date range to be used with **Save Filter Settings**. Enter + or - and the number of days up to three digits. The date will then be + (after) or - (before) the current date.

- **LOB:** Enter the line of business for the policy. Enter at least one character to narrow the search results. Entering some of the line of business title returns broader results, enter most of the line of business for more specific results.

- **Updated Date (To):** Click the **Calendar** icon to select the ending date in a date range. A date range can be selected to return all binders with **Updated Dates** in the date range. Click the **Variable** icon and enter a variable number of days to set a continuous date range to be used with **Save Filter Settings**. Enter + or - and the number of days up to three digits. The date will then be + (after) or - (before) the current date.
- **Assignment:** Enter the name of the person to whom the policy has been assigned. Enter at least one character to narrow the search results. Entering some of the **Assignment** name returns a broader result, enter most or full first and last names for more specific results.
- **Responsibility:** Enter the name of the person with primary responsibility for the policy. Enter at least one character to narrow the search results. Entering some of the **Responsibility** name returns a broader result, enter most or full first and last names for more specific results.
- **Updated By:** Enter the name of the person that last updated the policy. Enter at least one character to narrow the search results. Entering some of the **Updated By** name returns a broader result, enter most or full first and last names for more specific results.
- **Retail Agent:** Retail agents are outside producers that broker business through another agency because they do not have a market. Enter at least one character to narrow the search results. Entering some of the **Retail Agent** name returns a broader result, enter most of the **Retail Agent** name for more specific results.

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




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

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




- **Sort Order 1:** Select either **Ascending** or **Descending** to set the order of the binders returned. **Ascending** will set the order from A-Z. **Descending** will set the order from Z-A. The **Sort Field 1** will be the first sort and **Sort Field 2** will be the sub sort.

- **Sort Field 2:** Select a column heading from the **Sort Field 2** list. The search results will be sorted by the column selected in the **Sort Field 2** list. The available selections are:




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

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

- **Search:** Click **Search**. The results of the **Search Filter** criteria and **Sort Filter** settings are displayed. A maximum of 2000 records can be returned in the search results.




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

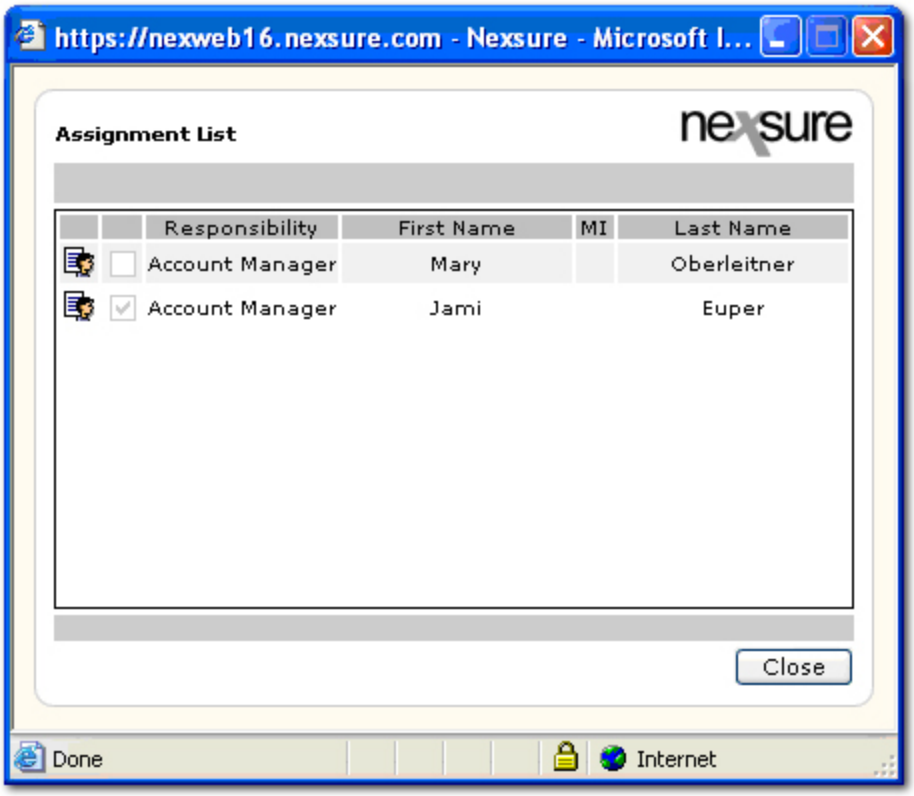
- **Details:** There are two types of **Details** icons that will each give access to different information:
  - The blue **Client Details** icon beside the entity name will display the **client profile** tab. Right-clicking the **Client Details** icon will display the following navigation options:

- **Open:** Opens the client **card file** tab.
- **Add New Opportunity:** Opens the **Add New Opportunity** dialog box to choose one or more line of business.
- **Market New Line of Business:** Adds a marketing record with the expiration date of the existing policy as the effective date of the marketing submission and brings up the **Add Line of Business** screen.

- The **Policy Details** icon will display the **underwriting** tab for that policy. Right-clicking the **Policy Details** icon will display the following navigation options:
  - **Open:** Opens the **underwriting** tab.
  - **Market Existing:** Copies the forms and adds to marketing with the expiration date of the existing policy as the effective date of the marketing submission.
  - **Print:** Click this link to print the forms associated with the policy.
  - **Service:** Opens the **servicing** tab allowing a service option to be selected while maintaining this policy as the policy being serviced.
- Click the **Details** icon next to the binder to view. If the binder selected is associated with a restricted policy and the staff member logged on is not assigned to the policy, the following dialog box is displayed:




- Click **OK** to view a listing of the staff members assigned to the policy.




Or

Click **Cancel** to be returned to the **binder log** tab.

- **Assign:** Click the **Assign** icon to display the **Assignment List** dialog box with the list of people in the agency assigned to this binder. The **Assignment List** is populated from the **assignment** tab.
- **Client Name:** If the binder is created for a particular client, the client's name will be displayed as the primary named insured.
- **Policy Number:** If a **Policy Number** has been assigned to the policy, the number will be displayed.
- **Policy Type:** Nexsure identifies policy types on the **underwriting** tab. The **Policy Type** will display as either **Monoline** or **Package**. Holding the cursor over the **Policy Type** will display the information in a larger font for ease of reading. Clicking the item in the summary view will open a display box containing the selected information.
- **Line of Business:** The **Line of Business** the policy was created for. The line of business is identified on the **underwriting** tab. Holding the cursor over the **Line of Business** will display the information in a larger font for ease of reading. Clicking the item in the summary view will open a display box containing the selected information.
- **Stage:** The policy **Stage** will display as **Policy**. The **Stage** is assigned by Nexsure.
- **Status:** The Nexsure assigned **Status** of the policy from the **underwriting** tab is displayed. All possible policy status types are:
  - **In Force**
  - **Received**

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

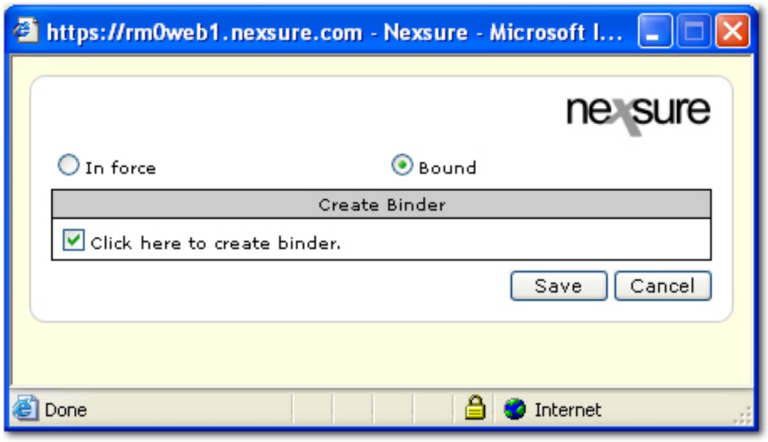
  The binder coverage expiration date is displayed in one of four colors and changes based on the current date in relation to the binder's coverage expiration date.
  - **Black** indicates that the binder will expire in 90 days or more.
  - **Green** indicates that the binder will expire in the next 89 – 31 days.
  - **Orange** indicates that the binder will expire in the next 30 days.
  - **Red** indicates that the binder has expired.
- **Billing Carrier:** The **Billing Carrier** is the company who the agency owes money to or who will pay the agency for direct bill policies. The **Billing Carrier** is identified on the **underwriting** tab in the policy header.
- **Issuing Carrier:** An **Issuing Carrier** is the company that issues the policy. The **Issuing Carrier** is identified on the **underwriting** tab in the policy header.

## *Creating a Binder*

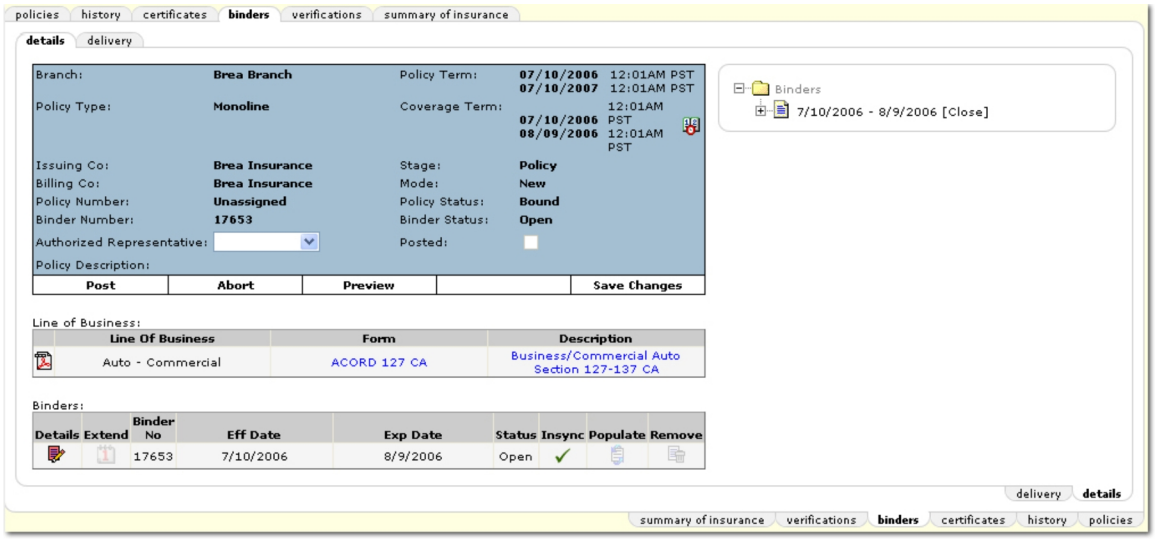
Once you have completed a marketing application, you can place a policy in force and / or create a binder. Binders can also be added to existing policies from the Servicing screen.

**To Create a Binder**

1. Complete the marketing policy.
2. On the **Navigation Toolbar**, click **Save Changes**.
3. On the **Navigation Toolbar**, click **In force**.

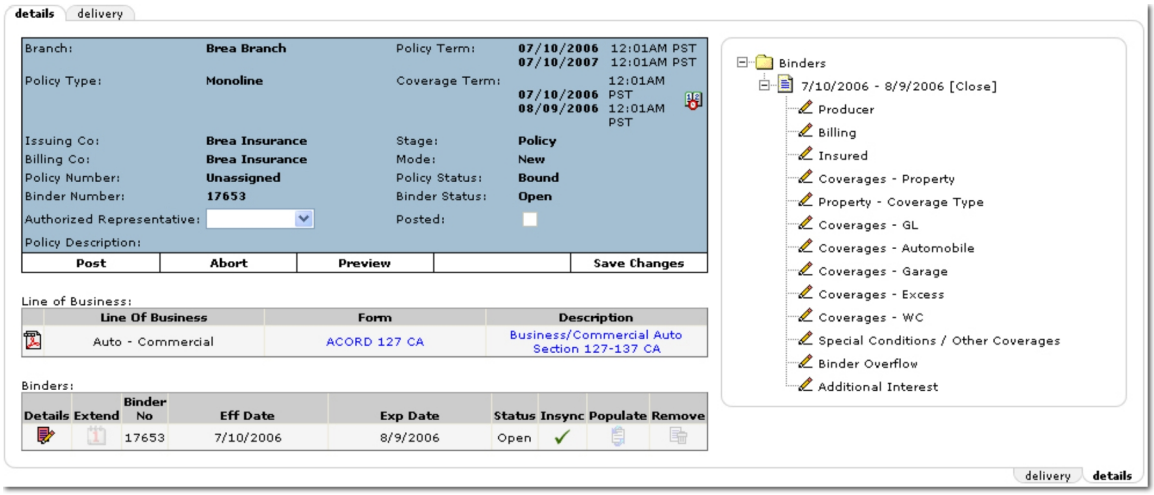



4. Select **Bound**, and select **Click here to create binder**.
5. Click **Save**. The binder details will be displayed.

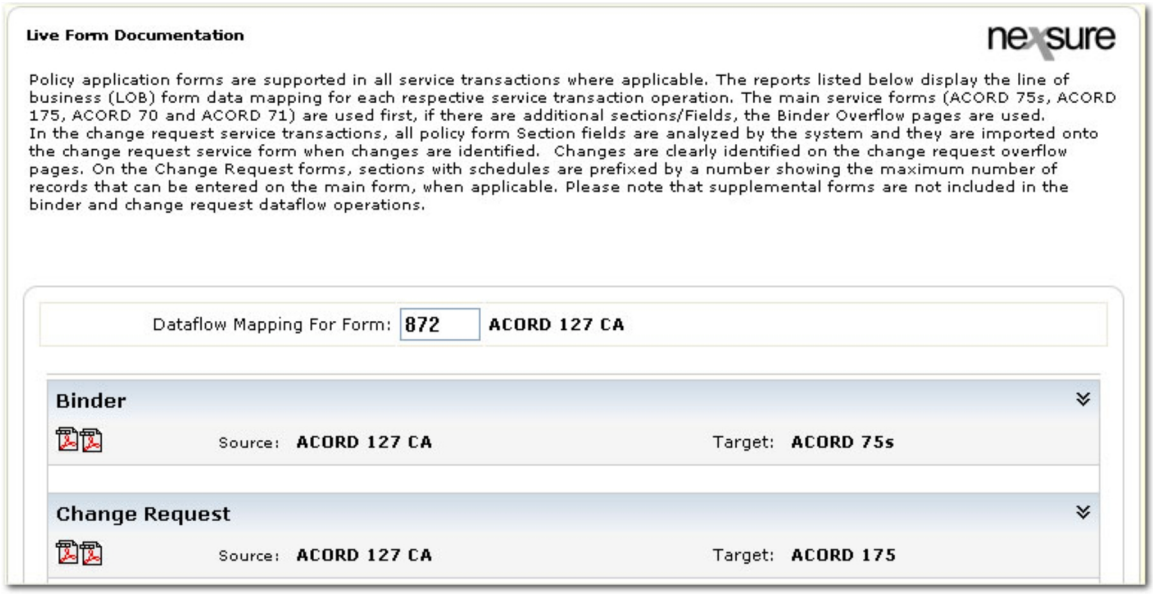



**Note:** The binder also appears on the right in a tree view. The **[Close]** link is unavailable until the binder has been posted. If a binder is closed, an **[Open]** link will be displayed. Click **[Open]** to reopen the binder.

6. In the tree view, click the **Expand** icon to open the binder sections.

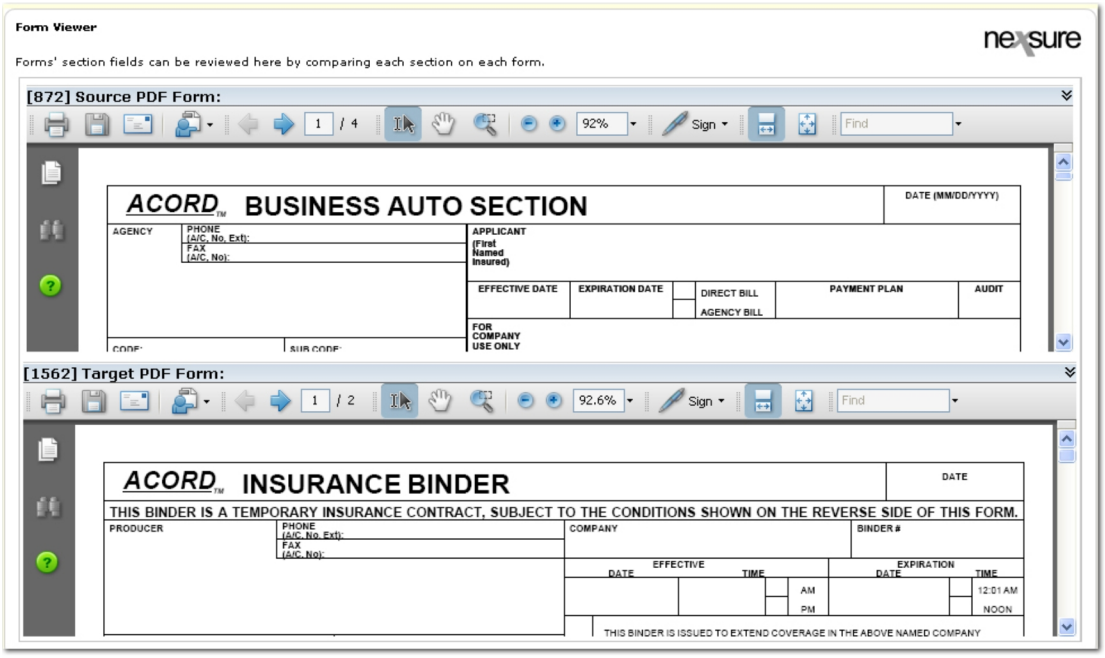



7. In the **Form** column, click on the form title to view the **Live Form Documentation** screen.




The **Live Form Documentation** screen gives the following options when working with binders:

- Click the **Compare Forms** icon to view, side-by-side the source form and the binder form. A comparison can be made to see where the source information is placed on the binder form.




- Click the **Expand** icon to open a view of the data mapping that occurs on the forms.



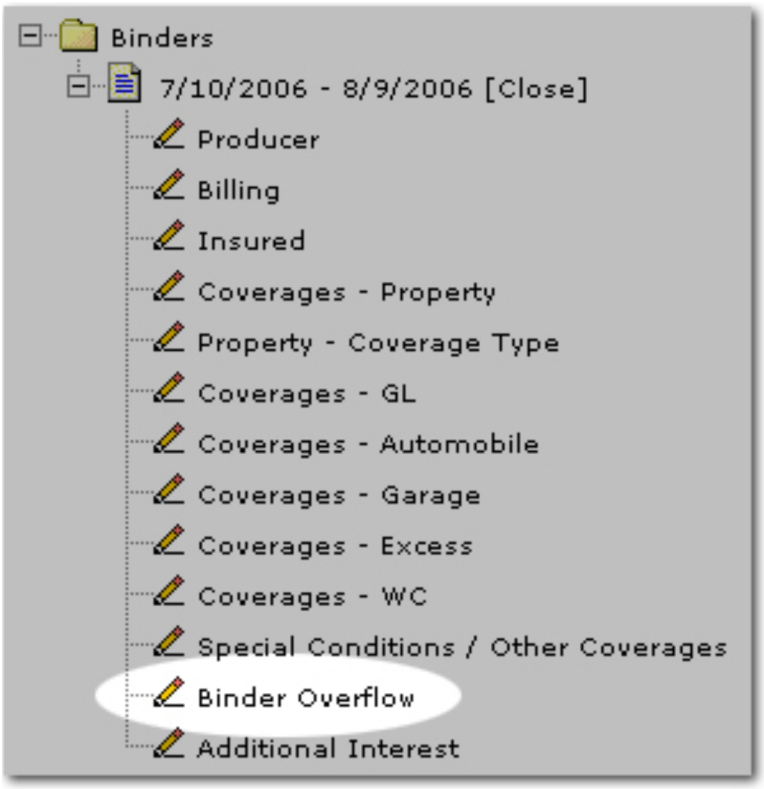
Binder

Source: **ACORD 127 CA** Target: **ACORD 75s**

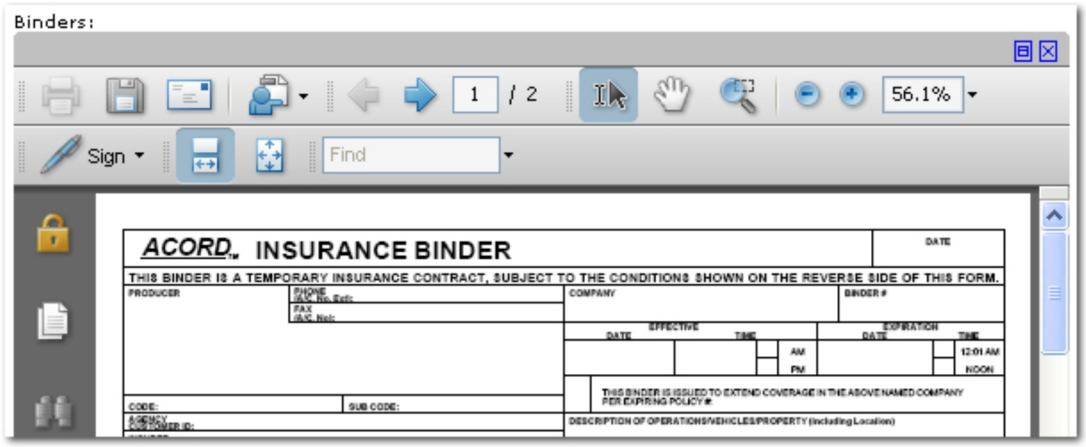
| Select | Source Section | Source Label | Target Section | Target Label |
|---|---|---|---|---|
| ☑ | Coverages - Auto - Liability | Liability - (1) Any Auto | Coverages - Automobile | Any Auto |
| ☑ | Coverages - Auto - Liability | Liability - (2) All Owned Autos | Coverages - Automobile | All Owned Autos |
| ☑ | Coverages - Auto - Liability | Liability - (3) Owned Private Passenger Autos Only | Binder Overflow | |
| ☑ | Coverages - Auto - Liability | Liability - (4) Owned Autos Other than Private Passenger | Binder Overflow | |
| ☑ | Coverages - Auto - Liability | Liability - (7) Autos Specified on Schedule | Coverages - Automobile | Scheduled Autos |
| ☑ | Coverages - Auto - Liability | Liability - (8) Hired Autos Only | Coverages - Automobile | Hired Autos Only |
| ☑ | Coverages - Auto - Liability | Liability - (9) Non-Owned Autos | Coverages - Automobile | Non-owned Autos |
| ☑ | Coverages - Auto - Liability | Liability Type | Binder Overflow | |
| ☑ | Coverages - Auto - Liability | Limit - Liability CSL/BI Each Person | Coverages - Automobile | Bodily Injury (per person) |
| ☑ | Coverages - Auto - Liability | Limit - Uninsured/Underinsured Motorist CSL/BI Each Person | Coverages - Automobile | Combined Single Limit |
| ☑ | Coverages - Auto - Liability | Limit - Liability BI Each Accident | Coverages - Automobile | Bodily Injury (per accident) |
| ☑ | Coverages - Auto - Liability | Limit - Liability Property Damage | Coverages - Automobile | Property Damage |

The data mapping shows what data is being pulled from the source form and where it is being sent to on the target form. When there is no space on the target form, mapped data will be sent to a **Binder Overflow** target section on the binder form.

**Tip:** The **Binder Overflow** information can also be viewed and edited by accessing the section through the navigation tree.




8. In the **Navigation Toolbar**, click **Preview** to preview the binder in PDF. The binder can also be previewed by clicking on the **PDF** icon next to the binder.




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

9. On the **Navigation Toolbar**, click **Post** to post the binder.

   The following conditions apply once the binder has been posted:

   - The **[Close]** option becomes available.
   - The **Abort** option is no longer available.

- The **Remove** icon will be dimmed.
- The **Print** option becomes available.
- **Delivery** option becomes available.
- **Extend** icon becomes available. The binder can be extended until closed.
- **Posted** check box is automatically selected in the policy header.




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

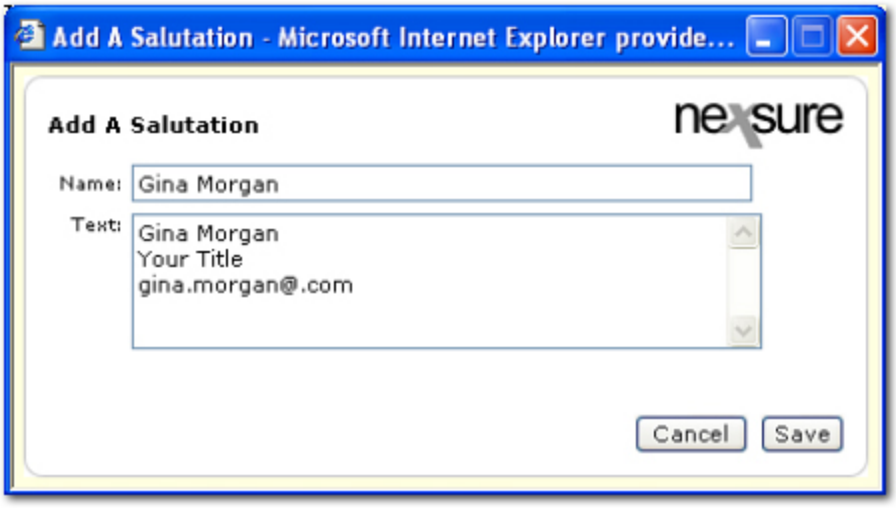
## *Delivering a Binder*

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

**To Deliver a Binder**

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

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




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

b. Click the **employees** tab.

c. Click the **Details** icon next to the employee to be updated with a salutation.

d. Click the **identity** tab.

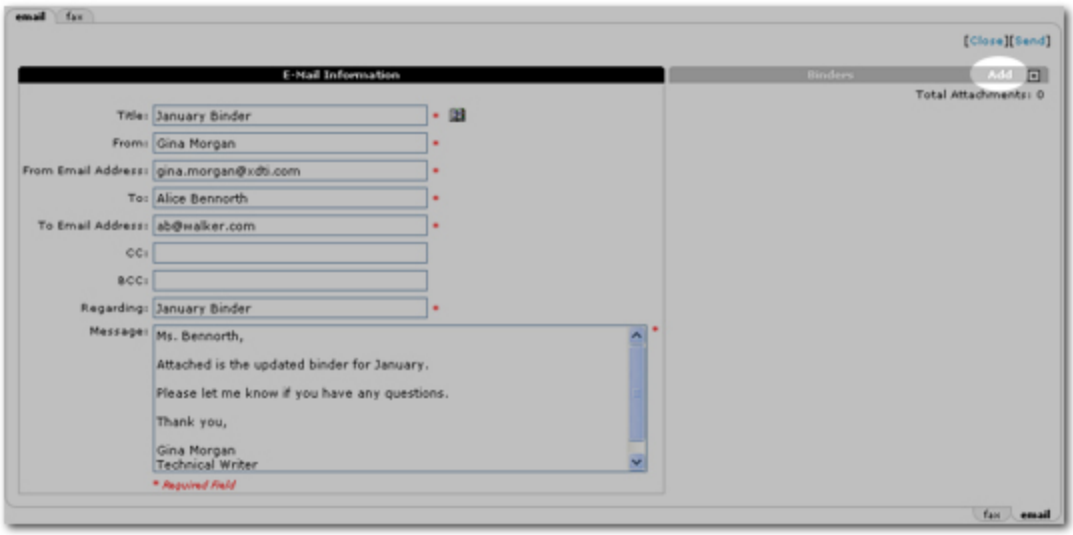
e. On the **identity** tab, click **[add salutation]**. The **Add A Salutation** dialog box is displayed.

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

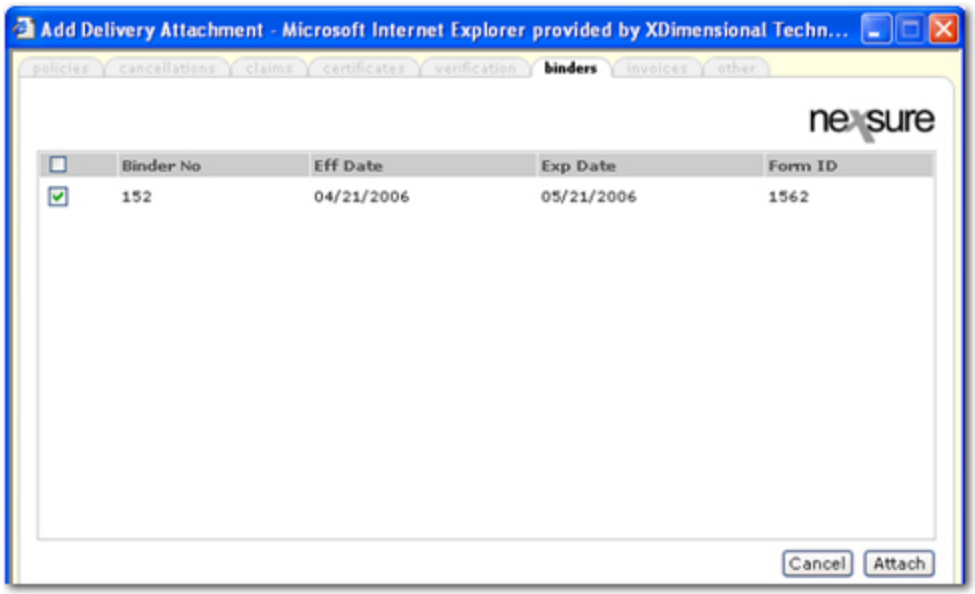
g. In the **Text** box, enter the salutation information.

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

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




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




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

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



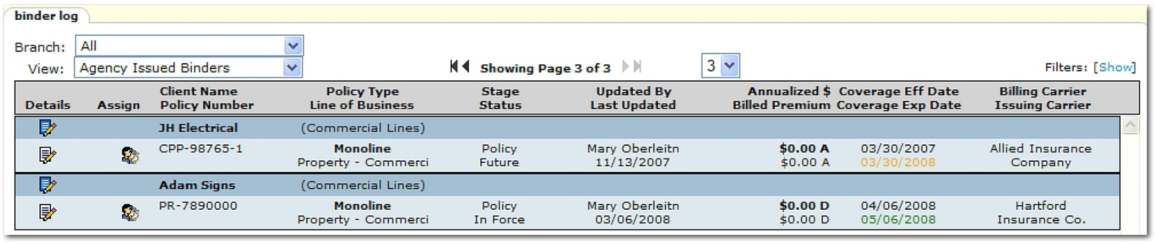

12. Click **[Send]**. The **delivery** tab is again displayed with a summary of the deliveries. In the first column of the summary a **Status** icon is displayed until the email has been successfully sent. Once the email is sent, the **Details** icon is displayed.

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

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

### *Extending a Binder*

Expired binders will appear on the **HOME > BINDER LOG** screen. Notice that the date in the **Coverage Exp Date** column is colored to show if the binder is close to or has expired. The **Details** icon of the policy associated with the open binder is displayed. Click the **Details** icon to display the policy **underwriting** tab or click the blue **Details** icon to display the client **card file** tab.

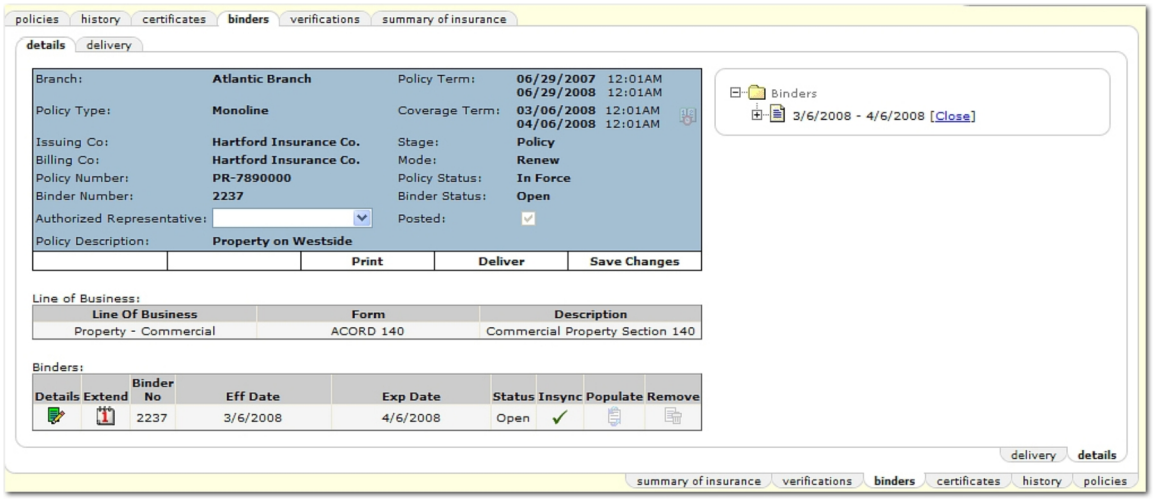



**To Extend a Binder**

1. On the Primary menu, click **SEARCH**.
2. Click the **Details** icon next to the appropriate client.
3. On the Client menu, click **POLICIES**.
4. Click the **binders** tab to display all open binders for the client.



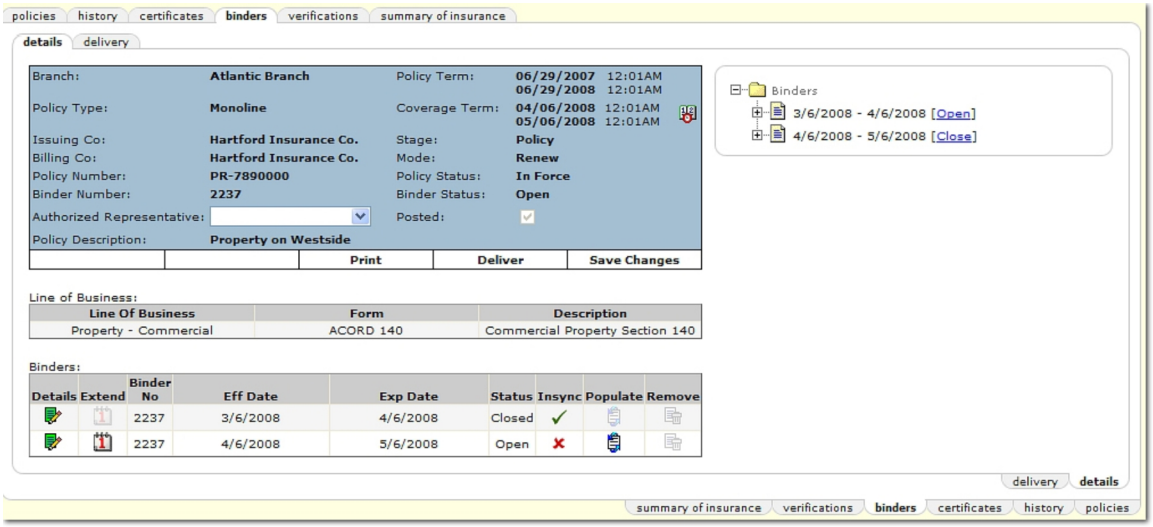

5. Click the **Details** icon on the **binders** tab to open the details of the binder to be extended.




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

6. Click the **Extend** icon. A confirmation dialog box is displayed.

7. In the confirmation dialog box, click **OK** to continue. The original binder term is closed and a new term is created with an **Open** status. The Nexsure default binder term is 30 days. The term default can be changed in Setup.




8. In the **Binders** section, the red ✗ in the **Insync** column denotes the binder extension has not been populated yet. Click the **Populate** icon to populate the binder with the information on the application. The populate disclaimer is displayed.
9. Click **Agree** to activate the **Accept** button.
10. Clicking **Accept** allows Nexsure to populate the binder with the information on the application. The green ✓ in the **Insync** column confirms the successful population of the binder extension with information from the application. Manual changes to the open binder will change the Insync column to display a red ✗.

---

**Note:** If the populate link is initiated after the form has been altered, keep the following in mind: If manual changes are made to fields that contain data that populated from the original LOB application, or that are blank but exist in the original LOB application, when they are repopulated, these data fields will be overwritten with the original LOB data. Any manual changes made to data fields that do not populate from the original LOB will not be overwritten.

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## *Closed Binders*

The following conditions apply to closed binders:

- Binders cannot be closed until they are posted.
- Posted Binders and their extensions cannot be removed.
- The signature can no longer be changed.
- Closed binder iterations may be re-opened. However, **Save Changes** on the **Navigation Tool bar** and the coverage term calendar are not enabled until the binder is re-opened.

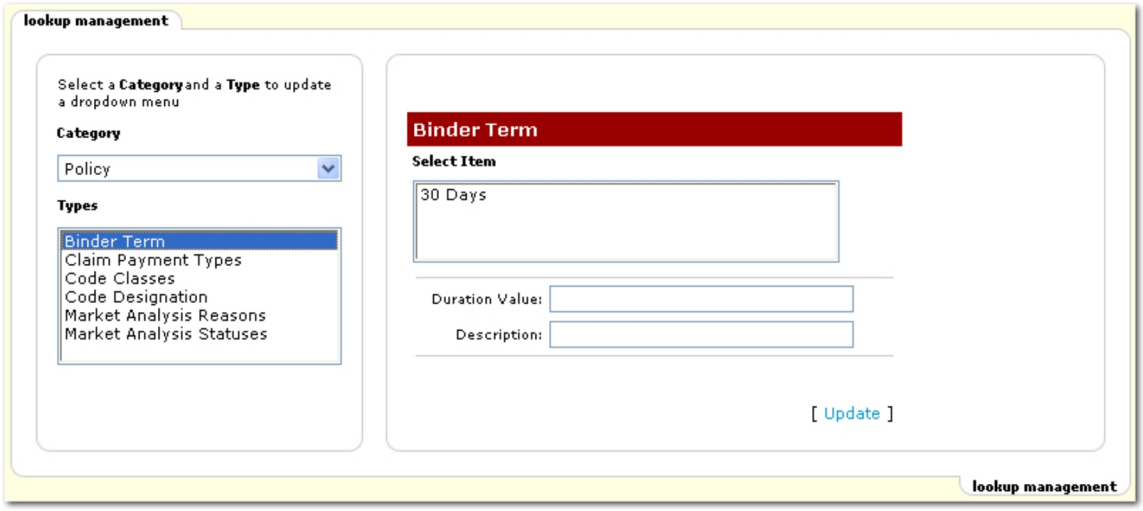
## *Binder Extension Default*

When the **Extend** icon on the binder details screen is clicked, the binder is automatically extended by the number of days specified in the binder term default.

**To Change the Binder Term Default**

The binder term default controls not only the number of days in a binder extension, but also controls the policy coverage term when bound is selected on a marketing policy or a new binder is created.

1. On the Utility menu, click **SETUP**.
2. In the Setup Console, click **Lookup Management**.



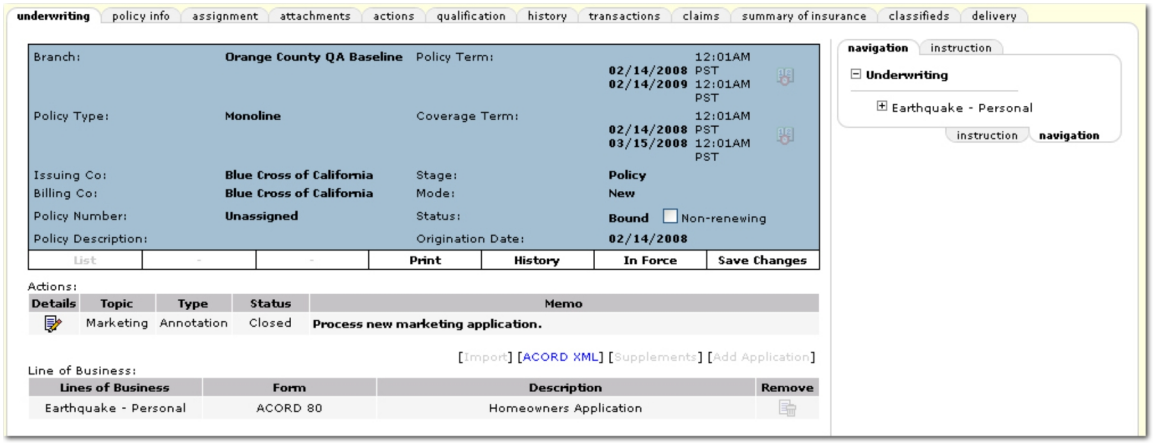

3. In the **Category** list, select **Policy**.
4. In the **Types** box, select **Binder Term**. The **Binder Term** screen is displayed on the right side of the tab.
5. In the **Select Item** box, click the current binder term default. The **Duration Value** and **Description** for the default are displayed in the boxes below.
6. In the **Duration Value** box, enter the duration in days for the new binder extension default. For example, 30, 60, or 90.
7. In the **Description** box, enter a description of the new extension default that will be displayed in the Binder Term screen.
8. Click **[Update]**. The new **Duration Value** and **Description** overwrite the old default.

## *Putting a Bound Policy In Force*

Once a bound policy is put in force, all binders must be closed. Closing the binders will remove them from the **HOME > BINDER LOG** screen.

**To Change a Bound Status to In Force**

1. On the Utility menu, click **HOME**.
2. On the Home menu, click **BINDER LOG**. Use the search filters on the **binder log** tab to find the appropriate policies.
3. Click the **Details** icon next to the appropriate binder. The **underwriting** tab is displayed.




4. On the **Navigation Toolbar**, click **In Force**. A confirmation dialog box is displayed.




5. In the confirmation dialog box, click **OK** to confirm that all binders can be closed and the policy can be placed in force. An **Action Items** dialog box is displayed. A new action may be added if necessary.

**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.

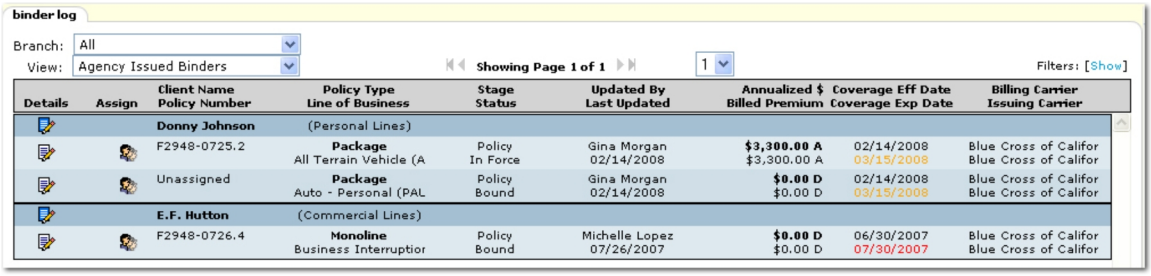
## *Searching for Bound Policies*

Policies without a binder but with a status of **Bound** will be displayed on the **HOME > BINDER LOG** screen.

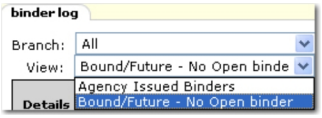
**To Search for Bound Policies**

1. Click **HOME > BINDER LOG**. The default view for the staff member will be displayed without date restrictions. The default value in the **View** list is **Agency Issued Binders** which gives a listing of policies with an open binder.

**Tip:** Use the **Filters** to search for more binders.

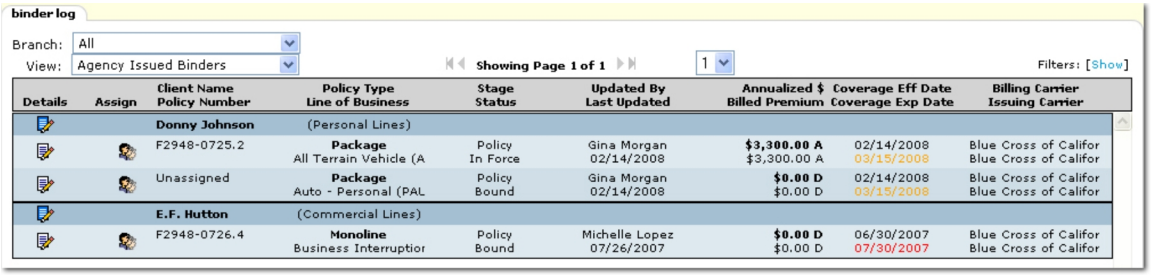



2. To bring up policies with a status of **Future** and / or **Bound** without a binder, click **View** and select **Bound / Future - No Open binders**. This view is used to track carrier issued binders.



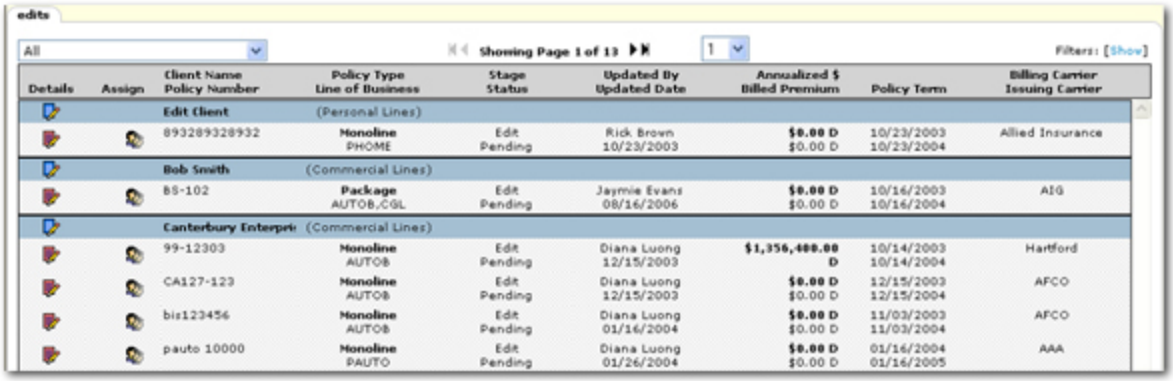

**To Access Bound Policies with an Open Binder**

1. Click **HOME > BINDER LOG** to bring up the default view for the staff member without date restrictions. The default value in the **View** list is **Agency Issued Binders**.

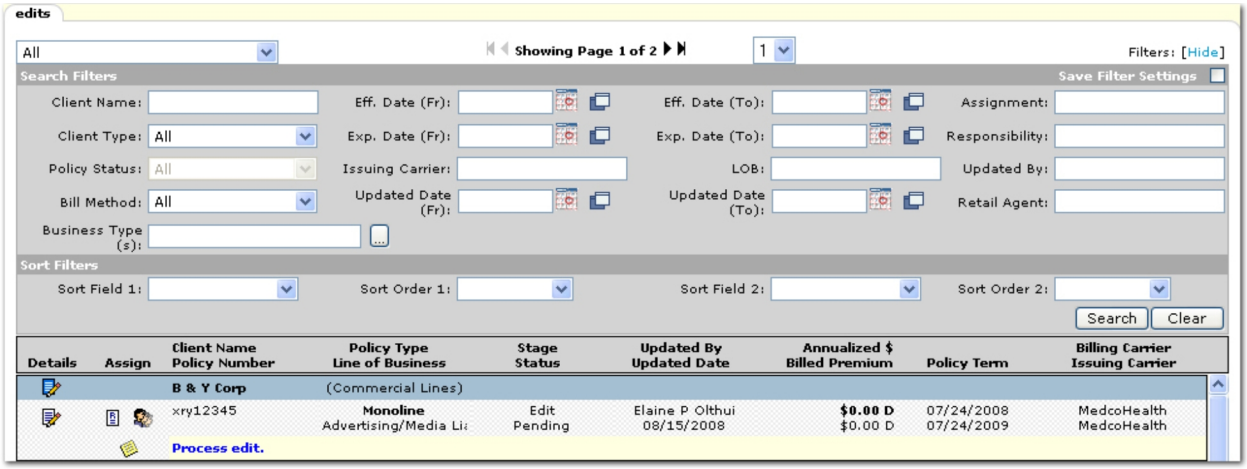



## *Edits*

An edit is an internal change or correction made by on an in-force policy that does not require notification to the carrier. The **HOME > Edits** tab shows all in-force polices that have a pending edit status. A pending edit remains on the **HOME > Edits** tab until the edit has been posted or aborted. For information on editing a policy see **SERVICING > Edit**.

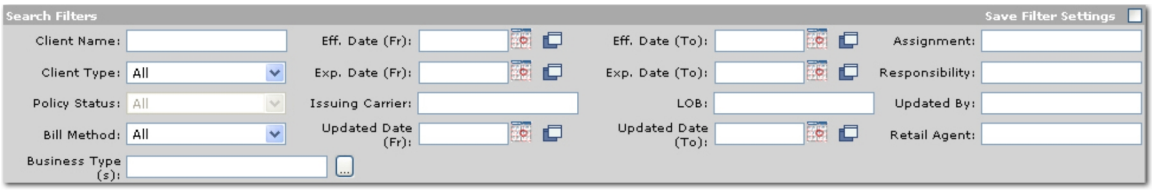


Policies that are restricted are displayed only if the person logged on is assigned to them. All other non-restricted policies are displayed and can be searched for by all staff members. There are several options when working with policies on the **edits** tab. Notice the options at the top of the **edits** tab and the active icons within the tab.




The following options are available when working on the **edits** tab:

- **Branch:** The **Branch**  list box in the upper left can be used to select a branch, this will narrow the search results. Once a branch is selected, policies with edits tied to the selected branch are displayed.
- **Showing Page:** The **Arrow** icons can be used to navigate through pages of search results.
  - **First Page** icon.
  - **Previous Page** icon.
  - **Next Page** icon.
  - **Last Page** icon.
- **Page List:** Click the **Page List**  arrow to open a list of all search results pages. Select the desired page number to open that page of search results.
- **Search Filters:** Click **[Show]** or **[Hide]** to toggle the **Search Filters** screen.

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

  - **Save Filter Settings:** Selecting the **Save Filter Settings** check box on the **Search Filters** screen and clicking **Search** will change the default **Search Filter** setting. The next time the **edits** tab is opened, the policies returned will be filtered by the saved setting. Exercise caution when using the **Save Filter Settings** check box with a date range as returned policies will be restricted to that date range. As a general rule, check the filter settings each time this tab is accessed.

- **Client Name:** Enter the name of a client to return results that include all policies with pending edits for a particular client. Enter at least one character to narrow the search results. Entering some of the **Client Name** returns a broader result, enter most of the name for more specific results.
- **Client Type:** There are two client types in Nexsure: **Commercial** and **Personal**. The search can be narrowed to make the results returned specific to a commercial or personal client.
- **Policy Status:** The **Policy Status** list appears dimmed as the selection is predetermined as **Pending Edit**.
- **Bill Method:** Select the **Bill Method** that is used for the marketing policy. The available selections are:
  - **All**
  - **Agency Bill**
  - **Direct Bill**
- **Business Type:** Click the **Ellipsis**  button to select a business type for which to search.
- **Eff. Date (Fr):** Click the **Calendar**  icon to select the beginning date in a date range. A date range can be selected to return policies with term effective dates in the date range. Click the **Variable**  icon and enter a variable number of days to set a continuous date range to be used with **Save Filter Settings**. Enter + or - and the number of days up to three digits. The date will then be + (after) or - (before) the current date. Policy term effective dates can be created three ways:
  - If an opportunity was created and sent to marketing, the policy term effective date will default to the **X/BOR Date** of the opportunity.
  - If the marketing submission was created clicking **SERVICING** on the Client menu, the policy term effective date will default to the **Eff. Date** entered on the **servicing** tab.
  - If the marketing submission was created by clicking **MARKETING** on the Client menu, the policy effective date will default to the current date.
- **Exp. Date (Fr):** Click the **Calendar**  icon to select the beginning date in a date range. A date range can be selected to return all policies with term expiration dates in the date range. Click the **Variable**  icon and enter a variable number of days to set a continuous date range to be used with **Save Filter Settings**. Enter + or - and the number of days up to three digits. The date will then be + (after) or - (before) the current date.
- **Issuing Carrier:** An **Issuing Carrier** is the company that issues the policy. Enter at least one character to narrow the search results. Entering some of the **Issuing Carrier** name returns a broader result, enter most of the **Issuing Carrier** name for more specific results.
- **Updated Date (Fr):** Click the **Calendar**  icon to select the beginning date in a date range. A date range can be selected to return all policies with **Updated Dates** in the date range. Click the **Variable**  icon and enter a variable number of days to set a continuous date range to be used with **Save Filter Settings**. Enter + or - and the number of days up to three digits. The date will then be + (after) or - (before) the current date.
- **Eff. Date (To):** Click the **Calendar**  icon to select the ending date in a date range. A date range can be selected to return all policies with term effective dates in the date range. Click the **Variable**  icon and enter a variable number of days to set a continuous date range to be used with **Save Filter**

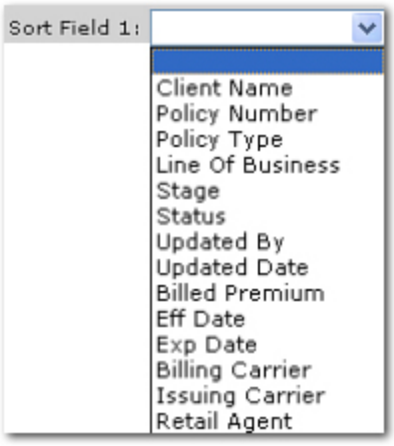
**Settings**. Enter + or - and the number of days up to three digits. The date will then be + (after) or - (before) the current date.

- **Exp. Date (To):** Click the **Calendar** icon to select the ending date in a date range. A date range can be selected to return all policies with term expiration dates in the date range. Click the **Variable** icon and enter a variable number of days to set a continuous date range to be used with **Save Filter Settings**. Enter + or - and the number of days up to three digits. The date will then be + (after) or - (before) the current date.
- **LOB:** Enter the line of business for the policy. Enter at least one character to narrow the search results. Entering some of the line of business title returns broader results, enter most of the line of business for more specific results.
- **Updated Date (To):** Click the **Calendar** icon to select the ending date in a date range. A date range can be selected to return all policies with **Updated Dates** in the date range. Click the **Variable** icon and enter a variable number of days to set a continuous date range to be used with **Save Filter Settings**. Enter + or - and the number of days up to three digits. The date will then be + (after) or - (before) the current date.
- **Assignment:** Enter the name of the person to whom the policy has been assigned. Enter at least one character to narrow the search results. Entering some of the **Assignment** name returns a broader result, enter most or full first and last names for more specific results.
- **Responsibility:** Enter the name of the person with primary responsibility for the policy. Enter at least one character to narrow the search results. Entering some of the **Responsibility** name returns a broader result, enter most or full first and last names for more specific results.
- **Updated By:** Enter the name of the person that last updated the policy. Enter at least one character to narrow the search results. Entering some of the **Updated By** name returns a broader result, enter most or full first and last names for more specific results.
- **Retail Agent:** Retail agents are outside producers that broker business through another agency because they do not have a market. Enter at least one character to narrow the search results. Entering some of the **Retail Agent** name returns a broader result, enter most of the **Retail Agent** name for more specific results.

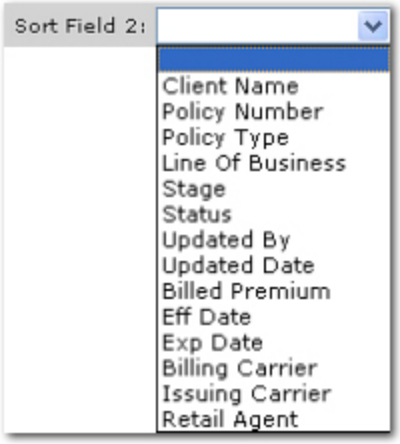
- **Sort Filter:** Use the **Sort Filters** to sort the results of the policy search:




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



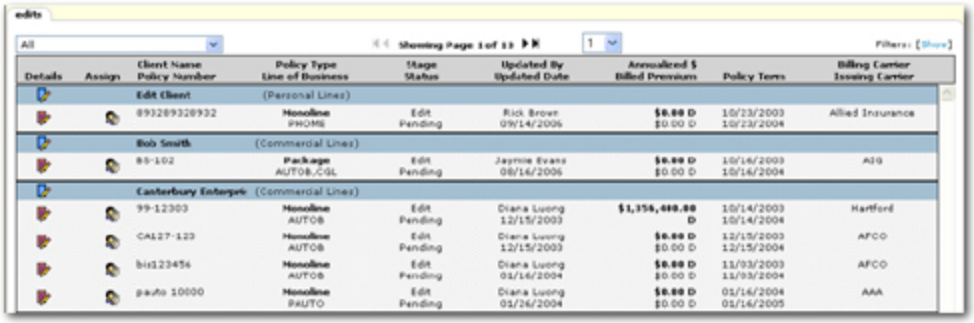

- **Sort Order 1:** Select either **Ascending** or **Descending** to set the order of the policies returned. **Ascending** will set the order from A-Z. **Descending** will set the order from Z-A. The **Sort Field 1** will be the first sort and **Sort Field 2** will be the sub sort.
- **Sort Field 2:**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




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

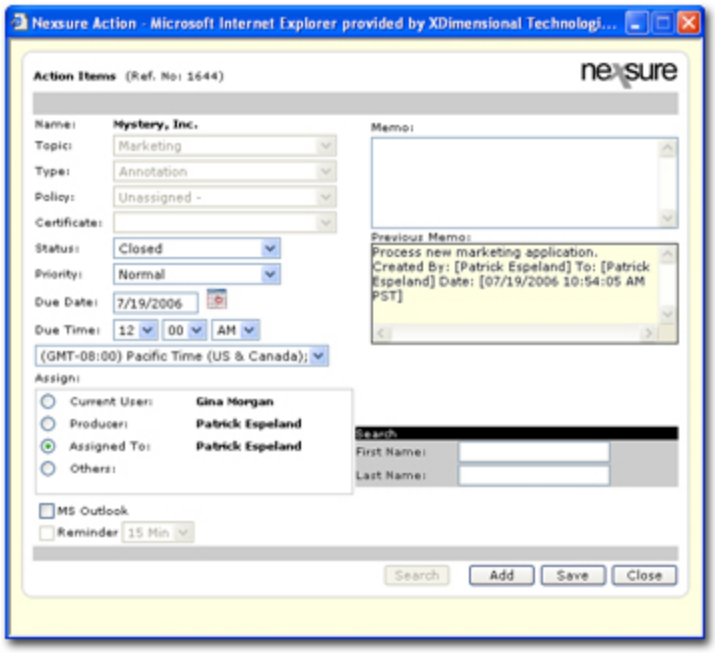
  **Important:** Clicking **Clear** does not remove the **Save Filter Settings** selection.

- **Search:** Click **Search**. The results of the **Search Filter** criteria and **Sort Filter** settings are displayed. A maximum of 2000 records can be returned in the search results.




The following columns are displayed in the edits search results:

- **Details:** There are two types of **Details** icons that will each give access to different information:
  - The blue **Client Details** icon beside the entity name will display the **client profile** tab. Right-clicking the **Client Details** icon will display the following navigation options:
    - **Open:** Opens the client **card file** tab.
    - **Add New Opportunity:** Opens the **Add New Opportunity** dialog box to choose one or more line of business.
    - **Market New Line of Business:** Adds a marketing record with the expiration date of the existing policy as the effective date of the marketing submission and brings up the **Add Line of Business** screen.
  - The **Policy Details** icon will display the **underwriting** tab for that policy. Right-clicking the **Policy Details** icon will display the following navigation options:
    - **Open:** Opens the **underwriting** tab.
    - **Abort Edit:** Aborts this edit.
    - **Post Edit:** Posts this edit.
    - **Print:** Click this link to print the forms associated with the edit.
- **Assign:** Click the **Assign** icon to display the **Assignment List** dialog box with the list of people in the agency assigned to this policy. The **Assignment List** is populated from the **assignment** tab.
- **Action Items:** Click the **Action Items** icon to display the **Action Items** dialog box. The action can then be modified or updated.

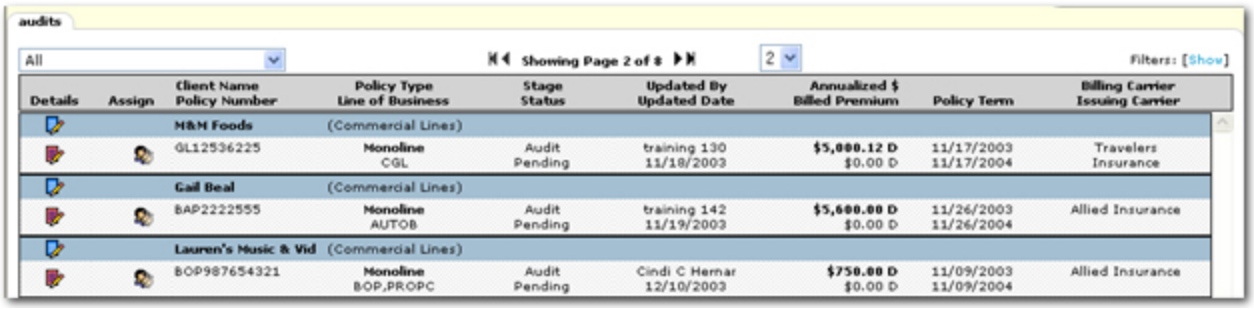



- **Client Name:** If the edit is created for a particular client, the client's name will be displayed as the primary named insured.
- **Policy Number:** If a **Policy Number** has been assigned to the policy, the number will be displayed.
- **Policy Type:** Nexsure identifies policy types on the **underwriting** tab. The **Policy Type** will display as either **Monoline** or **Package**. Holding the cursor over the **Policy Type** will display the information in a larger font for ease of reading. Clicking the item in the summary view will open a display box containing the selected information.
- **Line of Business:** The **Line of Business** the policy was created for. The line of business is identified on the **underwriting** tab. Holding the cursor over the **Line of Business** will display the information in a larger font for ease of reading. Clicking the item in the summary view will open a display box containing the selected information.
- **Stage:** The policy **Stage** will display as **Policy**. The **Stage** is assigned by Nexsure.
- **Status:** The Nexsure assigned **Status** of the policy from the **underwriting** tab is displayed. All possible policy status types are:
  - **In Force**
  - **Received**
  - **Future**
  - **Expired**
  - **Bound**
  - **Reinstated**
  - **Rewritten**
  - **Submitted**
  - **Pending-Cancellation**

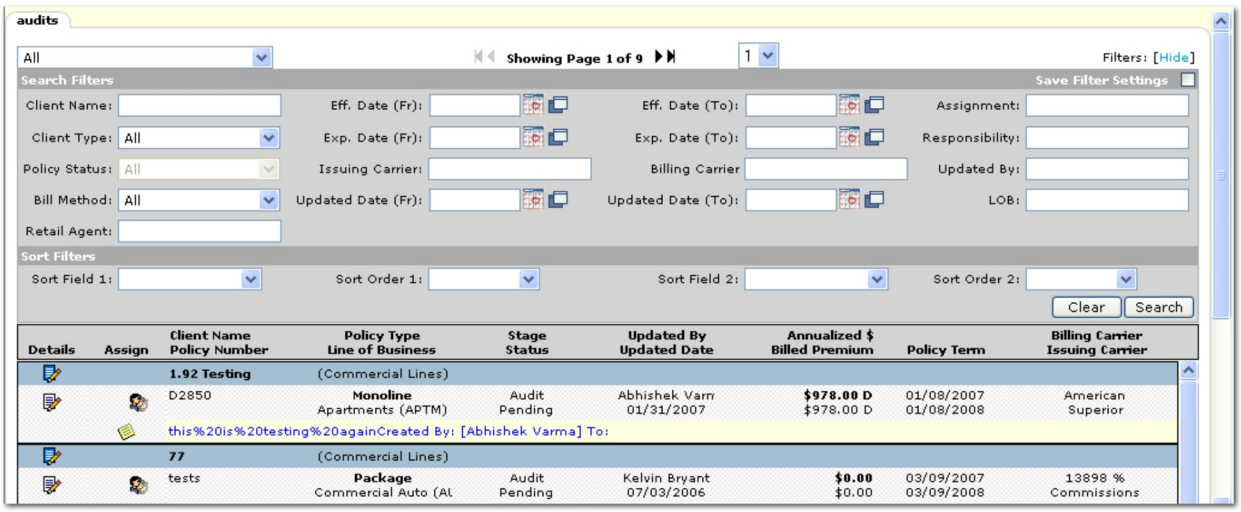
- **Updated By:** Name of the person that last updated the policy.
- **Updated Date:** Date the policy was last updated.
- **Annualized $ / Billed Premium:** The **Annualized $** and **Billed Premium** are determined by Nexsure and display the annualized and billed amounts through posted invoices. The bill type (agency or direct) will be displayed to the right of the premium as an **A** or **D** respectively.
- **Policy Term:** Populated from the effective and expiration date fields on the **underwriting** tab.
- **Billing Carrier:** The **Billing Carrier** is the company who the agency owes money to or who will pay the agency for direct bill policies. The **Billing Carrier** is identified on the **underwriting** tab in the policy header.
- **Issuing Carrier:** An **Issuing Carrier** is the company that issues the policy. The **Issuing Carrier** is identified on the **underwriting** tab in the policy header.

## *Audits*

An audit serves as an examination of the insured's records by the carrier, done after the auditable period, to revise the estimated exposure and premium to reflect the actual exposure and premium. Any policies with unposted audits will appear on the **HOME > audits** tab. For information on posting a new audit, see Posting an Audit.

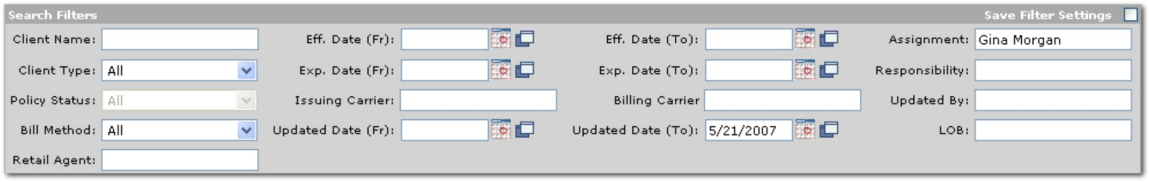



Policies that are restricted are displayed only if the person logged on is assigned to them. All other non-restricted policies are displayed and can be searched for by all staff members. There are several options when working with audits; notice the options at the top of the **audits** tab and the active icons within the tab.




The following options are available when working with audits:

- **Branch:** The **Branch**  list box in the upper left can be used to select a branch, this will narrow the search results. Once a branch is selected, audits tied to the selected branch are displayed.
- **Showing Page:** The **Arrow** icons can be used to navigate through pages of search results.
  - **First Page** icon.
  - **Previous Page** icon.
  - **Next Page** icon.
  - **Last Page** icon.
- **Page List:** Click the **Page List**  arrow to open a list of all search results pages. Select the desired page number to open that page of search results.
- **Search Filters:** Click **[Show]** or **[Hide]** to toggle the **Search Filters** screen.




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

- **Save Filter Settings:** Selecting the **Save Filter Settings** check box on the **Search Filters** screen and clicking **Search** will change the default **Search Filter** setting. The next time the **audits** tab is opened, the policies returned will be filtered by the saved setting. Exercise caution when using the **Save Filter Settings** check box with a date range as returned policies will be restricted to that date range. As a general rule, check the filter settings each time this tab is accessed.
- **Client Name:** Enter the name of a client to return results that include all audits for a particular client. Enter at least one character to narrow the search results. Entering some of the **Client Name** returns a broader result, enter most of the name for more specific results.
- **Client Type:** There are two client types in Nexsure: **Commercial** and **Personal**. The search can be narrowed to make the results returned specific to a commercial or personal client.
- **Policy Status:** The **Policy Status** list appears dimmed as the selection is predetermined as **Pending Audit**.
- **Bill Method:** Select the **Bill Method** that is used for the policy. The available selections are:
  - **All**
  - **Agency Bill**
  - **Direct Bill**
- **Retail Agent:** Retail agents are outside producers that broker business through another agency because they do not have a market. Enter at least one character to narrow the search results. Entering some of the **Retail Agent** name returns a broader result, enter most of the **Retail Agent** name for more specific results.

- **Eff. Date (Fr):** Click the **Calendar** icon to select the beginning date in a date range. A date range can be selected to return policies with term effective dates in the date range. Click the **Variable** icon and enter a variable number of days to set a continuous date range to be used with **Save Filter Settings**. Enter + or - and the number of days up to three digits. The date will then be + (after) or - (before) the current date. Policy term effective dates can be created three ways:
  - If an opportunity was created and sent to marketing, the policy term effective date will default to the **X/BOR Date** of the opportunity.
  - If the marketing submission was created clicking **SERVICING** on the Client menu, the policy term effective date will default to the **Eff. Date** entered on the **servicing** tab.
  - If the marketing submission was created by clicking **MARKETING** on the Client menu, the policy effective date will default to the current date.
- **Exp. Date (Fr):** Click the **Calendar** icon to select the beginning date in a date range. A date range can be selected to return all policies with term expiration dates in the date range. Click the **Variable** icon and enter a variable number of days to set a continuous date range to be used with **Save Filter Settings**. Enter + or - and the number of days up to three digits. The date will then be + (after) or - (before) the current date.
- **Issuing Carrier:** An **Issuing Carrier** is the company that issues the policy. Enter at least one character to narrow the search results. Entering some of the **Issuing Carrier** name returns a broader result, enter most of the **Issuing Carrier** name for more specific results.
- **Updated Date (Fr):** Click the **Calendar** icon to select the beginning date in a date range. A date range can be selected to return all policies with **Updated Dates** in the date range. Click the **Variable** icon and enter a variable number of days to set a continuous date range to be used with **Save Filter Settings**. Enter + or - and the number of days up to three digits. The date will then be + (after) or - (before) the current date.
- **Eff. Date (To):** Click the **Calendar** icon to select the ending date in a date range. A date range can be selected to return all policies with term effective dates in the date range. Click the **Variable** icon and enter a variable number of days to set a continuous date range to be used with **Save Filter Settings**. Enter + or - and the number of days up to three digits. The date will then be + (after) or - (before) the current date.
- **Exp. Date (To):** Click the **Calendar** icon to select the ending date in a date range. A date range can be selected to return all policies with term expiration dates in the date range. Click the **Variable** icon and enter a variable number of days to set a continuous date range to be used with **Save Filter Settings**. Enter + or - and the number of days up to three digits. The date will then be + (after) or - (before) the current date.
- **Billing Carrier:** The **Billing Carrier** is the company who the agency owes money to or who will pay the agency for direct bill policies. Enter at least one character to narrow the search results. Entering some of the **Billing Carrier** name returns a broader result, enter most of the **Billing Carrier** name for more specific results.
- **Updated Date (To):** Click the **Calendar** icon to select the ending date in a date range. A date range can be selected to return all policies with **Updated Dates** in the date range. Click the **Variable** icon and enter a variable number of days to set a continuous date range to be used with **Save Filter Set-**

**tings**. Enter + or - and the number of days up to three digits. The date will then be + (after) or - (before) the current date.

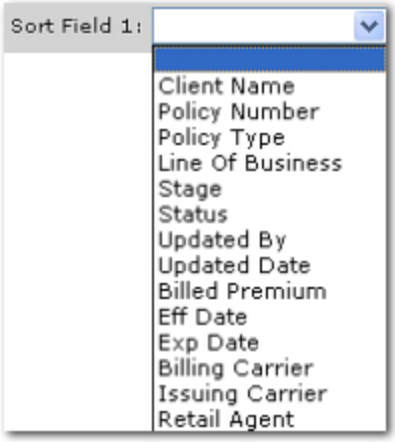
- **Assignment:** Enter the name of the person to whom the policy has been assigned. Enter at least one character to narrow the search results. Entering some of the **Assignment** name returns a broader result, enter most or full first and last names for more specific results.
- **Responsibility:** Enter the name of the person with primary responsibility for the policy. Enter at least one character to narrow the search results. Entering some of the **Responsibility** name returns a broader result, enter most or full first and last names for more specific results.
- **Updated By:** Enter the name of the person that last updated the policy. Enter at least one character to narrow the search results. Entering some of the **Updated By** name returns a broader result, enter most or full first and last names for more specific results.
- **LOB:** Enter the line of business for the policy. Enter at least one character to narrow the search results. Entering some of the line of business title returns broader results, enter most of the line of business for more specific results.

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

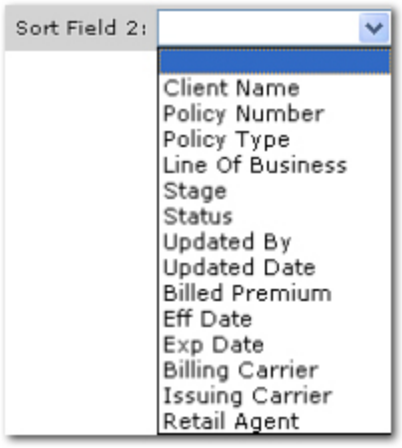



The options available on the **Sort Filters** screen are:

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



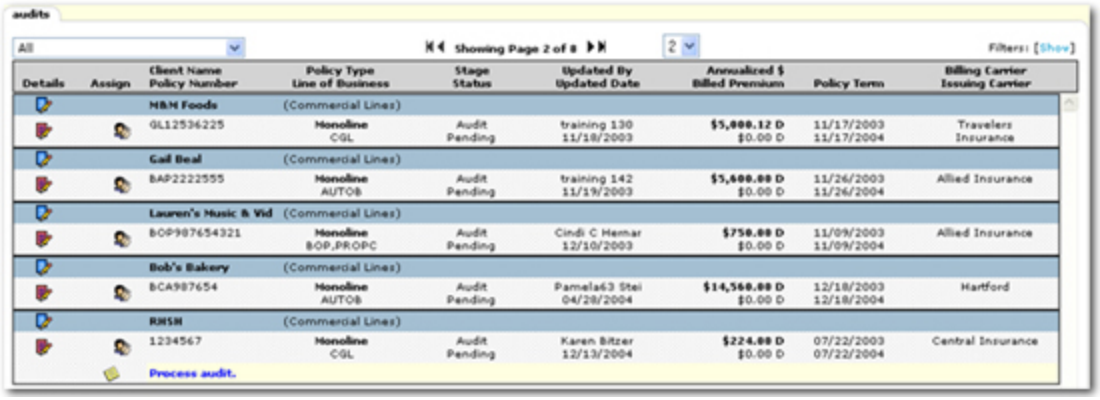

- **Sort Order 1:** Select either **Ascending** or **Descending** to set the order of the policies returned. **Ascending** will set the order from A-Z. **Descending** will set the order from Z-A. The **Sort Field 1** will be the first sort and **Sort Field 2** will be the sub sort.
- **Sort Field 2:**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




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

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

- **Search:** Click **Search**. The results of the **Search Filter** criteria and **Sort Filter** settings are displayed. A maximum of 2000 records can be returned in the search results.

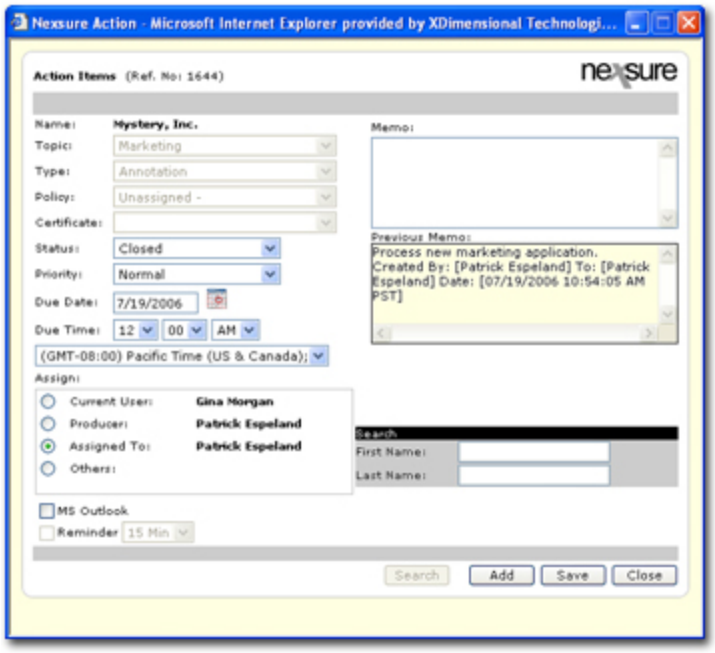



The following columns are displayed in the audit search results:

- **Details:** There are two types of **Details** icons that will each give access to different information:
  - The blue **Client Details** icon beside the entity name will display the **client profile** tab. Right-clicking the **Client Details** icon will display the following navigation options:
    - **Open:** Opens the client **card file** tab. Opens the **Add New Opportunity** dialog box to choose one or more line of business.
    - **Add New Opportunity:** Opens the **Add New Opportunity** dialog box to choose a line of business.
    - **Market New Line of Business:** Adds a marketing record with the expiration date of the existing policy as the effective date of the marketing submission and brings up the **Add Line of Business** screen.

- The **Policy Details** icon will display the **underwriting** tab for that policy. Right-clicking the **Policy Details** icon will display the following navigation options:
  - **Open:** Opens the **underwriting** tab.
  - **Abort Audit:** Aborts this audit.
  - **Post Audit:** Posts this audit.
  - **Print:** Click this link to print the forms associated with the audit.
  - **Service:** Opens the **servicing** tab allowing a service option to be selected while maintaining this policy as the policy being serviced.

- **Assign:** Click the **Assign** icon to display the **Assignment List** dialog box with the list of people in the agency assigned to this policy. The **Assignment List** is populated from the **assignment** tab.
- **Action Items:** Click the **Action Items** icon to display the **Action Items** dialog box. The action can then be modified or updated.




- **Client Name:** If the edit is created for a particular client, the client's name will be displayed as the primary named insured.
- **Policy Number:** If a **Policy Number** has been assigned to the policy, the number will be displayed.
- **Policy Type:** Nexsure identifies policy types on the **underwriting** tab. The **Policy Type** will display as either **Monoline** or **Package**. Holding the cursor over the **Policy Type** will display the information in a larger font for ease of reading. Clicking the item in the summary view will open a display box containing the selected information.
- **Line of Business:** The **Line of Business** the policy was created for. The line of business is identified on the **underwriting** tab. Holding the cursor over the **Line of Business** will display the information in a larger font

for ease of reading. Clicking the item in the summary view will open a display box containing the selected information.

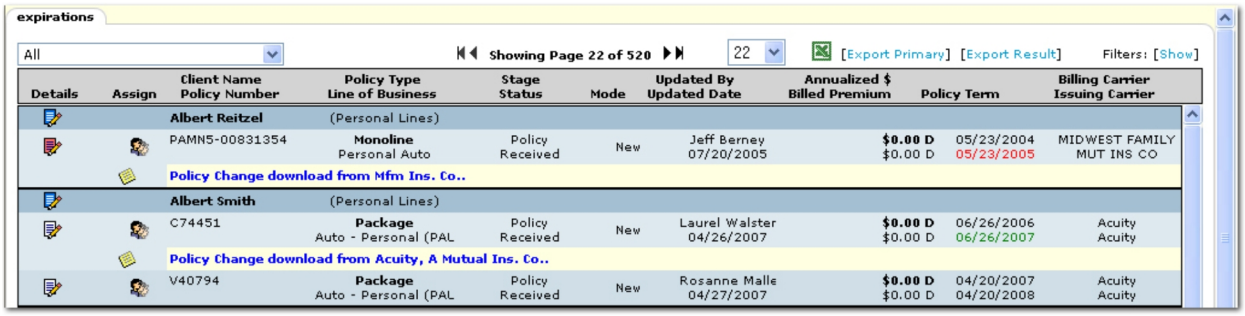
- **Stage:** The policy **Stage** will display as **Policy**. The **Stage** is assigned by Nexsure.
- **Status:** The Nexsure assigned **Status** of the policy from the **underwriting** tab is displayed. All possible policy status types are:
  - **In Force**
  - **Received**
  - **Future**
  - **Expired**
  - **Bound**
  - **Reinstated**
  - **Rewritten**
  - **Submitted**
  - **Pending-Cancellation**
- **Updated By:** Name of the person that last updated the policy.
- **Updated Date:** Date the policy was last updated.
- **Annualized $ / Billed Premium:** The **Annualized $** and **Billed Premium** are determined by Nexsure and display the annualized and billed amounts through posted invoices. The bill type (agency or direct) will be displayed to the right of the premium as an **A** or **D** respectively.
- **Policy Term:** Populated from the effective and expiration date fields on the **underwriting** tab.
- **Billing Carrier:** The **Billing Carrier** is the company who the agency owes money to or who will pay the agency for direct bill policies. The **Billing Carrier** is identified on the **underwriting** tab in the policy header.
- **Issuing Carrier:** An **Issuing Carrier** is the company that issues the policy. The **Issuing Carrier** is identified on the **underwriting** tab in the policy header.

## *Expirations*

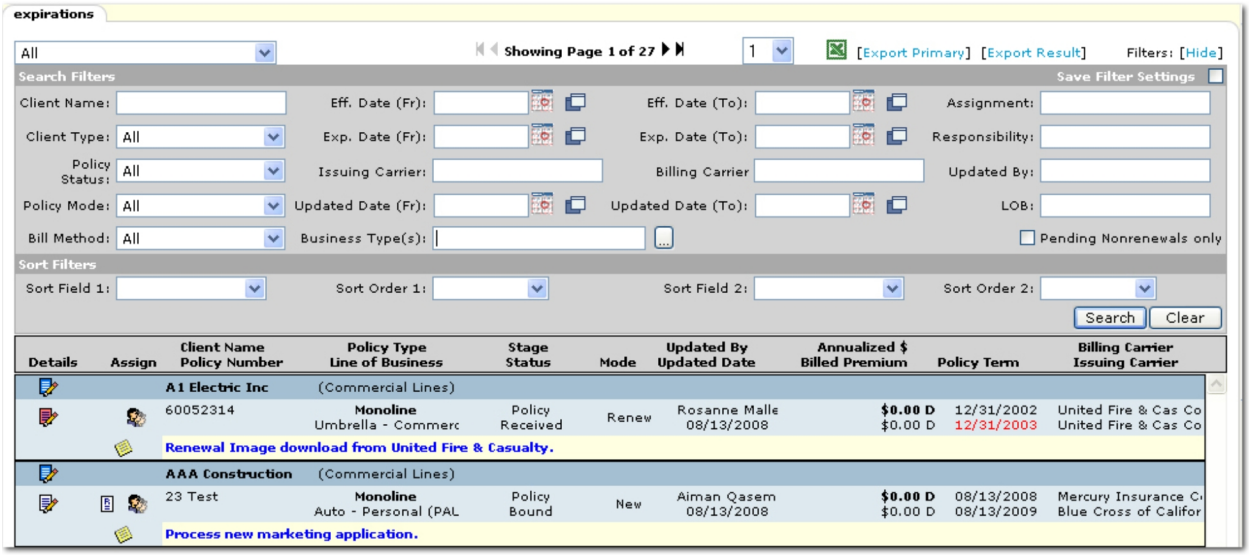
All in-force policies and expired policies not yet sent to history can be found and tracked from **HOME > EXPIRATIONS** link. The **expirations** tab is used to generate renewal lists (by using the search filter) for the agency. Once a policy is no longer in force and is sent to history, it is removed from the **expirations** tab.

When the policy has been renewed, Nexsure removes the policy from the **expirations** tab automatically. For information on renewing expired policies, see **Servicing > Renewals**.

**Note:** Although a maximum of 2000 records can be returned in a search, up to 5000 records can be exported.




Policies that are restricted are displayed only if the person logged on is assigned to them. All other non-restricted policies are displayed and can be searched for by all staff members. There are several options when working with policies on the **expirations** tab. Notice the options at the top of the **expirations** tab and the active icons within the tab.




The following options are available when working on the **expirations** tab:

- **Branch:** The **Branch** All list box in the upper left can be used to select a branch, this will narrow the search results. Once a branch is selected, expirations tied to the selected branch are displayed.
- **Showing Page:** The **Arrow** icons can be used to navigate through pages of search results.
  - **First Page** icon.
  - **Previous Page** icon.
  - **Next Page** icon.
  - **Last Page** icon.
- **Page List:** Click the **Page List** 1 arrow to open a list of all search results pages. Select the desired page number to open that page of search results.

- **Export**: Click **[Export]** to generate a Microsoft® Excel® spreadsheet from the expirations displayed on the screen. Exporting to Excel can help to manage large amounts of records that can be returned by using Excel's search, sort, and print capabilities. A maximum of 5000 records can be exported.

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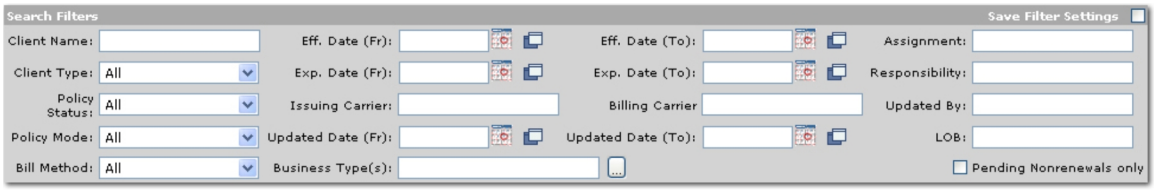
**Note:** If exported policy numbers are longer than 12 characters, those number may need to be reformatted after exporting them to Excel. By default, Excel uses the scientific notation format for numbers longer than 12 characters. For example, when 1231231231234 is entered in a cell, Excel displays 1.23123E+12. No matter how large the cell width, Excel still displays a number larger then 12 characters in scientific notation.

---

To reformat numbering in the cells, do the following:

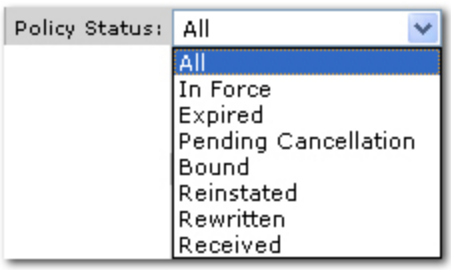
1. Select the cells that will hold the larger values and right-click the selection.
2. Select **Format Cells**.
3. In the **Number** tab, select the desired format (e.g., Number).
4. Click **OK**. Now when values are entered that have more than 12 characters they will be shown in the format selected.

- **Search Filters:** Click **[Show]** or **[Hide]** to toggle the **Search Filters** screen.




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

- **Save Filter Settings:** Selecting the **Save Filter Settings** check box on the **Search Filters** screen and clicking **Search** will change the default **Search Filter** setting. The next time the **expirations** tab is opened, the policies returned will be filtered by the saved setting. Exercise caution when using the **Save Filter Settings** check box with a date range as returned policies will be restricted to that date range. As a general rule, check the filter settings each time this tab is accessed.
- **Client Name:** Enter the name of a client to return results that include all policies with expirations for a particular client. Enter at least one character to narrow the search results. Entering some of the **Client Name** returns a broader result, enter most of the name for more specific results.
- **Client Type:** There are two client types in Nexsure: **Commercial** and **Personal**. The search can be narrowed to make the results returned specific to a commercial or personal client.
- **Policy Status:** Select a **Policy Status**. The available selections are:




For more information about each status type see Marketing and Policy Status Types

- **Policy Mode:** Select a **Mode** from list. The available selections are:
  - **All**
  - **New**
  - **New on Existing**
  - **Renew**
  - **Re-New-Co**

  For more information about each mode type see Policy Code Definitions
- **Bill Method:** Select the **Bill Method** that is used for the policy. The available selections are:
  - **All**
  - **Agency Bill**
  - **Direct Bill**
- **Eff. Date (Fr):** Click the **Calendar** icon to select the beginning date in a date range. A date range can be selected to return policies with term effective dates in the date range. Click the **Variable** icon and enter a variable number of days to set a continuous date range to be used with **Save Filter Settings**. Enter + or - and the number of days up to three digits. The date will then be + (after) or - (before) the current date. Policy term effective dates can be created three ways:
  - If an opportunity was created and sent to marketing, the policy term effective date will default to the **X/BOR Date** of the opportunity.
  - If a marketing submission was created clicking **SERVICING** on the Client menu, the policy term effective date will default to the **Eff. Date** entered on the **servicing** tab.
  - If a marketing submission was created by clicking **MARKETING** on the Client menu, the policy effective date will default to the current date.
- **Exp. Date (Fr):** Click the **Calendar** icon to select the beginning date in a date range. A date range can be selected to return all policies with term expiration dates in the date range. Click the **Variable** icon and enter a variable number of days to set a continuous date range to be used with **Save Filter Settings**. Enter + or - and the number of days up to three digits. The date will then be + (after) or - (before) the current date.
- **Issuing Carrier:** An **Issuing Carrier** is the company that issues the policy. Enter at least one character to narrow the search results. Entering some of the **Issuing Carrier** name returns a broader result, enter most of the **Issuing Carrier** name for more specific results.
- **Updated Date (Fr):** Click the **Calendar** icon to select the beginning date in a date range. A date range can be selected to return all policies with **Updated Dates** in the date range. Click the **Variable** icon and enter a variable number of days to set a continuous date range to be used with **Save Filter Settings**. Enter + or - and the number of days up to three digits. The date will then be + (after) or - (before) the current date.
- **Business Type:** Click the **Ellipsis** button to select a business type for which to search.

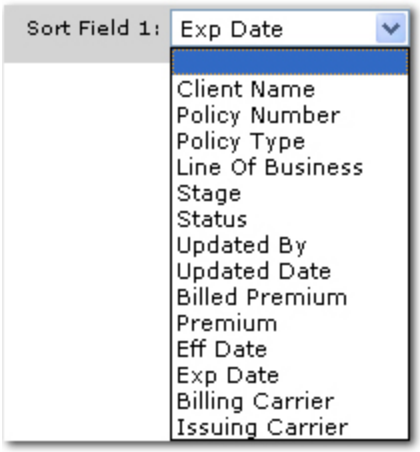
- **Eff. Date (To):** Click the **Calendar** icon to select the ending date in a date range. A date range can be selected to return all policies with term effective dates in the date range. Click the **Variable** icon and enter a variable number of days to set a continuous date range to be used with **Save Filter Settings**. Enter + or - and the number of days up to three digits. The date will then be + (after) or - (before) the current date.
- **Exp. Date (To):** Click the **Calendar** icon to select the ending date in a date range. A date range can be selected to return all policies with term expiration dates in the date range.
- **Billing Carrier:** The **Billing Carrier** is the company who the agency owes money to or who will pay the agency for direct bill policies. Enter at least one character to narrow the search results. Entering some of the **Billing Carrier** name returns a broader result, enter most of the **Billing Carrier** name for more specific results.
- **Updated Date (To):** Click the **Calendar** icon to select the ending date in a date range. A date range can be selected to return all policies with **Updated Dates** in the date range. Click the **Variable** icon and enter a variable number of days to set a continuous date range to be used with **Save Filter Settings**. Enter + or - and the number of days up to three digits. The date will then be + (after) or - (before) the current date.
- **Assignment:** Enter the name of the person to whom the policy has been assigned. Enter at least one character to narrow the search results. Entering some of the **Assignment** name returns a broader result, enter most or full first and last names for more specific results.
- **Responsibility:** Enter the name of the person with primary responsibility for the policy. Enter at least one character to narrow the search results. Entering some of the **Responsibility** name returns a broader result, enter most or full first and last names for more specific results.
- **Updated By:** Enter the name of the person that last updated the policy. Enter at least one character to narrow the search results. Entering some of the **Updated By** name returns a broader result, enter most or full first and last names for more specific results.
- **LOB:** Enter the line of business for the policy. Enter at least one character to narrow the search results. Entering some of the line of business title returns broader results, enter most of the line of business for more specific results.
- **Pending Non-renewals Only:** Selecting the check box beside **Pending Non-renewals Only** and searching will return all policies that are not in history but flagged as a non-renewal.

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

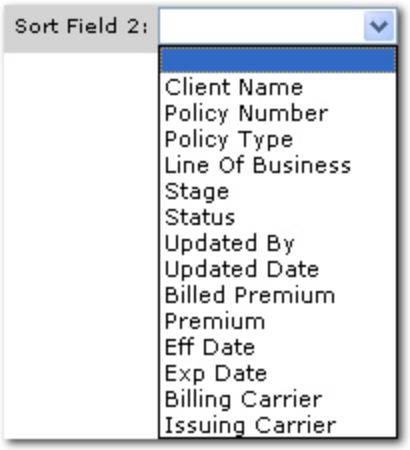



The options available on the **Sort Filters** screen are:

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



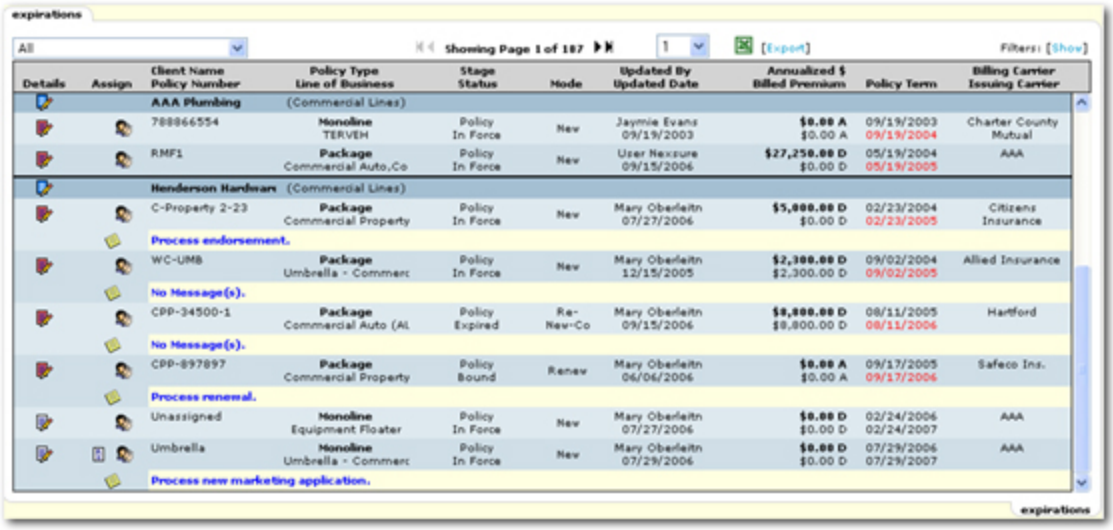

- **Sort Order 1:** Select either **Ascending** or **Descending** to set the order of the policies returned. **Ascending** will set the order from A-Z. **Descending** will set the order from Z-A. The **Sort Field 1** will be the first sort and **Sort Field 2** will be the sub sort.
- **Sort Field 2:**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




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

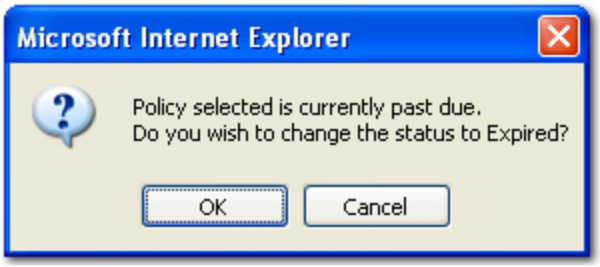
  **Important:** Clicking **Clear** does not remove the **Save Filter Settings** selection.

- **Search:** Click **Search**. The results of the **Search Filter** criteria and **Sort Filter** settings are displayed. A maximum of 2000 records can be returned in the search results.




The following columns are displayed in the expirations search results:

- **Details:** There are three types of **Details** icons that will each give access to different information:
  - The blue **Client Details** icon beside the entity name will display the **client profile** tab. Right-clicking the **Client Details** icon will display the following navigation options:
    - **Open:** Opens the client **card file** tab. Opens the **Add New Opportunity** dialog box to choose a line of business.
    - **Add New Opportunity:** Opens the **Add New Opportunity** dialog box to choose one or more line of business.
    - **Market New Line of Business:** Adds a marketing record with the expiration date of the existing policy as the effective date of the marketing submission and brings up the **Add Line of Business** screen.
  - The red **Details** icon beside the entity name will display the change status dialog box. Click **OK** to change the status of the policy to **Expired**.



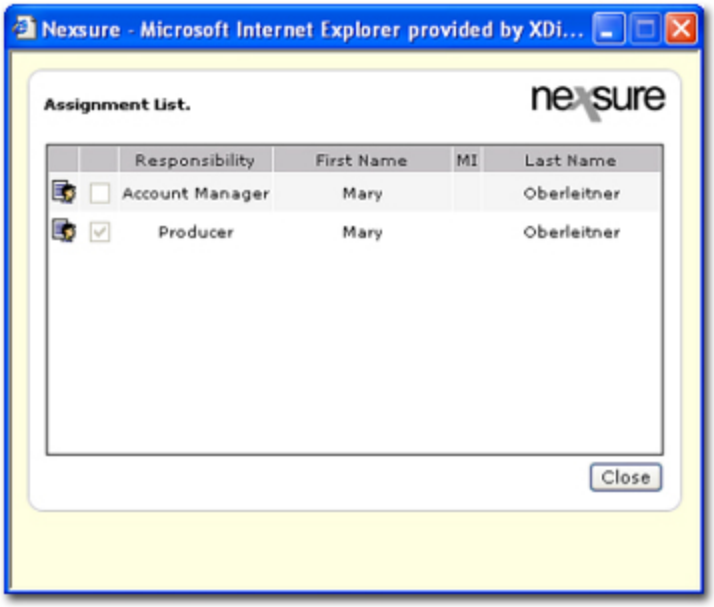

Right-clicking the red **Details** icon will display the following navigation options:

- **Open:** Opens the **underwriting** tab.
- **Market Existing:** Copies the forms and adds to marketing with the expiration date of the submission as the effective date to create a new marketing submission.
- **Print:** Click this link to print the forms associated with the policy.

- **Renew:** Selects this version of the policy to renew. There is no opportunity to select policies from marketing, split or combine policies.
- **Send to History:** Opens the **underwriting** tab and the Reasons window to select identifying why the policy is being sent to history.
- **Service:** Opens the **servicing** tab allowing a service option to be selected while maintaining this policy as the policy being serviced.

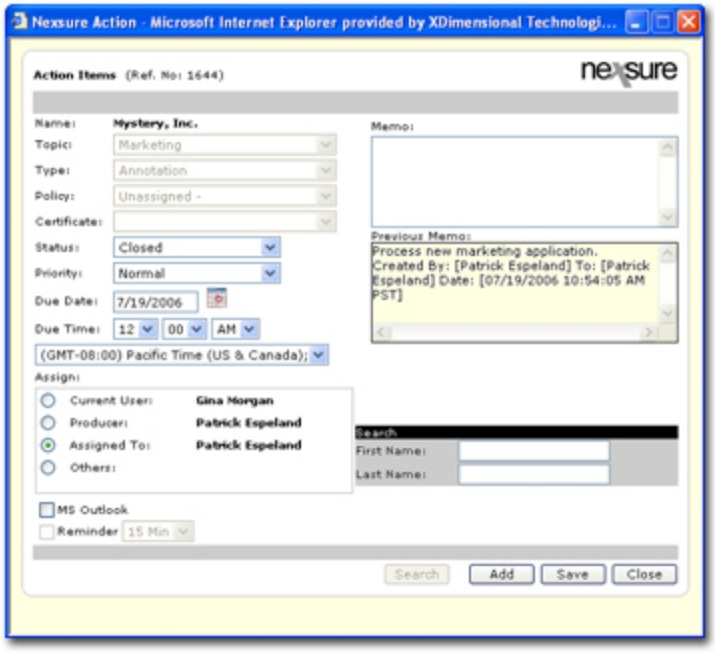
- The **Policy Details** icon will display the **underwriting** tab for that policy. Right-clicking the **Policy Details** icon will display the following navigation options:
  - **Open:** Opens the **underwriting** tab.
  - **Market Existing:** Copies the forms and adds to marketing with the expiration date of the submission as the effective date to create a new marketing submission.
  - **Print:** Click this link to print the forms associated with the policy.
  - **Renew:** Selects this version of the policy to renew. There is no opportunity to select policies from marketing, split or combine policies.
  - **Send to History:** Opens the **underwriting** tab and the Reasons window to select identifying why the policy is being sent to history.
  - **Service:** Opens the **servicing** tab allowing a service option to be selected while maintaining this policy as the policy being serviced.

- **Assign:** Click the **Assign** icon to display the **Assignment List** dialog box with the list of people in the agency assigned to this policy. The **Assignment List** is populated from the **assignment** tab.




- **Retail Agent:** If a **Retail Agent** is associated with the client, the **Retail Agent** icon will be displayed. Click the **Retail Agent** icon to open the **Retail Agent > card file** tab.

- **Action Items:** Click the **Action Items** icon to display the **Action Items** dialog box. The action can then be modified or updated.




- **Client Name:** The client's name will be displayed as the primary named insured. The client's name displays once regardless of the number of expiring policies.
- **Policy Number:** The **Policy Number** will be displayed.
- **Policy Type:** Nexsure identifies policy types on the **underwriting** tab. The **Policy Type** will display as either **Monoline** or **Package**. Holding the cursor over the **Policy Type** will display the information in a larger font for ease of reading. Clicking the item in the summary view will open a display box containing the selected information.
- **Line of Business:** The **Line of Business** the policy was created for. The line of business is identified on the **underwriting** tab. Holding the cursor over the **Line of Business** will display the information in a larger font for ease of reading. Clicking the item in the summary view will open a display box containing the selected information.
- **Stage:** The policy **Stage** will display as **Policy**. The **Stage** is assigned by Nexsure.
- **Status:** The Nexsure assigned **Status** of the policy from the **underwriting** tab is displayed. All possible policy status types are:
  - **In Force**
  - **Received**
  - **Future**
  - **Expired**
  - **Bound**
  - **Reinstated**
  - **Rewritten**

  - **Submitted**
  - **Pending-Cancellation**

    For more information about each status type see Marketing and Policy Status Types

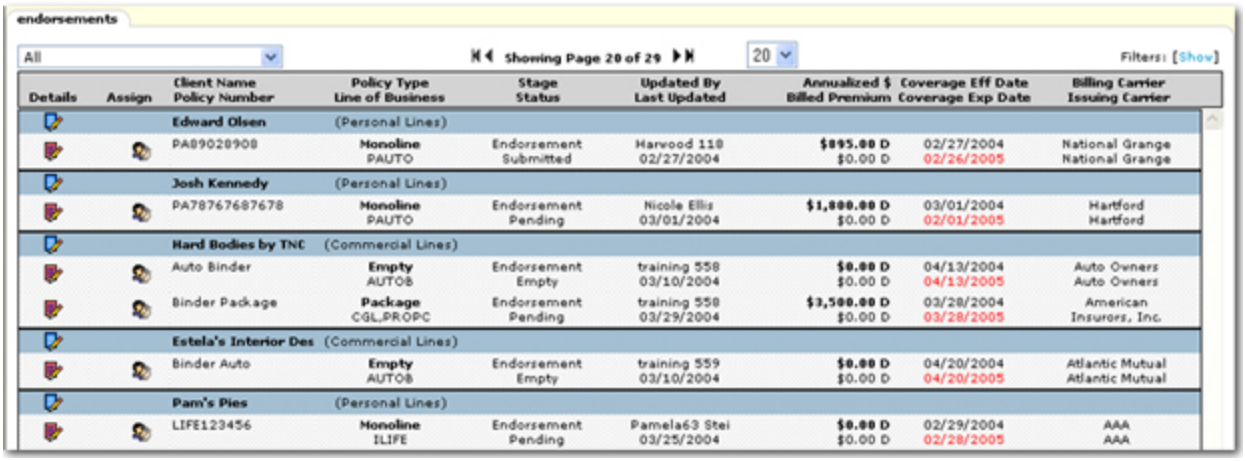
- **Mode:** The policy **Mode** is displayed. All possible mode types are:
  - **New**
  - **Renew**
  - **Re-New-Co**

    For more information about each mode type see Policy Code Definitions

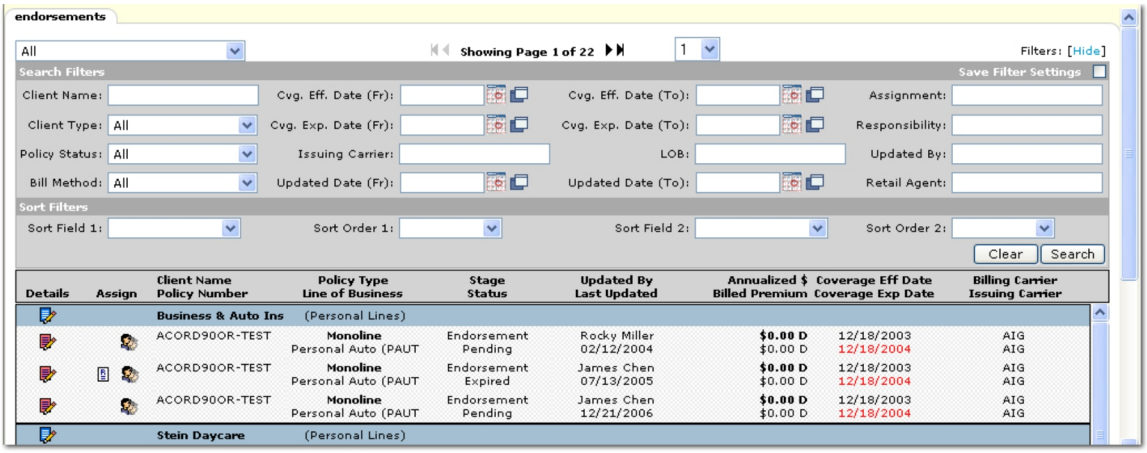
- **Updated By:** Enter the name of the person that last updated the policy. Enter at least one character to narrow the search results. Entering some of the **Updated By** name returns a broader result, enter most or full first and last names for more specific results.
- **Updated Date:** Date the policy was last updated.
- **Annualized $ / Billed Premium:** The **Annualized $** and **Billed Premium** are determined by Nexsure and display the annualized and billed amounts through posted invoices. The bill type (agency or direct) will be displayed to the right of the premium as an **A** or **D** respectively.
- **Policy Term:** Populated from the effective and expiration date fields on the **underwriting** tab. 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:** The **Billing Carrier** is the company who the agency owes money to or who will pay the agency for direct bill policies. The **Billing Carrier** is identified on the **underwriting** tab in the policy header.
- **Issuing Carrier:** An **Issuing Carrier** is the company that issues the policy. The **Issuing Carrier** is identified on the **underwriting** tab in the policy header.

## *Endorsements*

To navigate to the **endorsements** tab, click **HOME > ENDORSEMENTS**. The **endorsements** tab serves as a way to keep track of all policies with an endorsement in a pending or submitted status. Any policies awaiting endorsements will appear on the **endorsements** tab. When the endorsement is either posted or aborted, it will no longer appear on the **endorsements** tab. For information about making an endorsement, see **Servicing > Endorsements**.

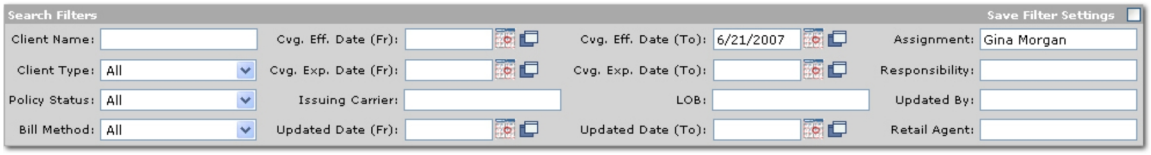



Policies that are restricted are displayed only if the person logged on is assigned to them. All other non-restricted policies are displayed and can be searched for by all staff members. There are several options when working with policies on the **endorsements** tab. Notice the options at the top of the **endorsements** tab and the active icons within the tab.



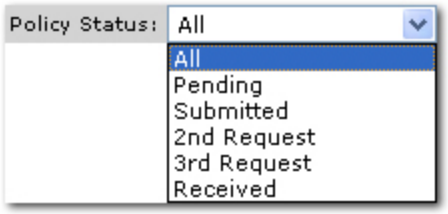

The following options are available when working on the **endorsements** tab:

- **Branch:** The **Branch** All list box in the upper left can be used to select a branch, this will narrow the search results. Once a branch is selected, endorsements tied to the selected branch are displayed.
- **Showing Page:** The **Arrow** icons can be used to navigate through pages of search results.
  - **First Page** icon.
  - **Previous Page** icon.
  - **Next Page** icon.
  - **Last Page** icon.
- **Page List:** Click the **Page List** 1 arrow to open a list of all search results pages. Select the desired page number to open that page of search results.
- **Search Filters:** Click **[Show]** or **[Hide]** to toggle the **Search Filters** screen.




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

- **Save Filter Settings:** Selecting the **Save Filter Settings** check box on the **Search Filters** screen and clicking **Search** will change the default **Search Filter** setting. The next time the **endorsements** tab is opened, the policies returned will be filtered by the saved setting. Exercise caution when using the **Save Filter Settings** check box with a date range as returned policies will be restricted to that date range. As a general rule, check the filter settings each time this tab is accessed.
- **Client Name:** Enter the name of a client to return results that include all policies with endorsements for a particular client. Enter at least one character to narrow the search results. Entering some of the **Client Name** returns a broader result, enter most of the name for more specific results.
- **Client Type:** There are two client types in Nexsure: **Commercial** and **Personal**. The search can be narrowed to make the results returned specific to a commercial or personal client.
- **Policy Status:** Select a **Policy Status**. The available selections are:




- **Bill Method:** Select the **Bill Method** that is used for the policy. The available selections are:
  - **All**
  - **Agency Bill**
  - **Direct Bill**
- **Cvg. Eff. Date (Fr):** Click the **Calendar** icon to select the beginning date in a date range. A date range can be selected to return all policies with coverage effective dates in the date range. Click the **Variable** icon and enter a variable number of days to set a continuous date range to be used with **Save Filter Settings**. Enter + or - and the number of days up to three digits. The date will then be + (after) or - (before) the current date.

  The coverage effective date is the date that the policy coverage takes affect. There may be cases where the term effective date is different than the coverage effective date:
  - If an endorsement was made to the policy, the coverage date for that endorsed policy will differ from the original term date.
  - If a binder is created, the coverage effective date is changed to the date the binder was created and defaults the coverage expiration date to the default number of days entered in Lookup Management.

- **Cvg. Exp. Date (Fr):** Click the **Calendar** icon to select the beginning date in a date range. A date range can be selected to return all policies with coverage expiration dates in the date range. Click the **Variable** icon and enter a variable number of days to set a continuous date range to be used with **Save Filter Settings**. Enter + or - and the number of days up to three digits. The date will then be + (after) or - (before) the current date.
- **Issuing Carrier:** An **Issuing Carrier** is the company that issues the policy. Enter at least one character to narrow the search results. Entering some of the **Issuing Carrier** name returns a broader result, enter most of the **Issuing Carrier** name for more specific results.
- **Updated Date (Fr):** Click the **Calendar** icon to select the beginning date in a date range. A date range can be selected to return all policies with **Updated Dates** in the date range. Click the **Variable** icon and enter a variable number of days to set a continuous date range to be used with **Save Filter Settings**. Enter + or - and the number of days up to three digits. The date will then be + (after) or - (before) the current date.
- **Cvg. Eff. Date (To):** Click the **Calendar** icon to select the ending date in a date range. A date range can be selected to return all policies with coverage effective dates in the date range. Click the **Variable** icon and enter a variable number of days to set a continuous date range to be used with **Save Filter Settings**. Enter + or - and the number of days up to three digits. The date will then be + (after) or - (before) the current date.
- **Cvg. Exp. Date (To):** Click the **Calendar** icon to select the ending date in a date range. A date range can be selected to return all policies with coverage expiration dates in the date range. Click the **Variable** icon and enter a variable number of days to set a continuous date range to be used with **Save Filter Settings**. Enter + or - and the number of days up to three digits. The date will then be + (after) or - (before) the current date.
- **LOB:** Enter the line of business for the policy. Enter at least one character to narrow the search results. Entering some of the line of business title returns broader results, enter most of the line of business for more specific results.
- **Updated Date (To):** Click the **Calendar** icon to select the ending date in a date range. A date range can be selected to return all policies with **Updated Dates** in the date range. Click the **Variable** icon and enter a variable number of days to set a continuous date range to be used with **Save Filter Settings**. Enter + or - and the number of days up to three digits. The date will then be + (after) or - (before) the current date.
- **Assignment:** Enter the name of the person to whom the policy has been assigned. Enter at least one character to narrow the search results. Entering some of the **Assignment** name returns a broader result, enter most or full first and last names for more specific results.
- **Responsibility:** Enter the name of the person with primary responsibility for the policy. Enter at least one character to narrow the search results. Entering some of the **Responsibility** name returns a broader result, enter most or full first and last names for more specific results.
- **Updated By:** Enter the name of the person that last updated the policy. Enter at least one character to narrow the search results. Entering some of the **Updated By** name returns a broader result, enter most or full first and last names for more specific results.
- **Retail Agent:** Retail agents are outside producers that broker business through another agency because they do not have a market. Enter at least one character to narrow the search results.

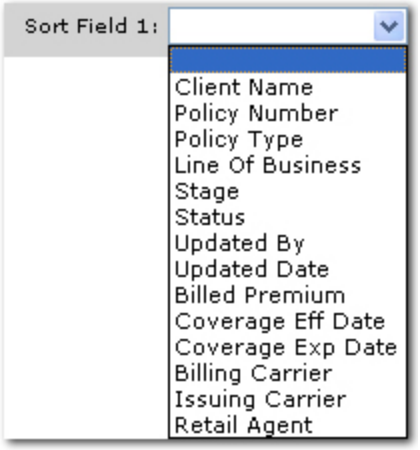
Entering some of the **Retail Agent** name returns a broader result, enter most of the **Retail Agent** name for more specific results.

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

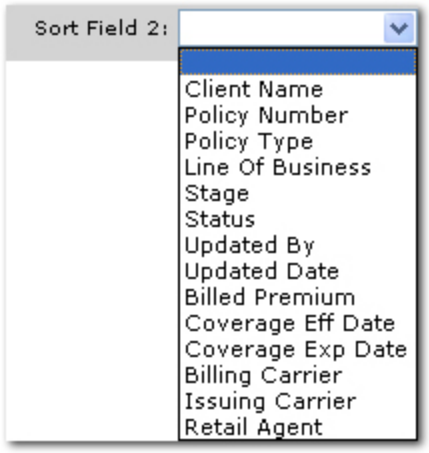



The options available on the **Sort Filters** screen are:

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



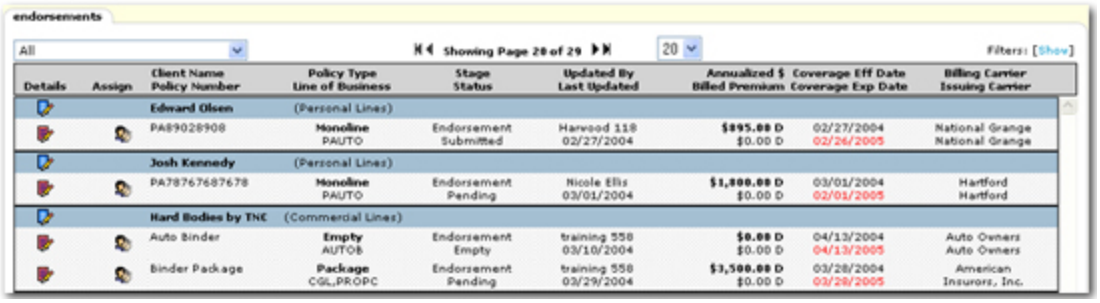

  - **Sort Order 1:** Select either **Ascending** or **Descending** to set the order of the policies returned. **Ascending** will set the order from A-Z. **Descending** will set the order from Z-A. The **Sort Field 1** will be the first sort and **Sort Field 2** will be the sub sort.
  - **Sort Field 2:**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




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

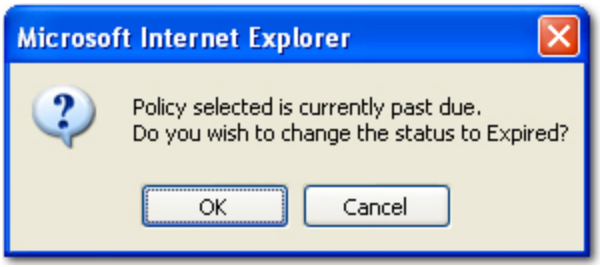
**Important:** Clicking **Clear** does not remove the **Save Filter Settings** selection.

- **Search:** Click **Search**. The results of the **Search Filter** criteria and **Sort Filter** settings are displayed. A maximum of 2000 records can be returned in the search results.




The following columns are displayed in the endorsements search results:

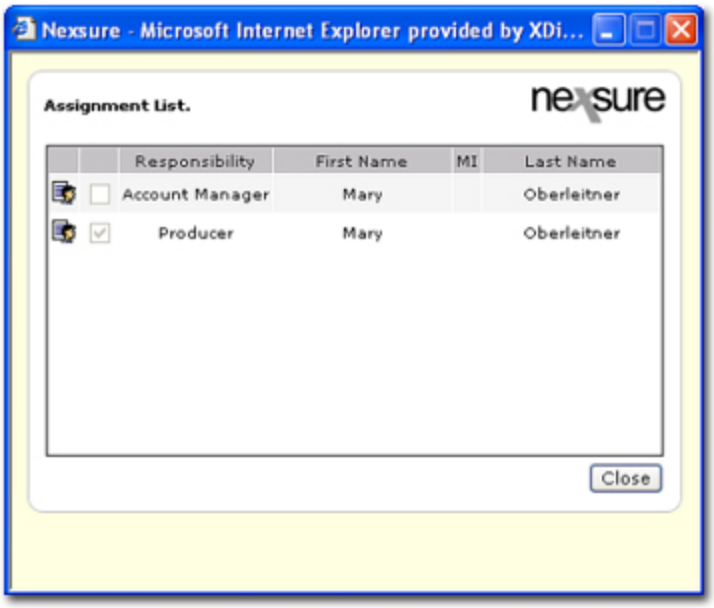
- **Details:** There are three types of **Details** icons that will each give access to different information:
  - The blue **Client Details** icon beside the entity name will display the **client profile** tab. Right-clicking the **Client Details** icon will display the following navigation options:
    - **Open:** Opens the client **card file** tab. Opens the **Add New Opportunity** dialog box to choose one or more line of business.
    - **Add New Opportunity:** Opens the **Add New Opportunity** dialog box to choose a line of business.
    - **Market New Line of Business:** Adds a marketing record with the expiration date of the existing policy as the effective date of the marketing submission and brings up the **Add Line of Business** screen.
  - The red **Details** icon beside the entity name will display the change status dialog box. Click **OK** to change the status of the policy to **Expired**.



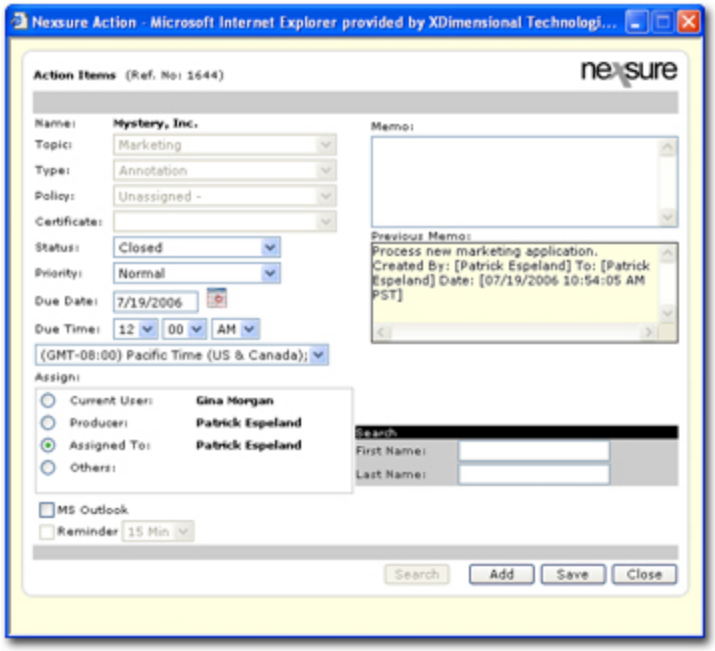

    Right-clicking the red **Details** icon will display the following navigation options:
    - **Open:** Opens the **underwriting** tab.
    - **Print:** Click this link to print the forms associated with the policy.
    - **Service:** Opens the **servicing** tab allowing a service option to be selected while maintaining this policy as the policy being serviced.
  - The **Policy Details** icon will display the **underwriting** tab for that policy. Right-clicking the **Policy Details** icon will display the following navigation options:
    - **Open:** Opens the **underwriting** tab.

- **Print:** Click this link to print the forms associated with the endorsement.
- **Service:** Opens the **servicing** tab allowing a service option to be selected while maintaining this policy as the policy being serviced.

- **Assign:** Click the **Assign** icon to display the **Assignment List** dialog box with the list of people in the agency assigned to this policy. The **Assignment List** is populated from the **assignment** tab.




- **Retail Agent:** If a **Retail Agent** is associated with the client, the **Retail Agent** icon will be displayed. Click the **Retail Agent** icon to open the **Retail Agent > card file** tab.
- **Action Items:** Click the **Action Items** icon to display the **Action Items** dialog box. The action can then be modified or updated.



- **Client Name:** The client's name will be displayed as the primary named insured. The client's name displays once regardless of the number of expiring policies.
- **Policy Number:** The **Policy Number** will be displayed.
- **Policy Type:** Nexsure identifies policy types on the **underwriting** tab. The **Policy Type** will display as either **Monoline** or **Package**. Holding the cursor over the **Policy Type** will display the information in a larger font for ease of reading. Clicking the item in the summary view will open a display box containing the selected information.
- **Line of Business:** The **Line of Business** the policy was created for. The line of business is identified on the **underwriting** tab. Holding the cursor over the **Line of Business** will display the information in a larger font for ease of reading. Clicking the item in the summary view will open a display box containing the selected information.
- **Stage:** The policy **Stage** will display as **Policy**. The **Stage** is assigned by Nexsure.
- **Status:** The Nexsure assigned **Status** of the policy from the **underwriting** tab is displayed. All possible policy status types are:
  - **In Force**
  - **Received**
  - **Future**
  - **Expired**
  - **Bound**
  - **Reinstated**
  - **Rewritten**
  - **Submitted**
  - **Pending-Cancellation**
- **Updated By:** Enter the name of the person that last updated the policy. Enter at least one character to narrow the search results. Entering some of the **Updated By** name returns a broader result, enter most or full first and last names for more specific results.
- **Last Updated:** Date the policy was last updated.
- **Annualized $ / Billed Premium:** The **Annualized $** and **Billed Premium** are determined by Nexsure and display the annualized and billed amounts through posted invoices. The bill type (agency or direct) will be displayed to the right of the premium as an **A** or **D** respectively.
- **Coverage Eff Date / Coverage Exp Date:** The effective and expiration date of the policy are displayed.

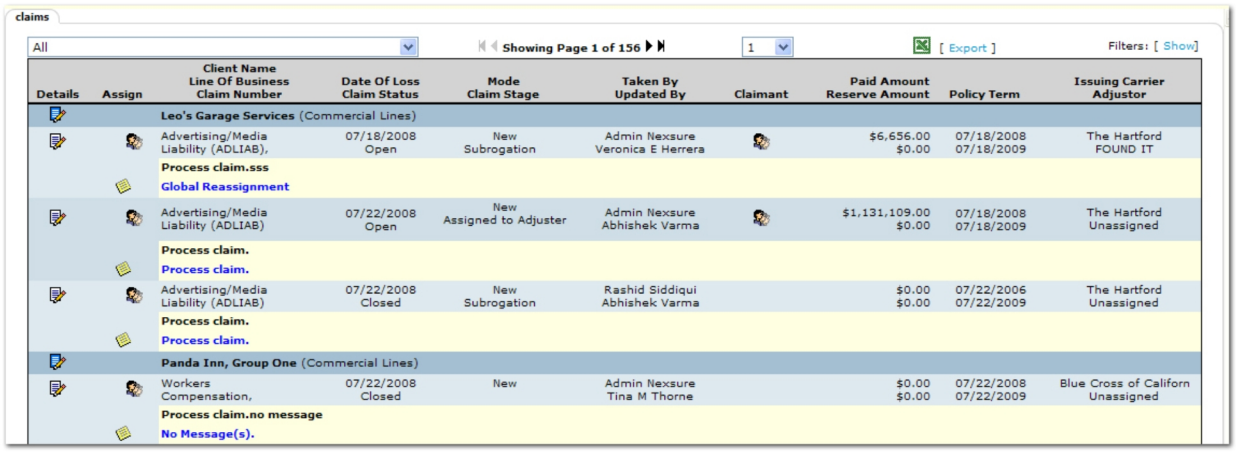
  The policy coverage expiration date is displayed in one of four colors and changes based on the current date in relation to the policy's coverage expiration date.
  - **Black** indicates that the binder will expire in 90 days or more.
  - **Green** indicates that the binder will expire in the next 89 – 31 days.
  - **Orange** indicates that the binder will expire in the next 30 days.
  - **Red** indicates that the binder has expired.

- **Billing Carrier:** The **Billing Carrier** is the company who the agency owes money to or who will pay the agency for direct bill policies. The **Billing Carrier** is identified on the **underwriting** tab in the policy header.
- **Issuing Carrier:** An **Issuing Carrier** is the company that issues the policy. The **Issuing Carrier** is identified on the **underwriting** tab in the policy header.

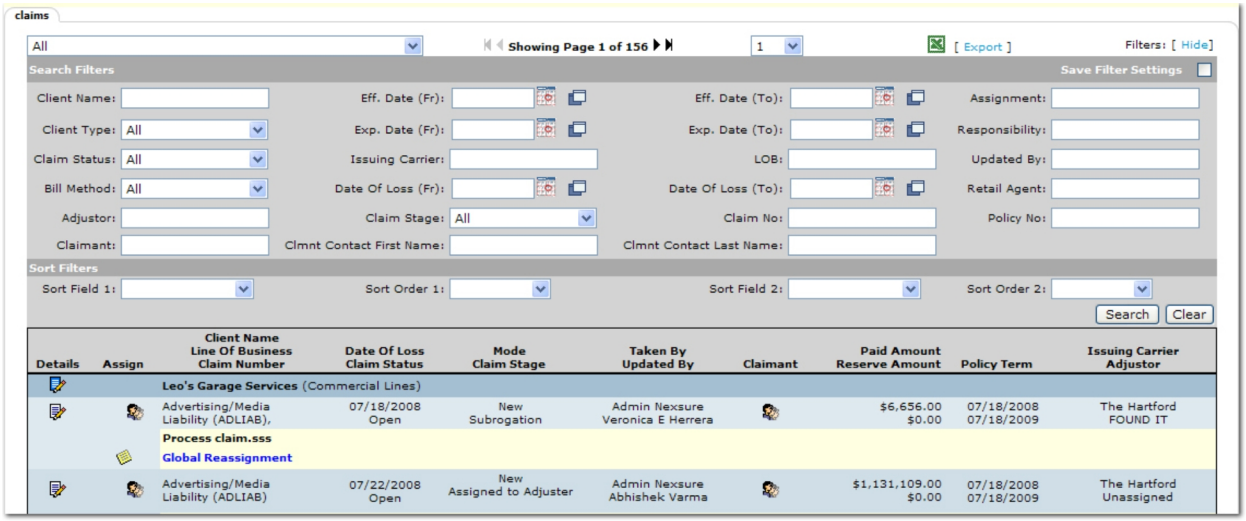
## *Claims*

To navigate to the **claims** tab, click **HOME > CLAIMS**. The **claims** tab serves as a way to keep track of all policies with an open claim. Closed claims may be displayed as desired by using the filters at the top of the page. Open claims will display by default until the claim is closed. For information on generating a new claim, see **Servicing > Claims**.

**Note:** A maximum of 2000 records can be returned in a search.

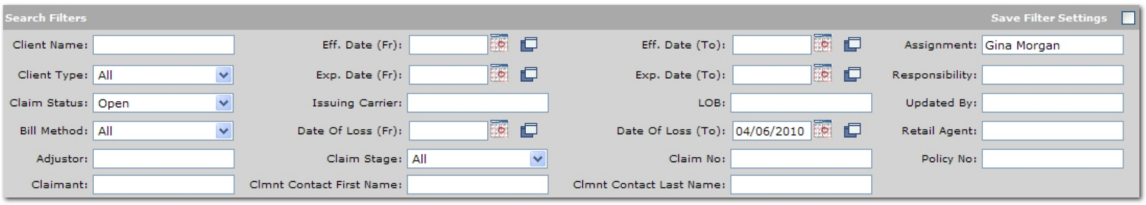



Policies that are restricted are displayed only if the person logged on is assigned to them. All other non-restricted policies are displayed and can be searched for by all staff members. There are several options when working with policies on the **claims** tab. Notice the options at the top of the **claims** tab and the active icons within the tab.




The following options are available when working on the **claims** tab:

- **Branch:** The **Branch**  list box in the upper left can be used to select a branch, this will narrow the search results. Once a branch is selected, claims tied to the selected branch are displayed.
- **Showing Page:** The **Arrow** icons can be used to navigate through pages of search results.
  - **First Page** icon.
  - **Previous Page** icon.
  - **Next Page** icon.
  - **Last Page** icon.
- **Page List:** Click the **Page List**  arrow to open a list of all search results pages. Select the desired page number to open that page of search results.
- **Export**: Click **[Export]** to generate a Microsoft® Excel® spreadsheet from the claims displayed on the screen. Exporting to Excel can help to manage large amounts of records that can be returned by using Excel's search, sort, and print capabilities. A maximum of 5000 records can be exported.
- **Search Filters:** Click **[Show]** or **[Hide]** to toggle the **Search Filters** screen.




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

- **Save Filter Settings:** Selecting the **Save Filter Settings** check box on the **Search Filters** screen and clicking **Search** will change the default **Search Filter** setting. The next time the **claims** tab is opened, the policies returned will be filtered by the saved setting. Exercise caution when using the **Save Filter Settings** check box with a date range as returned policies will be restricted to that date range. As a general rule, check the filter settings each time this tab is accessed.
- **Client Name:** Enter the name of a client to return results that include all policies with claims for a particular client. Enter at least two characters to narrow the search results. Entering some of the **Client Name** returns a broader result, enter most of the name for more specific results.
- **Client Type:** There are two client types in Nexsure: **Commercial** and **Personal**. The search can be narrowed to make the results returned specific to a commercial or personal client.
- **Claim Status:** Select either **Open** or **Closed**.
- **Bill Method:** Select the **Bill Method** that is used for the policy. The available selections are:
  - **All**
  - **Agency Bill**
  - **Direct Bill**

- **Adjustor:** Enter all or part of the name of the adjustor. Enter at least two characters to narrow the search results. Entering some of the **Adjustor Name** returns a broader result, enter most of the **Adjustor Name** for more specific results.
- **Claimant:** Enter the name of the claimant to return results that include all policies for that claimant. Enter at least two characters to narrow the search results. Entering some of the **Claimant** name returns a broader result, enter most of the name for more specific results.
- **Eff. Date (Fr):** Click the **Calendar**  icon to select the beginning date in a date range. A date range can be selected to return policies with term effective dates in the date range. Click the **Variable**  icon and enter a variable number of days to set a continuous date range to be used with **Save Filter Settings**. Enter + or - and the number of days up to three digits. The date will then be + (after) or - (before) the current date. Policy term effective dates can be created three ways:
  - If an opportunity was created and sent to marketing, the policy term effective date will default to the **X/BOR Date** of the opportunity.
  - If a marketing submission was created clicking **SERVICING** on the Client menu, the policy term effective date will default to the **Eff. Date** entered on the **servicing** tab.
  - If a marketing submission was created by clicking **MARKETING** on the Client menu, the policy effective date will default to the current date.
- **Exp. Date (Fr):** Click the **Calendar**  icon to select the beginning date in a date range. A date range can be selected to return all policies with term expiration dates in the date range. Click the **Variable**  icon and enter a variable number of days to set a continuous date range to be used with **Save Filter Settings**. Enter + or - and the number of days up to three digits. The date will then be + (after) or - (before) the current date.
- **Issuing Carrier:** An **Issuing Carrier** is the company that issues the policy. Enter at least two characters to narrow the search results. Entering some of the **Issuing Carrier** name returns a broader result, enter most of the **Issuing Carrier** name for more specific results.
- **Date of Loss (Fr):** Enter the **Date of Loss**. Click the **Calendar**  icon to select the beginning date in a date range. A date range can be selected to return all policies with term expiration dates in the date range. The **Date of Loss** was first entered on the **servicing** tab when the claim was opened. The **Date of Loss** can also be found on the **POLICIES > claims** tab. Click the **Variable**  icon and enter a variable number of days to set a continuous date range to be used with **Save Filter Settings**. Enter + or - and the number of days up to three digits. The date will then be + (after) or - (before) the current date.
- **Claim Stage:** Select the stage of the claim. The stages are set up by each organization in **Lookup Management > Policy > Claim Stages**.
- **Clmnt Contact First Name:** Enter the first name of the claimant contact to search. Enter at least two characters to narrow the search results. Entering some of the first name returns broader results, enter most of the first name for more specific results.
- **Eff. Date (To):** Click the **Calendar**  icon to select the ending date in a date range. A date range can be selected to return all policies with term effective dates in the date range. Click the **Variable**  icon and enter a variable number of days to set a continuous date range to be used with **Save Filter Settings**. Enter + or - and the number of days up to three digits. The date will then be + (after) or - (before) the current date.

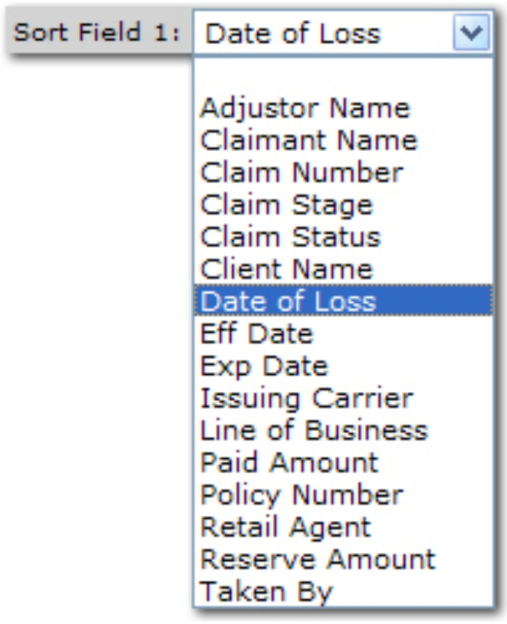
- **Exp. Date (To):** Click the **Calendar** icon to select the ending date in a date range. A date range can be selected to return all policies with term expiration dates in the date range. Click the **Variable** icon and enter a variable number of days to set a continuous date range to be used with **Save Filter Settings**. Enter + or - and the number of days up to three digits. The date will then be + (after) or - (before) the current date.
- **LOB:** Enter the line of business for the policy. Enter at least two characters to narrow the search results. Entering some of the line of business title returns broader results, enter most of the line of business for more specific results.
- **Date of Loss (To):** Enter the **Date of Loss**. Click the **Calendar** icon to select the ending date in a date range. A date range can be selected to return all policies with term effective dates in the date range. The **Date of Loss** was first entered on the **servicing** tab when the claim was opened. The **Date of Loss** can also be found on the **POLICIES > claims** tab. Click the **Variable** icon and enter a variable number of days to set a continuous date range to be used with **Save Filter Settings**. Enter + or - and the number of days up to three digits. The date will then be + (after) or - (before) the current date.
- **Claim Number:** Enter some or all of the claim number. Enter at least two characters to narrow the search results. Entering some of the **Claim Number** returns a broader result, enter most of the **Claim Number** for more specific results.
- **Clmnt Contact Last Name:** Enter the last name of the claimant contact to search. Enter at least two characters to narrow the search results. Entering some of the last name returns broader results, enter most of the last name for more specific results.
- **Assignment:** Enter the name of the person to whom the policy has been assigned. Enter at least two characters to narrow the search results. Entering some of the **Assignment** name returns a broader result, enter most or full first and last names for more specific results.
- **Responsibility:** Enter the name of the person with primary responsibility for the policy. Enter at least one character to narrow the search results. Entering some of the **Responsibility** name returns a broader result, enter most or full first and last names for more specific results.
- **Updated By:** Enter the name of the person that last updated the policy. Enter at least two characters to narrow the search results. Entering some of the **Updated By** name returns a broader result, enter most or full first and last names for more specific results.
- **Retail Agent:** Retail agents are outside producers that broker business through another agency because they do not have a market. Enter at least one character to narrow the search results. Entering some of the **Retail Agent** name returns a broader result, enter most of the **Retail Agent** name for more specific results.

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

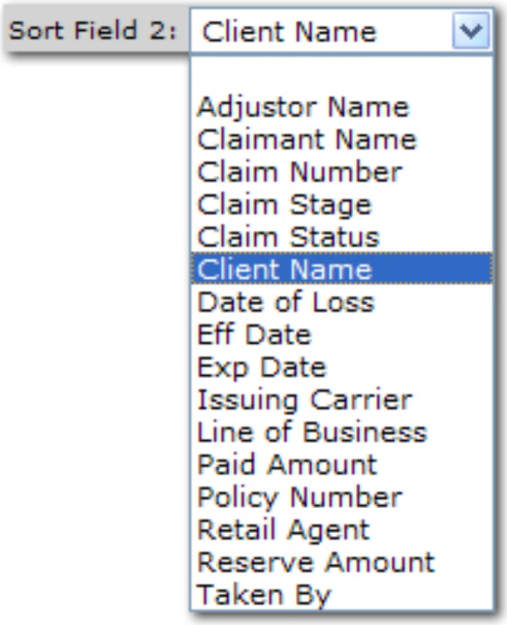



The options available on the **Sort Filters** screen are:

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



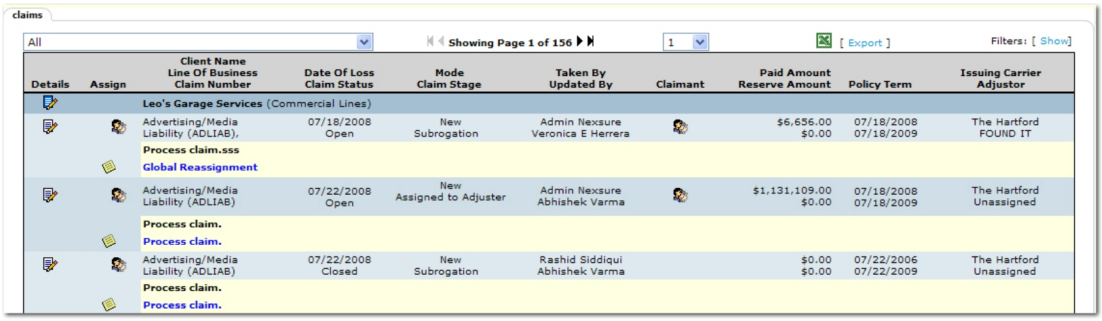

- **Sort Order 1:** Select either **Ascending** or **Descending** to set the order of the policies returned. **Ascending** will set the order from A-Z. **Descending** will set the order from Z-A. The **Sort Field 1** will be the first sort and **Sort Field 2** will be the sub sort.
- **Sort Field 2:**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




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

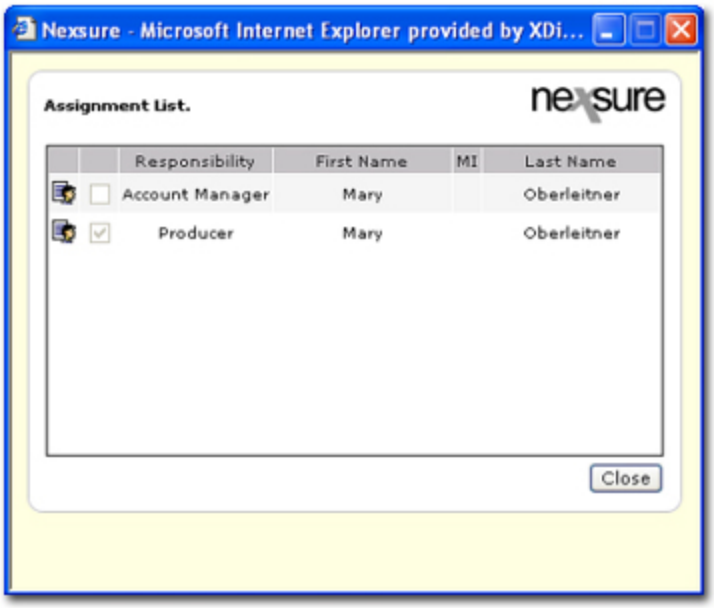
**Important:** Clicking **Clear** does not remove the **Save Filter Settings** selection.

- **Search:** Click **Search**. The results of the **Search Filter** criteria and **Sort Filter** settings are displayed. A maximum of 2000 records can be returned in the search results.

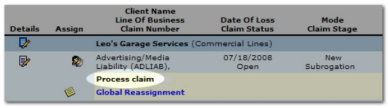



The following columns are displayed in the claims search results:

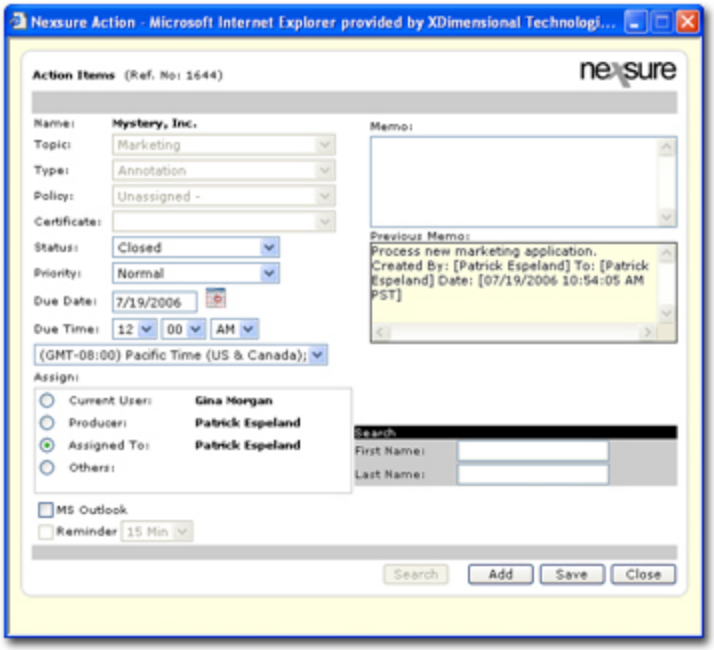
- **Details:** There are two types of **Details** icons that will each give access to different information:
  - The blue **Client Details** icon beside the entity name will display the **client profile** tab. Right-clicking the **Client Details** icon will display the following navigation options:
    - **Open:** Opens the client **card file** tab. Opens the **Add New Opportunity** dialog box to choose a line of business.
    - **Add New Opportunity:** Opens the **Add New Opportunity** dialog box to choose one or more line of business.
    - **Market New Line of Business:** Adds a marketing record with the expiration date of the existing policy as the effective date of the marketing submission and brings up the **Add Line of Business** screen.
  - The **Policy Details** icon will display the **underwriting** tab for that policy. Right-clicking the **Policy Details** icon will display the following navigation options:
    - **Open:** Opens the claim **details** tab.
    - **Market Existing:** Copies the forms and adds to marketing with the expiration date of the submission as the effective date to create a new marketing submission.
    - **Print:** Click this link to print the forms associated with the policy.
    - **Service:** Opens the **servicing** tab allowing a service option to be selected while maintaining this policy as the policy being serviced.
- **Assign:** Click the **Assign** icon to display the **Assignment List** dialog box with the list of people in the agency assigned to this policy. The **Assignment List** is populated from the **assignment** tab.



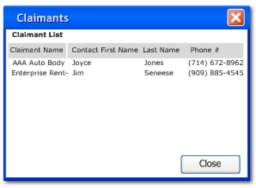

- **Retail Agent:** If a **Retail Agent** is associated with the client, the **Retail Agent** icon will be displayed. Click the **Retail Agent** icon to open the **Retail Agent > card file** tab.
- **Action Description:** The **Action Description** is displayed.




- **Action Items:** Click the **Action Items** icon to display the **Action Items** dialog box. The action can then be modified or updated.



- **Client Name:** The client's name will be displayed as the primary named insured. The client's name displays once regardless of the number of expiring policies.
- **Line of Business:** The claim **Line of Business** will be displayed. The LOB selected on **SERVICING** will be the claim LOB displayed. The line of business is identified on the **underwriting** tab. Holding the cursor over the **Line of Business** will display the information in a larger font for ease of reading. Clicking the item in the summary view will open a display box containing the selected information.
- **Claim Number:** The **Claim Number** is displayed. Holding the cursor over the **Claim Number** will display the information in a larger font for ease of reading. Clicking the item in the summary view will open a display box containing the selected information.
- **Date of Loss:** Identifies the day the loss occurred.
- **Claim Status:** Reflected as either **Open** or **Closed.** The **Claim Status** is assigned on the policy **claims** > **details** tab.
- **Mode:** The policy **Mode** is displayed. All possible mode types are:
  - **New**
  - **Renew**
  - **Re-New-Co**
- **Claim Stage:** Displays the claim stage selection from the **claims > details** tab.
- **Taken By:** Displays the employee who entered the claim information. The employee is identified at logon.
- **Updated By:** Enter the name of the person that last updated the policy. Enter at least one character to narrow the search results. Entering some of the **Updated By** name returns a broader result, enter most or full first and last names for more specific results.
- **Claimant:** The **Claimant** icon is displayed if there is any claimant information. Click the **Claimant** icon to open a schedule of the claimant names and phone numbers.



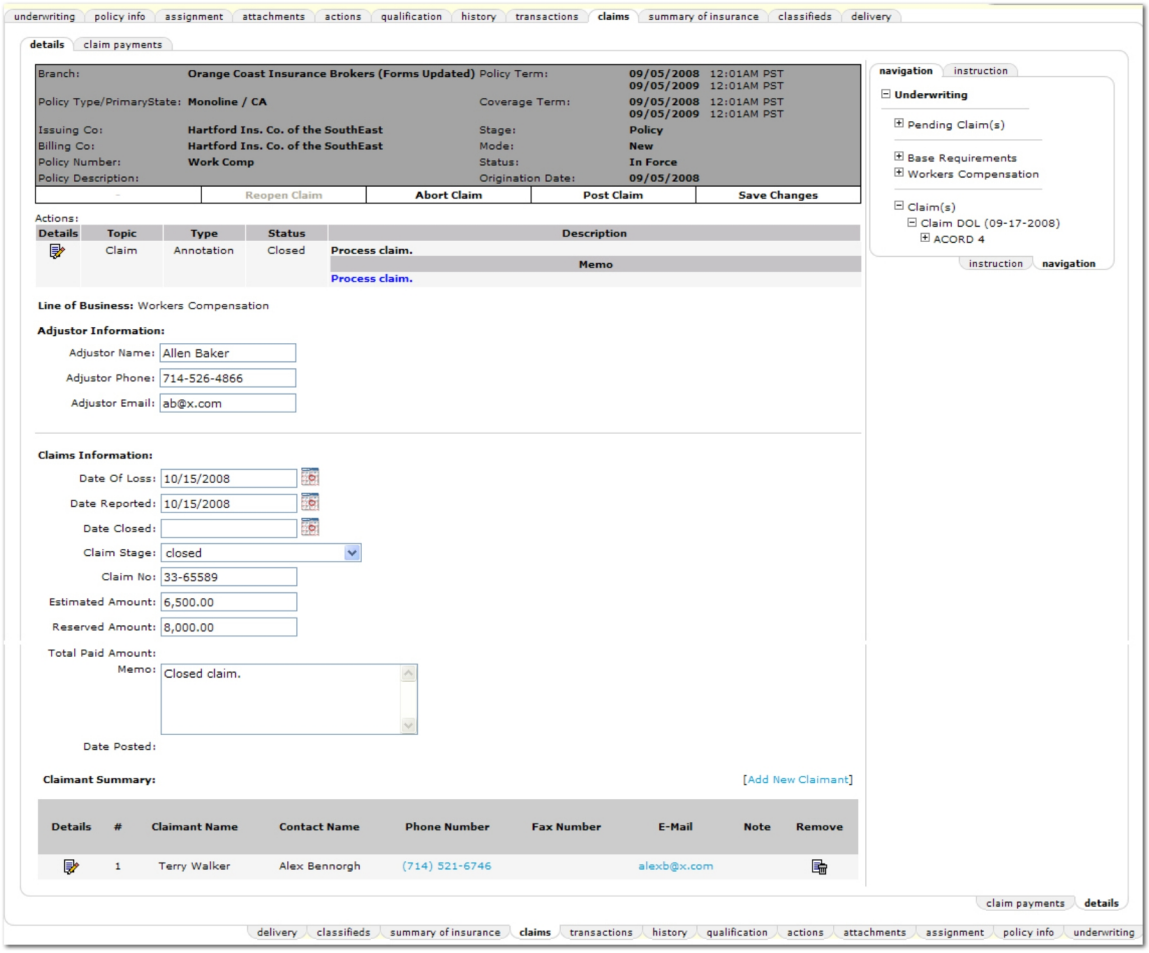

- **Paid Amount:** Amount paid out for the claim. This amount is entered on the policy **claims** > **details** tab.
- **Reserve Amount:** Reserve amount for the claim. This amount is entered on the policy **claims > details** tab.
- **Policy Term:** Populated from the effective and expiration date fields on the **underwriting** tab.
- **Issuing Carrier:** An **Issuing Carrier** is the company that issues the policy. The **Issuing Carrier** is identified on the **underwriting** tab in the policy header.
- **Adjustor:** The **Adjustor** name displays only if entered on the policy **claims > details** tab.

## *Claims Details*

After an adjustor or a claim number has been assigned to the claim, the claim information can be updated. The claim details screen contains basic information about the claim such as the adjustor name and phone number.

**To Add Claim Details**

1. On the Home menu, click **CLAIMS**.
2. On the **claims** tab, click the **Details** icon next to the appropriate claim. The **details** tab is displayed.




3. In the **Actions** area, the **Action Details** can be accessed to view the Action Items screen. The **Topic, Type**, **Status**, **Description** and **Memo** from the **Action** are all displayed.
4. In the **Line of Business** area, the Line of Business for which the claim is entered is displayed.
5. In the **Adjustor Name** box, enter the name of the adjustor.
6. In the **Adjustor Phone** box, enter the phone number for the adjustor.
7. In the **Adjustor Email** box, enter the email address of the adjustor.
8. In the **Date of Loss** box, enter the date when adding a new claim and prefills from the servicing screen.

9. In the **Date Reported** box, enter the date on which the claim was reported or when adding a new claim or accept the default entry.
10. In the **Date Closed** box, enter the date the claim was closed. An entry in this box becomes required after the **Post Claim** option has been selected from the **Navigation Toolbar**.
11. In the **Claim Stage** list, select the appropriate stage for the claim. Selection of the claim stage is optional. Selections in this list are based on those set up in **Lookup Management** **> Policy > Claim Stages** and are specific to the organization.
12. In the **Claim No.** box, enter the claim number.
13. In the **Estimated Amount** box, enter the amount estimated to be paid for the claim.
14. In the **Reserved Amount** box, enter the amount that the carrier has reserved for the claim.
15. In the **Total Paid Amount** box, enter the total amount paid for the claim.
16. In the **Memo** box, enter an optional memo with details about the claim.
17. In the **Date Posted** area, this date is automatically added by Nexsure when the claim is posted.

---

**Note:** If a claim is reopened, the **Date Posted** will be updates and will once again be displayed after the claim is posted.

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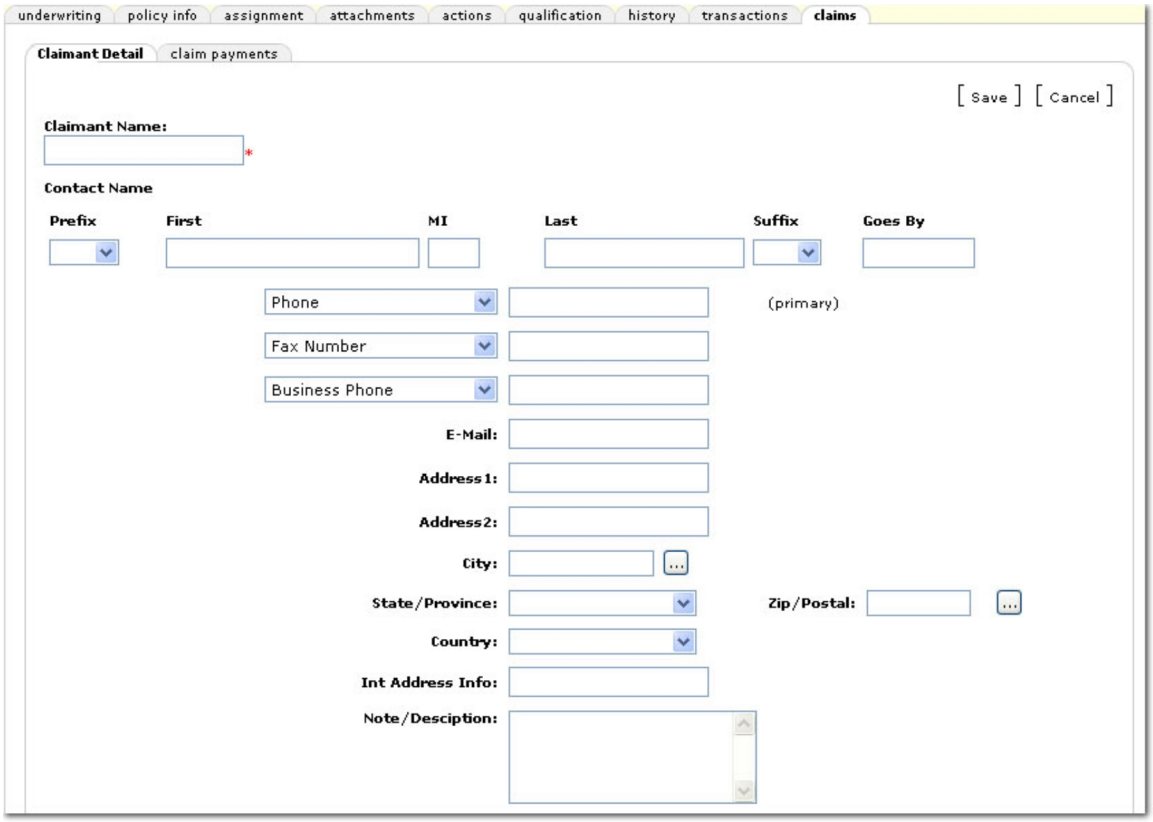
18. On the **navigation** tab, loss notices are available for selection. When a loss notice is clicked, the claim form will be displayed. Claim forms listed on the **navigation** tab that were not recorded on the specific policy iteration selected will not be accessible.
19. In the **Claimant Summary** area, click **[Add New]**. The **Claimant Detail** tab is displayed.

**Important:** Once a claimant is attached to the claim, the claim can no longer be aborted. The claimant(s) must first be removed.




20. On the**Claimant Detail** tab, enter the claimant name and contact information.

**Tip:** The **Note / Description** box can hold up to 50 characters.

21. Once all claimant and contact information has been entered, click **[Save]**. The claimant will be added to the **Claimant Summary** area. In the summary area, the claimant can be edited by clicking the **Details** icon or removed by clicking the **Remove** icon.

**Note:** Once a claimant is used in conjunction with a claim payment, the claimant may no longer be deleted.

22. On the **Navigation Toolbar**, click **Post Claim** once the claim is closed . The information in the **claims details** tab will be locked, including claimant and claim payment details. No further changes can be made, nor can the claim be aborted.

    Or

    Click **Save Changes** to save any updates that have been made to the claim details.

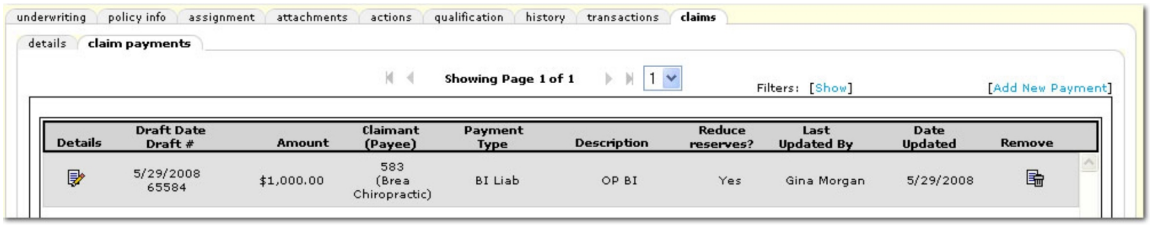
## *Claim Payments*

Payments made to the claimant can be created on the claim payments tab. The Total Paid Amount on the claims **details** tab is only updated by adding payments on the **claim payments** tab.

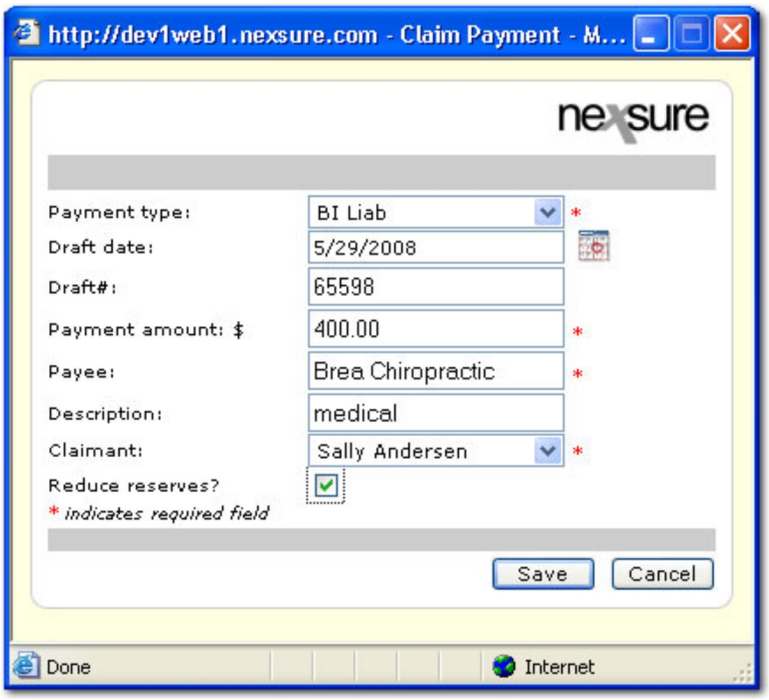
**Important:** Once a claim payment exists on the claim, the claim may not be aborted.

**To Add Claim Payments**

1. On the Primary menu, click **SEARCH**.
2. Click the **Details** icon next to the appropriate client.
3. On the Client menu, click **CLAIMS**. The claims **details** tab is displayed.
4. Click the **claim payments** tab. The summary of claim payments for the client is displayed.

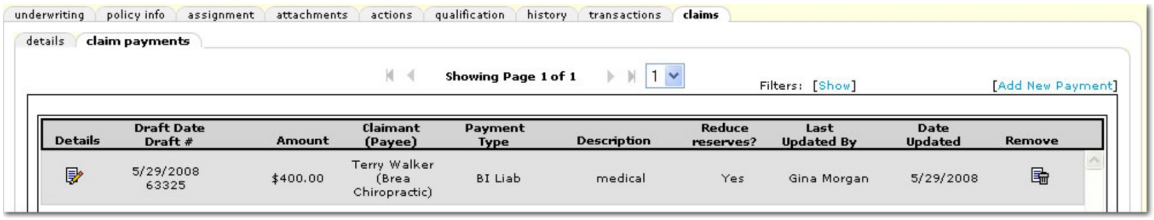



5. Click **[Add New Payment]**. The **Claim Payment** dialog box is displayed.



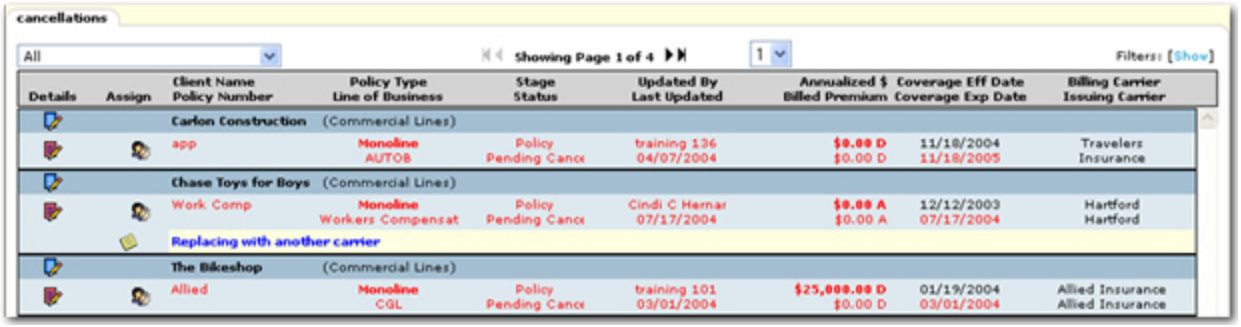

6. In the **Payment type** list, select the payment type. Payment type selections can be customized in Lookup Management.
   a. Payment types can be added to Nexsure by navigating to **SETUP > Lookup Management**.
   b. In the **Category** list, select **Policy**.
   c. In the **Types** box, select **Claim Payment Types**.
   d. In the **Select Item** list, select **Add New**.
   e. In the **Payment Type** box, enter a name for the new **Payment Type**.
   f. Click **[Add New]**. The new **Payment Type** is added.
7. In the **Draft Date** box, accept the default **Date of Loss** or click the **Calendar** icon to select a date.
8. In the **Draft #** box, enter the check number for the payment.

9. In the **Payment amount** box, enter the amount to be paid on this payment.
10. In the **Payee** box, enter the name of the entity receiving the payment on behalf of the claimant.
11. In the **Description** box, enter an optional description.
12. In the **Claimant** list, select the name of the claimant. The options in the list are added through the **claims > details** tab in the **Claimant Summary** area.
13. Select the **Reduce reserves?** option to subtract the payment from the **Reserved Amount** shown on the **claims > details** tab.
14. Click **Save**. The payment is then recorded on the **claim payments** tab.

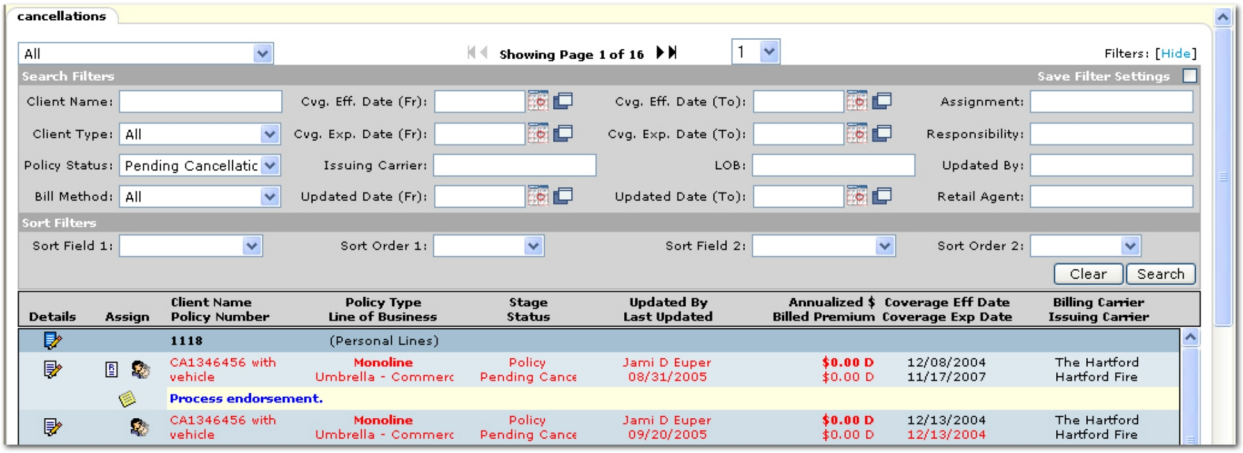



## *Cancellations*

To navigate to the **cancellations** tab, click **HOME > CANCELLATIONS**. The **cancellations** tab serves as a way to keep track of all policies in a pending cancellation status. The search and filter screen may be used to search for specific pending or previously cancelled policies. The Home menu, depending on your filter settings, can display all pending cancellations for the agency. To post or reinstate a cancellation, see **Servicing > Cancellations**.

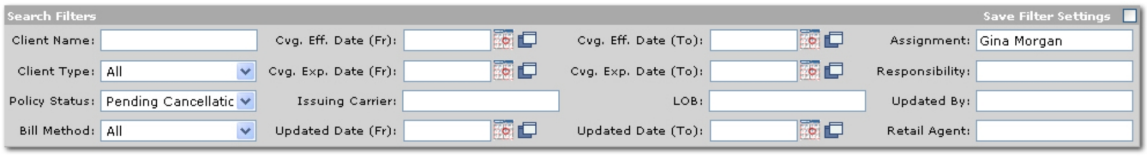



Policies that are restricted are displayed only if the person logged on is assigned to them. All other non-restricted policies are displayed and can be searched for by all staff members. There are several options when working with policies on the **cancellations** tab. Notice the options at the top of the **cancellations** tab and the active icons within the tab.




The following options are available when working on the **cancellations** tab:

- **Branch:** The **Branch**  list box in the upper left can be used to select a branch, this will narrow the search results. Once a branch is selected, cancellations tied to the selected branch are displayed.
- **Showing Page:** The **Arrow** icons can be used to navigate through pages of search results.
  - **First Page** icon.
  - **Previous Page** icon.
  - **Next Page** icon.
  - **Last Page** icon.
- **Page List:** Click the **Page List**  arrow to open a list of all search results pages. Select the desired page number to open that page of search results.
- **Search Filters:** Click **[Show]** or **[Hide]** to toggle the **Search Filters** screen.




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

- **Save Filter Settings:** Selecting the **Save Filter Settings** check box on the **Search Filters** screen and clicking **Search** will change the default **Search Filter** setting. The next time the **cancellations** tab is opened, the policies returned will be filtered by the saved setting. Exercise caution when using the **Save Filter Settings** check box with a date range as returned policies will be restricted to that date range. As a general rule, check the filter settings each time this tab is accessed.
- **Client Name:** Enter the name of a client to return results that include all policies with cancellations for a particular client. Enter at least one character to narrow the search results. Entering some of the **Client Name** returns a broader result, enter most of the name for more specific results.

- **Client Type:** There are two client types in Nexsure: **Commercial** and **Personal**. The search can be narrowed to make the results returned specific to a commercial or personal client.
- **Policy Status:** Select either **Cancelled** or **Pending Cancellation**.
- **Bill Method:** Select the **Bill Method** that is used for the policy. The available selections are:
  - **All**
  - **Agency Bill**
  - **Direct Bill**
- **Cvg. Eff. Date (Fr):** Click the **Calendar** icon to select the beginning date in a date range. A date range can be selected to return all policies with coverage effective dates in the date range. Click the **Variable** icon and enter a variable number of days to set a continuous date range to be used with **Save Filter Settings**. Enter + or - and the number of days up to three digits. The date will then be + (after) or - (before) the current date.

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

**Save Filter Settings**. Enter + or - and the number of days up to three digits. The date will then be + (after) or - (before) the current date.

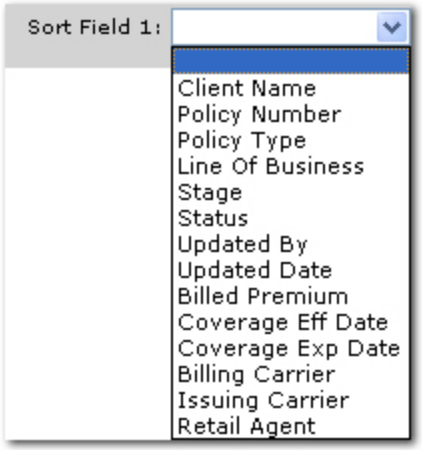
- **LOB:** Enter the line of business for the policy. Enter at least one character to narrow the search results. Entering some of the line of business title returns broader results, enter most of the line of business for more specific results.
- **Updated Date (To):** Click the **Calendar** icon to select the ending date in a date range. A date range can be selected to return all policies with **Updated Dates** in the date range. Click the **Variable** icon and enter a variable number of days to set a continuous date range to be used with **Save Filter Settings**. Enter + or - and the number of days up to three digits. The date will then be + (after) or - (before) the current date.
- **Assignment:** Enter the name of the person to whom the policy has been assigned. Enter at least one character to narrow the search results. Entering some of the **Assignment** name returns a broader result, enter most or full first and last names for more specific results.
- **Responsibility:** Enter the name of the person with primary responsibility for the policy. Enter at least one character to narrow the search results. Entering some of the **Responsibility** name returns a broader result, enter most or full first and last names for more specific results.
- **Updated By:** Enter the name of the person that last updated the policy. Enter at least one character to narrow the search results. Entering some of the **Updated By** name returns a broader result, enter most or full first and last names for more specific results.
- **Retail Agent:** Retail agents are outside producers that broker business through another agency because they do not have a market. Enter at least one character to narrow the search results. Entering some of the **Retail Agent** name returns a broader result, enter most of the **Retail Agent** name for more specific results.

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

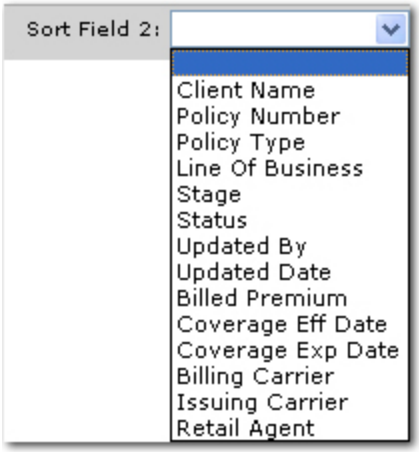



The options available on the **Sort Filters** screen are:

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



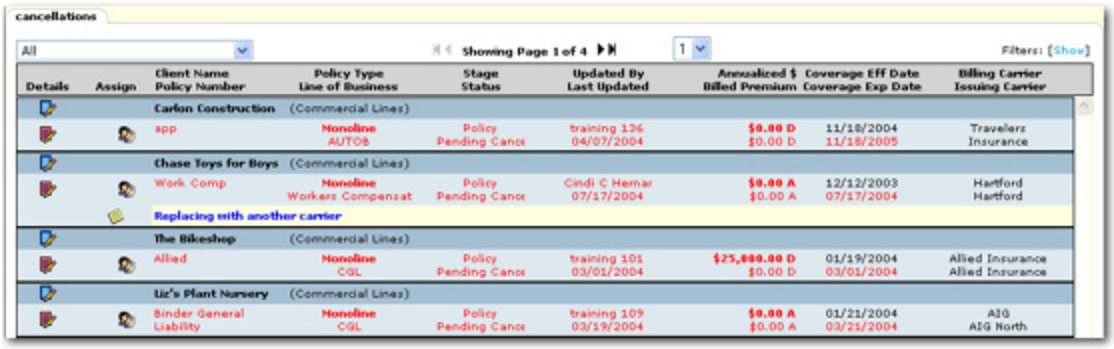
- **Sort Order 1:** Select either **Ascending** or **Descending** to set the order of the policies returned. **Ascending** will set the order from A-Z. **Descending** will set the order from Z-A. The **Sort Field 1** will be the first sort and **Sort Field 2** will be the sub sort.
- **Sort Field 2:**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




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

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

- **Search:** Click **Search**. The results of the **Search Filter** criteria and **Sort Filter** settings are displayed. A maximum of 2000 records can be returned in the search results.



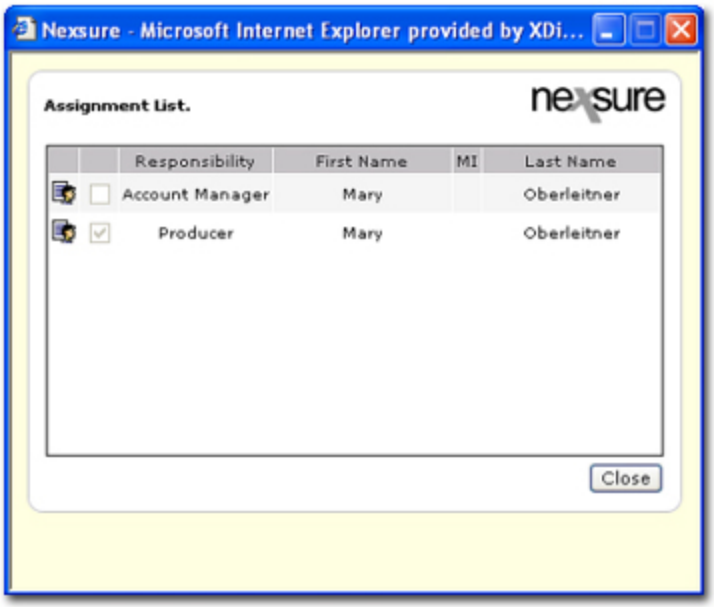

The following columns are displayed in the cancellations search results:

- **Details:** There are two types of **Details** icons that will each give access to different information:
  - The blue **Client Details** icon beside the entity name will display the **client profile** tab. Right-clicking the **Client Details** icon will display the following navigation options:
    - **Open:** Opens the client **card file** tab. Opens the **Add New Opportunity** dialog box to choose one or more line of business.
    - **Add New Opportunity:** Opens the **Add New Opportunity** dialog box to choose a line of business.

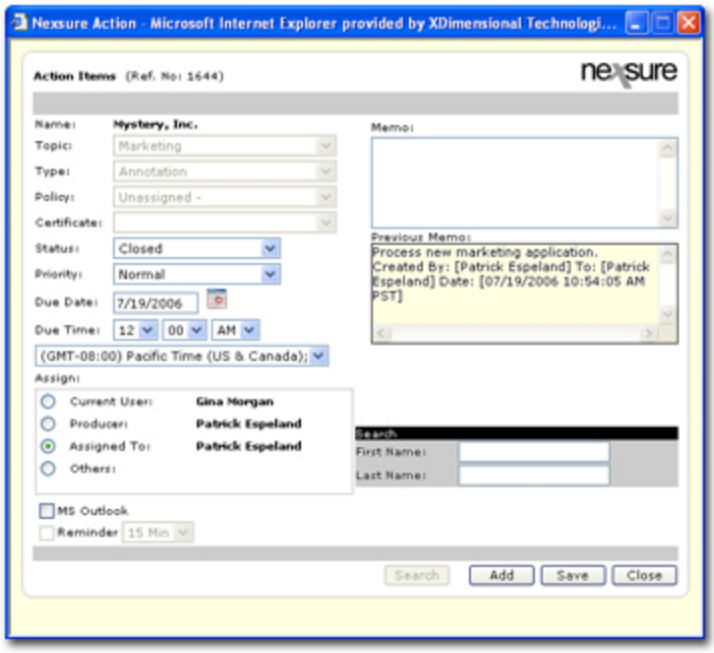
- **Market New Line of Business:** Adds a marketing record with the expiration date of the existing policy as the effective date of the marketing submission and brings up the **Add Line of Business** screen.

- The **Policy Details** icon will display the **underwriting** tab for that policy. Right-clicking the **Policy Details** icon will display the following navigation options:
  - **Open:** Opens the **underwriting** tab.
  - **Abort Cancellation:** Aborts this cancellation.
  - **Post Cancellation:** Posts this cancellation.
  - **Market Existing:** Copies the forms and adds to marketing with the expiration date of the submission as the effective date to create a new marketing submission.
  - **Print:** Click this link to print the forms associated with the cancellation.
  - **Service:** Opens the **servicing** tab allowing a service option to be selected while maintaining this policy as the policy being serviced.

- **Assign:** Click the **Assign** icon to display the **Assignment List** dialog box with the list of people in the agency assigned to this policy. The **Assignment List** is populated from the **assignment** tab.




- **Retail Agent:** If a **Retail Agent** is associated with the client, the **Retail Agent** icon will be displayed. Click the **Retail Agent** icon to open the **Retail Agent > card file** tab.
- **Action Items:** Click the **Action Items** icon to display the **Action Items** dialog box. The action can then be modified or updated.




- **Client Name:** The client's name will be displayed as the primary named insured.
- **Policy Number:** The **Policy Number** will be displayed.
- **Policy Type:** Nexsure identifies policy types on the **underwriting** tab. The **Policy Type** will display as either **Monoline** or **Package**. Holding the cursor over the **Policy Type** will display the information in a larger font for ease of reading. Clicking the item in the summary view will open a display box containing the selected information.
- **Line of Business:** The **Line of Business** the policy was created for. The line of business is identified on the **underwriting** tab. Holding the cursor over the **Line of Business** will display the information in a larger font for ease of reading. Clicking the item in the summary view will open a display box containing the selected information.
- **Stage:** The policy **Stage** will display as **Policy**. The **Stage** is assigned by Nexsure.
- **Status:** The Nexsure assigned **Status** of the policy from the **underwriting** tab is displayed. All possible policy status types are:
  - **In Force**
  - **Received**
  - **Future**
  - **Expired**
  - **Bound**
  - **Reinstated**
  - **Rewritten**
  - **Submitted**
  - **Pending-Cancellation**

- **Updated By:** Enter the name of the person that last updated the policy. Enter at least one character to narrow the search results. Entering some of the **Updated By** name returns a broader result, enter most or full first and last names for more specific results.
- **Last Updated:** Date the policy was last updated.
- **Annualized $ / Billed Premium:** The **Annualized $** and **Billed Premium** are determined by Nexsure and display the annualized and billed amounts through posted invoices. The bill type (agency or direct) will be displayed to the right of the premium as an **A** or **D** respectively.
- **Coverage Eff Date / Coverage Exp Date:** The effective and expiration date of the policy are displayed.

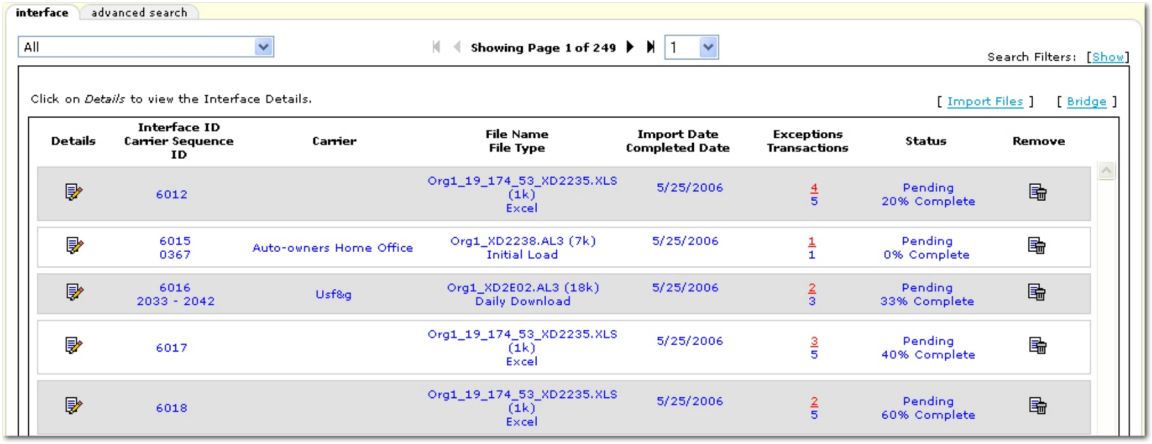
  The policy coverage expiration date is displayed in one of four colors and changes based on the current date in relation to the policy's coverage expiration date.

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

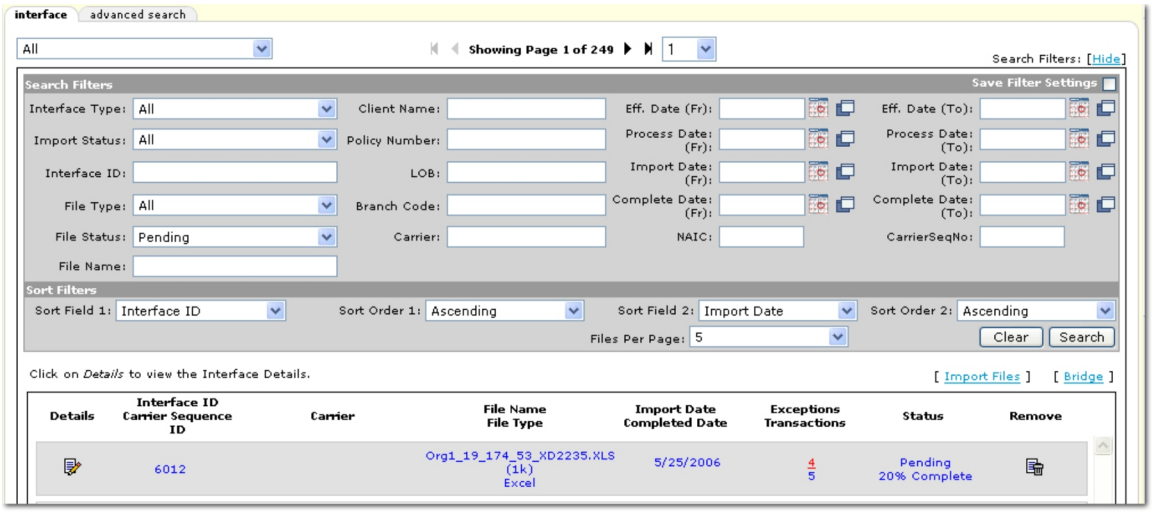
## *Interface*

The **interface** tab displays a record of all carrier downloads with a **Pending** status. Pending downloads are displayed in blue font, completed transactions are displayed in black font. This is also where quotes and IVANS information is imported into Nexsure. Downloads are retrieved from the IVANS mailbox every three hours between 6:00 PM PT and 6:00 AM PT every night.

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

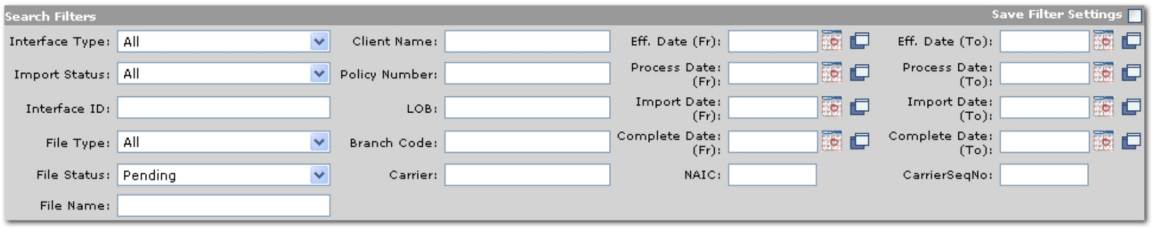



There are several options when working with interface records. Notice the list boxes and links across the top of the **interface** tab.




The following options are available when working with interface files:

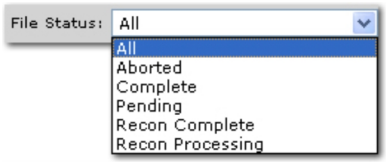
- **Branch:** The **Branch**  list box in the upper left can be used to select a branch to narrow the search results. Once a branch is selected interface files tied to the selected branch are displayed.
- **Showing Page:** The **Arrow** icons can be used to navigate through pages of search results.
  - **First Page** icon.
  - **Previous Page** icon.
  - **Next Page** icon.
  - **Last Page** icon.
- **Page List:** Click the **Page List**  arrow to open a list of all search results pages. Select the desired page number to open that page of search results.
- **Search Filters:** Click **[Show]** or **[Hide]** to toggle the **Search Filters** screen.




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

- **Save Filter Settings:** Selecting the **Save Filter Settings** check box on the **Search Filters** screen and clicking **Search** will change the default **Search Filter** setting. The next time the **interface** tab is opened, the files returned will be filtered by the saved setting. Exercise caution when using the **Save Filter Settings** check box with a date range as returned files will be restricted to that date range. As a general rule, check the filter settings each time this tab is accessed.
- **Interface Type:** Select the type of transaction the carrier is sending.
- **Import Status:** Select the status of the import that identifies the status of the transaction.

- **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.
- **File Type:** The different file types are Daily Download, FSC Quote and Initial Load.
- **File Status:** Select a **File Status** from the list. The available options are:

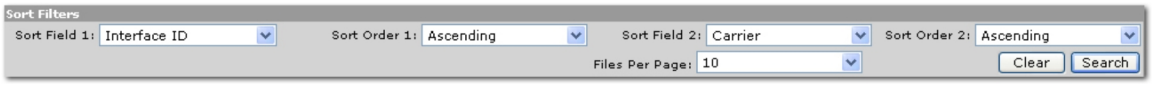



- **File Name:** This name is generated by Nexsure and is used by Support to query the database.
- **Client Name:** Enter the name of a client to return results that include all files for a particular client. Enter at least two characters to narrow the search results. Entering some of the **Client Name** returns a broader result; enter most of the name for more specific results.
- **Policy Number:** Enter at least two digits of the policy number associated with the file. The more digits of the policy number entered the narrower the search results.
- **LOB:** Enter the line of business for the interface files. Enter at least two characters to narrow the search results. Entering some of the line of business title returns broader results, enter most of the line of business for more specific results.
- **Branch Code:** Enter the **Branch Code**. This is typically identified as the code number assigned to the agency by the carrier. The code is also known as the **Producer Code**.
- **Carrier:** The carrier name for which the data was downloaded.
- **Eff. Date (Fr):** Click the **Calendar** icon to select the beginning date in a date range. A date range can be selected to return all policy downloads with coverage effective dates in the date range. Click the **Variable** icon and enter a variable number of days to set a continuous date range to be used with **Save Filter Settings**. Enter + or - and the number of days up to three digits. The date will then be + (after) or - (before) the current date.
- **Process Date (Fr):** Click the **Calendar** icon to select the beginning date in a date range. A date range can be selected to return all interface files with process dates in the date range. Click the **Variable** icon and enter a variable number of days to set a continuous date range to be used with **Save Filter Settings**. Enter + or - and the number of days up to three digits. The date will then be + (after) or - (before) the current date.
- **Import Date (Fr):** The date the download was received. Click the **Calendar** icon to select the beginning date in a date range. A date range can be selected to return all files with import dates in the date range. Click the **Variable** icon and enter a variable number of days to set a continuous date range to be used with **Save Filter Settings**. Enter + or - and the number of days up to three digits. The date will then be + (after) or - (before) the current date.
- **Complete Date (Fr):** The date the transaction was completed. Click the **Calendar** icon to select the beginning date in a date range. A date range can be selected to return all files with complete dates in the date range. Click the **Variable** icon and enter a variable number of days to set a continuous date range to be used with **Save Filter Settings**. Enter + or - and the number of days up to three digits. The date will then be + (after) or - (before) the current date.

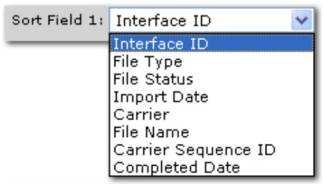
- **NAIC:** Enter the carrier's NAIC code as provided by the carrier.
- **Eff. Date (To):** Click the **Calendar** icon to select the ending date in a date range. A date range can be selected to return all policy downloads with coverage effective dates in the date range. Click the **Variable** icon and enter a variable number of days to set a continuous date range to be used with **Save Filter Settings**. Enter + or - and the number of days up to three digits. The date will then be + (after) or - (before) the current date.
- **Process Date (To):** Click the **Calendar** icon to select the ending date in a date range. A date range can be selected to return all interface files with process dates in the date range. Click the **Variable** icon and enter a variable number of days to set a continuous date range to be used with **Save Filter Settings**. Enter + or - and the number of days up to three digits. The date will then be + (after) or - (before) the current date.
- **Import Date (To):** The date the download was received. Click the **Calendar** icon to select the beginning date in a date range. A date range can be selected to return all files with import dates in the date range. Click the **Variable** icon and enter a variable number of days to set a continuous date range to be used with **Save Filter Settings**. Enter + or - and the number of days up to three digits. The date will then be + (after) or - (before) the current date.
- **Complete Date (To):** The date the transaction was completed. Click the **Calendar** icon to select the beginning date in a date range. A date range can be selected to return all files with complete dates in the date range. Click the **Variable** icon and enter a variable number of days to set a continuous date range to be used with **Save Filter Settings**. Enter + or - and the number of days up to three digits. The date will then be + (after) or - (before) the current date.
- **CarrierSeqNo:** Enter the transaction sequence number assigned by the carrier.

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

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

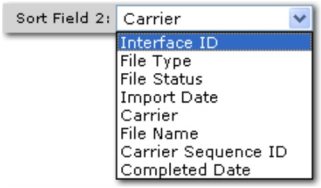



  - **Sort Field 1:** By default **Sort Field 1** is set to **Interface ID**. However, another column heading from the **Sort Field 1** list may be selected. The search results will be sorted by the column selected in the **Sort Field 1** list:




  - **Sort Order 1:** By default **Sort Order 1** is set to **Ascending**. However, either **Ascending** or **Descending** may be selected to set the order of the download files returned. **Ascending** will set the order from A-Z. **Descending** will set the order from Z-A. The **Sort Field 1** will be the first sort and **Sort Field 2** will be the sub sort.

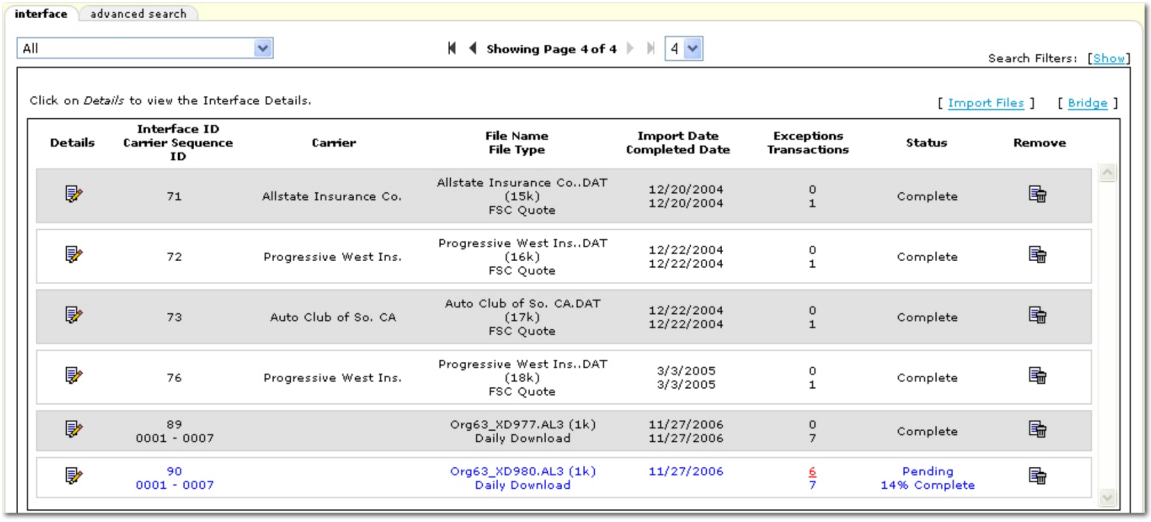
- **Sort Field 2:** By default **Sort Field 2** is set to **Carrier**. However, another column heading from the **Sort Field 2** list may be selected. The search results will be sorted by the column selected in the **Sort Field 2** list:




- **Sort Order 2:** By default **Sort Order 2** is set to **Ascending**. However, either **Ascending** or **Descending** may be selected to set the order of the download files returned. **Ascending** will set the order from A-Z. **Descending** will set the order from Z-A. The **Sort Field 1** will be the first sort and **Sort Field 2** will be the sub sort.
- **Files Per Page:** By default the **Files Per Page** is set to **10**. However, **5**, **10**, **25**, **50**, or **100** action records may be selected to display per screen.
- **Clear:** Click **Clear** to remove all entries in the **Search Filter** and **Sort Filters** fields.

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

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




To search for specific downloads, use the Search Filter screen by clicking the **[Show]** link.

- **Details** - The **Details** icon will open the interface details screen. It displays each download for that particular carrier.
- **Carrier Sequence ID** - This ID is assigned by the carrier and is pulled from the AL3 file.
- **Carrier** - Carrier name.
- **File Name** - The system generated name assigned to the download file by Nexsure. This name is based on the file name from the carrier.
- **File Type** - The type of download file that is being imported.

- **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 were 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 canceled policy to re-instate.
- **Policy Exception -** Cancellation could not determine policy to cancel. Select a policy to cancel. If the policy does not yet exist in Nexsure, the option to create the policy will be presented. The following rules apply to download cancellations:
    - When a cancellation transaction is received from the carrier and the transaction effective date sent in the file is the current date or occurs in the past, Nexsure will completely cancel the policy and send the policy to history.
    - When a cancellation transaction is received from the carrier and the transaction effective date sent in the file is a future date, the policy will remain on the active policy screen but Nexsure will attach a pending cancellation to the policy.
    - When a cancellation download transaction is received for a policy that has already been cancelled in Nexsure, downloads will locate the manually cancelled policy in history and mark the download transaction as completed.
    - When a cancellation download transaction is received for a policy that is in pending cancellation status, the download should find the pending cancellation policy and post the cancellation.

**Important:** When the transaction effective date arrives, the cancellation must be completed manually.

- **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.

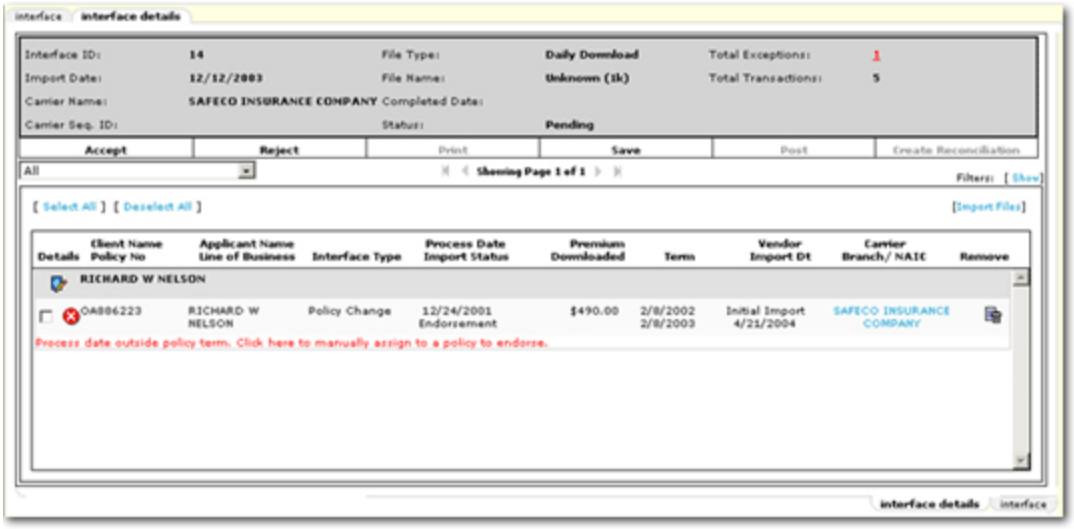
**Tip:** For information about using the **advanced search** tab, see the Interface > Advanced Search topic.

## *Processing Downloads*

Once downloads have been completed they must be processed.

**To Process Downloads**

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

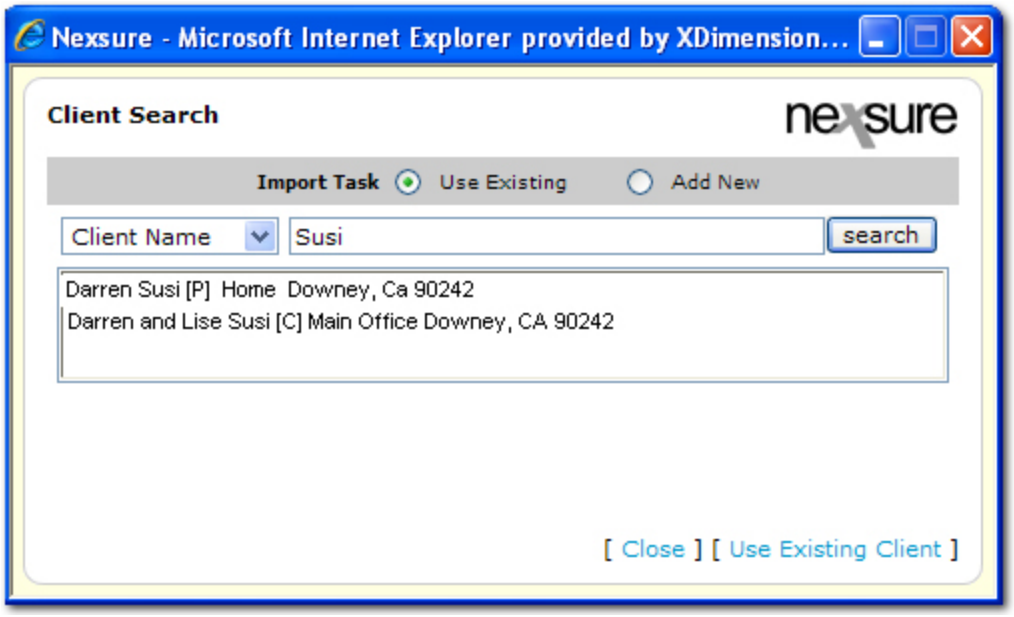



2. Before you can accept or reject a download you must select the check box for each download you wish to process. Use the **[Select All]** or **[Deselect All]** links to select or deselect all downloads at once. **[Select All]** / **[Deselect All]** will only select the boxes of the downloads on the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

**Note:** If you have multiple pages of downloads, check boxes you have selected will stay selected as you click through the pages. However, if you leave the downloads screen, they will not remain saved unless

you click the **Save** link. Selected downloads will all be processed together, for example, if 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.
4. If a download does not process once **Accept** has been clicked on the **Navigation Toolbar**, a red **Error** icon will be displayed. To process the download again, right-click on the **Error** icon to view the context menu and select **Accept**. The download will again be processed.
5. In the event a client cannot be found after processing a download, the **Client could not be found** message will be displayed. Click the message to open the Client Search dialog box.




6. Use the **Client Search** dialog box to search for the existing client. If this is a new client, select **Add New** and the file will be queued for re-processing to add the new client.

**Note:** Notice the **[P]** and **[C]** next to the client names which indicate the client type; **Personal** and **Commercial**. Also notice the **Location Name** has been added to the search results for each line.

### *Understanding Specialized Mapping for AL3 Files*

In some cases, AL3 files do not match Nexsure files exactly. The following instances describe the specialized mapping processes for certain AL3 files.

**To Understand Home/Condo/Renters Cancellation Transactions**

In some cases when a cancellation daily download is sent by the carrier, the policy in it's entirety is not depicted in the AL3 file. In such files only the main LOB and cancellation information for the policy are sent and the carrier does not provide the Homeowner Policy Type Code because it may be a Renter or a Condo policy. In these cases, Nexsure will match up the Policy Type Code sent from the carrier to the correct LOB in Nexsure.

**To Understand Umbrella Transactions**

In some cases a carrier will send the Umbrella coverage as coverage under another LOB and not as a standalone LOB for the policy. When this occurs, an additional LOB will be added to the policy creating a package policy.

**To Understand ACORD 80 ADDRR (Additional Residence Rented to Others) Mapping**

The coverage code of ADDRR (Additional Residence Rented to Others) is mapped to the Endorsement section of the Homeowner Form – ACORD 80. The information sent by the carrier contains Coverage Code, Limit, Premium and the Description.

**To Understand LOB Policy Downloads**

When a policy comes from the carrier for download, the existing policy in Nexsure will be copied first to create the new form; schedules will not be copied. Once the carrier policy information is downloaded, the fields that the carrier sent will update the new form for the policy in Nexsure. All other information entered into the policy previously through Nexsure will remain available.

**Note:** In certain circumstances, the carrier may leave some fields blank on the AL3 file. When this occurs, the blanks from the carrier will overwrite the information in the corresponding fields on the policy with those blanks.

**To Understand Homeowner LOB Policy Downloads**

When a policy comes from the carrier for download, the existing policy in Nexsure will be copied first to create the new form; including the schedules. Once the carrier policy information is downloaded, the fields that the carrier sent will update the new form for the policy in Nexsure. All other information entered into the policy previously through Nexsure will remain available.

**Note:** In certain circumstances, the carrier may leave some fields blank on the AL3 file. When this occurs, the blanks from the carrier will overwrite the information in the corresponding fields on the policy with those blanks.

## *Interface > Advanced Search*

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

The following options are available when working on the advanced search tab:

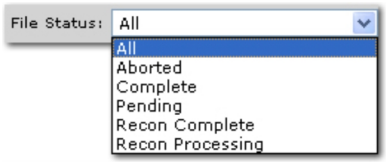
- **Branch:** The **Branch** 

list box in the upper left can be used to select a branch to narrow the search results. Once a branch is selected interface files tied to the selected branch are displayed.
- **Showing Page:** The **Arrow** icons can be used to navigate through pages of search results.
  - **First Page** icon.
  - **Previous Page** icon.
  - **Next Page** icon.
  - **Last Page** icon.
- **Page List:** Click the **Page List** 

arrow to open a list of all search results pages. Select the desired page number to open that page of search results.
- **Search Filters:** Click **[Show]** or **[Hide]** to toggle the **Search Filters** screen.

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

- **Save Filter Settings:** Selecting the **Save Filter Settings** check box on the **Search Filters** screen and clicking **Search** will change the default **Search Filter** setting. The next time the **advanced search** tab is opened, the files returned will be filtered by the saved setting. Exercise caution when using the **Save Filter Settings** check box with a date range as returned files will be restricted to that date range. As a general rule, check the filter settings each time this tab is accessed.
- **Interface Type:** Select the type of transaction the carrier is sending.
- **Import Status:** Select the status of the import that identifies the status of the transaction.
- **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.
- **File Type:** The different file types are Daily Download, FSC Quote and Initial Load.
- **File Status:** Select a **File Status** from the list. The available options are:




- **File Name:** This name is generated by Nexsure and is used by Support to query the database.
- **Client Name:** Enter the name of a client to return results that include all files for a particular client. Enter at least two characters to narrow the search results. Entering some of the **Client Name** returns a broader result; enter most of the name for more specific results.
- **Policy Number:** Enter at least two digits of the policy number associated with the file. The more digits of the policy number entered the narrower the search results.
- **LOB:** Enter the line of business for the interface files. Enter at least two characters to narrow the search results. Entering some of the line of business title returns broader results, enter most of the line of business for more specific results.
- **Branch Code:** Enter the **Branch Code**. This is typically identified as the code number assigned to the agency by the carrier. The code is also known as the **Producer Code**.
- **Carrier:** The carrier name for which the data was downloaded.
- **Eff. Date (Fr):** Click the **Calendar** icon to select the beginning date in a date range. A date range can be selected to return all policy downloads with coverage effective dates in the date range. Click the **Variable** icon and enter a variable number of days to set a continuous date range to be used with **Save Filter Settings**. Enter + or - and the number of days up to three digits. The date will then be + (after) or - (before) the current date.
- **Process Date (Fr):** Click the **Calendar** icon to select the beginning date in a date range. A date range can be selected to return all interface files with process dates in the date range. Click the **Variable** icon and enter a variable number of days to set a continuous date range to be used with **Save Filter Settings**. Enter + or - and the number of days up to three digits. The date will then be + (after) or - (before) the current date.
- **Import Date (Fr):** The date the download was received. Click the **Calendar** icon to select the beginning date in a date range. A date range can be selected to return all files with import dates in the

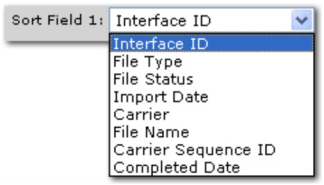
date range. Click the **Variable** icon and enter a variable number of days to set a continuous date range to be used with **Save Filter Settings**. Enter + or - and the number of days up to three digits. The date will then be + (after) or - (before) the current date.

- **Complete Date (Fr):** The date the transaction was completed. Click the **Calendar** icon to select the beginning date in a date range. A date range can be selected to return all files with complete dates in the date range. Click the **Variable** icon and enter a variable number of days to set a continuous date range to be used with **Save Filter Settings**. Enter + or - and the number of days up to three digits. The date will then be + (after) or - (before) the current date.
- **NAIC:** Enter the carrier's NAIC code as provided by the carrier.
- **Eff. Date (To):** Click the **Calendar** icon to select the ending date in a date range. A date range can be selected to return all policy downloads with coverage effective dates in the date range. Click the **Variable** icon and enter a variable number of days to set a continuous date range to be used with **Save Filter Settings**. Enter + or - and the number of days up to three digits. The date will then be + (after) or - (before) the current date.
- **Process Date (To):** Click the **Calendar** icon to select the ending date in a date range. A date range can be selected to return all interface files with process dates in the date range. Click the **Variable** icon and enter a variable number of days to set a continuous date range to be used with **Save Filter Settings**. Enter + or - and the number of days up to three digits. The date will then be + (after) or - (before) the current date.
- **Import Date (To):** The date the download was received. Click the **Calendar** icon to select the beginning date in a date range. A date range can be selected to return all files with import dates in the date range. Click the **Variable** icon and enter a variable number of days to set a continuous date range to be used with **Save Filter Settings**. Enter + or - and the number of days up to three digits. The date will then be + (after) or - (before) the current date.
- **Complete Date (To):** The date the transaction was completed. Click the **Calendar** icon to select the beginning date in a date range. A date range can be selected to return all files with complete dates in the date range. Click the **Variable** icon and enter a variable number of days to set a continuous date range to be used with **Save Filter Settings**. Enter + or - and the number of days up to three digits. The date will then be + (after) or - (before) the current date.
- **CarrierSeqNo:** Enter the transaction sequence number assigned by the carrier.

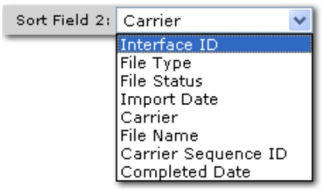
- **Sort Filters:** Use the **Sort Filters** to sort the results of the actions search.

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

  - **Sort Field 1:** By default **Sort Field 1** is set to **Interface ID**. However, another column heading from the **Sort Field 1** list may be selected. The search results will be sorted by the column selected in the **Sort Field 1** list:



- **Sort Order 1:** By default **Sort Order 1** is set to **Ascending**. However, either **Ascending** or **Descending** may be selected to set the order of the download files returned. **Ascending** will set the order from A-Z. **Descending** will set the order from Z-A. The **Sort Field 1** will be the first sort and **Sort Field 2** will be the sub sort.
- **Sort Field 2:** By default **Sort Field 2** is set to **Carrier**. However, another column heading from the **Sort Field 2** list may be selected. The search results will be sorted by the column selected in the **Sort Field 2** list:




- **Sort Order 2:** By default **Sort Order 2** is set to **Ascending**. However, either **Ascending** or **Descending** may be selected to set the order of the download files returned. **Ascending** will set the order from A-Z. **Descending** will set the order from Z-A. The **Sort Field 1** will be the first sort and **Sort Field 2** will be the sub sort.
- **Clients Per Page:** By default the **Clients Per Page** is set to **5**. However, **5**, **10**, **25**, **50**, or **100** records may be selected to display per screen.
- **Clear:** Click **Clear** to remove all entries in the **Search Filter** and **Sort Filters** fields.

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

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

The following options are available when viewing the search results:

- **[Import Files] -** See the Importing Microsoft® Excel® Files topic for more information.
- **[Bridge] -** See the Rating Integration topic for more information.
- **Client Details** - The blue **Details** icon will open the client **card file** tab.
- **Details** - The white **Details** icon will open the interface details screen. It displays each download for that particular carrier.
- **Remove -** Clicking the **Remove** icon will delete the download.

The following options are available on the **Navigation Toolbar** when viewing the search results:

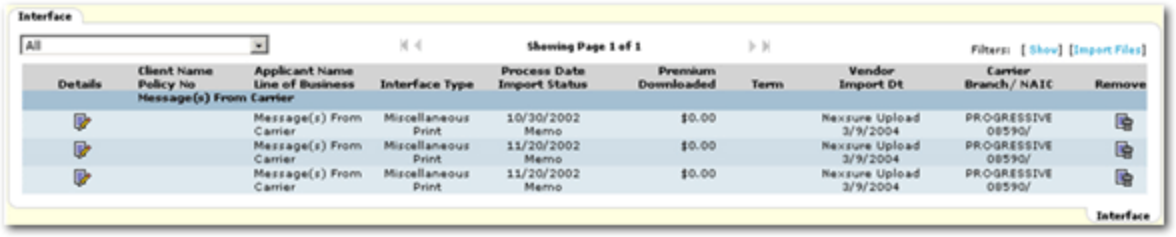
- **Accept -** Process selected interface exceptions.
- **Reject -** Reject selected interface exceptions. The transactions will still be displayed but will show the following message in red: The import file has been rejected by the user.
- **Remove -** Remove selected transactions from the interface screen.
- **Print -** Print a report of interface transactions found in search results.

  **Tip:** Use the web browser print function to print a hard copy of the report.

## *AL1 and AL3 Support*

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

AL3 data can be accepted into Nexsure as a New Business, Renewal, Policy Change, Reinstatement or Cancellation. AL1 data is imported as a memo and is limited to the Interface screen. AL1 data can be viewed and printed. New memos have an import status of New Memo once they have been viewed they change to Memo.

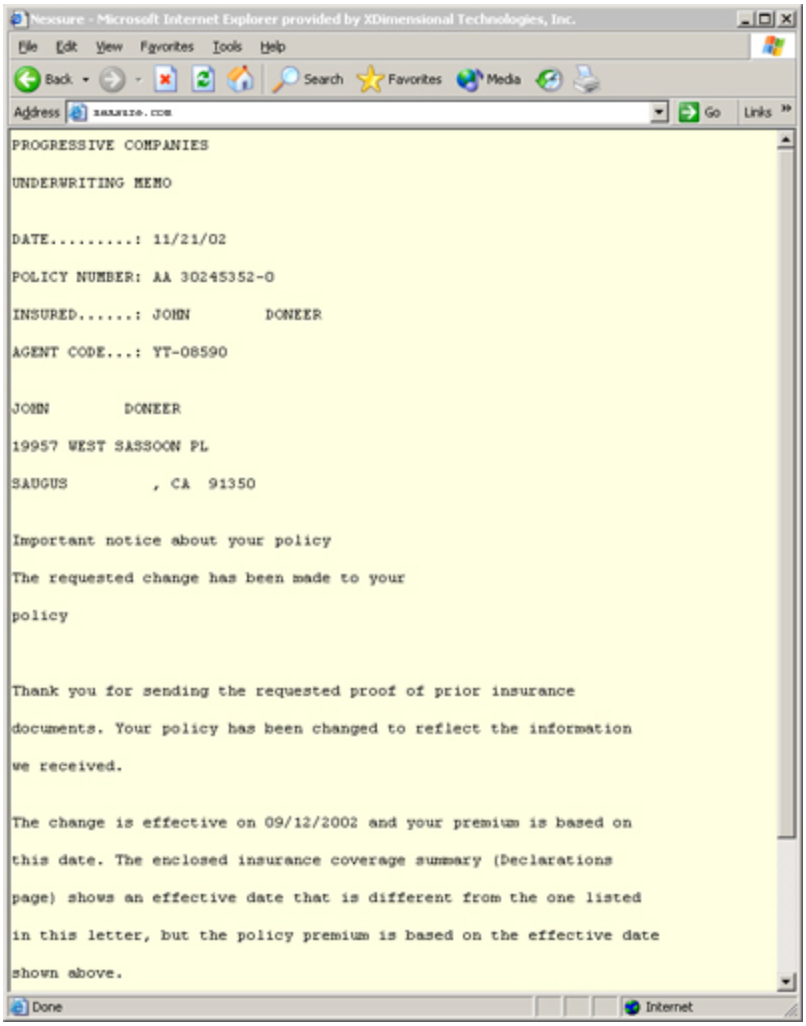



**To View / Print a Memo**

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

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

2. Select the AL1 (memo) you wish to view/print and click the **Details** icon.
3. The data will appear in a separate window.
4. To print the memo, click your browsers **Print** button or from the **File** menu, click **Print**.

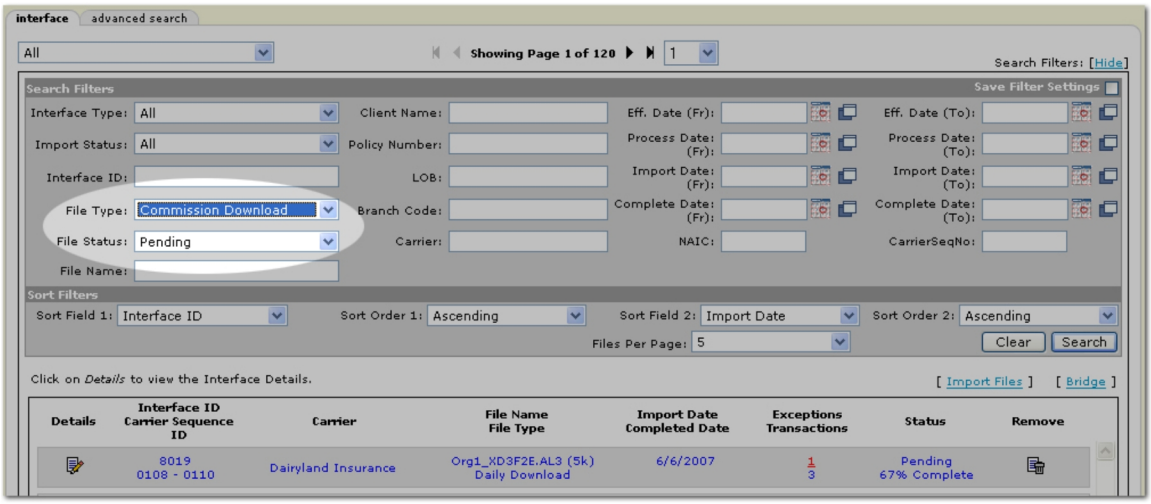



## *Carrier Commission Downloads*

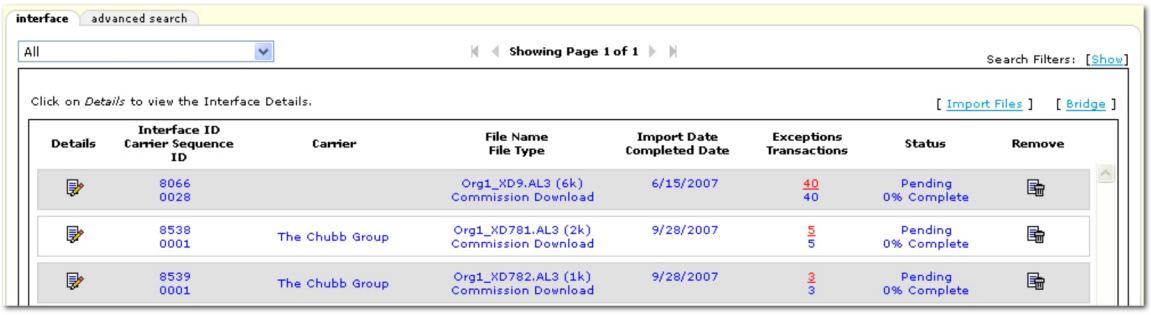
The commission statements come in as a group under the carrier name. The commission statement is worked as a group.

**To Process Carrier Commission Downloads**

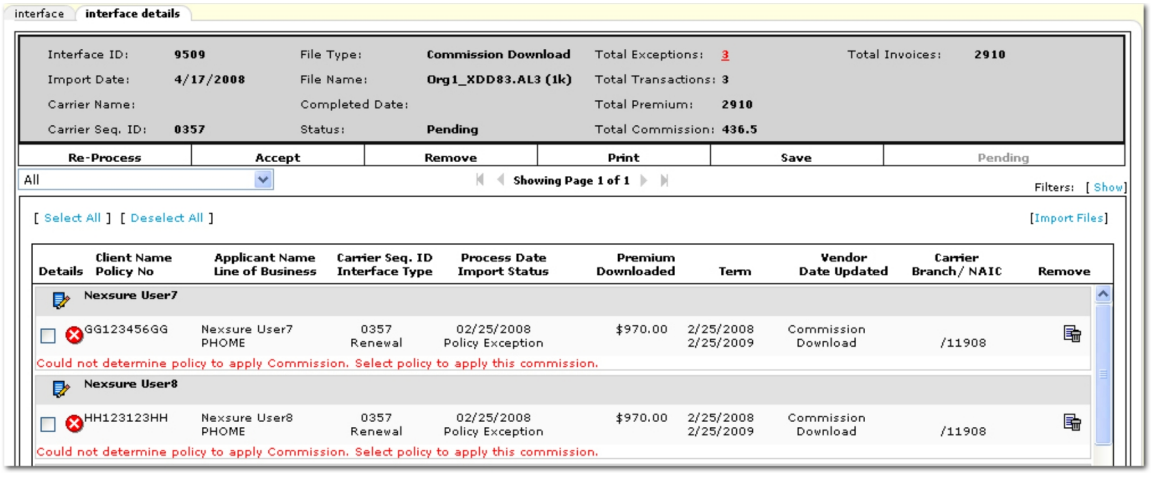
1. Prior to working with the download commission statements, process all the policy downloads.
2. On the Home menu, click**INTERFACE**.
3. In the **Search Filters** area, click **[Show]**. The **Search Filters** screen is displayed.



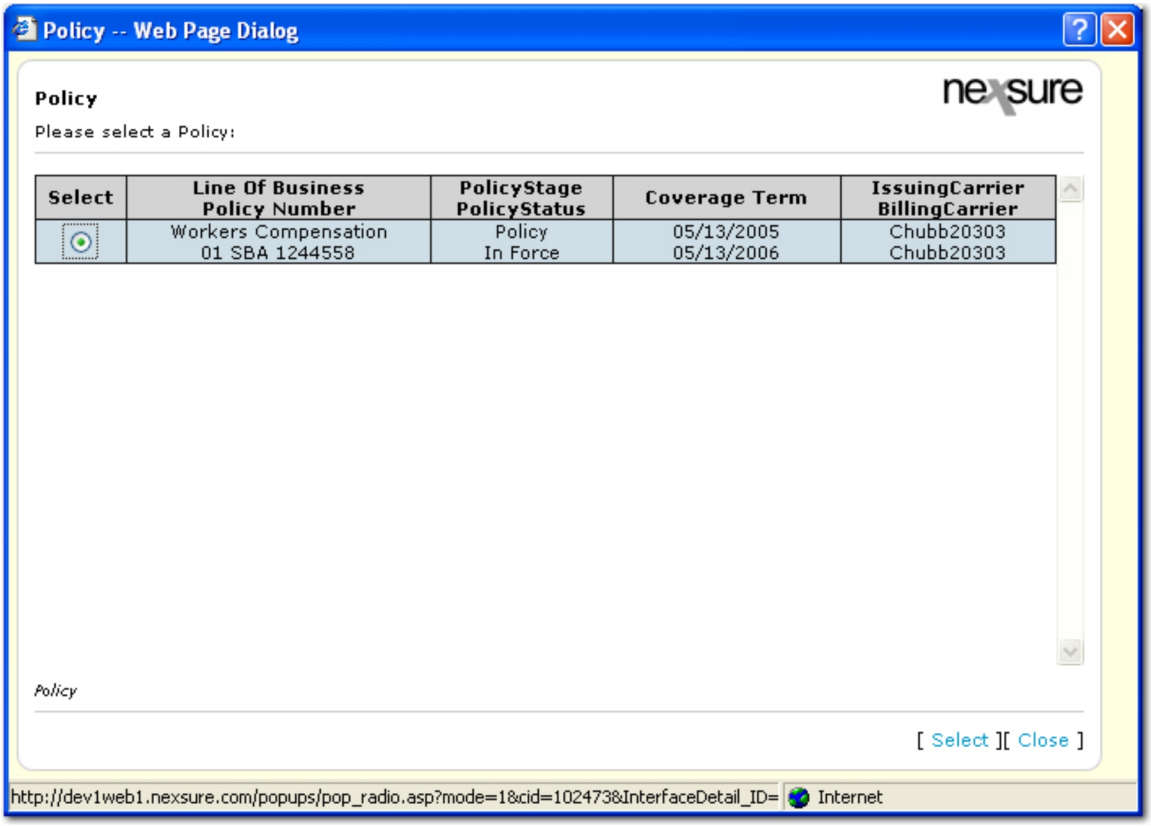

4. In the **Search Filters** area, make the following selections:
   - **File Type:** Commission Download
   - **File Status:** Pending
5. Click **Search**. The filter results are displayed. If the interface file is not found, change the Search Filter selections. Change the **File Type** to **Excel Commission Download File** if the commission download is an imported Microsoft Excel spreadsheet. Change the **File Status** to **All** to include completed files. If the interface file processed without exceptions it will not have a status of Pending.




6. Click the **Details** icon next to the interface file to be processed. The **interface details** tab is displayed.



7. If there is a red exception message displayed with the download, click the error message to resolve the issue. In this case, the policy could not be determined for a couple of the downloads. After clicking on the red error message, the **Policy** screen is displayed.




8. Select the appropriate policy for the download and click **[Select]**. The download is then resolved.

   For other downloads resolutions, the item can be re-processed by clicking the **Re-Process** link on the **Navigation Toolbar**. All items in the download will be re-processed as many times as necessary.

   Items can also be removed by selecting the check box next to the download and clicking **Remove** on the **Navigation Toolbar**. Multiple downloads can be removed at one time by setting up filters to search for all downloads to be deleted, clicking **[Select All]** then **Remove**. Verify that your search results are as expected; Nexsure has no restrictions on what types of items can be deleted.

   When a carrier sends a commission download with a Personal Auto LOB that is actually titled a Motorcycle LOB in Nexsure or vice versa, there are two ways the transaction can be associated with the correct policy in Nexsure:

   a. Click the Re-Process link on the Navigation Toolbar. This will try to find an exact match of policy number, policy effective date, policy expiration date, transaction date and NAIC code to match at least one in the family of carriers. Regardless of the title of the LOB if the criteria are an exact match with a policy in Nexsure, they will be associated.

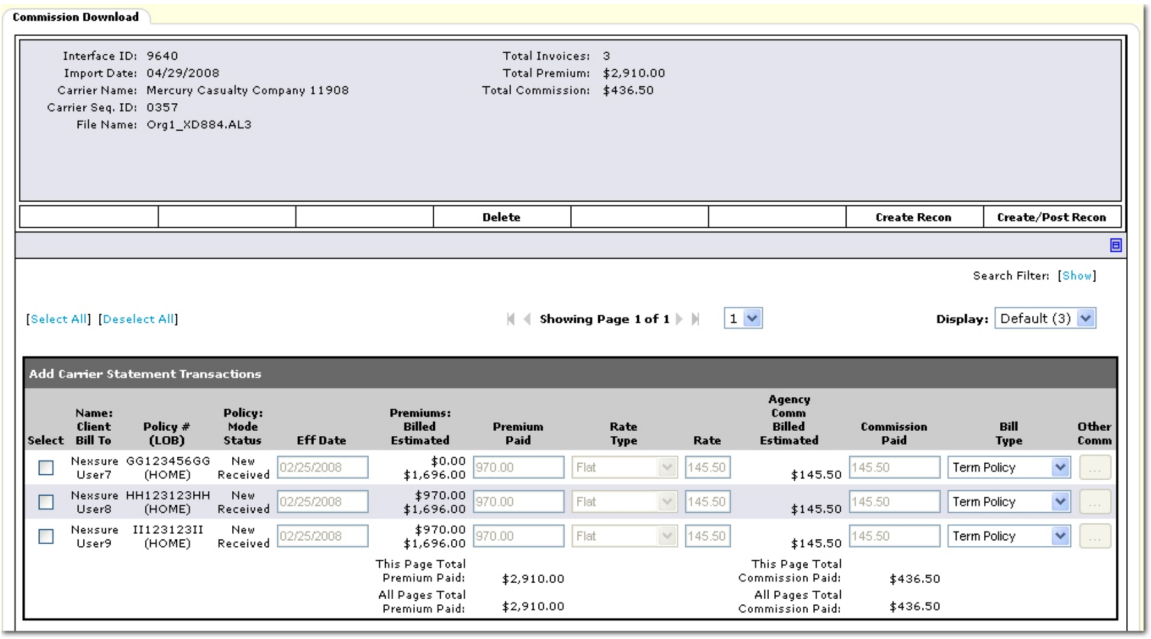
   b. Click the red error message under the transaction and manually associate the transaction to the correct policy on the **Policy** dialog box. The policies that are available for selection will have met the exact match criteria noted in (a) above.

When a carrier sends a commission download with a Personal Home, Renter or Condo LOB that is actually titled with a different LOB name in Nexsure, the same solutions apply as in (a) and (b) above with the same match criteria.

9. Once all downloads have been resolved or removed, click the **interface details** tab to refresh the screen. The**Total Exceptions** in the interface header should be zero. The **Total Transactions** number identifies the number of transactions that will be invoiced and processed, whether or not they are displayed on the screen. After all exceptions have been resolved, the **Create Invoices** option on the **Navigation Toolbar** becomes available.

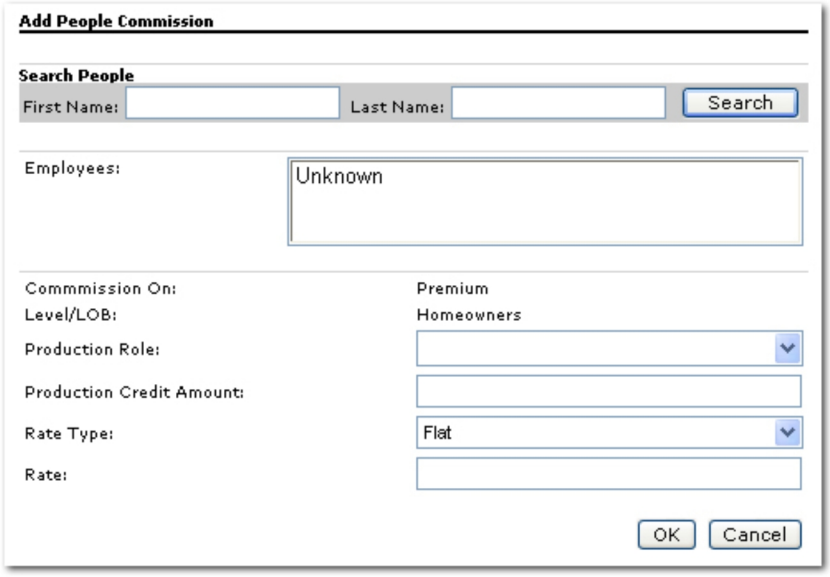



10. On the **Navigation Toolbar**, click **Create Invoices**. The **Create Selected** dialog box is displayed.
11. Click **OK**. When Create Invoice Processing finishes, the **View Invoices** link becomes available.
12. On the **Navigation Toolbar**, click **View Invoices**. The **Commission Download** tab is displayed with un-posted invoices from the commission download.




13. Only the **Bill Type** option can be edited at this time. Edit the **Bill Type** if necessary.

14. To add or edit**Other Commissions**, select the check box for the invoice line item and click the **Other Comm** ellipsis. The **[Add New Other Commission]** link becomes available at the bottom of the screen. Other Commission information calculated from policy info is listed and may be edited.
15. Click **[Add New Other Commission]**. The **Add People Commission** section is displayed.




16. Search for the staff member to which the commission will be added. The search results are displayed in the **Employees** box.
17. In the **Employees** box, select the employee to use.
18. In the **Production Role** list, select the production role for the staff member.
19. In the **Production Credit Amount** box, enter the commission amount.
20. In the **Rate Type** list, select the rate type to apply to the commission amount.
21. In the **Rate** box, enter the rate of the commission.
22. Click **OK**. The other commission is added to the **Add Carrier Statement Transactions** screen.
23. On the **Navigation Toolbar**, click **Create Recon** to pay and post all invoices and create a new reconciliation for each territory. The **Recon Totals** are displayed.

    **Tip:** To create and post the invoices and create and post the reconciliation, click the **Create/Post Recon** link on the **Navigation Toolbar** instead of **Create Recon**.

24. Click **OK**. The recon then processes. Click the **interface details** tab to refresh the screen. When the recons are done processing, the **Reconciliation Created** link is displayed on the **Navigation Toolbar**.
25. On the **Navigation Toolbar**, click **Reconciliation Created** to view a summary of the reconciliation.

    The invoices are added to the **Transactions - Direct Bill Quick Navigation** link in the reconciliation record. The invoices are now regular invoices with a (D) for download entry. The invoices cannot be reversed or edited until the reconciliation is complete. Post the reconciliations through the reconciliations tab at the following path: **ORGANIZATION > territories** tab > territory details > **accounting** tab > **transactions** tab > **reconciliation** tab.

## *Importing Microsoft Excel Files*

The very nature of an insurance agency requires extreme caution and care, especially when downloading client policies. Some carriers do not supply AL3 files for adding a policy header and client or direct bill commission statements. Another option is available to import a Microsoft® Excel® spreadsheet.

**To Set Up the Microsoft Excel Spreadsheet for Policy Information**

There are three different format options for the Microsoft Excel spreadsheet import. The format selected must have the correct number of columns and have the columns in a specific order for the import to process correctly.

**Note:** All columns are required and must be present even if they will not be used. The associated rows can be left blank.

1. **Basic Microsoft Excel Import Format (Zurich Format):** This format is used to create a client and to assign a policy to that client. The policy will have no specific policy information on it; it will just create a policy header. The following are the column names and the order in which they need to appear on the spreadsheet:
    a. LOB
    b. Policy Number
    c. Effective Date
    d. Expiration Date
    e. Named Insured
    f. Client Type
    g. SIC Code
    h. Premium
    i. Primary Contact
    j. Primary Contact Email
    k. Location Address
    l. Location City
    m. Location State
    n. Location Zip
    o. Business Phone
    p. Business Fax
    q. Agency
    r. Branch
    s. Department
    t. Producer First Name
    u. Producer Last Name
    v. NAIC

2. **Client / Prospect Microsoft Excel Format:** This format allows the agency to decide whether to import the person into the organization as either a client or a prospect. A client will have the associated policy imported into the system into the policy section. A prospect will have the associated policy created in the marketing section. The following are the column names and the order in which they need to appear on the spreadsheet:
    a. LOB
    b. Policy Number
    c. Effective Date
    d. Expiration Date
    e. Named Insured
    f. Client Type
    g. SIC Code
    h. Premium
    i. Primary Contact
    j. Primary Contact Email
    k. Location Address
    l. Location City
    m. Location State
    n. Location Zip
    o. Business Phone
    p. Business Fax
    q. Agency
    r. Branch
    s. Department
    t. Producer First Name
    u. Producer Last Name
    v. NAIC
    w. Client Stage
3. **Policy Servicing Microsoft Excel Format:** This format allows the agency to not only import a file to create a client and policy but will also allow servicing on existing policies. The following are the column names and the order in which they need to appear on the spreadsheet:
    a. LOB
    b. Policy Number
    c. Effective Date
    d. Expiration Date
    e. Named Insured

f. Client Type
g. SIC Code
h. Premium
i. Primary Contact
j. Primary Contact Email
k. Location Address
l. Location City
m. Location State
n. Location Zip
o. Business Phone
p. Business Fax
q. Agency
r. Branch
s. Department
t. Producer First Name
u. Producer Last Name
v. NAIC
w. Client Stage
x. Policy Stage
y. Transaction Type

**Important:** Only the following are valid transaction types; **New Business**, **Renewal**, **Endorsement**, **Cancellation**, **Reinstatement**, and **Audit**.

z. Transaction Eff Date
aa. Mailing Address
ab. Mailing City
ac. Mailing State
ad. Mailing Zip
ae. Notes
af. Retail Agent Code
ag. Commission Amount

4. **Microsoft Excel Spreadsheet Required Fields:** Although there are three different formats for the Microsoft Excel Spreadsheet, all three formats share the same required files that need to be filled out for the spreadsheet to process correctly. The following columns are required fields that need to be filled out for the spreadsheet to import properly:

a. LOB
b. Policy Number
c. Effective Date
d. Expiration Date
e. Named Insured
f. Client Type
g. Branch
h. Department
i. Producer First Name
j. Producer Last Name
k. NAIC
l. Transaction Type (Required only for the Policy Servicing spreadsheet.)
m. Transaction Eff Date (Required only for the Policy Servicing spreadsheet.)

**Note:** Policy Number, Named Insured, and Primary Contact information must be unique. DO NOT use "same" in the cells as a place holder. This will cause multiple items to become one record. Even if a policy number is unavailable, because it is not an actual policy, create a temporary policy number that contains a beginning letter, a few digits in the middle and an ending letter (ex. A445879L).

5. **Saving Files to Computer Prior to using the Microsoft Excel Import:** The Microsoft Excel files need to be saved to either a local or a network drive. Create a folder (select an appropriate name) and place the Microsoft Excel files in the folder.

**Note:** The folder can be used repeatedly; a new folder for each file is not necessary.

**To Set Up the Microsoft Excel Spreadsheet for Suspect Information**

A suspect list with no policy information can be added to Nexsure. The format must have the correct number of columns and have the columns in a specific order for the import to process correctly.

**Note:** All columns are required and must be present even if they will not be used. The associated rows can be left blank.

1. **Suspect Excel Format –** This format allows the agency to import a suspect into the organization. A suspect imported into Nexsure will only contain suspect information and will not be associated with a policy.
   a. Named Insured
   b. Client Type
   c. Primary Contact First
   d. Primary Contact Last
   e. Primary Contact Email
   f. Location Address
   g. Location City

h. Location State
i. Location Zip
j. Business Phone
k. Business Fax
l. Branch
m. Department
n. Producer First Name
o. Producer Last Name

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**Note:** Once the spreadsheet is imported, an **Error** icon will be displayed next to the suspect file to denote that there is no policy associated with the suspect. The client (suspect) information will be displayed on the client profile screens.

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**To Set Up the Microsoft Excel Spreadsheet for Commissions Information**

The Microsoft Excel spreadsheet must be set up exactly as explained below. All columns in this Microsoft Excel spreadsheet are required and must be filled out for the commission download to work properly.

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**Note:** Clients and policies must exist in Nexsure prior to importing the spreadsheet. If a client and / or policy does not exist in Nexsure, an error will result and the process will be an exception until the necessary information has been added.

---

1. **Commission Download Microsoft Excel Import Format:** This format is used to supply the agency policy premium amounts and commission amounts for specified policies. The following columns are required fields that need to be filled out for the spreadsheet to import properly:
   a. LOB
   b. Policy Number
   c. Effective Date
   d. Expiration Date
   e. Named Insured
   f. NAIC
   g. Transaction Type

      **Important:** Only the following are valid transaction types; **New Business**, **Renewal**, **Endorsement**, **Cancellation**, **Reinstatement, Installment**, and **Audit**.

   h. Trans Effective Date
   i. Gross Amount
   j. Commission Rate
   k. Commission Amount

| | A | B | C | D | E | F | G | |
|---|---|---|---|---|---|---|---|---|
| 1 | LOB | Policy Number | Effective Date | Expiration Date | Named Insured | NAIC | Transaction Type | Trans Effe |
| 2 | PAUTO | AA1234AA | 1/10/2008 | 1/10/2009 | Client1 | 11908 | Renewal | |
| 3 | PHOME | bb1234bb | 1/11/2008 | 1/11/2009 | Client2 | 11908 | New Business | |
| 4 | PROPC | cc1234cc | 1/12/2008 | 1/12/2009 | Client3 | 11908 | Renewal | |
| 5 | AUTOB | dd1234dd | 1/13/2008 | 1/13/2009 | Client4 | 11908 | Endorsement | |

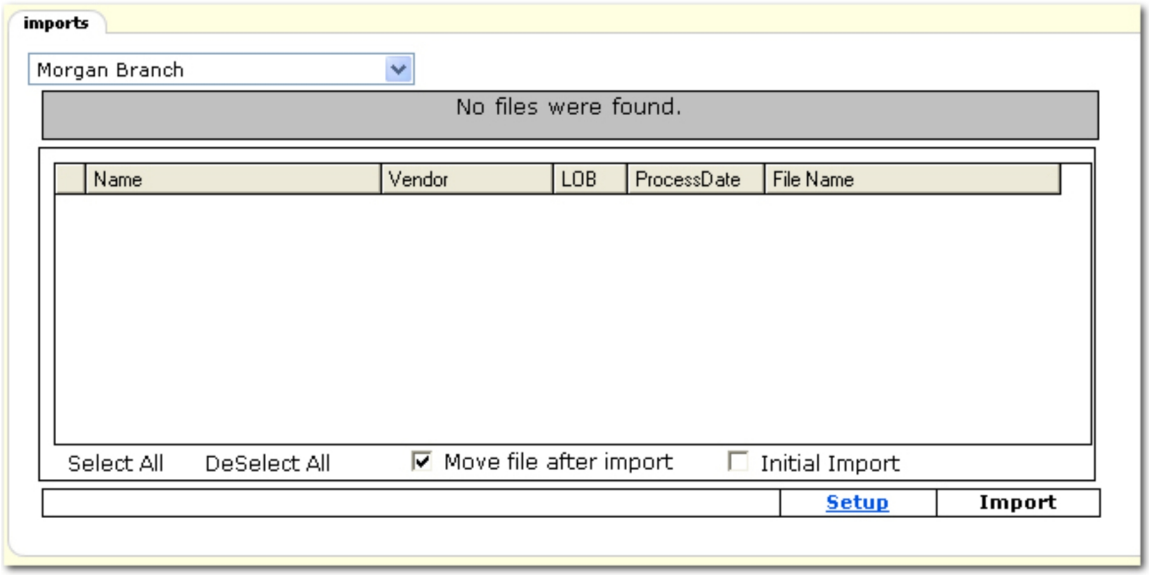
**Note:** All information in this spreadsheet needs to be correct. If the information supplied is not correct the client or policy may not be found.

**To Route the Exchange Manager to the Folder**

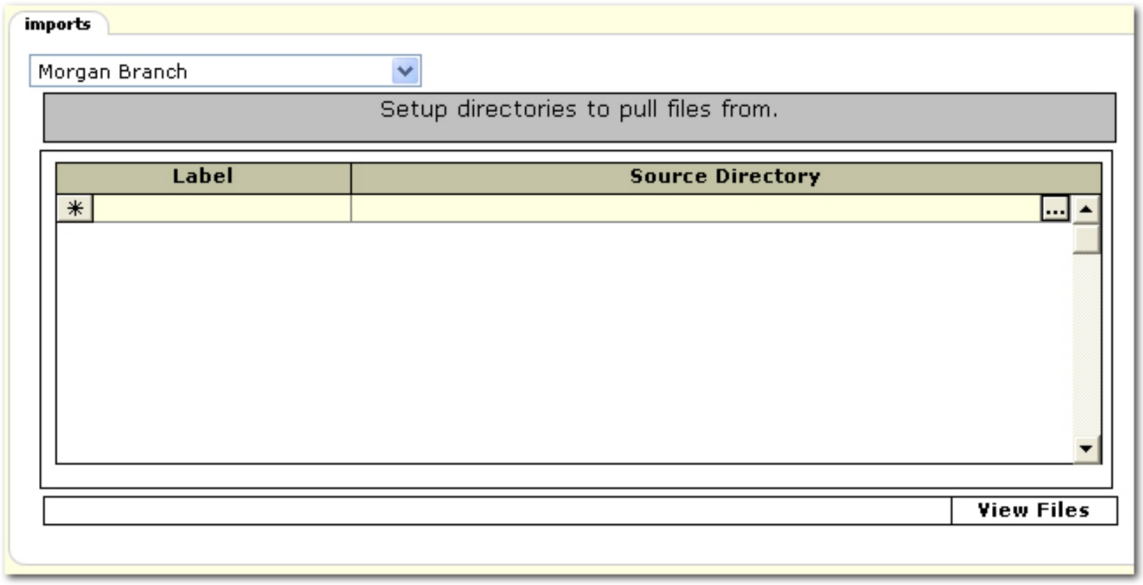
Before being able to import a file, the Exchange Manager must be mapped to the folder containing the files. The mapping from the Exchange Manager to the folder containing the files need only be set up once. Nexsure will remember the mapping.

**Note:** Depending on security rights not all users will be able to add a label and directory.

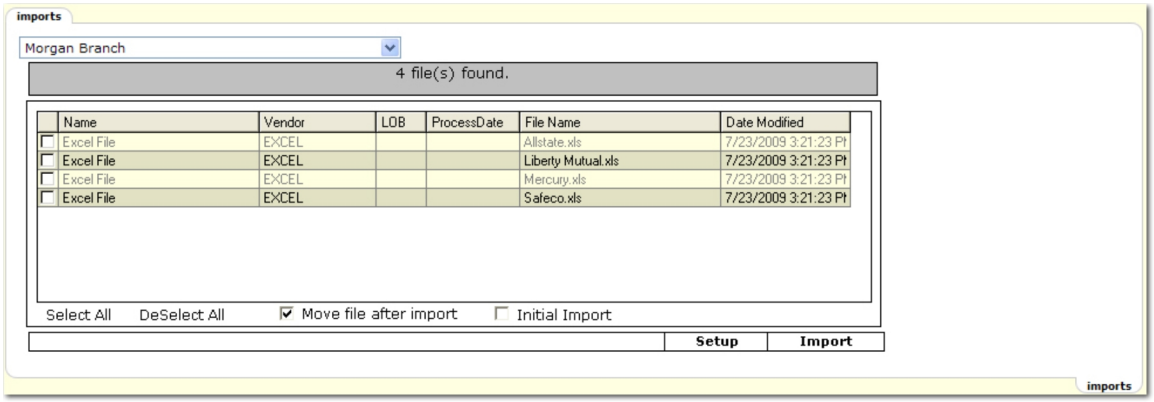
1. On the Home menu, click **INTERFACE**.
2. On the **interface** tab, click **[Import Files]**.
3. Select the appropriate branch and click **Continue**.




4. Click **Setup**.



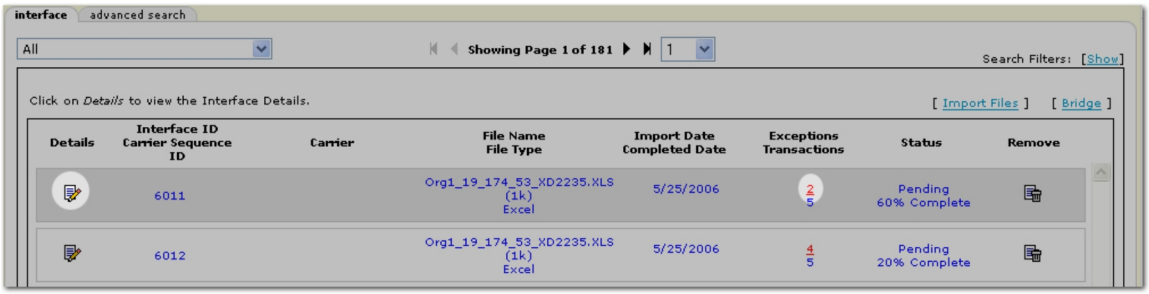

5. Click in the first **Label** cell and enter a descriptive name for the source directory.
6. In the **Source Directory** column, click the **Ellipsis** icon. Browse to the source directory.
7. Once the source directory has been set up, click **View Files**. The files located within the source directory will be displayed.




8. The following options are available on the screen:
   - **Select All:** This will select all files located on the screen for import.
   - **Deselect All:** This will deselect all of the files located on the screen for import.
   - **Move file after import:** When this is selected it will move the file after import to another folder. The folder is created automatically by Nexsure and this is done to reduce the risk of bringing a file in more than once. If it is not selected then the same files that were imported will display the next time this screen is accessed.
   - **Initial Import:** This is used when trying to populate an empty organization.

     **Important:** The **Initial Import** option must be used with caution as there is a risk of creating duplicate policies and or clients if the organization is not empty.

9. Select the file or files to be imported by placing a check mark in the first column on the **imports** tab.
10. Select **Move file after import** or **Initial Import** if necessary.
11. Click **Import**. Once the file has been import the screen will refresh and the main **interface** tab is displayed with the new import file.




12. In the **Exceptions** column, if there are any exceptions a red number will be displayed showing the number of exceptions that need to be resolved before the import will be complete. Click the red number or the **Details** icon to access the exceptions. For more information about **Exceptions** see the Interface topic.

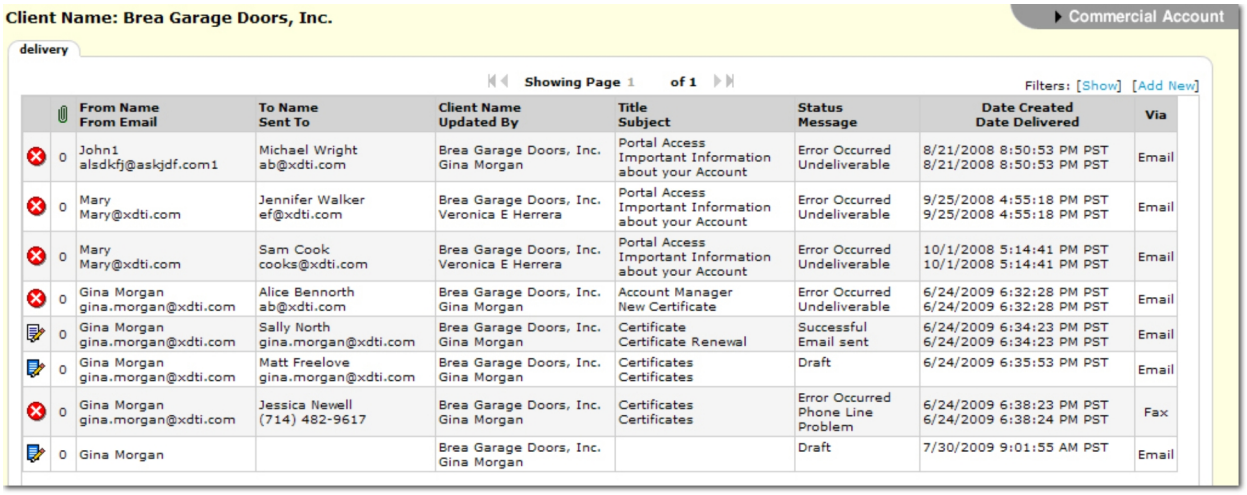
**Note:** Microsoft Excel downloads do not populate any information on the ACORD forms.

## *Delivery*

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

The **delivery** tab can be accessed from the Home menu, Client menu or Retail Agent entity. From the **Home** menu, a summary for all deliveries the staff member logged into Nexsure is authorized to view will appear. At the client level, only deliveries for the specified client will be displayed. When the **Details** icon is selected for a restricted delivery to which the staff member is not assigned, a dialog box will display listing the staff members that are assigned to the policy.

**Note:** Any deliveries that include attachments of policies, cancellations, claims or other attachments associated to a restricted policy will not display. The logged in staff member must be assigned to the restricted policy associated to the delivery to view the delivery details.




| | | From Name<br>From Email | To Name<br>Sent To | Client Name<br>Updated By | Title<br>Subject | Status<br>Message | Date Created<br>Date Delivered | Via |
|---|---|---|---|---|---|---|---|---|
| | 0 | John1<br>alsdkfj@askjdf.com1 | Michael Wright<br>ab@xdti.com | Brea Garage Doors, Inc.<br>Gina Morgan | Portal Access<br>Important Information about your Account | Error Occurred<br>Undeliverable | 8/21/2008 8:50:53 PM PST<br>8/21/2008 8:50:53 PM PST | Email |
| | 0 | Mary<br>Mary@xdti.com | Jennifer Walker<br>ef@xdti.com | Brea Garage Doors, Inc.<br>Veronica E Herrera | Portal Access<br>Important Information about your Account | Error Occurred<br>Undeliverable | 9/25/2008 4:55:18 PM PST<br>9/25/2008 4:55:18 PM PST | Email |
| | 0 | Mary<br>Mary@xdti.com | Sam Cook<br>cooks@xdti.com | Brea Garage Doors, Inc.<br>Veronica E Herrera | Portal Access<br>Important Information about your Account | Error Occurred<br>Undeliverable | 10/1/2008 5:14:41 PM PST<br>10/1/2008 5:14:41 PM PST | Email |
| | 0 | Gina Morgan<br>gina.morgan@xdti.com | Alice Bennorth<br>ab@xdti.com | Brea Garage Doors, Inc.<br>Gina Morgan | Account Manager<br>New Certificate | Error Occurred<br>Undeliverable | 6/24/2009 6:32:28 PM PST<br>6/24/2009 6:32:28 PM PST | Email |
| | 0 | Gina Morgan<br>gina.morgan@xdti.com | Sally North<br>gina.morgan@xdti.com | Brea Garage Doors, Inc.<br>Gina Morgan | Certificate<br>Certificate Renewal | Successful<br>Email sent | 6/24/2009 6:34:23 PM PST<br>6/24/2009 6:34:23 PM PST | Email |
| | 0 | Gina Morgan<br>gina.morgan@xdti.com | Matt Freelove<br>gina.morgan@xdti.com | Brea Garage Doors, Inc.<br>Gina Morgan | Certificates<br>Certificates | Draft | 6/24/2009 6:35:53 PM PST | Email |
| | 0 | Gina Morgan<br>gina.morgan@xdti.com | Jessica Newell<br>(714) 482-9617 | Brea Garage Doors, Inc.<br>Gina Morgan | Certificates<br>Certificates | Error Occurred<br>Phone Line Problem | 6/24/2009 6:38:23 PM PST<br>6/24/2009 6:38:24 PM PST | Fax |
| | 0 | Gina Morgan | | Brea Garage Doors, Inc.<br>Gina Morgan | | Draft | 7/30/2009 9:01:55 AM PST | Email |

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

| Method | Icon | Status | Status Message | Successful |
|---|---|---|---|---|
| Email / Fax | | Draft | --- | No |
| Email / Fax | | Processing Forms | Rendering PDF | No |
| Email / Fax | | Pending | --- | No |
| Fax | | Processing | Picked up | No |
| Fax | | Processing | Sending... | No |
| Fax | | Processing | Phone line problem | No |
| Email / Fax | | Successful | Completed | Yes |
| Fax | | Error Occurred | Ring, timeout waiting for answer | No |
| Fax | | Error Occurred | Voice answer detected | No |
| Fax | | Error Occurred | Transmission error | No |
| Fax | | Error Occurred | Bad Conversion | No |

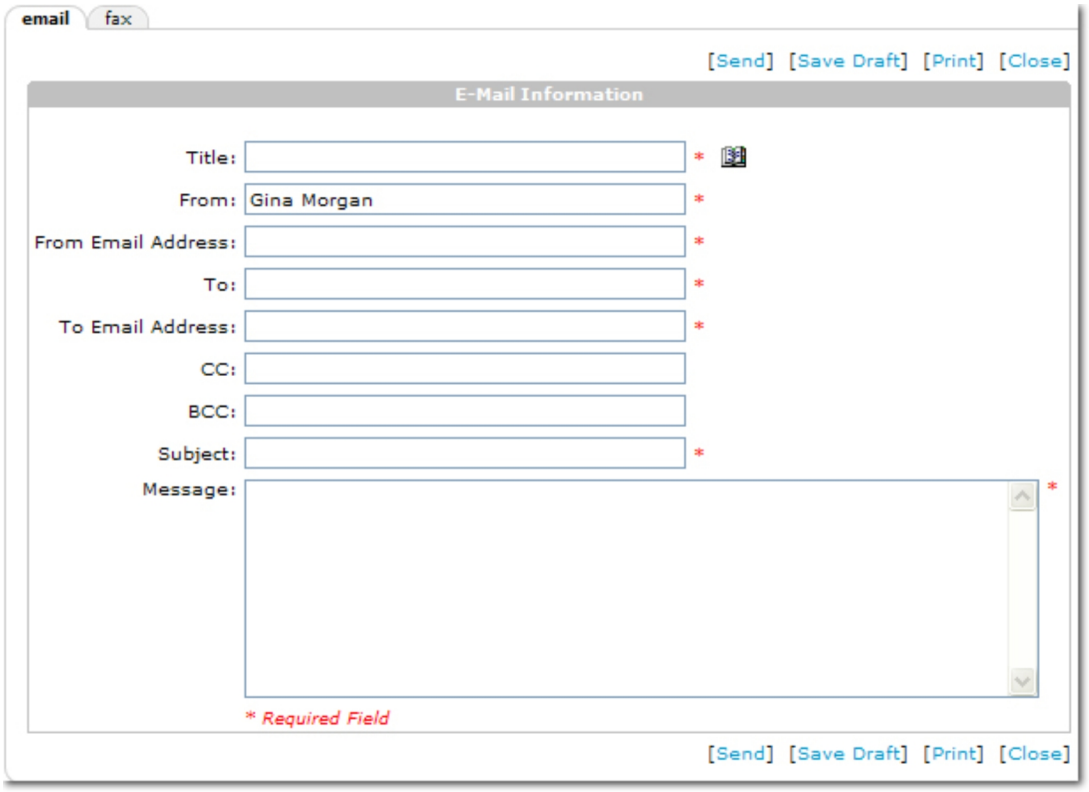
**Note:** To re-send a failed delivery, from the **delivery** tab, click the **Details** icon for the failed delivery, then click **Re-Send**.

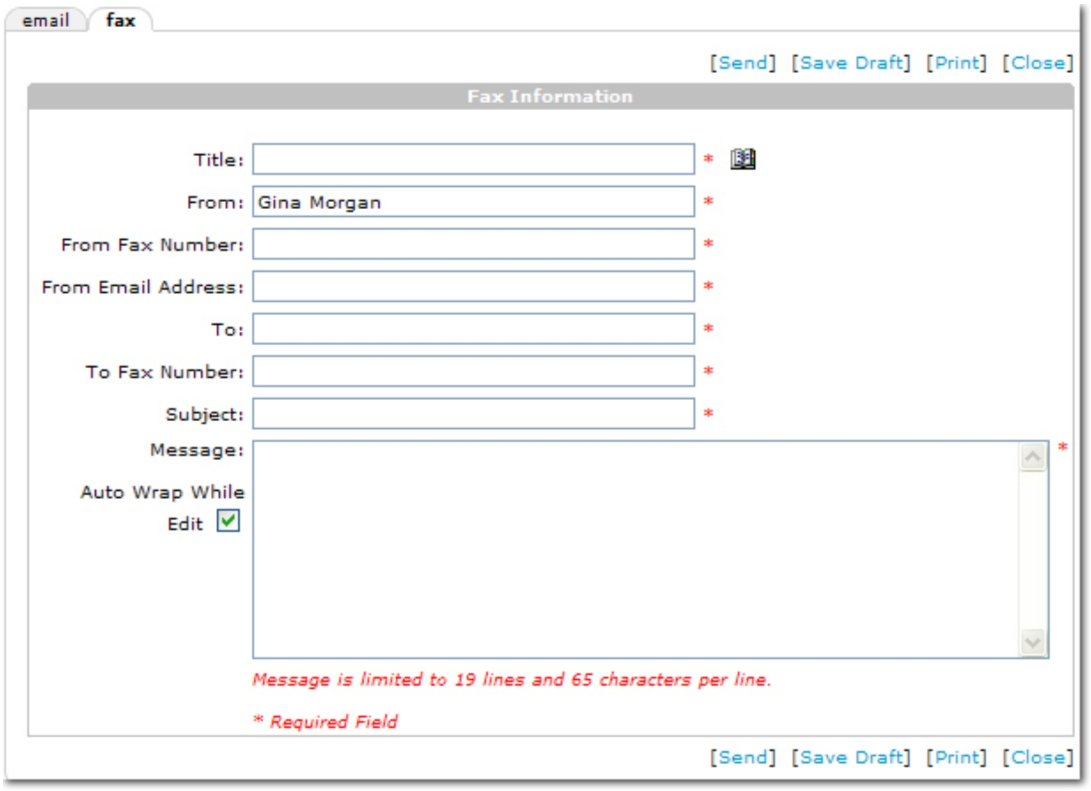
- The attachment column displays the number of attachments associated with the delivery.

## *Sending a Delivery*

**To Deliver Policy Information**

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






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

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

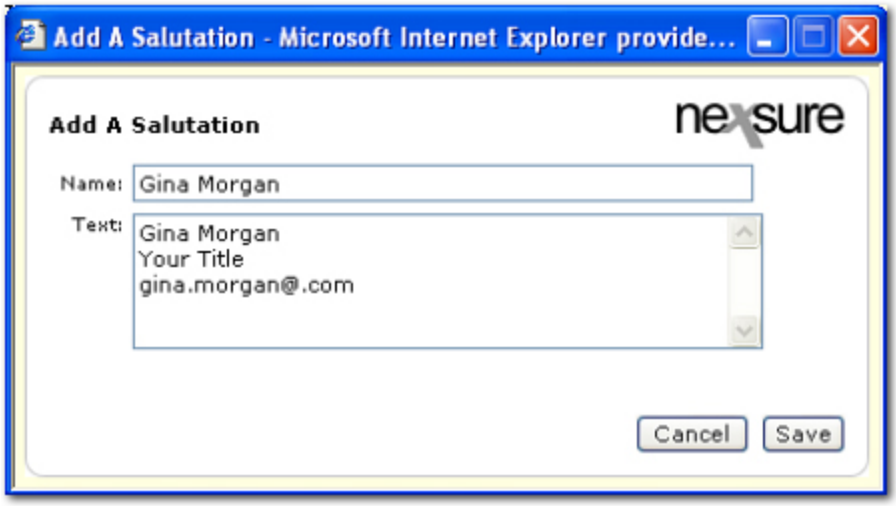
  **Note:** A valid email address or a fax machine is not required, the **From** email box must still be populated. The policy information will be sent via Nexsure and a third-party tool.
- **From**: Enter the **From** name.
- **To E-Mail Address / Fax Number**: Enter the recipient's email or fax number.

  **Tip:** To send an email of fax to multiple recipients, add a semicolon between the multiple email addresses or fax numbers.
- **To**: Enter the recipient's name.
- **CC**: (email only) Enter the email address of any additional persons to whom the information should also be sent. Separate multiple email addresses with a semicolon.
- **BCC**: (email only) Enter the email address of any additional persons to whom the information should also be sent without informing the To or CC recipients. Separate multiple email addresses with a semicolon.

- **Subject**: The delivery subject, as would be shown on the cover page or in the **Subject** line of an email.
- **Message**: Enter a message, if needed, to accompany the attachments. You can add a signature file to your deliveries on the Employee > Identity screen.

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

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




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

b. Click the **employees** tab.

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

d. Click the **identity** tab.

e. Click **Add Salutation**.

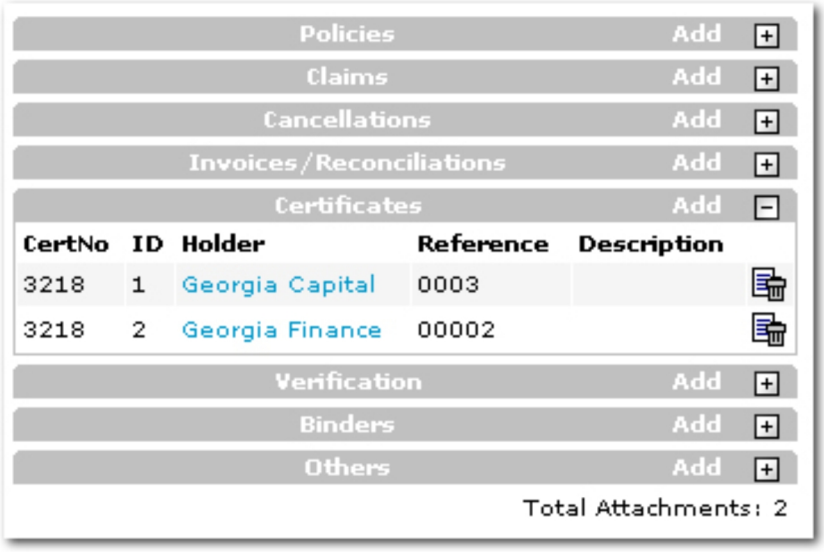
**Note:** Though it is possible to have more than one salutation (or signature) file, the first one will appear in the delivery message body.

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

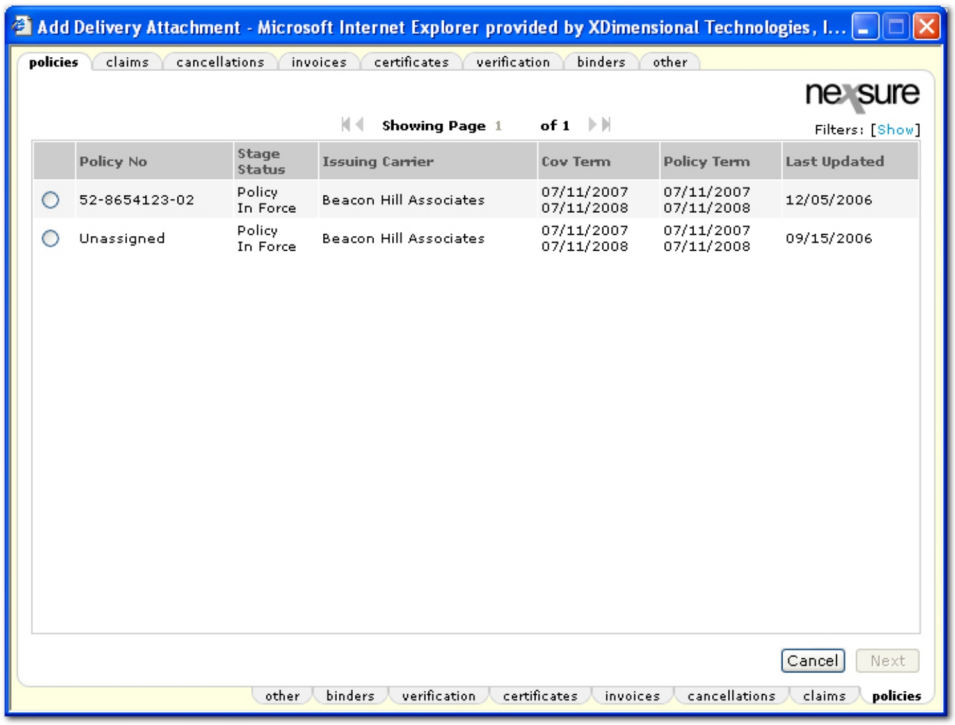
g. In the **Text** box, enter the signature information.

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

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




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




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

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

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

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**Note:** Any attachments that are associated with a restricted policy will not be displayed to staff members that are not assigned to the policy.

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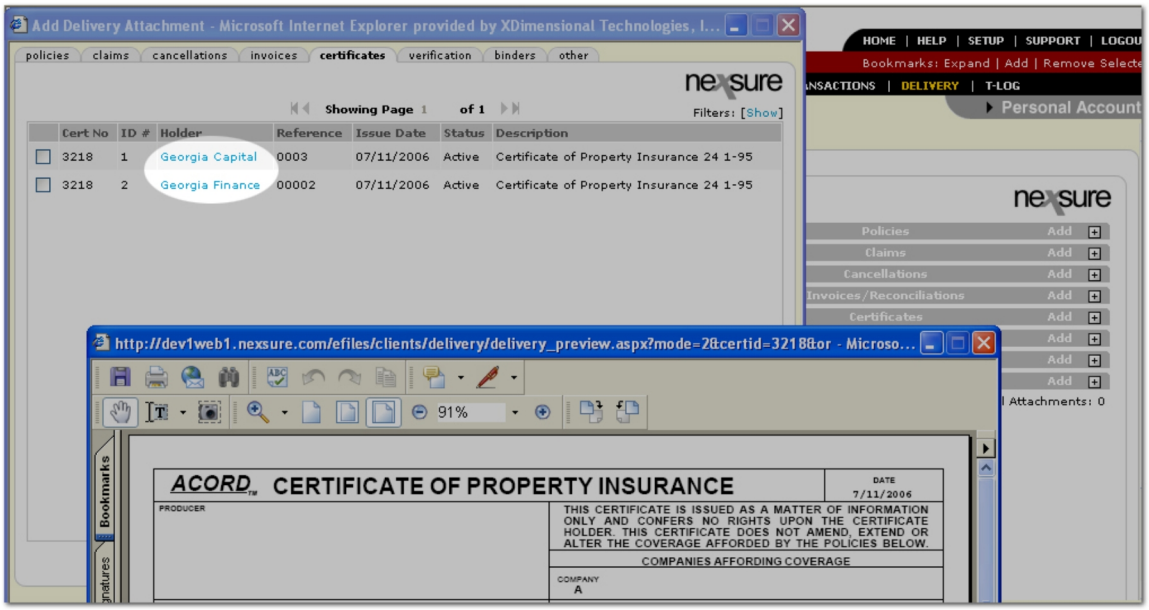
**Tip:** An attachment may also be previewed before adding it to the delivery. To preview an attachment, find the attachment on one of the available tabs. Notice that the attachment is labeled with blue text. Click on the blue title of the attachment to preview.




9. Select the policy, certificate, image or other item and click **Next**. Follow any remaining prompts.
10. Once the email or fax is complete the following options are available:
    - **Close:** Click **[Close]** to close the **fax** or **email** tab without saving changes.
    - **Send:** Click **[Send]** to send the email or fax to the recipient.
    - **Save Draft:** Click **[Save Draft]** to save the email or fax to send at a later time. Any attachments added to the email or fax will be saved as well. All drafts are then available on the **delivery** tab.

---

**Note:** If the initial fax could not be delivered, an email will be automatically sent to the sender's email address. The email contains information to help identify the fax that failed. There are two ways to proceed:

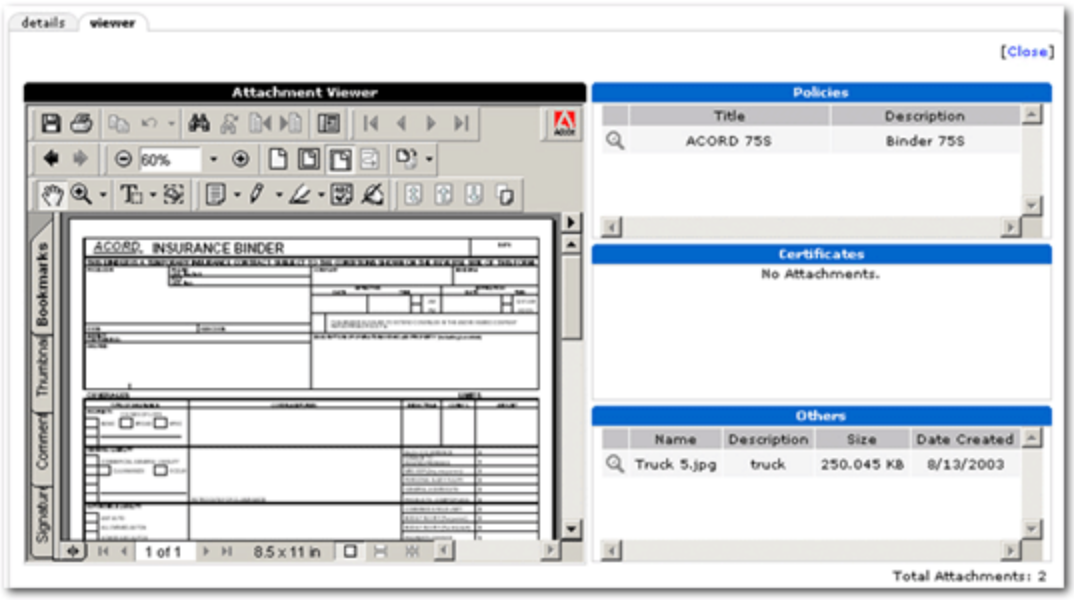
A PDF file of the document will be automatically generated. That file may then be printed and manually faxed.

Or

---

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

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

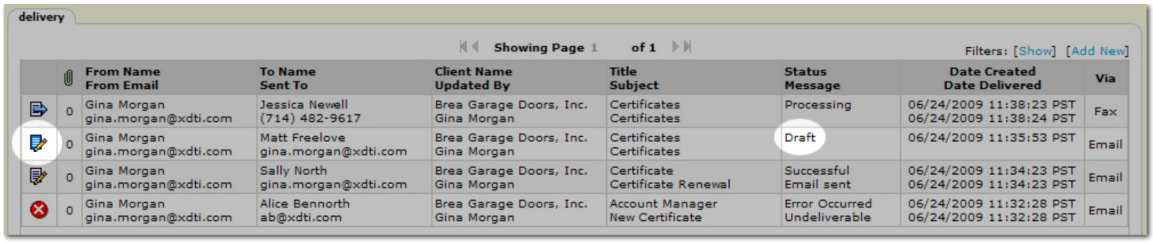



**Important:** Once a draft or delivery has been created it cannot be deleted.

**To Send a Saved Draft**

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

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




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

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

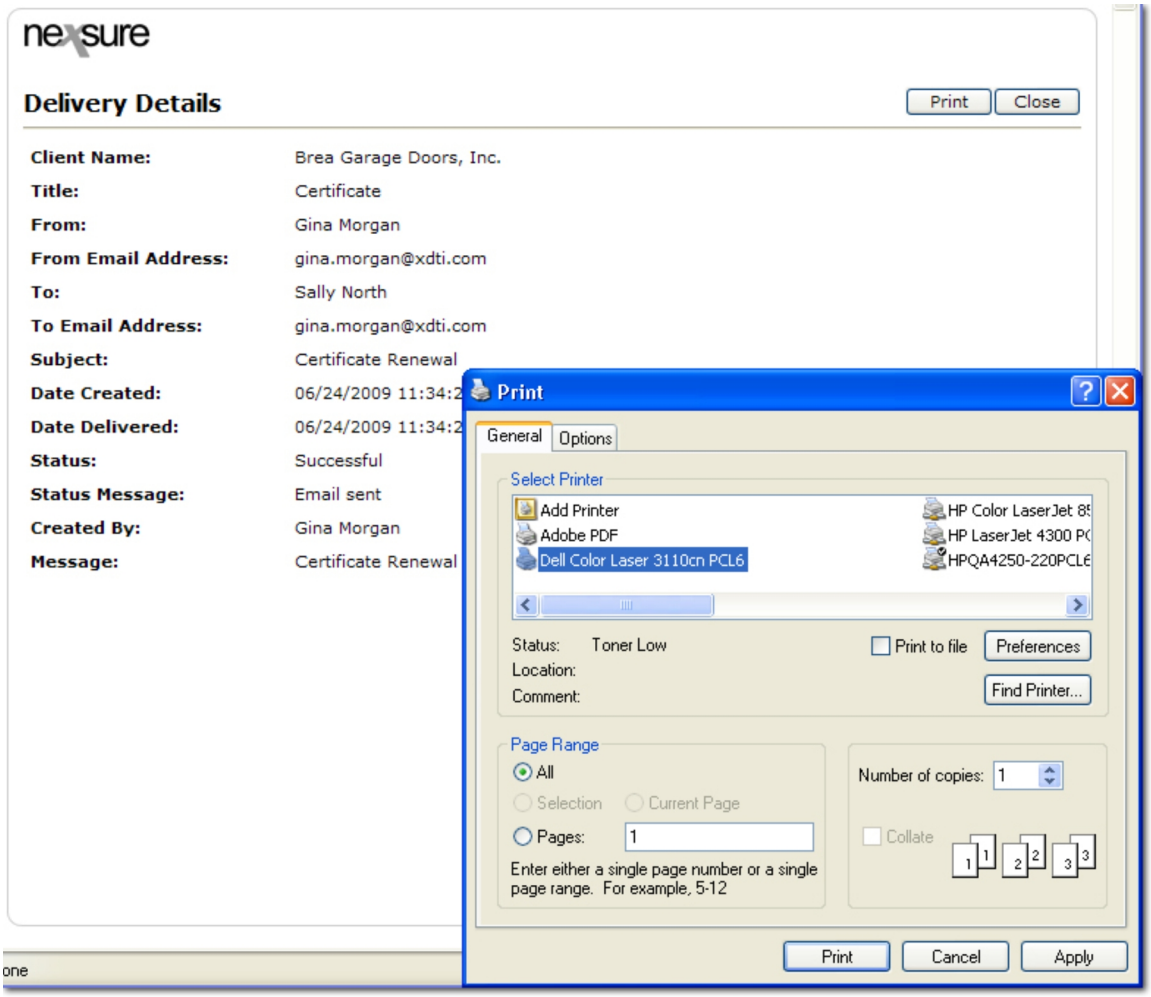
5. Make any necessary updates to the draft and click **[Send]**.

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

**To Print Delivery Details**

Once a delivery has been sent, the delivery details can be viewed and printed for reference.

1. Navigate to the previous delivery by clicking **SEARCH**.
2. Click the **Details** icon next to the appropriate client.
3. On the Client menu, click **DELIVERY**. The **delivery** tab is displayed.
4. On the **delivery** tab, click the **Details** icon next to the appropriate delivery. The **details** tab is displayed.
5. On the **details** tab, click **[Print]**. The **Delivery Details** screen will be displayed.




6. On the **Delivery Details** screen, click **Print**. The **Print** dialog box is displayed.

   Or

   Click **Cancel** to return to the delivery **details** tab.

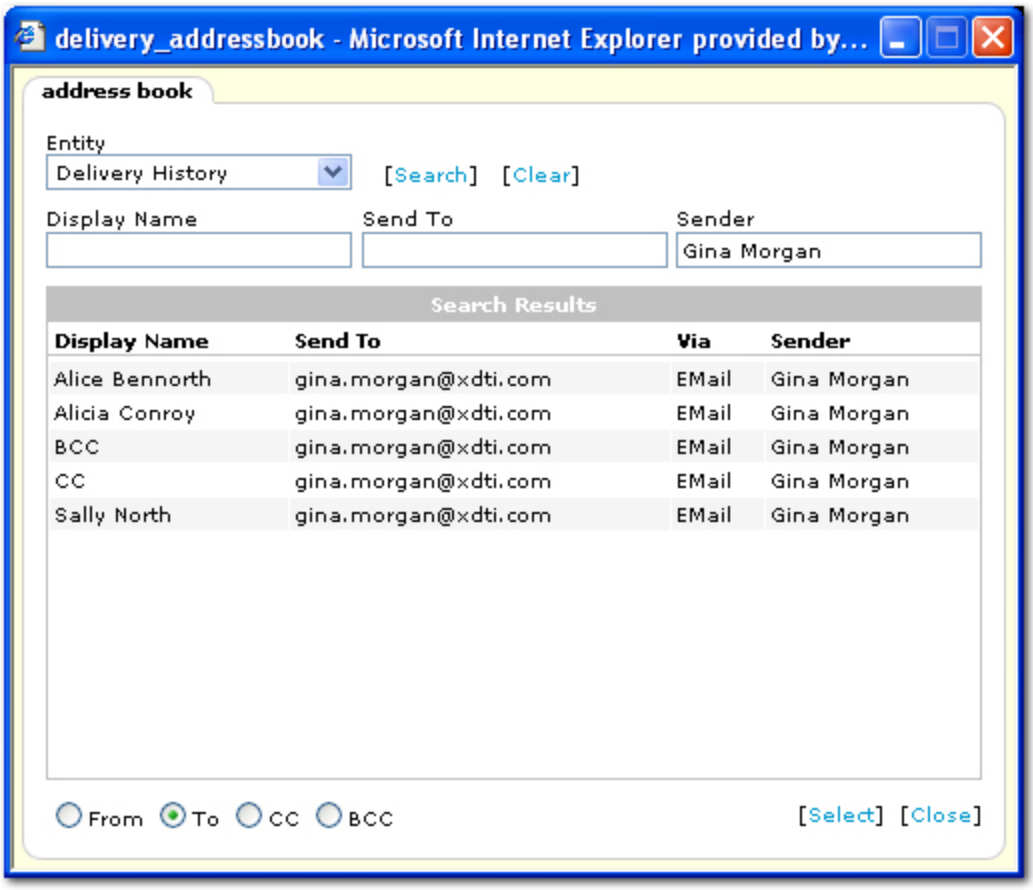
7. In the **Print** dialog box, make the appropriate selections and click **Print**. The **Delivery Details** are printed.

## *Delivery Address Book*

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

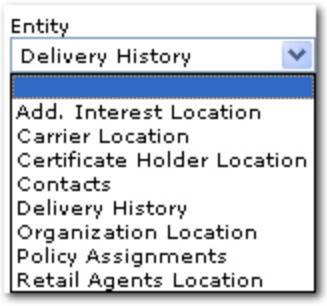
**To Use the Address Book**

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




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

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




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

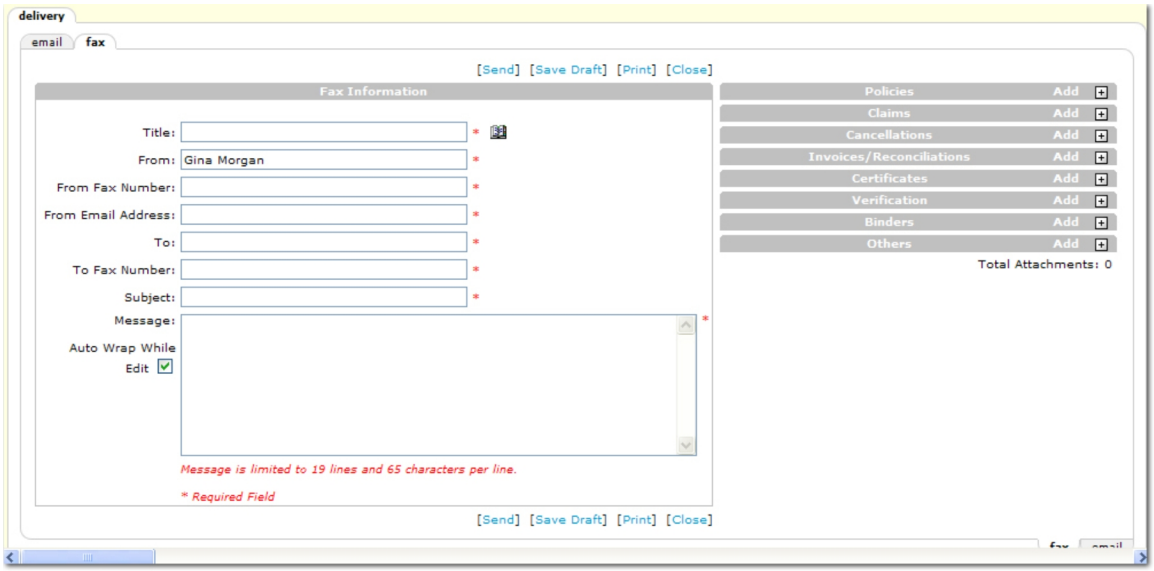
   **Tip:** Hold the **CTRL** key to select more than one entity.

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

## *Fax Message*

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

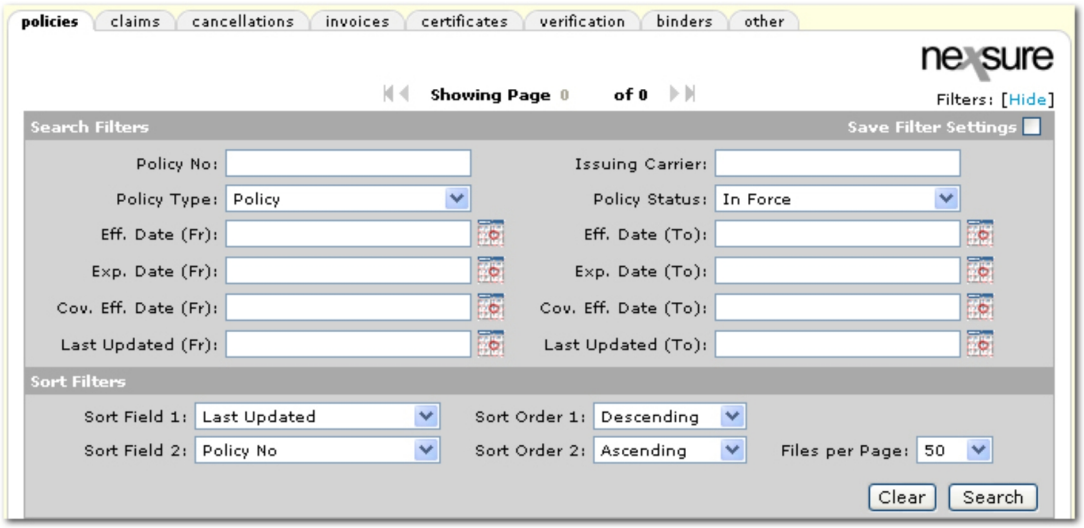
- **Auto Wrap While Edit:** Select this option to have the text wrap during entry. Paragraph breaks entered will be preserved. The breaks added by Nexsure for wrapping purposes are distinguished by a proceeding ▫ icon. These breaks are dynamic so when text is inserted or deleted they will be repositioned.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



### *Attachment Filters*

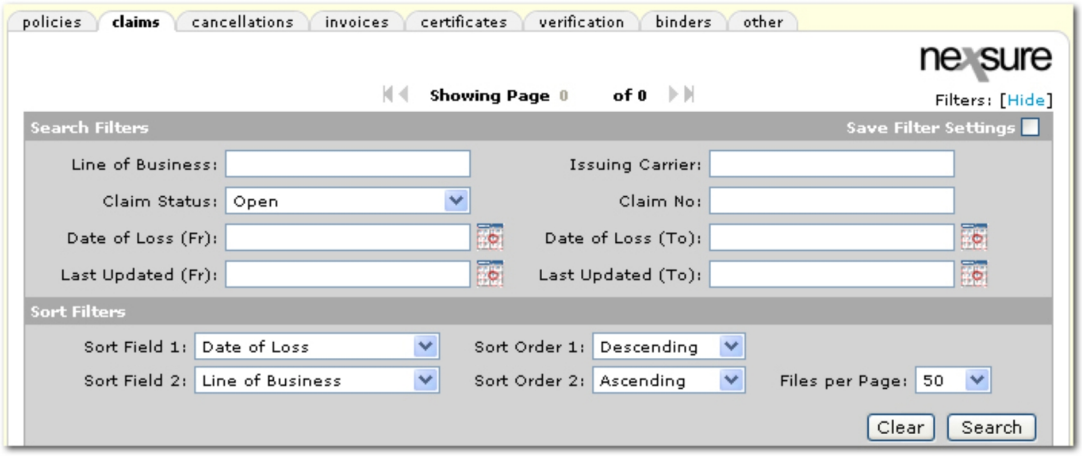
Each tab in the **Add Delivery Attachment** dialog box contains **Filters** to search for attachments. The following information lists the default search and sort settings for each tab. The default settings can be modified as necessary to return alternate search results.

**Policies Tab**



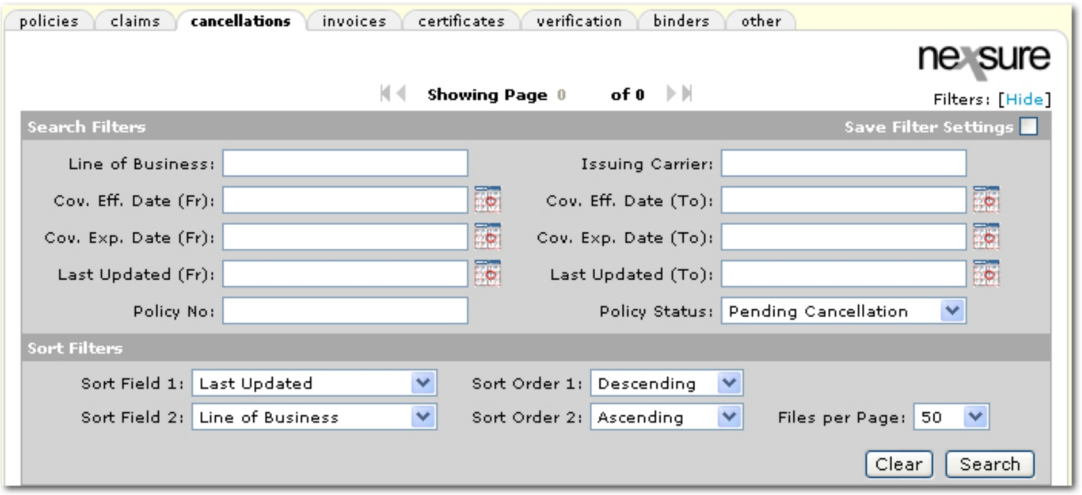

1. In the **Search Filters** area, the following are default settings:
    - **Policy Type:** Policy
    - **Policy Status:** In Force
2. In the **Sort Filters** area, the following are default settings:
    - **Sort Field 1:** Last Updated Date
    - **Sort Order 1:** Descending
    - **Sort Field 2:**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

**Claims Tab**




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

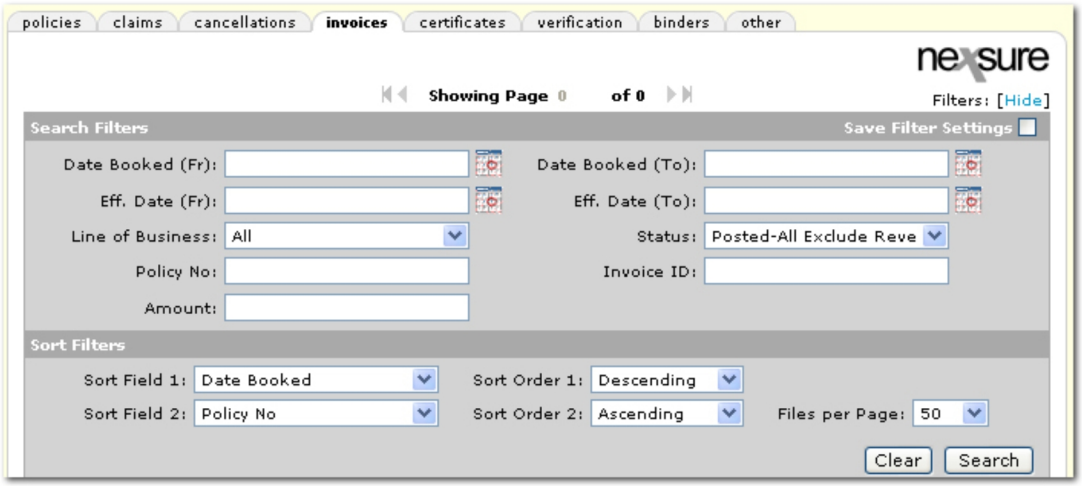
**Cancellations Tab**




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

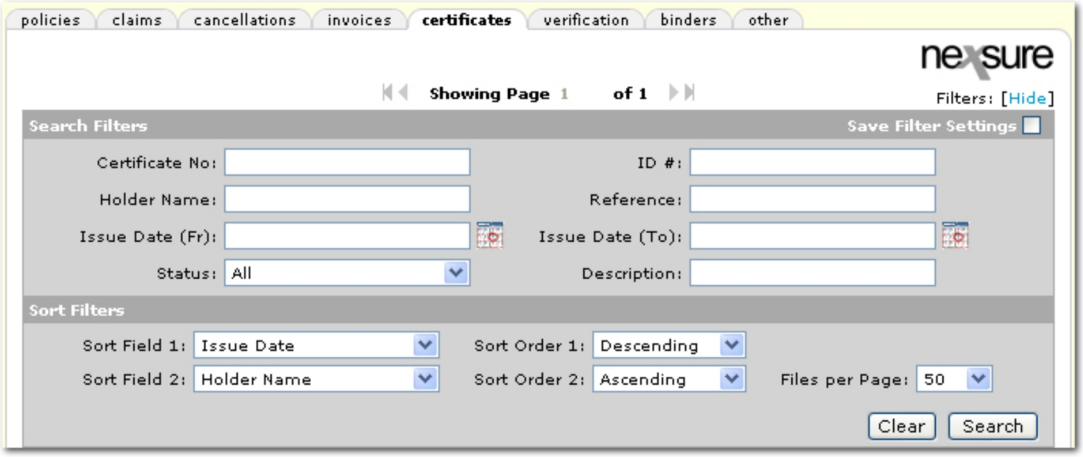
- **Sort Field 2**: Line of Business
- **Sort Order 2:** Ascending
- **Files Per Page:** 50

**Invoices Tab**




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

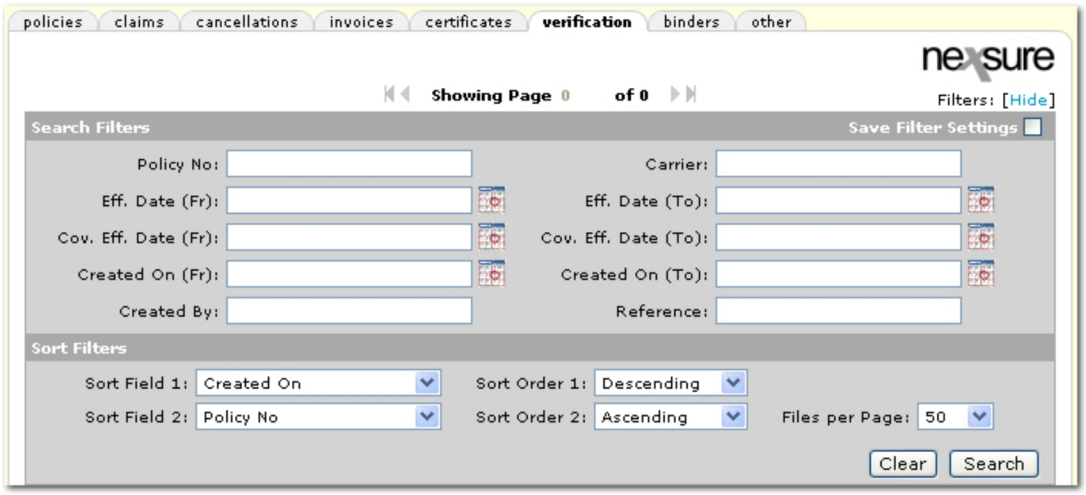
**Certificates Tab**




1. In the **Sort Filters** area, the following are default settings:

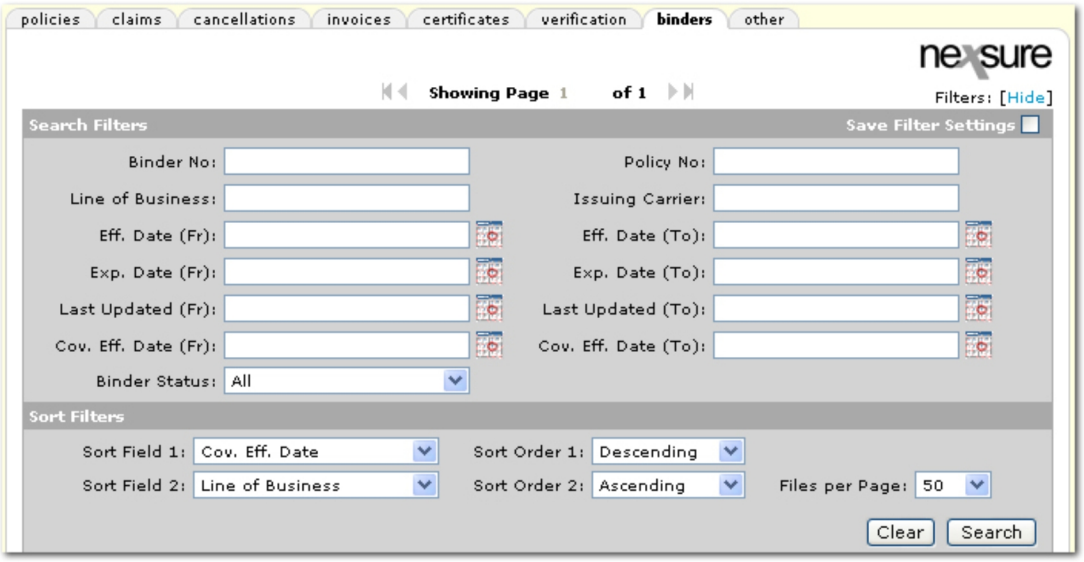
- **Sort Field 1:** Issue Date
- **Sort Order 1:** Descending
- **Sort Field 2:** Holder Name
- **Sort Order 2:** Ascending
- **Files Per Page:** 50

**Verification Tab**



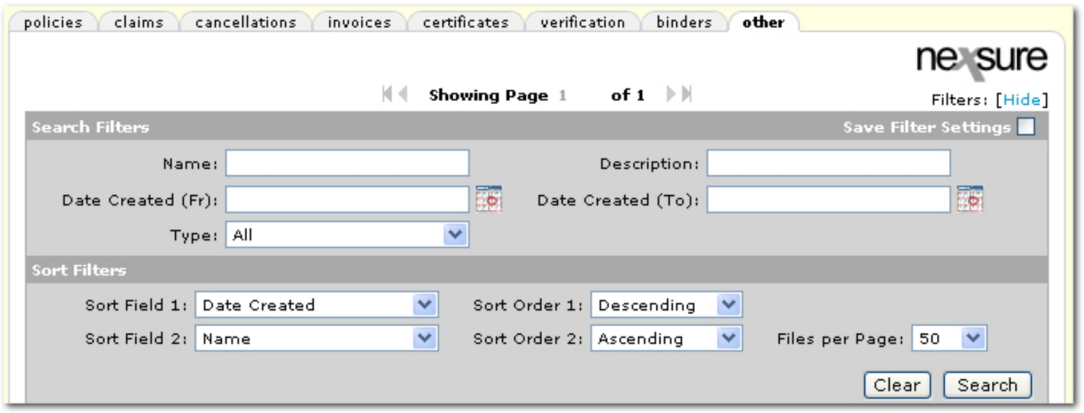

1. In the **Sort Filters** area, the following are default settings:
   - **Sort Field 1:** Created On
   - **Sort Order 1:** Descending
   - **Sort Field 2:** Policy No
   - **Sort Order 2:** Ascending
   - **Files Per Page:** 50

**Binders Tab**




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

**Other Tab**




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

### *Annualized Premium*

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

**Example**

1. A commercial auto policy with a term of **1/1/2005** to **1/1/2006** and an original premium of **$10,000** exists.
2. An endorsement to the policy is made to add an additional vehicle effective **1/24/2005** with pro-rata additional premium of **$1,200.00**. (That is the cost of adding a vehicle from **1/24/2005** to **1/1/2006** or a total of **342** days.)
3. Nexsure then uses the following formula to determine the annualized amount of $1200:

   **$Billed Premium x 365 days / # days in force = $####.##** (Annualized Premium)

   1200 multiplied by 365 = 438,000 divided by 342 = $1,280.70 so the annualized premium is $1,280.70.
4. The premium is added to the original annualized premium of $10,000. This is displayed on the **policy info** tab as:

   **Annualized $:** $11,280.70

   **Billed Premium:** $11,200.00

## Setup Console

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

- Actions
- Color Schemes
- Integration
  - eLinks
- Downloads
  - IVANS
  - Download Defaults
  - Rating Vendors
- Lookup Management
- Opportunities
  - Branches
  - Buying Modes
  - Contact Roles

  - Grades
  - Labels
- Lines of Business
- Programs
- Document Templates
- Security Administration

## *Setup > Actions*

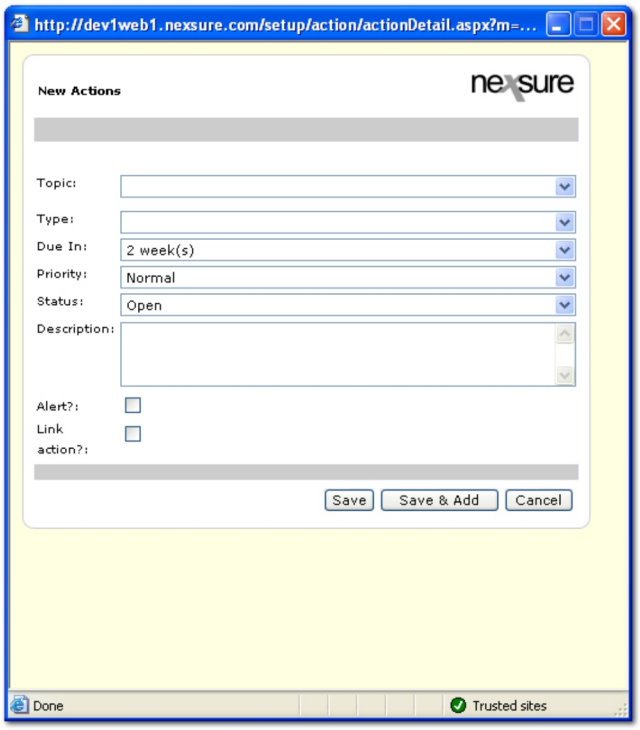
Actions are used as follow-up reminders or to document activities in Nexsure. When setting up new actions, both a type and topic must be associated with the action. Types are a default description clarifying the action and are associated with topics. The topic might be looked at as a group or category for the action.

Once an action is added, it cannot be removed. Before adding the first action to Nexsure, it is best to determine what actions will be important to the organization. It is important to review the default list provided and modify the types to fit the organization's workflow.

To avoid duplication, consider that Nexsure tracks all open: opportunities, marketing submissions, binders, edits, audits, expirations, endorsements, cancellations, and claims. As each open item is moved, posted, or aborted they are automatically removed from the home screens. With this information in mind an action will most likely need to be created for anything that falls outside home screen tracking and things that cannot be tracked in Nexsure (such as documenting a phone call).

**To Add or Modify the Defaults for Actions**

1. On the Utility menu, click **SETUP.**
2. From the **Setup Console**, click **actions**.
3. By default, the **actions** are displayed by **topic**. Use the tabs at the top of the screen to view actions, topics, or types.
4. From the **actions** tab, click **[Add New]** to add a new action. The **New Actions** dialog box is displayed.




5. In the **Topic** list, select an action topic. Topics are unique and allow grouping like items together such as the renewal topic. The topic is used on every action during the renewal process, which then makes it easier to determine where the policy is in the renewal process. To add a new topic, see Adding Action Topics.

---

**Note:** If a topic is **Inactive**, the topic will not be available for selection when adding a new action. Any actions that were previously created using that topic will remain unchanged. If an action topic is **Inactive**, any action types associated with that topic will not be displayed on the **actions** tab.

---

6. In the **Type** list, select an action type. Types are not unique and may be reused for any topic. Be careful not to add duplicate types. To add a new type, see Adding Action Types.

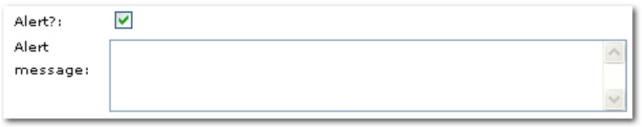
---

**Note:** If a type is **Inactive**, the type will not be available for selection when adding a new action. Any actions that were previously created using that type will remain unchanged. If an action type is **Inactive**, any active action topics associated with that type will still be displayed on the **actions** tab.

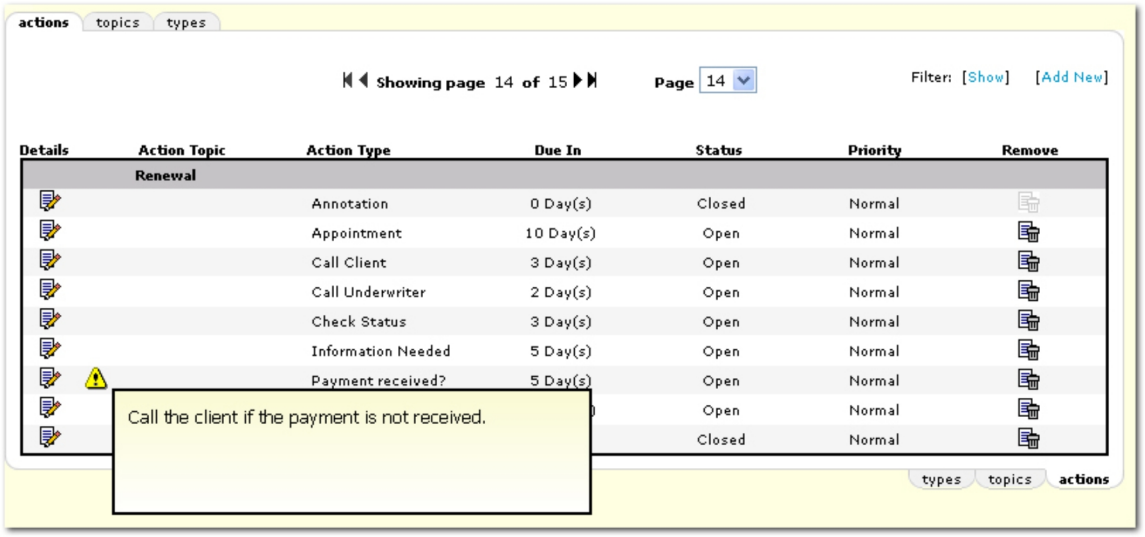
---

7. In the **Due In** list, select the default for the number of days the action will generally be due.
8. In the **Priority** 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 the priority is **Normal**, no icon will be displayed. The staff member may change the **Priority** as needed when the action is created.
9. In the **Status** list, select either **Open** or **Closed**. When adding a new action the status should generally default to **Open** since actions are meant to remind the staff member to do something. The status can be changed as necessary when the action is added or modified.
10. In the **Description** box, enter a description for the new action. The description entered here is strictly to identify the action in **Setup**.

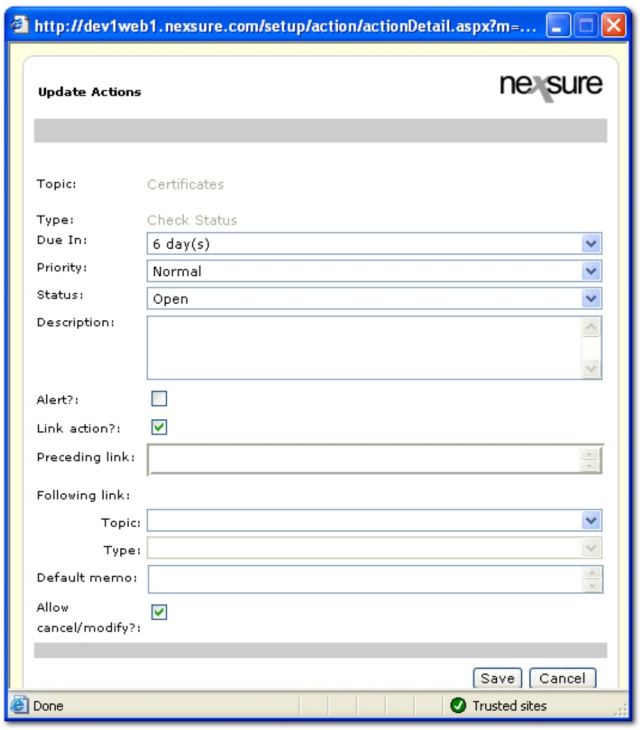
11. Select the **Alert** check box to include an alert message to be displayed when an action is being closed. The following **Alert Message** box is displayed upon selecting the **Alert** check box.




12. In the **Alert Message** box, enter a message up to 200 characters long that will be displayed when a staff member is closing the action. Once the alert is added to the action in setup, an **Alert** icon is displayed next to the affected action. From the **actions** tab, hold the pointer over the **Alert** icon and the alert message is displayed.




13. Select the **Link Action** check box to link the current action in use to a following predetermined action. A **Link** icon is displayed on the **Setup > actions** tab. Once the **Link Action** check box is selected, the following options are displayed when adding the new action:




14. In the **Preceding link** box, any action that was previously linked to the new action is displayed. The entries in the **Preceding link** box cannot be modified at this point.
15. In the **Following link** area, the **Topic** and **Type** lists are available to select the topic and type for the following action. Once a **Topic** is selected, action types associated with that topic are then available in the **Type** list.

---

**Note:** Annotation action types cannot be linked as they are automatically added by Nexsure.

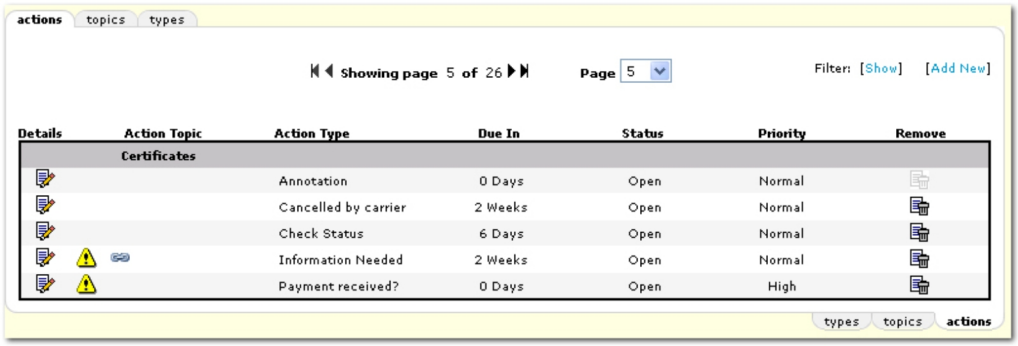
---

16. In the **Default** memo box, enter a memo to default in the resulting action memo section. Up to a 250 character memo can be entered.
17. Select the **Allow cancel / modify** check box to enable the **Cancel**, **Topic** and **Type** options in the following action. Clear the **Allow cancel / modify** check box to disable the **Cancel**, **Topic** and **Type** options in the following action. When the linked action is displayed the staff member must save the action.

---

**Note:** To remove a link between actions, access the action in Setup and clear the **Link action** check box. Once unlinked, the following action will no longer appear on any previously created or newly created actions.

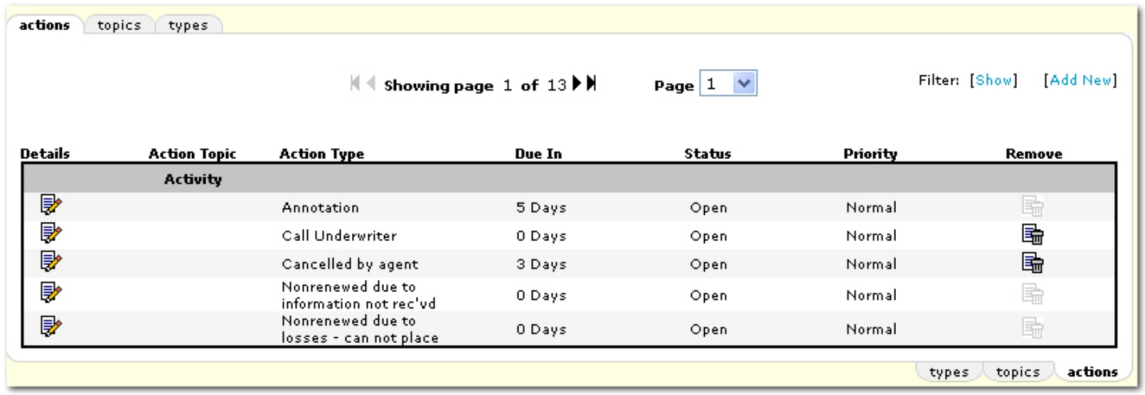
---




**To Remove Action Topics or Types**

1. On the Utility menu, click **SETUP.**
2. On the **Setup Console**, click **Actions**.
3. By default the **actions** are displayed by topic and then subcategorized by type. Use the navigation link at the top of the page to view other pages. Click the **types** tab to view specific action types. Click the **topics** tab to view specific action topics.
4. Click the **Remove** icon next to the topic or type to remove.

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




## *Adding Action Topics*

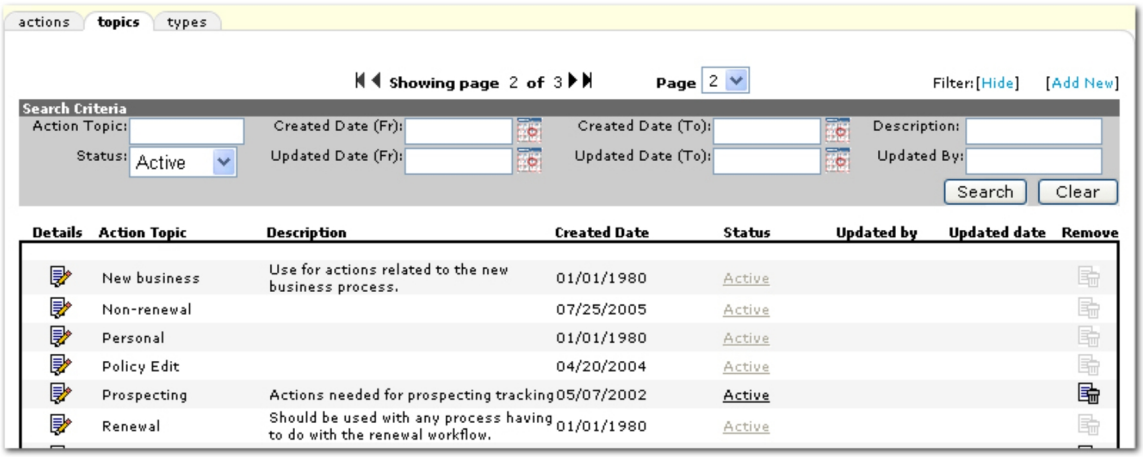
Topics are unique and allow grouping of like items together. When an organization is created, some topics are added by default. When customizing topics, the default topics that are necessary in Nexsure have a dimmed **Remove** icon so that they cannot be accidentally removed.

**Note:** Topics that are currently in use with activity in Nexsure cannot be removed but can be made **Inactive**.

**To Add an Action Topic**

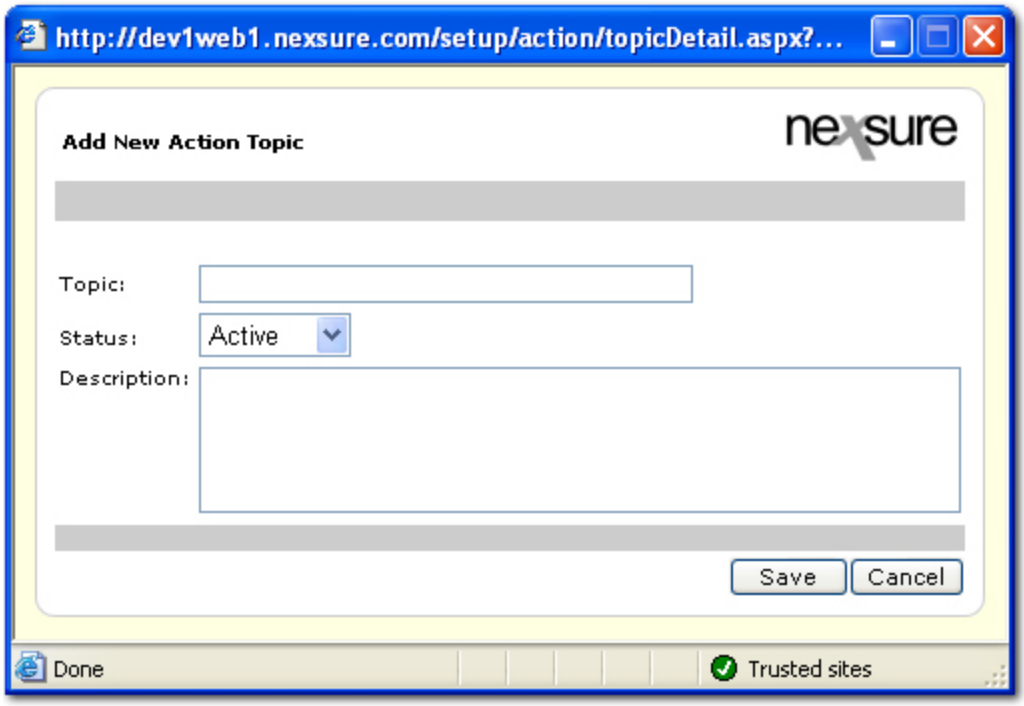
1. On the Utility menu, click **SETUP**.
2. In the **Setup Console**, click **Actions**.

3. Click the **topics** tab.
4. Search the existing topics before adding a new topic to avoid adding a duplicate. Click **[Show]** to view the filters available when searching for existing topics. The **Search Criteria** screen is displayed.




5. In the **Search Criteria** screen, the following search options are available:
   - **Action Topic:** The title of the topic.
   - **Status:** Whether the topic is **Active** or **Inactive**.
   - **Created Date (Fr):** Click the **Calendar** icon to select the beginning date in a date range. A date range can be selected to return all topics with a **Created Date** in the date range.
   - **Updated Date (Fr):** Click the **Calendar** icon to select the beginning date in a date range. A date range can be selected to return all topics with an **Updated Date** in the date range.
   - **Created Date (To):** Click the **Calendar** icon to select the ending date in a date range. A date range can be selected to return all topics with a **Created Date** in the date range.
   - **Updated Date (To):** Click the **Calendar** icon to select the ending date in a date range. A date range can be selected to return all topics with an **Updated Date** in the date range.
   - **Description:** The **Description** entered when the topic was created.
   - **Updated By:** The name of the logged-in staff member that last updated the topic.
   - **Search:** Click **Search** to conduct a topic search using the search criteria selected.
   - **Clear:** Click **Clear** to remove all search criteria.
6. The following options are available in the search results:
   - **Details:** Opens the **Update Existing Action Topic** dialog box where changes can be made to the **Status** and **Description**.
   - **Status:** Hyperlink to change status if necessary.
   - **Remove:** Only topics that are not currently in use can be removed. If a topic is a system action, the **Remove** icon is unavailable.

7. If the topic to add is not found in the search, click **[Add New]**. The **Add New Action Topic** dialog box is displayed.




8. In the **Topic** box, enter a name for the new topic.
9. In the **Status** list, select whether or not the new topic will be set to **Active**. If a topic is **Inactive**, the topic will not be available for selection when adding a new action. Any actions that were previously created using that topic will remain unchanged. If an action topic is **Inactive**, any action types associated with that topic will not be displayed on the **actions** tab.

**Note:** The **Status** cannot be changed to **Inactive** on Nexsure system topics..

10. In the **Description** box, enter a description for the new topic. The description is for setup only and will not be displayed on the action.
11. Click **Save** to add the new topic to the **topics** tab.

    Or

    Click **Cancel** to return to the **topics** tab without saving any information.

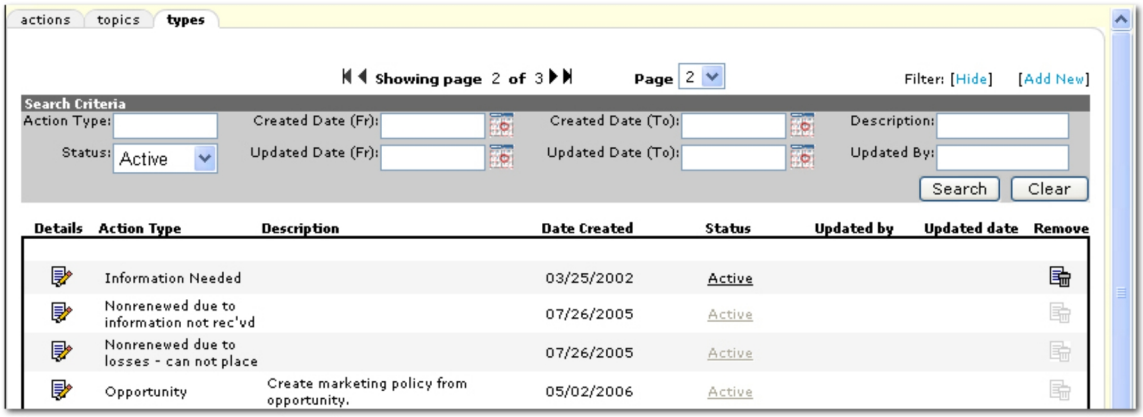
## *Adding Action Types*

Types are not unique and may be reused with any topic. Types are global and will be used by all personnel at any level of the organization. When customizing types, the default types that are necessary in Nexsure have a dimmed **Remove** icon so that they cannot be accidentally removed.

**Note:** Types that are currently in use with activity in Nexsure cannot be removed but can be made **Inactive**.

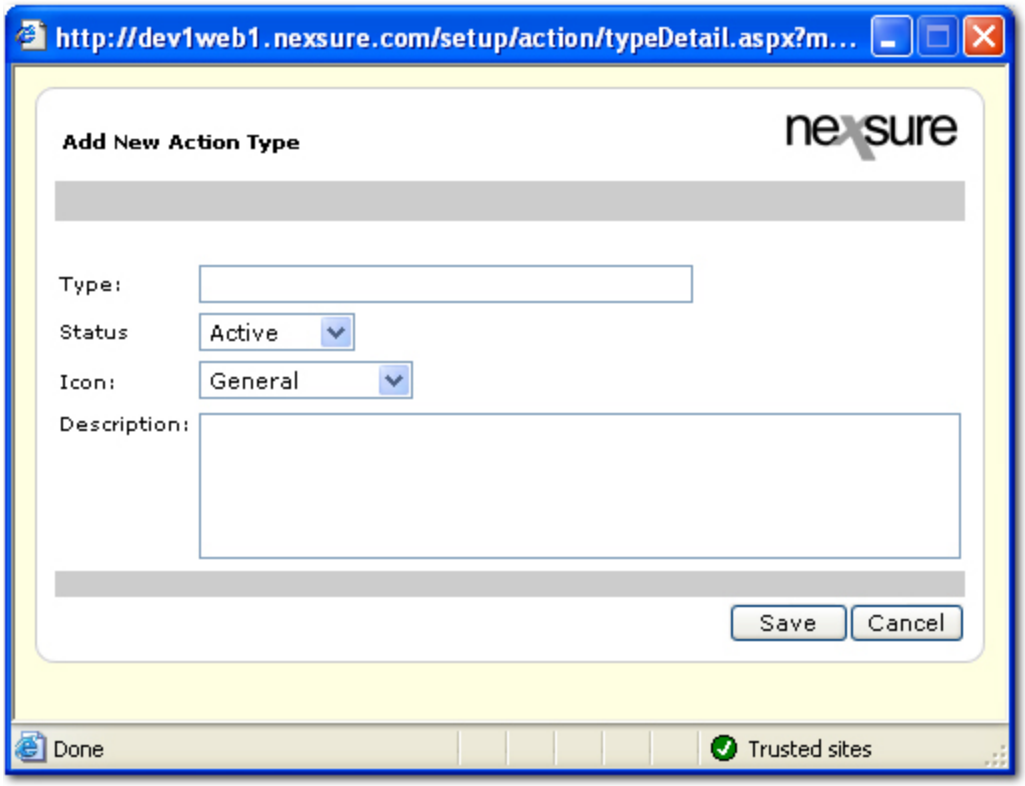
**To Add an Action Type**

1. On the Utility menu, click **SETUP**.
2. In the **Setup Console**, click **Actions**.
3. Click the **types** tab.
4. Search the existing types before adding a new type to avoid adding a duplicate. Click **[Show]** to view the filters available when searching for existing types. The **Search Criteria** screen is displayed.




5. In the **Search Criteria** screen, the following search options are available:
   - **Action Type:** The title of the type.
   - **Status:** Whether the type is **Active** or **Inactive**.
   - **Created Date (Fr):** Click the **Calendar** icon to select the beginning date in a date range. A date range can be selected to return all types with a **Created Date** in the date range.
   - **Updated Date (Fr):** Click the **Calendar** icon to select the beginning date in a date range. A date range can be selected to return all types with an **Updated Date** in the date range.
   - **Created Date (To):** Click the **Calendar** icon to select the ending date in a date range. A date range can be selected to return all types with a **Created Date** in the date range.
   - **Updated Date (To):** Click the **Calendar** icon to select the ending date in a date range. A date range can be selected to return all types with an **Updated Date** in the date range.
   - **Description:** The **Description** entered when the type was created.
   - **Updated By:** The name of the logged-in staff member that last updated the type.
   - **Search:** Click **Search** to conduct a type search using the search criteria selected.
   - **Clear:** Click **Clear** to remove all search criteria.
6. The following options are available in the search results:
   - **Details:** Opens the **Update Existing Action Type** dialog box where changes can be made to the **Type**, **Status**, **Icon**, and **Description**.
   - **Status:** Hyperlink to change status if necessary.
   - **Remove:** Only types that are not currently in use can be removed. If a type is a system action, the **Remove** icon is unavailable.

7. If the type to add is not found in the search, click **[Add New]**. The **Add New Action Type** dialog box is displayed.

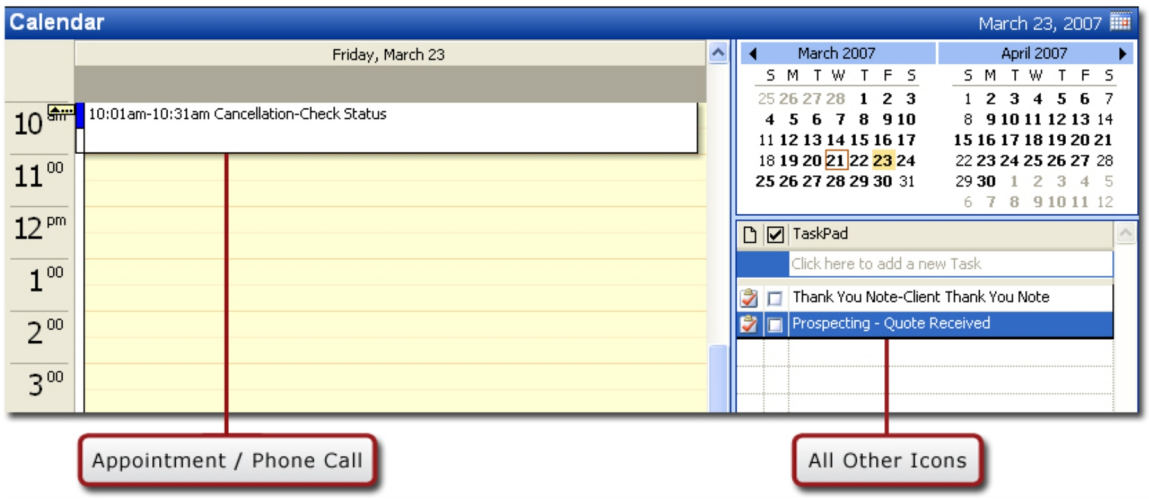



8. In the **Type** box, enter a name for the new type.
9. In the **Status** list, select whether or not the new type will be set to **Active**. If a type is **Inactive**, the type will not be available for selection when adding a new action. Any actions that were previously created using that type will remain unchanged. If an action type is **Inactive**, any active action topics associated with that type will still be displayed on the **actions** tab.

**Note:** The **Status** cannot be changed to **Inactive** on Nexsure system types.

10. In the **Icon** list, select an icon to display on the action summary.

**Note:** The type icon also determines how the action interacts with Microsoft® Outlook®. Assigning a type to an appointment or phone call icon will synchronize the action with the Microsoft Outlook Calendar. Assigning any other icon to the type will synchronize the action with the Outlook TaskPad.




11. In the **Description** box, enter a description for the new type. The description is for setup only and will not be displayed on the action.
12. Click **Save** to add the new type to the **types** tab.

    Or

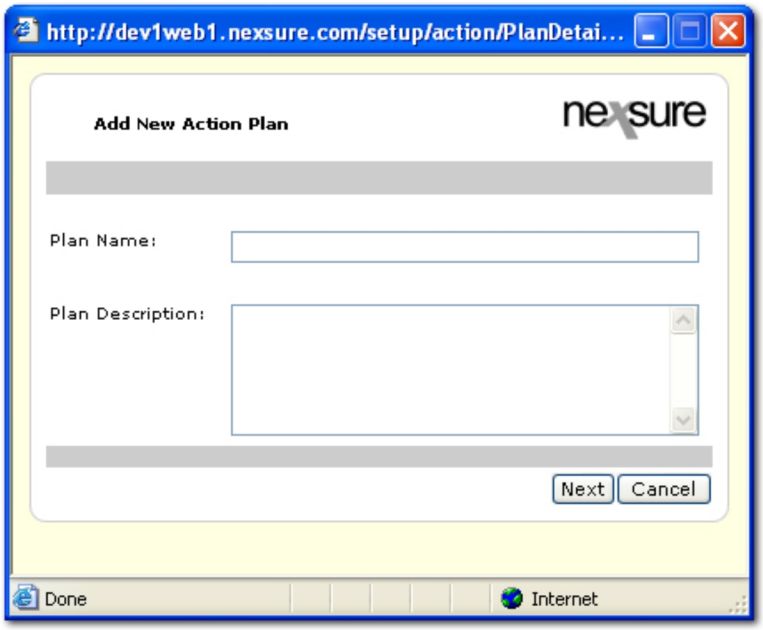
    Click **Cancel** to return to the **types** tab without saving any information.

## *Action Plans*

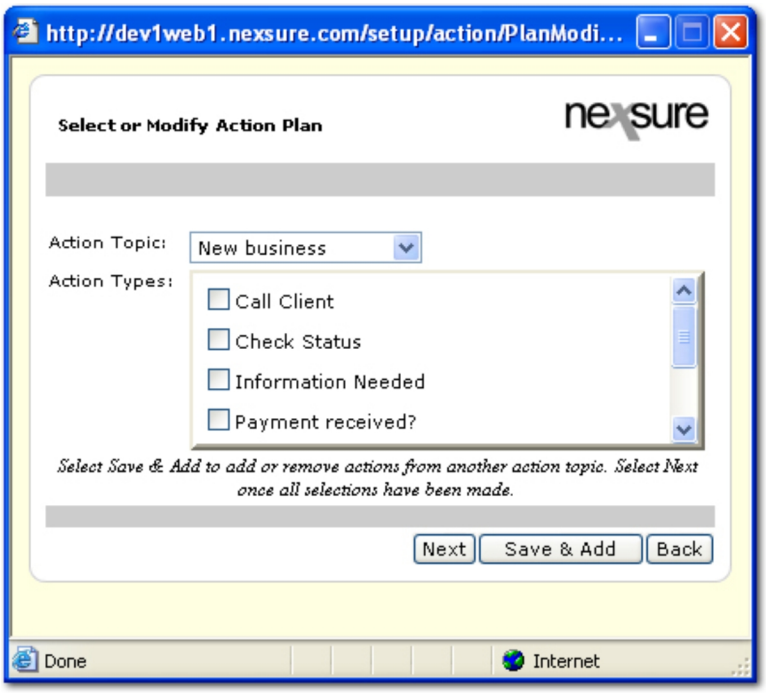
Throughout the policy lifecycle, many tasks are repetitious. The purpose of this feature is to allow the setup of a defined series of actions.

**To Add an Action Plan**

1. On the Utility menu, click **SETUP.**
2. From the **Setup Console**, click **Actions**.
3. Click the **plans** tab.
4. On the **plans** tab, click **[Add New]**. The **Add New Action** dialog box is displayed.




5. In the **Plan Name** box, enter a name for the new plan.
6. In the **Plan Description** box, enter a description for the new plan.
7. Click **Next**. The **Select or Modify Action Plan** dialog box is displayed.



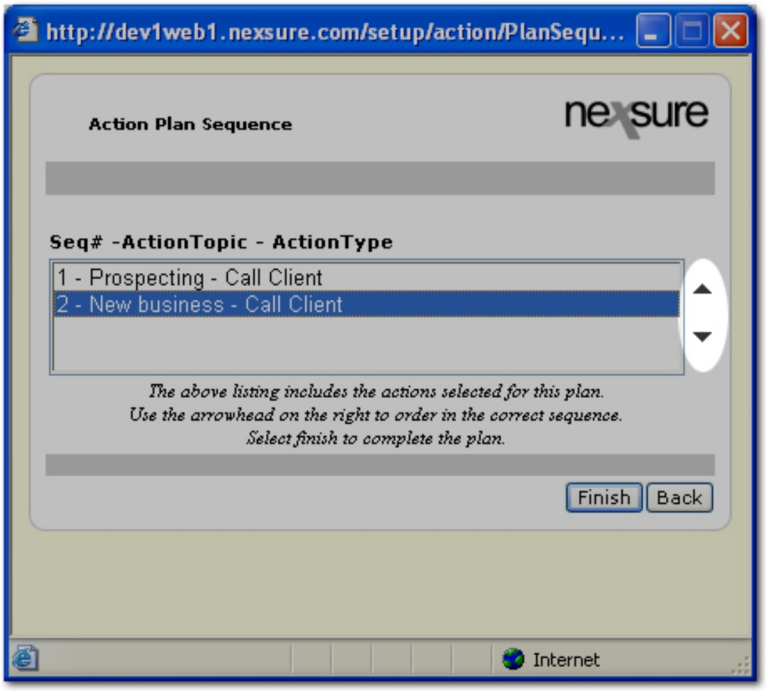

8. In the **Action Topic** list, select a topic for the first action.
9. In the **Action Types** list, select a type for the first action.
10. Click **Next** to move to the **Action Plan Sequence** dialog box.

    Or

Click **Save & Add** to add more actions.

Or

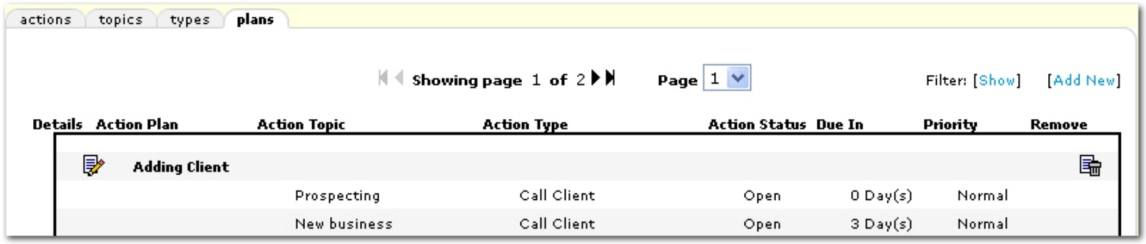
Click **Back** to return to the **Add New Action Plan** dialog box.




11. In the **Seq#** list, change the sequence of the actions if necessary. To change the sequence, highlight the action to move and use the up / down arrows to move the action.
12. Once the sequence is correct, click **Finish**. The new action plan is added to the **plans** tab.

    Or

    Click **Back** to return to the previous dialog box and make corrections.




13. Click the **Details** icon to access the action plan for modifications.
14. Click the **Remove** icon to delete the action plan.

## *Client Access General Configuration*

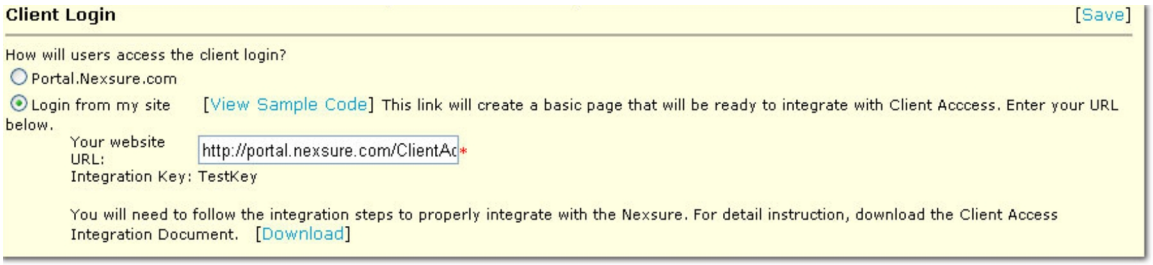
Client Access is a tool that enables client contacts to access specific areas of their account information at any time. Setup options can be applied within Nexsure that enable the agency to control the information that is displayed to

the client. Use the following guidelines to set up and manage the Client Access portal.

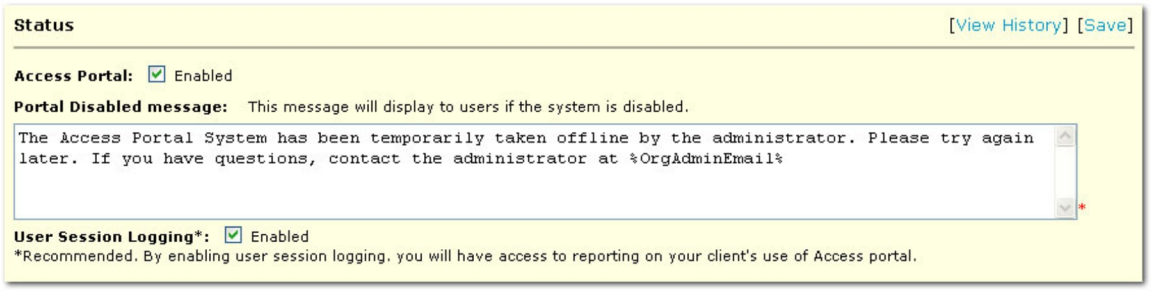
**Note:** Along with the selections noted in this topic, the client contact must be made into a user. See the Client Access Setup topic for more information.

**To Set Up Client Access**

1. On the Utility menu, click **SETUP**.
2. In the **Setup Console**, click **Client Access**. Brief reference material is displayed.
3. In the **Setup Console**, click **Configuration > General**. The **Client Access General Configurations** screen is displayed.
4. In the **Client Login** area, the following options are available:




   - In the **How will users access the client login?** area, two options are available:
     - **Portal.Nexsure.Com:** Choose this option to allow contacts to directly log into the client access portal. Simply give the http://Portal.Nexsure.com URL to the client and they will be able to access the system using the **Login Name** and **Password** set up in the contact record at **client details > contacts** tab **> contact details > security** tab. The contact will receive a welcome email that gives them the http://Portal.Nexsure.com URL.
     - **Login from my site:** Choose this option to allow contacts to access the system via another Web site. Enter the URL for the Web site and the system will generate sample code that can be used to embed the client access portal into an existing Web site.
       - **View Sample Code:** To simplify the integration process, click on the **[View Sample Code]** link after the Web site URL has been entered and Nexsure will create the HTML code necessary to integrate a direct portal from a custom Web site. The code on this page can then be used as a template and updated with custom information.
       - **Web Site URL:** If the **Login from my site** option is selected above, enter the full web site address for the page in which the client access portal will be embeded.
   - **Integration Key:** The integration key is generated by Nexsure and must be used by the integration site for the portal to Nexsure to work properly. The integration HTML page will include a hidden field named "integration_key" and the value of the organization's unique key.
   - **Client Access Integration Document:** Click the **[Download]** link to access a PDF version of the Client Access Integration document. This document will give details of how to integrate the client access portal with an existing Web site.
5. In the **Client Login** area, when all entries have been made, click **[Save]**. Nexsure will then save all entered values.
6. In the **Status** area on the configuration screen the following options area available:




- **Enable Access Portal:** The **Client Access** portal can be enabled or disabled. If the check box is not selected, the **Client Access** portal is disabled. Clients will not be able to access the system and a portal disabled message will be displayed to the clients that try to access the system.
- **Comments:** Information about why **Client Access** has been enabled or disabled is collected each time the portal status is changed and **[Save]** is clicked. This information is collected and can be viewed by clicking the **[View History]** link.
- **Portal Disabled message:** A message must be added that will be displayed when **Client Access** is disabled. The message can be customized to include an email address to which clients can send responses. Enter the desired message or use the default message to be displayed when the system is not available. Up to 200 characters can be entered into the message box.
- **User Session Logging*:** The client access portal can track the client's activities for reporting purposes. If logging is enabled, each client session will be tracked. The tracking information will be used for statistics and reporting in the Utilization Summary Report.

7. Click **[Save]** to save the selections.

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**Note:** If the portal is enabled, **[Save]** cannot be clicked until after the E-mail Modification section has been completed. Please complete the E-mail Modification section before enabling the client access portal.

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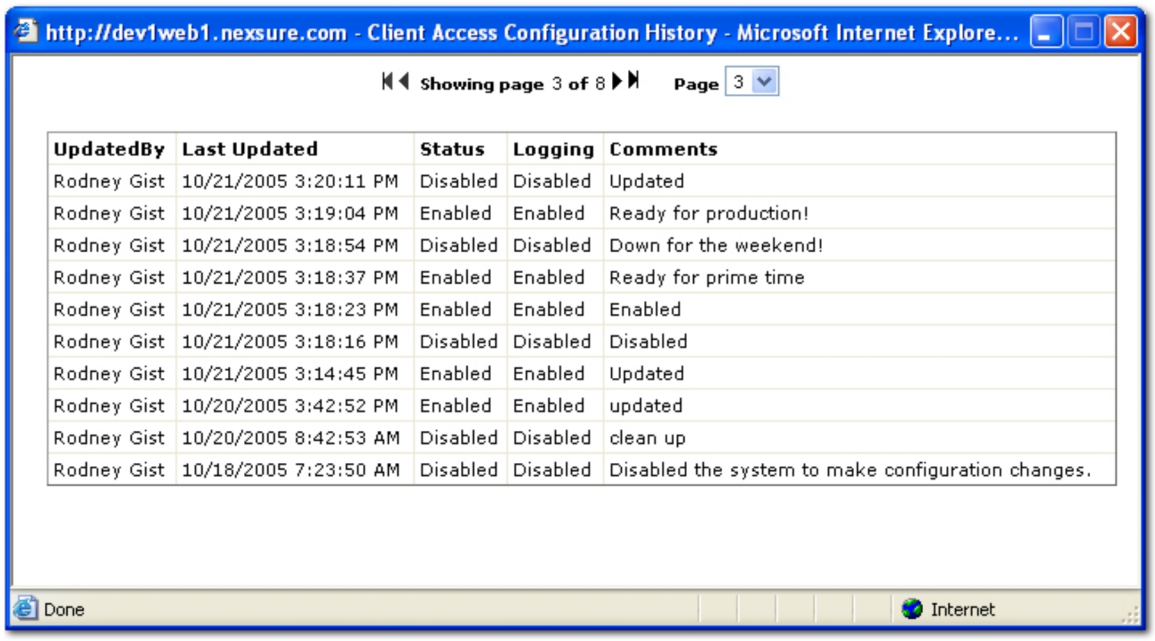
8. Click **[View History]** to view a listing of all status changes. Notice that the comments left in the **Client Access Setup - Status** dialog box are available in the history.




| UpdatedBy | Last Updated | Status | Logging | Comments |
|---|---|---|---|---|
| Rodney Gist | 10/21/2005 3:20:11 PM | Disabled | Disabled | Updated |
| Rodney Gist | 10/21/2005 3:19:04 PM | Enabled | Enabled | Ready for production! |
| Rodney Gist | 10/21/2005 3:18:54 PM | Disabled | Disabled | Down for the weekend! |
| Rodney Gist | 10/21/2005 3:18:37 PM | Enabled | Enabled | Ready for prime time |
| Rodney Gist | 10/21/2005 3:18:23 PM | Enabled | Enabled | Enabled |
| Rodney Gist | 10/21/2005 3:18:16 PM | Disabled | Disabled | Disabled |
| Rodney Gist | 10/21/2005 3:14:45 PM | Enabled | Enabled | Updated |
| Rodney Gist | 10/20/2005 3:42:52 PM | Enabled | Enabled | updated |
| Rodney Gist | 10/20/2005 8:42:53 AM | Disabled | Disabled | clean up |
| Rodney Gist | 10/18/2005 7:23:50 AM | Disabled | Disabled | Disabled the system to make configuration changes. |

9. In the **Email Notification** area, the following options are available:



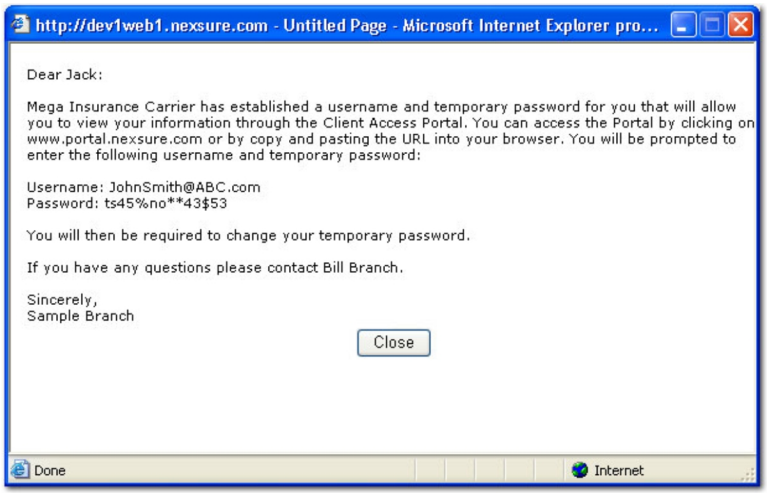

- Click the **[Restore Default]** link to return each of the following boxes to their default values.
- In the **From name** box, enter the name of the email notification sender. This can be a name, such as Mary Jones or the branch name.
- In the **From email** box, enter the email address that will be displayed in the **From** line of the email.

**Tip:** All emails must be sent with a **From email** address present even if that email address does not receive emails.

- In the **Subject** box, enter the subject line that will be displayed on the email. The default subject can be used.
- In the **Email Body** box, enter the message that will be displayed on the notification email. Accept or customize the default message or create a completely new email. There are three variable values that must be present in all emails before the system will accept the email template: User Name, Login Password, and Login URL . When crafting a message, variables can be used to call information that may be different for each user. In the example above, the first line contains a variable for the user's name. A menu of variables is available by right-clicking in the **Email Body** box. Be sure to use your pointer to set the insertion point for the variable. The variable will appear surrounded by % on either side.




10. After all entries have been made in the **Email Notification** area, click **[Save]**. The entries are saved. At this point the client access portal can be enabled.
11. Click **[View Sample]** to open a preview of the email notification that has been set up. Generic values will replace the variables used. The agency and client specific values will appear in the email that is sent.




## *Client Access Setup*

When setting up the Client Access system, there are a few steps that must be taken beyond the basic configuration.

**To Make a Contact into a User**

The client contact must be set up with a Login Name and Password to access the portal.

1. On the Primary menu, click **SEARCH**. Search for the client with which the contact is associated.
2. Click the **Details** icon next to the appropriate client.
3. Click the **contacts** tab. The **Contact Summary** is displayed.
4. Click the **Details** icon next to the appropriate contact. The **contact details** tab is displayed. There are three possibilities that may display at the bottom of the contact details tab in the **User Information** area:
   a. If the contact is not currently a user, a link will be displayed to make the contact a user.

   b. If the contact is currently a user for another entity, the following message will be displayed; "This contact has already been granted user access through another entity. Users cannot be granted access through multiple accounts."
   c. If the contact is currently a user added by another staff member, go directly to the **security** tab to modify the user if necessary.
5. If the contact is not currently a user, scroll down to the **User Information** area, click the link to make the contact a user. The **Login Information** area is displayed.

   **Note:** When the contact is made into a user, there are a few rules that apply to the Login Name. The Login Name cannot already be in use by another user. The first email address entered in the contact's record will become the Login Name. Even if the user's email address is changed in the future, the original Login Name will remain the same and cannot be changed.
6. In the **New Password** box, enter a password for the contact. Passwords will be accepted based on the password rules set up in **SETUP > Security Administration > security policy** tab.

   **Note:** The rules on the **security policy** tab that are marked with an asterisk do not apply to the client access setup.
7. Enter the new password again in the **Confirm new Password** box.
8. In the **Time Zone** list, select the time zone in which the user resides.
9. Select the check box under the time zone selection to **Automatically adjust clock for Daylight Savings Time (DST)**.
10. In the **Login expiration date** boxes, click the **Calendar** icon to select a date and enter a time for which the contact's access will expire. If these boxes are left blank, the login will not expire.
11. Select the **Notify admin upon login** check box if the administrator must be notified each time the contact logs in to the client access portal.
12. Select **Login disabled** when the contact no longer needs access to the client access portal.
13. In the **User Rights** list, select the user rights template name that will govern the security of the contact.
14. Click **[Save]** once all login information has been entered. Upon clicking **[Save]** the contact will be notified by email of their new **Login Name** and **Password**. The contact will be asked to change the password the first time they log on to the client access portal.

**To Disable or Delete a Login**

1. On the Primary menu, click **SEARCH**. Search for the client with which the contact is associated.
2. Click the **Details** icon next to the appropriate client.
3. Click the **contacts** tab. The **Contact Summary** is displayed.
4. Click the **Details** icon next to the appropriate contact. The **contact details** tab is displayed.
5. Click the **security** tab, the **Login Information** area is displayed.
6. Select the **Login disabled** check box to remove the contact's access to the client access portal.

   Or

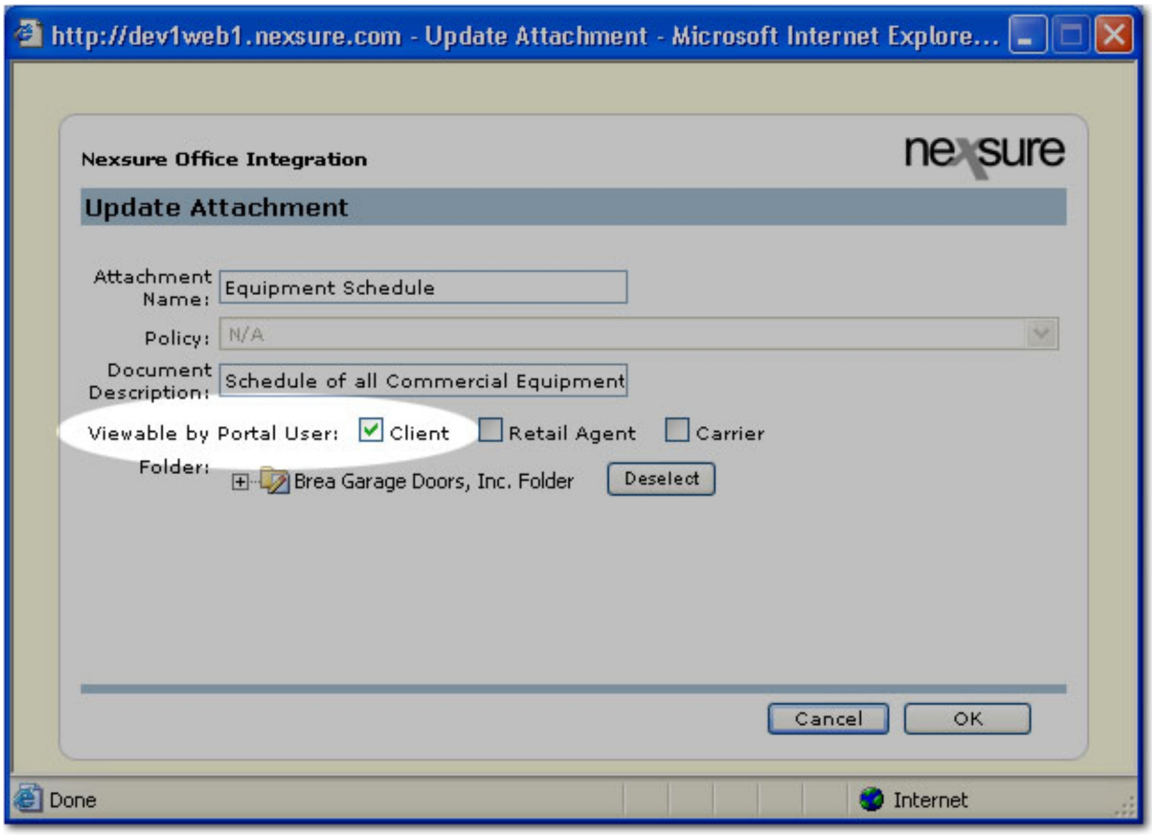
   Click **[Delete]** to remove all security from the contact's record.

**To Reset and Send Password**

1. On the Primary menu, click **SEARCH**. Search for the client with which the contact is associated.
2. Click the **Details** icon next to the appropriate client.
3. Click the **contacts** tab. The **Contact Summary** is displayed.
4. Click the **Details** icon next to the appropriate contact. The **contact details** tab is displayed.
5. Click the **security** tab, the **Login Information** area is displayed.
6. In the **New Password** box, enter the new temporary password for the contact.
7. In the **Confirm new Password** box, reenter the new password.
8. Click **[Update]**, a new email is automatically sent to the contact with the new temporary password.

**To Enable Existing Attachments for Portal Viewing**

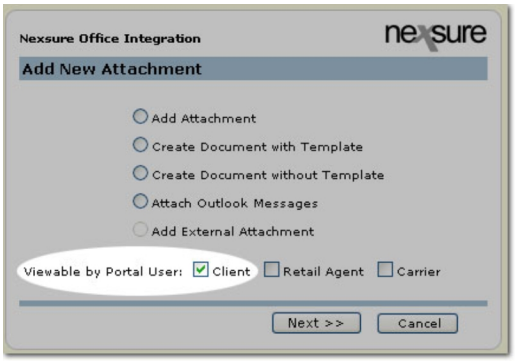
1. On the Primary menu, click **SEARCH**. Search for the appropriate client.
2. Click the **Details** icon next to the client.
3. On the Client menu, click **ATTACHMENTS**. The **attachments** tab is displayed.
4. Click the Microsoft® Word icon (or other attachment icon such as Microsoft Excel®) next to the attachment to enable. The **Update Attachment** screen is displayed.




5. In the **Viewable by Portal User** area, select the **Client** check box to enable the client contact to view the attachment from the client access portal.
6. Click **OK**. The attachment becomes available in the client access portal.

**To Enable New Attachments for Portal Viewing**

1. On the Primary menu, click **SEARCH**. Search for the appropriate client.
2. Click the **Details** icon next to the client.
3. On the Client menu, click **ATTACHMENTS**. The **attachments** tab is displayed.
4. Click **[Add New]**. The **Add New Attachment** dialog box is displayed.



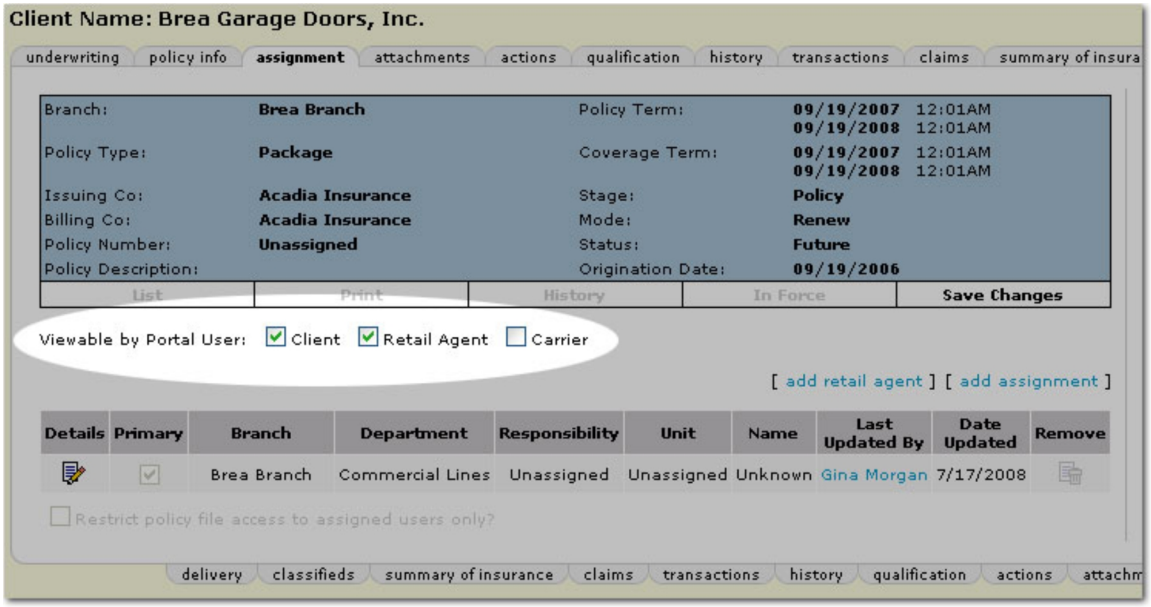
5. In the **Viewable by Portal User** area, select the portal by which this attachment can be accessed. The following options are available:
   - **Client**
   - **Retail Agent**
   - **Carrier**

   Continue adding the attachment as described in Attachments.

**To Set Opportunity, Marketing, and Policy View Rights**

Each Opportunity, Marketing, and Policy record must be set up so that client access portal contacts can view the record.

1. On the Primary menu, click **SEARCH**. Search for the appropriate client.
2. Click the **Details** icon next to the appropriate client.
3. On the Client menu, click **MARKETING** or **POLICIES**. In this example the **POLICIES** option was selected.
4. On the **policies** tab, click the **Details** icon next to the policy to open up to the client access. The **underwriting** tab is displayed.
5. Click the **assignment** tab. The **Viewable by Portal User** area is displayed under the policy header.




6. In the **Viewable by Portal User** area, select from the following to allow the record to display to the contact:
   - **Client:** Allows information from the record to be displayed in the client access portal.
   - **Retail Agent:** Allows information from the record to be displayed in the retail agent portal.
   - **Carrier:** Allows information from the record to be displayed in the carrier portal.
7. Once selections have been made, in the **Navigation Toolbar**, click **Save Changes**. The selections are saved and the records become available through the portals selected.

## *Client Access Security*

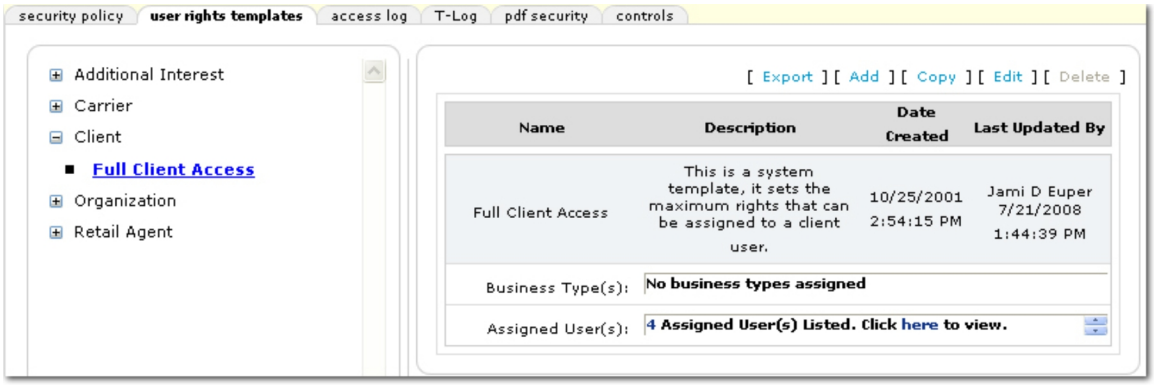
When setting up the client access system, there are a few steps that must be taken beyond the basic configuration and setup. The security rights must be in place for the contact to view the necessary information through the portal.

**To View the Client Access User Rights Template**

1. On the Utility menu, click **SETUP**.
2. In the **Setup Console**, click **Security Administration**. The **security policy** tab is displayed.

   **Important:** Rules on the **security policy** tab that are marked with an asterisk do not apply to the client access portal

3. Click the **user rights templates** tab. The template selections are displayed.




4. In the navigation tree, click **Client > Full Client Access**. The template titled Full Client Access is the base template that contains full access for the client to all features in the Client Access portal.

### *Creating User Rights Templates for Client Access*

The Full Client Access template gives rights to all functions in the Client Access portal. The Full Client Access template cannot be altered as it is the default template. If a more limited view of the portal is necessary for the client, templates can be created containing only the necessary rights. There are two ways to approach creating a new template:

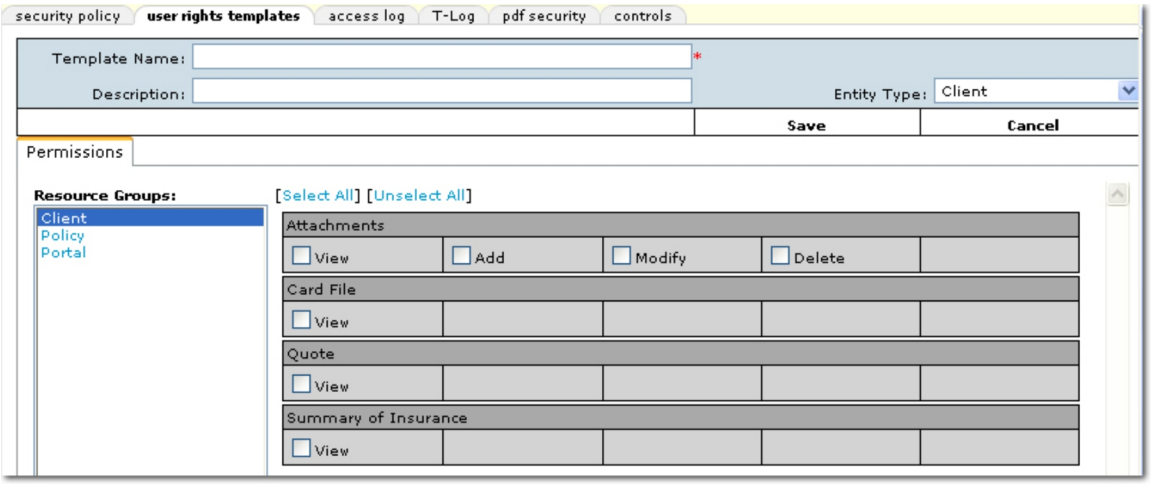
- Add a new template and then select each of the rights that are desired. This approach is best if only a few rights will be necessary in the new template.
- Copy the Full Client Access template and then remove the rights that are undesirable. This approach is best if most of the base rights are necessary in the resulting template.

**To Create a New Template**

1. On the Utility menu, click **SETUP**.
2. In the **Setup Console**, click **Security Administration**. The **security policy** tab is displayed.
3. Click the **user rights templates** tab. The template selections are displayed.




4. On the **user rights templates** tab, click **[Add]**. The new template form is displayed.
5. In the **Template Name** box, enter a name for the new template.
6. In the **Description** box, enter a description for the template.
7. In the **Entity Type** list, select **Client**. The associated **Resource Groups** are displayed.




8. In the **Resource Groups** box, select each of the resource groups as necessary and then select the associated rights check boxes.
9. Once all selections have been made, click **Save** on the **Navigation Toolbar**.

   Or

   Click **Cancel** on the **Navigation Toolbar** to exit the template without saving changes.

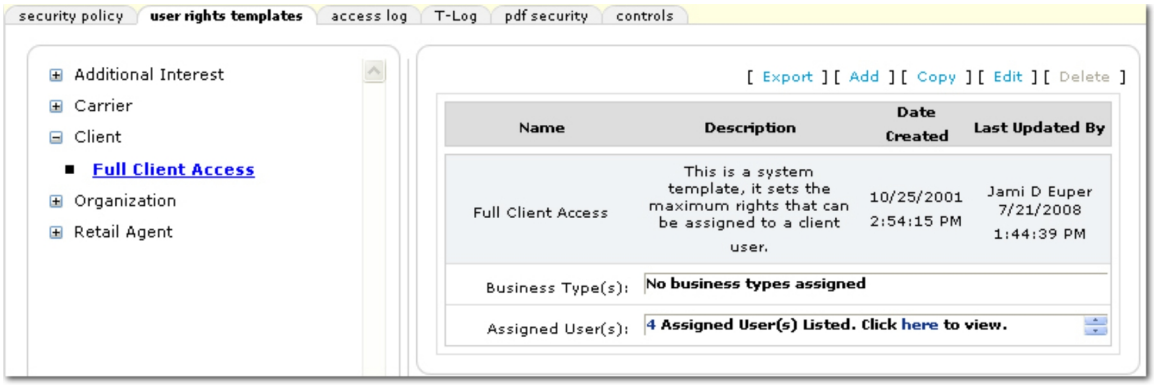
**Tip:** See the following security topics for details about the client access portal specific rights:

- Client Access Announcements Security
- Client Access Attachment Security
- Client Access Card File Security
- Client Access Certificate Security
- Client Access Policies Security
- Client Access Proof of Coverage Security
- Client Access Quote Security
- Client Access Resource Center Security

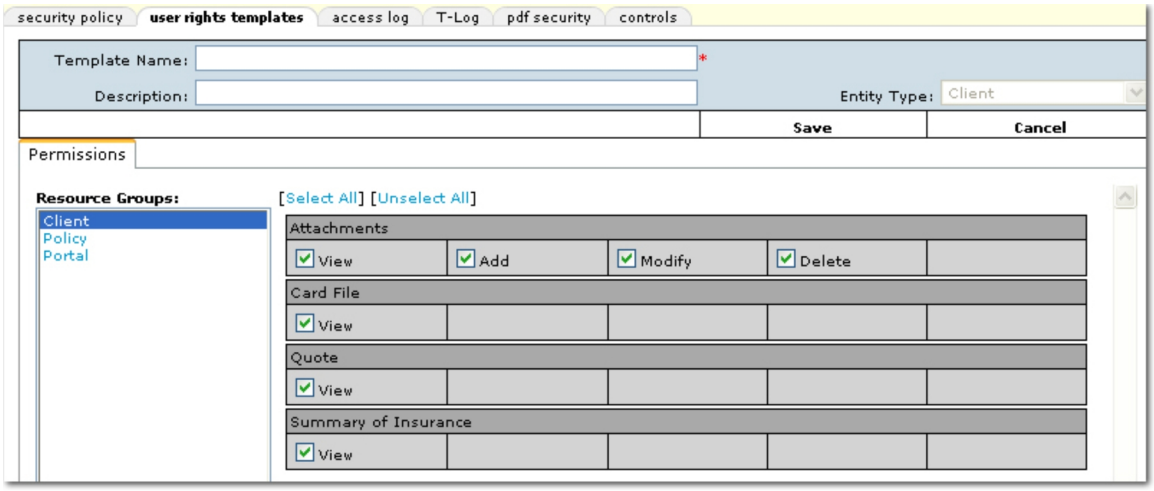
- Client Access Summary of Insurance Security
- Client Access Verification Security

**To Copy and Modify an Existing Template**

1. On the Utility menu, click **SETUP**.
2. In the **Setup Console**, click **Security Administration**. The **security policy** tab is displayed.
3. Click the **user rights templates** tab. The template selections are displayed.




4. In the navigation tree, click **Client > Full Client Access**. The template titled Full Client Access is the base template that contains full access for the user to all features in the Client Access portal.
5. Click **[Copy]**. The new template form is displayed along with the **Resource Groups** for the copied template.
6. In the **Template Name** box, enter a name for the new template.
7. In the **Description** box, enter a description for the template.




8. In the **Resource Groups** box, select each of the **Resource Groups** and then clear the associated rights check boxes as necessary. See the Tip in the To Create a New Template section for information on specific security rights.
9. Once all selections are complete, click **Save** on the **Navigation Toolbar**.

   Or

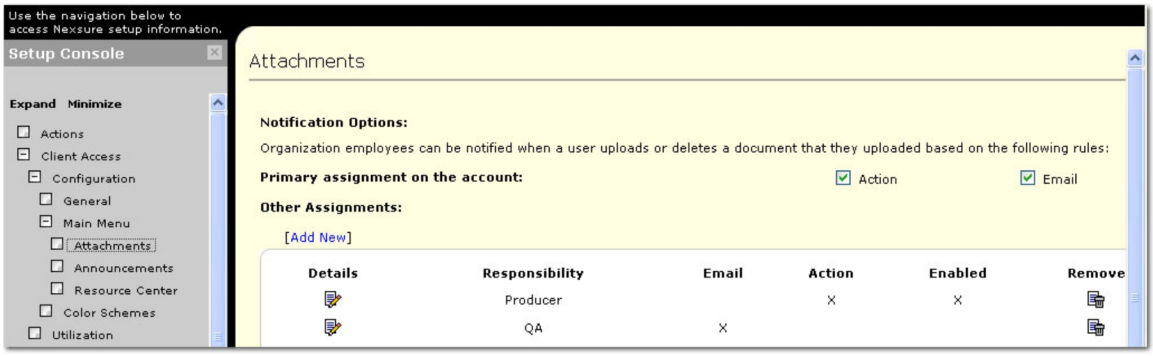
Click **Cancel** on the **Navigation Toolbar** to exit the template without saving changes.

## *Client Access Main Menu*

The Client Access main menu controls the primary features that clients can access through the client access portal.

**To Set Up Main Menu Features**

1. On the Utility menu, click **SETUP**.
2. In the Setup Console, click **Client Access**. Brief reference material is displayed.
3. In the Setup Console, click **Configuration > Main Menu**. The client access Attachments screen is displayed.




4. In the Setup Console, click **Attachments**. The following options are available on the Attachments screen:

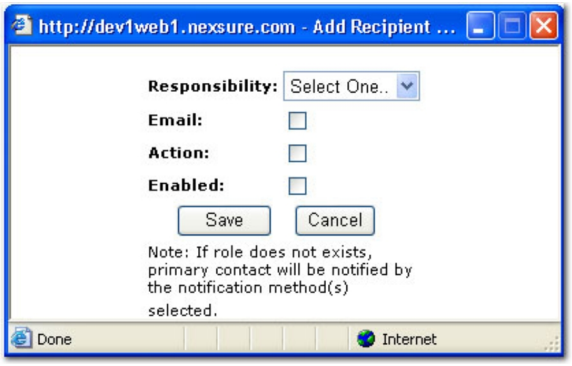
   On the **Attachments** screen, selections are available to determine to whom and what type of notification is sent regarding client activity on the **Attachments** screen. Nexsure will create a notification if any of the following are true:

   - Client uploads an attachment.
   - Client deletes an attachment.

   - **Primary assignment on the account:** Select **Action** and / or **Email** to designate the method by which attachment activity is communicated to the primary assignment on the account.

     **Note:** A notification will always be sent to a staff member. Once a role is selected for notification, if there is no staff member assigned to that role a notification will go to the primary assignment even if no notifications were selected for that role. For example, an account manager is set up to receive notification but there is no account manager for the client. In this case, a notification will be sent to the primary assignment even though no notification was set up for them.

   - **Other Assignments:** Click **[Add New]** to add other staff members to which notifications can be sent. The **Add Recipient** dialog box is displayed.




- In the **Responsibility** list, select the role of the staff member to be notified. Selections in this list are based on the roles of the staff members assigned to the account.
- Select the **Email** check box to allow the staff member to receive email notifications of the attachment activity.
- Select the **Action** check box to allow the staff member to receive a new Nexsure action each time there is attachment activity.
- Select the **Enabled** check box to activate the notifications for the responsibility selection.
- Click **Save** to save the selections. The selection is added to the Other Assignments area of the Attachments screen.

  Or

  Click **Cancel** to exit the Add Recipient dialog box without saving selections.

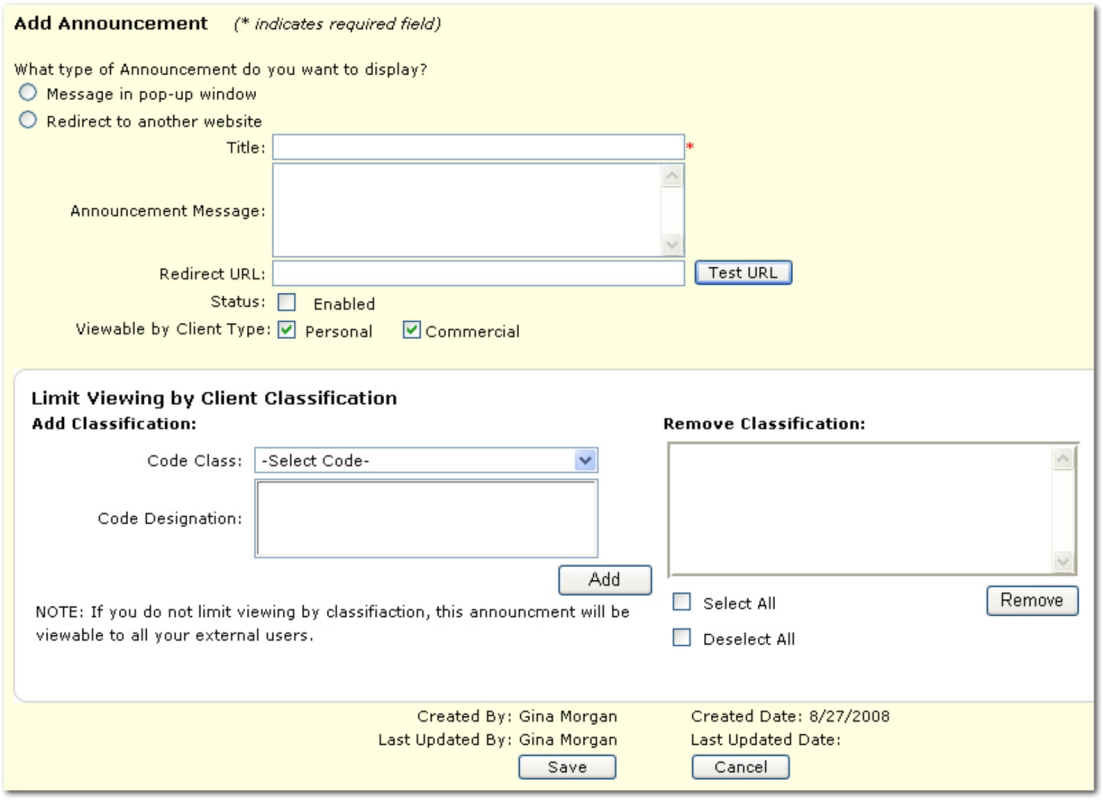



5. In the Setup Console, click **Announcements**. The following options are available on the Announcements screen:




An **Announcements** area may be added to the portal if the agency chooses to add announcements. If displayed, this area can be used to hold announcements or messages from the agency. The announcement can be a link to an existing Web site or a pop-up message may be displayed giving information from the agency.

- On the Announcements summary screen there are several options:
  - **Details:** Click the **Details** icon to edit an existing announcement.
  - **Title:** The title of the announcement that will be displayed in the portal under the Announcements section.
  - **Message / URL:** Either the message that will be displayed in the pop-up announcement or the URL to which the announcement link in the portal is directed.
  - **Personal:** A ✓ will be displayed if the announcement is available for Personal clients. An ✗ is displayed if the announcement is not available for Personal client types.
  - **Commercial:** A ✓ will be displayed if the announcement is available for Commercial clients. An ✗ is displayed if the announcement is not available for Commercial client types.
  - **Classification:** A ✓ will be displayed if the announcement is available for clients with specific classifications. An ✗ is displayed if the announcement is not limited by classifications and is available for all clients. The Classifications are selected when adding a new announcement or editing an existing announcement.
  - **Status:** A ✓ will be displayed if the status of the announcement is Enabled for clients. An ✗ is displayed if the announcement is not Enabled for clients.
  - **Remove:** The **Remove** icon can be clicked to delete the announcement permanently. If the announcement may be used again at a later time, remove the Enabled selection in the announcement rather than deleting the announcement. If the announcement will never be used again, deleting is a good option.
- On the Announcements screen, click **[Add New]**. The Add Announcement screen is displayed.



- Select one of the following options to determine what kind of display type will be used for the announcement:
  - **Message in pop-up window:** Use this option to add a custom announcement message that will be displayed in a pop-up window.
    - After selecting **Message in pop-up window**, the following must be completed:
      a. **Title:** Enter the title of the message. This title will be displayed on the menu of the client access system under Announcements.
      b. **Announcement Message:** Enter the message to be displayed in the pop-up window. There is no limit on the number of characters allowed in this box. A scroll bar will become available when the number of characters exceeds the box size.
      c. **Status:** Select **Enabled** if the announcement is to be displayed on the client access screen. Clear the check box if the announcement is not to be displayed to the client at this time.
      d. **Viewable by Client Type:** Select **Personal** and / or **Commercial** to determine the clients that are able to view the announcement. At least one option must be selected to save the announcement.
  - **Redirect to another website:** Use this option to add a link to an existing Web site that contains the announcement.
    - After selecting **Redirect to another website**, the following must be completed:
      a. **Title:** Enter the title of the message. This title will be displayed on the menu of the client access system under Announcements.
      b. **Redirect URL:** Enter the URL to which the client will be connected upon clicking the associated title in the client access system.
      c. **Test URL:** Click **Test URL** to test the link.
      d. **Status:** Select **Enabled** if the announcement is to be displayed on the client access screen. Clear the check box if the announcement is not to be displayed to the client at this time.
      e. **Viewable by Client Type:** Select **Personal** and / or **Commercial** to determine the clients that are able to view the announcement. At least one option must be selected to save the announcement.
  - Optionally, in the **Add Classification** area, classifications can be selected to limit the clients that will see the announcement. If no Classifications are selected, all clients will be able to view the announcement. Code classifications are attached to a client record in the **SEARCH >** client details **> classifieds** tab. See the Client Classified Tab topic for more information about adding classifications to a client record.
    - **Code Class:** Select a code to view the associated code designations.
    - **Code Designation:** Select one or more code designations by pressing the **Ctrl** or **Shift** keys while selecting. Use the **CTRL** key to make non-adjacent selections. Use the **SHIFT** key to make adjacent selections.

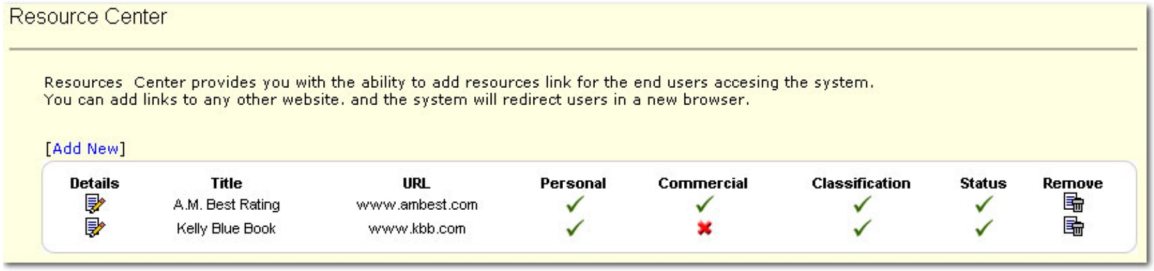
- **Add:** Click **Add** once all code selections have been made in the Code Designation list. The classification is added to the Remove Classification area.
- **Remove Classification:** The classifications displayed determine the clients that are allowed access to the announcement. Classifications can be selected and removed if necessary by selecting the check box next to the classification.
- **Select All:** Select this check box to select all classifications in the Remove Classification list.
- **Deselect All:** Select this check box to clear all selections in the Remove Classification list.
- **Remove:** Once all classification selections have been made in the Remove Classification list, click **Remove**. The classifications are removed from the list.

○ After all selections have been made on the Add Announcement screen, click **Save**. The new announcement is saved and is displayed on the Announcements screen. Announcements can be removed by clicking the **Remove** icon or the announcement can be disabled by clicking the **Details** icon and removing the **Status > Enabled** selection. Disabling an announcement is recommended vs. removing if the announcement will be used again at a later date.

Or

Click **Cancel** to exit the screen without saving any selections.

6. In the Setup Console, click **Resource Center**. The following options are available on the Resource Center screen:




A **Resource Center** area may be added to the portal if the agency chooses to add links to Web sites.

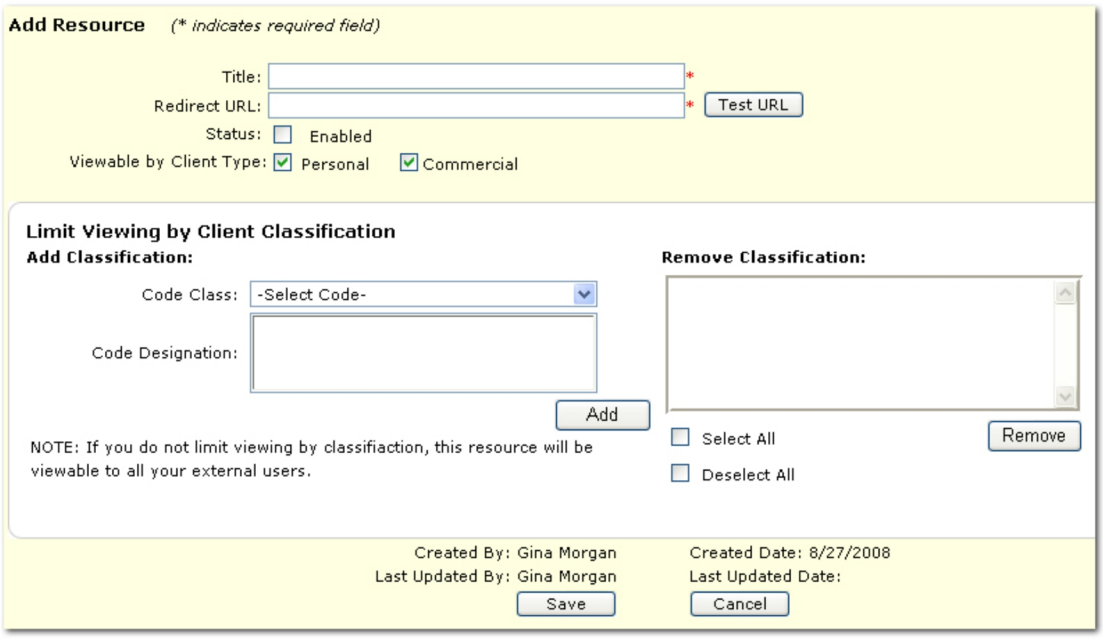
○ On the Resource Center summary screen there are several options:

- **Details:** Click the **Details** icon to edit an existing resource center item.
- **Title:** The title of the resource that will be displayed in the portal under the Resource Center section.
- **URL:** The URL to which the Resource Center link in the portal is directed.
- **Personal:** A ✓ will be displayed if the resource is available for Personal clients. An ✗ is displayed if the resource is not available for Personal client types.
- **Commercial:** A ✓ will be displayed if the resource is available for Commercial clients. An ✗ is displayed if the resource is not available for Commercial client types.
- **Classification:** A ✓ will be displayed if the resource is available for clients with specific classifications. An ✗ is displayed if the resource is not limited by classifications and is available for all

clients. The Classifications are selected when adding a new resource or editing an existing resource.

- **Status:** A ✓ will be displayed if the status of the resource is Enabled for clients. An ✖ is displayed if the resource is not Enabled for clients.
- **Remove:** The **Remove** icon can be clicked to delete the resource permanently. If the resource may be used again at a later time, remove the Enabled selection in the resource rather than deleting the resource. If the resource will never be used again, deleting is a good option.

- On the Resource Center screen, click **[Add New]**. The Add Resource screen is displayed.




- Enter the following information to add resources:
  - **Title:** Enter the title as it is to appear under the Resource Center menu in the client access portal.
  - **Redirect URL:** Enter the URL to which the resource link will be directed.
  - **Test URL:** Click **Test URL** to test the link.
  - **Status:** Select **Enabled** if the resource is to be displayed on the client access screen. Clear the check box if the resource is not to be displayed to the client at this time.
  - **Viewable by Client Type:** Select **Personal** and / or **Commercial** to determine the clients that are able to view the resource. At least one option must be selected to save the resource.
- Optionally, in the **Add Classification** area, classifications can be selected to limit the clients that will see the resource. If no Classifications are selected, all clients will be able to view the resource. Code classifications are attached to a client record in the **SEARCH >** client details **> classifieds** tab. See the Client Classified Tab topic for more information about adding classifications to a client record.
  - **Code Class:** Select a code to view the associated code designations.

- **Code Designation:** Select one or more code designations by pressing the **Ctrl** or **Shift** keys while selecting. Use the **CTRL** key to make non-adjacent selections. Use the **SHIFT** key to make adjacent selections.
- **Add:** Click **Add** once all code selections have been made in the Code Designation list. The classification is added to the Remove Classification area.
- **Remove Classification:** The classifications displayed determine the clients that are allowed access to the resource. Classifications can be selected and removed if necessary by selecting the check box next to the classification.
- **Select All:** Select this check box to select all classifications in the Remove Classification list.
- **Deselect All:** Select this check box to clear all selections in the Remove Classification list.
- **Remove:** Once all classification selections have been made in the Remove Classification list, click **Remove**. The classifications are removed from the list.

- After all selections have been made on the Add Resource screen, click **Save**. The new resource is saved and is displayed on the Resource Center screen. Resources can be removed by clicking the **Remove** icon or the resource can be disabled by clicking the **Details** icon and removing the **Status > Enabled** selection. Disabling a resource is recommended vs. removing if the resource will be used again at a later date.

  Or

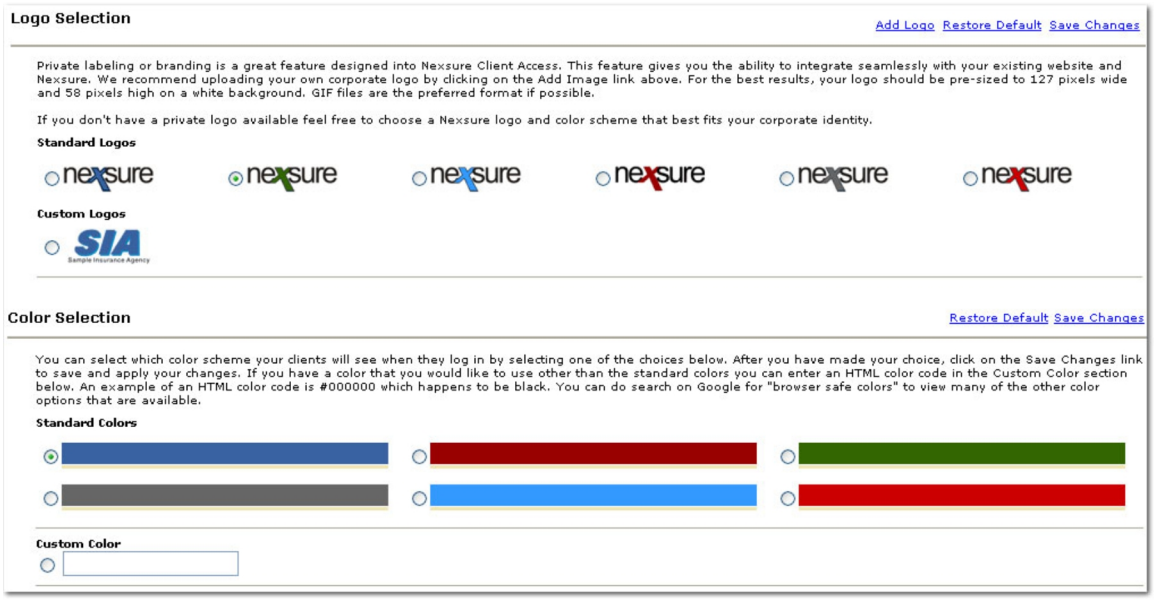
  Click **Cancel** to exit the screen without saving any selections.

## *Client Access Color Schemes*

Nexsure client access allows for the customization of the color schemes and logos that the clients will view in the client access portal.

**To Customize a Logo**

1. On the Utility menu, click **SETUP**.
2. In the Setup Console, click **Client Access > Configuration > Color Schemes**. The Logo Selection area is displayed.




3. In the Logo Selection area, choose from either **Standard Logos** or **Custom Logos** to be displayed on the client access customer portal.
4. If a new logo needs to be added, click **Add Logo**. The Client Access Setup - Add Logo dialog box is displayed.




5. In the Client Access Setup - Add Logo dialog box, click **Browse** and navigate to the new logo.
6. Once the logo has been located in the Choose file dialog box, click **Open**. The Client Access Setup - Add Logo dialog box is again displayed.
7. In the Client Access Setup - Add Logo dialog box, click **Load**. The logo is added to the Custom Logos area and becomes available for selection.

   Or

   Click **Cancel** to exit the Client Access Setup - Add Logo dialog box without saving selections.
8. After all selections have been made, click **Save Changes**. The logo selections are saved and made available in the client access portal.

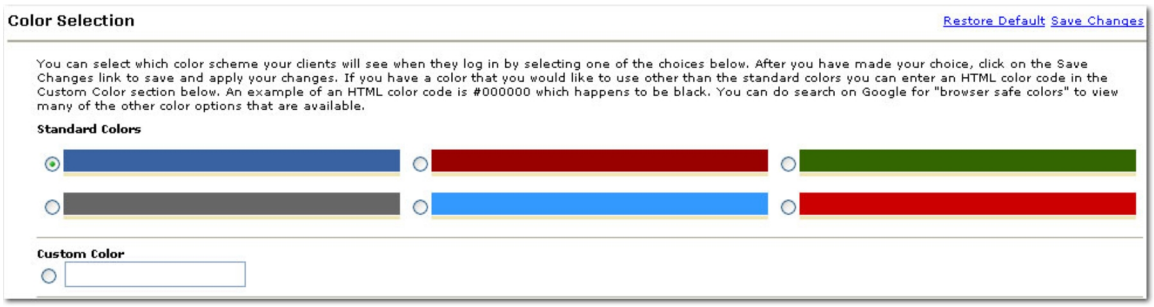
   Or

   Click **Restore Default** to reset all logo selections to the defaults.

   **Important:** After clicking Restore Default, all custom logos will be removed.

**To Select a Color Scheme**

1. On the Utility menu, click **SETUP**.
2. In the Setup Console, click **Client Access > Configuration > Color Schemes**. The Color Selection area is displayed.




3. In the Color Selection area, choose from either **Standard Colors** or **Custom Color** to be displayed on the client access customer portal.
4. If a custom color needs to be added, select the **Custom Color** option and enter the HTML color code. For more information about HTML color codes, search for Browser Safe Colors on the Internet.
5. After all selections have been made, click **Save Changes**. The color selections are saved and become visible in the client access portal.

   Or

   Click **Restore Default** to reset all color selections to the defaults.

## *Client Access Utilization Summary Report*

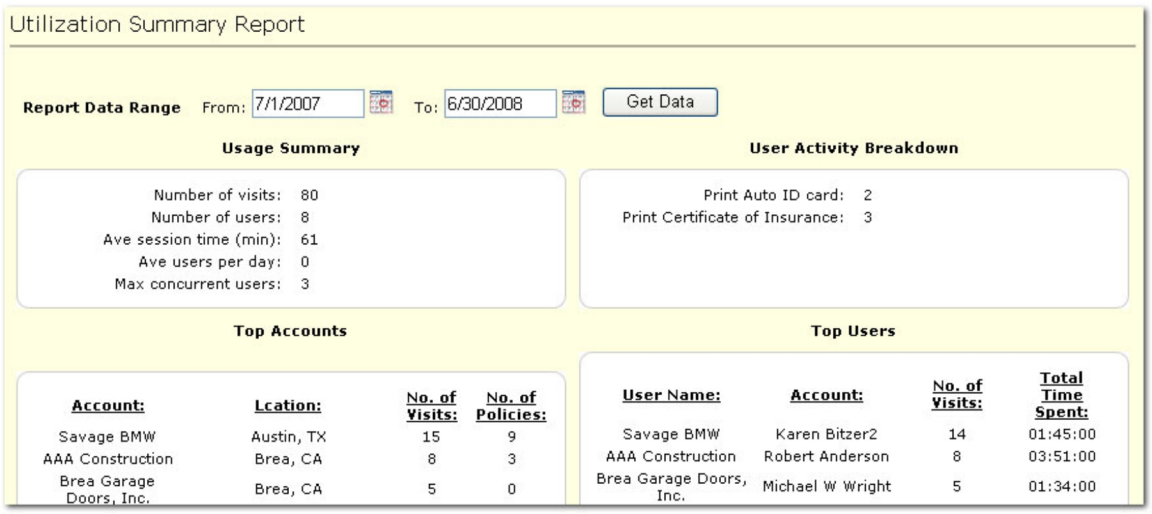
A utilization report is available for tracking metrics on the use of the client access portal. The User Session Logging option must be selected on the **Utility menu > SETUP > Setup Console > Client Access > Configuration > General > General Configurations** screen. For more information please see Client Access General Configuration.

**To Run a Utilization Report**

1. On the Utility menu, click **SETUP**.
2. In the Setup Console, click **Client Access > Utilization**. The Utilization Summary Report screen is displayed.




3. In the Report Data Range area, select a **From** and **To** date by clicking the **Calendar** icon. Select a date range no longer than one year.
4. Once a date range has been selected, click **Get Data**. The Usage Summary, User Activity Breakdown, Top Accounts and Top Users areas are then populated with the data from the selected date range.



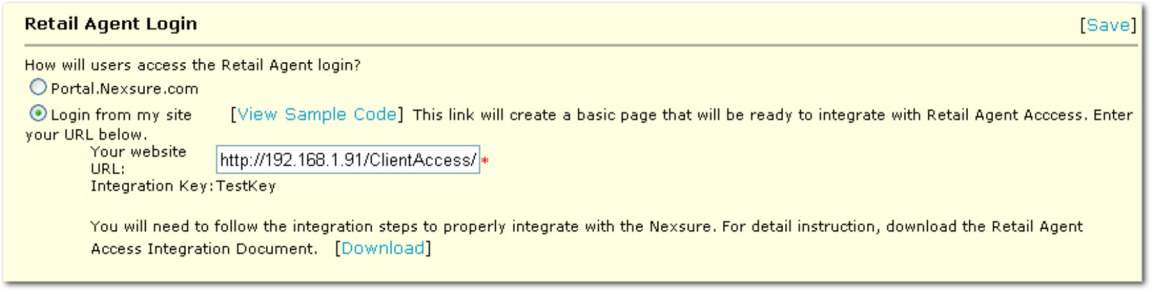

## *Retail Agent Access General Configuration*

Retail Agent Access is a tool that enables retail agent contacts to access specific areas of account information at any time. Setup options can be applied within Nexsure that enable the agency to control the information that is displayed to the retail agent contact. Use the following guidelines to set up and manage the Retail Agent Access portal.

**Note:** Along with the selections noted in this topic, the retail agent contact must be made into a user. See the Retail Agent Access Setup topic for more information.

**To Set Up Retail Agent Access**

1. On the Utility menu, click **SETUP**.
2. In the **Setup Console**, click **Retail Agent Access**. Brief reference material is displayed.
3. In the **Setup Console**, click **Configuration > General**. The **Retail Agent Access General Configurations** screen is displayed.
4. In the **Retail Agent Login** area, the following options are available:



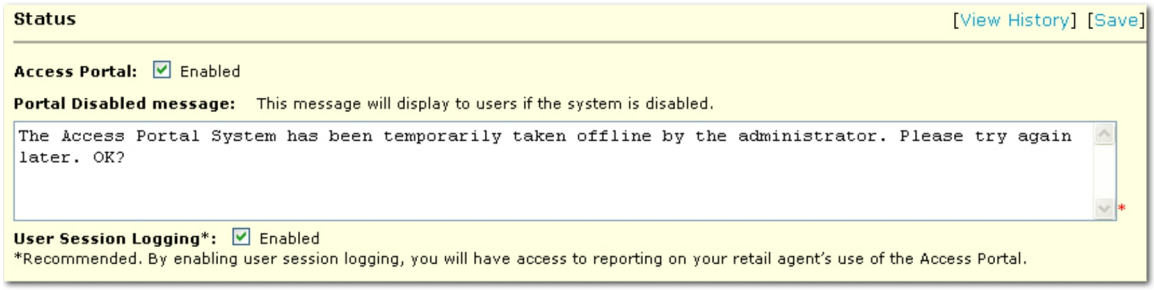

   - In the **How will users access the Retail Agent login?** area, two options are available:
     - **Portal.Nexsure.Com:** Choose this option to allow contacts to directly log into the retail agent access portal. Simply give the http://Portal.Nexsure.com URL to the client and they will be able to access the system using the **Login Name** and **Password** set up in the contact record at **retail**

**agent details > contacts** tab **> contact details > security** tab. The contact will receive a welcome email that gives them the http://Portal.Nexsure.com URL.

- **Login from my site:** Choose this option to allow contacts to access the system via another Web site. Enter the URL for the Web site and the system will generate sample code that can be used to embed the retail agent access portal into an existing Web site.
  - **View Sample Code:** To simplify the integration process, click on the **[View Sample Code]** link after the Web site URL has been entered and Nexsure will create the HTML code necessary to integrate a direct portal from a custom Web site. The code on this page can then be used as a template and updated with custom information.
  - **Web Site URL:** If the **Login from my site** option is selected above, enter the full Web site address for the page in which the retail agentaccess portal will be embeded.

- **Integration Key:** The integration key is generated by Nexsure and must be used by the integration site for the portal to Nexsure to work properly. The integration HTML page will include a hidden field named "integration_key" and the value of the organization's unique key.
- **Retail Agent Access Integration Document:** Click the **[Download]** link to access a PDF version of the Retail Agent Access Integration document. This document will give details of how to integrate the retail agent access portal with an existing Web site.

5. In the **Retail Agent Login** area, when all entries have been made, click **[Save]**. Nexsure will then save all entered values.
6. In the **Status** area on the configuration screen the following options area available:

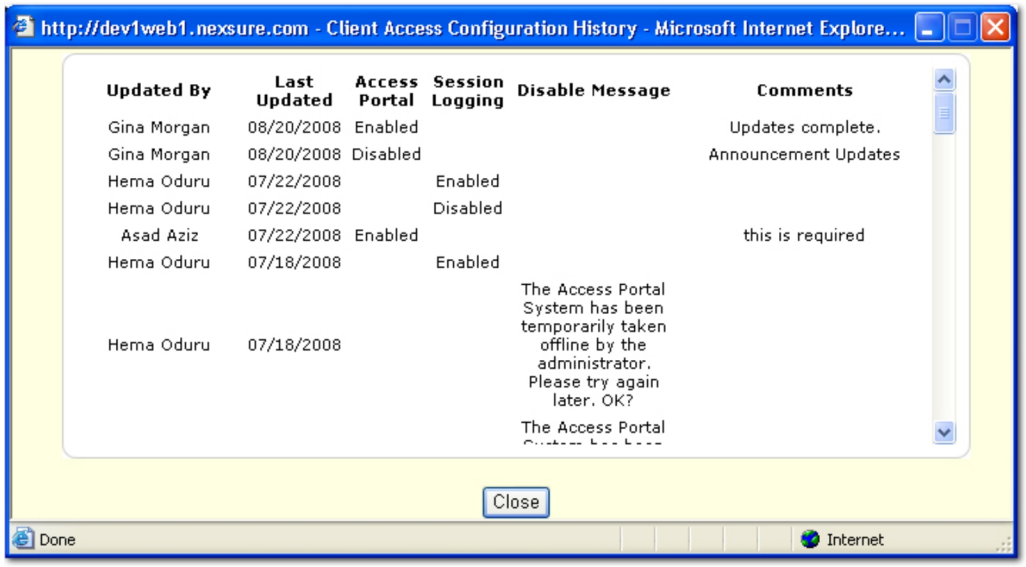



- **Enable Access Portal:** The **Retail Agent Access** portal can be enabled or disabled. If the check box is not selected, the **Retail Agent Access** portal is disabled. Contacts will not be able to access the system and a portal disabled message will be displayed to the contacts that try to access the system.
- **Comments:** Information about why **Retail Agent Access** has been enabled or disabled is collected each time the portal status is changed and **[Save]** is clicked. This information is collected and can be viewed by clicking the **[View History]** link.
- **Portal Disabled message:** A message must be added that will be displayed when **Retail Agent Access** is disabled. The message can be customized to include an email address to which contacts can send responses. Enter the desired message or use the default message to be displayed when the system is not available. Up to 200 characters can be entered into the message box.
- **User Session Logging*:** The **Retail Agent Access** portal can track the contact's activities for reporting purposes. If logging is enabled, each contact's session will be tracked. The tracking information will be used for statistics and reporting in the Utilization Summary Report.

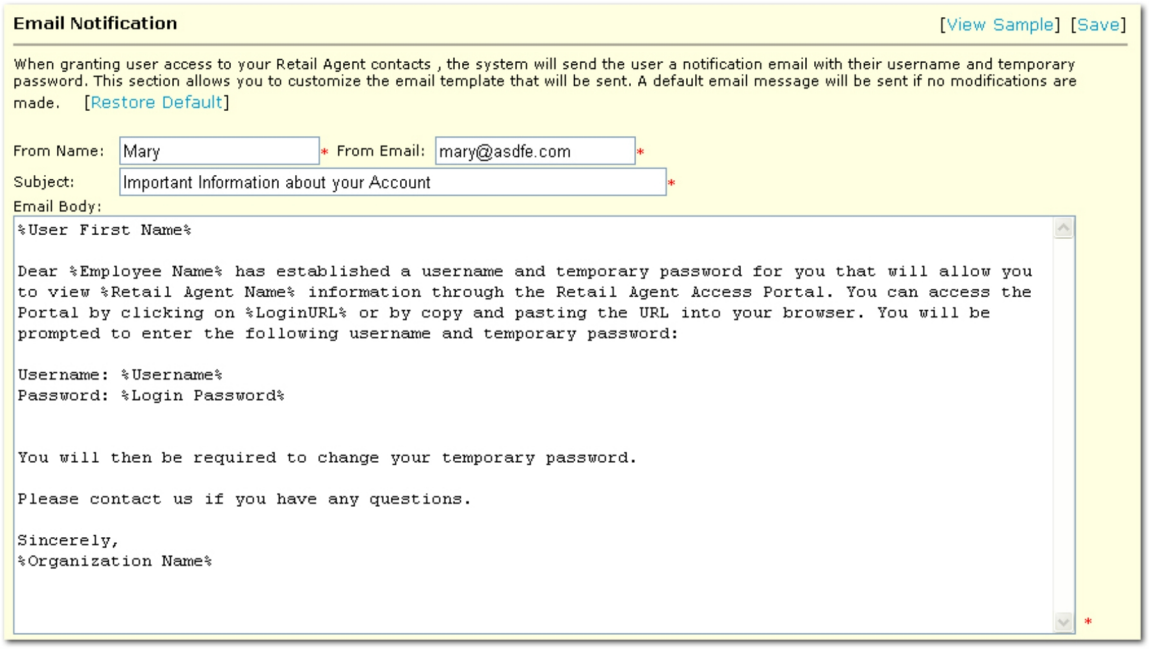
7. Click **[Save]** to save the selections.

**Note:** If the portal is enabled, **[Save]** cannot be clicked until after the E-mail Modification section has been completed. Please complete the E-mail Modification section before enabling the **Retail Agent Access** portal.

8. Click **[View History]** to view a listing of all status changes. Notice that the comments left in the **Retail Agent Access Setup - Status** dialog box are available in the history.




9. In the **Email Notification** area, the following options are available:



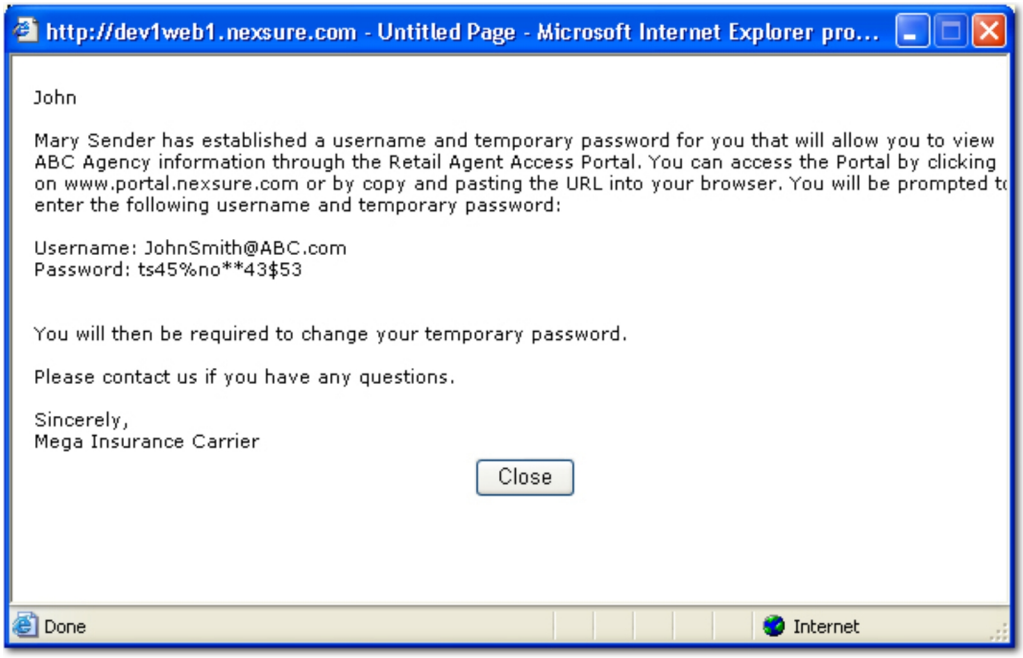
- Click the **[Restore Default]** link to return each of the following boxes to their default values.
- In the **From name** box, enter the name of the email notification sender. This can be a name, such as Mary Jones or the branch name.
- In the **From email** box, enter the email address that will be displayed in the **From** line of the email.

  **Tip:** All emails must be sent with a **From email** address present even if that email address does not receive emails.

- In the **Subject** box, enter the subject line that will be displayed on the email. The default subject can be used.
- In the **Email Body** box, enter the message that will be displayed on the notification email. Accept or customize the default message or create a completely new email. There are three variable values that must be present in all emails before the system will accept the email template: User Name, Login Password, and Login URL . When crafting a message, variables can be used to call information that may be different for each user. In the example above, the first line contains a variable for the user's name. A menu of variables is available by right-clicking in the **Email Body** box. Be sure to use your pointer to set the insertion point for the variable. The variable will appear surrounded by % on either side.




10. After all entries have been made in the **Email Notification** area, click **[Save]**. The entries are saved. At this point the **Retail Agent Access** portal can be enabled.
11. Click **[View Sample]** to open a preview of the email notification that has been set up. Generic values will replace the variables used. The agency and client specific values will appear in the email that is sent.




## *Retail Agent Access Setup*

When setting up the Retail Agent Access system, there are a few steps that must be taken beyond the basic configuration.

**To Make a Contact into a User**

The contact must be set up with a Login Name and Password to access the portal.

1. On the Primary menu, click **SEARCH**. Search for the retail agent with which the contact is associated.
2. Click the **Details** icon next to the appropriate retail agent.
3. Click the **contacts** tab. The **Contact Summary** is displayed.
4. Click the **Details** icon next to the appropriate contact. The **contact details** tab is displayed. There are three possibilities that may display at the bottom of the contact details tab in the **User Information** area:
   a. If the contact is not currently a user, a link will be displayed to make the contact a user.

   b. If the contact is currently a user for another entity, the following message will be displayed; "This contact has already been granted user access through another entity. Users cannot be granted access through multiple accounts."
   c. If the contact is currently a user added by another staff member, go directly to the **security** tab to modify the user if necessary.
5. If the contact is not currently a user, scroll down to the **User Information** area, click the link to make the contact a user. The **Login Information** area is displayed.

**Note:** When the contact is made into a user, there are a few rules that apply to the Login Name. The Login Name cannot already be in use by another user. The first email address entered in the contact's record will become the Login Name. Even if the user's email address is changed in the future, the original Login Name will remain the same and cannot be changed.

6. In the **New Password** box, enter a password for the contact. Passwords will be accepted based on the password rules set up in **SETUP > Security Administration > security policy** tab.
7. Enter the new password again in the **Confirm new Password** box.
8. In the **Time Zone** list, select the time zone in which the user resides.
9. Select the check box under the time zone selection to **Automatically adjust clock for Daylight Savings Time (DST)**.
10. In the **Login expiration date** boxes, click the **Calendar** icon to select a date and enter a time for which the contact's access will expire. If these boxes are left blank, the login will not expire.
11. Select the **Notify admin upon login** check box if the administrator must be notified each time the contact logs in to the portal.
12. Select **Login disabled** when the contact no longer needs access to the portal.
13. In the **User Rights** list, select the user rights template name that will govern the security of the contact.
14. Click **[Save]** once all login information has been entered. Upon clicking **[Save]** the contact will be notified by email of their new **Login Name** and **Password**. The contact will be asked to change the password the first time they log on to the portal.

**To Disable or Delete a Login**

1. On the Primary menu, click **SEARCH**. Search for the retail agent with which the contact is associated.
2. Click the **Details** icon next to the appropriate retail agent.
3. Click the **contacts** tab. The **Contact Summary** is displayed.
4. Click the **Details** icon next to the appropriate contact. The **contact details** tab is displayed.
5. Click the **security** tab, the **Login Information** area is displayed.
6. Select the **Login disabled** check box to remove the contact's access to the portal.

   Or

   Click **[Delete]** to remove all security from the contact's record.

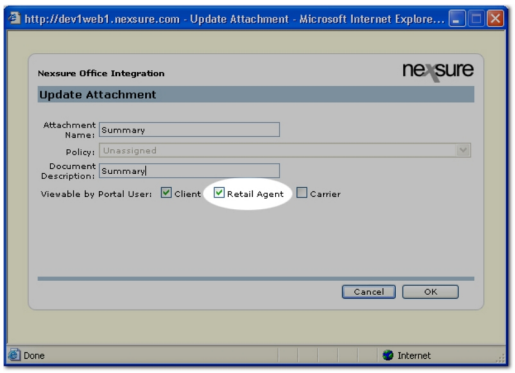
**To Reset and Send Password**

1. On the Primary menu, click **SEARCH**. Search for the retail agent with which the contact is associated.
2. Click the **Details** icon next to the appropriate retail agent.
3. Click the **contacts** tab. The **Contact Summary** is displayed.
4. Click the **Details** icon next to the appropriate contact. The **contact details** tab is displayed.
5. Click the **security** tab, the **Login Information** area is displayed.
6. In the **New Password** box, enter the new temporary password for the contact.

7. In the **Confirm new Password** box, reenter the new password.
8. Click **[Update]**, a new email is automatically sent to the contact with the new temporary password.

**To Enable Existing Attachments for Portal Viewing**

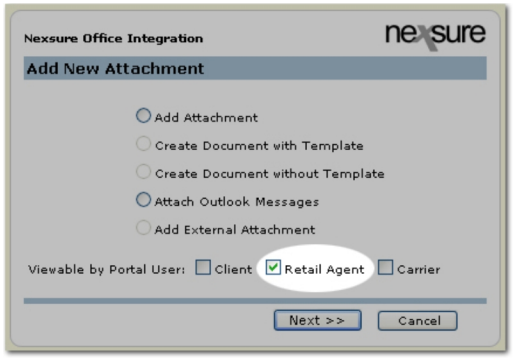
1. On the Primary menu, click **SEARCH**. Search for the appropriate retail agent.
2. Click the **Details** icon next to the retail agent.
3. On the Retail Agent menu, click **ATTACHMENTS**. The **attachments** tab is displayed.
4. Click the Microsoft® Word icon (or other attachment icon such as Microsoft Excel®) next to the attachment to enable. The **Update Attachment** screen is displayed.




5. In the **Viewable by Portal User** area, select the **Retail Agent** check box to enable the contact to view the attachment from the portal.
6. Click **OK**. The attachment becomes available in the portal.

**To Enable New Attachments for Portal Viewing**

1. On the Primary menu, click **SEARCH**. Search for the appropriate retail agent.
2. Click the **Details** icon next to the retail agent.
3. On the Retail Agent menu, click **ATTACHMENTS**. The **attachments** tab is displayed.
4. Click **[Add New]**. The **Add New Attachment** dialog box is displayed.




5. In the **Viewable by Portal User** area, select the portal by which this attachment can be accessed. The following options are available:
   - **Client**

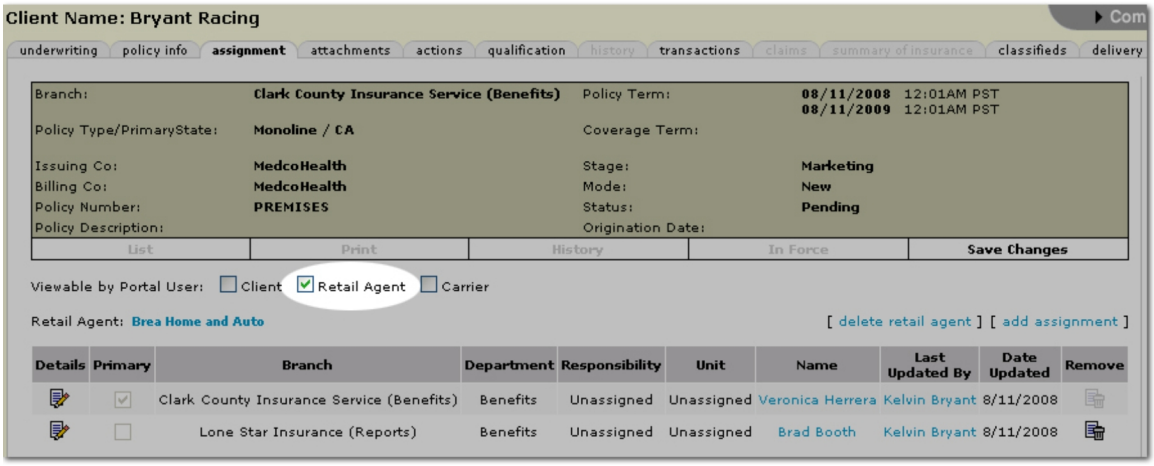
- **Retail Agent**
- **Carrier**

Continue adding the attachment as described in Attachments.

**To Set Opportunity, Marketing, and Policy View Rights**

Each Opportunity, Marketing, and Policy record must be set up so that retail agent access portal contacts can view the record.

1. On the Primary menu, click **SEARCH**. Search for the appropriate retail agent.
2. Click the **Details** icon next to the appropriate retail agent.
3. On the Retail Agent menu, click **MARKETING** or **POLICIES**. In this example the **POLICIES** option was selected.
4. On the **policies** tab, click the **Details** icon next to the policy to open up to the retail agent access. The **underwriting** tab is displayed.
5. Click the **assignment** tab. The **Viewable by Portal User** area is displayed under the policy header.




6. In the **Viewable by Portal User** area, select from the following to allow the record to display to the contact:
   - **Client:** Allows information from the record to be displayed in the client access portal.
   - **Retail Agent:** Allows information from the record to be displayed in the retail agent portal.
   - **Carrier:** Allows information from the record to be displayed in the carrier portal.
7. Once selections have been made, in the **Navigation Toolbar**, click **Save Changes**. The selections are saved and the records become available through the portals selected.

## *Retail Agent Access Security*

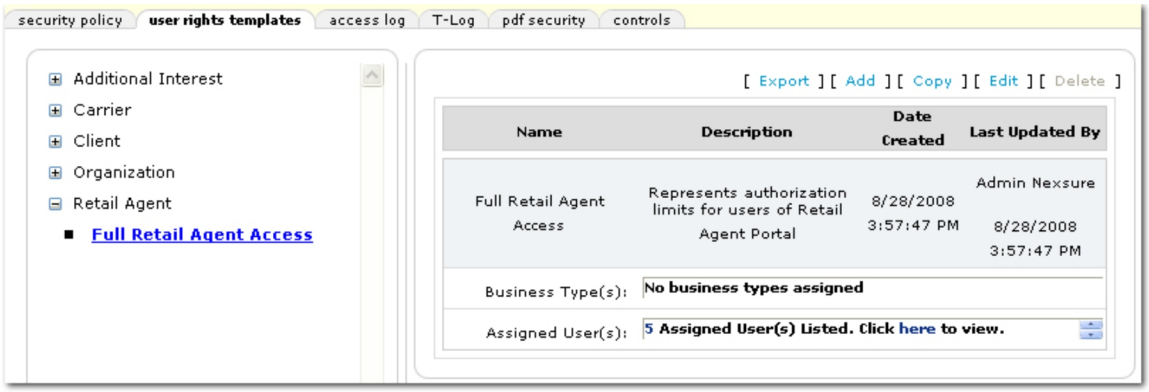
When setting up the retail agent access system, there are a few steps that must be taken beyond the basic configuration and setup. The security rights must be in place for the agent to view the necessary information through the portal.

**To View the Retail Agent Access User Rights Template**

1. On the Utility menu, click **SETUP**.
2. In the **Setup Console**, click **Security Administration**. The **security policy** tab is displayed.

   **Important:** Rules on the **security policy** tab that are marked with an asterisk do not apply to the client access portal.

3. Click the **user rights templates** tab. The template selections are displayed.
4. In the navigation tree, click **Retail Agent > Full Retail Agent Access**. The template titled Full Retail Agent Access is the base template that contains full access for the agents to all features in the Retail Agent Access portal.




## *Creating User Rights Templates for Retail Agent Access*

The Full Retail Agent Access template gives rights to all functions in the Retail Agent Access portal. The Full Retail Agent Access template cannot be altered as it is the default template. If a more limited view of the portal is necessary for the agent, templates can be created containing only the necessary rights. There are two ways to approach creating a new template:

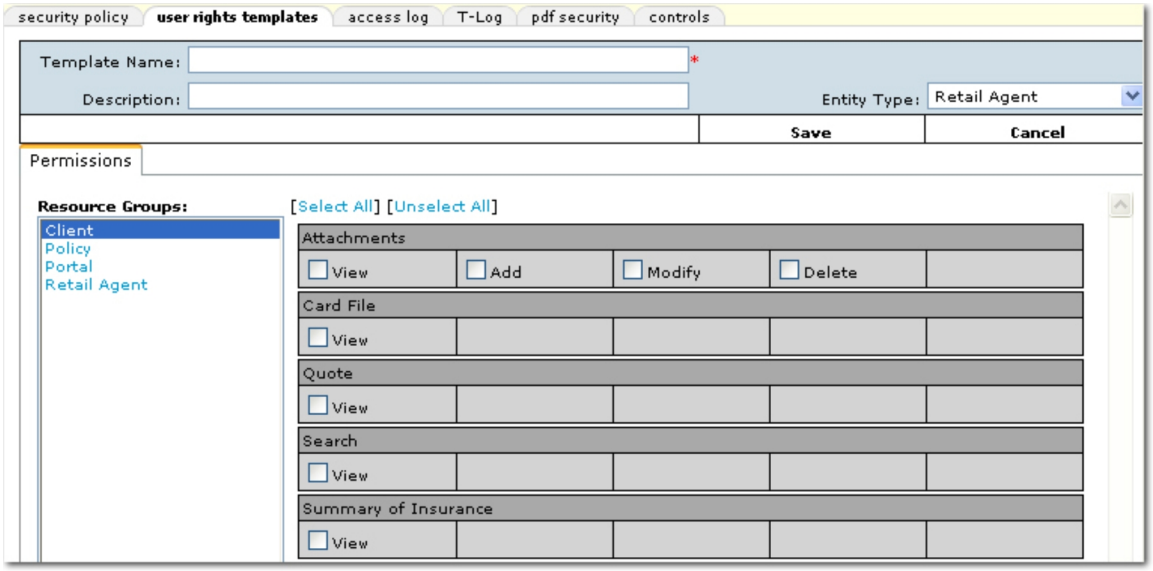
- Add a new template and then select each of the rights that are desired. This approach is best if only a few rights will be necessary in the new template.
- Copy the Full Retail Agent Access template and then remove the rights that are undesirable. This approach is best if most of the base rights are necessary in the resulting template.

**To Create a New Template**

1. On the Utility menu, click **SETUP**.
2. In the **Setup Console**, click **Security Administration**. The **security policy** tab is displayed.
3. Click the **user rights templates** tab. The template selections are displayed.



4. On the **user rights templates** tab, click **[Add]**. The new template form is displayed.
5. In the **Template Name** box, enter a name for the new template.
6. In the **Description** box, enter a description for the template.
7. In the **Entity Type** list, select **Retail Agent**. The associated **Resource Groups** are displayed.




8. In the **Resource Groups** box, select each of the resource groups as necessary and then select the associated rights check boxes.
9. Once all selections have been made, click **Save** on the **Navigation Toolbar**.

   Or

   Click **Cancel** on the **Navigation Toolbar** to exit the template without saving changes.

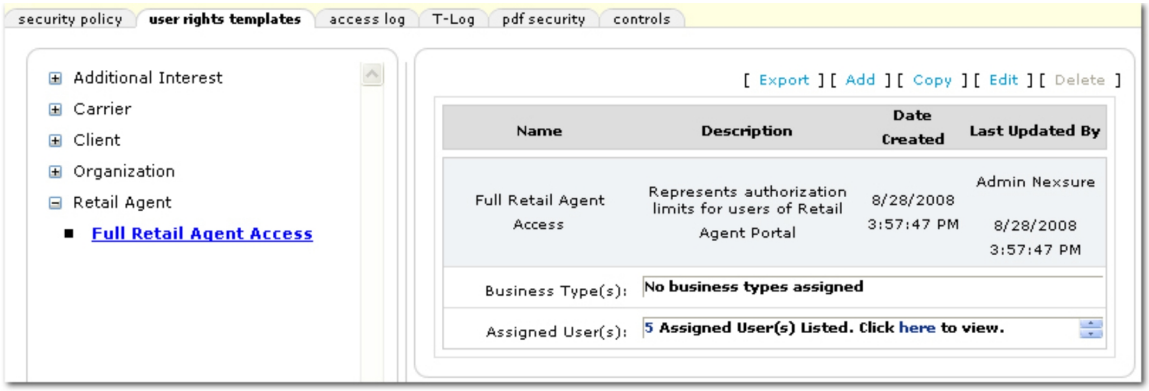
**Tip:** See the following security topics for details about the retail agent access portal specific rights:

- Retail Agent Access Announcements Security
- Retail Agent Access Attachment Security
- Retail Agent Access Card File Security
- Retail Agent Access Certificate Security
- Retail Agent Access Commission Security
- Retail Agent Access Contacts Security
- Retail Agent Access Contracts Security
- Retail Agent Access Locations Security
- Retail Agent Access Policies Security
- Retail Agent Access Proof of Coverage Security
- Retail Agent Access Quote Security
- Retail Agent Access Resource Center Security

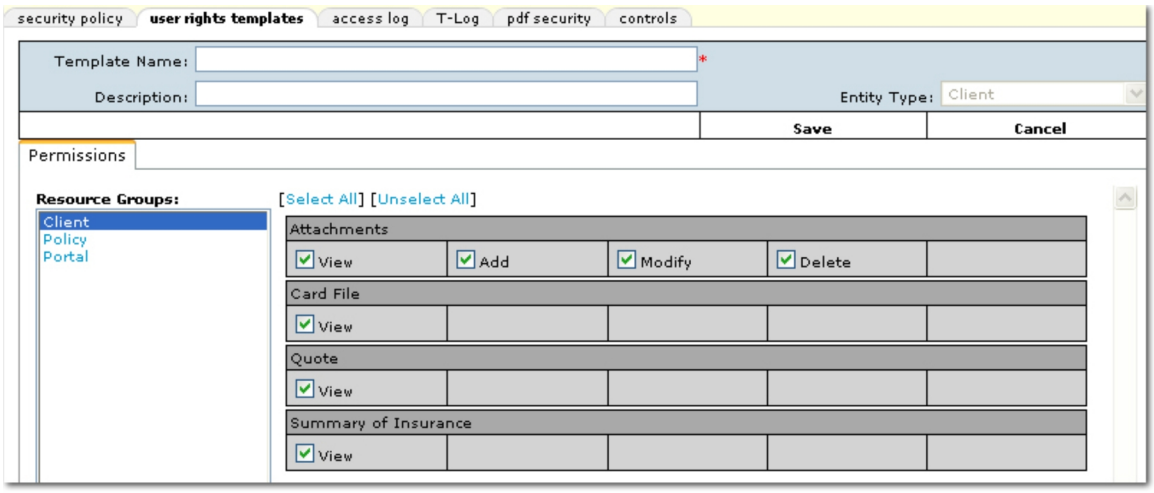
- Retail Agent Access Search Security
- Retail Agent Access Summary of Insurance Security
- Retail Agent Access Verification Security

**To Copy and Modify an Existing Template**

1. On the Utility menu, click **SETUP**.
2. In the **Setup Console**, click **Security Administration**. The **security policy** tab is displayed.
3. Click the **user rights templates** tab. The template selections are displayed.




4. In the navigation tree, click **Retail Agent > Full Retail Agent Access**. The template titled Full Retail Agent Access is the base template that contains full access for the user to all features in the Retail Agent Access portal.
5. Click **[Copy]**. The new template form is displayed along with the **Resource Groups** for the copied template.
6. In the **Template Name** box, enter a name for the new template.
7. In the **Description** box, enter a description for the template.




8. In the **Resource Groups** box, select each of the **Resource Groups** and then clear the associated rights check boxes as necessary. See the Tip in the To Create a New Template section for information on specific

security rights.

9. Once all selections are complete, click **Save** on the **Navigation Toolbar**.

   Or

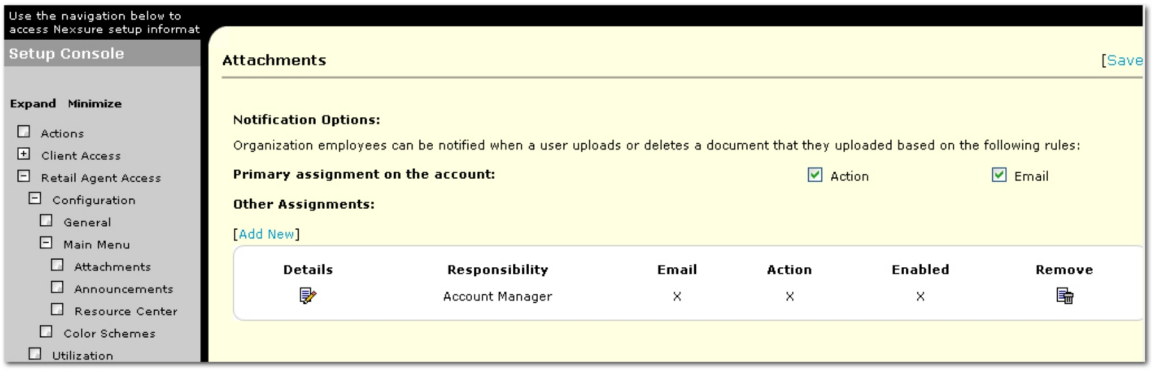
   Click **Cancel** on the **Navigation Toolbar** to exit the template without saving changes.

## *Retail Agent Access Main Menu*

The retail agent access main menu controls the primary features that agents can access through the retail agent access portal.

**To Set Up Main Menu Features**

1. On the Utility menu, click **SETUP**.
2. In the Setup Console, click **Retail Agent Access**. Brief reference material is displayed.
3. In the Setup Console, click **Configuration > Main Menu**. The retail agent access Attachments screen is displayed.




4. In the Setup Console, click **Attachments**. The following options are available on the Attachments screen:

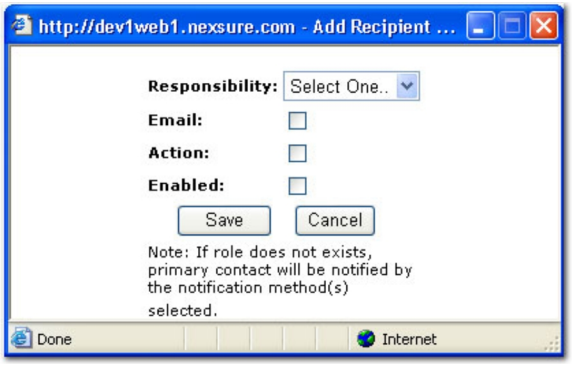
   On the **Attachments** screen, selections are available to determine to whom and what type of notification is sent regarding client activity on the **Attachments** screen. Nexsure will create a notification if any of the following are true:

   - Agent uploads an attachment.
   - Agent deletes an attachment.

   - **Primary assignment on the account:** Select **Action** and / or **Email** to designate the method by which attachment activity is communicated to the primary assignment on the account.

     **Note:** A notification will always be sent to a staff member. Once a role is selected for notification, if there is no staff member assigned to that role a notification will go to the primary assignment even if no notifications were selected for that role. For example, an account manager is set up to receive notification but there is no account manager for the agency. In this case, a notification will be sent to the primary assignment even though no notification was set up for them.

   - **Other Assignments:** Click **[Add New]** to add other staff members to which notifications can be sent. The **Add Recipient** dialog box is displayed.




- In the **Responsibility** list, select the role of the staff member to be notified. Selections in this list are based on the roles of the staff members assigned to the account.
- Select the **Email** check box to allow the staff member to receive email notifications of the attachment activity.
- Select the **Action** check box to allow the staff member to receive a new Nexsure action each time there is attachment activity.
- Select the **Enabled** check box to activate the notifications for the responsibility selection.
- Click **Save** to save the selections. The selection is added to the Other Assignments area of the Attachments screen.

  Or

  Click **Cancel** to exit the Add Recipient dialog box without saving selections.

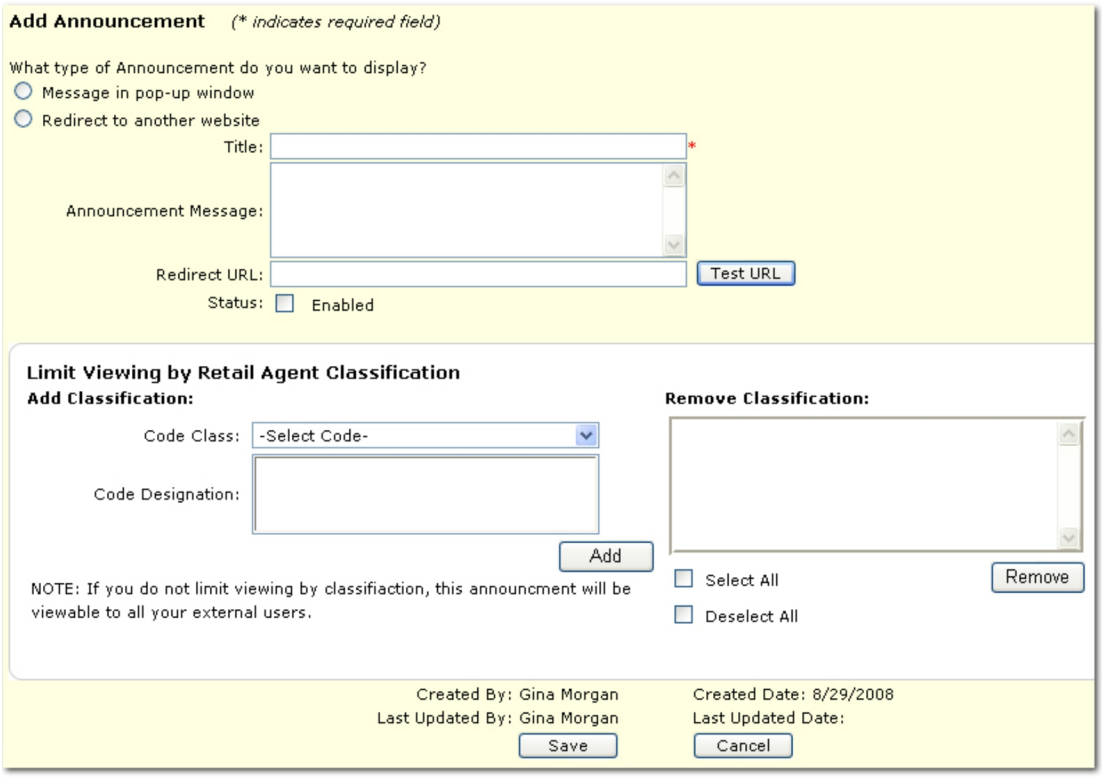



5. In the Setup Console, click **Announcements**. The following options are available on the Announcements screen:




An **Announcements** area may be added to the portal if the agency chooses to add announcements. If displayed, this area can be used to hold announcements or messages from the agency. The announcement can be a link to an existing Web site or a pop-up message may be displayed giving information from the agency.

- On the Announcements summary screen there are several options:
  - **Details:** Click the **Details** icon to edit an existing announcement.
  - **Title:** The title of the announcement that will be displayed in the portal under the Announcements section.
  - **Message / URL:** Either the message that will be displayed in the pop-up announcement or the URL to which the announcement link in the portal is directed.
  - **Classification:** A ✓ will be displayed if the announcement is available for agents with specific classifications. An ✗ is displayed if the announcement is not limited by classifications and is available for all agents. The Classifications are selected when adding a new announcement or editing an existing announcement.
  - **Status:** A ✓ will be displayed if the status of the announcement is Enabled for agents. An ✗ is displayed if the announcement is not Enabled for clients.
  - **Remove:** The **Remove** icon can be clicked to delete the announcement permanently. If the announcement may be used again at a later time, remove the Enabled selection in the announcement rather than deleting the announcement. If the announcement will never be used again, deleting is a good option.
- On the Announcements screen, click **[Add New]**. The Add Announcement screen is displayed.




- Select one of the following options to determine what kind of display type will be used for the announcement:

- **Message in pop-up window:** Use this option to add a custom announcement message that will be displayed in a pop-up window.
  - After selecting **Message in pop-up window**, the following must be completed:
    a. **Title:** Enter the title of the message. This title will be displayed on the menu of the retail agent access system under Announcements.
    b. **Announcement Message:** Enter the message to be displayed in the pop-up window. There is no limit on the number of characters allowed in this box. A scroll bar will become available when the number of characters exceeds the box size.
    c. **Status:** Select **Enabled** if the announcement is to be displayed on the retail agent access screen. Clear the check box if the announcement is not to be displayed to the agent at this time.
- **Redirect to another website:** Use this option to add a link to an existing Web site that contains the announcement.
  - After selecting **Redirect to another website**, the following must be completed:
    a. **Title:** Enter the title of the message. This title will be displayed on the menu of the retail agent access system under Announcements.
    b. **Redirect URL:** Enter the URL to which the client will be connected upon clicking the associated title in the retail agent access system.
    c. **Test URL:** Click **Test URL** to test the link.
    d. **Status:** Select **Enabled** if the announcement is to be displayed on the retail agent access screen. Clear the check box if the announcement is not to be displayed to the retail agent at this time.
- Optionally, in the **Add Classification** area, classifications can be selected to limit the agents that will see the announcement. If no Classifications are selected, all agents will be able to view the announcement. Code classifications are attached to a agent record in the **SEARCH >** retail agent details **> classifieds** tab. See the Retail Agent Classified Tab topic for more information about adding classifications to a retail agent record.
  - **Code Class:** Select a code to view the associated code designations.
  - **Code Designation:** Select one or more code designations by pressing the **Ctrl** or **Shift** keys while selecting. Use the **CTRL** key to make non-adjacent selections. Use the **SHIFT** key to make adjacent selections.
  - **Add:** Click **Add** once all code selections have been made in the Code Designation list. The classification is added to the Remove Classification area.
  - **Remove Classification:** The classifications displayed determine the clients that are allowed access to the announcement. Classifications can be selected and removed if necessary by selecting the check box next to the classification.
  - **Select All:** Select this check box to select all classifications in the Remove Classification list.
  - **Deselect All:** Select this check box to clear all selections in the Remove Classification list.

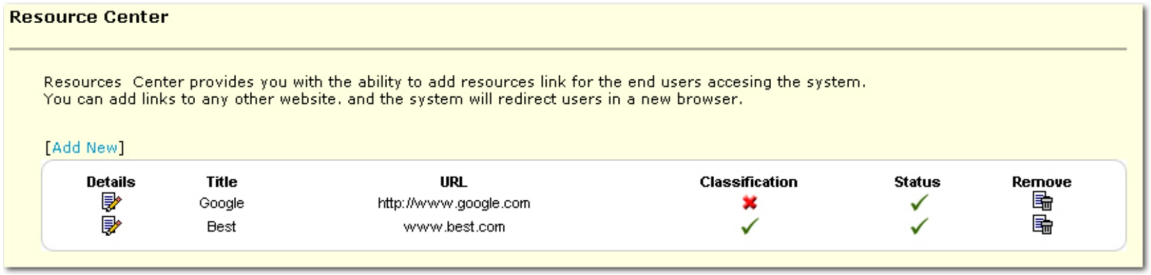
- **Remove:** Once all classification selections have been made in the Remove Classification list, click **Remove**. The classifications are removed from the list.

- After all selections have been made on the Add Announcement screen, click **Save**. The new announcement is saved and is displayed on the Announcements screen. Announcements can be removed by clicking the **Remove** icon or the announcement can be disabled by clicking the **Details** icon and removing the **Status > Enabled** selection. Disabling an announcement is recommended vs. removing if the announcement will be used again at a later date.

  Or

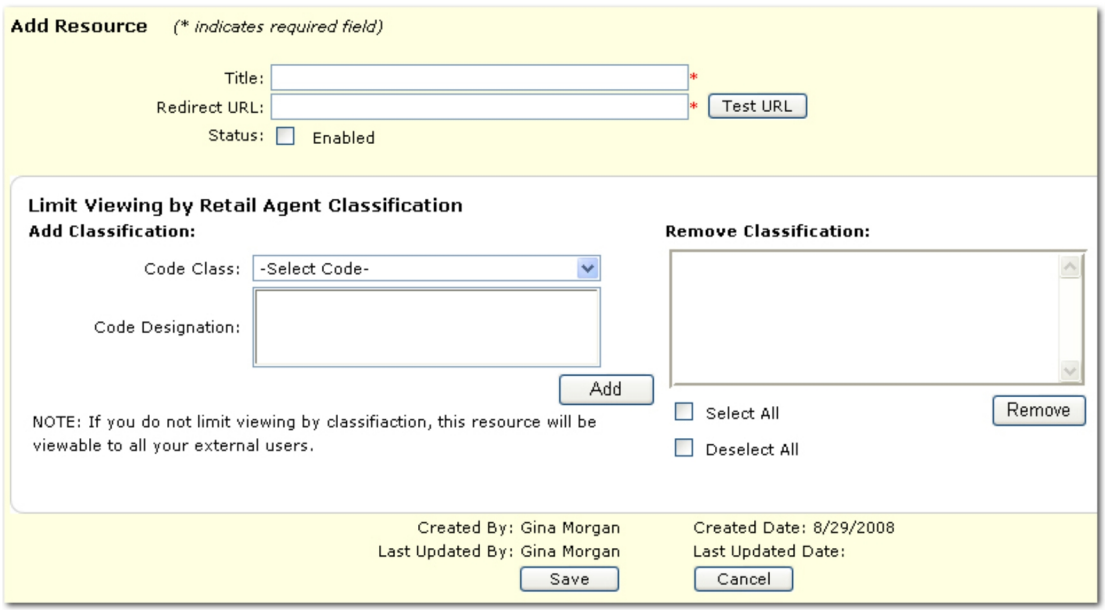
  Click **Cancel** to exit the screen without saving any selections.

6. In the Setup Console, click **Resource Center**. The following options are available on the Resource Center screen:




A **Resource Center** area may be added to the portal if the agency chooses to add links to Web sites.

- On the Resource Center summary screen there are several options:
  - **Details:** Click the **Details** icon to edit an existing resource center item.
  - **Title:** The title of the resource that will be displayed in the portal under the Resource Center section.
  - **URL:** The URL to which the Resource Center link in the portal is directed.
  - **Classification:** A ✓ will be displayed if the resource is available for agents with specific classifications. An ✖ is displayed if the resource is not limited by classifications and is available for all agents. The Classifications are selected when adding a new resource or editing an existing resource.
  - **Status:** A ✓ will be displayed if the status of the resource is Enabled for agents. An ✖ is displayed if the resource is not Enabled for agents.
  - **Remove:** The **Remove** icon can be clicked to delete the resource permanently. If the resource may be used again at a later time, remove the Enabled selection in the resource rather than deleting the resource. If the resource will never be used again, deleting is a good option.
- On the Resource Center screen, click **[Add New]**. The Add Resource screen is displayed.




- Enter the following information to add resources:
  - **Title:** Enter the title as it is to appear under the Resource Center menu in the retail agent access portal.
  - **Redirect URL:** Enter the URL to which the resource link will be directed.
  - **Test URL:** Click **Test URL** to test the link.
  - **Status:** Select **Enabled** if the resource is to be displayed on the retail agent access screen. Clear the check box if the resource is not to be displayed to the agent at this time.
- Optionally, in the **Add Classification** area, classifications can be selected to limit the agents that will see the resource. If no Classifications are selected, all agents will be able to view the resource. Code classifications are attached to an agent record in the **SEARCH >** retail agent details **> classifieds** tab. See the Retail Agent Classified Tab topic for more information about adding classifications to a client record.
  - **Code Class:** Select a code to view the associated code designations.
  - **Code Designation:** Select one or more code designations by pressing the **Ctrl** or **Shift** keys while selecting. Use the **CTRL** key to make non-adjacent selections. Use the **SHIFT** key to make adjacent selections.
  - **Add:** Click **Add** once all code selections have been made in the Code Designation list. The classification is added to the Remove Classification area.
  - **Remove Classification:** The classifications displayed determine the agents that are allowed access to the resource. Classifications can be selected and removed if necessary by selecting the check box next to the classification.
  - **Select All:** Select this check box to select all classifications in the Remove Classification list.
  - **Deselect All:** Select this check box to clear all selections in the Remove Classification list.

- **Remove:** Once all classification selections have been made in the Remove Classification list, click **Remove**. The classifications are removed from the list.

- After all selections have been made on the Add Resource screen, click **Save**. The new resource is saved and is displayed on the Resource Center screen. Resources can be removed by clicking the **Remove** icon or the resource can be disabled by clicking the **Details** icon and removing the **Status > Enabled** selection. Disabling a resource is recommended vs. removing if the resource will be used again at a later date.

  Or

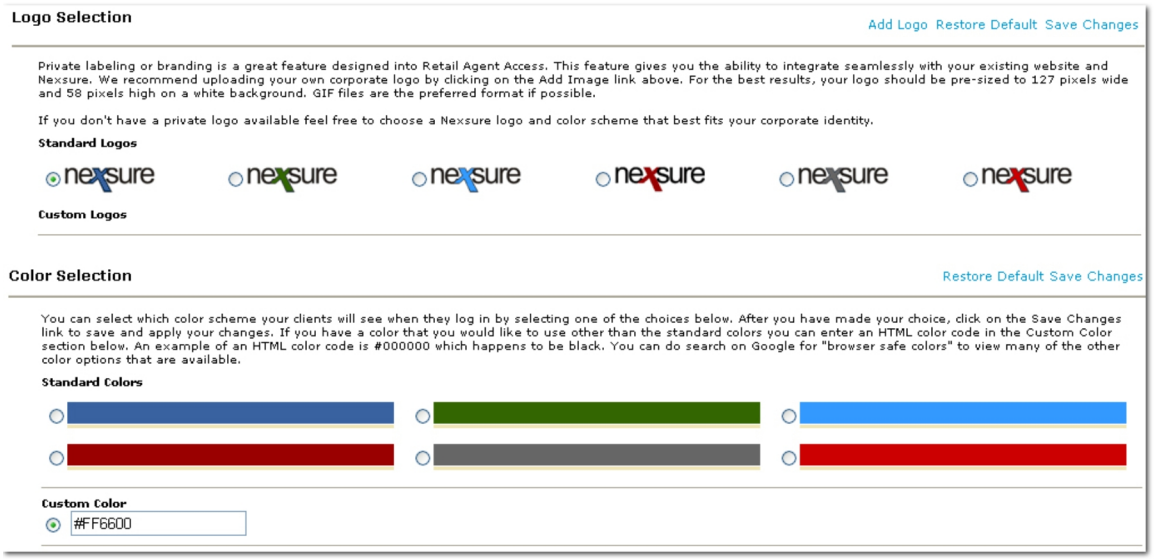
  Click **Cancel** to exit the screen without saving any selections.

## *Retail Agent Access Color Schemes*

Nexsure Retail Agent Access allows for the customization of the color schemes and logos that will be displayed in the retail agent access portal.

**To Customize a Logo**

1. On the Utility menu, click **SETUP**.
2. In the Setup Console, click **Retail Agent Access > Configuration > Color Schemes**. The Logo Selection area is displayed.




3. In the Logo Selection area, choose from either **Standard Logos** or **Custom Logos** to be displayed on the retail agent access portal.
4. If a new logo needs to be added, click **Add Logo**. The Retail Agent Access Setup - Add Logo dialog box is displayed.
5. In the Retail Agent Access Setup - Add Logo dialog box, click **Browse** and navigate to the new logo.
6. Once the logo has been located in the Choose file dialog box, click **Open**. The Retail Agent Access Setup - Add Logo dialog box is again displayed.

7. In the Retail Agent Access Setup - Add Logo dialog box, click **Load**. The logo is added to the Custom Logos area and becomes available for selection.

   Or

   Click **Cancel** to exit the Retail Agent Access Setup - Add Logo dialog box without saving selections.

8. After all selections have been made, click **Save Changes**. The logo selections are saved and made available in the retail agent access portal.

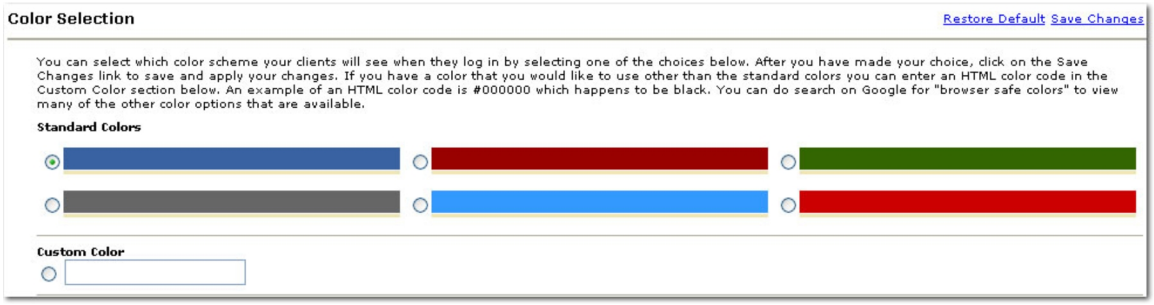
   Or

   Click **Restore Default** to reset all logo selections to the defaults.

   **Important:** After clicking Restore Default, all custom logos will be removed.

**To Select a Color Scheme**

1. On the Utility menu, click **SETUP**.
2. In the Setup Console, click **Retail Agent Access > Configuration > Color Schemes**. The Color Selection area is displayed.




3. In the Color Selection area, choose from either **Standard Colors** or **Custom Color** to be displayed on the retail agent access portal.
4. If a custom color needs to be added, select the **Custom Color** option and enter the HTML color code. For more information about HTML color codes, search for Browser Safe Colors on the Internet.
5. After all selections have been made, click **Save Changes**. The color selections are saved and become visible in the retail agent access portal.

   Or

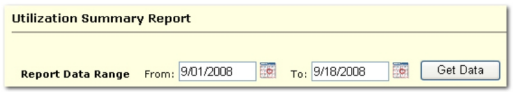
   Click **Restore Default** to reset all color selections to the defaults.

## *Retail Agent Access Utilization Summary Report*

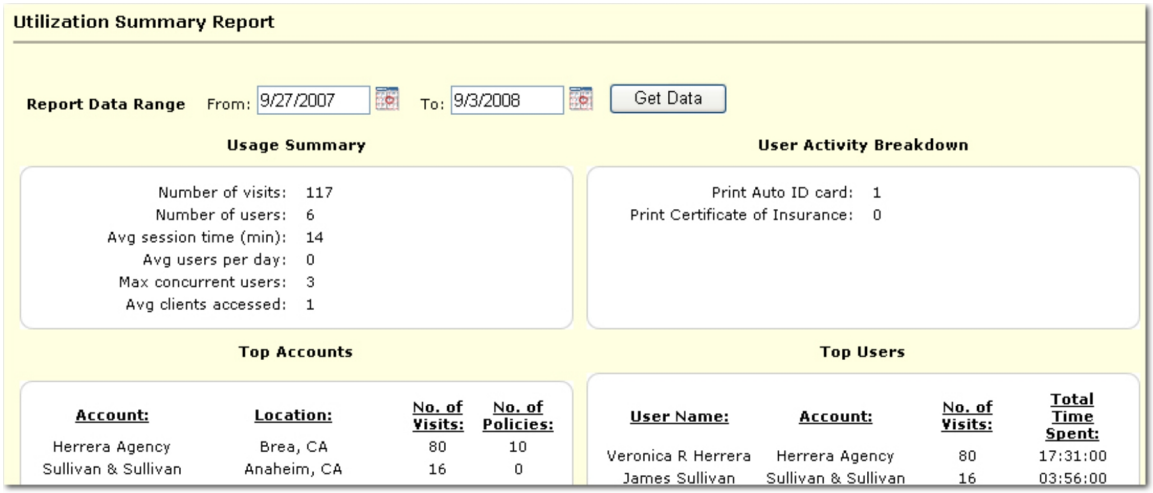
A utilization report is available for tracking metrics on the use of the retail agent access portal. The User Session Logging option must be selected on the **Utility menu > SETUP > Setup Console > Retail Agent Access > Configuration > General > General Configurations** screen. For more information please see Retail Agent Access General Configuration.

**To Run a Utilization Report**

1. On the Utility menu, click **SETUP**.
2. In the Setup Console, click **Retail Agent Access > Utilization**. The Utilization Summary Report screen is displayed.




3. In the Report Data Range area, select a **From** and **To** date by clicking the **Calendar** icon. Select a date range no longer than one year.
4. Once a date range has been selected, click **Get Data**. The Usage Summary, User Activity Breakdown, Top Accounts and Top Users areas are then populated with the data from the selected date range.




## *Color Schemes*

The Nexsure color schemes can be changed or a new company logo can be added to Nexsure. Customizing the interface will allow Nexsure to more closely match a company's look.

**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** 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**. Upon the next log in, the color scheme will be changed.

**To Change Logo Images**

1. On the Utility menu, click **Setup**.
2. In the **Setup Console**, select **Color Schemes**.

3. In the **Logo Images** box, select a new logo image. This image will be displayed in the upper left corner of Nexsure.
4. Click **Change Scheme**, upon the next log in, the logo will be changed.

**To Add a Custom Logo Graphic**

1. On the Utility menu, click **Setup**.
2. In the **Setup Console**, select **Color Schemes**.
3. Click **[Add Image]**. The **Add New Logo Image** dialog box is displayed.
4. In the **Choose a GIF file** area, click **Browse** and navigate to the new GIF file. The graphic dimensions must be no larger than 135 x 58 pixels and a file size no larger than 5 Kb.
5. In the **Description** box, enter a brief description for the logo. The **Description** will be displayed in the **Logo Images** list box. This description must be in alphanumeric characters only.
6. Click **Upload**. The new logo and **Description** will be displayed in the **Logo Images** list box.

   Or

   Click **Cancel** to return to the **Color Schemes** screen without uploading a logo.

**Note:** The graphic dimensions must be no larger than 135 x 58 pixels and a file size no larger than 5 Kb. To resize a graphic that is too large, use a graphics program such as *Microsoft® Paint* Microsoft Paint is typically found by clicking **Start > Programs > Accessories**or Microsoft Photo Editor.

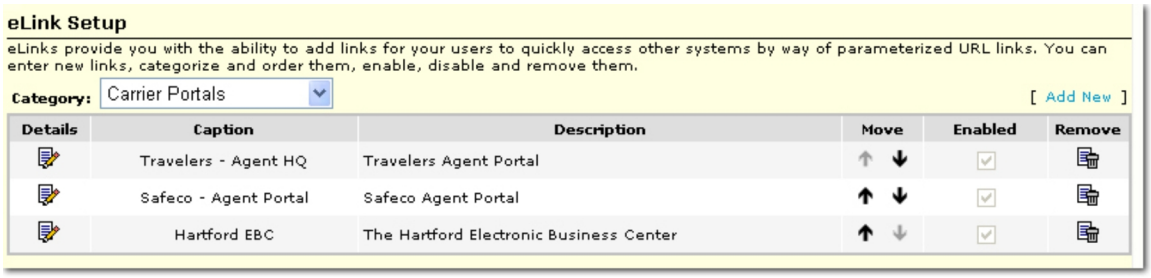
## *eLink Setup*

The eLinks option can be set up to pass information from Nexsure into another web-based application or tool. The purpose is to be able to transmit data from Nexsure so that copying and pasting information from Nexsure into another tool is not necessary. In the setup screens for eLinks, the URL to transmit the information and the parameters for the information can be added. Once set up, Nexsure will transmit the information each time the eLinks menu item is accessed.

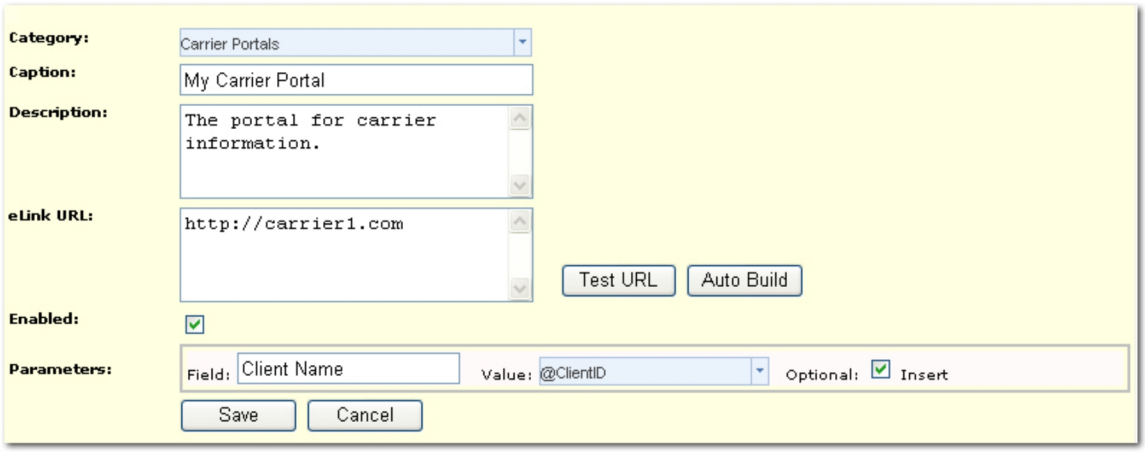
**Important:** When using the eLinks option, keep in mind that if specific client information needs to be transmitted, the staff member transmitting the information must be within the specific client's screens in Nexsure. If the data to be transmitted is at the organization-wide level, the staff member can be in any of the Nexsure screens.

**To Set Up a New eLink**

1. On the Utility menu, click **SETUP**. The Setup Console is displayed.
2. On the **Setup Console**, click **Integration > eLinks**. The eLink Setup screen is displayed. The eLink Setup screen will give a summary of all the eLinks that have been setup.




3. In the **Category** list, select the category of the eLink to modify or delete. The elinks that are set up can be organized by categories. Under each Category, the items such as those shown on this summary will be displayed.
4. On the **eLinks Setup** screen, click **[Add New]**. The entry boxes for the new eLinks are displayed.




5. In the **Category** box, either select an existing **Category** or a new **Category** can by typed into the box. The categories will become the top level menu items under the **ELINKS** menu. Each eLink that is added will be displayed on a submenu for the selected Category. Choose Default if you do not want the eLink to have a category. The eLink will then be displayed directly on the **ELINKS** menu.
6. In the **Caption** box, enter the name for the eLink that will be displayed on the **ELINKS** menu. There is a limit of 25 characters possible in this entry box. This is a required field.
7. In the **Description** box, enter on optional description for the eLink. The Description will only be displayed on the eLinks Setup screen summary.
8. In the **eLink URL** box, enter the URL to which the new eLink will be directed.
9. Click **Test URL** to verify that the eLink URL is valid and will direct the staff member to the appropriate web site. The URL should be properly formatted with http:// or https://.
10. If the URL entered already contains the parameters to transmit, click **Auto Build** to enable the automatic identification of parameters within the URL entered above. The parameters and value from the URL will then be added to the Parameters box below. Once Auto Build has been clicked, the parameters from the eLink URL box are removed. Be sure to check the resulting parameters and values in case some modifications need to be made.

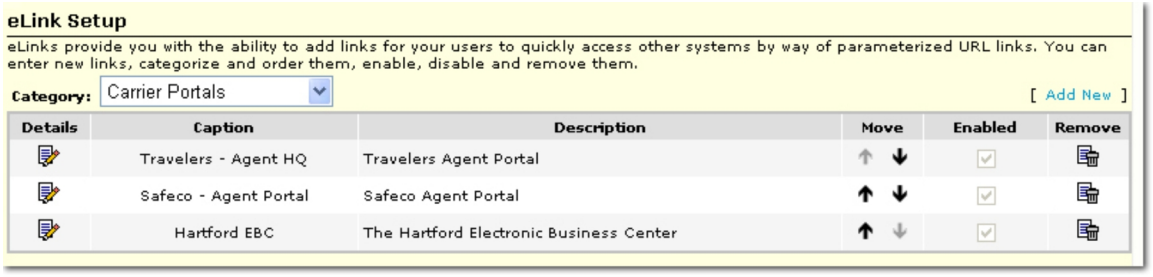
11. Select the **Enabled** check box to indicate whether the eLink will be displayed on the **ELINKS** menu. An eLink can be created and disabled by clearing the Enabled check box. The elink can later be Enabled when it is necessary again.
12. In the Parameters the following options control the data that is transmitted to the web site to which the URL is linked. Make an entry in each of the following:
    - **Field:** Enter the name of the field to which the data will be transmitted. This is a required field with a limit of 25 characters.
    - **Value:** In the **Value** list, select either from a list of Nexsure database variables or manually enter a static value in plain text to be transmitted to the web site to which the URL is linked. When a static value is entered, the exact value as entered will be passed to where the eLink is pointed. The system encodes the URL so the value can be entered in plain text.
    - **Optional:** Select the **Optional** check box to indicate the associated Value is not required if the variable is not available in Nexsure.
    - **Add:** Click **Add** to add a new row to the Parameters summary. Once the Field, Value and Optional entries have been made, click the **Add** link to add more parameters.




    Once a parameter has been set up and Add has been clicked, the **Edit** link and **Remove** icon become available:
    - **Edit:** Click **Edit** to open the parameter for editing. Once all edits are complete, click **Update** to save the changes to the parameter.
    - **Cancel:** Click **Cancel** to exit the parameter without saving changes.
    - **Remove** : Click the **Remove** icon to delete the parameter completely.
13. Click **Save** to save the eLink and its parameters.

    Or

    Click **Cancel** to return to the eLinks Setup screen containing the summary of eLinks that have been setup.




    On the **eLink Setup** summary screen, there are several options for organizing and working with the eLinks:

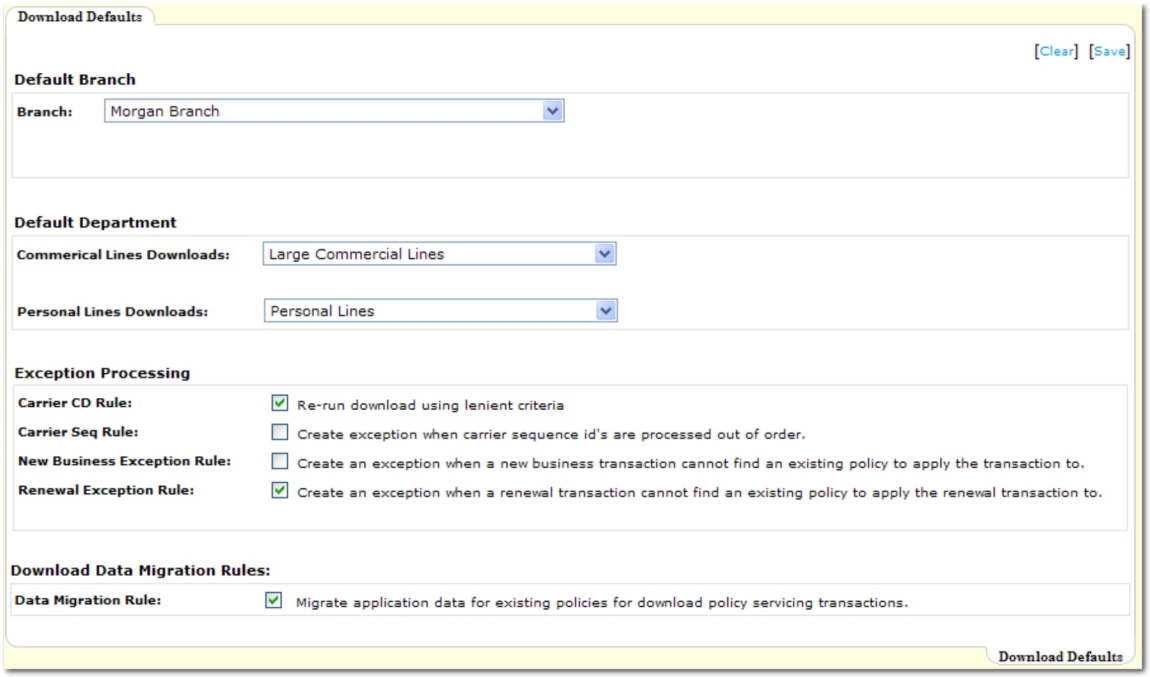
- **Category:** Use the **Category** list to select the **Category** under which the eLink was set up. Use Default to view eLinks that do not belong to a category.
- **Details** icon: Click the **Details** icon to edit the setup of the associated eLink.
- **Move** arrow: Click a **Move** arrow to change the order of the eLinks as they are displayed on the **ELINKS** menu.
- **Remove** icon: Click the **Remove** icon to delete the eLink completely.

## *Download Defaults*

Download defaults aid in processing the incoming downloads to minimize the number of exceptions. For example, if a download comes in that does not have a branch designation, the default branch set up on this tab will be used.

**To Set Up Download Defaults**

1. On the Utility menu, click **SETUP**. The **Setup Console** is displayed.
2. In the **Setup Console**, click **Downloads**. The **Downloads** list is expanded.
3. Click **Download Defaults**. The **Download Defaults** tab is displayed.




4. In the **Branch** list, select the branch for which any unassigned downloads will be associated. All branches in the organization are displayed in this list.
5. In the **Commercial Lines Downloads** list, select the commercial lines department for which any unassigned downloads will be associated. All departments in the organization are displayed in this list.
6. In the **Personal Lines Downloads** list, select the personal lines department for which any unassigned downloads will be associated. All departments in the organization are displayed in this list.

7. In the **Carrier CD Rule** area, select **Re-run download using lenient criteria** option to bypass the exceptions when multiple policies are found. Only the latest version of the policy will be used.

   **Note:** When selected, the **Re-run download using lenient criteria** option will be applied to all carriers regardless of the selections made at the carrier level. To give carriers differing rules, do not select the global option but make selections at each carrier at **SEARCH >** carrier details **> carrier name** tab > carrier details **> Carrier CD Rule** option.

8. In the **Carrier Seq Rule** area, select the check box to search the interface for any matching polices. If there are matching transactions that are still in exception stage, the download will not process until the previous exceptions have been processed. All transactions for a policy will have to be processed in numerical order according to the Carrier Sequence ID Number.

   **Note:** This rule does not apply to all transactions with in a specific file. This rule only applies to individual policy transactions that have a previous download transaction that has not been completed and still has an exception attached.

9. In the **New Business Exception Rule** area, select the check box to force a New Business Exception when an exact policy match cannot be found in Nexsure. Then a policy to assign the download to can be manually selected.

10. In the **Renewal Exception Rule** area, select this check box to force a Renewal Exception when an exact policy match cannot be found in Nexsure. Then a policy to assign the download to can be manually selected.

    **Note:** When the selection of the download check box is selected and **Accept** on the **Navigation Toolbar** is clicked, the Renewal Policy will create a new version of the policy on the policies screen since it was unable to find an exact match. The option of selecting an existing policy is not available when using this function. To manually select a policy, if one exists, click the exception message and available policies will be listed.

11. In the**Data Migration Rule** area, select **Migrate application data for...** to first pull policy information from the application in Nexsure prior to the download.

    For **LOB** policy downloads, when a policy comes from the carrier for download, the existing policy in Nexsure will be copied first to create the new form; **schedules will not be copied**. Once the carrier policy information is downloaded, the fields that the carrier sent will update the new form for the policy in Nexsure. All other information entered into the policy previously through Nexsure will remain available.

    For **Homeowner LOB** policy downloads, when a policy comes from the carrier for download, the existing policy in Nexsure will be copied first to create the new form; **including the schedules**. Once the carrier policy information is downloaded, the fields that the carrier sent will update the new form for the policy in Nexsure. All other information entered into the policy previously through Nexsure will remain available.

    **Note:** In certain circumstances, the carrier may leave some fields blank on the AL3 file. When this occurs, the blanks from the carrier will overwrite the information in the corresponding fields on the policy with those blanks.

12. Once all selections have been made, click **[Save]**.

    Or

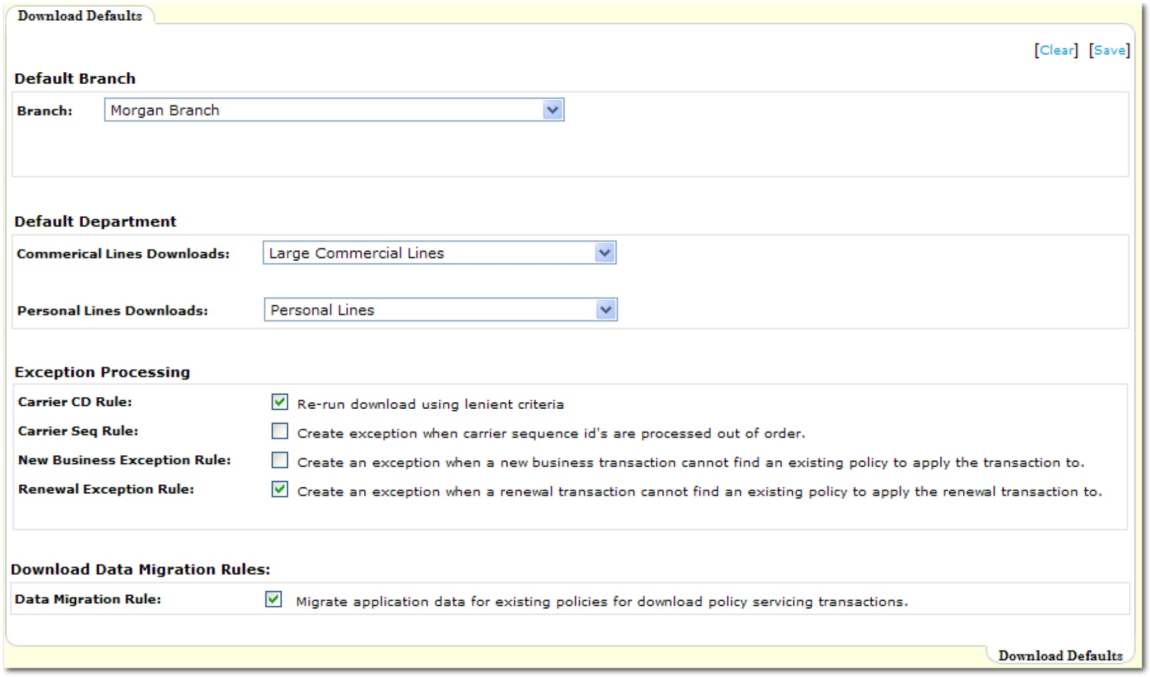
Click **[Clear]** to remove all selections on the **Download Defaults** tab.

## *Download Defaults*

Download defaults aid in processing the incoming downloads to minimize the number of exceptions. For example, if a download comes in that does not have a branch designation, the default branch set up on this tab will be used.

**To Set Up Download Defaults**

1. On the Utility menu, click **SETUP**. The **Setup Console** is displayed.
2. In the **Setup Console**, click **Downloads**. The **Downloads** list is expanded.
3. Click **Download Defaults**. The **Download Defaults** tab is displayed.




4. In the **Branch** list, select the branch for which any unassigned downloads will be associated. All branches in the organization are displayed in this list.
5. In the **Commercial Lines Downloads** list, select the commercial lines department for which any unassigned downloads will be associated. All departments in the organization are displayed in this list.
6. In the **Personal Lines Downloads** list, select the personal lines department for which any unassigned downloads will be associated. All departments in the organization are displayed in this list.
7. In the **Carrier CD Rule** area, select **Re-run download using lenient criteria** option to bypass the exceptions when multiple policies are found. Only the latest version of the policy will be used.

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**Note:** When selected, the **Re-run download using lenient criteria** option will be applied to all carriers regardless of the selections made at the carrier level. To give carriers differing rules, do not select the global option but make selections at each carrier at **SEARCH >** carrier details **> carrier name** tab > carrier details **> Carrier CD Rule** option.

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8. In the **Carrier Seq Rule** area, select the check box to search the interface for any matching polices. If there are matching transactions that are still in exception stage, the download will not process until the previous exceptions have been processed. All transactions for a policy will have to be processed in numerical order according to the Carrier Sequence ID Number.

   **Note:** This rule does not apply to all transactions with in a specific file. This rule only applies to individual policy transactions that have a previous download transaction that has not been completed and still has an exception attached.

9. In the **New Business Exception Rule** area, select the check box to force a New Business Exception when an exact policy match cannot be found in Nexsure. Then a policy to assign the download to can be manually selected.
10. In the **Renewal Exception Rule** area, select this check box to force a Renewal Exception when an exact policy match cannot be found in Nexsure. Then a policy to assign the download to can be manually selected.

    **Note:** When the selection of the download check box is selected and **Accept** on the **Navigation Toolbar** is clicked, the Renewal Policy will create a new version of the policy on the policies screen since it was unable to find an exact match. The option of selecting an existing policy is not available when using this function. To manually select a policy, if one exists, click the exception message and available policies will be listed.

11. In the**Data Migration Rule** area, select **Migrate application data for...** to first pull policy information from the application in Nexsure prior to the download.

    For **LOB** policy downloads, when a policy comes from the carrier for download, the existing policy in Nexsure will be copied first to create the new form; **schedules will not be copied**. Once the carrier policy information is downloaded, the fields that the carrier sent will update the new form for the policy in Nexsure. All other information entered into the policy previously through Nexsure will remain available.

    For **Homeowner LOB** policy downloads, when a policy comes from the carrier for download, the existing policy in Nexsure will be copied first to create the new form; **including the schedules**. Once the carrier policy information is downloaded, the fields that the carrier sent will update the new form for the policy in Nexsure. All other information entered into the policy previously through Nexsure will remain available.

    **Note:** In certain circumstances, the carrier may leave some fields blank on the AL3 file. When this occurs, the blanks from the carrier will overwrite the information in the corresponding fields on the policy with those blanks.

12. Once all selections have been made, click **[Save]**.

    Or

    Click **[Clear]** to remove all selections on the **Download Defaults** tab.

### *Lookup Management*

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

- Categories
- Types
- Items

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

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

| Category | Types | System Generated Items |
|---|---|---|
| Additional Interest | Interest Types | Corporation<br>Default<br>Individual<br>Partnership |
| Carrier | Location Types (Carrier) | Corporate Headquarters<br>Home Office<br>Satellite Office |
| Client | Business Types | Corporation<br>Default<br>Individual<br>Partnership |
| | Code Classes | Internet Access |
| | Code Designation | (No System Generated Items) |
| | Client Relationship Types | Corporate/Subsidiary<br>Franchiser/Franchisee<br>Partner/Partner<br>PEO/Client Company |
| | How Relates | (No System Generated Items) |
| | Location Types (Client) | Corporate Headquarters<br>General Office |
| | Referred By | Default Past Client |
| Financial Entity | Location Types | Branch Office |

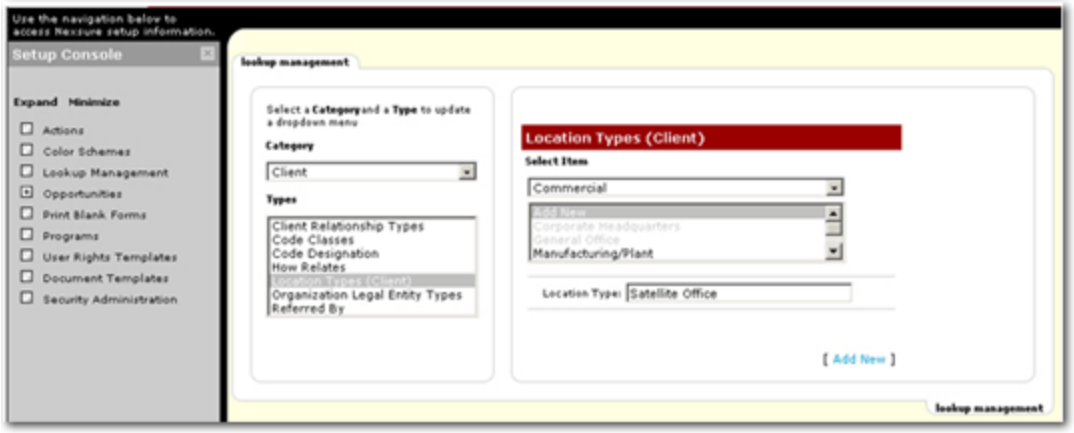
| Category | Types | System Generated Items |
|---|---|---|
| | | Corporate Office |
| Document Integration | Category | Proposal |
| Miscellaneous | Attachment File Types | (No System Generated Items) |
| | Delivery Types | Email<br>Fax<br>FTP |
| | Phone Types | After Hours<br>Automated<br>Back Line<br>Building Security<br>Business Phone<br>Fax Number<br>Main Fax<br>Phone<br>Receptionist<br>Technical Support<br>Toll Free |
| Organization | Location Types (Organization) | Corporate Office<br>General Office<br>Home Office |
| People | Contact Roles | Daughter<br>Husband<br>Son<br>Wife |
| | Marital Status | Married<br>Single |
| | People Availability Status | Offline<br>Online (Available)<br>Online (Unavailable) |

| Category | Types | System Generated Items |
|---|---|---|
| | Name Prefixes | Dr.<br>Miss<br>Mr.<br>Mrs.<br>Ms. |
| | Titles | Account Manager<br>Default<br>File Clerk<br>Producer |
| Premium Finance Company | Location Types | Corporate Headquarters<br>Home Office<br>Satellite Office |
| Retail Agent | Location Types | Corporate Headquarters<br>Home Office<br>Satellite Office |
| Tax Authority | Location Types | Corporate Headquarters<br>Home Office<br>Satellite Office |
| Vendor | Location Types | Accounting Office<br>Corporate Headquarters<br>Home Office<br>Satellite Office<br>Retail Office<br>Service Center |

### *Adding Lookup Management Items*

1. On the Utility menu, click **SETUP**.
2. On the Setup Console, click **Lookup Management**. A summary list of existing Categories and Types will appear.
3. From the drop-down list, select a **Category**. The Types available for the Category will be displayed.

4. Select the **Type** for the Category.
5. Select **Add New** in the item list.




6. Enter the Item Label. This is what will appear in the drop-down list.
7. Click **[Add New]** to add the New Item to the drop-down list.

## *Deleting Lookup Management Items*

**Note:** Items in gray cannot be deleted.

1. On the Utility menu, click **SETUP**.
2. On the Setup Console, click **Lookup Management**. A summary list of existing Categories and Types will appear.
3. From the drop-down list, select a **Category**. The Types available for the Category will be displayed.
4. Select the **Type** for the item you wish to delete.
5. Select the Item you wish to delete.
6. Click **[Delete]** to delete the Item from the drop-down list.

## *Editing Lookup Management Items*

**Note:** Items in gray cannot be modified.

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

## Opportunities

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

- Branches
- Buying Modes
- Contact Roles
- Grades
- Labels

### Customizing Opportunities for a Branch

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

**To Setup Qualification Questions for a Branch**

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

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

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

   Add a question

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

   Create a new question

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

Edit the value of an existing answer

1. On the Templates tab, only one question and its 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

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 its corresponding answers will appear per page. Select the question you wish to delete and click the **Remove** icon.

## *Buying Modes*

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

**To Add a New Buying Mode**

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

**To Modify an Existing Buying Mode**

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

## *Contact Roles*

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

**To Add a New Contact Role**

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

**To Modify a Contact Role**

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

**To Change the Order of Contact Roles**

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

## *Grades*

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

**To Add a New Grade**

1. On the Utility menu, click **SETUP**.
2. On the Setup Console, click the **+** sign next to **opportunities** to expand the options.
3. Click on **grades**.
4. Click **[**Add New**]**.
5. Enter a grade in the field. For example: Gold.

6. Select **active** to activate the grade in the ranking system.
7. Enter the minimum number of points needed for this grade.
8. Select the **Default** option if this grade should be the system default grade.
9. Enter a brief description that describes the answer.
10. Click **Add** to save the grade and continue adding another entry.
11. When completed, click **Save**.

### *Labels*

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

**To Assign or Modify a Label Name**

1. On the Utility menu, click **SETUP**.
2. On the **Setup Console**, click **opportunities**.
3. Click **Labels**.
4. Click **[Add New]**.
5. Enter a **Label Name**.
6. Enter a description for the label (optional).
7. Click **Save**.

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

## *Blank Forms Tab*

You can print standard insurance forms, such as ACORD forms, from the **Setup > Lines of Business > blank forms** tab.

**To Print a Blank Form**

1. On the Utility menu, click **SETUP**.
2. On the **Setup Console**, click **Lines of Business**. The **blank forms** tab is displayed.
3. On the **blank forms** tab, select the **Form Standard**, **State**, **Type** and **Lines of Business** and click **List**. All available forms matching your criteria will be displayed in the window below.

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

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

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

## *Blank Forms Tab*

You can print standard insurance forms, such as ACORD forms, from the **Setup > Lines of Business > blank forms** tab.

**To Print a Blank Form**

1. On the Utility menu, click **SETUP**.
2. On the **Setup Console**, click **Lines of Business**. The **blank forms** tab is displayed.
3. On the **blank forms** tab, select the **Form Standard**, **State**, **Type** and **Lines of Business** and click **List**. All available forms matching your criteria will be displayed in the window below.

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

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

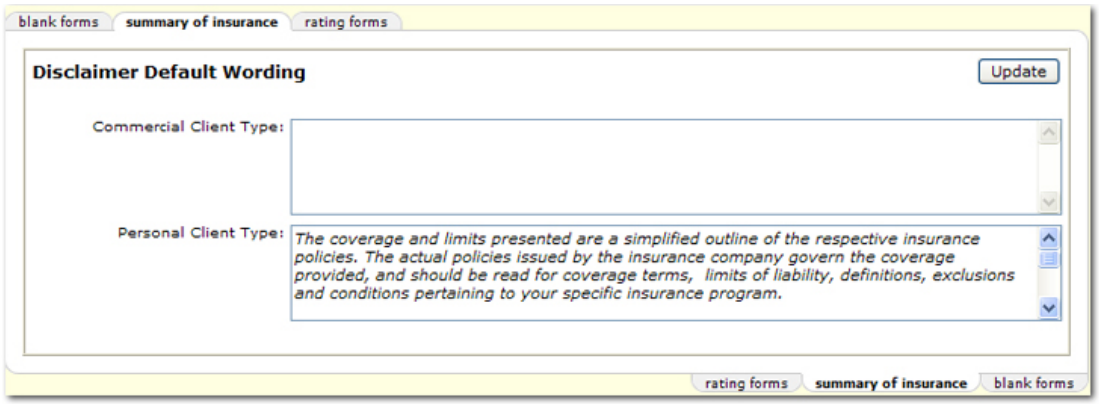
   **Note:** To view and print forms you must have a PDF viewer installed such as Adobe® Reader®. Click here to download Adobe® Reader®.

## *Summary of Insurance Disclaimer*

The default wording for the summary of insurance disclaimer can be altered using the guidelines below.

**To Update Disclaimer Wording**

1. On the Utility menu, click **SETUP**.
2. In the **Setup Console**, click **Lines of Business**.
3. Click the **summary of insurance** tab. The **Disclaimer Default Wording** screen is displayed.




4. In the **Commercial Client Type** area, enter the default disclaimer wording for commercial clients.
5. In the **Personal Client Type** area, enter the default disclaimer wording for personal clients.
6. Click **Update**. The default wording added will then be available on the **Summary of Insurance** when generated.

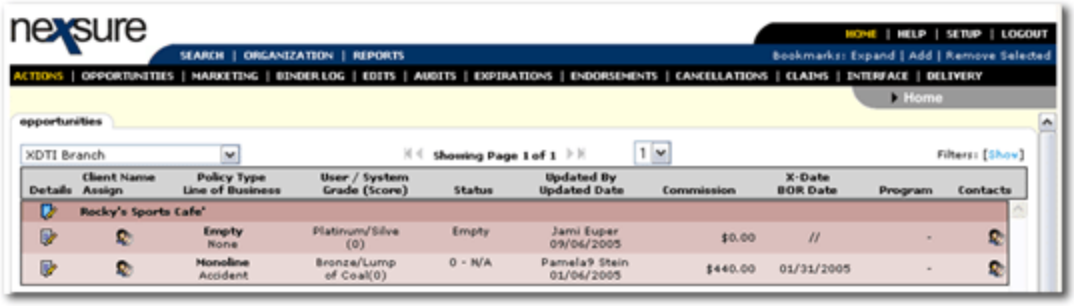
## *Programs*

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

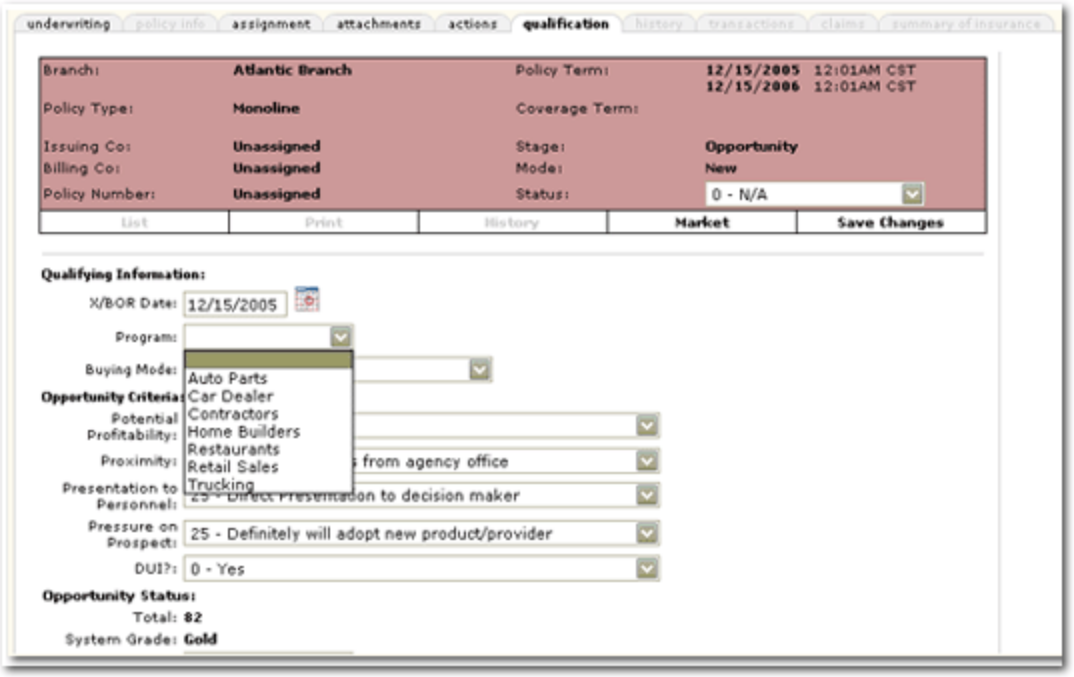
### *Utilizing Programs*

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

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




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



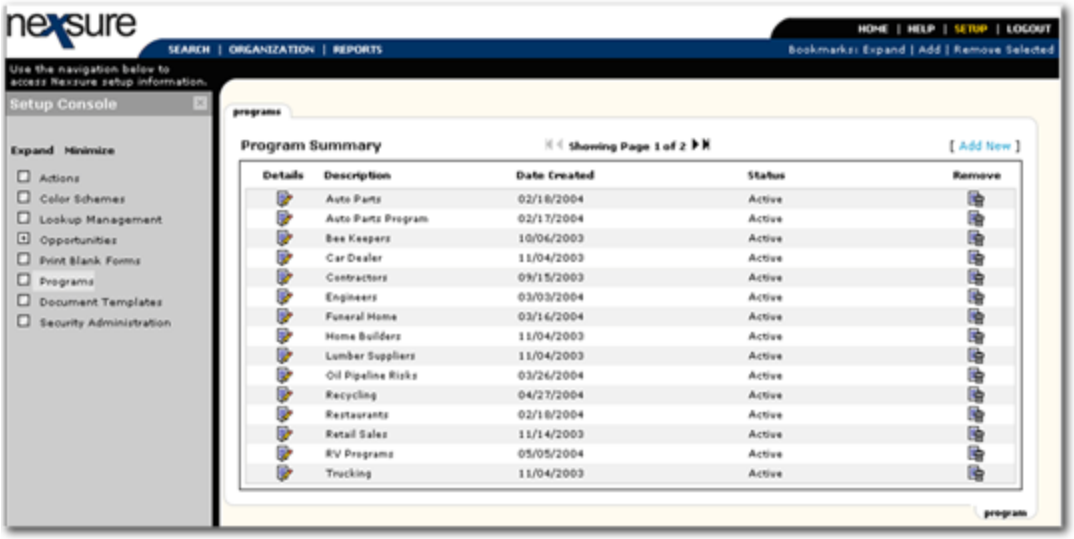

4. Any active program associated with the branch is available for selection from the **Program** drop-down box.

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

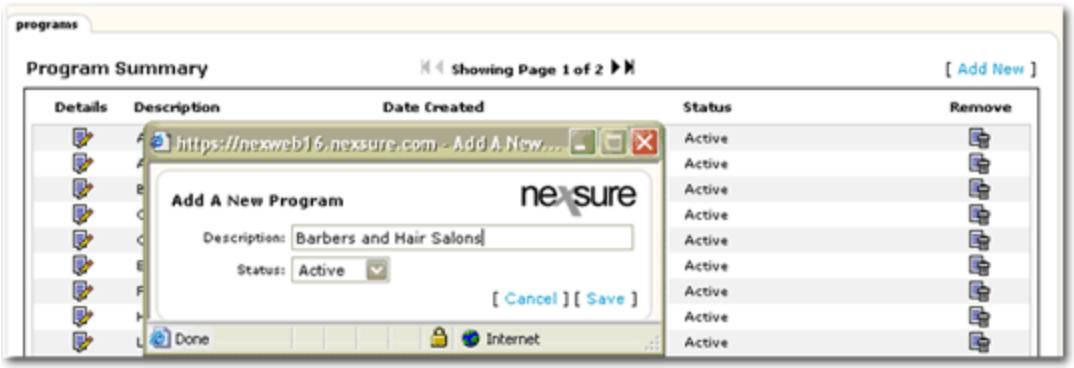
## *Adding New Programs*

**To Add a New Program**

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




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



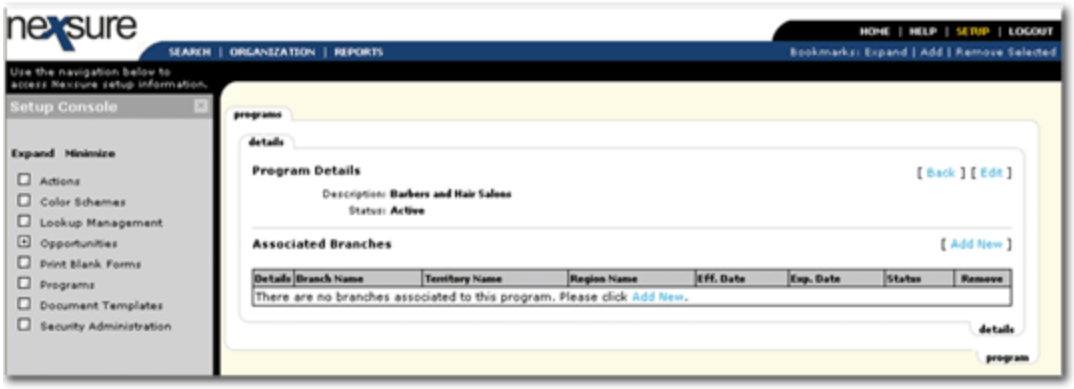

## *Associating Programs with Branches*

**To Associate Programs with Branches**

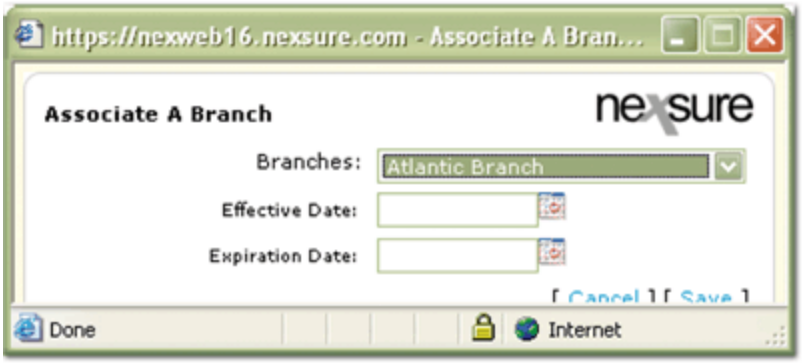
1. Click the **Details** icon of a newly added program to associate it with branches.




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

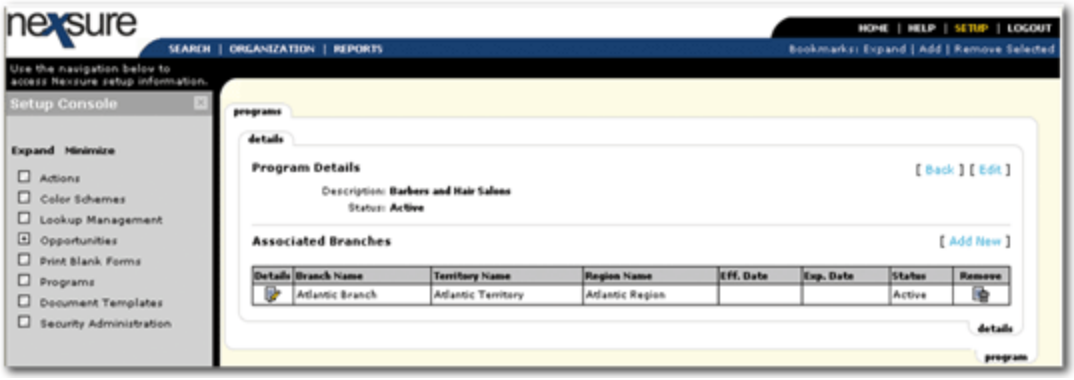



The effective and expiration dates are used to identify the program timeframe. If there is no timeframe, leave the **Effective Date** and **Expiration Date** fields blank and the program will be available until its status is set to inactive.




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

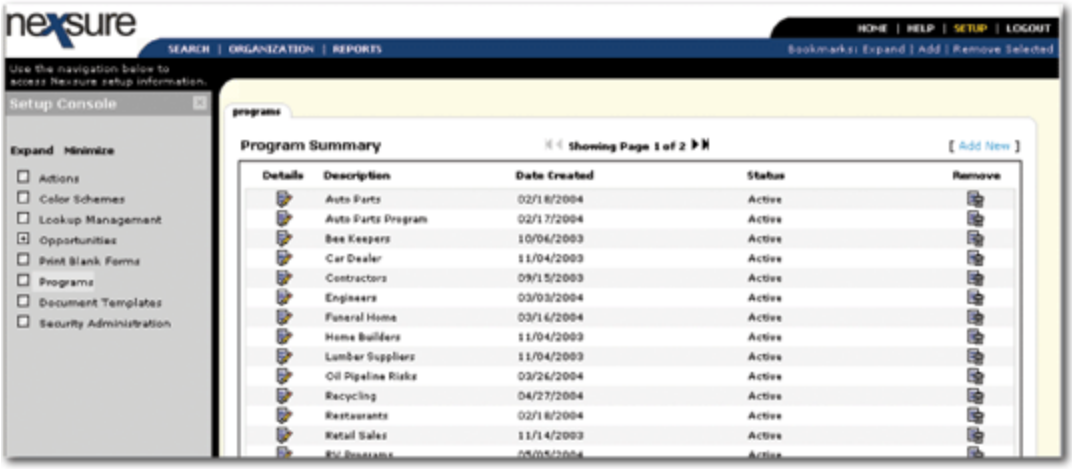
Once the record is stored, the **Program Details** summary screen is displayed, showing the **Branch Name** of the branch or branches associated to the program.



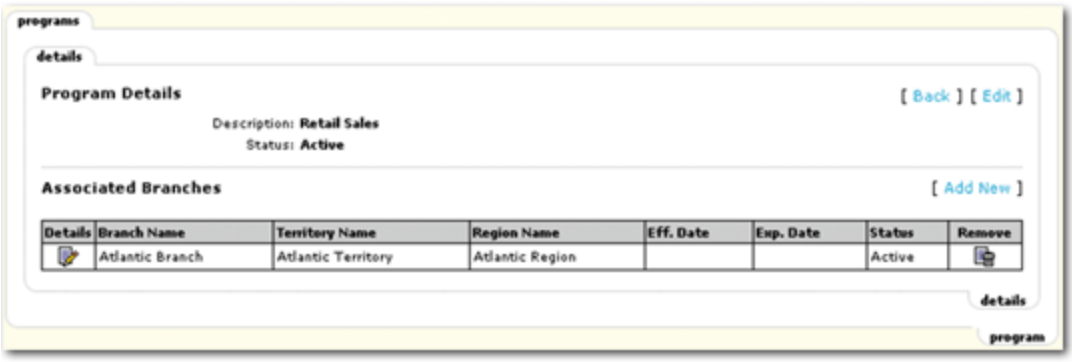

## *Editing an Existing Program*

**To Edit an Existing Program**

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

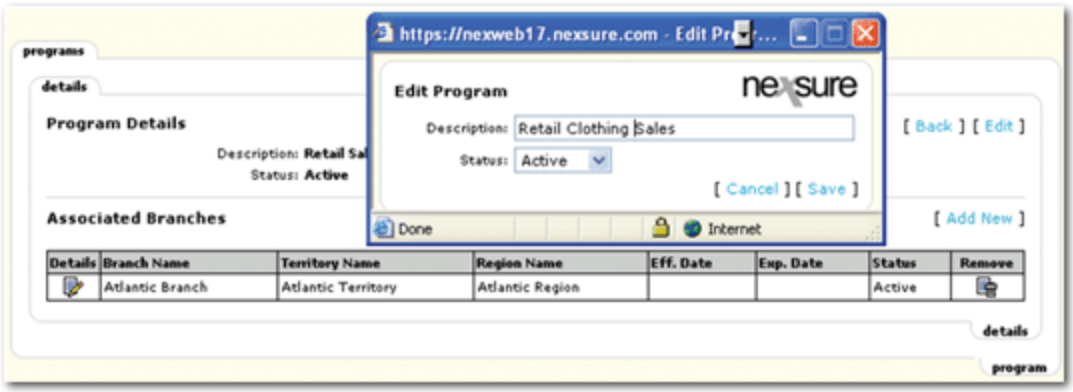



2. Click the **[Edit]** link.

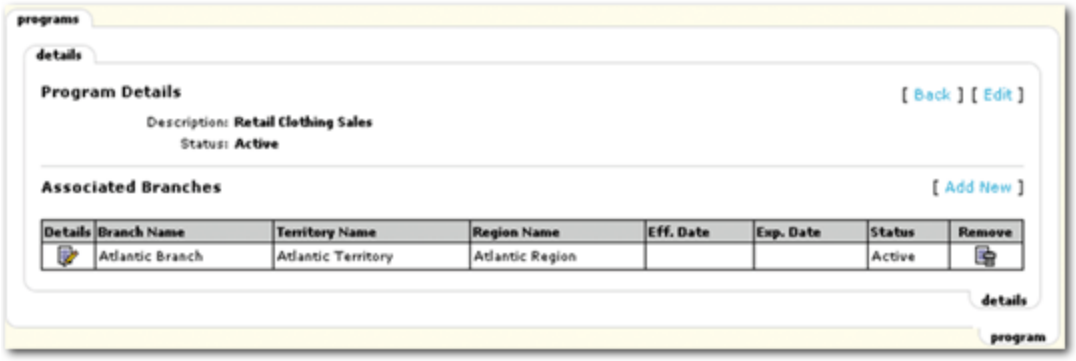



**Note:** Modifying the program name will modify all programs currently in use at the **Client > OPPORTUNITIES** level.

3. In the **Edit Program** pop-up window, change the program name in the **Description** field.
4. Click the **[Save]** link to save changes or **[Cancel]** to return to the **Program Details** screen.



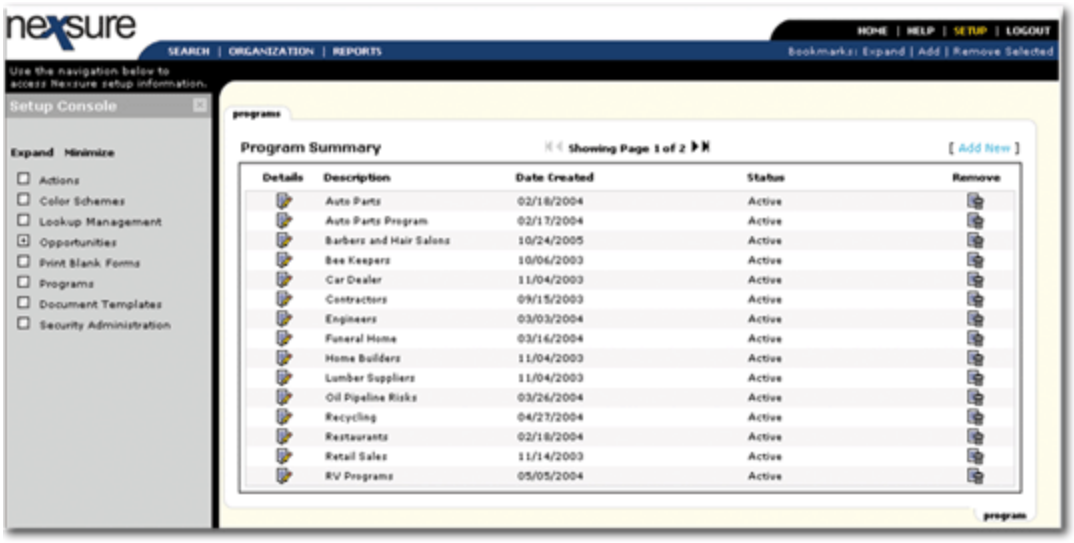

5. Click the **[Add New]** link to associate other branches to the program.



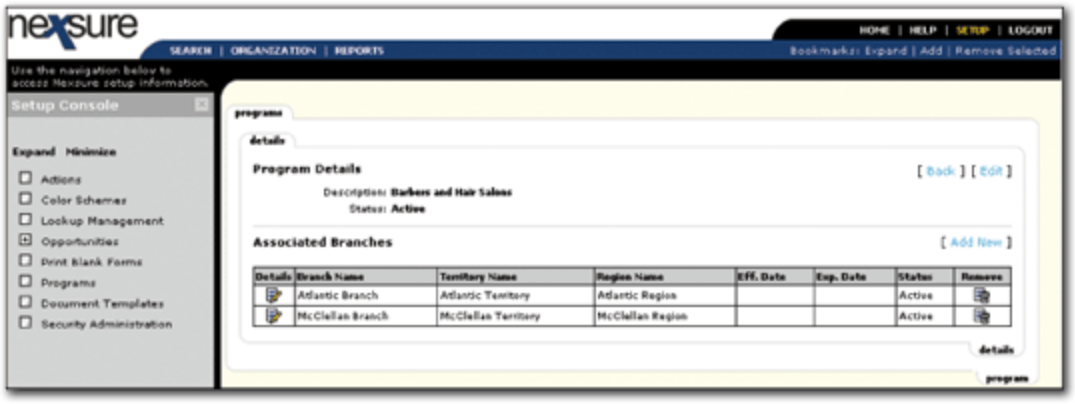

## *Setting Program Status to Inactive*

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

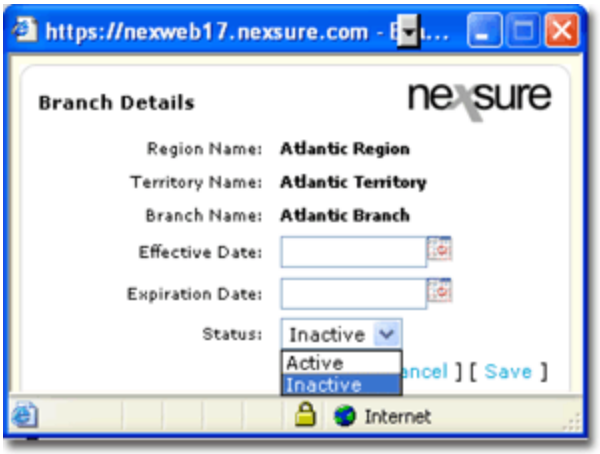
1. Click the **Details** icon of the selected program.




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

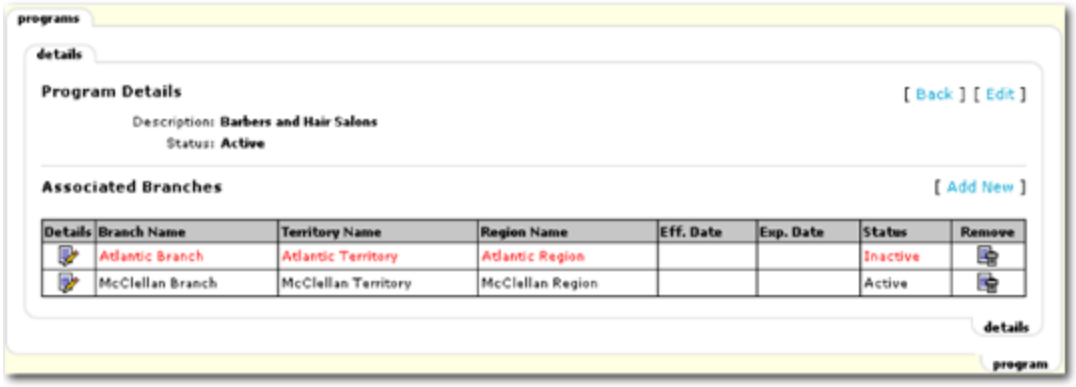


3. On the **Branch Details** pop-up window, select **Inactive** from the **Status** drop-down box.
4. Click the **[Save]** link to store the change or **[Cancel]** to abort.



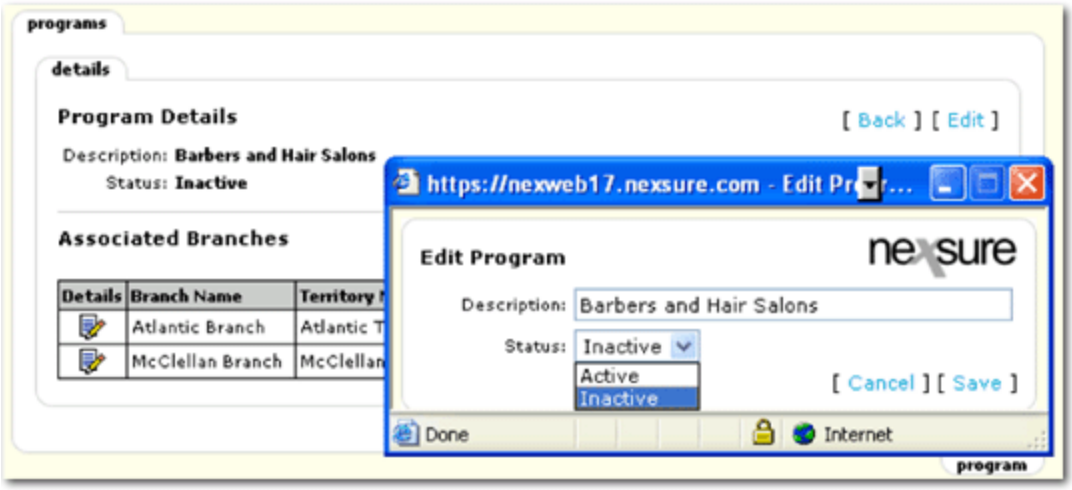

**Note:** Programs must be set to inactive by the branch in order to disable use at the **Client > OPPORTUNITIES** level.

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

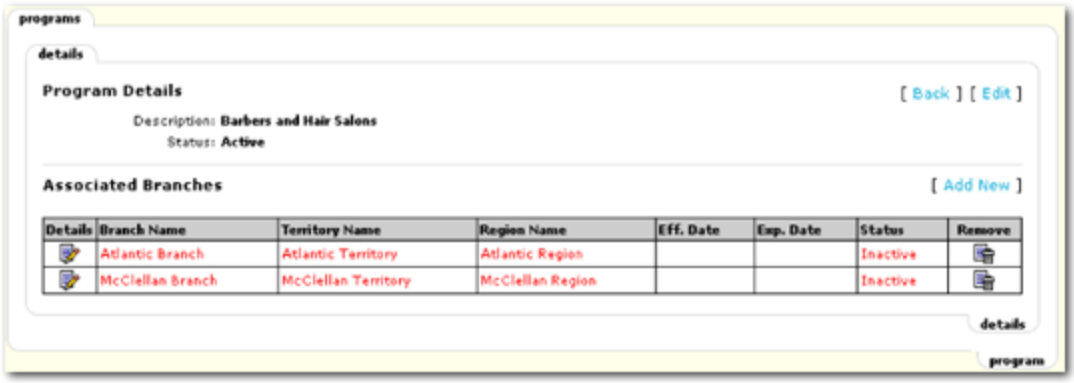



If the entire program is no longer valid for all branches, make sure to set all branches' status to **Inactive** individually.

5. Click the **[Edit]** link on the **programs > details** screen.
6. Select the **Inactive** option from the **Status** drop-down box.
7. Click the **[Save]** link to store the change or **[Cancel]** to abort.



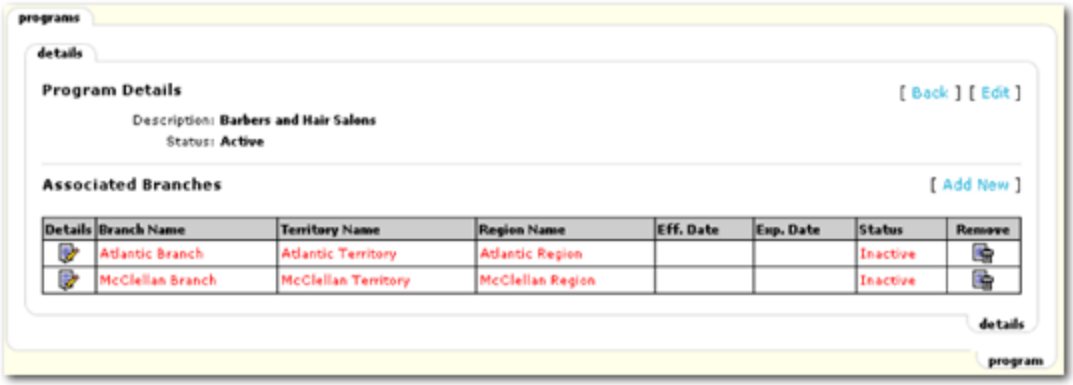

Once saved, the program displays on the **programs > details** screen with a red font indicating it is an inactive program.

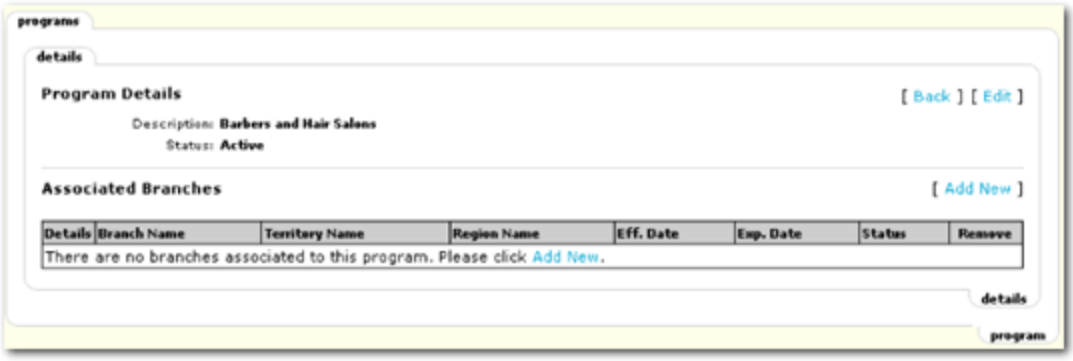



## *Removing Associated Branches*

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

1. Click the **Remove** icon on the **programs > details** screen. Repeat for all associated branches.






The program may now be removed.

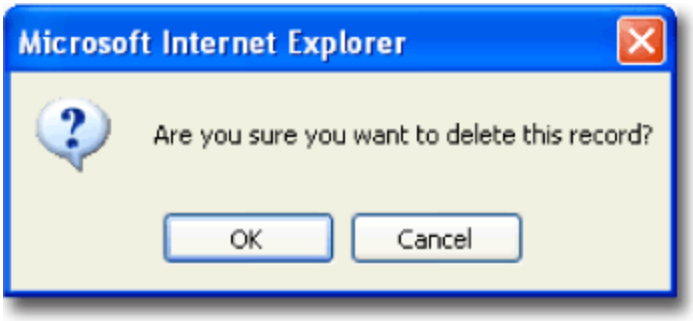
### *Removing Programs*

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

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




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




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

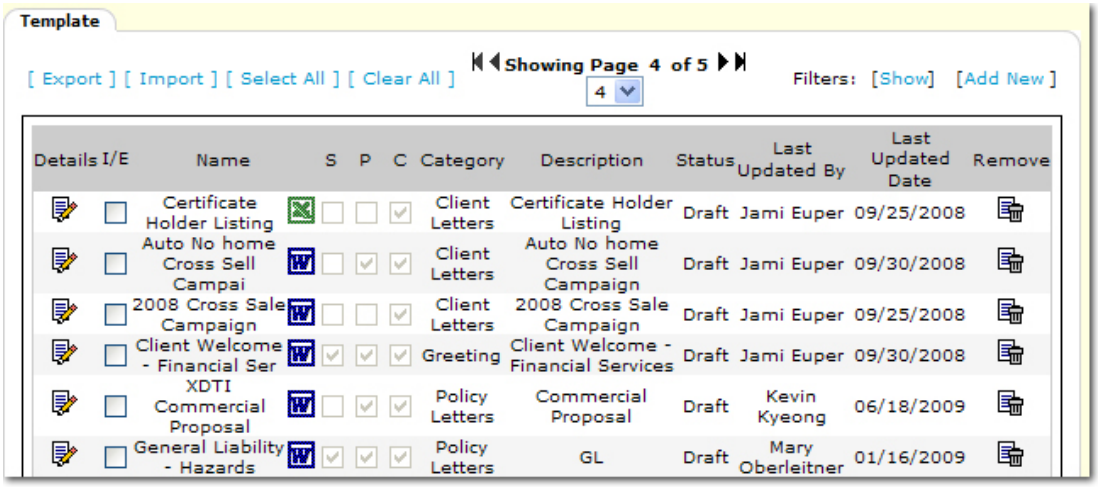
## *Creating Document Templates*

Document templates in Nexsure allow data from the Nexsure database to be integrated into a Microsoft® Word or Excel® file. Before a template can be appended as an attachment, it must be created in **SETUP**. Nexsure will add

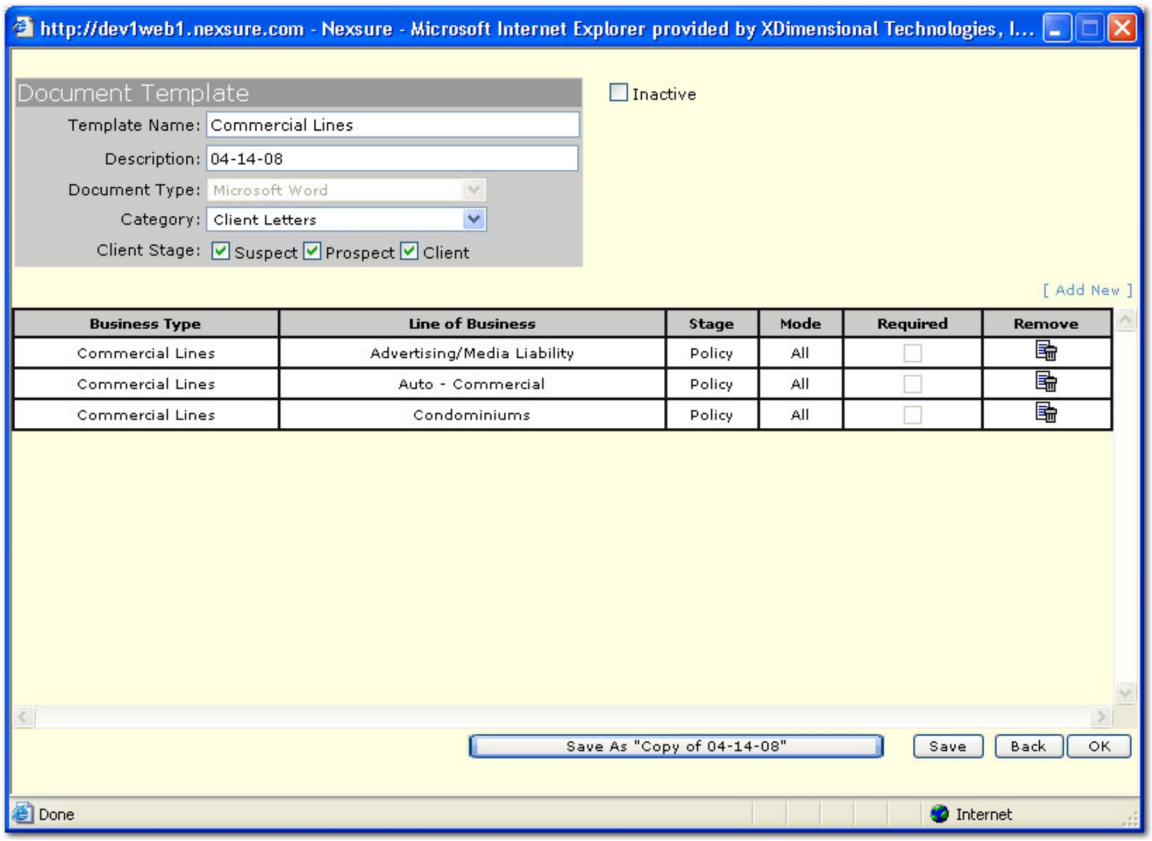
components to Word or Excel to aid in the template creation. Use of this feature requires Microsoft Office 2000, XP or 2003.

**To Create a Document Template**

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




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



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

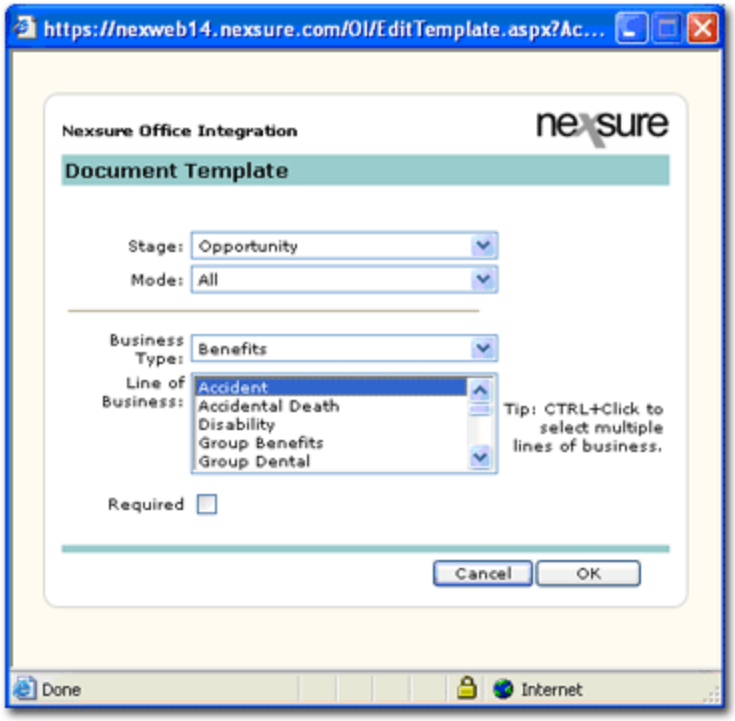
   Complete the following:

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

     **Note:** After the template has been created, the name and description may be modified.

   - **Document Type:** Select Microsoft Word or Excel from the list.
   - **Category:** This list can be modified in Lookup Management to fit the organizations needs.
   - **Client Stage:** Select a client stage:
     - **Suspect:** Card file only.
     - **Prospect:** Marketing policy only, not an in force policy.
     - **Client:** In force policy.
   - **Inactive:** Select the **Inactive** check box if the template needs to be made inactive. The inactive setting allows the template to remain in Nexsure but will not be available for selection with adding an attachment. If the Inactive setting is removed, the template is automatically displayed with a Draft status.

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




6. In the **Nexsure Office Integration > Document Template** dialog box, make the following selections pertaining to the line(s) of business:

- **Stage:** There are three policy stages:
  - **Opportunity:** No form data included.
  - **Marketing:** Only form data from marketing included.
  - **Policies:** Only form data from policies included.
- **Mode:** There are four policy mode options:
  - **All:** Select if the template can be used for policies that may be in **New**, **Renew** or **Re-New-Co** modes.
  - **New:** Select if the template is exclusively used for newly written policies and have a policy mode of **New**.
  - **Renew:** Select if the template is exclusively used for renewal policies and has a policy mode of **Renew**.
  - **Re-New-Co:** Select if the template is exclusively used for policies that are a renewal to the agency but new to the carrier and have a policy mode of **Re-New-Co**.
- **Business Type:** There are five group types to use to help filter through the line of business list:
  - **Benefits**
  - **Bonds**
  - **Commercial Lines**
  - **Financial Services**
  - **Personal Lines**
- **Line of Business:** Select the line of businesses that the document will be used on by holding down the control key and clicking with the right mouse button. The line of business must be added in order to use the document on that line of business at **client > policy** level.

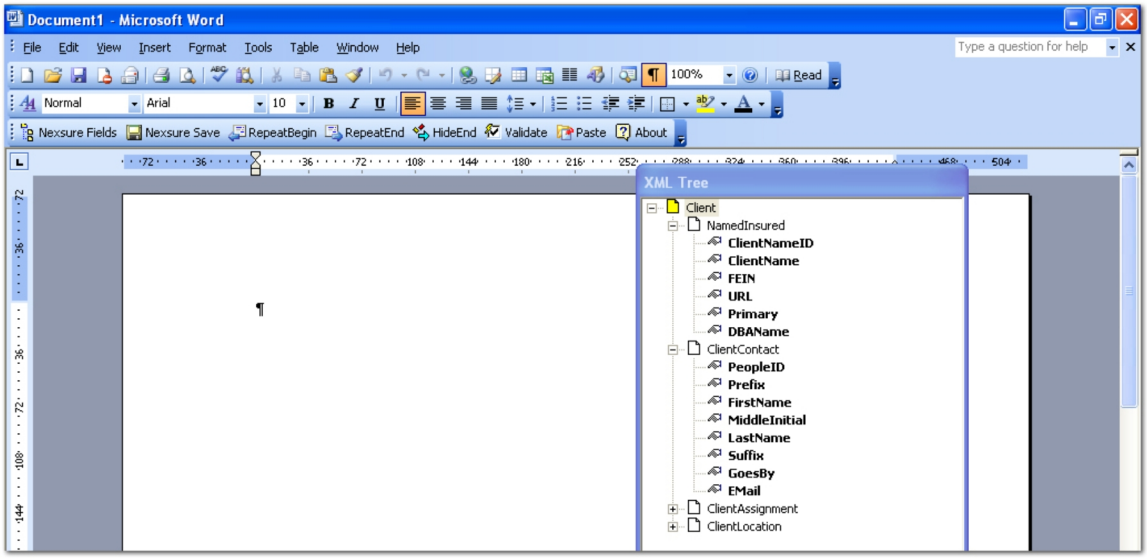
  **Tip:** CTRL + Click will allow multiple lines of business to be selected.
- **Required Check Box** - Use this check box only if it is required to have the selected line of businesses in order to access the letter at **client > policy** level.

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

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



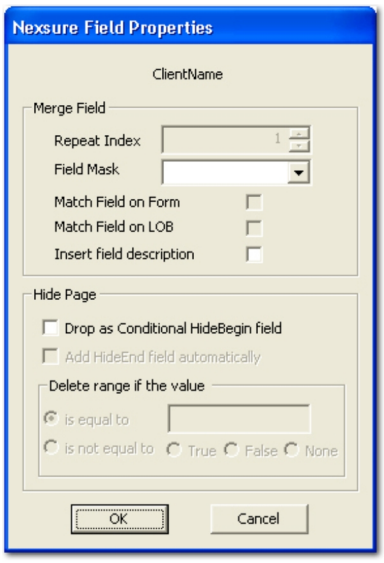

9. Click **Nexsure Fields** to display the **XML Tree**. The **XML Tree** contains the data fields as they appear in the policy form:




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

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

10. Position the cursor where the field will need to be in the template.
11. In the XML Tree click the ⊞ in front of each section to expand the available Nexsure fields.
12. In the Word document window:
    a. On the **Insert** menu, click **Date and Time**.
    b. Select the format.
    c. Check the **Update automatically** checkbox. This will automatically update the date on documents created using this template.
    d. Click **OK**.
    e. Click at the end of the date field and enter down 1 or 2 spaces.
13. In the **XML Tree**:
    a. From the **Client Contact** section, click and drag the **First Name** and drop it into the Word document. The **Nexsure Field Properties** dialog box will display:




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

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

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

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

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

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

When using the Hide Page feature it is easiest to view the document in Normal mode (On Word's View menu, select **Normal**). This view will display all the page breaks so they may be included above or below the HideBegin / HideEnd fields.

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

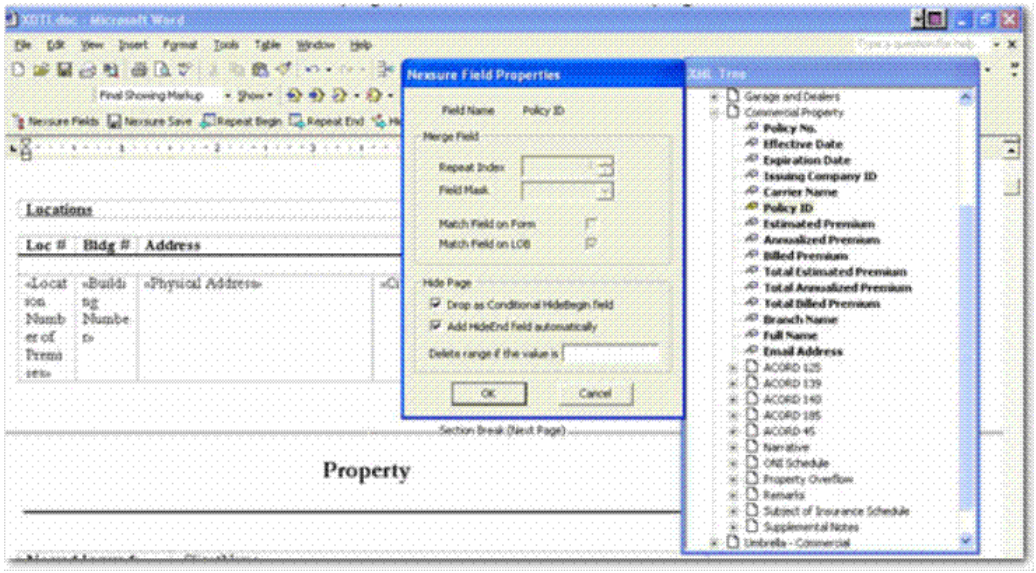
It is important to select a field that will identify the section to be omitted from the document.

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

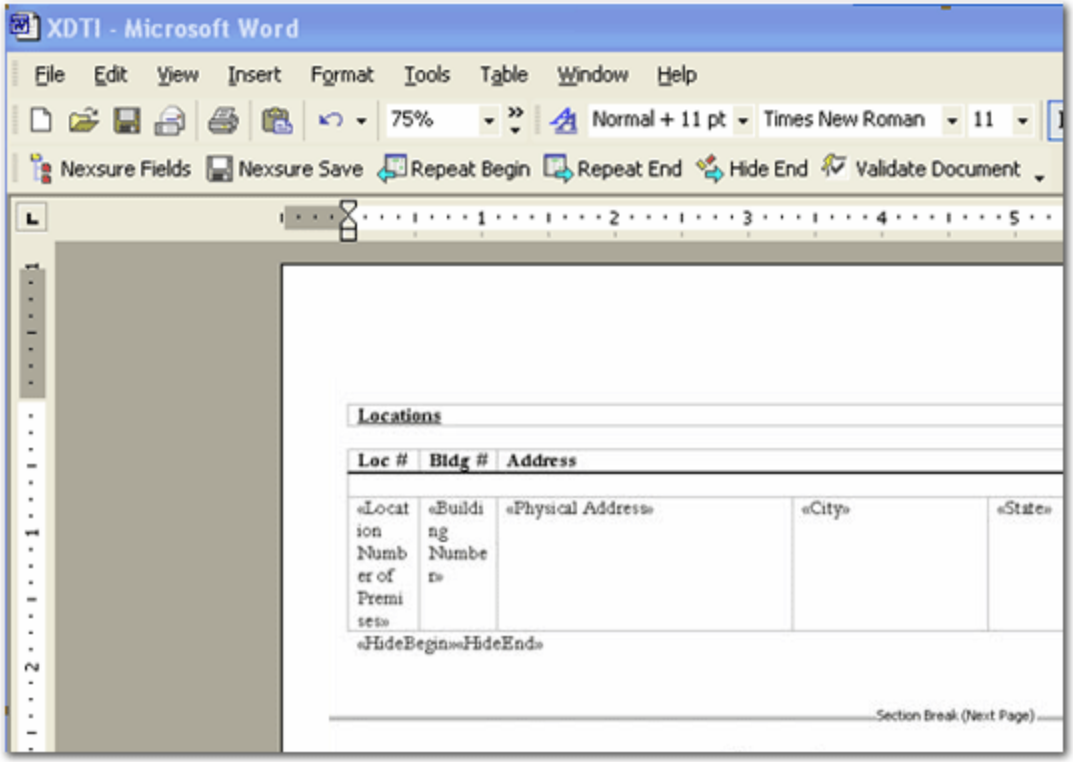
Drag the field toward the document to display the Nexsure Field Properties. Select **Drop** as Conditional Hide Page field. Notice that the "**Find the Policy ID** field after selecting the line of business in

the XML tree check box is checked. Leaving this box checked automatically places the HideEnd field immediately after the HideBegin. This HideEnd field will need to be moved to the end of the page that will be omitted if the Policy ID in this case is not found.

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

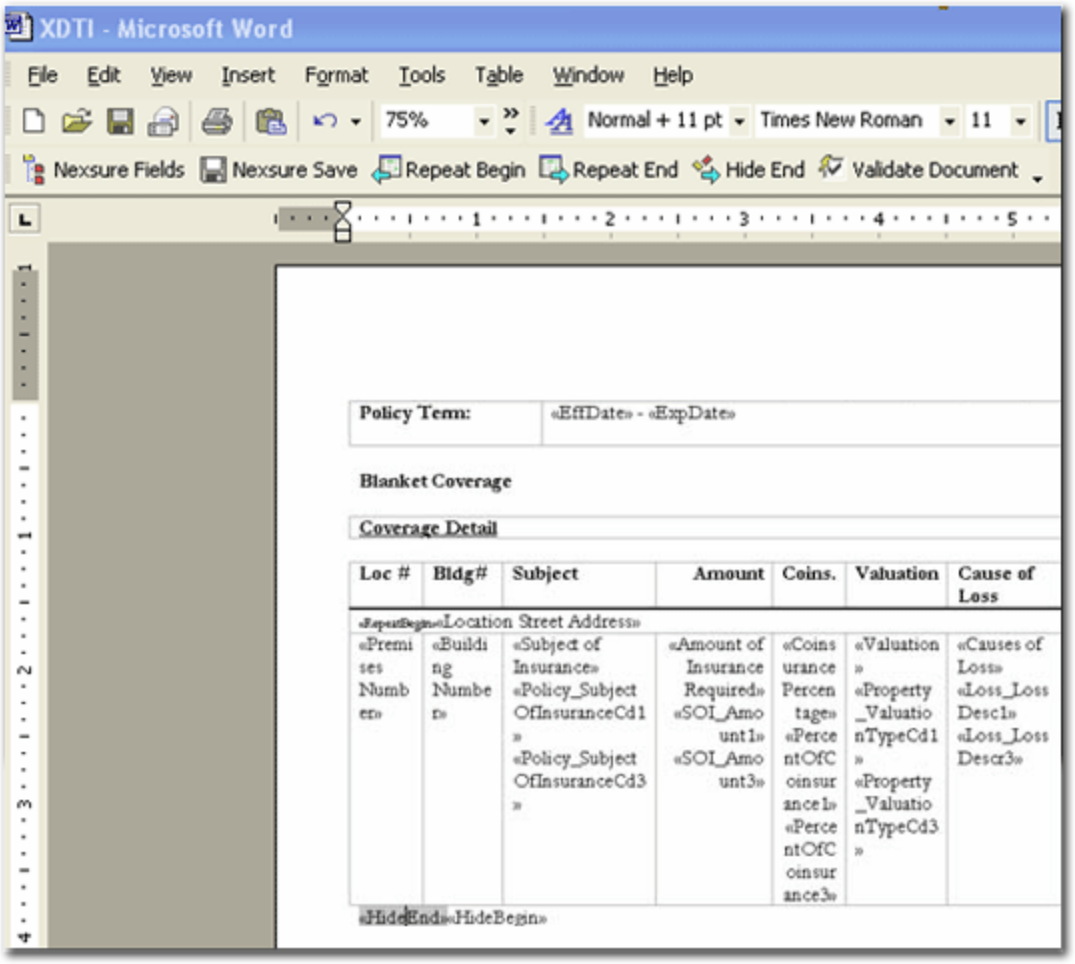



The HideBegin and HideEnd is dropped into the document. Notice that the HideBegin was placed above the Section Break (Next Page). Doing this will suppress any empty pages.



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

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




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

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

<<HideBegin>>

Section information entered here

<<HideBegin>>

Section information entered here

<<HideBegin>>

Section information entered here

<<HideEnd>>

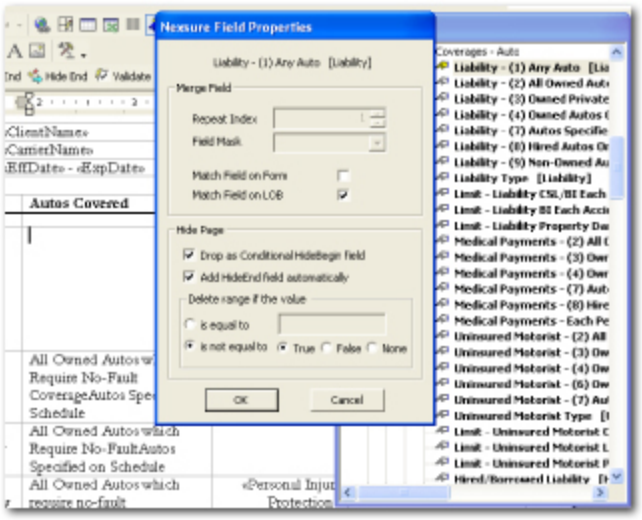
<<HideEnd>>

<<HideEnd>>

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

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

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

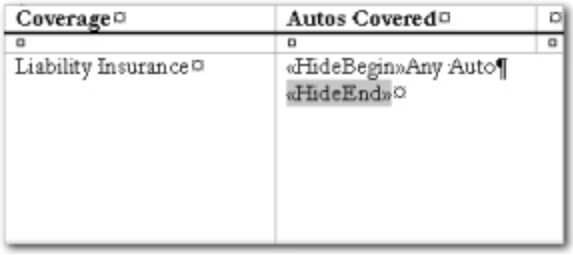



2. To translate a true/false answer to a more meaningful response, select the **True**, **False** or **None** options with the **<<HideBegin>>** equal to or not equal to. Nexsure automatically selects is equal to or (in this case) is not equal to by the selection of the data field type. **True** means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



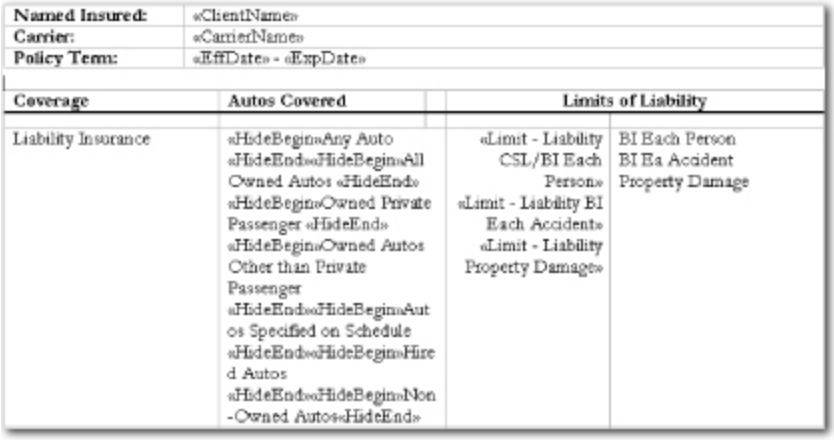
| Coverage | Autos Covered |
|---|---|
| Liability Insurance | «HideBegin»«HideEnd» |

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



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

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



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

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

g. Click **OK**.

14. In the Word document window, click at the end of the First Name, press the space bar.
15. In the **XML Tree**, click and drag **Last Name** and click **OK**.
16. In the Word document window, click at the end of the **Last Name**, hit the **Enter** key to tab down.
17. In the **XML Tree**, click and drag **Mail Address 1** and click **OK**.
18. In the Word document window, click at the end of the **Mailing Address**, hit **Enter** key to tab down.
19. In the **XML Tree**, click and drag **Mail City** and click **OK**.
20. In the Word document window, click at the end of **City**, put in a comma, press the space bar.
21. In the **XML Tree**, click and drag **Mail State** and click **OK**.
22. In the Word document window, click at the end of the **State** and press the space bar.

23. In the **XML Tree**, click and drag **Mail Zip Code** field and click **OK**.
24. In the Word document window:
    a. Click at the end of the **Zip Code**, press the enter key to tab down two or three spaces.
    b. Type "**Dear**", press the space bar.
25. In the **XML Tree**, click and drag the **First Name** field.
26. Click **OK.**
27. In the Word document window:
    a. Click at the end of the **First Name**, put in a comma, press the enter key to tab down two or three spaces.
    b. Type out the message, i.e., "Here is the vehicle schedule you requested. Let me know if you have any questions."
    c. Press the **Enter** key to tab down two or three spaces.
28. While still in the Word document window, to create a table:
    a. On the **Table** menu, point to **Insert** and click **Table**.




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

| Year | Make | Model | Vin | Compl | Collision |
|---|---|---|---|---|---|
| | | | | | |

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

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

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

29. In the **XML Tree**:
    a. Click on ⊞ in front of **ACORD 1271 CA** (or applicable form).
    b. Click on ⊞ in front of **Vehicles**.
    c. Click on ⊞ in front of **Record**.
    d. Click and drag the **Year** field.
    e. Using the **Nexsure Field Properties** dialog box, select:
        - **Repeat Index:** Set to zero to pull all records.
        - **Field Mask:** Select Mask.
        - **Table Name:** 1 for 1st table.
    f. Click **OK**.
30. In the Word document window:
    a. Click at the end of **Year** and tab to move the cursor over to the second row under the **Make** column.
    b. Repeat steps 29 and 30 for **Make**, **Model** and **Year**.
    c. Move the cursor to the second row under the **Compl** column.
31. In the **XML Tree**:
    a. Click and drag the **Comprehensive Deductible** field.
    b. Using the **Nexsure Field Properties** dialog box, select:
        - **Repeat Index:** Set to zero to pull all records.
        - **Field Mask:** $#,##0
        - **Table Name:** 1 for 1st table.
    c. Click **OK**.
32. In the Word document window:
    a. Click at the end of **Comp Deductible** and tab to move the cursor over to the second row under the **Collision** column.
    b. Repeat steps 31 and 32 for **Collision Deductible**.
33. In the Word document window:
    a. Click under the table.
    b. Enter down 1 or 2 lines.

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

d. Enter down 1 or 2 lines.

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

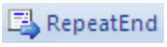
35. In the Word document window, click at the end of the **First Name**, press the space bar.

36. In the **XML Tree**:

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

    b. Click **OK**.

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

and **Repeat End** 

buttons are used in conjunction with schedules to repeat data in a format other than a one row data lay-out.

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

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

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

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




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

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

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

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

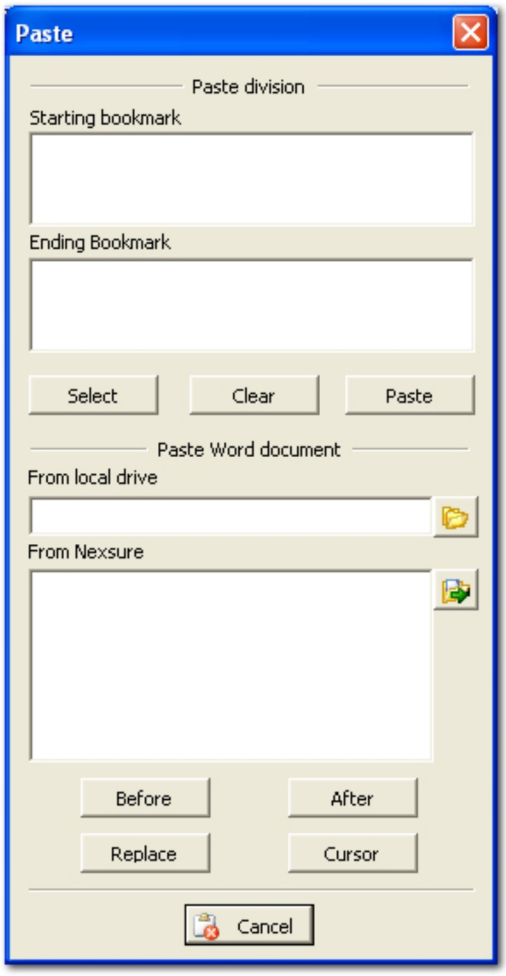
    d. Place the cursor at the end of the section to move.

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

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

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

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




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

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

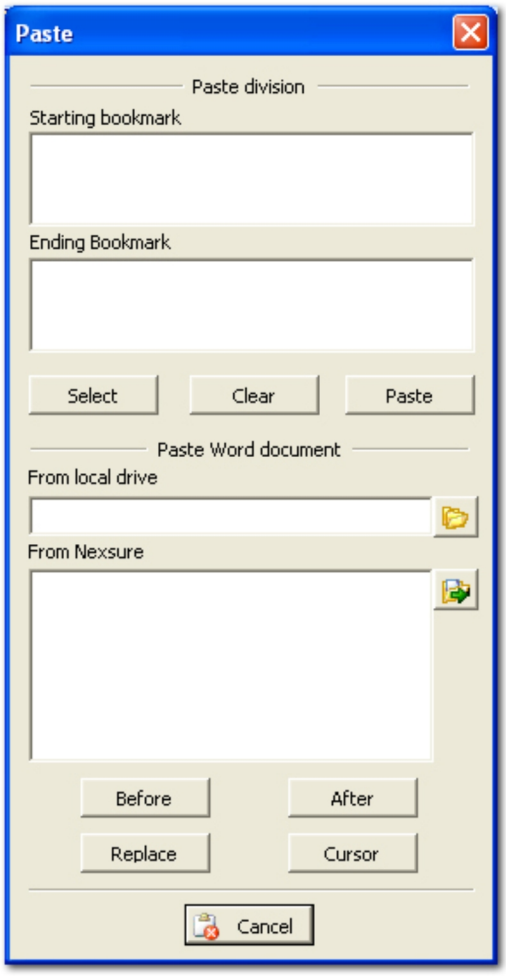
k. Click **Paste**. The selected text is moved to the new location in the template. All other text is moved to accommodate the repositioning.

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

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

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

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




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

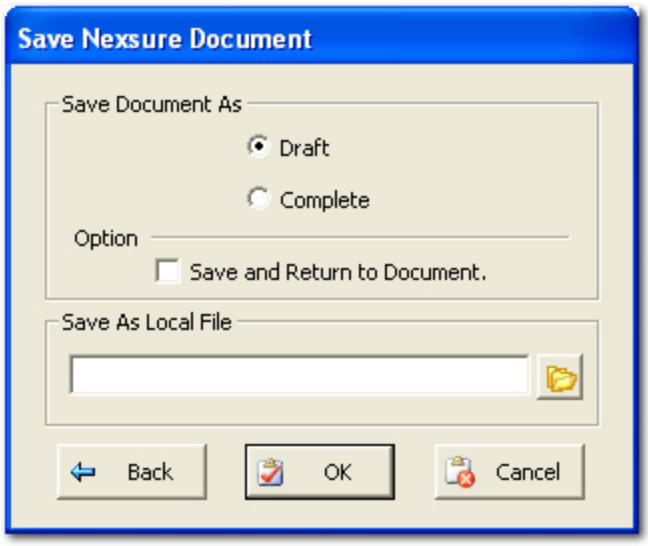
c. The following options are available for positioning the document to be inserted:

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

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

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

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




41. In the **Save Document As** area, the following selections are available:

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

42. In the **Option** area, select the **Save and Return to Document** check box to keep the template open after a save. Otherwise, the template will be saved to Nexsure and closed.

    **Important:** Templates being created or updated must be saved every four hours or the changes may be lost.

43. To save the template to a local drive, in the **Save As Local File** area, click the **Folder** icon to browse to a local folder to save the template outside of Nexsure.

    Or

    To save the template to Nexsure, click **OK**. The document template will be saved to Nexsure. Once the template is in Nexsure, it can be added as a client or a policy attachment.

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

---

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

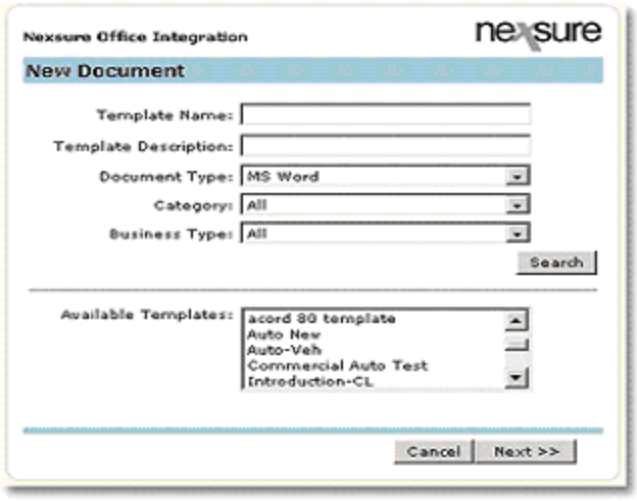
---

## *Using Document Templates*

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

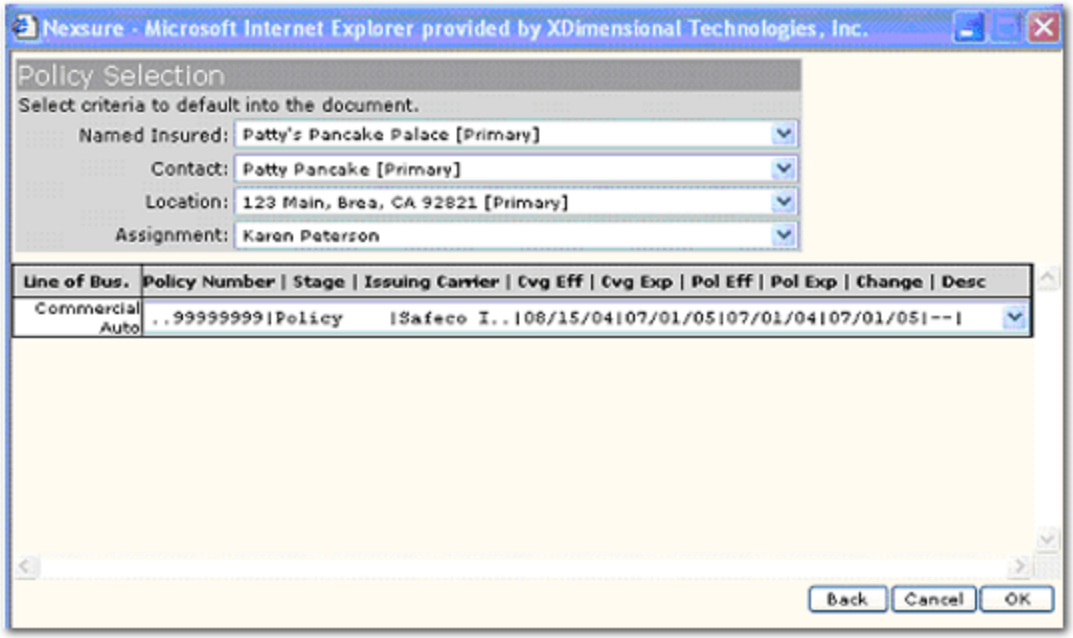
**To Create a Document Template**

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

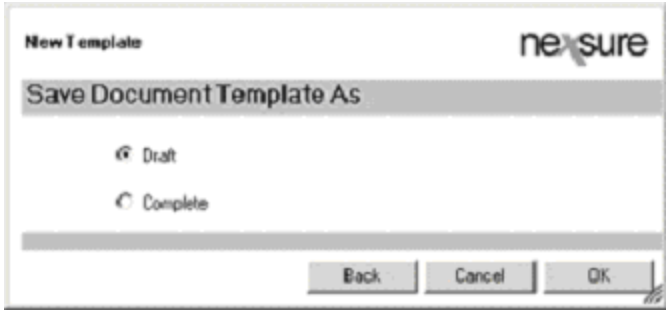



7. Enter at least two characters in the template name or description fields, if known.
8. Choose document type, category & business type from drop-down box.
    - If the Template name, description, document type, category and business type are not known leave the fields blank and click **Search**. All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

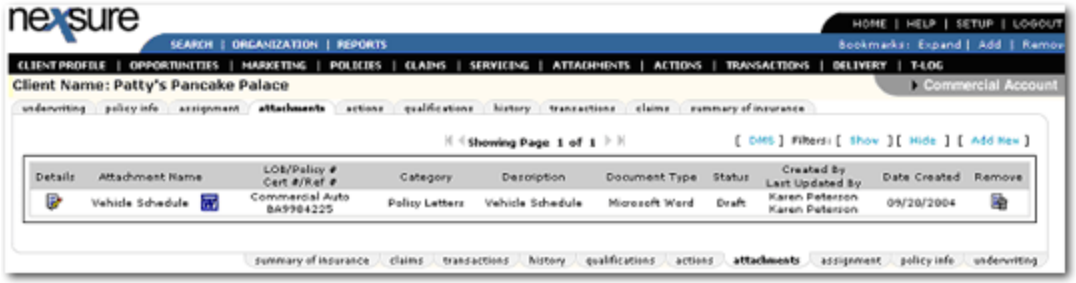
- Assignment
- Line of Business




12. Click **OK.**
13. The document will be opened in MS Word or Excel (whichever was specified) and will integrate with client and policy information.
14. After the integration process is complete, this is now a normal word document. Make any necessary changes/additions to the document as needed.
15. When the document has been completed:
    - From the Word **File** menu, click **Nexsure Save As**.




    - **Draft**: Selecting Draft allows edits to be made to the template by anyone having access to Setup, Document Templates.
    - **Complete**: Selecting Complete only the author of the template, or an administrator, can make changes to the template.
16. Click **OK**. The Attachment summary view is displayed.




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

**To Close the Attachment after Viewing**

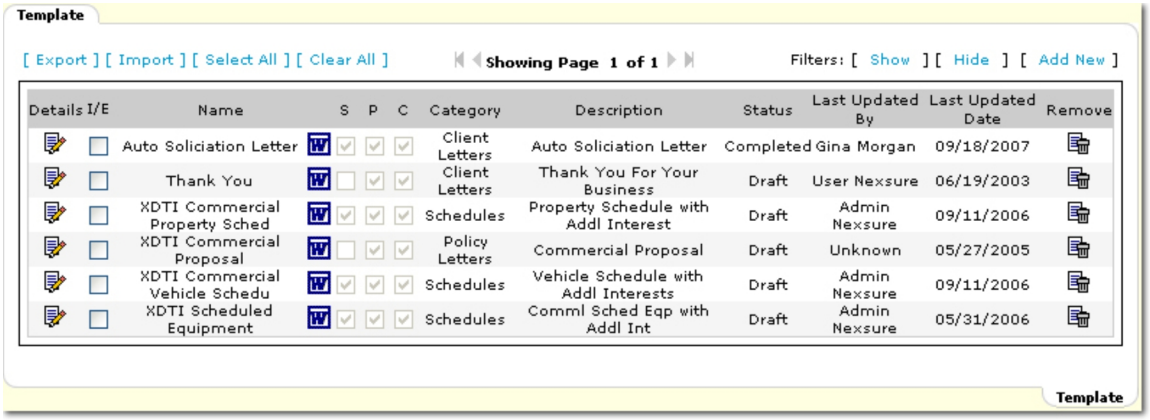
1. On the Word **File** menu, click **Nexsure Save As**.
   - **Draft**: Selecting Draft allows edits to be made to the template by anyone having access to Setup, Document Templates.
   - **Complete**: Selecting Complete only the author of the template, or an administrator, can make changes to the template.
2. Click **OK**.
3. Click the **Word** icon to update the attachment name or the document description. Click **OK** to save the change or Cancel to close the pop-up window.
4. The **[Show]** filter may be used to refine a search.

## *Exporting and Importing Document Templates*

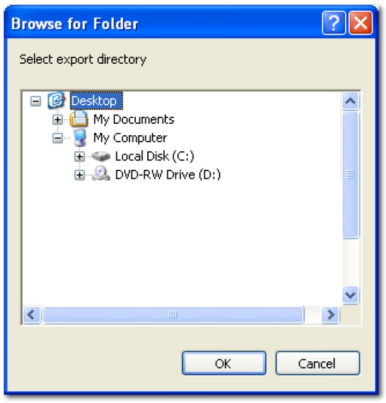
The export and import feature for document templates enables staff members to export templates from one organization and import them to another. This provides a means for deploying templates.

**To Export Document Templates**

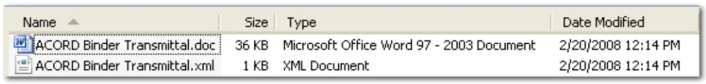
1. On the Utility menu, click **SETUP**. The **Setup Console** is displayed.
2. In the **Setup Console**, click **Document Templates**. The **Template** tab is displayed.




3. Click **[Export]**. The **Browse for Folder** dialog box is displayed.



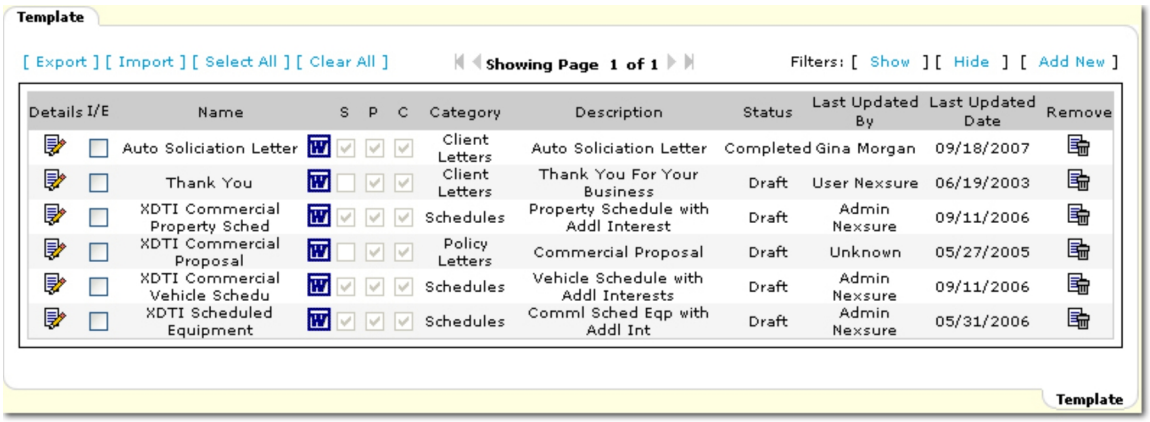

4. In the **Select export directory** box, navigate to the desired location to save the exported files.
5. In the **Browse for Folder** dialog box, click **OK**. The template file and an XML file with the template data will be exported.



| Name | Size | Type | Date Modified |
|---|---|---|---|
| ACORD Binder Transmittal.doc | 36 KB | Microsoft Office Word 97 - 2003 Document | 2/20/2008 12:14 PM |
| ACORD Binder Transmittal.xml | 1 KB | XML Document | 2/20/2008 12:14 PM |

**To Import Document Templates**

1. On the Utility menu, click **SETUP**. The **Setup Console** is displayed.
2. In the **Setup Console**, click **Document Templates**. The **Template** tab is displayed.



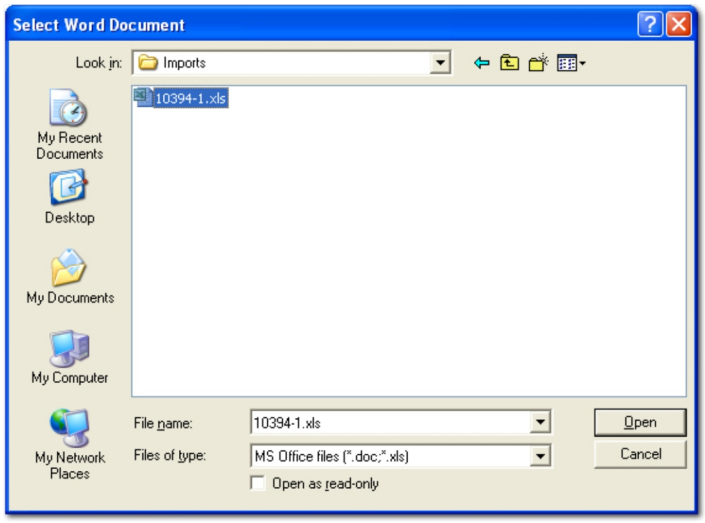
Template

[ Export ] [ Import ] [ Select All ] [ Clear All ] Showing Page 1 of 1 Filters: [ Show ] [ Hide ] [ Add New ]

| Details | I/E | Name | S | P | C | Category | Description | Status | Last Updated By | Last Updated Date | Remove |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | | Auto Soliciation Letter | | | | Client Letters | Auto Soliciation Letter | Completed | Gina Morgan | 09/18/2007 | |
| | | Thank You | | | | Client Letters | Thank You For Your Business | Draft | User Nexsure | 06/19/2003 | |
| | | XDTI Commercial Property Sched | | | | Schedules | Property Schedule with Addl Interest | Draft | Admin Nexsure | 09/11/2006 | |
| | | XDTI Commercial Proposal | | | | Policy Letters | Commercial Proposal | Draft | Unknown | 05/27/2005 | |
| | | XDTI Commercial Vehicle Schedu | | | | Schedules | Vehicle Schedule with Addl Interests | Draft | Admin Nexsure | 09/11/2006 | |
| | | XDTI Scheduled Equipment | | | | Schedules | Comml Sched Eqp with Addl Int | Draft | Admin Nexsure | 05/31/2006 | |

Template

3. Click **[Import]**. The **Select Word Document** dialog box is displayed.




4. In the **Select Word Document** dialog box, navigate to and select the appropriate file to import.
5. Once the appropriate file is selected, click **Open**. The imported template is then displayed on the **Template** tab and can be used within Nexsure.

## *XDTI Commercial Property Schedule Template*

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

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

### Template Header

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

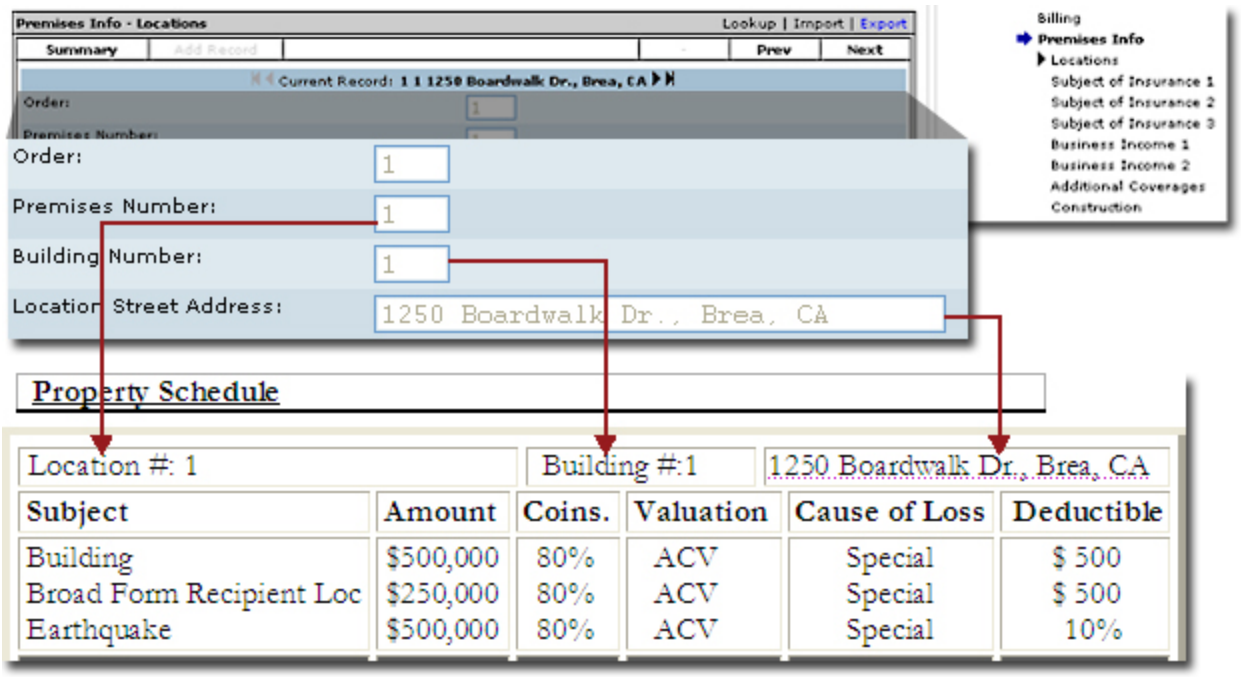
- **Named Insured:** Comes from the Client Named Insured.
- **Policy Number:** Comes from the header of the policy.
- **Policy Term:** Comes from the header of the policy.
- **Issuing Carrier:** Comes from the header of the policy.
- **Print Date:** Will return the current date. After merging and saving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

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

## Property Schedule

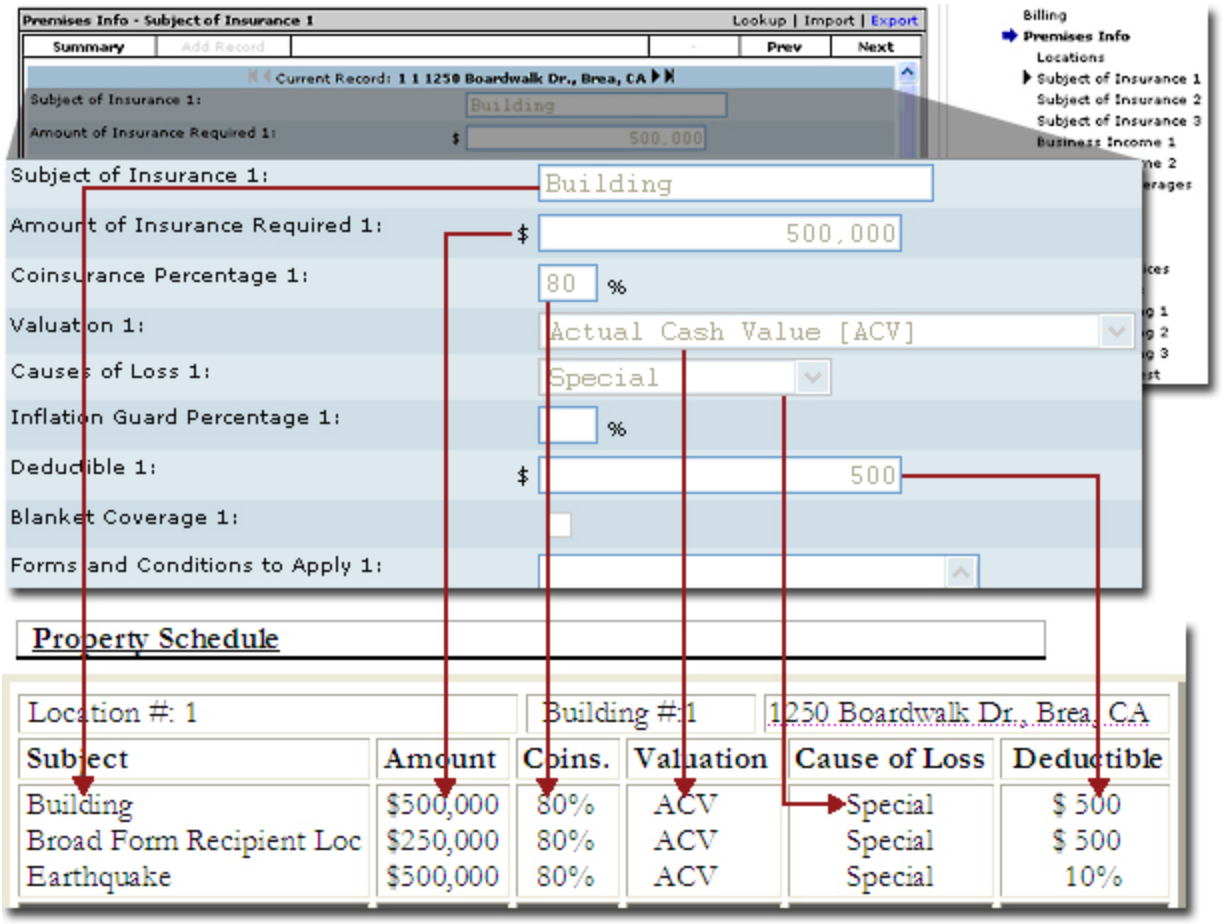
The following items are pulled into the template from the **Premises Info > Locations** section of the form:

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



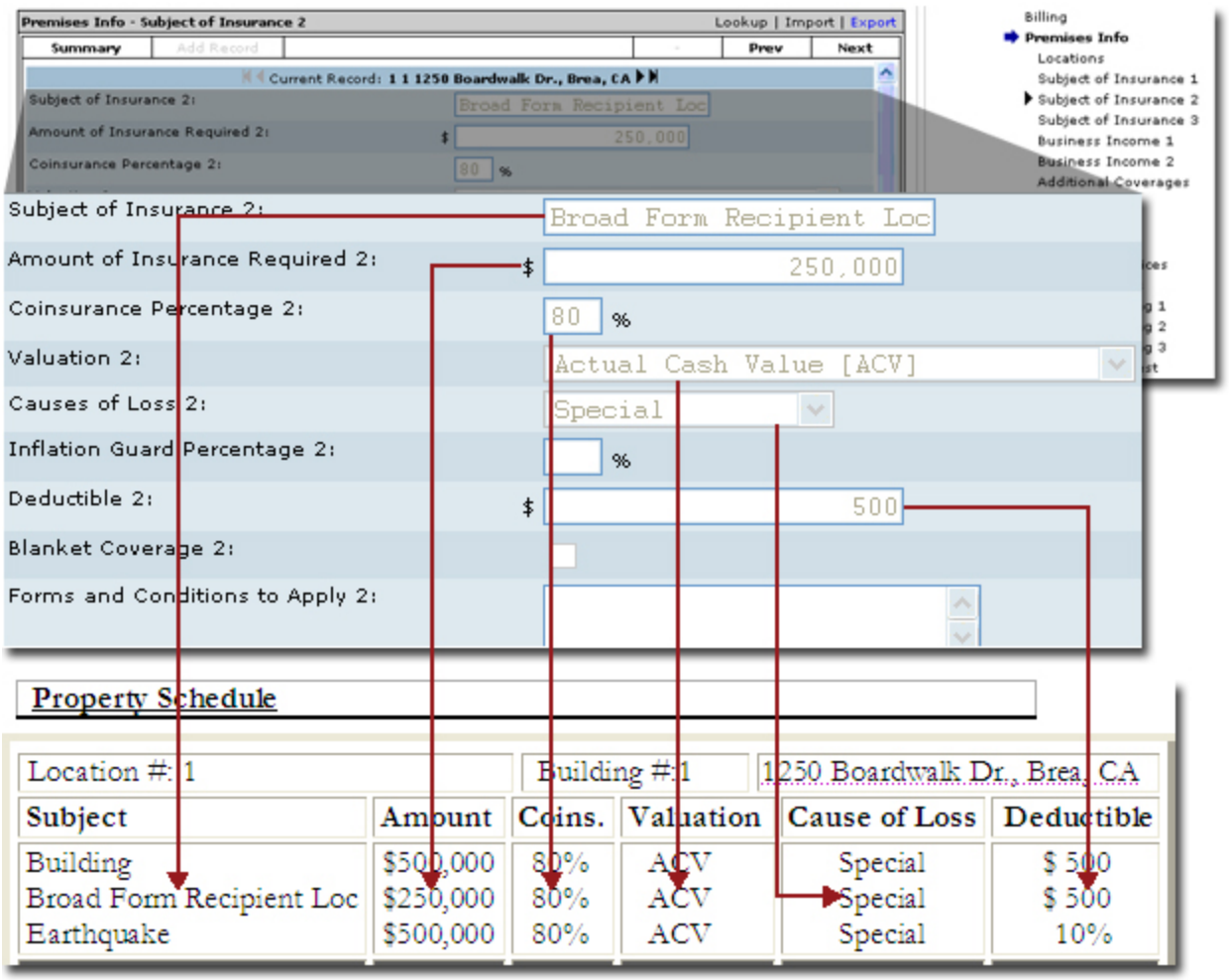

The following items are pulled into the template from the **Premises Info > Subject of Insurance 1** section of the form:

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



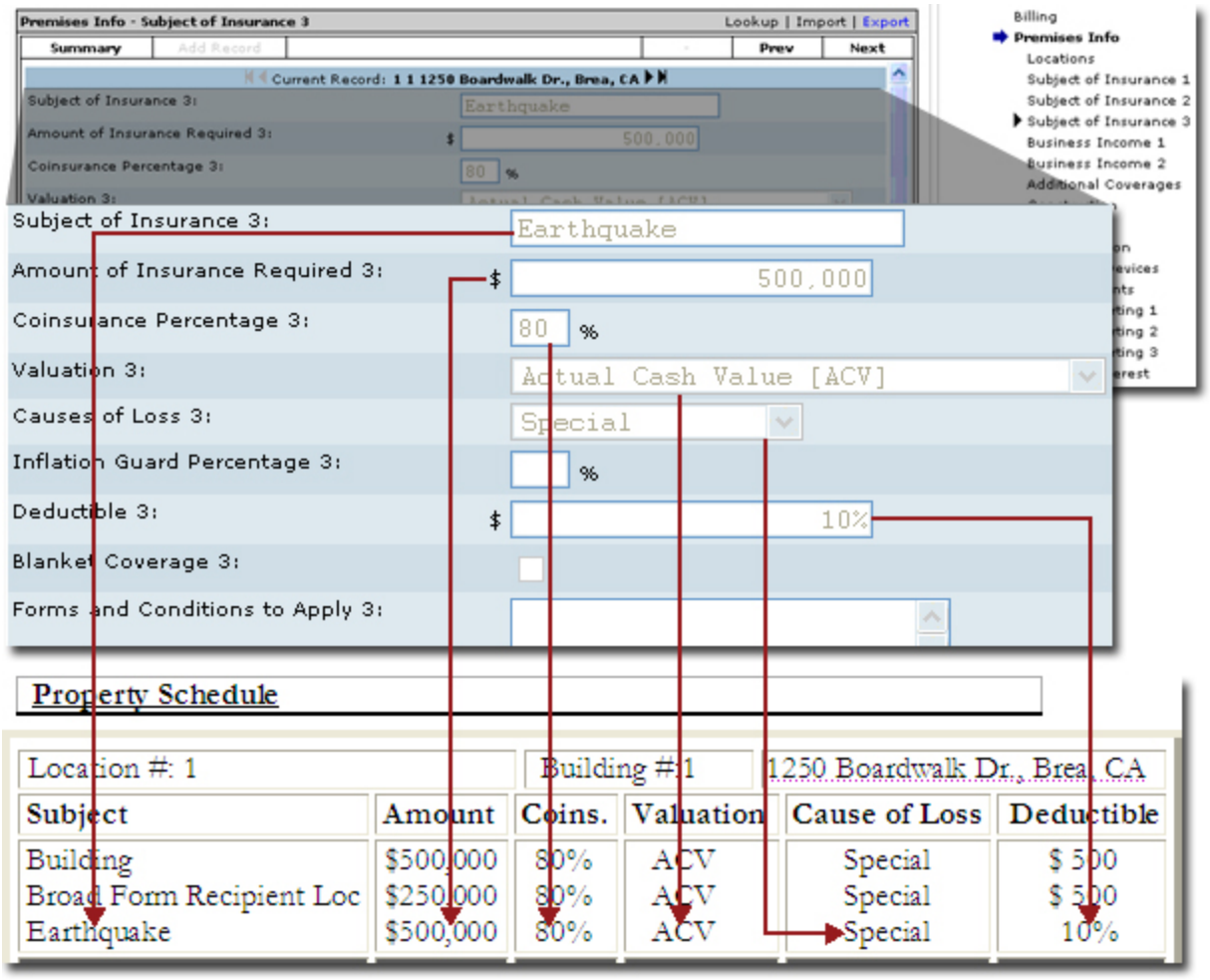

The following items are pulled into the template from the **Premises Info > Subject of Insurance 2** section of the form:

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




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

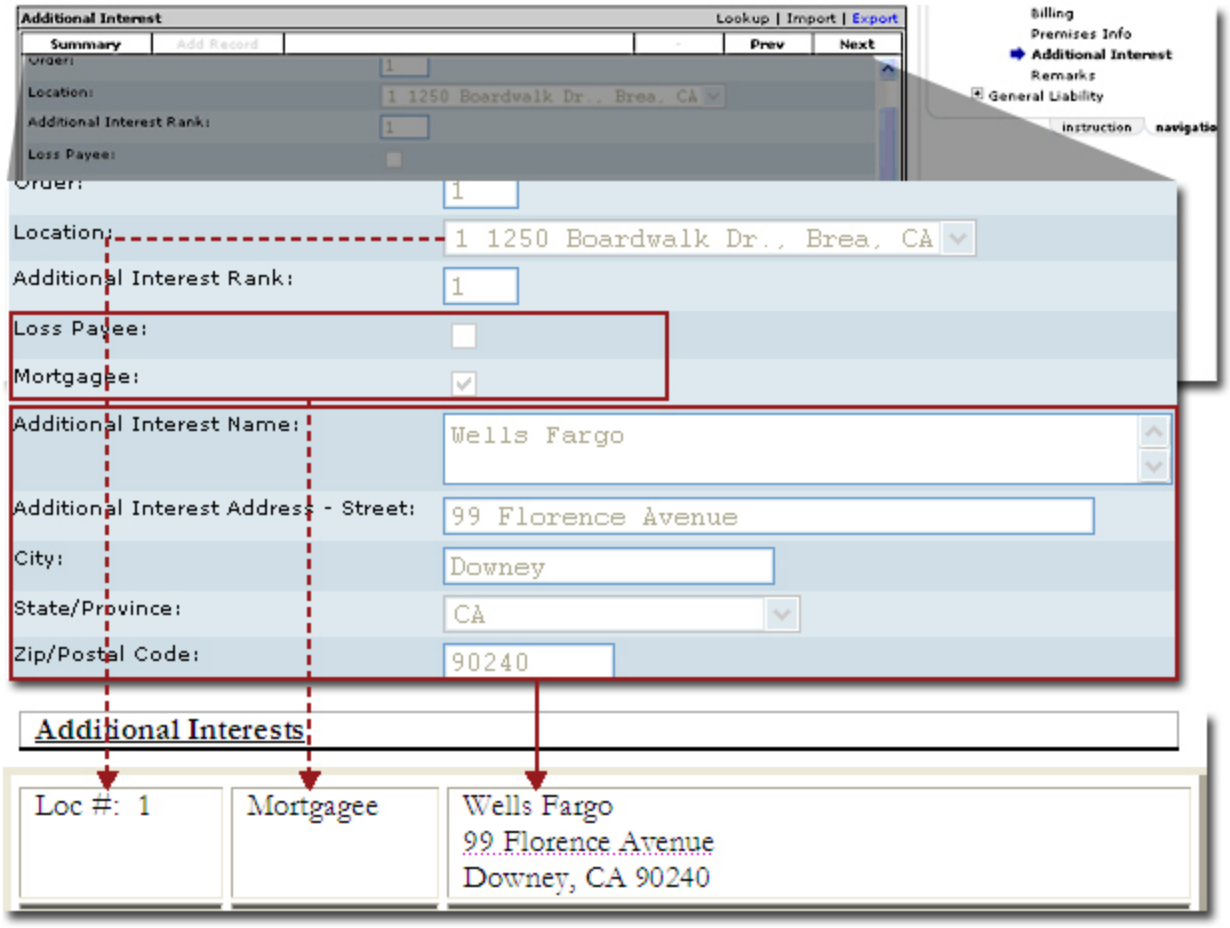
- **Subject of Insurance 3**
- **Amount of Insurance Required 3**
- **Coinsurance Percentage 3**
- **Valuation 3**
- **Causes of Loss 3**
- **Deductible 3**




## Additional Interests

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

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




## *XDTI Commercial Scheduled Equipment Template*

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

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

### Template Header

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

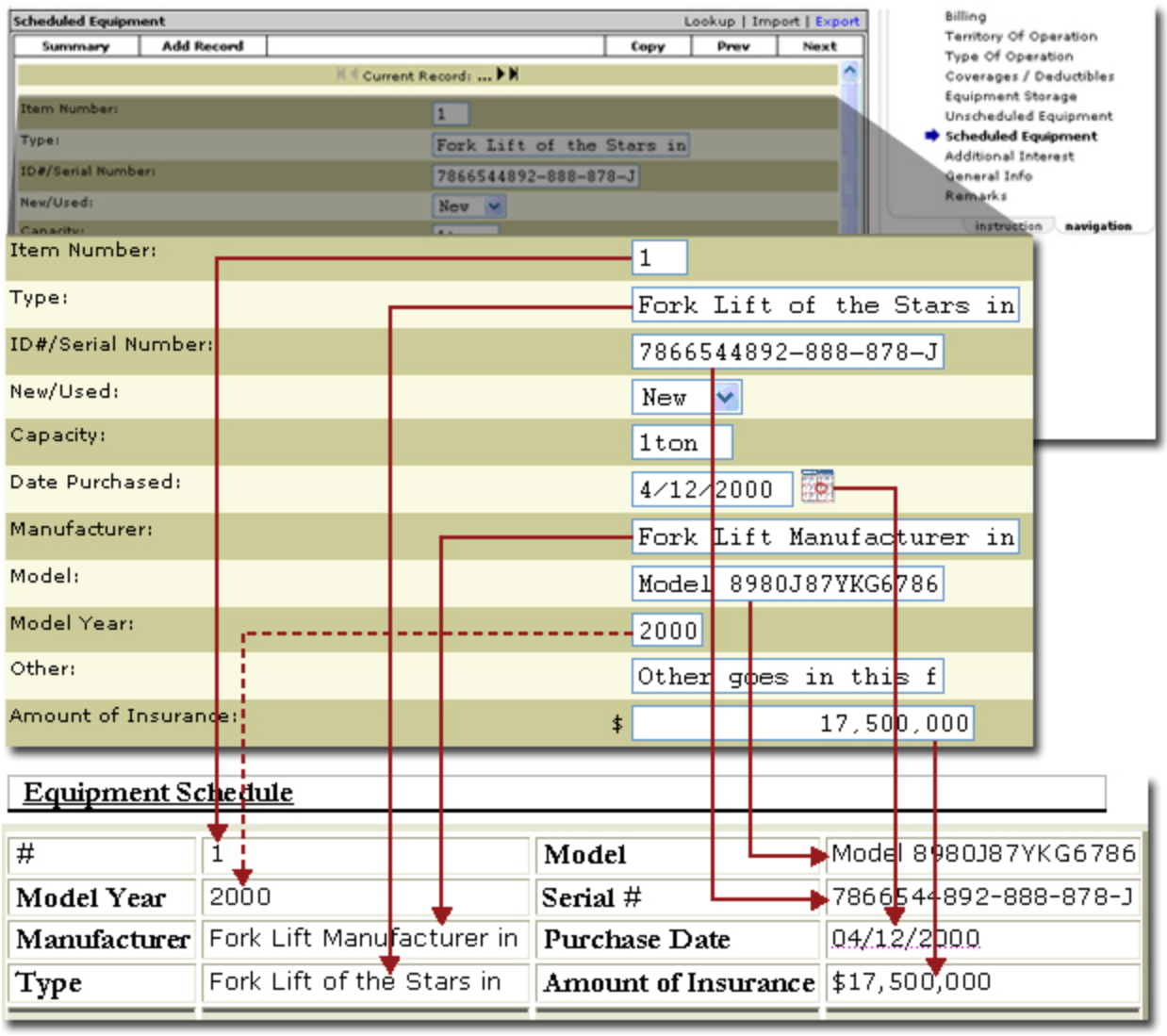
- **Named Insured:** Comes from the Client Named Insured.
- **Policy Number:** Comes from the header of the policy.
- **Policy Term:** Comes from the header of the policy.
- **Issuing Carrier:** Comes from the header of the policy.
- **Print Date:** Will return the current date. After merging and saving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

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

### Equipment Schedule

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

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

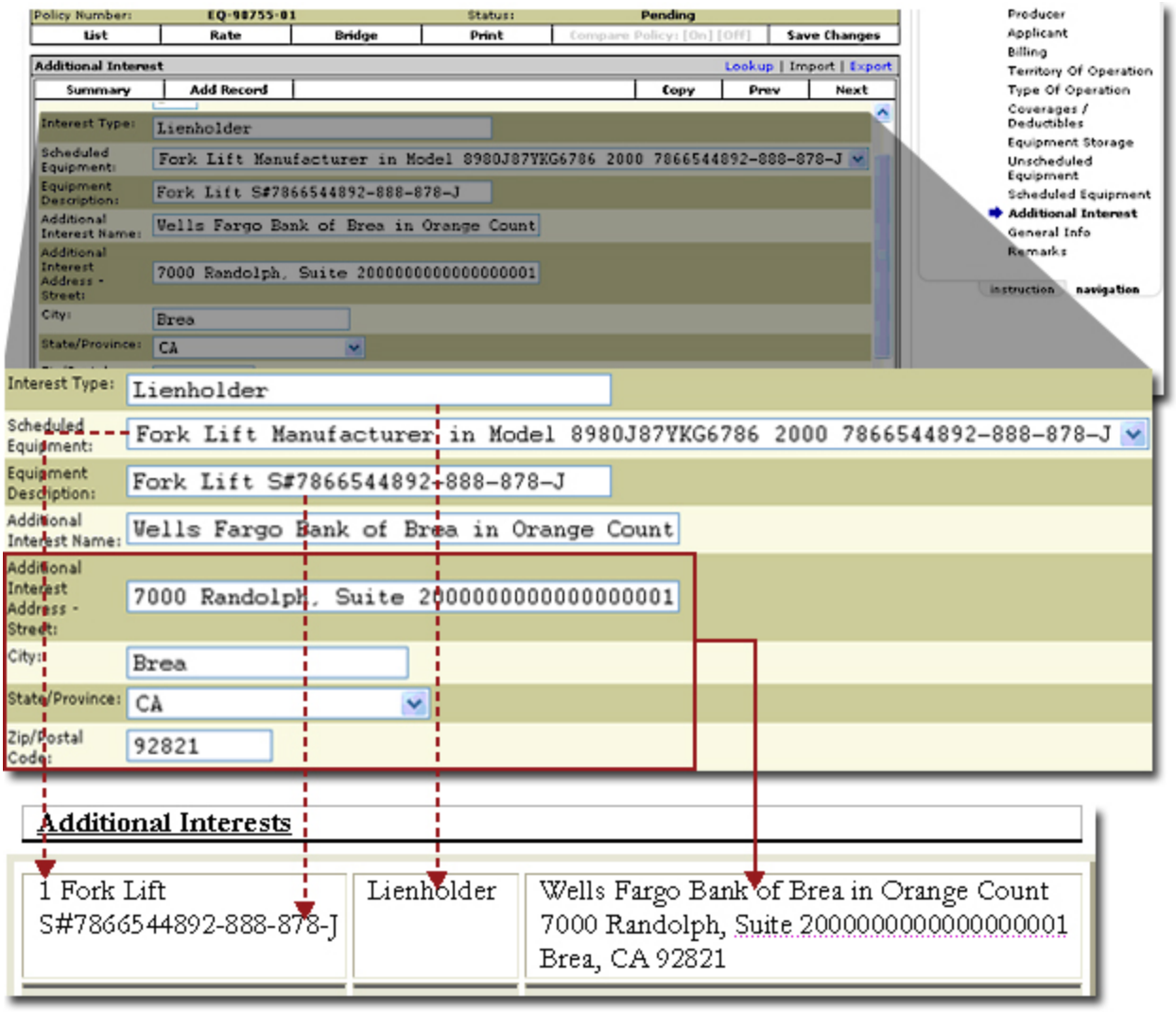



## Additional Interests

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

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

- **State / Province**
- **Zip / Postal Code**




## *XDTI Commercial Vehicle Schedule Template*

The XDTI Commercial Vehicle Schedule with Additional Interests is for ACORD 127 for any state. The new template is for use with the Auto - Commercial line of business. The template can be used on marketing or in force policies. The base template is displayed below:

The following is an explanation of how the boxes and lists on ACORD 127 map to the XDTI Vehicle Schedule with Additional Interests template.

### Template Header



| | |
|---|---|
| Named Insured: | Busy Bee Crafts |
| Policy Number: | AUTO-7867576 |
| Policy Term: | 05/25/2006- 05/25/2007 |
| Issuing Carrier: | Penn National |
| Print Date: | May 31, 2006 |

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

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

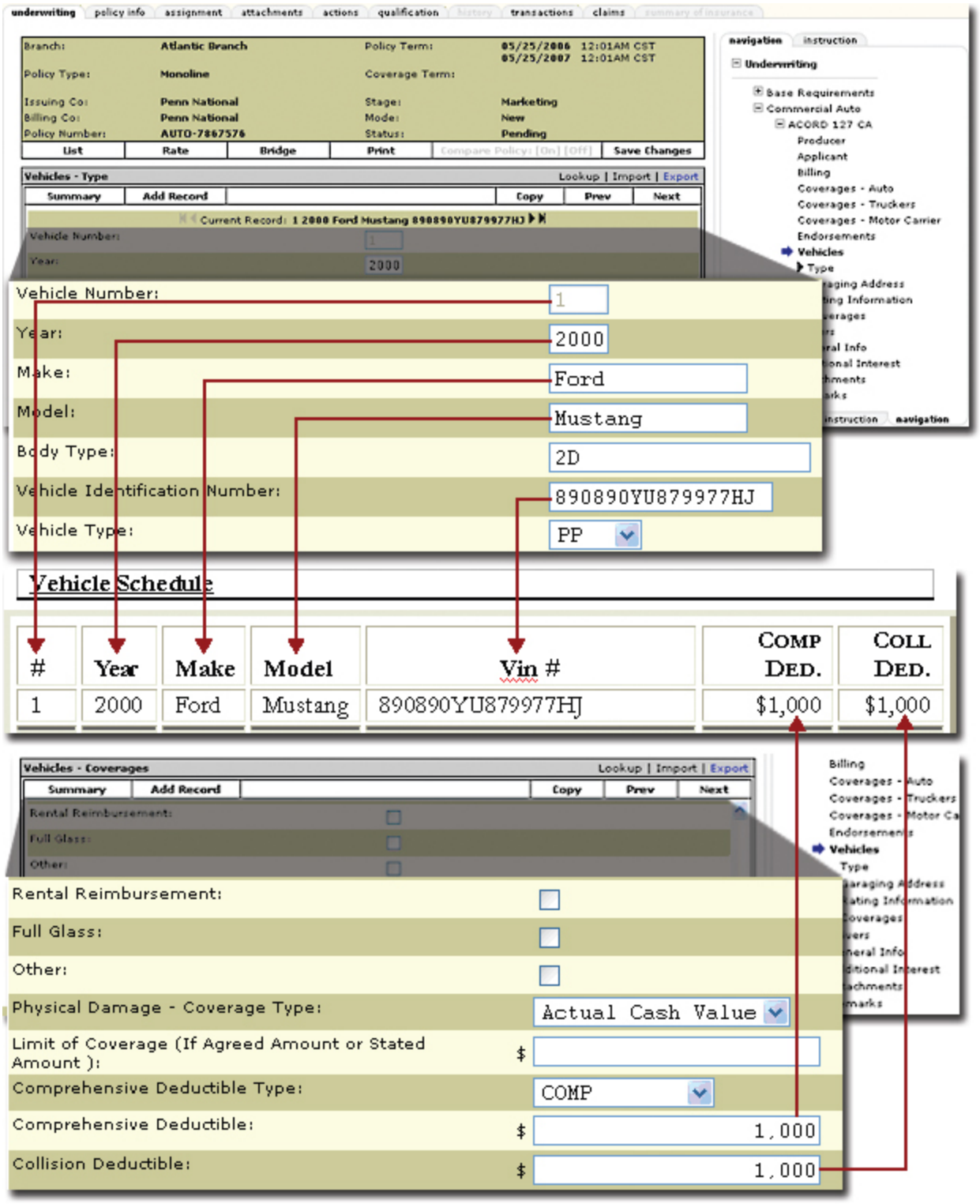
### Vehicle Schedule

The following items are pulled into the template from the **Vehicles > Type** section of the form:

- **Vehicle Number**
- **Year**
- **Make**
- **Model**
- **Vehicle Identification Number**

The following items are pulled into the template from the **Vehicles > Coverages** section of the form:

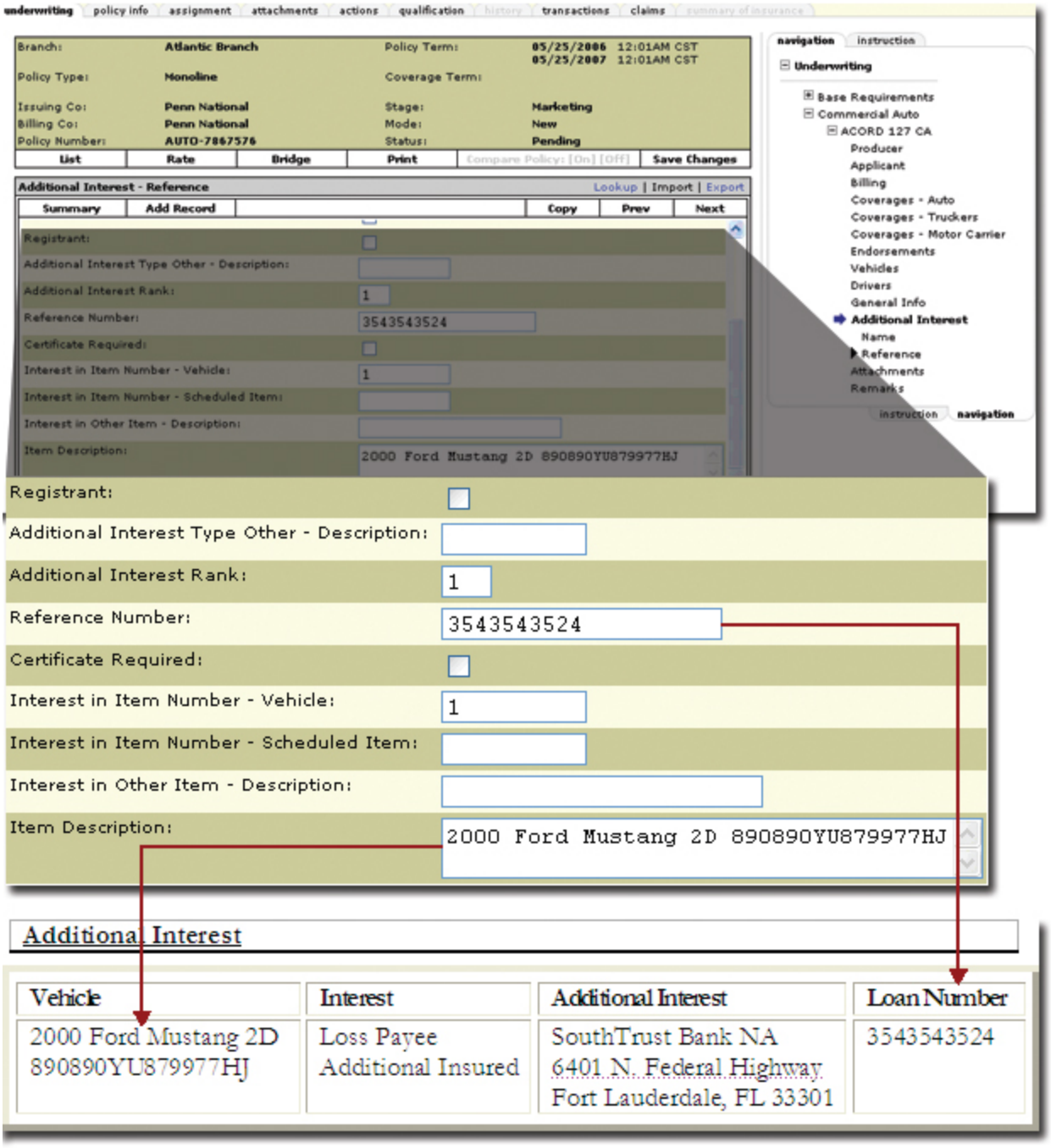
- **Comprehensive Deductible**
- **Collision Deductible**




## Additional Interest

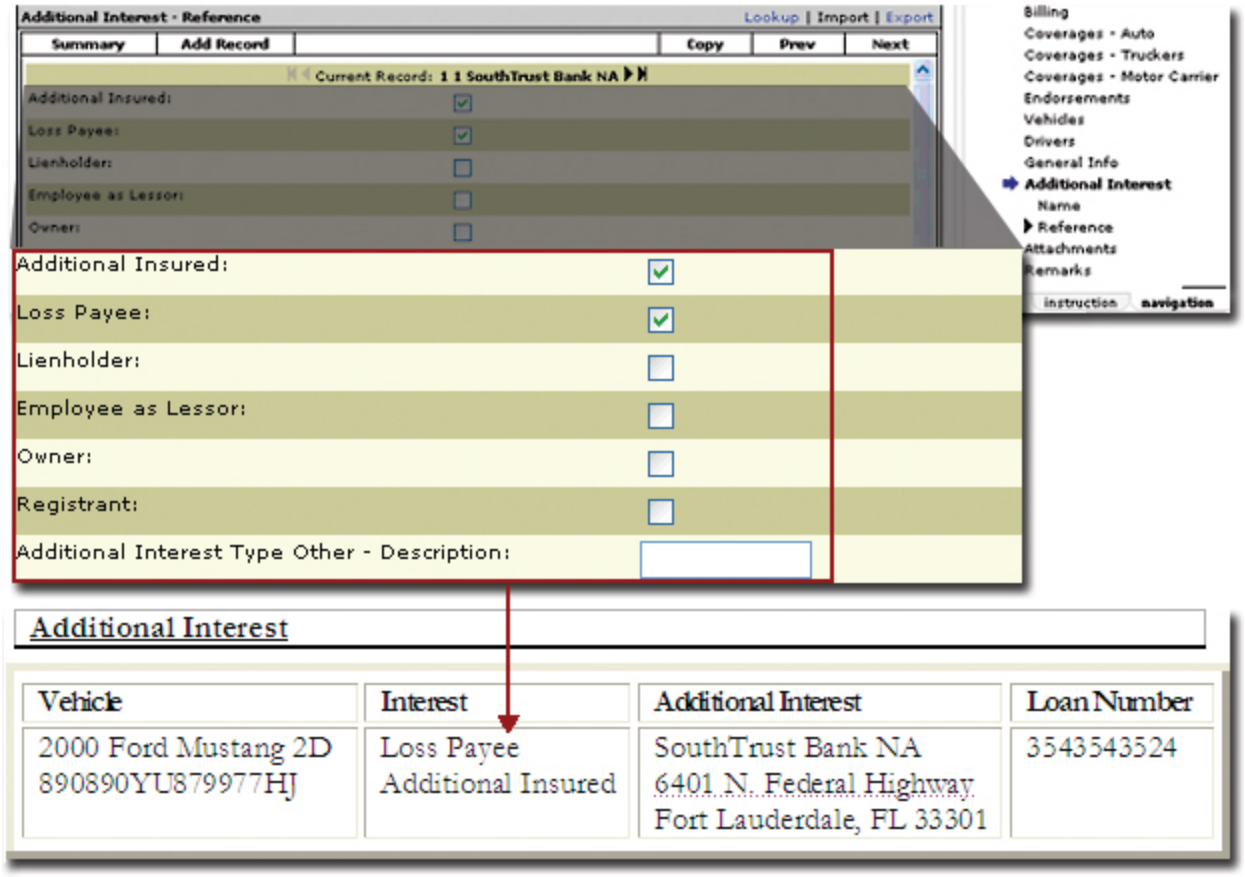
The following items are pulled into the template from the **Additional Interest > Reference** section of the form:

- **Reference Number**
- **Item Description:** The entry in this box is important for a complete schedule. To populate this box on the ACORD form, click the **Vehicles** link in the **navigation** tab. Then export the schedule so that the contents may be copied and pasted from the Excel® spreadsheet into the ACORD form.



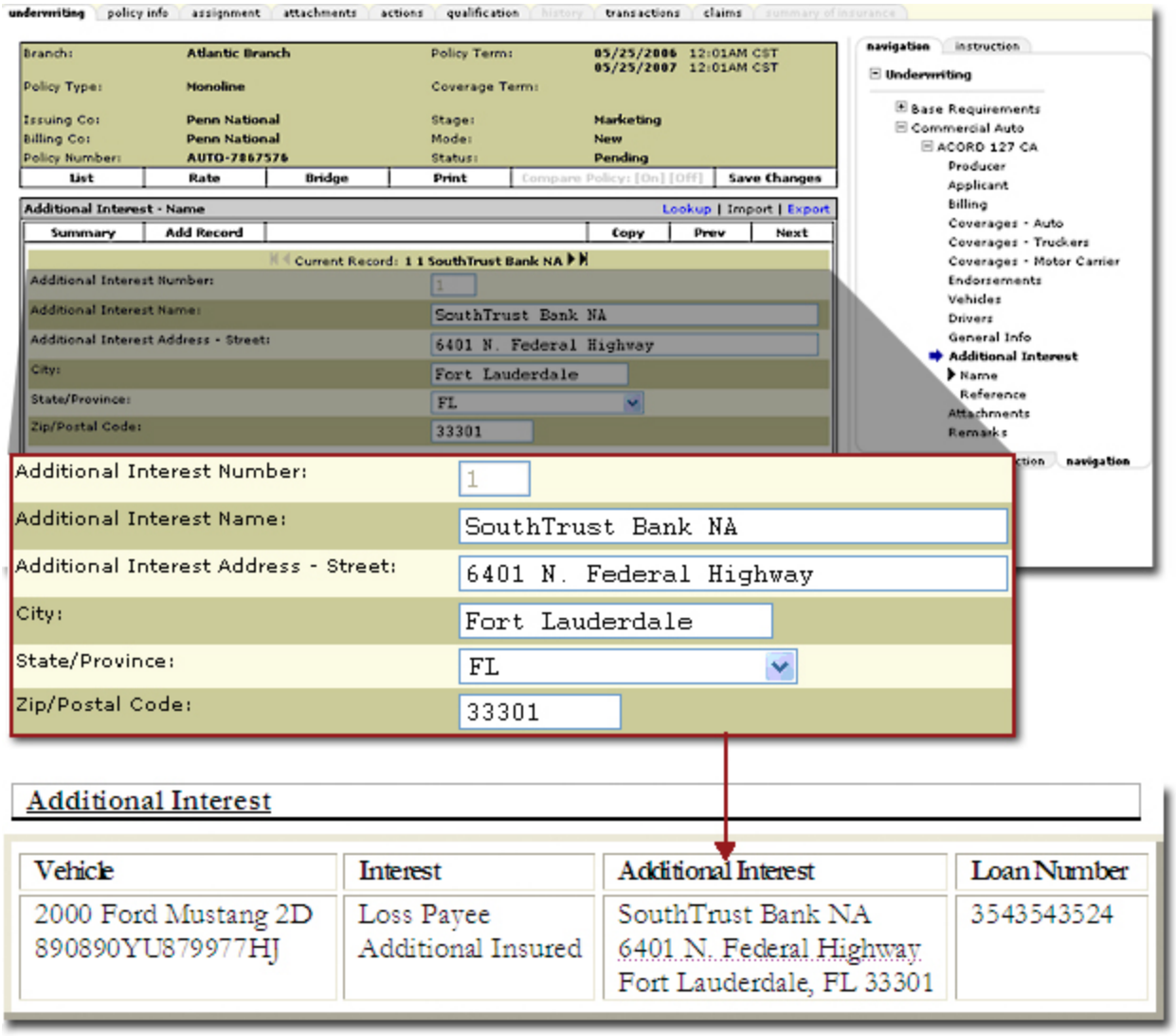

The following items are pulled into the template from the **Additional Interest > Reference** section of the form:

- **Additional Insured**
- **Loss Payee**
- **Lienholder**
- **Employee as Lessor**
- **Owner**
- **Registrant**
- **Additional Interest Type Other - Description**




The following items are pulled into the template from the **Additional Interest > Name** section of the form:

- **Additional Interest Number**
- **Additional Interest Name**
- **Additional Interest Address - Street**
- **City**
- **State / Province**
- **Zip / Postal Code**




## *Security Administration*

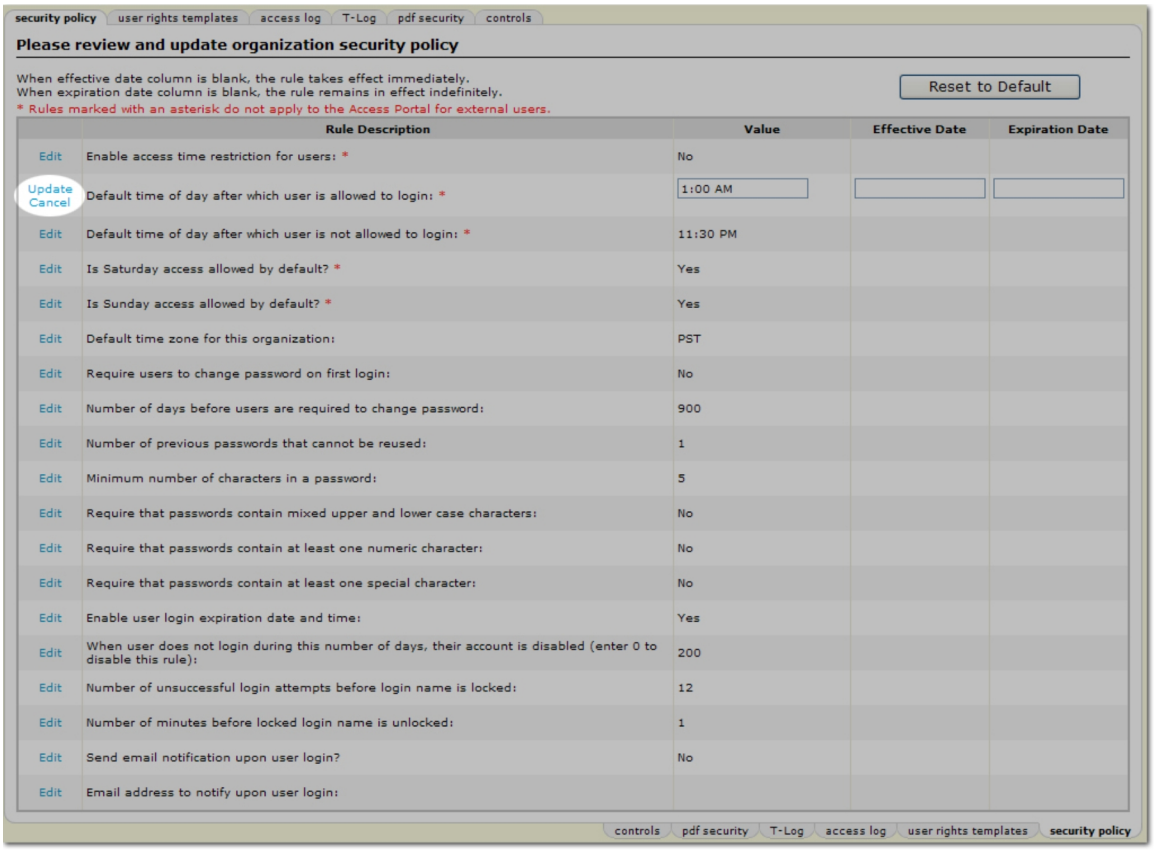
User login security can be administered at an organization level, as well as at the employee level.

### *Organization-Wide Login Security*

**To Set Organization-wide Login Security Settings**

Administrator rights are required to set the organization login security.

1. On the Utility menu, click **SETUP**.
2. In the **Setup Console**, click **Security Administration**. The **security policy** tab is displayed.




3. Click **Edit** for each **Rule Description**, select a **Value** and decide whether an **Effective Date** and **Expiration Date** are needed. The date range can be set to determine within what dates the rule will be applied. An explanation of each **Rule Description** as it applies to the organization is as follows:

---

**Note:** Rules marked with a red asterisk do not apply to the security policy for external Access Portal users. There is no need to make a selection for those rules if a user of the Access Portal is being set up.

---

- **Enable access time restriction for users:** A time range can be set in which staff members can log on to Nexsure.
- **Default time of day after which user is allowed to login:** A time can be set after which staff members will be allowed to log on to Nexsure.
- **Default time of day after which user is not allowed to login:** A time can be set after which staff members are not allowed to log on to Nexsure.
- **Is Saturday access allowed by default?:** Settings can allow staff members access on Saturdays.
- **Is Sunday access allowed by default?:** Settings can allow staff members access on Sundays.
- **Default time zone for this organization:** A default time zone can be set for all staff members.
- **Requires users to change password on their first login:** Staff members can be required to change their passwords the first time they log on to Nexsure.
- **Number of days before users are required to change password:** The number of days can be set to determine when staff members will be required to change their **Password**.

- **Number of previous passwords that cannot be reused:** The number of previous passwords that cannot be used again can be set.
- **Minimum number of characters in a password:** The minimum number of characters in a **Password** can be set.
- **Require that passwords contain mixed upper and lower case characters:** The setting to require that passwords contain both upper and lower case alpha characters can be set.
- **Require that passwords contain at least one numeric character:** Numeric characters can be required within passwords set on or between the selected dates.
- **Require that passwords contain at least one special character:** Special characters can be required within passwords set on or between the selected dates. Special characters are as follows: ! " # $ % & ' ( ) * + , - . / : ; < = > ? @ [ \ ] ^ _ ` { | } ~
- **Enable user login expiration date and time:** Dates can be set so that all staff member's **Login Names** and **Passwords** expire.
- **When user does not login during this number of days, their account is disabled (enter 0 to disable this rule):** A staff member's account can be disabled if they do not log on within a set number of days.
- **Number of unsuccessful login attempts before login name is locked:** The number of unsuccessful attempts can be set before a **Login Name** becomes locked.
- **Number of minutes before locked login name is unlocked:** The number of minutes can be set to determine how long a locked **Login Name** and **Password** will remain locked.
- **Send email notification upon user login?:** A notification can be sent each time a staff member logs on to Nexsure.
- **Email address to notify upon user login:** A notification can be sent to a specific email address each time a staff member logs on to Nexsure.

**Note:** When the **Effective Date** is blank, the rule takes effect immediately. When the **Expiration Date** is blank, the rule remains in effect indefinitely.

4. Click **Update** to save the rule settings.

   Or

   Click **Cancel** to ignore any updates to the rule.

   Or

   Click **Reset to Default** to change all rules to the organization default settings.

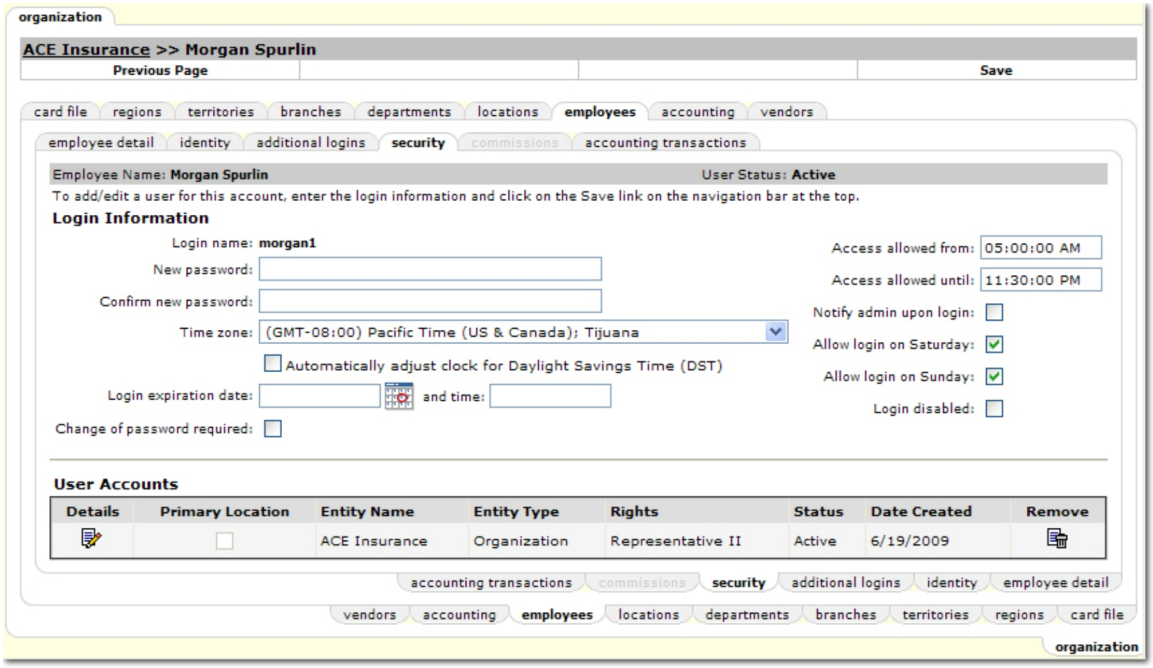
**Tip:** Click the **Access Log** tab to view a time stamped list of all logon activity in the organization.

### *Employee-Specific Login Security*

In addition to the organization's security defaults, individual employees can have specific security settings that supersede the organization defaults. Administrative rights are required to modify employee logon security settings.

**To Set Employee Security**

1. On the Primary menu, click **ORGANIZATION**.
2. Select the **employees** tab.
3. Click the **Details** icon next to the employee to update.
4. Select the **security** tab. The **security** tab is displayed. The security tab will not be available if the employee was not previously given login security rights. For more information about making an employee a user, see Adding Employees.




5. In the **Login Information** section, the following settings are available:
   - **New password:** Enter a new password for the staff member.
   - **Confirm new password:** Re-enter the new password for the staff member.
   - **Time zone:** Select the appropriate time zone for the staff member.

     **Note:** This time zone setting can be overridden by selections made on the **user preferences** tab. See the Preference Settings topic for more information.

   - **Automatically adjust clock for Daylight Savings Time (DST):** Select this check box to automatically adjust the staff member's clock in Nexsure.
   - **Login expiration date and time:** Enter the date and time the staff member's access to Nexsure will expire. Enter the time in the following format: HH:MM:SS AM or PM. (The seconds are not required.) If no time is entered, the system will default to 12:00 AM. This setting is useful if there is a temporary staff member that will only need access for a specified time frame.
   - **Change of password required:** Select this check box to require the staff member to change their password the first time they log on to Nexsure.
   - **Access allowed from / until:** Select the hours that this staff member can access Nexsure. Leaving these boxes blank allows 24 hour access.

- **Notify admin upon login:** Select this check box to send a notification to the Nexsure administrator each time the staff member logs on to Nexsure.
- **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 the staff member. If a member's login becomes disabled, this is the setting that an administrator can clear to unlock the member's account.

6. In the **Navigation Toolbar**, click **Save**. The employee security settings are saved.

## *Region Employees Security*

**To Add Security**

1. **User Information** is optional. Clicking "**Click here to make this contact a user"** will create the **Security** tab beside the **Contact Detail** tab. **Setup** information provides information on adding and modifying security templates. The **Security** screen allows the users Login Information to be completed. Once security has been assigned to a contact, this link can no longer be seen unless security is removed.
2. To assign or edit the contacts security, select the **Security** tab. Complete or edit the following fields:
   - **Login ID**: Enter an User login ID no more than 18 characters long using an alphanumeric value.
   - **Password**: Enter a User Password no more than 18 characters long using an alphanumeric value.
   - **Confirm Password**: This field is required for the password to be reentered correctly.
   - **Time Zone:** In the drop-down list, select the user's local time zone.
   - **Cancel**: Click **Cancel** to abort the record.
   - **Save**: Click **Save** to create **User Accounts**
   - **Update**: Click **Update** to update modifications to the record.
   - **User Accounts**: The user account listing contains the following:
     - **Details:** The **Details**  icon will display in this column. Clicking on the icon will display the **User Rights Information** which may be edited.
     - **Entity Name:** All entity name(s) the user has been assigned rights will display in this column.
     - **Entity Type:** The entity type is defined as the contacts type in Nexsure, such as **Client, Employee, Retail Agent, Underwriter, outside finance company** or **additional interest.**
     - **Rights:** Rights are assigned by clicking the **Details**  icon on the **Details** column to access the **User Rights Information** pop-up screen. The rights as identified in **Setup** under **User Rights Templates** will display in this column.
     - **Status:** Status is assigned on the **User Rights Templates** pop-up screen.
     - **Date Created:** Is the date security was saved.
     - **Remove:** Deletes the security record for the contact. The security tab will no longer be displayed but the link to add security will again display at the bottom of the **contacts** screen ("**Click here to make this contact a user.**").

3. Click on the **Details** icon to display the **User Rights Information** pop-up screen. Complete the following fields as appropriate for contact security:
   - **Entity Type:** Even though a drop-down list is shown, only the appropriate entity type as defined by the area in which the contact is being added in Nexsure will display; such as **Client, Employee, Retail Agent, Underwriter, outside finance company** or **additional interest**. Example: If a client contact, then the entity type available would be **client**.
   - **Entity Name:** Even though a drop-down box is shown, only the entity that rights are being assigned for will be available.
   - **Status:** Status will be a drop-down list and will contain two choices: **Active** and **Inactive**. If **Inactive** is selected the contact login is disabled and an "" icon will be displayed on **contacts** summary screen. If **active** is selected the contact login is enabled and an "" icon will be displayed on the **contacts** summary screen. (See **Contacts Summary** for placement details)
   - **Rights:** Select the appropriate **User Rights** template from a drop-down box that is populated in **Setup** under **User Rights Templates**.

## *User Rights Templates*

User rights templates are used to assign security to the following entities:

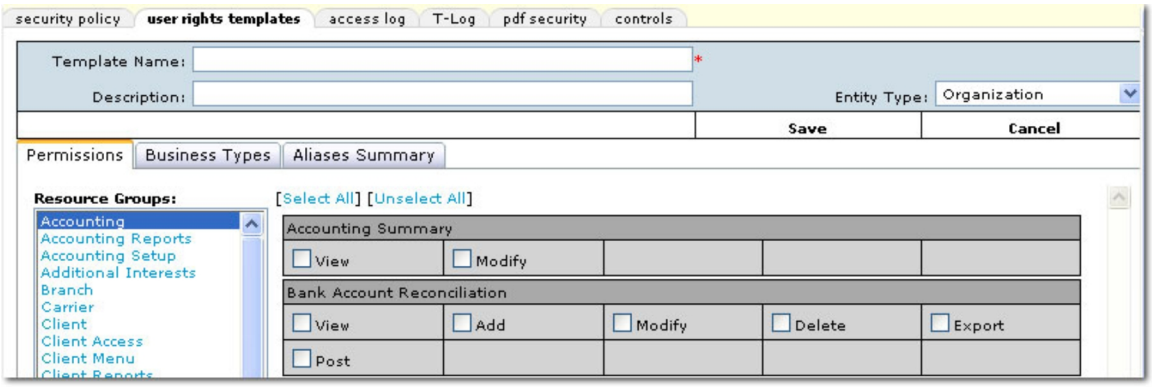
- Additional Interest
- Carrier
- Client
- Financial Entity
- Organization
- Retail Agent
- Vendor

**To Add a Template**

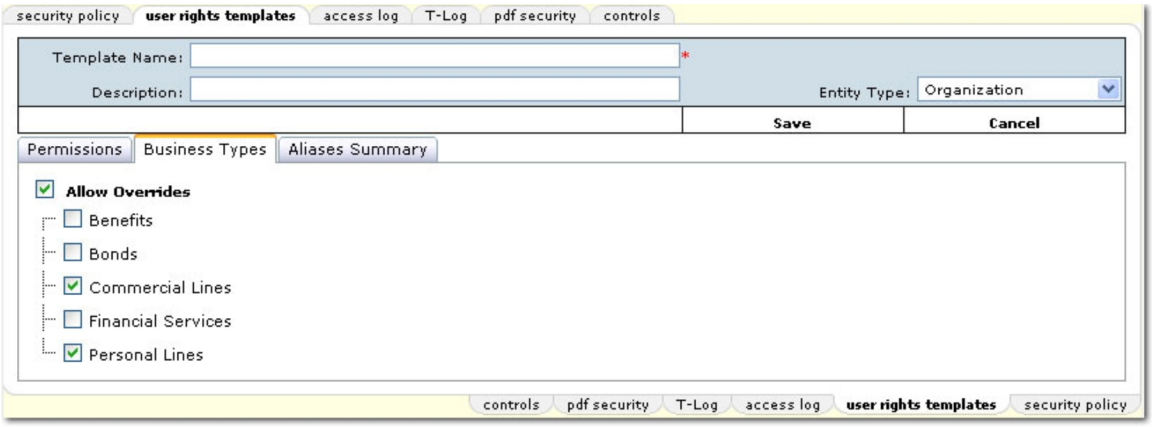
1. On the Utility menu, click **SETUP.**
2. From the **Setup Console**, click **Security Administration** and select the **user rights templates** tab.




3. Click **[Add]**. Each new template added is automatically stored with the **Date Created**, **Last Modified** and **Modified By** which can be seen when an installed template is selected from the **user rights templates** tab.

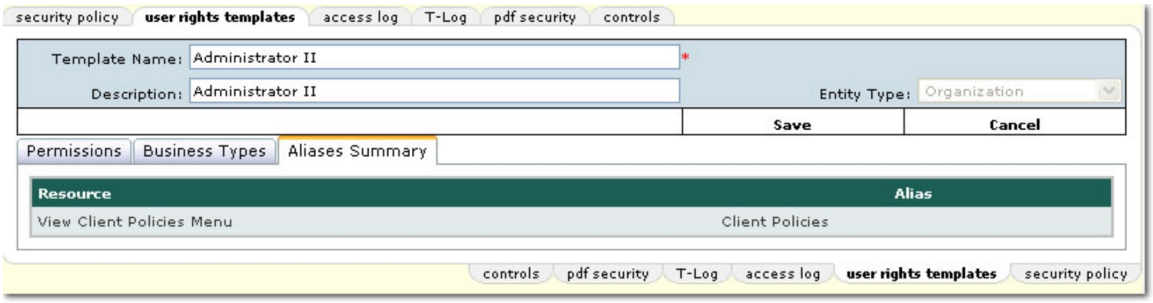



4. On the **user rights template** tab, enter the following:
   - Enter the **Template Name** in the space provided.
   - Enter a description in the **Description** field.
   - Select an **Entity Type** to which the template will be added.
5. On the **Permissions** tab, to assign security rights for a specific area, select a **Resource Group**. Selecting **View, Add**, **Modify**, **Delete** or **Import** will grant security access for those particular items.
6. On the **Business Types** tab, to assign only specific **Business Types** to a template or set up access to all **Business Types** use the following guidelines:

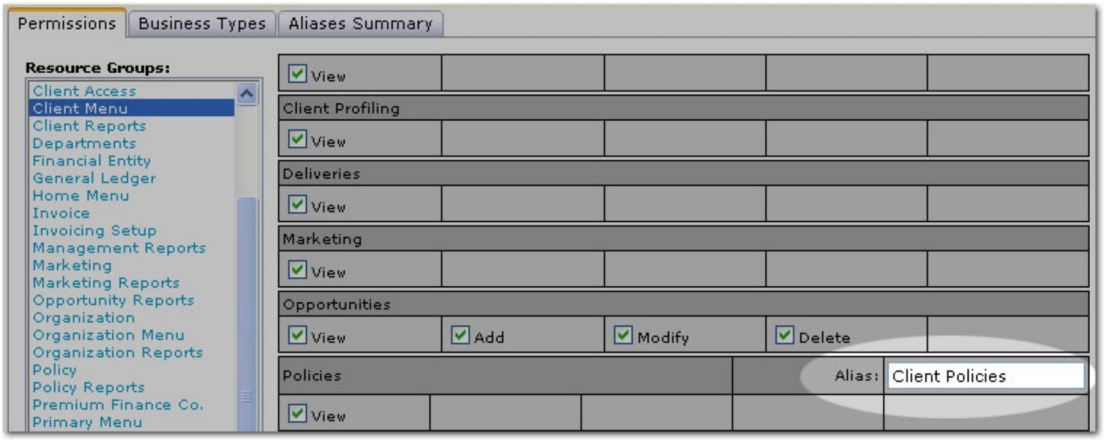



   - Select the **Allow Overrides** check box to allow the staff member to see all business types rather than the defaults for any entry screen.
   - Select one or more **Business Types** to set as defaults in entry screens throughout Nexsure. If only **Business Types** are selected and not the **Allow Overrides** check box, only those **Business Types** selected will be available in entry screens.

     **Note:** If **Allow Overrides** is selected along with specific **Business Types**, the specific types will be made default on entry screens. However, if other selections are available as a default on the entry screen, those selections will remain available.
7. On the **Aliases Summary** tab, alternate titles can be set up for the labels detailed below:




- To populate the **Aliases Summary** tab, add the alias on the **Permissions** tab in the associated rights area. The following rights allow the set up of an alias:




  - Client Menu > Policies
  - Marketing > Policies
  - Policy > Policies
  - Policy Reports > Policies

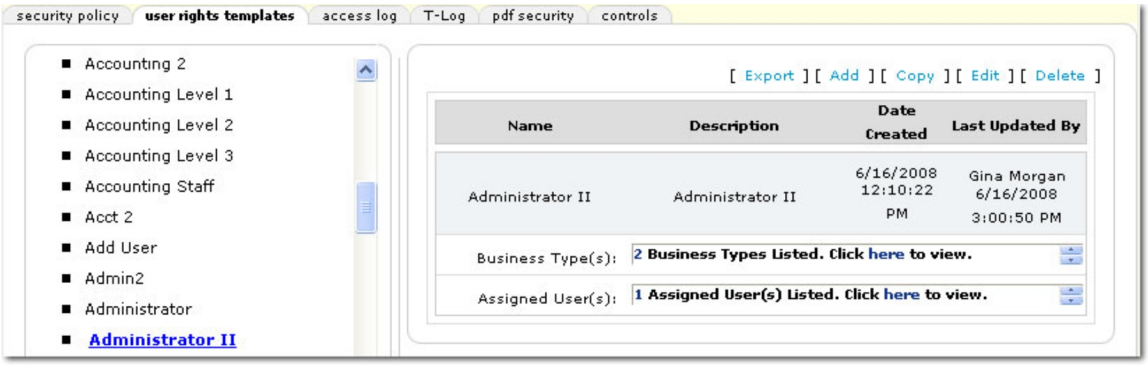
8. Click **Save** to save the added template.

   Or

   Click **Cancel** to exit the screen without saving.

**To Copy a Template**

1. On the Utility menu, click **SETUP.**
2. From the **Setup Console**, click **Security Administration** and select the **user rights templates** tab.
3. On the **user rights templates** tab, select a template to copy. The **[Copy]** link becomes active once the template selection has been made.




4. Click **[Copy]**. The **user rights templates** tab is displayed with rights copied from the previous template.
5. In the **Template Name** box, enter a name for the template.
6. In the **Description** box, enter a brief description for the template.
7. In the **Entity Type** list, the selection is based on the selection in the copied template. This selection cannot be changed.
8. Access each of the following tabs to make any necessary adjustments in the template:
   - **Permissions**
   - **Business Types**
   - **Aliases Summary**
9. Click **Save** to save the copied template.

   Or

   Click **Cancel** to exit the screen without saving.

**To Edit a Template**

1. Click **Edit** and select a **Resource Group**. Make the necessary changes to the template.
2. Click **Save** to save the updated template**.**

   Or

   Click **Cancel** to exit the screen without saving.

---

**Note:** When a template is modified all staff members associated with the template will be synchronized with the template updates the next time they log in to Nexsure.

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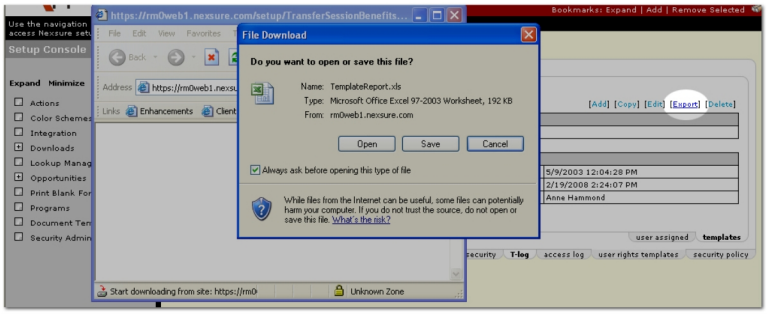
**To Export Rights Templates**

1. On the Utility menu, click **SETUP.**
2. From the **Setup Console**, click **Security Administration** and select the **user rights templates** tab.
3. On the **user rights templates** tab, select the appropriate template.
4. Once the selection has been made, click **[Export]**. The **File Download** dialog box is displayed.




5. In the **File Download** dialog box, click **Open**. The Microsoft® Excel® spreadsheet is displayed. Once the new spreadsheet is displayed, it can be saved.

| | A | B | C | D | E | F |
|---|---|---|---|---|---|---|
| 1 | **Template Name:** | Account Manager | | | | |
| 2 | **Description:** | CSR | | | | |
| 3 | **Entity Type:** | Organization | | | | |
| 4 | **Date Created:** | 5/9/2003 | | | | |
| 5 | **Last Modified:** | 2/19/2008 | | | | |
| 6 | **Modified By:** | Anne Hammond | | | | |
| 7 | **Number of Assigned Users:** | 17 | | | | |
| 8 | | | | | | |
| 9 | | **View** | **Add** | **Modify** | **Delete** | **In For** |
| 10 | **Accounting** | | | | | |
| 11 | Accounting Summary | + | | - | | |
| 12 | Bank Account Reconciliation | - | - | - | - | |
| 13 | Bank Account Transactions | + | | + | | |

**To Delete a Template**

1. On the Utility menu, click **SETUP.**
2. From the **Setup Console**, click **Security Administration** and select the **user rights templates** tab.
3. On the **user rights templates** tab, select the appropriate template.
4. Once the selection has been made, click **[Delete]**. A confirmation dialog box is displayed.
5. Click **OK**. The template is deleted.

> **Important:** Default system templates and templates to which staff members are still assigned cannot be deleted.

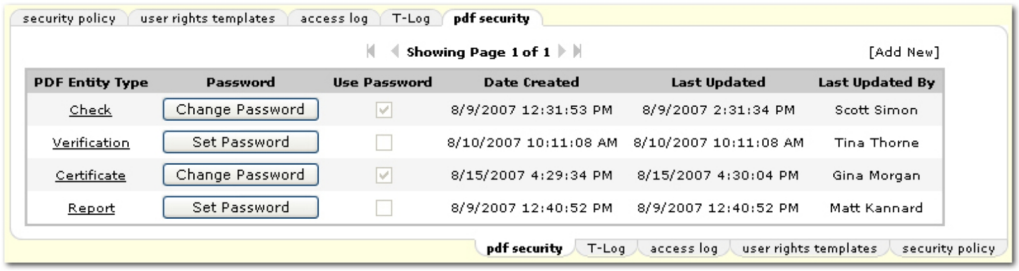
## *PDF Security Tab*

Various print functions in Nexsure result in PDF files that must be made secure in order to control who prints the results. For example, only certain staff members may be allowed to print disbursement checks.

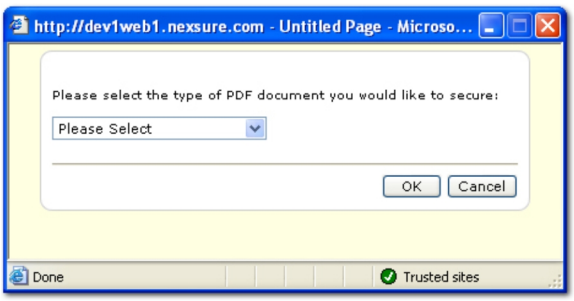
**To Add PDF Security**

1. On the Utility menu, click **SETUP**.
2. On the **Setup Console**, click **Security Administration**.

3. Click the **pdf security** tab. The **pdf security** tab is displayed.



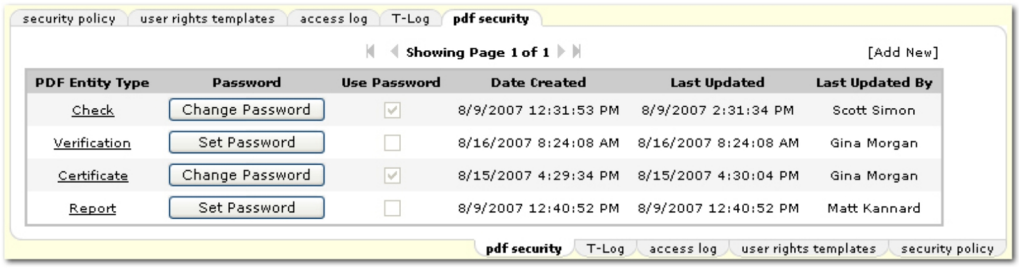

4. On the **pdf security** tab, click **[Add New].**



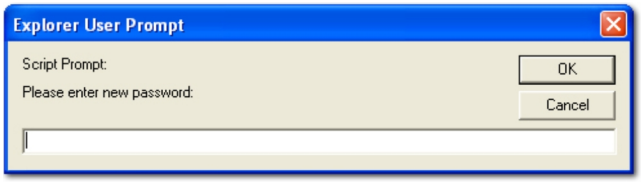

5. In the dialog box, select the type of PDF security to add. If security for the type of document selected already exists in Nexsure, selecting the same type of document again will override the existing security.

**Important:** In Nexsure v1.93 the only document type with full security functionality is **Check**.

6. Once the document type is selected, click **OK**. The **PDF Entity Type** is then added or updated on the **pdf security** tab.

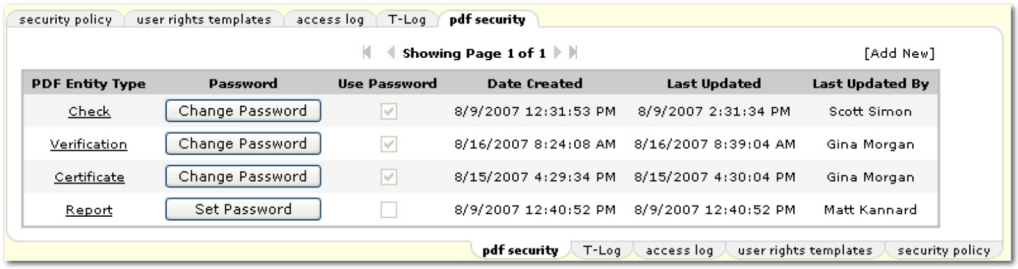



7. On the **pdf security** tab, click **Set Password** next to the **PDF Entity Type** just added. The password dialog box is displayed.



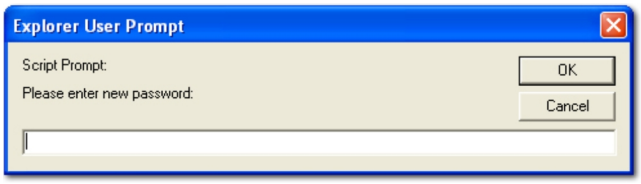

8. In the password dialog box, enter the password for the document type. If no password is entered, a password will not be required for the PDF versions of the document type selected.

9. Click **OK**. The password is then applied to all PDFs generated for the selected document type. If a password was entered, notice the **Use Password** check box is selected.




**To Change a Password**

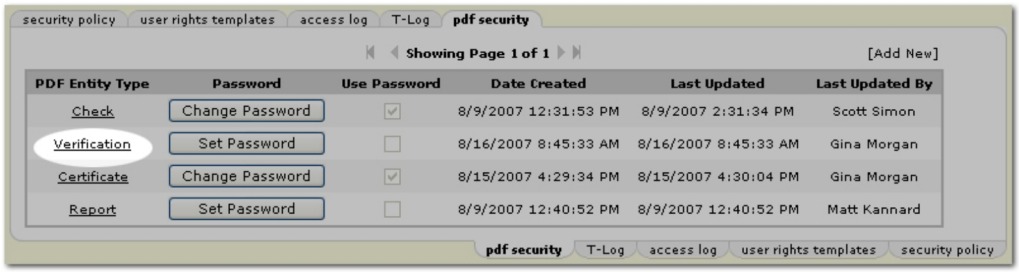
1. On the Utility menu, click **SETUP**.
2. On the **Setup Console**, click **Security Administration**.
3. Click the **pdf security** tab. The **pdf security** tab is displayed.
4. Click **Change Password** next to the **PDF Entity Type** to be updated. The password entry dialog box is displayed.

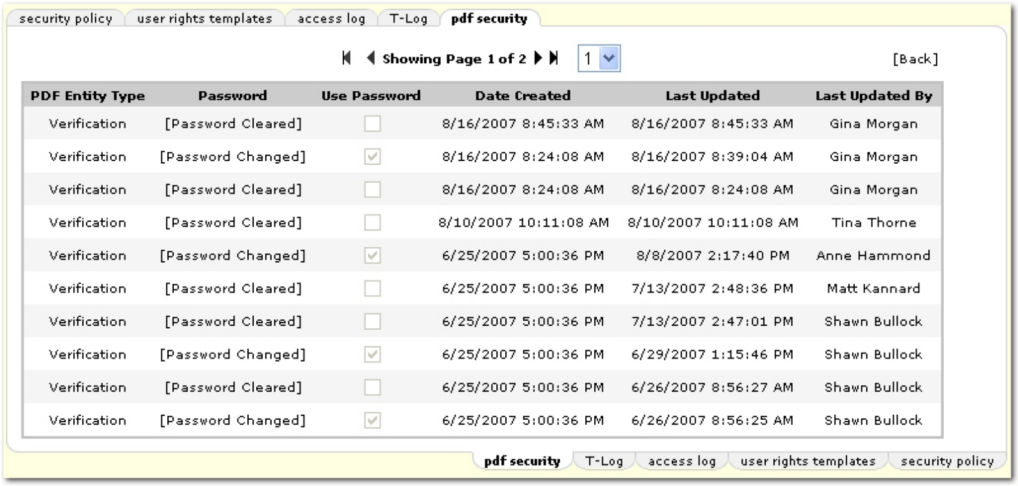



5. In the **Please enter new password** box, enter the new password.

**Note:** Any new PDFs will require the new password. Any PDFs generated prior to the password change will still require the previous password. Any PDFs generated under a set password will always require that password whether or not the passwords are later changed.

A history of password changes can be displayed by clicking on the **PDF Entity Type**.



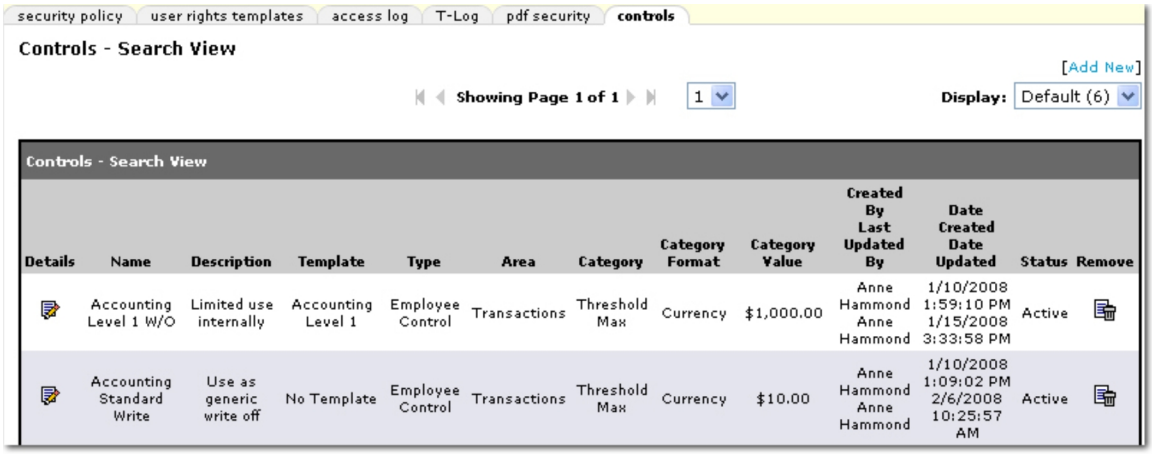



## *Using the Controls Tab*

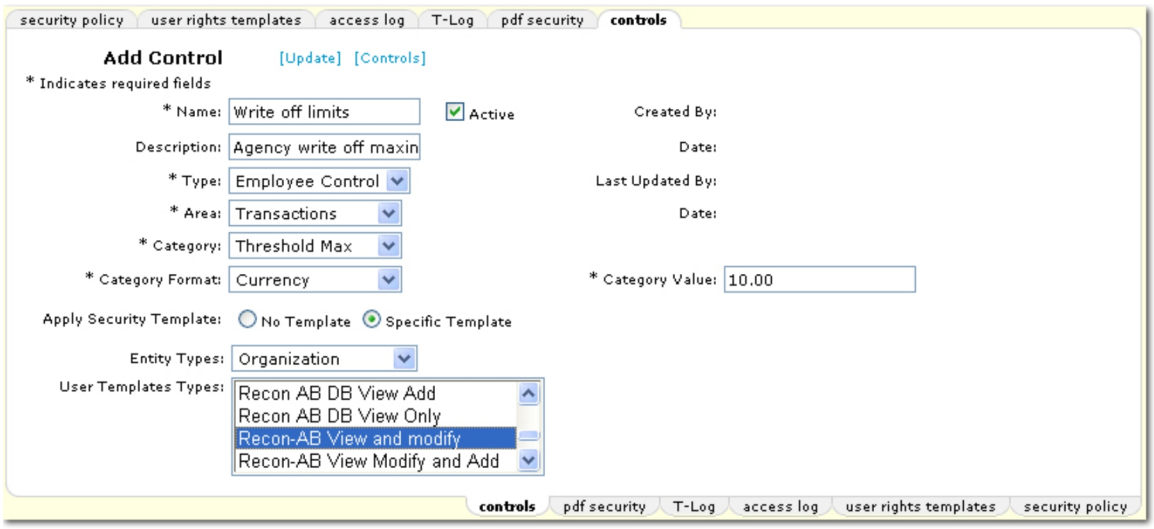
The options on available on the **controls** tab can be used to set write off limits for client reconciliation.

**To Add Controls**

1. On the Utility menu, click **SETUP**.
2. On the **Setup Console**, click **Security Administration**.
3. Click the **controls** tab. The **Controls - Search View** screen is displayed with a listing of all current controls.




4. Click **[Add New]**. The **Add Control** screen is displayed.




5. In the **Name** box, enter a descriptive name to identify the control in later selections.
6. In the **Description** box, enter a description to expand on the **Name**.
7. The **Active** check box is checked by default. The **Active** setting applies the control where applicable.
8. In the **Type** list, **Employee Control** is currently the only selection available.
9. In the **Area** list, **Transactions** is currently the only selection available.
10. In the **Category** list, **Threshold Max** is currently the only selection available.
11. In the **Category Format** list, **Currency** is currently the only selection available.
12. In the **Category Value** box, enter the limit value associated with the category.
13. In the **Apply Security Template** area, two options are available:
    - **No Template:** The control will not be associated with a security template. The control will be applied to all staff members globally.

      **Tip:** A subsequent control can also be added that is associated with a specific security template that will override the global control. There can be global control settings and specific security template control settings working at the same time.
    - **Specific Template:** Select this option to associate the control to a specific security template.
14. In the **Entity Types** list, select an entity type to filter the list of available security templates in the **User Templates Types** list.
15. In the **User Templates Types** list, select the specific template to associate with the control.
16. Once all information has been entered, click **[Update]**. The new control will be added to Nexsure.

    Or

    Click **[Controls]** to return to the **Controls - Search View** screen without saving entered information.

## *Organization-Wide T-Log*

Nexsure contains a T-Log or task log that creates a log of many activities that are completed by staff members within Nexsure. Use the T-Log to view activities completed by a specific staff member or several staff members. The T-Log can also be used to look up and verify that a specific activity took place and the name of the staff member that completed the activity.

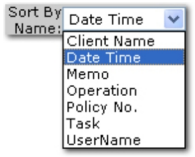
**Important:** When navigating through Nexsure using links in the T-Log, the Utility and Primary menu items highlighted do not reflect the path to the screen that is displayed.

There are two levels of T-Logs. One is the organization-wide level where activities are logged for the entire organization. The second level of T-Log is at the client level. At the client level, only activities for the specific client will be logged.

**To Navigate to the Organization-Wide T-Log**

1. On the Utility menu, click **SETUP**. The Setup Console is displayed.
2. On the Setup Console, click **Security Administration**. The security policy tab is displayed.
3. Click the **T-Log** tab. The current summary of activities are displayed on the T-Log tab.
4. On the T-Log summary screen, there are several options for working with the results:
   - **Showing Page:** The **Arrow** icons can be used to navigate through pages of search results.
     - **First Page** icon.
     - **Previous Page** icon.
     - **Next Page** icon.
     - **Last Page** icon.
   - **Page List:** Click the **Page List** arrow to open a list of all search results pages. Select the desired page number to open that page of search results.
   - **[Export]**: Click **[Export]** to export a copy of the T-Log summary to an .xls file. The data can then be sorted using Microsoft® Excel® functions.
   - **Filter:** Click the **[Show]** or **[Hide]** link to reveal or hide the Search Criteria and Paging and Sorting panels. The following options are available on the Search Criteria and Paging and Sorting panels:
     - **Task:** Enter the task type to return results that include all tasks for an organization. Enter at least two characters to narrow the search results. Entering some of the task type returns a broader result, enter most of the task type for more specific results.
     - **Policy No:** Enter the policy number to return results that include all tasks for an organization. Enter at least two characters to narrow the search results. Entering some of the policy number returns a broader result, enter most of the policy number for more specific results.
     - **Date Time From:** Click the **Calendar** icon to select the beginning date in a date range. A date range can be selected to return all tasks in the date range.

- **Operation:** Enter the title of the operation performed to return results that include all tasks for the organization. Enter at least two characters to narrow the search results. Entering some of the operation title returns a broader result, enter most of the operation title for more specific results.
- **Memo:** Enter the memo text to return results that include all tasks for an organization. Enter at least two characters to narrow the search results. Entering some of the memo returns a broader result, enter most of the memo for more specific results.
- **Date Time To:** Click the **Calendar** icon to select the ending date in a date range. A date range can be selected to return all tasks in the date range.
- **Entity Name:** Enter the **Entity Name** to return results that include all tasks with the **Entity Name**. Enter at least two characters to narrow the search results. Entering some of the **Entity Name** returns a broader result, enter most of the **Entity Name** for more specific results.
- **User Name:** Enter the **User Name** to return results that include all tasks with the **User Name**. Enter at least two characters to narrow the search results. Entering some of the **User Name** returns a broader result, enter most of the **User Name** for more specific results.
- **User Rights:** Enter the **User Rights** title to return results that include all tasks with the user right entered. Enter at least two characters to narrow the search results. Entering some of the **User Rights** title returns a broader result, enter most of the **User Rights** title for more specific results.
- **Sort By Name:** Select a column heading from the **Sort By Name** list. The search results will be sorted by the column selected in the **Sort By Name** list. The available selections are:




- **Sort By Direction:** Select either **Ascending** or **Descending** to set the order of the tasks returned. **Ascending** will set the order from A-Z. **Descending** will set the order from Z-A.

- **Clear:** Click **Clear** to remove all entries in the **Search Criteria** and **Paging and Sorting** fields.
- **Search:** Click **Search**. The results of the **Search Criteria** and **Paging and Sorting** settings are displayed.

5. Once a search has been run, the **Details** icon is displayed next to each line item. Click the **Details** icon to access the page on which the task took place.

**Tip:** The T-Log archives older entries every quarter. When searching for older T-Log entries, enter search criteria with the appropriate dates. If the filter is simply cleared, only entries from the current quarter up to 100 pages will be returned.

**Important:** The **Details** icon, when clicked will open the page on which the task took place. The page may not contain the same information as when the task took place as the most current version of the page is displayed. If the item has been deleted or aborted, the **Details** icon will be unavailable.

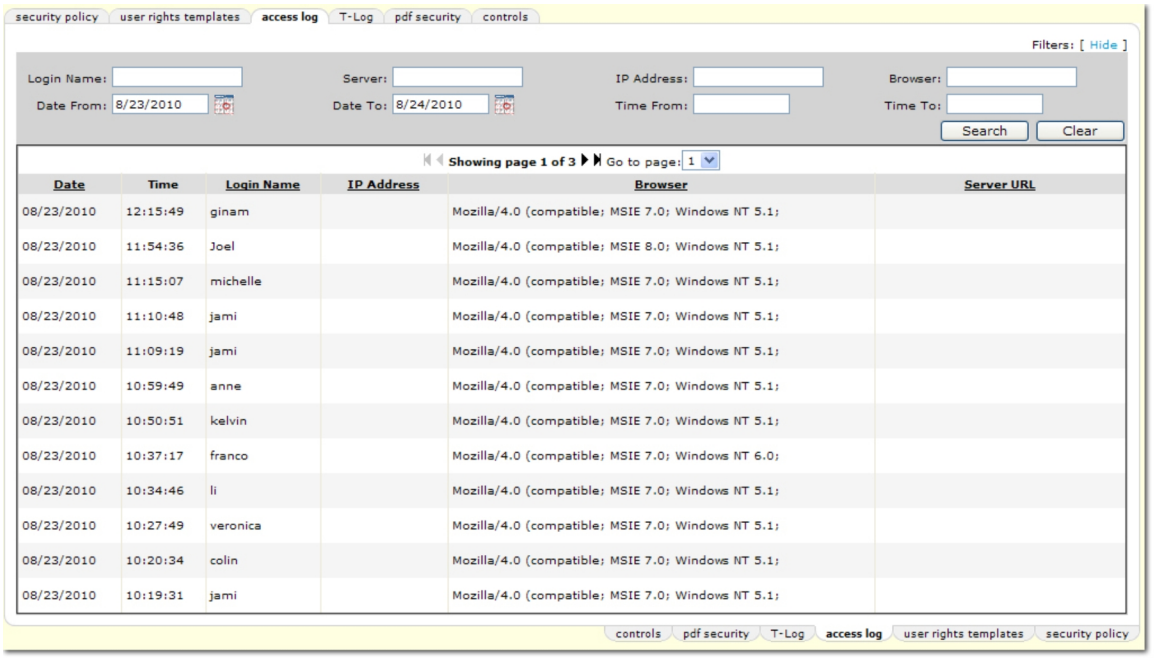



## *Access Log Tab*

The access log tab shows who has accessed Nexsure and information about their date and time of access.

**To Navigate to the Access Log Tab**

1. On the Utility menu, click **Setup**.
2. In the **Setup Console**, select **Security Administration > access log** tab. The **access log** tab is displayed.




3. In the **Filters** area, click **[Show]** to view the following filter options:
   - **Login Name:** The **User Name** entered upon login.
   - **Server:** The URL of the Nexsure server being accessed.
   - **IP Address:** The IP address of the person logged in.
   - **Browser:** The name of the browser the person is using.

- **Date From and To:** These boxes default to the current day but can be changed by using the **Calendar**  icon and selecting the new dates. These represent the dates the user was logged in.
- **Time From and To:** These represent the time range in which the user or group of users were logged in.

4. Once filter selections have been made, click **Search**. The filtered search results are displayed.

   Or

   Click **Clear** to clear all entries in the **Filters** area.

   **Tip:** Use the **Clear** option to clear all filters before searching to return maximum results.

## Client Access Announcement Security

Security settings for viewing the Announcements link on the client access portal are available. Security selections can be made to grant access to each section.

**To Grant Access**

1. Click **SETUP > Security Administration > user rights templates > Client** and select the security template to be modified.

   **Note:** The Full Client Access template is the default template and cannot be modified.

2. Click **[Edit]**.
3. Click **Resource Groups > Portal**.
4. In the **Rights** area, the following rights are available under **Announcements**:
   - **View:** Activates the **Announcements** link on the client access portal menu.
5. In the **Rights** area, make the appropriate selections.
6. On the **Navigation Toolbar**, click **Save**. A confirmation message will be displayed.

## Client Access Attachment Security

Security settings for adding, deleting, and viewing attachments from the client access portal are available. Security selections can be made to grant access to each section.

**To Grant Access**

1. Click **SETUP > Security Administration > user rights templates > Client** and select the security template to be modified.

   **Note:** The Full Client Access template is the default template and cannot be modified.

2. Click **[Edit]**.
3. Click **Resource Groups > Client**.
4. In the **Rights** area, the following rights are available under **Attachments**:
   - **View:** Activates the **Attachments** link in the client access portal.
   - **Add:** Activates the **[Add New]** link on the **Attachments** screen.

- **Delete:** Activates the **Remove** icon on the **Attachments** screen.

5. In the **Rights** area, make the appropriate selections.
6. On the **Navigation Toolbar**, click **Save**. A confirmation message will be displayed.

### Client Access Card File Security

Security settings for access to card file information from the client access portal are available. Security selections can be made to grant access to each section.

**To Grant Access**

1. Click **SETUP > Security Administration > user rights templates > Client** and select the security template to be modified.

   **Note:** The Full Client Access template is the default template and cannot be modified.

2. Click **[Edit]**.
3. Click **Resource Groups > Client**.
4. In the **Rights** area, the following rights are available under **Card File**:
   - **View:** Activates the **Details** icon and Card File menu link in the client access portal.
5. In the **Rights** area, make the appropriate selections.
6. On the **Navigation Toolbar**, click **Save**. A confirmation message will be displayed.

### Client Access Certificate Security

Security settings for viewing the Certificate of Insurance link in the client access portal are available. Security selections can be made to grant access to each section.

**To Grant Access**

1. Click **SETUP > Security Administration > user rights templates > Client** and select the security template to be modified.

   **Note:** The Full Client Access template is the default template and cannot be modified.

2. Click **[Edit]**.
3. Click **Resource Groups > Policy**.
4. In the **Rights** area, the following rights are available under **Certificates**:
   - **View:** Activates the **Certificate of Insurance** link on the **Proof of Coverage** screen in the client access portal.
5. In the **Rights** area, make the appropriate selections.
6. On the **Navigation Toolbar**, click **Save**. A confirmation message will be displayed.

## Client Access Policies Security

Security settings for viewing the Policies link on the client access portal are available. Security selections can be made to grant access to each section.

**To Grant Access**

1. Click **SETUP > Security Administration > user rights templates > Client** and select the security template to be modified.

   **Note:** The Full Client Access template is the default template and cannot be modified.

2. Click **[Edit]**.
3. Click **Resource Groups > Policy**.
4. In the **Rights** area, the following rights are available under **Policies**:
   - **View:** Activates the **Policies** menu item on the client access portal.
5. In the **Rights** area, make the appropriate selections.
6. On the **Navigation Toolbar**, click **Save**. A confirmation message will be displayed.

## Client Access Proof of Coverage Security

Security settings for the Proof of Coverage link on the client access portal are available. Security selections can be made to grant access to each section.

**To Grant Access**

1. Click **SETUP > Security Administration > user rights templates > Client** and select the security template to be modified.

   **Note:** The Full Client Access template is the default template and cannot be modified.

2. Click **[Edit]**.
3. Click **Resource Groups > Policy**.
4. In the **Rights** area, the following rights are available under **Proof of Coverage**:
   - **View:** Activates the**Proof of Coverage** link on the client access portal.
5. In the **Rights** area, make the appropriate selections.
6. On the **Navigation Toolbar**, click **Save**. A confirmation message will be displayed.

## Client Access Quote Security

Security settings to display the Quoting link on the client access portal are available. Security selections can be made to grant access to each section.

**To Grant Access**

1. Click **SETUP > Security Administration > user rights templates > Client** and select the security template to be modified.

   **Note:** The Full Client Access template is the default template and cannot be modified.

2. Click **[Edit]**.
3. Click **Resource Groups > Client**.
4. In the **Rights** area, the following rights are available under **Quote**:
   - **View:** Activates the **Quoting** link on the client access portal.
5. In the **Rights** area, make the appropriate selections.
6. On the **Navigation Toolbar**, click **Save**. A confirmation message will be displayed.

## Client Access Resource Center Security

Security settings for displaying the Resource Center menu item in the client access portal are available. Security selections can be made to grant access to each section.

**To Grant Access**

1. Click **SETUP > Security Administration > user rights templates > Client** and select the security template to be modified.

   **Note:** The Full Client Access template is the default template and cannot be modified.

2. Click **[Edit]**.
3. Click **Resource Groups > Portal**.
4. In the **Rights** area, the following rights are available under **Resource Center**:
   - **View:** Activates the **Resource Center** link on client access portal menu.
5. In the **Rights** area, make the appropriate selections.
6. On the **Navigation Toolbar**, click **Save**. A confirmation message will be displayed.

## Client Access Summary of Insurance Security

Security settings for viewing a policy's summary of insurance are available. Security selections can be made to grant access to each section.

**To Grant Access**

1. Click **SETUP > Security Administration > user rights templates > Client** and select the security template to be modified.

   **Note:** The Full Client Access template is the default template and cannot be modified.

2. Click **[Edit]**.
3. Click **Resource Groups > Client**.
4. In the **Rights** area, the following rights are available under **Summary of Insurance**:
   - **View:** Activates the **Details**  icon on the **Policies** screen in the client access portal.
5. In the **Rights** area, make the appropriate selections.
6. On the **Navigation Toolbar**, click **Save**. A confirmation message will be displayed.

### Client Access Verification Security

Security settings for viewing the Auto ID Cards link on the client access portal are available. Security selections can be made to grant access to each section.

**To Grant Access**

1. Click **SETUP > Security Administration > user rights templates > Client** and select the security template to be modified.

   **Note:** The Full Client Access template is the default template and cannot be modified.

2. Click **[Edit]**.
3. Click **Resource Groups > Policy**.
4. In the **Rights** area, the following rights are available under **Verification**:
   - **View:** Activates the **Auto ID Cards** link in the **Proof of Coverage** section in the client access portal.
5. In the **Rights** area, make the appropriate selections.
6. On the **Navigation Toolbar**, click **Save**. A confirmation message will be displayed.

### Retail Agent Access Announcement Security

Security settings for viewing the Announcements link on the retail agent access portal are available. Security selections can be made to grant access to each section.

**To Grant Access**

1. Click **SETUP > Security Administration > user rights templates > Retail Agent** and select the security template to be modified.

   **Note:** The Full Retail Agent Access template is the default template and cannot be modified.

2. Click **[Edit]**.
3. Click **Resource Groups > Portal**.
4. In the **Rights** area, the following rights are available under **Announcements**:
   - **View:** Activates the **Announcements** link on the retail agent access portal menu.
5. In the **Rights** area, make the appropriate selections.
6. On the **Navigation Toolbar**, click **Save**. A confirmation message will be displayed.

### Retail Agent Access Attachment Security

Security settings for adding, deleting, and viewing attachments from the retail agent access portal are available. Security selections can be made to grant access to each section.

**To Grant Access**

1. Click **SETUP > Security Administration > user rights templates > Retail Agent** and select the security template to be modified.

   **Note:** The Full Retail Agent Access template is the default template and cannot be modified.

2. Click **[Edit]**.
3. Click **Resource Groups > Retail Agent**.
4. In the **Rights** area, the following rights are available under **Attachments**:
   - **View:** Activates the **Attachments** link in the retail agent access portal.
   - **Add:** Activates the **[Add New]** link on the **Attachments** screen.
   - **Delete:** Activates the **Remove** icon on the **Attachments** screen.
5. In the **Rights** area, make the appropriate selections.
6. On the **Navigation Toolbar**, click **Save**. A confirmation message will be displayed.

### Retail Agent Access Card File Security

Security settings for access to card file information from the retail agent access portal are available. Security selections can be made to grant access to each section.

**To Grant Access**

1. Click **SETUP > Security Administration > user rights templates > Retail Agent** and select the security template to be modified.

   **Note:** The Full Retail Agent Access template is the default template and cannot be modified.

2. Click **[Edit]**.
3. Click **Resource Groups > Client**.
4. In the **Rights** area, the following rights are available under **Card File**:
   - **View:** Activates the **Details** icon and Card File menu link in the retail agent access portal.
5. In the **Rights** area, make the appropriate selections.
6. On the **Navigation Toolbar**, click **Save**. A confirmation message will be displayed.

### Retail Agent Access Certificate Security

Security settings for viewing the Certificate of Insurance link in the retail agent access portal are available. Security selections can be made to grant access to each section.

**To Grant Access**

1. Click **SETUP > Security Administration > user rights templates > Retail Agent** and select the security template to be modified.

   **Note:** The Full Retail Agent Access template is the default template and cannot be modified.

2. Click **[Edit]**.
3. Click **Resource Groups > Policy**.
4. In the **Rights** area, the following rights are available under **Certificates**:

- **View:** Activates the **Certificate of Insurance** link on the **Proof of Coverage** screen in the retail agent access portal.

5. In the **Rights** area, make the appropriate selections.
6. On the **Navigation Toolbar**, click **Save**. A confirmation message will be displayed.

### Retail Agent Access Commissions Security

Security settings for viewing the Commissions link on the retail agent access portal are available. Security selections can be made to grant access to each section.

**To Grant Access**

1. Click **SETUP > Security Administration > user rights templates > Retail Agent** and select the security template to be modified.

   **Note:** The Full Retail Agent Access template is the default template and cannot be modified.

2. Click **[Edit]**.
3. Click **Resource Groups > Retail Agent**.
4. In the **Rights** area, the following rights are available under **Commissions**:
   - **View:** Activates the **Commissions** option in the retail agent access portal.
5. In the **Rights** area, make the appropriate selections.
6. On the **Navigation Toolbar**, click **Save**. A confirmation message will be displayed.

### Retail Agent Access Contacts Security

Security settings for viewing the Contacts link on the retail agent access portal are available. Security selections can be made to grant access to each section.

**To Grant Access**

1. Click **SETUP > Security Administration > user rights templates > Retail Agent** and select the security template to be modified.

   **Note:** The Full Retail Agent Access template is the default template and cannot be modified.

2. Click **[Edit]**.
3. Click **Resource Groups > Retail Agent**.
4. In the **Rights** area, the following rights are available under **Contacts**:
   - **View:** Activates the **Contacts** option in the retail agent access portal.
5. In the **Rights** area, make the appropriate selections.
6. On the **Navigation Toolbar**, click **Save**. A confirmation message will be displayed.

### Retail Agent Access Contracts Security

Security settings for viewing the Contracts link on the retail agent access portal are available. Security selections can be made to grant access to each section.

**To Grant Access**

1. Click **SETUP > Security Administration > user rights templates > Retail Agent** and select the security template to be modified.

   **Note:** The Full Retail Agent Access template is the default template and cannot be modified.

2. Click **[Edit]**.
3. Click **Resource Groups > Retail Agent**.
4. In the **Rights** area, the following rights are available under **Contracts**:
   - **View:** Activates the **Contracts** option in the retail agent access portal.
5. In the **Rights** area, make the appropriate selections.
6. On the **Navigation Toolbar**, click **Save**. A confirmation message will be displayed.

## Retail Agent Access Locations Security

Security settings for viewing the Locations link on the retail agent access portal are available. Security selections can be made to grant access to each section.

**To Grant Access**

1. Click **SETUP > Security Administration > user rights templates > Retail Agent** and select the security template to be modified.

   **Note:** The Full Retail Agent Access template is the default template and cannot be modified.

2. Click **[Edit]**.
3. Click **Resource Groups > Retail Agent**.
4. In the **Rights** area, the following rights are available under **Locations**:
   - **View:** Activates the **Locations** option in the retail agent access portal.
5. In the **Rights** area, make the appropriate selections.
6. On the **Navigation Toolbar**, click **Save**. A confirmation message will be displayed.

## Retail Agent Access Policies Security

Security settings for viewing the Policies link on the retail agent access portal are available. Security selections can be made to grant access to each section.

**To Grant Access**

1. Click **SETUP > Security Administration > user rights templates > Retail Agent** and select the security template to be modified.

   **Note:** The Full Retail Agent Access template is the default template and cannot be modified.

2. Click **[Edit]**.
3. Click **Resource Groups > Retail Agent**.
4. In the **Rights** area, the following rights are available under **Policies**:

- **View:** Activates the **Policies** menu item on the retail agent access portal.

5. In the **Rights** area, make the appropriate selections.
6. On the **Navigation Toolbar**, click **Save**. A confirmation message will be displayed.

### Retail Agent Access Proof of Coverage Security

Security settings for the Proof of Coverage link on the retail agent access portal are available. Security selections can be made to grant access to each section.

**To Grant Access**

1. Click **SETUP > Security Administration > user rights templates > Retail Agent** and select the security template to be modified.

   **Note:** The Full Retail Agent Access template is the default template and cannot be modified.

2. Click **[Edit]**.
3. Click **Resource Groups > Policy**.
4. In the **Rights** area, the following rights are available under **Proof of Coverage**:
   - **View:** Activates the**Proof of Coverage** link on the retail agent access portal.
5. In the **Rights** area, make the appropriate selections.
6. On the **Navigation Toolbar**, click **Save**. A confirmation message will be displayed.

### Retail Agent Access Quote Security

Security settings to display the Quoting link on the retail agent access portal are available. Security selections can be made to grant access to each section.

**To Grant Access**

1. Click **SETUP > Security Administration > user rights templates > Retail Agent** and select the security template to be modified.

   **Note:** The Full Retail Agent Access template is the default template and cannot be modified.

2. Click **[Edit]**.
3. Click **Resource Groups > Client**.
4. In the **Rights** area, the following rights are available under **Quote**:
   - **View:** Activates the **Quoting** link on the retail agent access portal.
5. In the **Rights** area, make the appropriate selections.
6. On the **Navigation Toolbar**, click **Save**. A confirmation message will be displayed.

### Retail Agent Access Resource Center Security

Security settings for displaying the Resource Center menu item in the retail agent access portal are available. Security selections can be made to grant access to each section.

**To Grant Access**

1. Click **SETUP > Security Administration > user rights templates > Retail Agent** and select the security template to be modified.

   **Note:** The Full Retail Agent Access template is the default template and cannot be modified.

2. Click **[Edit]**.
3. Click **Resource Groups > Portal**.
4. In the **Rights** area, the following rights are available under **Resource Center**:
   - **View:** Activates the **Resource Center** link on retail agent access portal menu.
5. In the **Rights** area, make the appropriate selections.
6. On the **Navigation Toolbar**, click **Save**. A confirmation message will be displayed.

### Retail Agent Access Search Security

Security settings for viewing the search options on the retail agent access portal are available. Security selections can be made to grant access to each section.

**To Grant Access**

1. Click **SETUP > Security Administration > user rights templates > Retail Agent** and select the security template to be modified.

   **Note:** The Full Retail Agent Access template is the default template and cannot be modified.

2. Click **[Edit]**.
3. Click **Resource Groups > Client**.
4. In the **Rights** area, the following rights are available under **Search**:
   - **View:** Activates the search options in the retail agent access portal.
5. In the **Rights** area, make the appropriate selections.
6. On the **Navigation Toolbar**, click **Save**. A confirmation message will be displayed.

### Retail Agent Access Summary of Insurance Security

Security settings for viewing a policy's summary of insurance are available. Security selections can be made to grant access to each section.

**To Grant Access**

1. Click **SETUP > Security Administration > user rights templates > Retail Agent** and select the security template to be modified.

   **Note:** The Full Retail Agent Access template is the default template and cannot be modified.

2. Click **[Edit]**.
3. Click **Resource Groups > Client**.
4. In the **Rights** area, the following rights are available under **Summary of Insurance**:
   - **View:** Activates the **Details**  icon on the **Policies** screen in the retail agent access portal.

5. In the **Rights** area, make the appropriate selections.
6. On the **Navigation Toolbar**, click **Save**. A confirmation message will be displayed.

### Retail Agent Access Verification Security

Security settings for viewing the Auto ID Cards link on the retail agent access portal are available. Security selections can be made to grant access to each section.

**To Grant Access**

1. Click **SETUP > Security Administration > user rights templates > Retail Agent** and select the security template to be modified.

   **Note:** The Full Retail Agent Access template is the default template and cannot be modified.

2. Click **[Edit]**.
3. Click **Resource Groups > Policy**.
4. In the **Rights** area, the following rights are available under **Verification**:
   - **View:** Activates the **Auto ID Cards** link in the **Proof of Coverage** section in the retail agent access portal.
5. In the **Rights** area, make the appropriate selections.
6. On the **Navigation Toolbar**, click **Save**. A confirmation message will be displayed.

#### *1099 Security*

To view and modify the 1099 check box throughout Nexsure, the following rights must be given to the staff member:

**To Grant Access**

1. Click **SETUP > Security Administration > user rights templates** tab and select the security template.
2. Click **[edit]**.
3. Open **Resource Groups** > **Transactions**.
4. In the **Rights** area, the following rights are necessary under **Accounts Payable**:
   - **Add:** Staff members must have this right during the accounting entry process.
   - **Modify:** Staff members must have this right during the accounting entry process. This right is also necessary to edit a posted transaction in an open month.
   - **Post Locked:** Staff members must have this right to edit posted transactions in a locked or closed month.
5. In the **Rights** area, make the appropriate selections.
6. On the **Navigation Toolbar**, click **Save**.

### *Bank Account Reconciliation Security*

Security settings for the bank reconciliation area are available. Security selections can be made to grant access to each section.

**To Grant Access**

1. Click **SETUP > Security Administration > user rights templates** tab and select the security template.
2. Click **[edit]**.
3. Open **Resource Groups > Accounting**.
4. In the **Rights** area, the following rights are available under **Bank Account Reconciliation**:
   - **View:** Activates the **reconciliation** tab.
   - **Add:** Activates the **[Add New]** link.
   - **Modify:** Activates the **Details**  icon on the **bank reconciliation** tab.
   - **Delete:** Activates the **Remove**  icon on the **Bank Reconciliation Statements** summary screen. Also activates the **Abort** option in the **navigation toolbar** on the **bank reconciliation** tab.
   - **Export:** Activates the **[Export Selected]** link on the **Bank Reconciliation Statements** summary screen.
   - **Post:** Activates the **Post** option in the **navigation toolbar** on the **bank reconciliation** tab.
5. In the **Rights** area, make the appropriate selections.
6. On the **Navigation Toolbar**, click **Save**.

### *Campaign Security*

Security settings can be modified to allow certain staff members access to the campaign functions on the **Primary menu** as well as in the **Client menu**.

**To Grant Access**

1. Click **SETUP > Security Administration > user rights templates** tab and select the security template.
2. Click **[edit]**.
3. Open **Resource Groups** > **Primary Menu**.
4. In the **Rights** area, the following rights are available under **Campaigns**:
   - **View:** Once a staff member is granted **View** access, the display of campaign items in the **Primary menu** will not be restricted.
5. In the **Rights** area, make the appropriate selection.
6. Click **[Save]**.
7. Again on the **Core Components** menu, select **Client**.
8. In the **Rights** area, the following rights are available under **Campaigns**:
   - **View:** Once a staff member is granted **View** access, the **campaigns** tab is displayed.
   - **Modify:** Secures the ability to use the **Response** and **Wins** check boxes.

9. In the **Rights** area, make the appropriate selection.
10. On the **Navigation Toolbar**, click **Save**.

### *Carrier Entity Associations Security*

Security settings for the carrier entity associations are available to control the view, add, modify, and delete rights. Security selections can be made to grant access to each section.

**To Grant Access**

1. Click **SETUP > Security Administration > user rights templates** tab and select the security template.
2. Click **[edit]**.
3. Open **Resource Groups > Carrier**.
4. In the **Rights** area, the following rights are available under **Entity Associations**:
   - **View:** Enables the **carrier associations** tab for viewing.
   - **Add:** Displays the **[Add New]** link on the **carrier associations** tab.
   - **Modify:** Displays the **Details** icon.
   - **Delete:** Displays the **Remove** icon.
5. In the **Rights** area, make the appropriate selections.
6. On the **Navigation Toolbar**, click **Save**.

### *Carrier Transactions Agency Bill Security*

Security settings for the client write off function are available to control the **Balance Write Off** link on the **reconciliation** tab. Security selections can be made to grant access.

**To Grant Access**

1. Click **SETUP > Security Administration > user rights templates** tab and select the security template.
2. Click **[edit]**.
3. Open **Resource Groups > Reconciliation**.
4. In the **Rights** area, the following rights are available under **Carrier Transactions  Agency Bill**:
   - **View:** Enables the **Transaction Activity** link on the **reconciliation** tab.
5. In the **Rights** area, make the appropriate selections.
6. On the **Navigation Toolbar**, click **Save**.

### *Client Contacts Security*

Security settings can be modified to allow certain staff members access to the **Contacts** option on the **People Summary** screen as well as synchronization options.

**To Grant Access**

1. Click **SETUP > Security Administration > user rights templates** tab and select a security template.
2. Click **[edit]**.

3. Open **Resource Groups** > **Client**.
4. In the **Rights** area, the following rights are available under **Contacts**:
   - **View:** Adds or removes the **Contacts** option from the **View** list on the **People Summary** screen.
   - **Export:** Activates the Microsoft® Outlook® synchronization option on the **People Summary** screen.
5. In the **Rights** area, make the appropriate selection.
6. On the **Navigation Toolbar**, click **Save**.

### *Client Drivers Security*

Security settings can be modified to allow certain staff members access to drivers on the **people** tab and driver information on the **people details** tab.

**To Grant Access**

1. Click **SETUP > Security Administration > user rights templates** tab and select the security template.
2. Click **[edit]**.
3. Open **Resource Groups** > **Client**.
4. In the **Rights** area, the following rights are available under **Drivers**:
   - **View:** Adds or removes the **Drivers** option from the **View** list on the **People Summary** screen, and removes the **Drivers Information** section on the **people details** tab. Also removes the card for **Drivers** on the **units at risk** tab.
5. In the **Rights** area, make the appropriate selection.
6. On the **Navigation Toolbar**, click **Save**.

### *Client Employee Security*

Security settings can be modified to allow certain staff members access to client employees and **Other Underwriting Information** on the **people details** tab.

**To Grant Access**

1. Click **SETUP > Security Administration > user rights templates** tab and select the security template.
2. Click **[edit]**.
3. Open **Resource Groups** > **Client**.
4. In the **Rights** area, the following rights are available under **Employees**:
   - **View:** Adds or removes the **Employees** option from the View list on the **People Summary** screen, and removes the **Other Underwriting Information** section on the **people details** tab. Also removes the card for **Employees** on the **units at risk** tab.
5. In the **Rights** area, make the appropriate selection.
6. On the **Navigation Toolbar**, click **Save**.

### *Client Locations Security*

Security settings can be modified to allow certain staff members access to the features for the **locations** tab as well as the **units at risk** tab location features.

**To Grant Access**

1. Click **SETUP > Security Administration > user rights templates** tab and select a security template.
2. Click **[edit]**.
3. Open **Resource Groups** > **Client**.
4. In the **Rights** area, the following rights are available under **Locations**:
   - **View:** Activates or dims the **locations** tab as well as the **Locations** card on the **units at risk summary** tab.
   - **Add:** Activates or removes the **[Add New]** link on the **Locations Summary** screen, the **[Copy]** link on the **Location Information** screen and activates or dims the **Location** option in the **[Add New]** cascading menu on the **units at risk** tab..
   - **Modify:** Activates or dims the **[Save]** link on the **Location Information** screen and the **[Inactivate]** / **[Activate]** link on the **Location Information** screen.
   - **Delete:** Activates or dims the **Remove**  icon located on the **Locations Summary** screen.
   - **Import:** Activates or dims the **[Import]** link on the **Location Summary** screen.
   - **Export:** Activates or dims the **[Export]** link on the **Location Summary** screen.
5. In the **Rights** area, make the appropriate selection.
6. On the **Navigation Toolbar**, click **Save**.

### *Client Named Insureds Security*

Security settings can be modified to allow certain staff members access to the **named insured** tab and functions within as well as items on the **units at risk** tab.

**To Grant Access**

1. Click **SETUP > Security Administration > user rights templates** tab and select a security template.
2. Click **[edit]**.
3. Open **Resource Groups** > **Client**.
4. In the **Rights** area, the following rights are available under **Named Insureds**:
   - **View:** Activates or dims the **named insureds** tab and allows viewing of the **Named Insureds** card on the **units at risk** tab.
   - **Add:** Activates or removes the **[Add New]** link on the **Named Insured Summary** screen, the **[Copy]** link on the named insured details screen and activates or dims the **Named Insured** option in the **[Add New]** cascading menu on the **units at risk** tab.
   - **Modify:** Activates or removes the **[Save]** link on the named insured details screen and the **[Inactivate]** / **[Activate]** link on the named insured details screen.

- **Delete:** Activates or dims the **Remove** icon located on the **Named Insured Summary** screen.
- **Import:** Activates or dims the **[Import]** link on the **Named Insured Summary** screen.
- **Export:** Activates or dims the **[Export]** link on the **Named Insured Summary** screen.

5. In the **Rights** area, make the appropriate selection.
6. On the **Navigation Toolbar**, click **Save**.

### *Client People Security*

Security settings can be modified to allow certain staff members access to information on the **people** tab.

**To Grant Access**

1. Click **SETUP > Security Administration > user rights templates** tab and select a security template.
2. Click **[edit]**.
3. Open **Resource Groups** > **Client**.
4. In the **Rights** area, the following rights are available under **People**:
   - **View:** Activates or dims the **people** tab.
   - **Add:** Activates the **[Add New]** link on the **People Summary** screen.
   - **Modify:** Activates or removes the **[Save]** link on the **people details** tab.
   - **Delete:** Activates or dims the **Remove** icon located on the **People Summary** screen.
   - **Import:** Activates or dims the **[Import]** link on the **People Summary** screen.
   - **Export:** Activates or dims the **[Export]** link on the **People Summary** screen.
5. In the **Rights** area, make the appropriate selection.
6. On the **Navigation Toolbar**, click **Save**.

### *Client Reconciliation Security*

Security settings for the client reconciliation are available to control the **Transaction Activity** link on the **reconciliation** tab for the client. Security selections can be made to grant access.

**To Grant Access**

1. Click **SETUP > Security Administration > user rights templates** tab and select the security template.
2. Click **[edit]**.
3. Open **Resource Groups > Reconciliation**.
4. In the **Rights** area, the following rights are available under **Client Transactions**:
   - **View:** Enables the **Transaction Activity** link on the **reconciliation** tab.
5. In the **Rights** area, make the appropriate selections.
6. On the **Navigation Toolbar**, click **Save**.

### *Client Transactions Security*

Security settings for the client transactions to control access to the **Transaction Activity** link on the **reconciliation** tab for client reconciliations. Security selections can be made to grant access.

**Note:** Staff members must have **View** rights for both **Client Transactions** (Transaction Activity) and **Client Write Off** (Journal Transactions) to be able to view the **Client Transaction Association** screen on the **reconciliation** tab.

**To Grant Access**

1. Click **SETUP > Security Administration > user rights templates** tab and select the security template.
2. Click **[edit]**.
3. Open **Resource Groups > Reconciliation**.
4. In the **Rights** area, the following rights are available under **Client Transactions**:
   - **View:** Activates the **Transaction Activity** link in the **Quick Navigation** section of the **reconciliation** tab.
5. In the **Rights** area, make the appropriate selections.
6. On the **Navigation Toolbar**, click **Save**.

### *Client Vehicles Security*

Security settings can be modified to allow certain staff members access to **vehicles** tab and functions on that tab.

**To Grant Access**

1. Click **SETUP > Security Administration > user rights templates** tab and select the security template.
2. Click **[edit]**.
3. Open **Resource Groups** > **Client**.
4. In the **Rights** area, the following rights are available under **Vehicles**:
   - **View:** Adds or removes the **vehicles** tab under **units at risk** tab. Also removes the card for **vehicles** (commercial & personal) on **units at risk** tab.
   - **Add:** Activates or dims **[Add New]** on the **vehicles** tab or **[Copy]** on the vehicles details screen. Also activates or dims the **Vehicle – Commercial** and **Vehicle – Personal** options on the **[Add New]** cascading menu on **units at risk** tab.
   - **Modify:** Activates or dims **[Save]** and **[Activate]** / **[Inactivate]** on the vehicles details screen.
   - **Delete:** Activates or dims the **Remove**  icon on the vehicles summary.
   - **Import:** Activates or dims the **[Import]** link on the vehicles summary screen.
   - **Export:** Activates or dims the **[Export]** link on the vehicles summary screen.
5. In the **Rights** area, make the appropriate selection.
6. On the **Navigation Toolbar**, click **Save**.

### *Client Write-Off Security*

Security settings for the client write off function are available to control the **Journal Transactions** link on the **reconciliation** tab. Security selections can be made to grant access.

**Note:** Staff members must have **View** rights for both **Client Transactions** (Transaction Activity) and **Client Write Off** (Journal Transactions) to be able to view the **Client Transaction Association** screen on the **reconciliation** tab.

**To Grant Access**

1. Click **SETUP > Security Administration > user rights templates** tab and select the security template.
2. Click **[edit]**.
3. Open **Resource Groups > Reconciliation**.
4. In the **Rights** area, the following rights are available under **Client Write Off**:
    - **View:** Activates the **Journal Transactions** link in the **Quick Navigation** section of the **reconciliation** tab.
5. In the **Rights** area, make the appropriate selections.
6. On the **Navigation Toolbar**, click **Save**.

### *Commission Download Security*

Security settings for commission downloads are available. Security selections can be made to grant access to each section.

**To Grant Access**

1. Click **SETUP > Security Administration > user rights templates** tab and select the security template.
2. Click **[Edit]**.
3. Open **Resource Groups > Downloads - Commission**.
4. In the **Rights** area, the following rights are available under **Invoice**:
    - **View:** Activates the **View Invoices** link in the interface details.
    - **Add:** Activates the **Create Invoices** link in the interface details.
    - **Delete:** Activates the **Delete** link for invoices on the **Commission Download** screen.
5. In the **Rights** area, the following rights are available under **Reconciliation**:
    - **Add:** Activates the **Create Reconciliation** link on the **Commission Download** screen.
    - **Post:** Activates the **Create / Post Reconciliation** link on the **Commission Download** screen.

    **Note:** To activate the **Create / Post Reconciliation** link, the staff member must have both **Add** and **Post** security selected.
6. In the **Rights** area, make the appropriate selections.
7. On the **Navigation Toolbar**, click **Save**.

### *Controls Security*

Security settings can be modified to add accounts receivable write-off limits.

**To Grant Access**

1. Click **SETUP > Security Administration > user rights templates** tab and select the security template.
2. Click **[edit]**.
3. Open **Resource Groups** > **Setup**.
4. In the **Rights** area, the following rights are available under **Controls**:
   - **View:** Activates the **controls** tab. The **controls** tab will be unavailable for staff members without **View** rights. The **View** rights also enables the **Details** icon for each control that has been added.
   - **Add:** Activates the **[Add New]** link on the **controls** tab.
   - **Modify:** Permits changes to existing controls. The **Details** icons will be unavailable for staff members without **Modify** rights, but with **View** rights.
   - **Delete:** Activates the **Remove** icon on the **controls** tab. Staff members without **Delete** rights, but with **View** rights, will not have a **Remove** icon.
9. In the **Rights** area, make the appropriate selection.
10. On the **Navigation Toolbar**, click **Save**.

### *Disbursements Security*

Security settings can be modified to allow certain staff members access to print and re-print disbursement checks.

**To Grant Access**

1. Click **SETUP > Security Administration > user rights templates** tab and select the security template.
2. Click **[edit]**.
3. Open **Resource Groups** > **Transactions**.
4. In the **Rights** area, the following rights are available under **Disbursements**:
   - **View:** Activates the **disbursements** tab.
   - **Modify:** Activates the **Post** and **Save** links on the **Navigation Toolbar** on the disbursements detail screen for un-posted items.
   - **Delete:** Activates the **Remove** icon on the disbursements summary screen. Also activates the **Abort** link on the **Navigation Toolbar** on the disbursements detail screen.
   - **Post:** Activates the **Post** link on **Navigation Toolbar** of the **disbursements** tab.
   - **Post Locked:** Activates the ability to post the disbursements to a locked period.
   - **Allow Override:** Activates the ability to modify the **Check #** box after clicking **Print** on the **Navigation Toolbar** of a posted disbursement.
   - **Print:** Allows posted disbursement check to be printed .
   - **Re-print:** Allows posted disbursement check to be re-printed after check was previously printed.

- **Zero Entry:** When checked, a post of $0.00 disbursements will be permitted. When unchecked, a post of $0.00 disbursement will not be permitted.

5. In the **Rights** area, make the appropriate selection.
6. On the **Navigation Toolbar**, click **Save**.

### *eLinks Security*

Security settings can be modified to enable and rename the eLink option on the Primary menu.

**To Grant View Rights**

1. Click **SETUP > Security Administration > user rights templates** tab and select the security template.
2. Click **[edit]**.
3. Open **Resource Groups** > **Primary Menu**.
4. In the **Rights** area, the following rights are available under **eLinks**:
   - **Alias:** To rename the ELINKS menu name on the Primary Menu, enter a new name here. Field allows a maximum of 30 alpha characters.
   - **View:** When checked, allows the user to view the eLinks menu item on the Primary menu.
5. In the **Rights** area, make the appropriate selection.
6. On the **Navigation Toolbar**, click **Save**.

### *eLinks Setup Security*

Security settings can be modified to allow certain staff members access to setup and modify eLinks.

**To Grant Access**

1. Click **SETUP > Security Administration > user rights templates** tab and select the security template.
2. Click **[edit]**.
3. Open **Resource Groups** > **Setup**.
4. In the **Rights** area, the following rights are available under **eLinks Setup**:
   - **View:** When checked, allows the user to view the eLinks Setup screen.
   - **Add:** Activates the **[Add New]** link on the eLinks Setup screen.
   - **Modify:** Enables the user to modify the setup of an eLink.
   - **Delete:** Activates the **Remove**  icon on the **eLink Setup** screen.
5. In the **Rights** area, make the appropriate selection.
6. On the **Navigation Toolbar**, click **Save**.

### *Exchange Manager Security*

Security settings can be modified to either enable or disable staff members from being able to modify the setup information within the Exchange Manager. Access to the Exchange Manager is on the **Primary menu > Interface > Import Files**.

**To Grant Access**

1. Click **SETUP > Security Administration > user rights templates** tab and select the security template.
2. Click **[edit]**.
3. Open **Resource Groups** > **Home Menu**.
4. In the **Rights** area, the following rights are available under **Interface**:
   - **View:** If the staff member is granted **View** rights they will be able to view the interface screen located on the **Home menu > INTERFACE**. If they do not have rights the **interface** tab will not display.
   - **Add:** If the staff member has **Add** rights they will be able to import new files into the interface screen by clicking on the **[Import Files]** link. If they do not have **Add** rights they will receive a warning message.
   - **Modify:** Once a staff member is granted **Modify** access, the user will have full access to modify the information located within the Exchange Manager.
   - **Delete:** If the staff member has **Delete** rights they are able to remove files and transactions from the interface screen. If they do not have **Delete** rights they will receive a warning message.
5. In the **Rights** area, make the appropriate selection.
6. On the **Navigation Toolbar**, click **Save**.

### *Folder Security*

Security settings can be modified to allow certain staff members add, modify, and delete rights for attachment folders.

**To Grant Access**

1. Click **SETUP > Security Administration > user rights templates** tab and select the security template.
2. Click **[edit]**.
3. Open **Resource Groups** > **Client**.
4. In the **Rights** area, the following rights are available under **Folders**:
   - **Add:** Secures the **New Folder** option in the context tool.
   - **Modify:** Secures the ability to rename folders.

     **Note:** Staff members who have access to add folders should also be given rights to modify in order to allow the naming of the new folders.
   - **Delete:** Secures the delete folder option.
5. In the **Rights** area, make the appropriate selections.
6. On the **Navigation Toolbar**, click **Save**.

### *Global Search Security*

Security settings can be modified to allow certain staff members access to the global search function.

**To Grant Access**

1. Click **SETUP > Security Administration > user rights templates** tab and select the security template.
2. Click **[edit]**.
3. Open **Resource Groups** > **Primary Menu**.
4. In the **Rights** area, the following rights are available under **Global Search**:
   - **View:** Activates the **Global Search** icon.
5. In the **Rights** area, make the appropriate selection.
6. On the **Navigation Toolbar**, click **Save**.

### *HOME > EXPIRATIONS > Export Security*

Security settings can be modified to allow certain staff members access to viewing and exporting information from the **HOME > EXPIRATIONS** screen.

**To Grant Access**

1. Click **SETUP > Security Administration > user rights templates** tab and select the security template.
2. Click **[edit]**.
3. Open **Resource Groups** > **Home menu**.
4. In the **Rights** area, the following rights are available under **Expirations**:
   - **View:** Once a staff member is granted **View** rights, the **EXPIRATIONS** option is displayed on the **Client menu**.
   - **Export:** Once a staff member is granted **Export** rights, the **[Export Primary]** and **[Export Results]** links become active on the **HOME > EXPIRATIONS** screen.
5. In the **Rights** area, make the appropriate selection.
6. On the **Navigation Toolbar**, click **Save**.

### *Identity Security*

Security settings can be modified to allow certain staff members access to all identity tabs for employees at any level to which that employee has access.

**To Grant Access**

1. Click **SETUP > Security Administration > user rights templates** tab and select the security template.
2. Click **[edit]**.
3. Open **Resource Groups** > **Organization**.
4. In the **Rights** area, the following rights are available under **Identity**:
   - **Allow Override:** Once a staff member is granted the **Allow Override**, they can then access and modify other staff members identity tabs at the same level (organization, territory, region, branch) to which the staff member currently has access.

     **Note:** Staff members granted the **Allow Override** access can only access the **identity** tab for other staff members within the same level. For example, if one has access to the whole organization and has the **Allow Override** access then they can access the **identity** tabs for all staff members in the

organization. If the person with **Allow Override** access only has access to a certain branch or region, then they will only be able to access other staff member's **identity** tabs they are within the same branch or region.

5. In the **Rights** area, make the appropriate selection.
6. On the **Navigation Toolbar**, click **Save**.

### *Invoice Security*

Security settings for the invoice area are available for individual sections of the invoice such as Premium, Taxes, and Fees. Security selections can be made to grant access to each section.

**To Grant Access**

1. Click **SETUP > Security Administration > user rights templates** tab and select the security template.
2. Click **[edit]**.
3. Open **Resource Groups > Invoice**.
4. In the **Rights** area, the following rights are available under **Invoice**:
   - **Agency Commissions**
     - **View:** Displays **Agency Commissions** in the **Quick Navigation** list, the **Total Agency Commissions** line, the **Agency Commissions Details** icon, the **Agency Commission Summary** total and **Net to Agency** lines.
     - **Add:** Displays the **[Add New Agency Commission]** link.
     - **Modify:** Displays the **Edit Agency Commission** dialog box.
     - **Delete:** Displays the **Remove** icon.
   - **Fees**
     - **View:** Displays **Fees** in the **Quick Navigation** list, the **Fees Details** icon, and the **Total Fees** line.
     - **Add:** Displays the **[Add New Fee]** link.
     - **Modify:** Displays the **Edit Non-Premium Fee** dialog box.
     - **Delete:** Displays the **Remove** icon.
   - **Other Commissions**
     - **View:** Displays **Other Commissions** in the **Quick Navigation** list, the **Other Commissions Details** icon, and in the **Agency Commission Summary**, the **Other Commission** total and **Net to Agency** total.
     - **Add:** Displays the **[Add New Other Commission]** link.
     - **Modify:** Displays the **Edit People Commission** dialog box.
     - **Delete:** Displays the **Remove** icon.
   - **Premium**

- **View:** Displays **Premiums** in the **Quick Navigation** list, the **Premiums** tab, and the **Premiums Details** icon.
- **Add:** Displays the **[Add New Premium]** link.
- **Modify:** Displays the **Edit Premium** dialog box.
- **Delete:** Displays the **Remove** icon.

- **Taxes**
  - **View:** Displays **Taxes** in the **Quick Navigation** list, the **Total Taxes** line, and the **Taxes Details** icon.
  - **Add:** Displays the **[Add New Tax]** link.
  - **Modify:** Displays the **Edit Non-Premium Taxes** dialog box.
  - **Delete:** Displays the **Remove** icon.

5. In the **Rights** area, make the appropriate selections.
6. On the **Navigation Toolbar**, click **Save**.

### *IVANS Security*

When the **View**, **Add**, **Modify** and **Delete** rights are turn on the user will have full access to view, add, modify and delete the information located within the IVANS Setup. With the **View** rights turned off the user will not be able to access the **IVANS** tab. If the IVANS link is selected a security warning will display.

**To Grant Access**

1. Click **SETUP > Security Administration > user rights templates** tab and select the security template.
2. Click **[edit]**.
3. Open **Resource Groups** > **Setup**.
4. In the **Rights** area, the following rights are available under **IVANS**:
   - **View:** Allows the **IVANS** tab to be viewed.
   - **Add:** Enables the **[Add New]** link on the **IVANS** tab.
   - **Modify:** Enables the **Details** icon on the **IVANS** tab.
   - **Delete:** Enables the **Remove** icon on the **IVANS** tab.
5. In the **Rights** area, make the appropriate selection.
6. On the **Navigation Toolbar**, click **Save**.

### *Journal Entry Security*

Security settings can be modified to allow certain staff members access to view journal entry details without being able to modify the journal entry.

**To Grant Access**

1. Click **SETUP > Security Administration > user rights templates** tab and select the security template.
2. Click **[edit]**.
3. Open **Resource Groups** > **Transactions**.
4. In the **Rights** area, the following rights are available under **Journal Entry**:
   - **View:** When checked, allows the **journal entry** tab > **Details** icon to be displayed. Staff members can click on the **Details** icon to view the journal entry but edits cannot be made.
   - **Add:** Activates the **[Add New]** link on the **Journal Entries Summary** screen.
   - **Modify:** Activates the **Post** and **Save** links on the **Journal Entries Detail** screen for un-posted items.
   - **Delete:** Activates the **Remove** icon on the **Journal Entries Summary** screen and the **Abort** link on the **Journal Entries Detail** screen.
   - **Export:** Placeholder for future function.
   - **Post:** Activates the **Post** link on **Journal Entry**.
   - **Post Locked:** Activates the ability to post a journal entry to a locked period.
5. In the **Rights** area, make the appropriate selection.
6. On the **Navigation Toolbar**, click **Save**.

### *Lockbox Security*

Security settings can be modified to allow certain staff members access to view and / or modify the **lockbox** tab at the branch level.

**To Grant Access**

1. Click **SETUP > Security Administration > user rights templates** tab and select the security template.
2. Click **[Edit]**.
3. Open **Resource Groups** > **Branch**.
4. In the **Rights** area, the following rights are available under **Lockbox**:
   - **View:** Enables the **lockbox** tab and the ability to view the lockbox information.
   - **Modify:** Enables edits to the lockbox information as well as the **[Update]** link to save the new or edited lockbox information.
5. In the **Rights** area, make the appropriate selection.
6. On the **Navigation Toolbar**, click **Save**.

### *Market Analysis Security*

By default no access is granted for adding a market analysis at the servicing level or viewing, modifying, deleting, or exporting at the marketing level.

**To Grant Access**

1. Click **SETUP > Security Administration > user rights templates** tab and select the security template.
2. Click **[edit]**.

3. Open **Resource Groups** > **Servicing**.
4. In the **Rights** area, locate **Market Analysis** and select the **Add** check box. Selecting **Add** allows selection of **Market Analysis** on **the servicing** tab.
5. Click **[Save]**.
6. In the **Core Components** again, click **Marketing**.
7. In the **Rights** area, locate **Market Analysis**. Select each of the appropriate rights to grant access for **View**, **Modify**, **Delete**, or **Export**.
8. On the **Navigation Toolbar**, click **Save**.

### *Marketing Mode Security*

Security settings can be modified to allow certain staff members access to modify the marketing mode when marketing a new or existing line of business.

**To Grant Access**

1. Click **SETUP > Security Administration > user rights templates** tab and select the security template.
2. Click **[Edit]**.
3. Open **Resource Groups** > **Marketing**.
4. In the **Rights** area, the following right is available under **Mode**:
   - **Modify:** Enables an editable **Mode** list in the marketing policy header. If **Modify** is not selected, the default **Mode** will be **New**.
5. In the **Rights** area, make the appropriate selection.
6. On the **Navigation Toolbar**, click **Save**.

### *New and Renew Certificate Security*

Security settings can be modified to allow certain staff members the rights to process new and / or process renew certificates.

**To Grant Access**

1. Click **SETUP > Security Administration > user rights templates** tab and select the security template.
2. Click **[edit]**.
3. Open **Resource Groups** > **Servicing**.
4. In the **Rights** area, the following rights are available under **Certificates - New**:
   - **Add:** Secures the **New** option on the **servicing** tab for **Certificate(s)**. If the **Add** right is not selected, the **New** option will be unavailable.
5. In the **Rights** area, the following rights are available under **Certificates - Renew**:
   - **Add:** Secures the **Renew** option on the **servicing** tab for **Certificate(s)**. If the **Add** right is not selected, the **Renew** option will be unavailable.
6. In the **Rights** area, make the appropriate selections.
7. On the **Navigation Toolbar**, click **Save**.

### *PDF Security*

Security settings can be modified to allow certain staff members access to view the **pdf security** tab.

**To Grant Access**

1. Click **SETUP > Security Administration > user rights templates** tab and select the security template.
2. Click **[edit]**.
3. Open **Resource Groups** > **Setup**.
4. In the **Rights** area, the following rights are available under **PDF Security**:
    - **View:** Permits the viewing of the pdf security tab. Also permits access to the PDF Entity Type link to the history of password administration.
    - **Modify:** Permits the modification of PDF entity items including adding new types, overriding existing types, setting passwords, and changing passwords.
5. In the **Rights** area, make the appropriate selection.
6. On the **Navigation Toolbar**, click **Save**.

### *Policy Classifieds Security*

By default no access is granted for adding a market analysis at the servicing level or viewing, modifying, deleting, or exporting at the marketing level.

**To Grant Access**

1. Click **SETUP > Security Administration > user rights templates** tab and select the security template.
2. Click **[edit]**.
3. Open **Resource Groups** > **Policy**.
4. In the **Rights** area, locate **Classified** and select the **View** check box. The View right enables the staff member to view the policy **classifieds** tab.
5. On the **Navigation Toolbar**, click **Save**.

### *Rating Vendors Security*

With the **View** rights turned off the staff member will not be able to access the **rating vendors** tab.

**To Grant Access**

1. Click **SETUP > Security Administration > user rights templates** tab and select the security template.
2. Click **[edit]**.
3. Open **Resource Groupss** > **Setup**.
4. In the **Rights** area, the following rights are available under **Rating**:
    - **View:** Enables users to view the **Utility menu > SETUP > Downloads > Rating Vendors > rating vendors** tab.
5. In the **Rights** area, make the appropriate selection.
6. On the **Navigation Toolbar**, click **Save**.

### *Receive Payment Security*

Security settings can be modified to allow certain staff members access to the **receive payments** tab and the functions within.

**To Grant Access**

1. Click **SETUP > Security Administration > user rights templates** tab and select the security template.
2. Click **[edit]**.
3. Open **Resource Groups** > **Transactions**.
4. In the **Rights** area, the following rights are available under **Receive Payments**:
   - **View:** Activates the **receive payments** tab.
   - **Add:** Activates the **[Add New]** link on the **Receive Payments Summary** screen.
   - **Modify:** Activates the **Post** and **Save** links on the **Navigation Toolbar** on the**Receive Payments Detail** screen for un-posted items.
   - **Delete:** Activates the **Remove**  icon on the **Receive Payments Summary** screen. Also activates the **Abort** link on the **Navigation Toolbar** on the **Receive Payments Detail** screen.
   - **Export:** Intended as a future feature to export the receive payments summary list to Microsoft® Excel®.
   - **Post:** Activates the **Post** link on **Navigation Toolbar** of the **receive payments** tab.
   - **Post Locked:** Activates the ability to post the received payments to a locked period.
   - **Zero Entry:** When checked, a post of $0.00 receive payments will be permitted. When unchecked, a post of $0.00 receive payments will not be permitted.
5. In the **Rights** area, make the appropriate selection.
6. On the **Navigation Toolbar**, click **Save**.

### *Reconciliation Security*

Security settings for the reconciliation area are available for controlling the Transactions - Agency Bill and Transactions - Direct Bill sections. Security selections can be made to grant access to each section.

**To Grant Access**

1. Click **SETUP > Security Administration > user rights templates** tab and select the security template.
2. Click **[edit]**.
3. Open **Resource Groups > Reconciliation**.
4. In the **Rights** area, the following rights are available under **Reconciliation**:
   - **Transactions - Agency Bill**
     - **View:** Displays **Transactions** in the **Quick Navigation** list.
   - **Transactions - Direct Bill**

- **View:** Displays **Transactions - Direct Bill**, **Statement Entry**, and **Unposted Invoices** in the **Quick Navigation** list.

5. In the **Rights** area, make the appropriate selections.
6. On the **Navigation Toolbar**, click **Save**.

### *Recycle Bin Security*

Security settings can be modified to allow certain staff members to delete attachments from the folder **Recycle Bin**.

**To Grant Access**

1. Click **SETUP > Security Administration > user rights templates** tab and select the security template.
2. Click **[edit]**.
3. Open **Resource Groups** > **Client**.
4. In the **Rights** area, the following rights are available under **Recycle Bin**:
   - **Delete:** Allows a staff member to delete attachments from the folder **Recycle Bin**.
5. In the **Rights** area, make the appropriate selections.
6. On the **Navigation Toolbar**, click **Save**.

### *Retail Agent Assignment Security*

Security settings can be modified to allow certain staff members access to view, modify, add and delete functions on the retail agent assignment tab.

**To Grant Access**

1. Click **SETUP > Security Administration > user rights templates** tab and select the security template.
2. Click **[edit]**.
3. Open **Resource Groups** > **Retail Agent**.
4. In the **Rights** area, the following rights are available under **Assignment**:
   - **View:** When checked, allows the user to view the retail agent assignment tab.
   - **Modify:** Enables the **Save** button on the Assign Account Management dialog box when viewing the details of an assignment.
   - **Add:** Enables the **[Add New]** link on the on the retail agent assignment tab. If a user does not have this right, the **[Add New]** link will not be displayed.
   - **Delete:** Enables the **Remove**  icon next to any non-primary assignments. If a primary assignment must be removed, a new primary must be designated first.
5. In the **Rights** area, make the appropriate selection.
6. On the **Navigation Toolbar**, click **Save**.

### *Retail Agent Attachments Security*

Security settings can be modified to allow certain staff members access to view, modify, add and delete functions on the attachments tab.

**To Grant Access**

1. Click **SETUP > Security Administration > user rights templates** tab and select the security template.
2. Click **[Edit]**.
3. Open **Resource Groups** > **Retail Agent**.
4. In the **Rights** area, the following rights are available under **Attachments**:
   - **View:** Enables the **ATTACHMENTS** item on the Retail Agent menu.
   - **Modify:** Enables the document format icon such as  or  to be clicked to open the **Update Attachment** dialog box. The attachment name, description and portal selections can be updated. The **Details**  icon on the **attachments** tab is also available when **Modify** is selected.
   - **Add:** Enables the **[Add New]** link on the on the **attachments** tab. If a user does not have this right, the **[Add New]** link will not be displayed.
   - **Delete:** Enables the **Remove**  icon next to each attachment on the **attachments** tab.
5. In the **Rights** area, make the appropriate selection.
6. On the **Navigation Toolbar**, click **Save**.

### *Retail Agent Classifieds Security*

Security settings can be modified to allow certain staff members access to view, modify, add and delete functions on the retail agent **classifieds** tab.

**To Grant Access**

1. Click **SETUP > Security Administration > user rights templates** tab and select the security template.
2. Click **[Edit]**.
3. Open **Resource Groups** > **Retail Agent**.
4. In the **Rights** area, the following rights are available under **Classified**:
   - **View:** When checked, allows the user to view the retail agent **classifieds** tab.
   - **Modify:** Enables the **[Update]** link on the **Account Level Code Classes & Designations** screen.
   - **Add:** Enables the **[Add New]** link on the on the **Classifieds Summary** screen. If a user does not have this right, the **[Add New]** link will not be displayed.
   - **Delete:** Enables the **Remove**  icon next to each classified entry on the **Classifieds Summary** screen.
5. In the **Rights** area, make the appropriate selection.
6. On the **Navigation Toolbar**, click **Save**.

### *Retail Agent Contracts Security*

Security settings can be modified to allow certain staff members access to view, modify, add and delete functions on the retail agent contracts tab.

**To Grant Access**

1. Click **SETUP > Security Administration > user rights templates** tab and select the security template.
2. Click **[edit]**.
3. Open **Resource Groups** > **Retail Agent**.
4. In the **Rights** area, the following rights are available under **Contracts**:
   - **View:** When checked, allows the user to view the retail agent contracts tab.
   - **Modify:** Enables the **[Save Contract]** link on the Contract Details screen and the **[Add New]** link in the License Information area.
   - **Add:** Enables the **[Add New]** link on the on the Contract Summary screen. If a user does not have this right, the **[Add New]** link will not be displayed.
   - **Delete:** Enables the **Remove**  icon next to each contract on the Contracts Summary screen.
5. In the **Rights** area, make the appropriate selection.
6. On the **Navigation Toolbar**, click **Save**.

### *Retail Agent Deliveries Security*

Security settings for retail agent deliveries are available. Security selections can be made to grant access to each section.

**To Grant Access**

1. Click **SETUP > Security Administration > user rights templates** tab and select the security template.
2. Click **[Edit]**.
3. Open **Resource Groups > Retail Agent**.
4. In the **Rights** area, the following rights are available under **Deliveries**:
   - **View:** Activates the **DELIVERY** option on the retail agent level menu.
   - **Add:** Activates the **[Add New]** option on the retail agent delivery summary screen.
   - **Allow Override:** Allows staff member to view all deliveries associated with the retail agent. If this option is not selected, the staff member will only be able to view the deliveries created by them-selves.
5. In the **Rights** area, make the appropriate selections.
6. On the **Navigation Toolbar**, click **Save**.

### *Retail Agent Name Security*

Security settings can be modified to allow certain staff members access to view, modify and delete functions on the retail agent name tab.

**To Grant Access**

1. Click **SETUP > Security Administration > user rights templates** tab and select the security template.
2. Click **[edit]**.
3. Open **Resource Groups** > **Retail Agent**.
4. In the **Rights** area, the following rights are available under **Names**:
   - **View:** When checked, allows the user to view the retail agent name tab.
   - **Modify:** Enables the **[Update]** link on the retail agent name tab. Users that do not have the modify right selected will see an inactive **[Update]** link.
   - **Delete:** Enables the **[Inactivate]** link on the retail agent name tab. Users that do not have the delete right selected will see an inactive **[Inactivate]** link.
5. In the **Rights** area, make the appropriate selection.
6. On the **Navigation Toolbar**, click **Save**.

### *Signature Authorizations Security*

Security settings for signature authorizations are available to control access to the **signature authorization** tab as well as the control authorization and private functions. Security selections can be made to grant access to each section.

**To Grant Access**

1. Click **SETUP > Security Administration > user rights templates** tab and select the security template.
2. Click **[edit]**.
3. Open **Resource Groups > Branch**.
4. In the **Rights** area, the following rights are available under **Signature Authorizations**:
   - **View:** Allows the **signature authorization** tab to be selected.
   - **Add:** Activates the **[control authorization]** link.
   - **Modify:** Allows access to change the **Private** check box on the signature file as well as the **Update** option in the navigation toolbar on the **signature authorizations** tab. Staff members with modify rights will be able to add and remove authorized staff members and will also need **View** and **Add** rights.
5. In the **Rights** area, make the appropriate selections.
6. On the **Navigation Toolbar**, click **Save**.

### *Transactions > Reconciliation Security*

Security settings for the reconciliation area under transactions are available. Security selections can be made to grant access to each section.

**To Grant Access**

1. Click **SETUP > Security Administration > user rights templates** tab and select the security template.
2. Click **[edit]**.

3. Open **Resource Groups > Transactions**.
4. In the **Rights** area, the following rights are available under **Reconciliation**:
    - **View:** Activates the **reconciliation** tab.
    - **Add:** Activates the **Add New Reconciliation** link on the **Reconciliation Summary** screen.
    - **Modify:** Activates the **Details** icon on the reconciliation summary.
    - **Delete:** Activates the **Remove** icon on the **Reconciliation Summary** screen and the **Abort** link on the **Navigation Toolbar** on the reconciliation detail screen.
    - **Export:** Not active at this time.
    - **Post:** Activates the **Post** link on reconciliation.
    - **Post Locked:** Activates the ability to post the reconciliation to a locked period.
5. In the **Rights** area, make the appropriate selections.
6. On the **Navigation Toolbar**, click **Save**.

### *Uploads / Downloads Security*

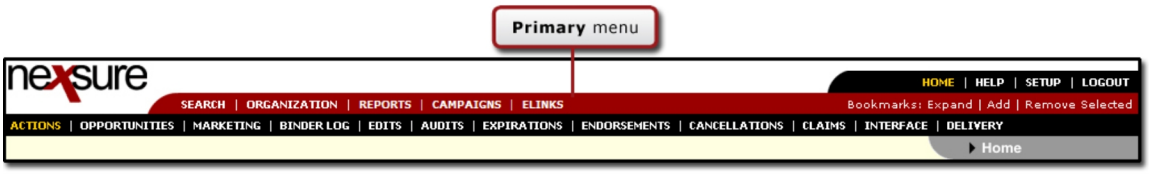
With the **View** rights turned off, the staff member will not be able to access the **Download Defaults** setup screen. .

**To Grant Access**

1. Click **SETUP > Security Administration > user rights templates** tab and select the security template.
2. Click **[edit]**.
3. Open **Resource Groups** > **Setup**.
4. In the **Rights** area, the following rights are available under **Upload / Download**:
    - **View:** Enables users to view the **Utility menu > SETUP > Downloads > Download Defaults > Download Defaults** tab.
5. In the **Rights** area, make the appropriate selection.
6. On the **Navigation Toolbar**, click **Save**.

# Primary Menu

The Primary menu is the menu located in the upper left of the screen.

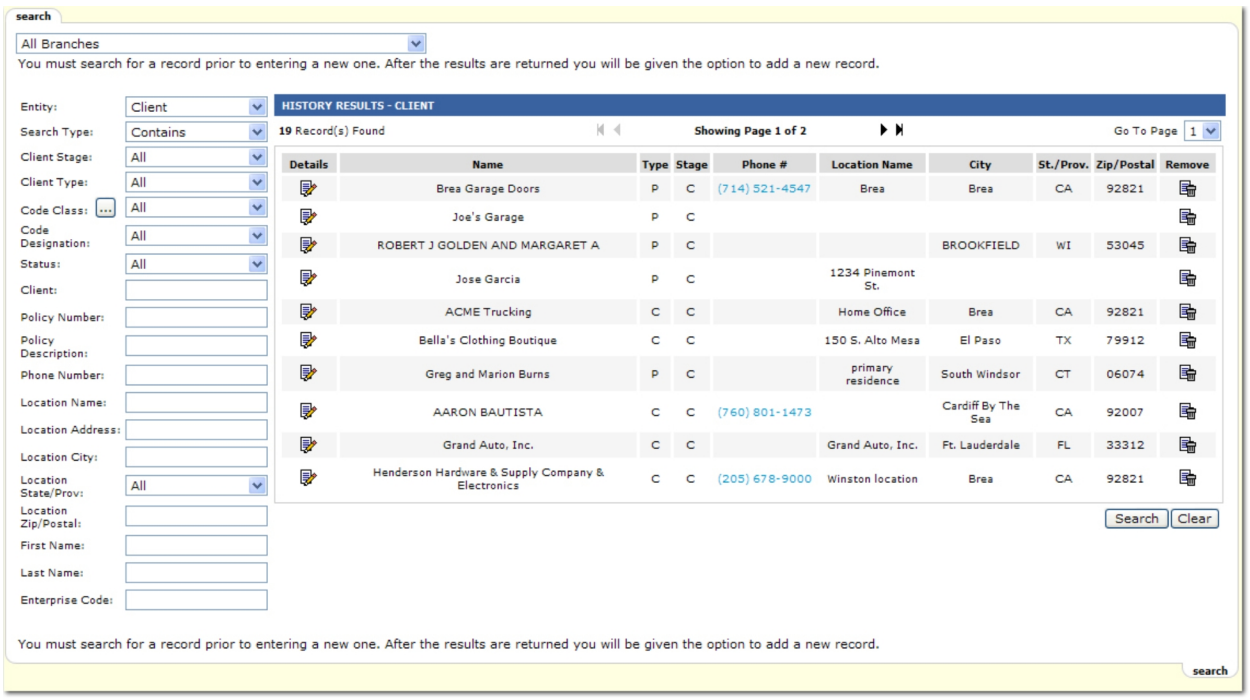



The Primary menu contains the following options:

- **SEARCH**: The search screen allows you to search for and add an entity.
- **ORGANIZATION**: Includes Organization Profile, All Employees, All Locations.
- **REPORTS**: Includes Reports, Global Activity, Ad-Hoc.
- **CAMPAIGNS:** Includes information resulting from campaigns that have been set up.
- **Bookmarks:** Allows pages in Nexsure to be tagged for quick access. See the Bookmarks topic for more information.
- **Global Search:** Allows an organization-wide search for clients without having to exit the current screen. See the Global Search topic for more information.

## Search Overview

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



**To Search for an Entity**

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

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

2. In the **All Branches** list, select a branch to narrow the search to branches the person logged on is authorized to access.
3. In the **Entity** list, select the entity type.

   The following entities can be searched for and added:

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

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

4. In the **Search Type** list, select **Begins with** to search for entities that begin with specific characters, or **Contains** to search for entities that contain specific characters anywhere in the selected field.
5. In the **Client Stage** list, select the **Client Stage** to limit the search by: **Client**, **Prospect**, or **Suspect**. Client stages are automatically assigned by Nexsure based on the following:

   - **Client:** Has at least one in force policy.
   - **Prospect:** Has at least one marketing policy, but no in force policies.
   - **Suspect:** Has card file information and / or opportunity files.

6. In the **Client Type** list, select a **Client Type** to return results specific to a **Commercial** or **Personal** entity.
7. In the **Code Class** list, first click the **Ellipsis** button to load all possible selections to the list. Then, select a **Code Class** to return clients with that classification. The **Code Class** refers to the designation on the entity profile **classified** tab.
8. In the **Code Designation** list, select a **Code Designation** in conjunction with the **Code Class** to return more specific results. The selections available in the **Code Designation** list will populate based on the **Code Class** selected.
9. In the **Status** list, select whether the search results will be **All**, **Active**, or **Inactive** records.

10. In the **Client** box, enter at least two characters of an entity name. The title of this box changes dynamically depending on the selection made in the **Entity** list.

    **Note:** When a client is inactive in Nexsure, the name of the client will have a strikethrough in the search results.

11. In the **Policy Number** box, enter at least two digits of the policy number. All clients are returned that are associated with the policy number.
12. In the **Policy Description** box, enter at least two characters of the policy description to return search results that include a matching policy description. Up to 50 characters of the description can be entered.
13. In the **Phone Number** box, enter at least two characters to narrow the search results. Entering some of the phone number returns a broader result. Enter most or all of the number for more specific results. Each account has an optional **Phone Number** field. If multiple phone numbers are on the account, any of those numbers may be entered to return the entity associated with the number.
14. In the **Location Name** box, enter at least two characters to narrow the search results. Entering some of the name returns a broad result. Enter most or all of the name for specific results. Each account has an optional **Location Name** field that appears on the search result screen to help identify entities. Only the primary location name is displayed on the search results screen but if a secondary location name is entered for the search, the entity will be found and displayed.
15. In the **Location Address** box, enter at least two characters to narrow the search results. Entering some of the address returns broad results. Enter most or all for more specific results. Each account has an optional **Location Address** field. If multiple location addresses are on the account, any of those addressees may be entered here to return the entity associated with the address.
16. In the **Location State/Prov** list, select the state or province in which the client location resides.
17. In the **Location City** box, enter at least two characters to narrow the search results. Each account has an optional **Location City** field. If the account has multiple location addresses, any of those cities may be entered here to return the entities associated with the city.
18. In the **Location Zip/Postal** box, enter at least two characters to narrow the search results. Each account has an optional **Location Zip / Postal** field. If multiple location addresses are on the account, any of the zip or postal codes may be entered here to return the entities associated with the zip or postal code.
19. In the **First Name** and **Last Name** boxes, enter at least two characters to narrow the search results. Entering some of the contact name returns a broader result, enter most or full first and last names for more specific results. The **First Name** and **Last Name** boxes are used to search contacts associated with the entity. If multiple contacts are on an account, any of those contacts may be entered to return the entities associated with the contacts.
20. In the **Enterprise Code** box, enter at least two characters to narrow the search results. Entering some of the **Enterprise Code** returns a broader result, enter most or the full **Enterprise Code** for more specific results. The **Enterprise Code** can be used to cross reference and track clients managed in Nexsure with other proprietary systems.
21. Click **Search** to begin the search. If the entity is not found the **[Add New Record]** link is displayed. Use **[Add New Record]** to open a new **card file** tab to begin adding the new entity.

    Or

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

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

**To Use the Search Results**

Once a search has been run to find a client, the search results are displayed. The following columns and functions are available from the search results screen:




1. Notice the options at the top of the search results screen to help navigate through the results:
   - **Showing Page:** The **Arrow** icons can be used to navigate through pages of search results.
     - **First Page** icon.
     - **Previous Page** icon.
     - **Next Page** icon.
     - **Last Page** icon.
   - **Go To Page:** Click the **Go To Page list** to open a list of all search results pages. Select the desired page number to open that page of search results.
2. Click the **Details** icon to view the card file tab for the associated client. The Client menu will also be opened for navigation throughout the client screens.
3. In the **Name** column, the name of the client is shown as it was entered when the client was added to Nexsure.
4. In the **Type** column, either of the following are shown to indicate the type of account:
   - **C = Commercial**
   - **P = Personal**
5. In the Stage column, the stages that are automatically assigned by Nexsure are displayed:
   - **C = Client:** Has at least one in force policy.
   - **P = Prospect:** Has at least one marketing policy, but no in force policies.
   - **S = Suspect:** Has card file information and / or opportunity files.
6. In the **Phone #** column, the primary contact's phone number is available. The phone number is also a link to the contact details screen for additional information.
7. In the **Location Name** column, the primary location name is displayed. If a secondary location name is entered for the search, the entity will be found and displayed.
8. In the **City** column, the city for the primary location is displayed.

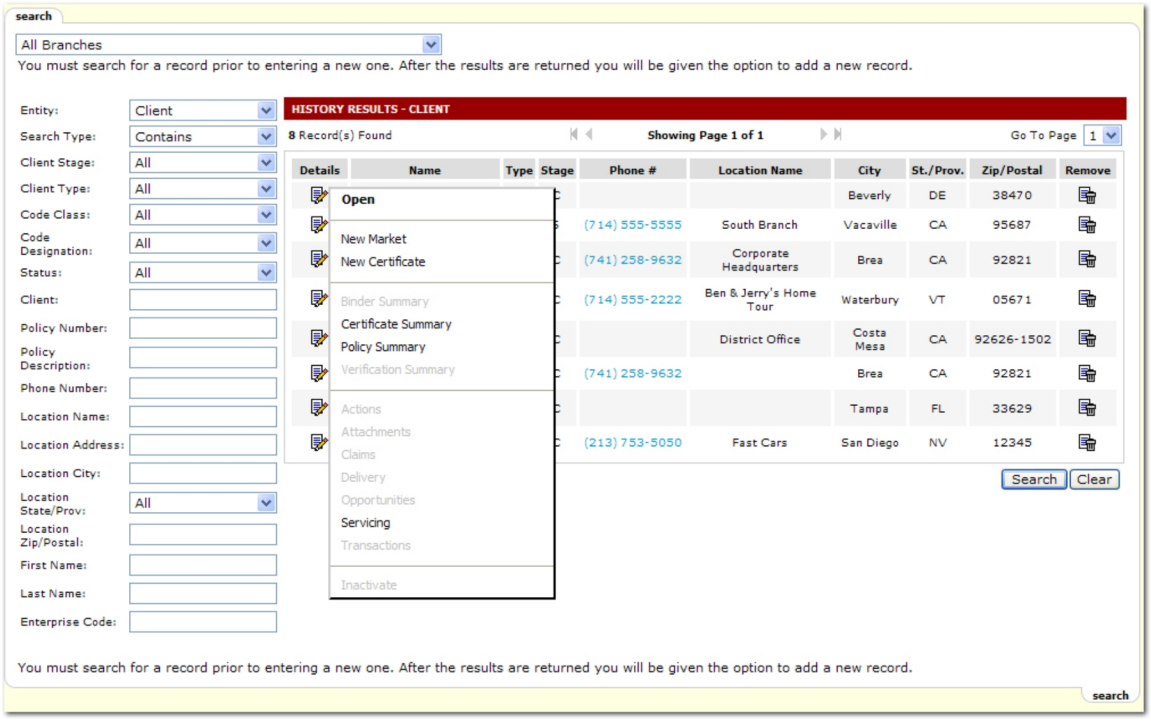
9. In the **St./Prov.** column, the state or province for the primary location is displayed.
10. In the **Zip/Postal** column, the zip or postal code for the primary location is displayed.
11. Click the **Remove** icon to delete the client record.

> **Important:** The client record will be completely deleted once the **Remove** icon is clicked and **OK** is selected on the confirmation pop-up unless there is activity associated with the client. If the client cannot be deleted by clicking the **Remove** icon, the client can be made Inactive instead on the Client menu > **named insureds** tab.

**To Use the Client Search Context Tool**

Once a client has been located using the search method described above, the context tool becomes available on the search results screen. To use the context tool, do the following:

1. Locate the client to which updates need to be made and right-click on the client's **Details** icon. The context menu is displayed.




2. On the context menu, the following options are available:
   - **Open:** Opens the client **card file** tab.
   - **New Market:** The **New Application Selection** dialog box is displayed on the marketing **underwriting** tab for application selection.
   - **New Certificate:** The **new certificate** tab is displayed to begin creating a new certificate for the client.
   - **Certificate Summary:** The **certificates** tab is displayed showing all certificates for the client.

- **Policy Summary:** The **policies** tab is displayed showing a summary of all policies for the selected client.
- **Servicing:** The **servicing** tab for the selected client is displayed.

## *Additional Interest*

Adding new additional interests is done on the **search** screen. Before you can add a new additional interest, you must conduct a search to avoid duplicate entries.

**To Add an Additional Interest**

1. On the Primary menu, click **SEARCH**.
2. In the Entity drop-down list select **Additional Interest**.
3. Click the **Search** button.
4. Click **[Add New Record]**. The **card file** tab is displayed.

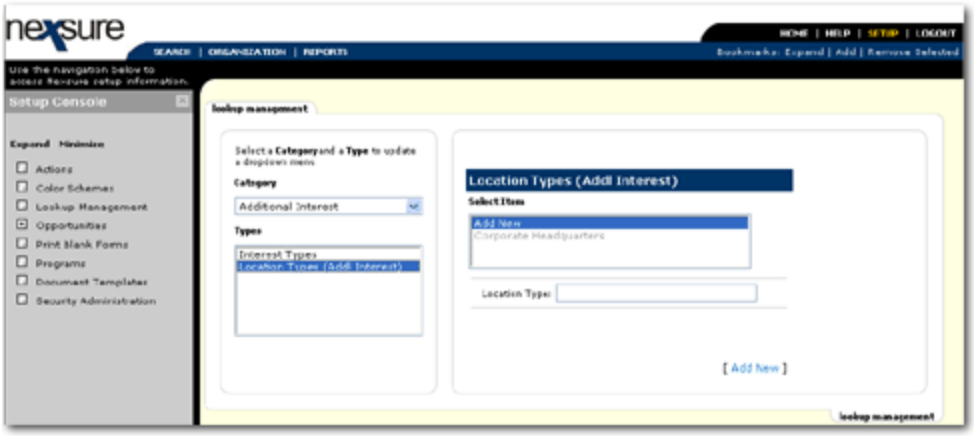
**Note:** The **[Add New Record]** link will not be displayed unless an actual search has been run.

- **Interest Type:** Select the Interest Type, such as Finance Company or Certificate Holder. Additional Interest Types can be added to the drop-down list in **Setup** under **Lookup Management**.
- **Interest Name:** Enter the Additional Interest name as you would identify and correspond with them.
- Primary Location: The primary location is automatically assigned to the first location added. The primary location may be reassigned only after other locations have been added.
  - **Address**: Enter the primary address for this entity.
  - **City**: Enter the city for the primary address entered in the previous field.
  - **State/Province**: Select the state (or Province) for the primary address entered in the previous fields.
  - **Zip/Postal Code**: Enter the zip code for the primary address entered in the previous fields.
  - **Phone**: Enter the phone number without formatting. Formatting will be applied after the screen has been saved.
  - **Toll Free**: Enter the toll free number without formatting.
  - **Fax**: Enter the fax number without formatting.

**Note:** Once the additional interest has been entered, the Location Types drop-down box is available on the additional interest locations tab. Additional interest Location Types can be added to Nexsure via the Lookup Management screen. More info...

1. On the Utility menu, click Setup.
2. On the Setup Console, click Lookup Management. A summary list of existing Categories and Types will appear.
3. From the Category drop-down list, select Additional Interest. The Types available for the Category will be displayed.
4. Select the Type for the Category (Location Types (Addl Interest).

5. Select Add New in the Item list.



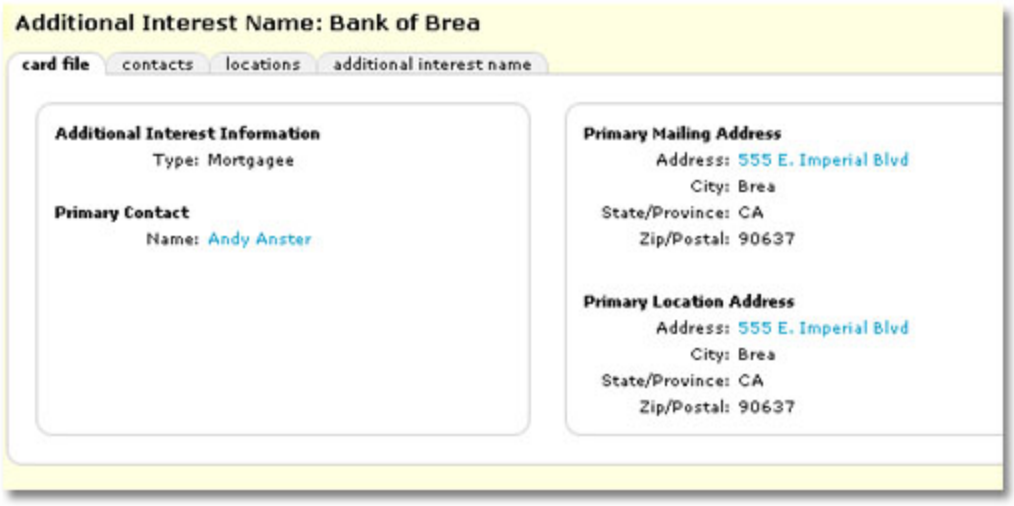

6. Enter the Item Label. This is what will appear in the drop-down list.
7. Click **[Add New]** to add the new item to the drop-down list.

- Primary Contact: Only one contact may be added per entity at the time of initial entry. Additional contacts may be added after the new additional interest is saved.
  - **Prefix**: Use the drop-down box that contains items added by the agency in Setup under Lookup Management.
  - **First Name**: Enter the first name of the contact for this entity.
  - **Middle Initial (MI)**: This field is one character long. Enter the middle initial of the contact.
  - **Last Name**: Enter the last name of the contact.
  - **Suffix**: Use the drop-down box that contains items added by the agency in Setup under Lookup Management.
  - **Title**: Use the drop-down box that contains items added by the agency in Setup under Lookup Management. The title is used to identify the contacts occupation.
  - **Phone**: Enter the phone numbers without formatting. Formatting will be applied after the screen has been saved. Use the drop-down box to identify the type of phone number. Extension numbers may be entered up to 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 number, see Contacts.

- **E-mail:** The email address for the contact is optional, however if the format is entered incorrectly an error will be returned to warn of the improper format. The field can contain up to 30 characters with alphanumeric data.

5. Click **Save** to save the data or click **Clear** to clear any data entered. Once the additional interest has been added, it can be viewed and edited by clicking on its **Details** icon.




### *Additional Interest*

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 Carriers*

Adding new carriers is done on the **search** screen. Carriers can be added as traditional carriers or as intermediaries (internal or external). Before you can add a new carrier, you must conduct a search to avoid duplicate entries.

**To Add a Carrier**

1. On the Primary menu, click **SEARCH**.
2. In the Entity drop-down list select **Carrier**.
3. In the Carrier Category drop-down list, select **All**, **Traditional** or **Intermediary**.

4. In the Carrier field, enter the name of the carrier (or at least two characters of the name) you wish to add and click **Search**.

**Note:** Intermediaries are denoted in the search results by an additional icon 

5. If no record exists, click **[Add New Record]**. The **card file** screen is displayed:

**Note:** The **[Add New Record]** link will not display unless an actual search has been run.

- **Carrier Name:** Enter the insurance carrier name as you would identify and correspond with them. The first carrier name is automatically designated as the Parent company. This may be reassigned only after other names have been added.
- **NAIC Code:** Enter the Carrier's NAIC code as provided by the carrier.
- **Carrier Category:**Select Traditional or Intermediary.
- **Carrier Types:**Select the appropriate check box(es) for the carrier, Issuing, Billing or Internal. Note that if Intermediary is selected, the Issuing option is not available.
- **Contract Year:**Enter the year the contract with this carrier began (optional).
- **Website:**Enter the carrier's Web site (optional).
- **AM Best Rating:**This field can be used to track the carrier's AM Best or financial rating.
- **Primary Location:** The primary location is automatically assigned to the first location added. The primary location may be reassigned only after other locations have been added.
- **Location Type**: Use the drop-down box to identify the type of location. This list may be populated in Setup under Lookup Management.
- **Is the above the mailing address for this location?:** This option defaults to Yes, if it is not, select No and an additional set of address fields will be displayed to enter the mailing address.
- Primary Contact
  - **Prefix:** Use the drop-down box that contains items added by the agency in Setup under Lookup Management.
  - **First Name:** Enter the first name of the contact for this entity.
  - **Middle Initial (MI):** This field is one character long. Enter the middle initial of the contact.
  - **Last Name:** Enter the last name of the contact.
  - **Suffix:** Use the drop-down box that contains items added by the agency in Setup under Lookup Management.
  - **Title:** Use the drop-down box that contains items added by the agency in Setup under Lookup Management. The title is used to identify the contacts occupation.
  - **Phone:** Enter the phone numbers without formatting. Formatting will be applied after the screen has been saved. Use the drop-down box to identify the type of phone number. Extension numbers may be entered up to six characters. A brief description may be entered for each number added. Phone number identities initially are as follows:
    - Home phone
    - Cell phone

- International phone
- Office phone
- Pager
- Personal Fax

**Note:** To add additional numbers, see Contacts.

- **E-mail:** The email address for the contact is optional, however if the format is entered incorrectly an error will be returned to warn of the improper format. The field can contain up to 30 characters with alphanumeric data.

6. Click **Save** to save the data or click **Clear** to clear any data entered. The carrier profile will be displayed.




## *Understanding Carrier Commission Defaults*

At the policy underwriting level, the **policy info** tab is completed to set up the invoicing template. When the estimated premium amount is added to the **policy info** tab, Nexsure determines the commissions to set as default based on the carrier commission defaults added at the carrier level.

When adding carrier commission defaults, it is important to understand the order in which Nexsure determines which commission to populate to the invoice template. Nexsure may use up to five different levels when determining what commission to use. These levels are: **Specific Commission Match, Line of Business Default (LOB), Department Default, Carrier Default** and **Organization Default**. The process of setting commission defaults requires selection of a branch so a branch match is always assumed. The order of determination begins by first attempting to match the line of business, specific department, carrier and organization. Use the chart below to understand how the commission defaults are determined by Nexsure.

### *Carrier Commission Default Order*

**Specific Commission Match:** Nexsure searches for the perfect carrier commission match. This means that the branch, carrier, line of business and department must be an exact match to default to the policy info screen. If not, Nexsure looks for a line of business default.

**Line of Business (LOB) Default:** Only one line of business default may be added for each line of business within a branch. If Nexsure does not find a specific match, it looks for a line of business default and uses it. If not, Nexsure looks for a department default.

**Department Default:** Only one department default may be added for each department for each branch the department is assigned to. If Nexsure does not find a specific commission or line of business default, it looks for a department default for the branch and uses it if it exists. If not, Nexsure looks for a carrier default.

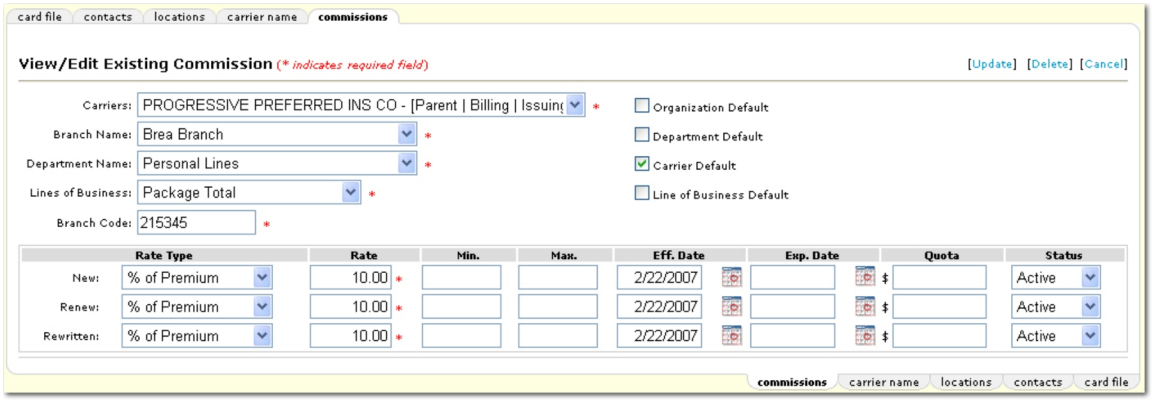
**Carrier Default:** Only one carrier default may be added per carrier for each branch. The subsidiaries added to the parent carrier are considered one carrier when it comes to assigning the carrier default. If Nexsure does not find a specific match, LOB or department default within a branch, it looks for a carrier default and uses it if it exists. If not, Nexsure looks for an organization default.

**Organization Default:** There is only one organization default per organization. If Nexsure does not find a specific match, LOB, department or carrier default within a branch, it looks for an organization default and uses it if it exists. If one does not exist, no commission will default.

## *Adding / Editing Carrier Commissions*

**To Add or Edit Carrier Commissions**

1. On the Primary menu, click **SEARCH**.
2. Select **Carrier** in the **Entity** list.
3. Enter a few letters of the carrier's name in the **Carrier** box and click **Search**.
4. If the carrier does not exist, click **[Add New Record]**.
5. If the carrier exists, click the **Details** icon for the carrier.
6. Click the **commissions** tab and update the existing commission by clicking the **Details** icon.
7. Edit the commission details or click **[Add New]**.




8. Complete the **Commission Detail** as necessary:
   - Select a **Carrier** from the list to identify which carrier the commission is being setup for. Proceed to **Setting up Defaults.**
   - Select the **Branch Name** from the list to identify which branch the commission is being setup for. Proceed to **Setting up Defaults**. If carrier associations have been set up, the **Branch Name** listis filtered by branches belonging to territories associated at the **carrier association** tab. For more information about entity associations, see the Carrier Associations topic.

- Select the **Department Name** from the list to identify which department the commission is being setup for. Proceed to **Setting up Defaults**.
- Select a **Line of Business** from the list to identify which line of business the commission is being setup for. Proceed **to Setting up Defaults.**
- Enter the required **Branch Code.** This is typically identified as the code number assigned to the agency by the carrier. The code is also known as the **Producer Code**.

9. Set the defaults by clicking the check ☑ box beside each default type. Each default set will trigger Nexsure to try and match information between the policy and the defaults selected on this tab.

   The table below shows the information that Nexsure tries to match up when each default check box is selected. If none of the default check boxes are selected, then Nexsure tries to match up the organization, branch, department, carrier, and LOB with the new policy. Once a match is made, the default rates will populate the policy. If no match is found, the rates set on this **commissions** tab will not populate the policy.

| Default Selection | Match Requirements |
|---|---|
| Organization Default | Organization |
| Department Default | Department and Branch |
| Carrier Default | Carrier and Branch |
| Line of Business Default | Line of Business and Branch |

   - **Organization Default:** One organization default may be selected as the overall default for the entire Nexsure site.

     **Note:** There can only be one organization default for an agent's Nexsure site. The organization default selected should be what best matches the commission that is received by the agency most of the time.

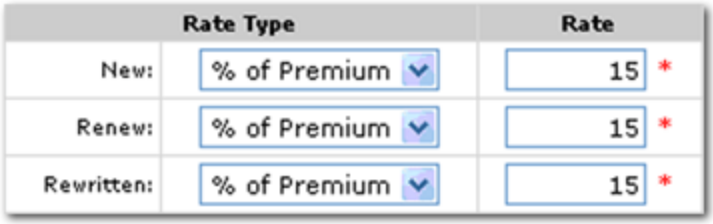
   - **Department Default:** One department default may be selected for each department within a branch. For example, two departments may be set up; commercial lines and personal lines. Each department may have a default in this case. If another commission line is added for the commercial lines department and marked as the default, then the first department default will be overwritten.
   - **Carrier Default:** One carrier may be selected as the commission default per carrier within a branch by selecting the check box beside **Carrier Default**. A carrier default may be setup for each carrier (each parent with subsidiaries = one carrier) within a branch.

     **Note:** There can only be one carrier default per carrier per branch. The carrier default should be selected to best match what commission is received most of the time from that carrier.

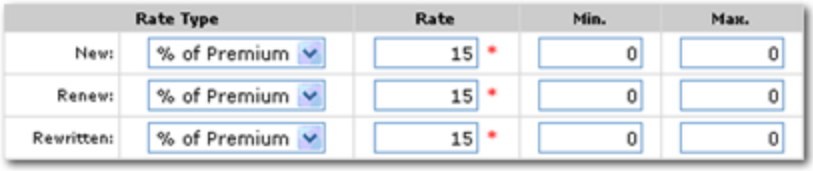
   - **Line of Business Default:** One line of business default may be added for each specific line of business within each branch.

**Note:** There can be only one line of business default per line of business, per branch. A line of business default should be set up for each line of business that has a commission percentage outside of the carrier default. If a default exists for a line of business under one carrier and another default is selected for that specific line of business under another carrier, it will overwrite the existing default and become the current default.

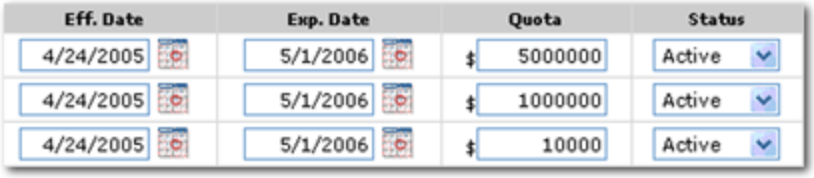
10. **Rate Type** is what that commission will be calculated from.
    - **% Of Premium** is defined as a percentage of the premium entered in the **Premium** box on the **policy info** tab by line of business.
    - **Flat Amount** is defined as a flat dollar amount entered in the **Rate** box.
11. Enter the commission rate for **New**, **Renew** and **Rewritten**. Notice the red * asterisks beside each rate box, this indicates that something must be entered, even if it is zero. The record will not be saved if any required boxes are not populated.




12. Enter an amount into the **Min.** and **Max**. boxes. These boxes are used to identify the minimum and maximum commissions that would be seen on invoices. These boxes are optional and are used for reference only.




13. The **Eff. Date** field automatically populates and identifies the date the commission being added becomes effective. Change the **Eff. Date** as needed. If this date is outside the policy term effective date, the commission will not populate the **policy info** tab.




14. Enter a date into the **Exp. Date** box. The **Exp. Date** box is not populated by default. Entering an expiration date indicates the date the commission will no longer be valid. Leaving the expiration date box blank allows the commission rate to not expire. If this date is outside the policy term expiration date, the commission will not default to the policy info screen.

**Note:** If an expiration date is entered that commission will not pull to policies written with an effective date after that date. A new commission, with the new rate and effective date, may be added. The effective date of the policy will determine which commission will be pulled to the invoice.

15. Enter a **Quota** amount as needed. The **Quota** amount is for reference only and is optional. **Quota** is the amount of either commission or premium the branch expects to meet for the Eff. and Exp. Dates entered.
16. Click on the **Status** list and select **Active** which is populated by default or **Inactive** (if the commission default is no longer needed.)
17. To finalize the new commission default, click **[Update]** to save changes or click **[Cancel]** to abort.

**How Nexsure Determines the Carrier Commission**

The system will first try to match line of business, department and carrier default in that order. If the match is not exact, the system will search for a default line of business within the branch. If no default line of business exists within the branch, the system will then search for the department default within the branch. If no department default exists, the system will then search for the carrier default within the branch. Finally, if there is no carrier default within the branch, the system will search for the organization default. If there is no organization default, the message "No valid default commissions exist" displays and the user will need to enter the commission manually.

### *Changing a Carrier and Commissions*

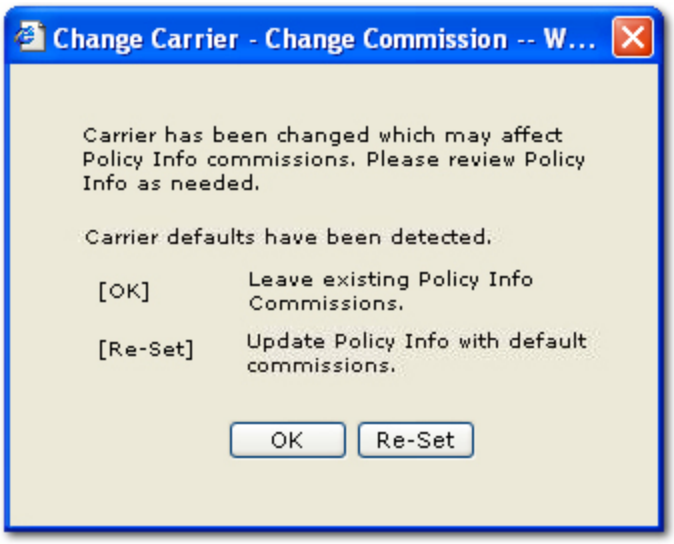
The carrier commission defaults can be updated if the new carrier has commission defaults and the carrier is changed during the marketing stage or when a policy is in a pliable state such as servicing.

**To Change a Carrier and Commissions**

1. Navigate to the policy header in an editable stage (Marketing or Servicing).
2. In the **Issuing Carrier** list, select a new **Issuing Carrier**. If an **Issuing Carrier** is not selected, a new **Billing Carrier** can be selected instead. Nexsure will recognize when carrier commission defaults exist.

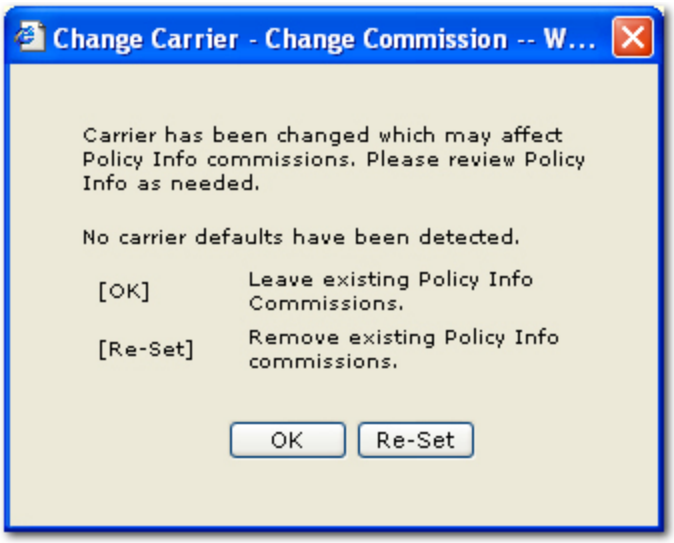
   **Note:** When a new marketing policy is created and only a **Billing Carrier** is assigned, if the **Billing Carrier** has default commissions for the line of business added, those defaults will update the policy. Once an **Issuing Carrier** has been assigned, regardless of the existence of commission defaults, the **Billing Carrier** will no longer drive commissions.

3. On the **navigation toolbar**, click **Save Changes**. If a line of business is selected and the carrier is changed to a new carrier, Nexsure will give a prompt to update the commissions attached to the policy. One of the two possible **Change Carrier** dialog boxes are displayed:
   a. If new carrier commission defaults are detected, the following dialog box is displayed:




Select [**OK**] to keep the existing carrier commissions or select [**Re-Set**] to update the policy with the commissions from the issuing carrier selected.

b. If no new carrier commission defaults are detected, the following dialog box is displayed:




Select [**OK**] to keep the existing carrier commissions or select [**Re-Set**] to remove the existing carrier commissions.

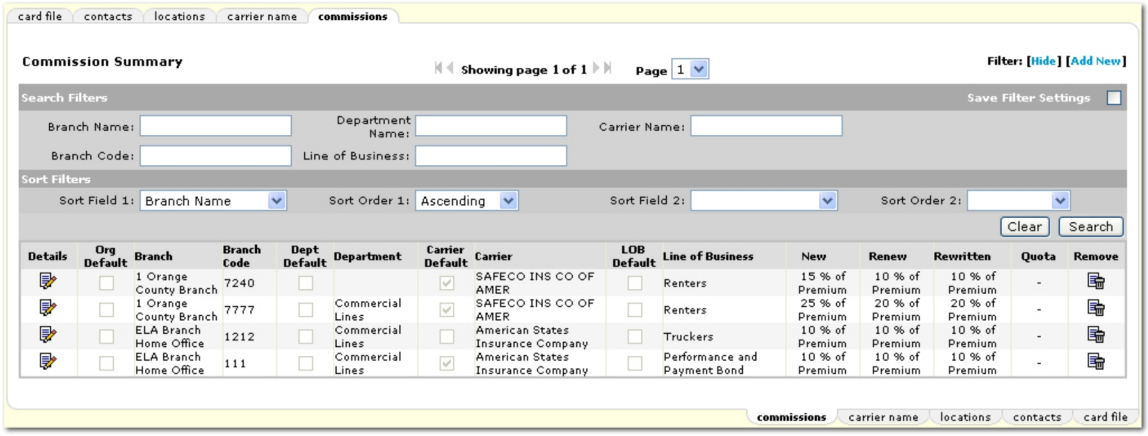
**Note:** Reversal of an invoice uses information from the original invoice regardless of changes made to the policy.

## *Commissions Summary*

The **commissions** tab displays all commissions added for the parent carrier. Unlimited commissions may be added for each carrier.

**To Navigate to the Commission Summary**

1. On the Primary menu, click **SEARCH**. Search for the appropriate carrier.
2. Click the **Details** icon next to the carrier.
3. Click the **commissions** tab. The **Commission Summary** screen is displayed.




**To Search for Carrier Commissions**

1. Across the top of the Commission Summary screen are options to do the following:
   - **Showing Page:** The **Arrow** icons can be used to navigate through pages of summary results.
     - **First Page** icon.
     - **Previous Page** icon.
     - **Next Page** icon.
     - **Last Page** icon.
   - **Page List:** Click the **Page List** arrow to open a list of all summary pages. Select the desired page number to open that page.
   - **Search Filters:** Click **[Show]** or **[Hide]** to toggle the **Search Filters** screen.



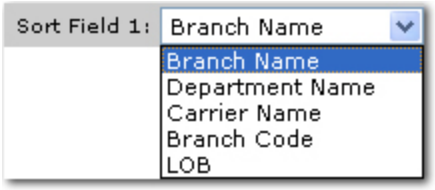

2. The options available on the **Search Filters** screen are:
   - **Save Filter Settings:** Selecting the **Save Filter Settings** check box on the **Search Filters** screen and clicking **Search** will change the default **Search Filter** setting. The next time the **commissions** tab is opened, the items returned will be filtered by the saved setting. Exercise caution when using the **Save Filter Settings** check box with a date range as returned actions will be restricted to that date range. As a general rule, check the filter settings each time this tab is accessed.
   - **Branch Name:** Enter the name of the branch to search for the associated commissions.
   - **Branch Code:** Enter the code for the branch to search for the associated commissions.
   - **Department Name:** Enter the name of the department to search for the associated commissions.

- **Line of Business:** Enter the line of business to search for the associated commissions.
- **Carrier Name:** Enter the carrier name to search for the associated commissions.

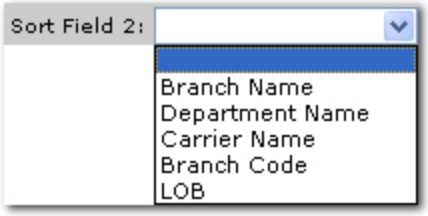
3. The options available on the **Sort Filters** screen are:




- **Sort Field 1:** By default **Sort Field 1** is set to **Branch Name**. However, another column heading from the **Sort Field 1** list may be selected. The search results will be sorted by the column selected in the **Sort Field 1** list. The available selections are:



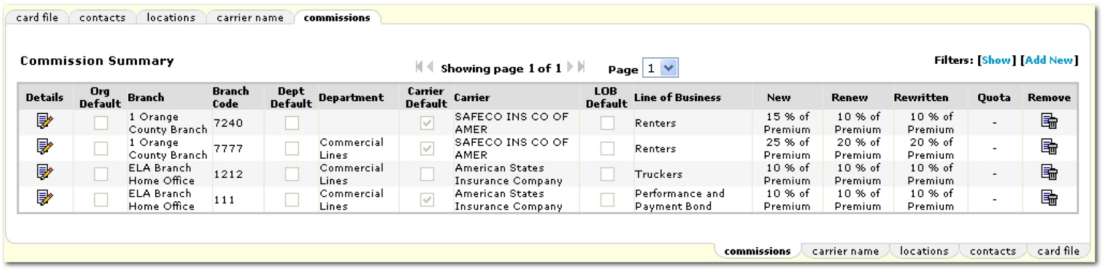

- **Sort Order 1:** By default **Sort Order 1** is set to **Ascending**. However, either **Ascending** or **Descending** may be selected to set the order of the search results. **Ascending** will set the order from A-Z. **Descending** will set the order from Z-A. The **Sort Field 1** will be the first sort and **Sort Field 2** will be the sub sort.
- **Sort Field 2:** By default **Sort Field 2** is not set. However, a column heading from the **Sort Field 2** list may be selected. The search results will be sorted by the column selected in the **Sort Field 2** list. The available selections are:




- **Sort Order 2:** By default **Sort Order 2** is set to **Ascending**. However, either **Ascending** or **Descending** may be selected to set the order of the actions returned. **Ascending** will set the order from A-Z. **Descending** will set the order from Z-A. The **Sort Field 1** will be the first sort and **Sort Field 2** will be the sub sort.
- **Clear:** Click **Clear** to remove all entries in the **Search Filter** and **Sort Filters** fields.

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

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



4. The following options are available in the search results:
   - **Details**  **icon:** Opens the **View / Edit Existing Commissions** screen where changes can be made.
   - **Remove**  **icon:** Removes a commission setup.

## *Adding / Editing Carrier Contacts*

1. On the **Contacts** summary screen, click **[Add New]**. This feature allows the current contact database to be utilized so that duplicate contact records may be avoided.
   - Beside **Apply Contact:** select the appropriate option – **Search Contact** is used to search existing contacts and to add as a contact to this entity, or select **New Contact** to add a brand new contact.
   - **Search For Existing Contact Record:** Is available when **Search Contact** is selected. Enter the last name of the contact as the search criteria. Enter a minimum of two characters in order to have valid search criteria. No wild card searches to search all are available. The **Search** button will initiate the search and return all matches in a pop-up window display.
   - The results will display in alphabetical order by last name. If no results are found the message, "**No contacts found for xxxxxx**" is displayed instead.
   - Select the **No Match** button if there are no matching contacts.
   - Select the **Use Selection** button – after highlighting a contact from the list. If no contact is highlighted when the **User Selection** button is selected the following message is displayed: **Please select a value for required field**. The selected contact detail is automatically populated into the current **Contact Detail** screen with exception of "Title".
2. If the **New Contact** option is selected the **Contact Detail** screen is displayed ready for completion.

   **Field Descriptions:**
   - **Prefix**: Use the drop-down box that contains items added by the agency in Setup under Lookup Management.
   - **First**: Enter the first name of the primary contact for this entity. The primary contact is identified as the person you would call or correspond with most of the time.
   - **Middle Initial (MI)**: This field is one character long. Enter the middle initial of the primary contact.
   - **Last**: Enter the last name of the primary contact.
   - **Suffix**: Use the drop-down box that contains items added by the agency in Setup under Lookup Management.
   - **Goes By:** Enter the name the contact prefers to be addressed by. This field may be used in letters or email to the entity.
   - **Title**: Use the drop-down box that contains items added by the agency in Setup under Lookup Management. The title is used to identify the contacts occupation.
   - **Is this the Primary Contact for this account?:** There can only be one primary contact and cannot be deleted. The primary contact can be changed.
   - **Personal Numbers**: Enter the phone numbers without formatting. Formatting will be applied after the screen has been saved. Use the drop-down box to identify the type of phone number. Extension

numbers may be entered up to 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:
  a. Click on the **Add New** link to the right of group heading
  b. Use the drop-down box to select the identity of the phone number being added.
  c. Enter the phone numbers without formatting. Formatting will be applied after the screen has been saved.
  d. The extension numbers may be entered up to six numeric characters.
  e. Enter a brief description for the phone number if desired.
  f. Click **Save** to save the phone number just added.
  g. Click **Close** to cancel the addition of the new number.
  h. 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.
  i. Click on the **Details**  icon beside the number to edit.
  j. Click on the **Delete**  icon beside the number to delete.

- **Email:** The email address for the contact is optional, however if the format is entered incorrectly an error will be returned to warn of the improper format. The screen cannot be saved until the format is corrected. The field can contain up to 30 characters with alphanumeric data. There are two email addresses to accommodate both work and personal as necessary.
- **Locations:** Use the drop-down box to select the address where contacts are located.
- **Contact notes:** Can be used for any notation about this contact. The notes can only be viewed from the contact details screen.
- **Save:** The **Save** button will save new contact information.
- **Cancel:** The **Cancel** link will cancel any modifications or adding a new contact.
- **Delete:** The **Delete** link will delete the contact. The primary contact cannot be deleted but can be changed. The delete button will not be present if the contact is set to primary.
- **Update:** The **Update** link will update any modifications to the contact record.

The contacts tab displays all contacts added for this entity. Unlimited contacts may be added for each entity but only one can be designated as the primary contact. The primary assignment will be identified as a checkbox in the **Primary** column. The primary may be reassigned but deletion of a primary contact is not allowed.

- The **Name** link displays a pop-up window with the contact phone numbers, goes by, email address and notes. A document may be created by clicking on the **[Create Document]** link and a text message sent by clicking on the **cell phone** link if one is present.
- The **E-mail** link opens your email client to send an email to the contact.
- The **Details**  icon is used to edit the contact.
- The **Remove**  icon is used to delete the contact.
- **Add New:** link in the upper right hand corner of the **Contacts** summary screen within the tabs border. The link will display a blank **Contacts Detail** screen to add a new contact. See Carrier Contacts Detail for more information.

### *Locations Detail*

1. Clicking on the **[Add New]** link on the **Locations** summary screen will display the **Locations Detail** screen. To edit a location see Carrier Locations Summary.
2. Complete the **Locations Detail** using the following information:
    - **Location Type** is used to identify the location. Select the appropriate type from the drop-down box.
    - **Physical Address:** The physical address for this location.
    - **Mailing Address:** The mailing address for this location if different from the physical address.
    - **Location Phones**: Enter the phone numbers without formatting. Formatting will be applied after the **Locations** screen has been saved. Use the drop-down box to identify the type of phone number. Extension numbers may be entered up to 6 characters. Phone number identities are as follows:
        - After Hours
        - Automated
        - Backline
        - Building Security
        - Business Phone
        - Fax Number
        - Main Fax
        - Phone
        - Receptionist
        - Technical Support
        - Toll Free

      Adding additional phone numbers:

      a. Click on the **Add New** link to the right of group heading after accessing the location record to edit.

      b. Use the drop-down box to select the identity of the phone number being added.

      c. Enter the phone numbers without formatting. Formatting will be applied after the screen has been saved.

d. The extension numbers may be entered up to 6 numeric characters.

e. Click on **Save** to add the new phone number.

f. Click on **Close** to abort the addition of the new number.

g. As many phone numbers as needed may be added.

3. Click on the **Details** icon beside the number to edit.
4. Click on the **Delete** icon beside the number to delete.
5. **Cancel** – The **[Cancel]** link will abort any modifications or adding a new Location.
6. **Save –** The **[Save]** link will save new location information.
7. **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.
8. **Update** – The **[Update]** link will update any modifications to the Location record.

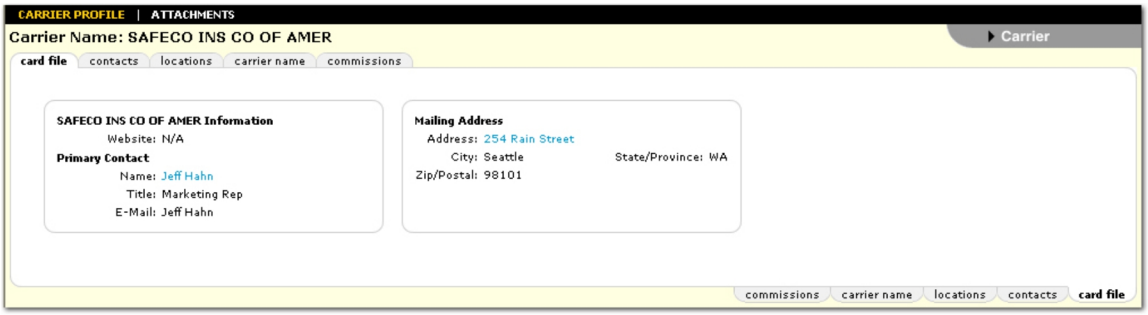
### *Locations Summary*

The **locations** tab displays all locations added for this entity. Unlimited locations may be added for each entity but only one can be designated as the primary location. The primary assignment will be identified as a checkbox in the **Primary** column. The primary may be reassigned but deletion of the primary is not allowed.

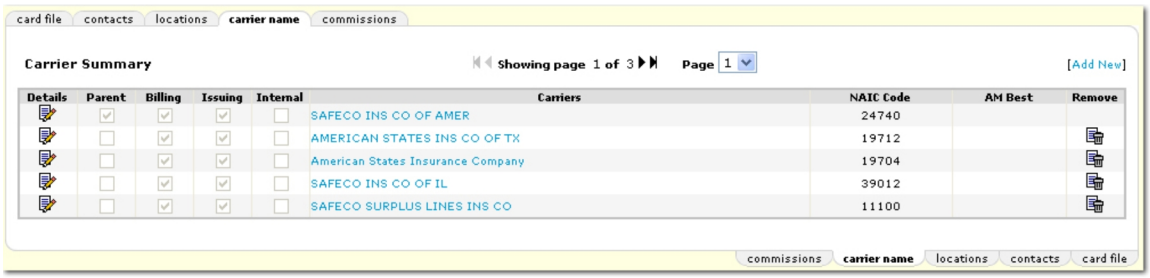
- Click on the **Address** link to connect to **expedia.com** for a map.
- Click on the **Details** icon to edit or delete the location.
- Click on the **Remove** icon to delete the location.

### *Carrier Names Detail*

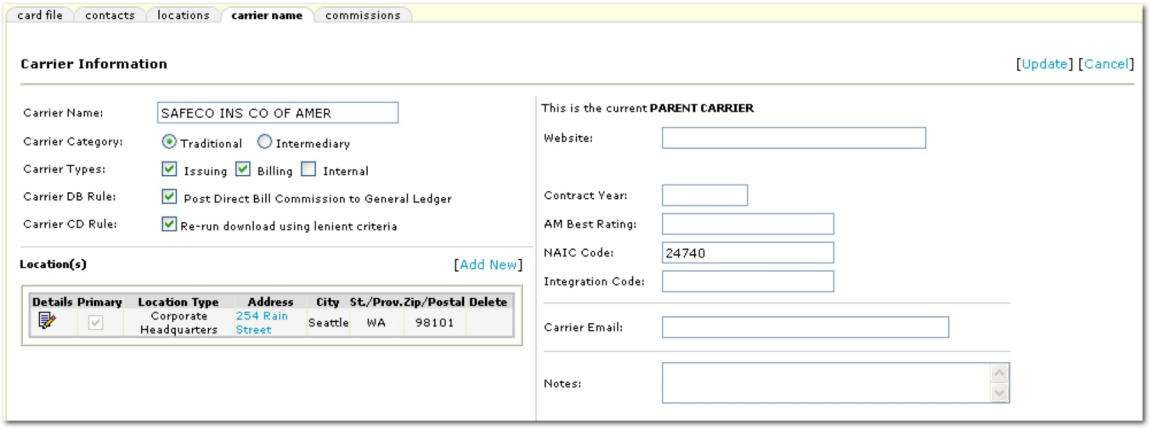
1. On the Primary menu, click **SEARCH**.
2. On the **search** tab, select **Carrier** in the **Entity** list. Search for the desired carrier.
3. Click the **Details** icon next to the carrier. The **CARRIER PROFILE > card file** tab is displayed.




4. Click the **carrier name** tab. The **Carrier Summary** screen is displayed.




5. Click **[Add New]** to add a new carrier. To edit a carrier name see Carrier Names Summary.




6. Complete the **Carrier Information**:

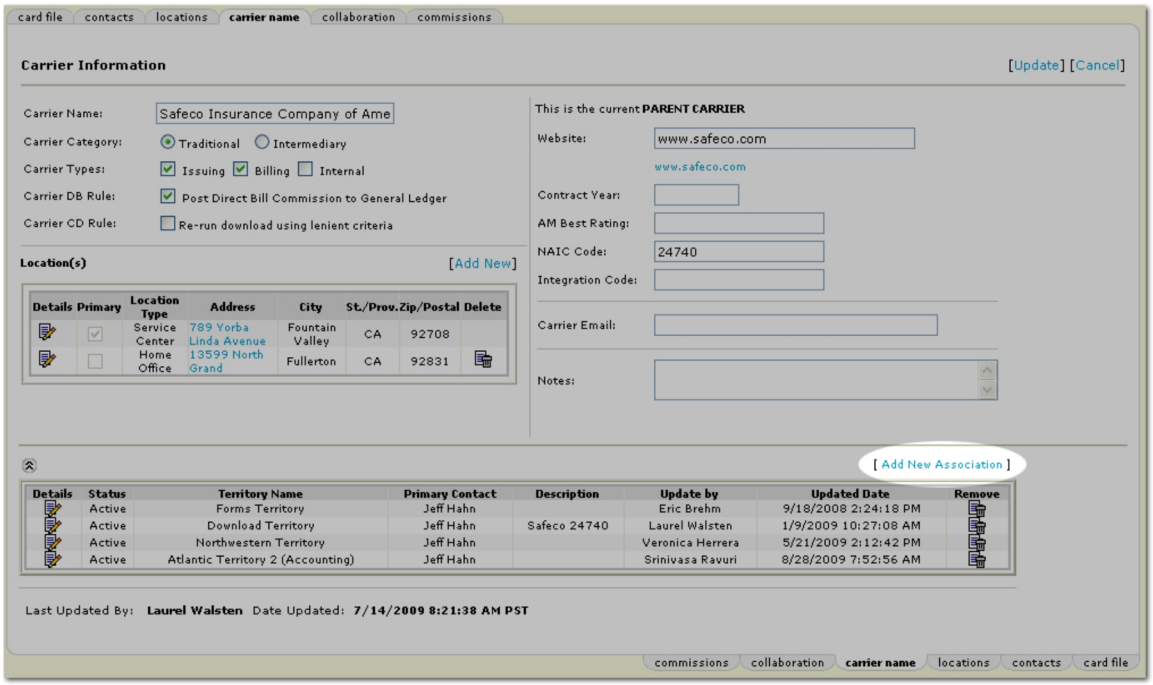
   - **Carrier Name** - Enter to identify the carrier.
   - **Carrier Type** - Identifies if the carrier is the issuing, billing or both. The issuing check box identifies the carrier writing the policy. The billing check box identifies the carrier who will either pay the branch or bill the branch. Territory carrier associations will limit the selections displayed in the **Billing Carrier** and **Issuing Carrier** lists on the associated policies. See the Carrier Associations topic for more information about associations.
   - **Carrier DB Rule** - This option is available if **Override by Carrier** is selected in the Posting Rules. **Post Direct Bill Commission to General Ledger** will be selected (by default) if **Direct Bill Invoice General Ledger Posting** is set to **Post to the General Ledger** in the posting rules. If the default is changed, all previous invoices will retain their posting rule at the time they were posted. Reversals will use the original invoice posting rule.

     If this option is **not** selected, direct bill invoice activity will not be available for reconciliation, receive payment or disbursement. No aspect of the invoice will post to the general ledger.
   - **Carrier CD Rule:** The carrier commission download rule can be checked at the global **SETUP > Downloads > Download Defaults** level or here at the carrier level. This rule gives the option to bypass the exceptions when multiple policies are found. Only the latest version of the policy will be used.

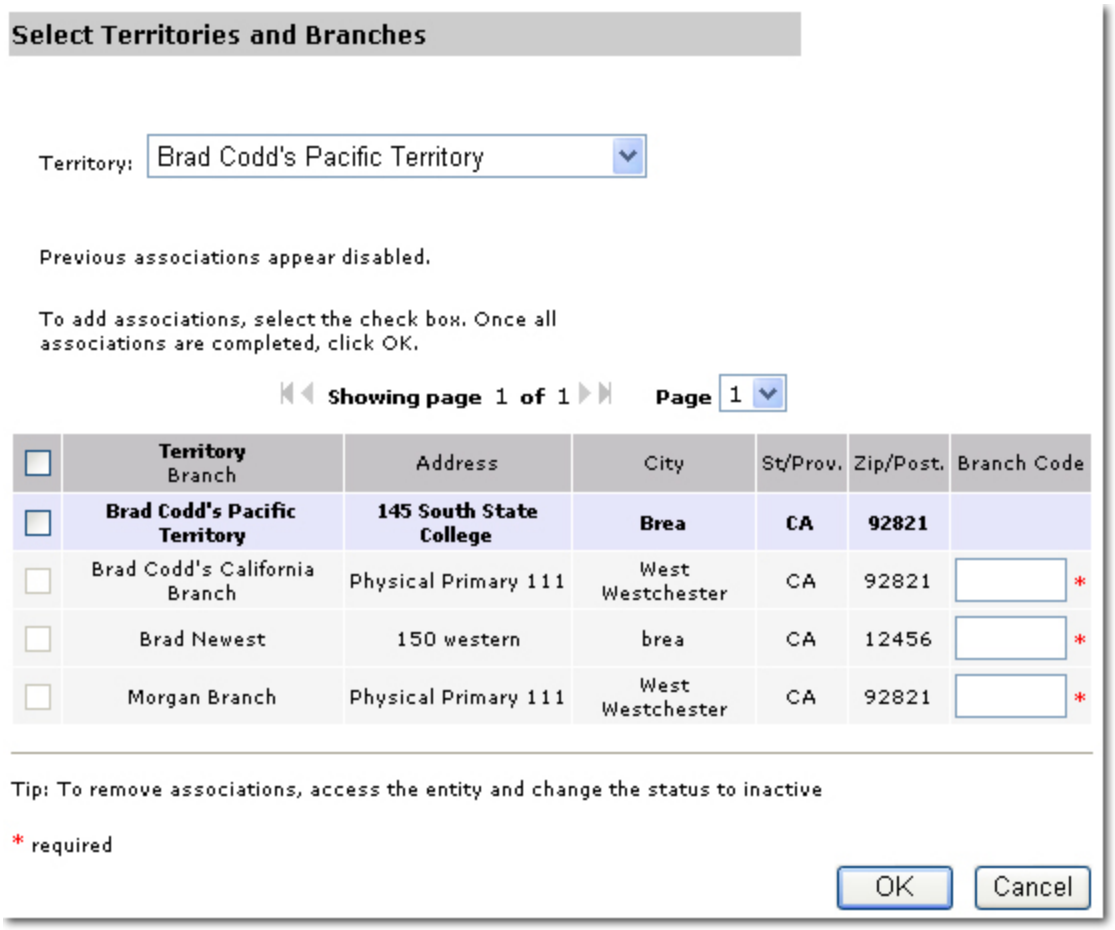
     **Note:** When selected at the **SETUP** (global) level, the **Re-run download using lenient criteria** option will be applied to all carriers regardless of the selections made at the carrier level. To give carriers differing rules, do not select the global option but make selections at each carrier at **SEARCH >** carrier details **> carrier name** tab > carrier details **> Carrier CD Rule** option.

- **Website**: Enter the carriers Web site address.
- **Contract Year**: Entering the contact year is optional.
- **AM Best Rating**: Entered by the branch.
- **NAIC Code**:Entered by the branch as indicated by the carrier.
- **Integration Code:** Enter an **Integration Code** to be used to differentiate an issuing carrier that is being used in downloads by two different parent carriers for download carrier identification purposes.
- **Carrier Email:** The email address for the carrier is optional, however if the format is entered incorrectly an error will be returned to warn of the improper format. The screen cannot be saved until the format is correct. The field can contain up to 30 characters with alphanumeric data.
- **Notes:** Enter any appropriate notes.
- **Cancel:** The **[Cancel]** link will abort any modifications or adding a new location.
- **Save:** The **[Save]** link will save new location information.
- **Location (s):** Click the **[Add New]** link to select or add the address for this carrier. There is no limit to the number of addresses that may be added.
  - Existing addresses may be added by selecting **Use Existing**. Select an existing address from the drop-down box which is populated from locations added to the carrier. A new location may also be added here, by selecting the **[Add New]** option. Complete information should be populated by accessing the carrier **Location** tab and click on the **Details**  icon to edit.
- Locations may be removed or edited by the following:
  - Click on the **Details**  icon to edit.
  - Click on the **Remove**  icon to delete. This icon does not display on the primary location.

7. Once the **Carrier Information** is complete, click **[Update]**. The **Carrier Summary** screen will again be displayed.
8. To add a carrier association to a territory and / or branch, click the **Details**  icon next to the carrier name to associate. The **Carrier Information** screen is displayed.




9. Notice at the bottom of the **carrier name** tab, there is a link to add a new association, this link is only displayed after the carrier name record has been saved once. Click **[Add New Association]**. The **Select Territories and Branches** dialog box is displayed.




10. In the **Territory** list, select **All** or the specific Territory to be associated. This list is comprised any territories associated with the logged on staff member. If a specific territory is selected here, the resulting list below will have that territory and its corresponding branches only.

---

**Note:** If the staff member is associated only at the branch level, the **Territory** list will be blank.

---

11. Select the territories and branches to be associated, by selecting the check box to the left of the screen. A territory must be selected to enable the check boxes for its branches. The check boxes will not be available if as association has already been added.
12. In the **Branch Code** box, a branch code is required to be displayed on the **View / Edit Existing Commission** screen for the carrier record.
13. Click **OK** to save the selected territories and branches. The association is complete. The carrier is now associated with the selected territories and branches.

---

**Note:** On the carrier **commissions** tab, a line item for the branch with zero commission is also added.

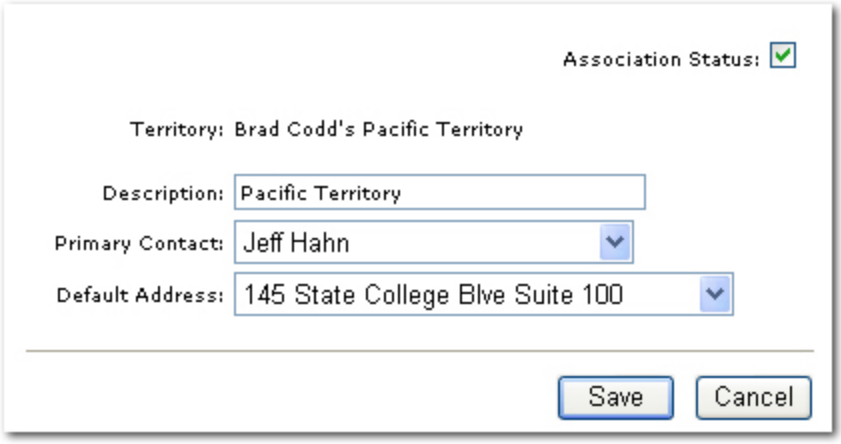
---

Or

Click **Cancel** to return to the **Carrier Information** screen without saving selections.

**To Edit an Association**

1. On the Primary menu, click **SEARCH**.
2. On the **search** tab, select **Carrier** in the **Entity** list. Search for the desired carrier.
3. Click the **Details** icon next to the carrier. The **CARRIER PROFILE > card file** tab is displayed.
4. Click the **carrier name** tab.
5. Click the **Details** icon next to the appropriate carrier. The **Carrier Information** screen is displayed.
6. Click the **Details** icon next to the association to edit. The edit dialog box is displayed.




7. The following options are editable:
   - **Association Status**
   - **Description**
   - **Primary Contact**
   - **Default Address:** Selections are based on carrier name locations.
8. Click **Save** to save the updates.

   Or

   Click **Cancel** to return to the **Carrier Information** screen without saving.

**To Remove an Association**

1. On the Primary menu, click **ORGANIZATION**.
2. Click the **territories** tab.
3. Search for and select the appropriate territory by clicking the **Details** icon next to that territory.
4. Click the **entity associations > carrier associations** tab.
5. Click the **Remove** icon next to the carrier to be removed.

### *Carrier Names Summary*

1. The **Carrier Names** tab displays all Carriers added for this Parent Carrier. Unlimited carriers may be added for each but only one can be designated as the parent carrier. The parent assignment will be identified as a 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.)

### *Adding Suspects, Prospects and Clients*

Adding new suspects, prospects and clients starts from the **Search** screen. Before adding a new client, a search must be conducted to avoid duplicate entries.

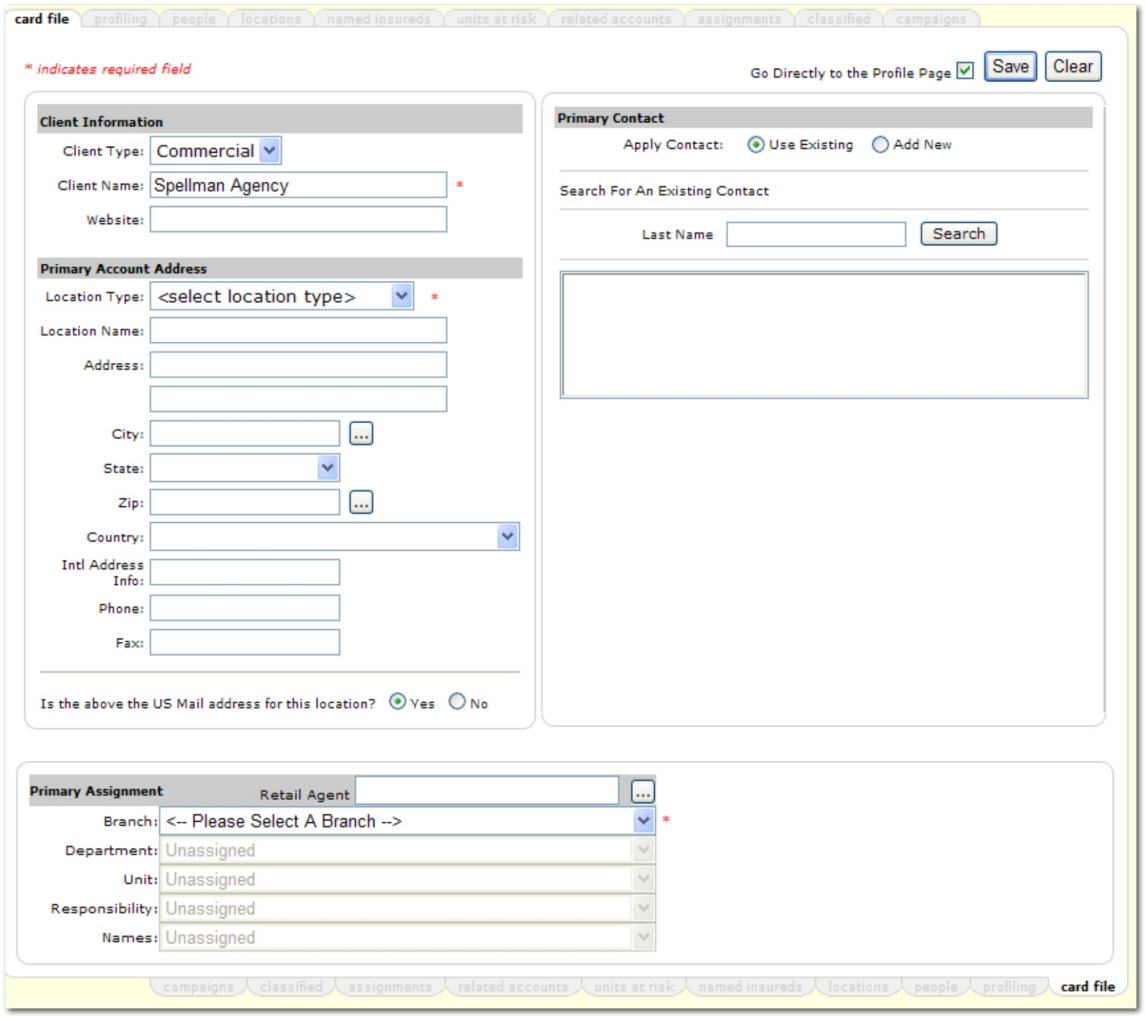
**To Add a Client**

1. On the Primary menu, click **SEARCH**.
2. In the **Entity** list, select **Client**. The **Entity** list defaults to client.
3. In the **Branch** list, select the appropriate branch to add the client to. The **Branch** list defaults to **All Branches**.

   **Note:** Searches are limited to branches where security access has been granted.
4. In the **Client** box, enter the name of the client. Any search information entered will be automatically transferred to a new client record.
5. Click **Search**. Possible client matches are displayed and the **[Add New Record]** link is displayed.




6. Click **[Add New Record]**. The **Add a New Client** screen is displayed with the **card file** tab active.




**Note:** The **[Add New Record]** link will not display unless a search has first been run.

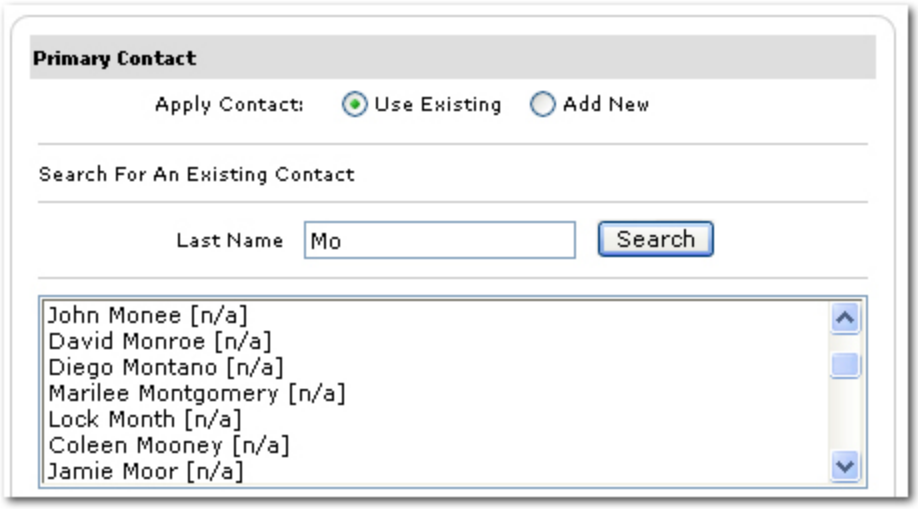
7. In the **Client** area, enter the following information:
   - In the **Client Type** list, select either **Commercial** or **Personal**. The default selection is **Commercial**.
   - In the **Client Name** box, enter the full name of the new client. Notice that the name entered when searching is copied to this box by default. The name can be changed.
8. In the**Primary Account Address** area, enter the following information. The address information will pre-fill the **Physical Address** and **Mailing Address** boxes on the **locations** tab.
   - In the **Location Name** box, enter the unique location name. There may be several location names for each client; enter a name that is easily identifiable among a list of location names.
   - In the **Address** boxes, enter the primary address for the client. The primary address is where invoices and correspondence will be sent. There are two address boxes available for more street address information.

- In the **City** box, enter the name of the city for the client's primary address. Enter at least three characters and click the **Ellipsis** button to retrieve possible matching cities. Once a match is selected the **State / Province** and **Zip / Postal** will be automatically completed.
- In the **State / Province** list, select the state for the client's primary address.
- In the **Zip / Postal** box, enter the **Zip** or **Postal** code for the client's primary address. Optionally, click the **Ellipsis** button to retrieve possible matching **Zip / Postal** codes. Once a match is selected the **City** and **State / Province** will be automatically completed.

**Tip:** Fill in either the primary **City** or **Zip / Postal** code then click the **Ellipsis** button. Select the appropriate information and the **City**, **State** and **Zip** information will be completed automatically.

- In the **Country** list, select the country in which the client resides.
- In the **Intl Address Info** box, add any necessary international address information.
- In the **Phone** box, enter the **Phone** number for the primary office. Enter the **Phone** number with the area code first and no formatting. Formatting will be applied after the **card file** tab has been saved. To add additional numbers, see Locations.
- In the **Fax** box, enter the **Fax** number for the primary office. Enter the **Fax** number with the area code first and no formatting. Formatting will be applied after the **card file** tab has been saved. To add additional numbers, see Locations.
- In the **Is the above the US Mail address for this location?** area, select either **Yes** or **No** to indicate whether the address is US or international. If **No** is selected, a mailing address entry area will be displayed. Enter the US mailing address in this area.

9. In the **Primary Contact** area, enter the following information:
   - In the **Apply Contact** area, select whether this contact will be a new contact or if an existing contact will be used. If **Use Existing** is selected, the **Search For An Existing Contact** screen is displayed.
     - In the **Last Name** box, enter at least two characters of the contact's last name and click **Search**. The list of resulting contacts is displayed.
     - Click the appropriate contact name and proceed with completing the **Primary Assignment** area.

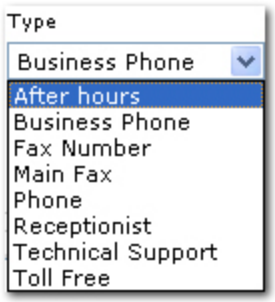



- In the **Prefix** list, select the prefix to the contact's name. The selections in this list are added by the agency in **SETUP > Lookup Management**.
- In the **First Name** box, enter the first name of the primary contact for this client. The primary contact is identified as the person that would be contacted or correspond with most of the time.
- In the **MI** box, enter the middle initial of the primary contact. Only one character can be entered.
- In the **Last Name** box, enter the last name of the primary contact.
- In the **Suffix** list, select a **Suffix** to the primary contact's name. The selections in this list are added by the agency in **SETUP > Lookup Management**.
- In the **Title** list, select a title that is used to identify the contact's occupation. The selections in this list are added by the agency in **SETUP > Lookup Management**.
- In the **Contact Role** list, select the **Contact Role** used to identify the contact's role within the branch.
- In the **E-Mail** box, enter the optional email address for the contact. This box can hold up to 30 characters. When entering the email address be sure to include the @ symbol and the extension such as *.com* or *.net*.

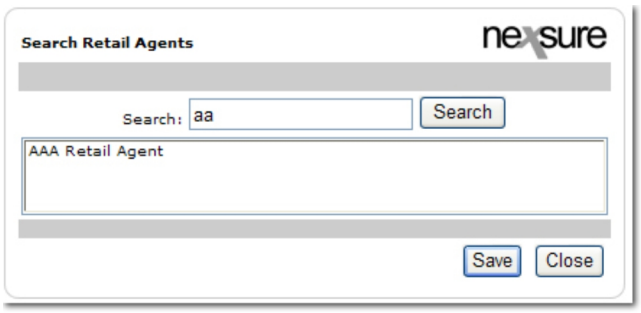
10. In the **Personal Numbers** area, enter the following information:

- Enter **Personal Numbers** without formatting. Formatting will be applied after the **card file** tab has been saved. Use the **Type** lists to identify the type of number entered. Extension numbers may be entered up to six characters long.

  The available **Types** are as follows:



11. In the **Primary Assignment** area, enter the following information:
    - If the client's business is placed through a retail agent, a retail agent can be added at the client level.
        a. Once a branch is selected, click the **Retail Agent Ellipsis** button to search for a retail agent that is associated to the selected branch.
        b. Once the **Ellipsis** button is clicked, the **Search Retail Agents** dialog box is displayed.




        c. In the **Search** box, enter at least two characters and click the **Search** button. A list of retail agents will be displayed.
        d. Select the retail agent and click the **Save** button. Click **Close** to return to the **card file** tab without saving any selected retail agents.
    - In the **Branch** list, select the primary branch that will service the client. Branches are added to the agency's organization by the Nexsure administrator.
    - In the **Department** list, select a department to identify how and when the income and expenses are allocated in the general ledger. The department may be modified later as needed at the policy level. The department added at the client level will automatically be used as the default department for each policy added.
    - In the **Unit** list, select the optional unit for the client. Units are not required but are used to further breakdown income and expenses. If units are added one must be selected as the client default. The unit may be modified later as needed at the policy level. The unit added at the client level will automatically be used as the default unit for each policy added.
    - In the **Responsibility** list, select what role the person assigned to the account represents. The content of this list can be edited by the Nexsure administrator.
    - In the **Names** list, select the name of the person primarily responsible for this account. This name corresponds to the **Responsibility** added above. The content of this list is populated with the employees identified in Nexsure as employees.
12. In the **Go Directly to the Profile Page** check box, uncheck the check box if completion of the **profile** tab is not needed. The **profile** tab contains questions about the client, prospect or suspect that may be useful to determine if the account is a fit for the entity.
13. Click **Save**. The new client is then added to Nexsure.

    Or

    Click **Clear** to remove all entries made on the **card file** tab.

### *Financial Entity*

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

**To Setup a Financial Entity**

1. You must search for a record before entering a new one. On the Primary menu , click **SEARCH**.
2. From the **Entity** drop-down list, select **Financial Entity**, enter search criteria and click **Search**.
3. If the entity you wish to add is not already in the system, click **[Add New Record]**.
4. On the **card file** tab, fill in all location and contact information.
5. Click **Save**.

### *Premium Finance Company Setup*

Premium Finance Companies are outside entities used by the organization to finance policies. Premium Finance Companies are created from the Search screen and are used as an alternate "Bill To" in the invoicing and accounting screens of Nexsure.

**To Setup a Premium Finance Company**

1. You must search for a record before entering a new one. On the Primary menu , click **SEARCH**.
2. From the **Entity** drop-down list, select **Premium Finance Company**.
3. Enter search criteria and click **Search**.
4. If the premium finance company you wish to add is not already in the system, click **[Add New Record]**.
5. On the **card file** tab, fill in all location and contact information.
6. Click **Save**.

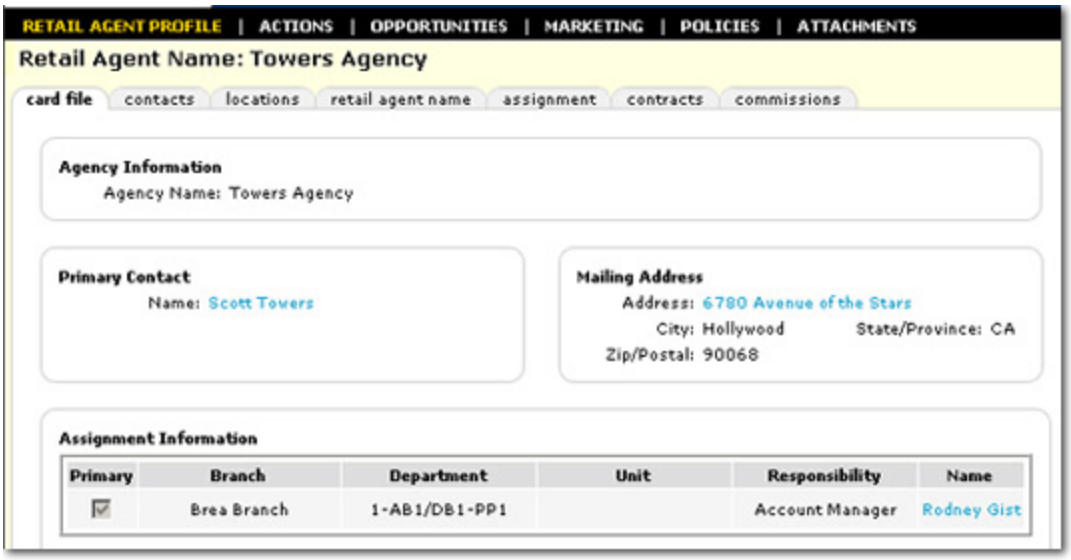
## *Adding Retail Agents*

Retail Agents are outside producers that broker business through another agency because they do not have a market. Once they have been added to the system, retail agents can view Actions, Opportunities, Marketing, Policies and Attachments as they pertain to the individual retail agent. Before you can add a new retail agent, you must conduct a Search to avoid duplicate entries.

**To Add a Retail Agent**

1. On the Primary menu, click **SEARCH**.
2. In the Entities drop-down box, select Retail Agent. Any previously accessed retail agents will be displayed automatically.
3. Enter the name of the retail agent in the Name field or enter "%%" to display all existing retail agents.
4. Click **Search**.

5. If the retail agent is in the system, click the **Details** icon for the appropriate retail agent. If the retail agent does not appear, click **[Add New Record]**.
6. Enter the card file information:
   - Agency Name
   - Primary Location
   - Primary Contact Name
   - Phone Numbers
7. Click **Save**.

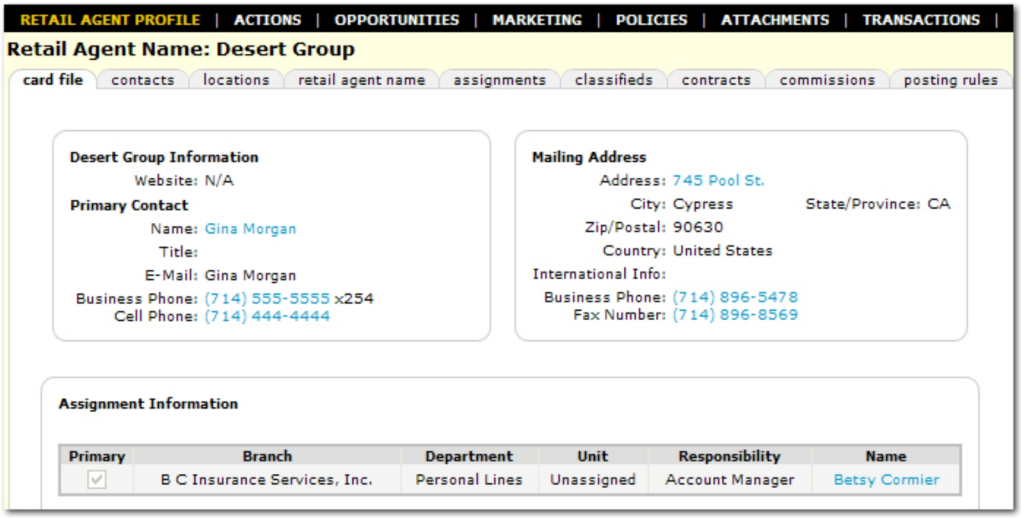



## *Retail Agent Profile*

The Retail Agent Profile manages all contact, assignment, contracts and commissions information for retail agents once they have been added to Nexsure.

**To Access the Retail Agent Profile**

1. On the Primary menu, click **SEARCH**.
2. Search for and select the retail agent by clicking the **Details** icon. The Retail Agent Profile will be displayed.




The following tabs are available when viewing the retail agent profile:

- **Card File:** The card file displays the agency contact and assignment information
- **Contacts:** Displays contact information as originally added. Contacts information includes:
  - Contact Name
  - Contact Role
  - Personal Numbers
  - Email
  - Contact Notes
- **Locations:** Displays location information as originally added. See the Retail Agent
- **Retail Agent Name:** Displays the agency name and web site. This tab also allows activation or inactivation of a retail agent. Selecting **Inactivate** will put a line through the retail agent's name, serving as a reminder that the agent is not currently being worked with. Selecting **Activate** will remove the line through the name. See the Retail Agent Name topic for more information about this tab.
- **Assignments:** Allows selection of the appropriate branch for this client. See the Retail Agent Assignment Tab topic for more information about this tab.
- **Classifieds:** The retail agent **classified** tab is available to add classified information to the retail agent record. Classification code descriptions and code designations may be added in **SETUP > Lookup Management > Category > Retail Agent**. See the Retail Agent Classifieds topic for more information about this tab.
- **Contracts:** The retail agent contracts tab stores the agent's contract information, errors and omissions coverage and license information. See the Retail Agent Contracts topic for more information about this tab.
- **Commissions:** See Retail Agent Commissions
- Posting Rules:

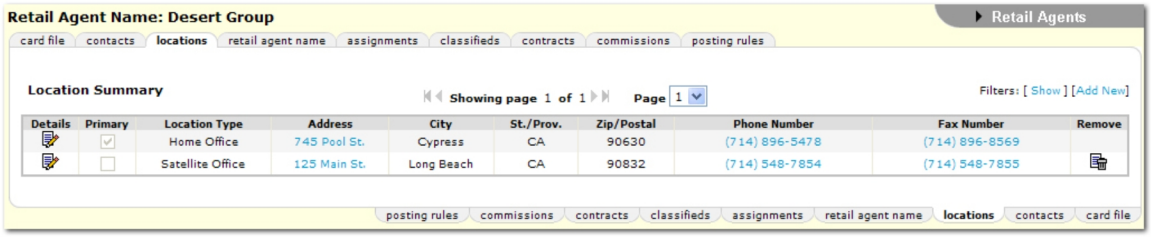
## *Retail Agent Locations*

The retail agent locations tab stores the agent's location information.

**Important:** A retail agent cannot be deleted from Nexsure once an invoice is associated with that retail agent.

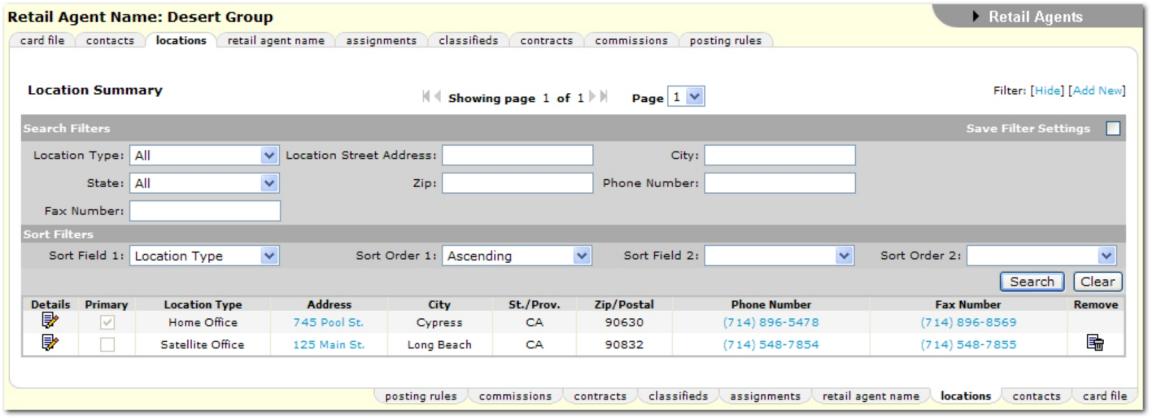
**To Search for a Location**

1. On the Primary menu, click **SEARCH**.
2. In the **Entity** list, select **Retail Agent**. Search for the appropriate retail agent.
3. Click the **Details** icon next to the retail agent.
4. Click the **locations** tab. The Location Summary screen is displayed.




There are several options when working with locations. Notice the options at the top of the summary.

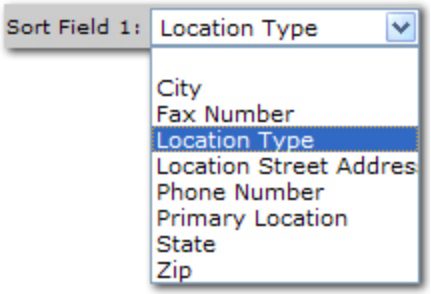
5. **Showing Page:** The **Arrow** icons can be used to navigate through pages of search results.
   - **First Page** icon.
   - **Previous Page** icon.
   - **Next Page** icon.
   - **Last Page** icon.
6. **Page List:** Click the **Page List** arrow to open a list of all search results pages. Select the desired page number to open that page of search results.
7. In the **Filters** area, the **[Show]** option is available to open the Search Filters and Sort Filters to aid in finding specific locations.



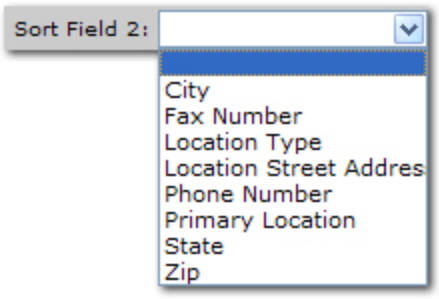

8. In the **Search Filters** area, the following search options are available:

- **Save Filter Settings:** Selecting the **Save Filter Settings** check box on the **Search Filters** screen and clicking **Search** will change the default **Search Filter** setting. The next time the **locations** tab is opened, the locations returned will be filtered by the saved setting. Exercise caution when using the **Save Filter Settings** check box with a date range as returned locations will be restricted to that date range. As a general rule, check the filter settings each time this tab is accessed.
- **Location Type:** Select the **Location Type** from the list that includes, **All**, **Corporate Headquarters**, **Home Office**, or **Satellite Office**.
- **Location Street Address:** Enter at least two characters to narrow the search results. Entering some of the street address returns a broader result, enter most of the street address for more specific results.
- **City:** Enter at least two characters to narrow the search results. Entering some of the city name returns a broader result, enter most of the city name for more specific results.
- **State:** Enter at least two characters to narrow the search results. Entering some of the state name returns a broader result, enter most of the state name for more specific results.
- **Zip:** Enter at least two characters to narrow the search results. Entering some of the zip code returns a broader result, enter most of the zip code for more specific results.
- **Phone Number:** Enter at least two characters to narrow the search results. Entering some of the phone number returns a broader result, enter most of the phone number for more specific results.
- **Fax Number:** Enter at least two characters to narrow the search results. Entering some of the fax number returns a broader result, enter most of the fax number for more specific results.

9. In the **Sort Filters** area, the following options are available. Use the **Sort Filters** to sort the results of the locations search.
   - **Sort Field 1:** By default **Sort Field 1** is set to **Location Type**. However, another column heading from the **Sort Field 1** list may be selected. The search results will be sorted by the column selected in the **Sort Field 1** list.




   - **Sort Order 1:** By default **Sort Order 1** is set to **Ascending**. However, either **Ascending** or **Descending** may be selected to set the order of the locations returned. **Ascending** will set the order from A-Z. **Descending** will set the order from Z-A. The **Sort Field 1** will be the first sort and **Sort Field 2** will be the sub sort.
   - **Sort Field 2:** By default **Sort Field 2** is set to blank. However, a column heading from the **Sort Field 2** list may be selected. The search results will be sorted by the column selected in the **Sort Field 2** list.



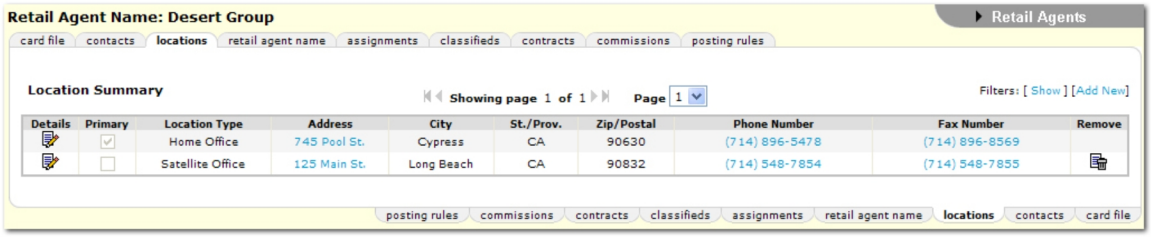

- **Sort Order 2:** By default **Sort Order 2** is set to **Ascending**. However, either **Ascending** or **Descending** may be selected to set the order of the locations returned. **Ascending** will set the order from A-Z. **Descending** will set the order from Z-A. The **Sort Field 1** will be the first sort and **Sort Field 2** will be the sub sort.

10. **Search:** Click **Search**. The results of the **Search Filter** criteria and **Sort Filter** settings are displayed.
11. **Clear:** Click **Clear** to remove all entries in the **Search Filter** and **Sort Filters** fields.

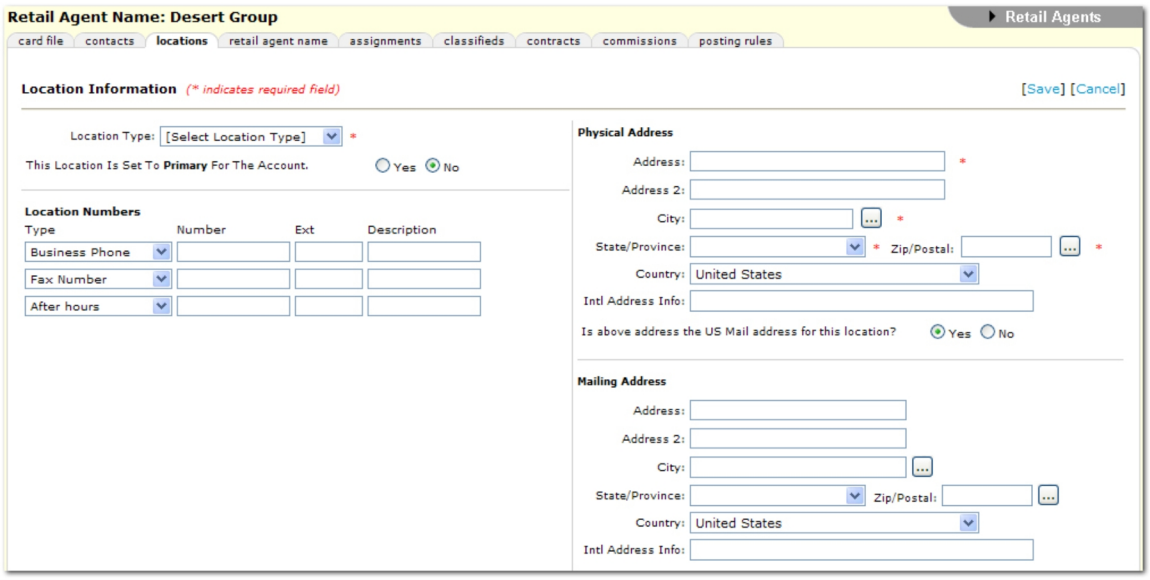
> **Important:** Clicking **Clear** does not remove the **Save Filter Settings** selection.

**To Add a Location**

1. On the Primary menu, click **SEARCH**.
2. In the **Entity** list, select **Retail Agent**. Search for the appropriate retail agent.
3. Click the **Details** icon next to the retail agent.
4. Click the **locations** tab. The Location Summary screen is displayed.




5. On the **Location Summary** screen, click **[Add New]**. The Location Information screen is displayed.




6. In the **Location Type** list, select from the location types entered in **Setup > Lookup Management > Category > Retail Agent > Types > Location Types**.
7. Select either **Yes** or **No** to indicate if this location is the primary location for the account.
8. In the **Location Numbers** area, enter phone numbers without formatting. Formatting will be applied after the locations tab has been saved. Select the type of phone number. Extension numbers may be entered up to six characters. Adding additional phone numbers...
   a. Once the new location information has been saved, the **Location Summary** screen displays. Click the **Details** icon next to the location to update. Notice **[Add New]** is now available in the **Location Numbers**area.
   b. In the **Location Numbers** area, click **[Add New]**.
   c. Select the identity of the phone number being added.
   d. Enter the phone numbers without formatting. Formatting will be applied after the screen has been saved.
   e. The extension numbers may be entered up to six numeric characters.
   f. Click **Save** to save the phone number just added.

      Or

   g. Click **Close** to abort the addition of the new number.

      **Note:** The number of phone numbers that can be added to each location is only limited by the identity choices.

   h. Click the **Details** icon beside the number if edits to the number are required.
   i. Click the **Delete** icon beside the number to permanently delete the number.
9. In the **Physical Address** area, enter the address of the physical location of the retail agent. Select **Yes** or **No** to indicate if this address is to be used as the US mailing address as well as the physical address. If **Yes** is

selected, there is no need to complete the **Mailing Address** information below; once the location information is saved, the **Physical Address** will automatically populate the **Mailing Address** area.

**Tip:** Don't forget to use the **Ellipsis** button to help complete address information quickly.

10. If the **Mailing Address** is different than the **Physical Address**, complete the boxes in the **Mailing Address** area.
11. Click **[Save]** to save all entries on the Location Information screen and return to the Location Summary screen.

    Or

12. Click **[Cancel]** to return to the Location Summary screen without saving entries.

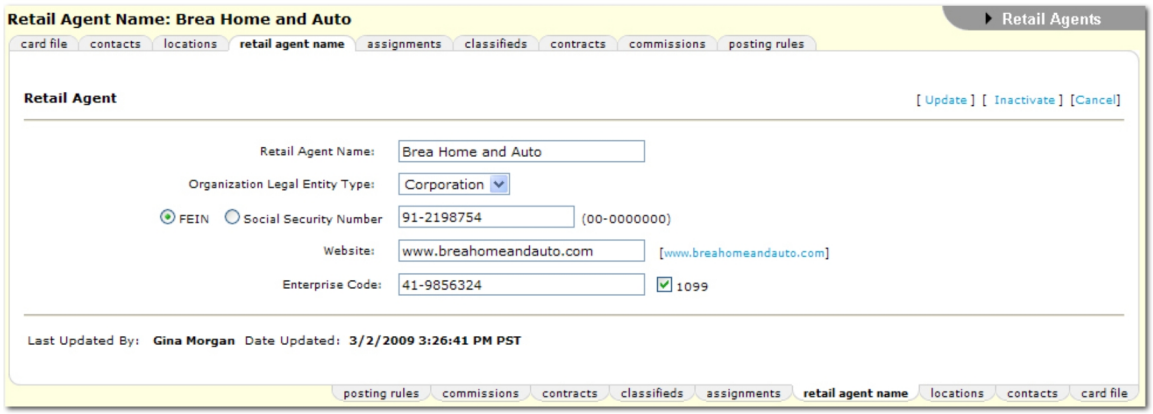
### *Retail Agent Name*

The retail agent name tab stores the agent's tax and name information. The retail agent can also be inactivated from this tab.

**Important:** A retail agent cannot be deleted from Nexsure once an invoice is associated with that retail agent.

**To Enter Name Information**

1. On the Primary menu, click **SEARCH**.
2. In the **Entity** list, select **Retail Agent**. Search for the appropriate retail agent.
3. Click the **Details** icon next to the retail agent.
4. Click the **retail agent name** tab. The Retail Agent screen is displayed.




5. In the **Retail Agent Name** box, the name of the retail agent is displayed. Alterations to an existing name can be made here.

   **Tip:** After altering the Retail Agent Name, click **[Update]** and then the **RETAIL AGENT PROFILE** link to refresh the name in the non-editable Retail Agent Name field.

6. In the **Organization Legal Entity Type** list, select the entity type for the retail agent. The options available in this list are added by the Nexsure administrator in **Lookup Management > Retail Agent > Organization**

**Legal Entity Type**.

7. Select either **FEIN** or **Social Security Number** to enter the tax identification number for the retail agent. Once a selection is made, the appropriate number format is displayed for entry reference.
8. In the **Website** box, enter the URL for the retail agent's web site.

   **Note:** Do not enter the http:// prefix for the website address, Nexsure will automatically remove the prefix from any links where the address is displayed.

9. In the **Enterprise Code** box, enter a free-form value that may be used to track a client managed in Nexsure with other proprietary systems. This information can be searched for from the **search** tab **>Enterprise Code** box.
10. Select the **1099** check box if this entity will require a 1099.
11. Click **[Update]** to save all retail agent name information. The Last Updated By and Date Updated fields are updated to reflect the recent activity.

    Or

    Click **[Cancel]** to exit the **retail agent name** tab without saving changes and return to the **card file** tab.
12. Click **[Inactivate]** and the retail agent's name will be shown in strikethrough font on the SEARCH results screen.
13. Click **[Activate]** if the retail agent is currently inactivated and needs to be active again.

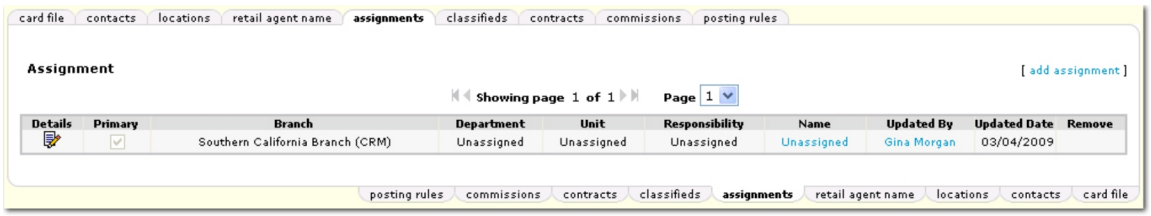
### *Retail Agent Assignments Tab*

The retail agent assignments tab stores the agent's assignment information. The retail agent branch assignment will determine the availability of retail agents at the client and policy levels. The assignments added on this tab also dictate the availability of the retail agent for accounting transactions in the associated branch's territory.

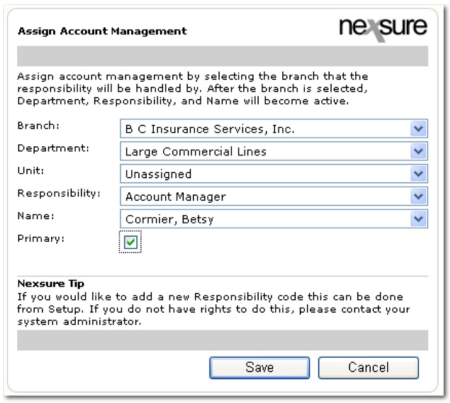
**Important:** A retail agent cannot be deleted from Nexsure once an invoice is associated with that retail agent.

**To Add an Assignment**

1. On the Primary menu, click **SEARCH**.
2. In the **Entity** list, select **Retail Agent**. Search for the appropriate retail agent.
3. Click the **Details** icon next to the retail agent.
4. Click the **assignments** tab. The Assignment screen is displayed.




5. On the **Assignment** screen, click **[Add Assignment]**. The Assign Account Management screen is displayed.




6. In the **Branch** list, select from the branches associated with the organization. Select a branch to associate with the assignment.

   **Important:** The assignments associating this branch with the retail agent dictate the availability of the retail agent for entity selections on accounting transactions in the associated branch's territory.

7. In the **Department** list, select from the departments associated with the selected Branch. Select a department to associate with the assignment.
8. In the **Unit** list, select from the units associated with the selected branch. Select a unit to associate with the assignment.
9. In the **Responsibility** list, select the responsibility title to add to the assignment. This selection narrows the results in the **Name** list below.
10. In the **Name** list, select the name for the assignment.
11. Select the **Primary** check box if this assignment is to be the primary one for the retail agent.

    **Note:** Primary assignments cannot be removed on the Assignment screen; another primary must first be selected.

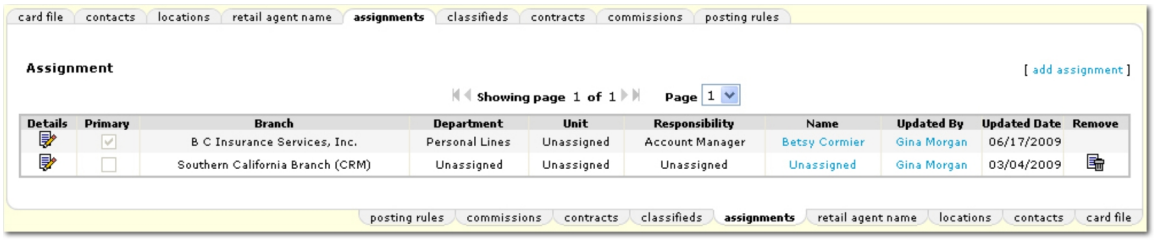
12. Click **[Save]** to save all entries on the Assign Account Management screen and return to the Assignment screen.

    Or

13. Click **[Cancel]** to return to the Assignment screen without saving entries.

**To Edit an Assignment**

1. On the Primary menu, click **SEARCH**.
2. In the **Entity** list, select **Retail Agent**. Search for the appropriate retail agent.
3. Click the **Details** icon next to the retail agent.
4. Click the **assignments** tab. The Assignment screen is displayed.




5. Click the **Details** icon next to the assignment to edit. The Assign Account Management dialog box is displayed for editing. Make any changes necessary.
6. Click the **Remove** icon to delete the assignment. Primary assignments cannot be removed on the Assignment screen; another primary must first be selected.
7. Click **[Save]** to save all entries on the Assign Account Management screen and return to the Assignment screen.

   Or
8. Click **[Cancel]** to return to the Assignment screen without saving entries.

**Understanding Accounting Results**

The following basic rules apply when working on accounting transactions with retail agent assignments:

- A retail agent with a branch assignment will be available for selection at the territory level where the branch is associated.
- A retail agent assigned to a policy or client will be available for selection at the territory level.
  - Branch assignment removal at retail agent after there has been a retail agent policy assignment will not remove the retail agent from territory level accounting transactions.
- A retail agent included in an invoice (posted or unposted) will be available for selection at the territory level.
  - Removing a retail agent assignment from a policy and a client will not remove the retail agent from territory level accounting transactions.
- If a retail agent must be removed from territory accounting transactions, the following must be true:
  - Branch assignment at retail agent does not exist.
  - Retail agent is not on any policy or client.
  - Retail agent is not included on any invoice.

## *Retail Agent Classified Tab*

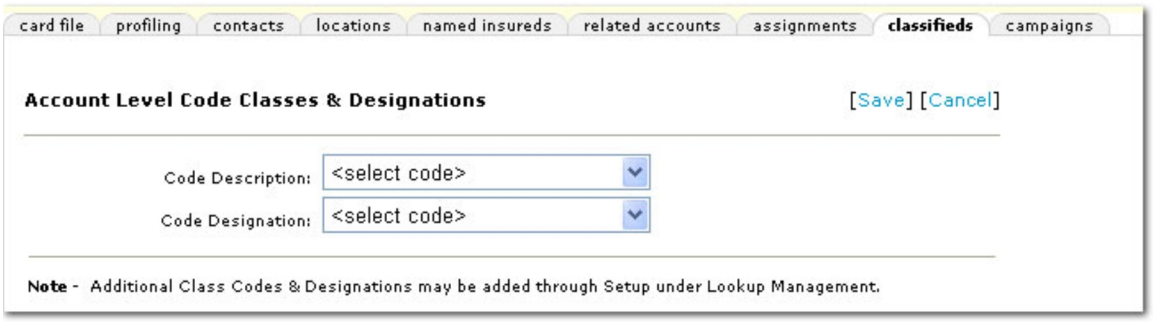
The retail agent **classified** tab is available to add classified information to the retail agent record. Classification code descriptions and code designations may be added in **SETUP > Lookup Management > Category > Retail Agent**.

**To Add New Codes**

1. Locate a retail agent via **SEARCH**.
2. Click the **Details** icon next to the retail agent to update.
3. Click the **classifieds** tab. The **Classified Summary** screen is displayed.




4. Click the **Details** icon to edit an existing code, or click **[Add New]**. The **Account Level Code Classes & Designations** screen is displayed.




5. In the **Code Description** list, select a description for the classified information. The available selections can be added or edited in **SETUP > Lookup Management > Category > Retail Agent**. For more information about adding or editing selections, see the Adding Lookup Management Items topic.
6. The **Code Designation** list will be populated when the **Code Description** is selected. The **Code Description** and **Code Designation** are linked when they are added in **SETUP > Lookup Management > Category > Retail Agent**. For more information about adding or editing selections, see the Adding Lookup Management Items topic.
7. Click **[Save]**. The new codes are added to the **Classified Summary** screen.

   Or

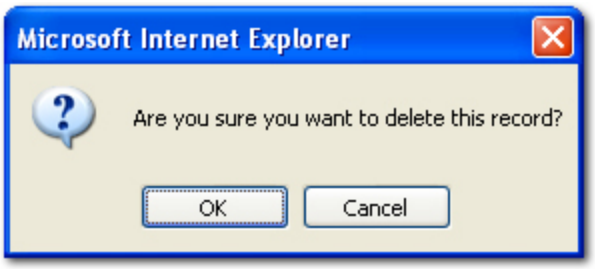
   Click **[Cancel]** to return to the **Classified Summary** screen without saving any selections.

**To Remove Codes**

1. Locate a retail agent via **SEARCH**.
2. Click the **Details** icon next to the retail agent to update.
3. Click the **classifieds** tab. The **Classified Summary** screen is displayed.




4. Click the **Remove** icon. The following confirmation dialog box is displayed.



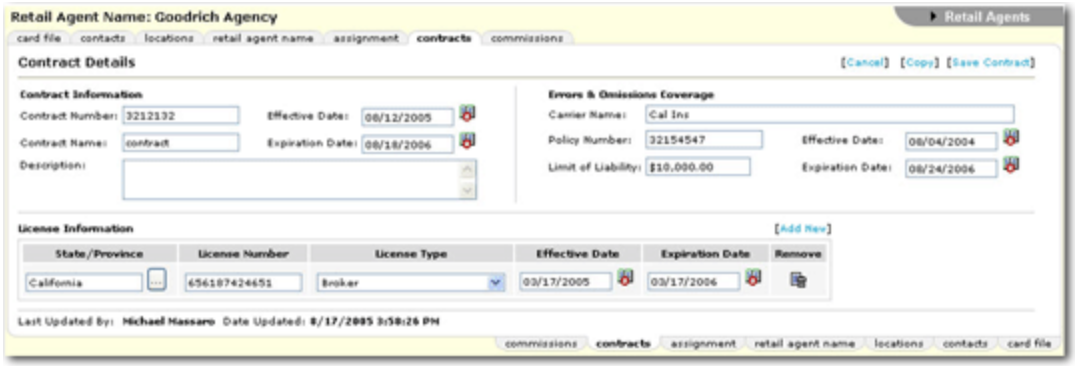

5. Click **OK**. The code is removed.

## *Retail Agent Contracts*

The retail agent contracts tab stores the agent's contract information, errors and omissions coverage and license information.

**To Enter Contract Details**

1. On the Primary menu, Click **Search**.
2. Click the **Entity** drop-down box and select the **Retail Agent**.
3. Click the **Details** icon of the retail agent.
4. Click the **contracts** tab.
5. Enter the contract information. When complete, click **Save Contract**. Click **Copy** to create a duplicate of the same contract. To update the contract at a later point, select the contract on the **contracts** tab by clicking the **Details** icon, make the changes and click **Save Contract**.




**Contract Information**

- Contract Number
- Contract Name
- Effective/Expiration Dates
- Contract Name
- Description

**Errors & Omissions Coverage**

- Carrier Name
- Policy Number
- Limit of Liability
- Effective/Expiration Dates

**License Information**

The Contract Details must be saved (Click **Save Contract**) before adding license information.

- State/Province
- License Number
- License Type
- Effective/Expiration Date

**Tip:** If you have administrator rights, custom license types can be added via Lookup Management.

a. On the Utility menu, click **Setup**.

b. In the Setup Console, click **Lookup Management**.

c. In the Category drop-down list, select **Retail Agent**.

d. In the Types box, select **License Types.**

e. In the Select Item box, select **Add New**.

f. In the License Type field, enter the name of the license type.

## *Retail Agent Commissions*

**To Add or Edit Employee Commissions**

1. On the Primary menu, click **SEARCH**. Search for the retail agent to view the commission detail.
2. Click the **Details**  icon for the retail agent.
3. Click the **commissions** tab.
4. Edit the commission details or click **[Add New]**.
5. Complete the commission detail as necessary:
   - Select the **Branch Name** from the list to identify which branch the commission is being setup for. Proceed to **Setting up Defaults**. If carrier associations have been set up, the **Branch Name** list is filtered by branches belonging to territories associated at the **carrier association** tab. For more information about entity associations, see the Carrier Associations topic.
   - Select a **Carrier** from the list to identify which carrier the commission is being setup for. Proceed to **Setting up Defaults.**
   - Select a **Line of Business** from the list to identify which line of business the commission is being setup for. Proceed **to Setting up Defaults.**
   - Enter the required **Retail Agent Code.** This is typically identified as the code number assigned to the agency by the carrier.

6. Set the defaults by clicking the check box beside each default type. Each default set will trigger Nexsure to try and match information between the policy and the defaults selected on this tab.

   The table below shows the information that Nexsure tries to match up when each default check box is selected. If none of the default check boxes are selected, then Nexsure tries to match up the organization, branch, department, carrier, and LOB with the new policy. Once a match is made, the default rates will populate the policy. If no match is found, the rates set on this **commissions** tab will not populate the policy.

| Default Selection | Match Requirements |
|---|---|
| Retail Agent Default | Branch |
| Carrier Default | Carrier and Branch |
| Line of Business Default | Line of Business and Branch |

   - **Retail Agent Default:** One retail agent default may be selected as the overall default for the organization. The retail agent default selected should be what best matches the commission that is received by the agency most of the time.
   - **Carrier Default:** One carrier may be selected as the commission default per carrier within a branch by selecting the check box beside **Carrier Default**. A carrier default may be setup for each carrier (each parent with subsidiaries = one carrier) within a branch.

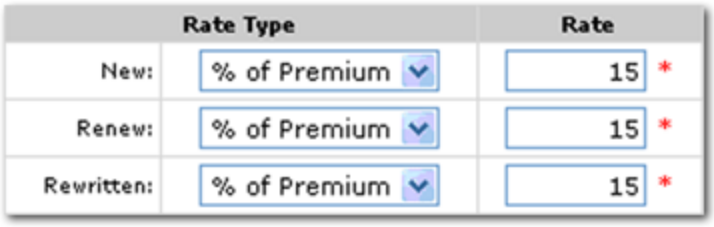
     **Note:** There can only be one carrier default per carrier per retail agent. The carrier default should be selected to best match what commission is received most of the time from that carrier.

   - **Line of Business Default:** One line of business default may be added for each specific line of business within the retail agent.

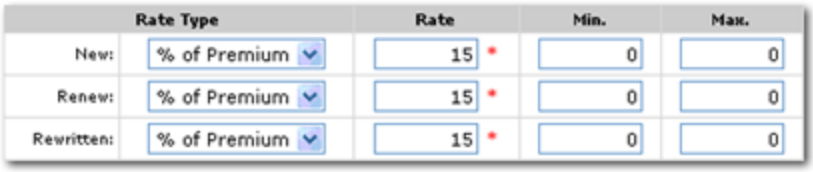
     **Note:** There can be only one line of business default per line of business, per retail agent. A line of business default should be set up for each line of business that has a commission percentage outside of the carrier default. If a default exists for a line of business under one carrier and another default is selected for that specific line of business under another carrier, it will overwrite the existing default and become the current default.

7. **Rate Type** is what that commission will be calculated from.
   - **% of Agency Commission** is defined as a percentage of the agency commission shown on the **policy info** tab.
   - **% Of Fee** is defined as a percentage of the fee entered on the **policy info** tab.
   - **% Of Premium** is defined as a percentage of the premium entered in the **Premium** box on the **policy info** tab by line of business.
   - **Flat Amount** is defined as a flat dollar amount entered in the **Rate** box.
8. Enter the commission rate for **New**, **Renew** and **Rewritten**. Notice the red * asterisks beside each rate box, this indicates that something must be entered, even if it is zero. The record will not be saved if any

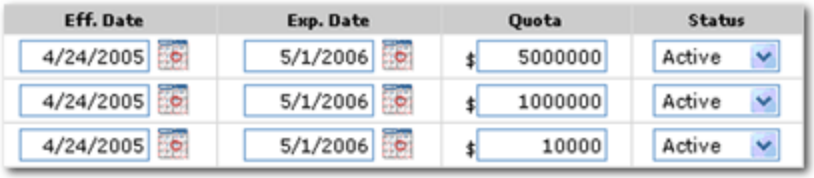
required boxes are not populated.




9. Enter an amount into the **Min.** and **Max**. boxes. These boxes are used to identify the minimum and maximum commissions that would be seen on invoices. These boxes are optional and are used for reference only.




10. The **Eff. Date** field automatically populates and identifies the date the commission being added becomes effective. Change the **Eff. Date** as needed. If this date is outside the policy term effective date, the commission will not populate the **policy info** tab.




11. Enter a date into the **Exp. Date** box. The **Exp. Date** box is not populated by default. Entering an expiration date indicates the date the commission will no longer be valid. Leaving the expiration date box blank allows the commission rate to not expire. If this date is outside the policy term expiration date, the commission will not default to the policy info screen.

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**Note:** If an expiration date is entered that commission will not pull to policies written with an effective date after that date. A new commission, with the new rate and effective date, may be added. The effective date of the policy will determine which commission will be pulled to the invoice.

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12. Enter a **Quota** amount as needed. The **Quota** amount is for reference only and is optional. **Quota** is the amount of either commission or premium the branch expects to meet for the Eff. and Exp. Dates entered.
13. Click on the **Status** list and select **Active** which is populated by default or **Inactive** (if the commission default is no longer needed.)
14. To finalize the new commission default, click **[Save]** to save changes or click **[Cancel]** to abort.

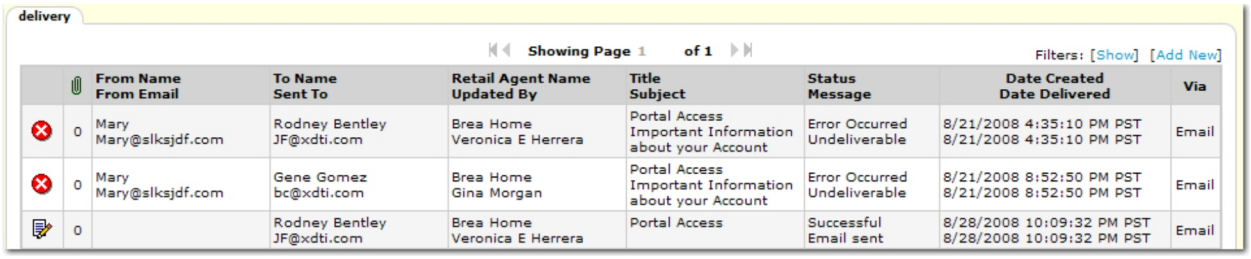
## *Retail Agent Delivery*

Using Nexsure's delivery tab, policy information and documents can be delivered via fax or email.

The **delivery** tab can be accessed from the Home menu, Client menu or Retail Agent entity. From the **Home** menu, a summary for all deliveries the staff member logged into Nexsure is authorized to view will appear. When the

**Details** icon is selected for a restricted delivery to which the staff member is not assigned, a dialog box will display listing the staff members that are assigned to the policy.

**Note:** Any deliveries that include attachments of policies, cancellations, claims or other attachments associated to a restricted policy will not display. The logged in staff member must be assigned to the restricted policy associated to the delivery to view the delivery details.




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

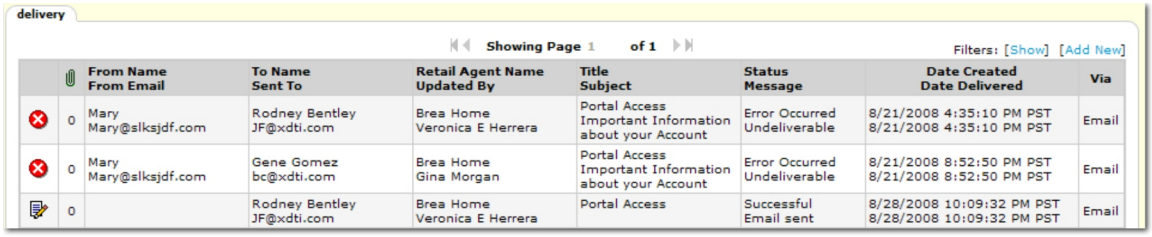
| Method | Icon | Status | Status Message | Successful |
|---|---|---|---|---|
| Email / Fax | | Draft | --- | No |
| Email / Fax | | Processing Forms | Rendering PDF | No |
| Email / Fax | | Pending | --- | No |
| Fax | | Processing | Picked up | No |
| Fax | | Processing | Sending... | No |
| Fax | | Processing | Phone line problem | No |
| Email / Fax | | Successful | Completed | Yes |
| Fax | | Error Occurred | Ring, timeout waiting for answer | No |
| Fax | | Error Occurred | Voice answer detected | No |
| Fax | | Error Occurred | Transmission error | No |
| Fax | | Error Occurred | Bad Conversion | No |

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

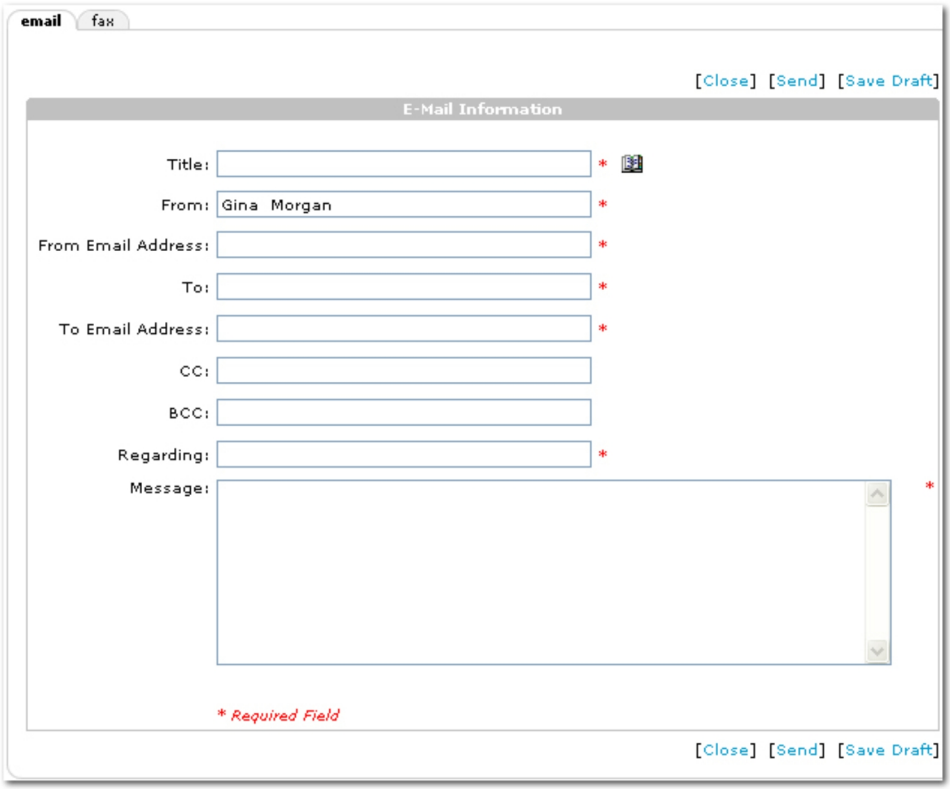
- The attachment column displays the number of attachments associated with the delivery.

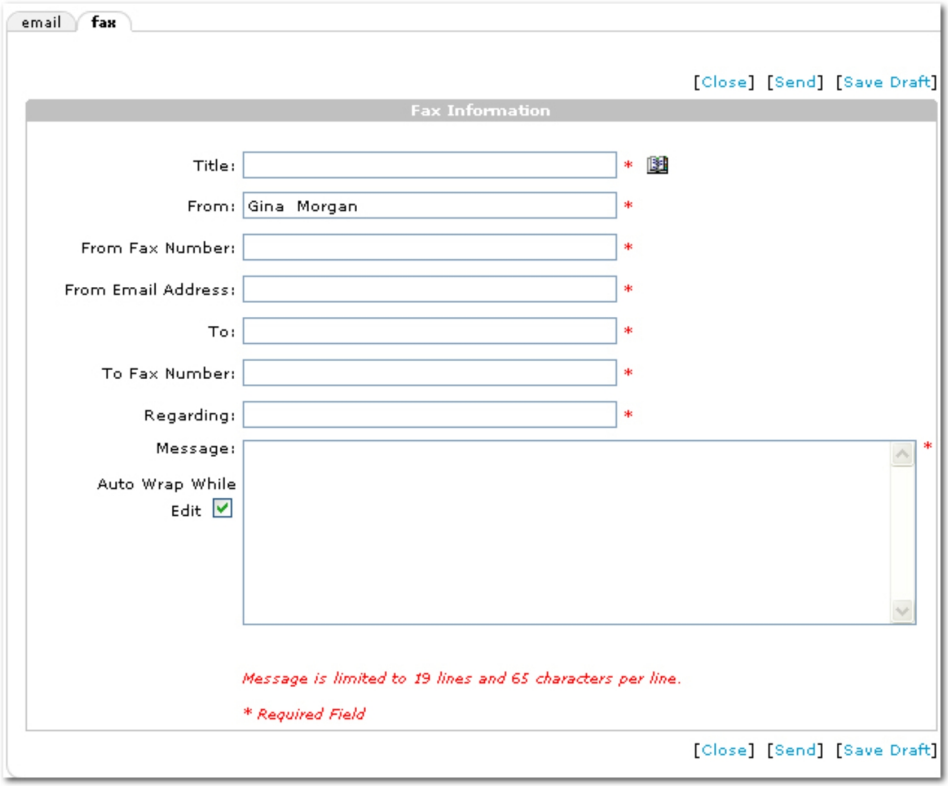
**To Deliver Retail Agent Information**

1. On the Primary menu, click **SEARCH**. Search for the appropriate retail agent.
2. On the **search** tab, click the **Details** icon next to the retail agent.
3. On the **Retail Agents** menu, click **DELIVERY**. The **delivery** tab is displayed.




4. Click **[Add New]**.
5. Select a delivery method, **email** or **fax** tab.
6. Enter the delivery information in the address fields, or use the address book .






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

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

  **Note:** A valid email address or a fax machine is not required, the **From** email box must still be populated. The policy information will be sent via Nexsure and a third-party tool.

- **From**: Enter the **From** name.
- **To E-Mail Address / Fax Number**: Enter the recipient's email or fax number.

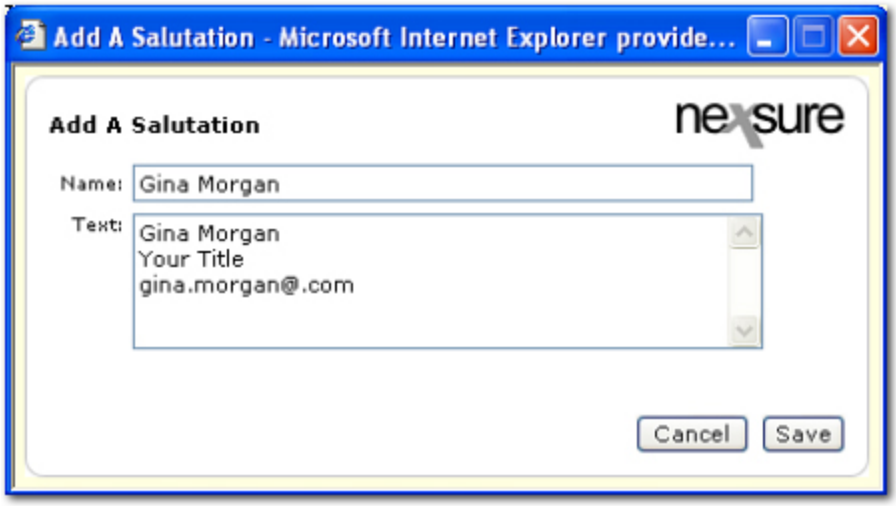
  **Tip:** To send an email of fax to multiple recipients, add a semicolon between the multiple email addresses or fax numbers.

- **To**: Enter the recipient's name.
- **CC**: (email only) Enter the email address of any additional persons to whom the information should also be sent. Separate multiple email addresses with a semicolon.
- **BCC**: (email only) Enter the email address of any additional persons to whom the information should also be sent without informing the To or CC recipients. Separate multiple email addresses with a semicolon.

- **Regarding**: The delivery subject, as would be shown on the cover page or in the **Subject** line of an email.
- **Message**: Enter a message, if needed, to accompany the attachments. You can add a signature file to your deliveries on the Employee > Identity screen.

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

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




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

b. Click the **employees** tab.

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

d. Click the **identity** tab.

e. Click **Add Salutation**.

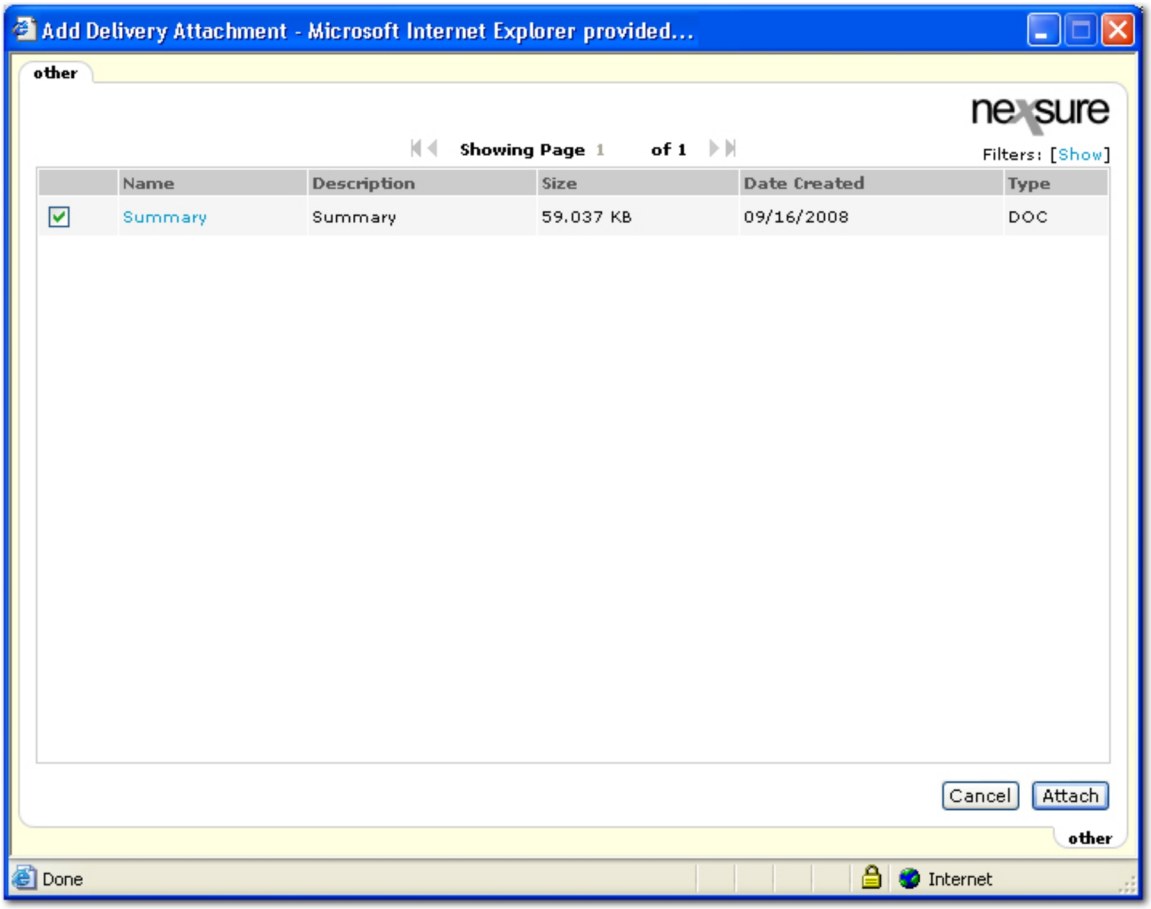
**Note:** Though it is possible to have more than one salutation (or signature) file, the first one will appear in the delivery message body.

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

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

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

7. Click **Add**. The **Add Delivery Attachment** dialog box is displayed.




8. If a needed attachment is not displayed, the **Filters** may be changed to search for the necessary attachment.

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

9. Select the item and click **Next**.
10. Once the email or fax is complete the following options are available:
    - **Send:** Click **[Send]** to send the email or fax to the recipient.
    - **Save Draft:** Click **[Save Draft]** to save the email or fax to send at a later time. Any attachments added to the email or fax will be saved as well. All drafts are then available on the **delivery** tab.
    - **Print:** Click **[Print]** to print a copy of the email message.
    - **Close:** Click **[Close]** to close the **fax** or **email** tab without saving changes.

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**Note:** If the initial fax could not be delivered, an email will be automatically sent to the sender's email address. The email contains information to help identify the fax that failed. There are two ways to proceed:

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

---

faxed.

Or

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

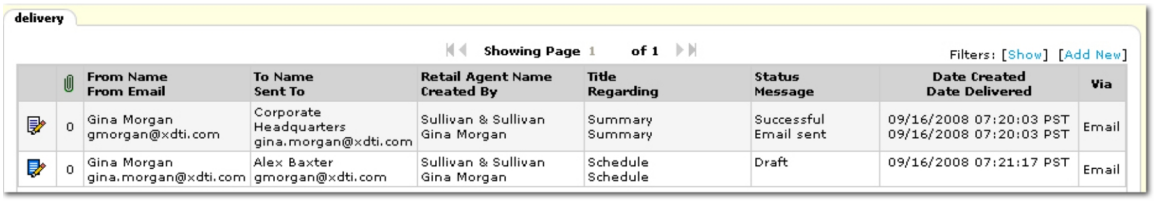
11. After the delivery has been sent, the **viewer** tab will appear on the **delivery** tab. To view the attachment, click the **Details** icon for the attachment.
12. Click the **viewer** tab, and click the **Magnifying Glass** icon to view the document attachment or digital image in the viewer.

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

**To Send a Saved Draft**

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

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




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

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

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

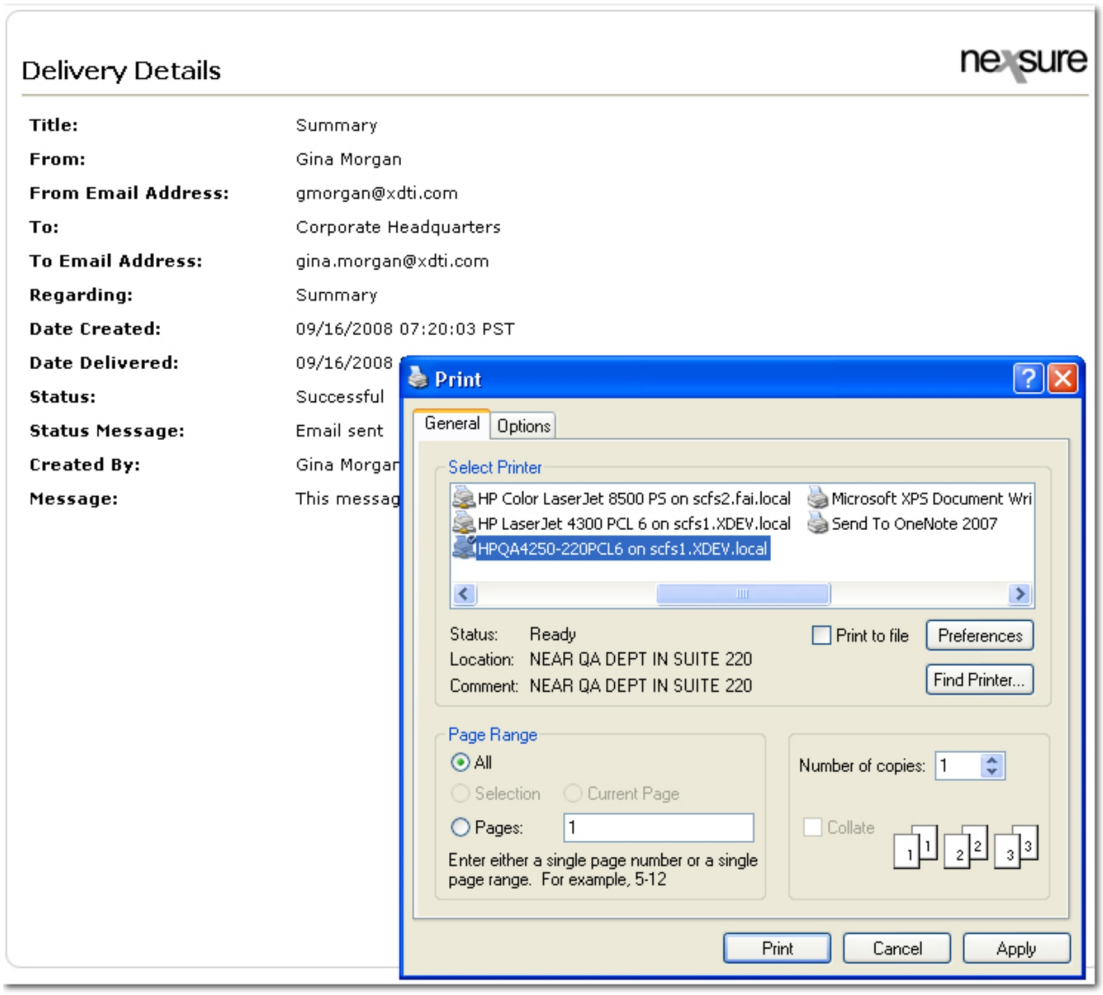
**Important:** If **[Cancel]** is clicked at this point, the email or fax will be cancelled and cannot again be accessed to send. To return to the **delivery** tab again without sending the draft, click **[Save Draft]** to save updates or click **[Close]** to return to the delivery tab without saving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

**To Print Delivery Details**

Once a delivery has been sent, the delivery details can be viewed and printed for reference.

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

5. On the **details** tab, click **[Print]**. The **Delivery Details** screen will be displayed along with the **Print** dialog box.




6. In the **Print** dialog box, make the appropriate selections and click **Print**. The **Delivery Details** are printed.

## *Retail Agent Setup*

Retail Agents are outside producers that broker business through another agency because they do not have a market. Retail Agents are created from the Search screen and used in the Policy Assignment, Invoicing "Bill To" and accounting screens of Nexsure.

**To Setup a Retail Agent**

1. You must search for a record before entering a new one. On the Primary menu, click **Search**.
2. From the **Entity** drop-down list, select **Retail Agent**, enter search criteria and click **Search**.
3. If the retail agent you wish to add is not already in the system, click **[Add New Record]**.
4. On the Card File tab, fill in all location and contact information.
5. Click **Save**.

### *Tax Authority Setup*

Tax Authorities are entities which policy generated taxes are paid. Tax Authorities are created on the Search screen and are used in the Accounting screens of Nexsure.

**To Setup a Tax Authority**

1. You must search for a record before entering a new one. On the Primary menu , click **SEARCH**.
2. From the **Entity** drop-down list, select **Tax Authority**, enter search criteria and click **Search**.
3. If the tax authority you wish to add is not already in the system, click **[Add New Record]**.
4. On the Card File tab, fill in all location and contact information.
5. Click **Save**.

## *Adding a Vendor*

Vendors are outside entities to which payments are made for operating expenses such as rent, office supplies, etc. Vendors are created on the **SEARCH** screen and used in the Accounting screens of Nexsure.

**Note:** The vendor is added globally through **SEARCH** and then must be associated at a book level (organization or territory) by adding the vendor to the **vendors** tab. The vendor is then available for the entity level accounting transactions including disbursements, receive payment, and accounts payable.

**To Add a Vendor**

1. On the Primary menu , click **SEARCH**.
2. In the **Entity** list, select **Vendor**.
3. In the **Vendor** box, enter the vendor name and click **Search**. The vendor name entered here will pre-fill to the vendor **card file** tab.

   **Note:** The **[Add New Record]** link will not be displayed unless an actual search has been run.

4. If the vendor is not in the system, click **[Add New Record]**.

   **Vendor Info:**

   - Complete the **Vendor Name**.
   - Enter the vendor's **Website**, if applicable.
   - Enter the **Primary Account Address**.
   - Select the **Location Type** from the list.
   - Enter the vendor's **Location Address**.
   - Enter the vendor's **City**.

     **Note:** Clicking on the **Ellipsis**  button after the city will display all cities and zip codes associated to the city entered. Select the applicable **City**, **State** and **Zip Code** from the list and click **Use Selection** to pre-fill the **State** and **Zip Code** to the **card file** tab.

- Enter the **State**.
- Enter the **Zip Code.**

**Note:** If the city and state are unknown, enter the zip code. Clicking on the **Ellipsis**  button after the zip code will display the city and state associated to the zip code. Click **Use Selection** to pre-fill the city and state to the card file.

- Enter the location's **Phone Number**.
- In the **Apply Contact** area:

  Use Existing: Select this option to search all contacts in Nexsure.

  a. Enter at least two characters in the **Last Name**.
  b. Click **Search**.
  c. If the contact is found, click the name and **Save**.
  d. If the contact is not found, select **Add New**.

  Add New: Select this option to add a new contact to Nexsure.

  a. Enter the **First Name** of the contact.
  b. Enter the **Middle Initial** (MI) of the contact.
  c. Enter the **Last Name** of the contact.
  d. Select the **Suffix** from the list. Items may be added to the list in **Setup > Lookup Management**.
  e. Select the **Title** from the list. Items may be added to the list in **Setup > Lookup Management**.
  f. Select the **Contact Role** from the list. Items may be added to the list in **Setup > Lookup Management**.
  g. The **E-mail** address for the contact are optional. If the format is entered incorrectly an error will be returned to warn of the improper format. The email address field must contain the @ and . symbols.
  h. **Phone Numbers**:
     - Select the **Type** of phone number from the list.
     - 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**.

   Or

   Click **Clear** to clear the screen of all information except the **Vendor Name**. Once the information is saved the vendor **card file** tab will be displayed.




6. Click the **Details** icon on the contacts and locations tab to make updates or changes.




7. Select the **vendor name** tab and enter the following information:
   - **Vendor Name** - Make changes to the **Vendor Name**.
   - **WebSite** - Make changes to the vendor **Website**.
   - **Federal Tax ID** - Enter the **Federal Tax ID** for the vendor. The **Federal Tax ID** will default to the vendor **Federal Tax ID** when added at organizational book levels (organization or territory). However if a different ID is necessary at those levels, the default can be overwritten at those levels.
   - **Account Number** - Enter your agency's **Account Number** with the vendor.
   - **Active** - Selected by default. If your agency is not currently doing business with this vendor, clear the box to designate them as inactive.
   - **1099** - Select this box if the vendor is on 1099 status with your agency. All general ledger line items added for this vendor will then be marked as 1099 by default if the vendor is associated at the organization level and the 1099 check box remains checked at the associated level. If unchecked there the general ledger 1099 line item default will be unchecked.. This box **must** be selected to be included in the year end **Vendor 1099 Disbursement Details** report.

## *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.

**Note:** The vendor is added globally through **SEARCH** and then must be associated at a book level (organization or territory) by adding the vendor to the **vendors** tab. The vendor is then available for the entity level accounting transactions including disbursements, receive payment, and accounts payable.

**To Add a Vendor**

1. On the Primary menu , click **SEARCH**.
2. In the **Entity** list, select **Vendor**.
3. In the **Vendor** box, enter the vendor name and click **Search**. The vendor name entered here will pre-fill to the vendor **card file** tab.

   **Note:** The **[Add New Record]** link will not be displayed unless an actual search has been run.

4. If the vendor is not in the system, click **[Add New Record]**.

   **Vendor Info:**

   - Complete the **Vendor Name**.
   - Enter the vendor's **Website**, if applicable.
   - Enter the **Primary Account Address**.
   - Select the **Location Type** from the list.
   - Enter the vendor's **Location Address**.
   - Enter the vendor's **City**.

     **Note:** Clicking on the **Ellipsis** button after the city will display all cities and zip codes associated to the city entered. Select the applicable **City**, **State** and **Zip Code** from the list and click **Use Selection** to pre-fill the **State** and **Zip Code** to the **card file** tab.

   - Enter the **State**.
   - Enter the **Zip Code.**

     **Note:** If the city and state are unknown, enter the zip code. Clicking on the **Ellipsis** button after the zip code will display the city and state associated to the zip code. Click **Use Selection** to pre-fill the city and state to the card file.

   - Enter the location's **Phone Number**.
   - In the **Apply Contact** area:

     Use Existing: Select this option to search all contacts in Nexsure.

     a. Enter at least two characters in the **Last Name**.
     b. Click **Search**.
     c. If the contact is found, click the name and **Save**.
     d. If the contact is not found, select **Add New**.

     Add New: Select this option to add a new contact to Nexsure.

     a. Enter the **First Name** of the contact.
     b. Enter the **Middle Initial** (MI) of the contact.
     c. Enter the **Last Name** of the contact.
     d. Select the **Suffix** from the list. Items may be added to the list in **Setup > Lookup Management**.
     e. Select the **Title** from the list. Items may be added to the list in **Setup > Lookup Management**.

f. Select the **Contact Role** from the list. Items may be added to the list in **Setup > Lookup Management**.

g. The **E-mail** address for the contact are optional. If the format is entered incorrectly an error will be returned to warn of the improper format. The email address field must contain the @ and . symbols.

h. **Phone Numbers**:

- Select the **Type** of phone number from the list.
- 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**.

   Or

   Click **Clear** to clear the screen of all information except the **Vendor Name**. Once the information is saved the vendor **card file** tab will be displayed.




6. Click the **Details** icon on the contacts and locations tab to make updates or changes.




7. Select the **vendor name** tab and enter the following information:

   - **Vendor Name** - Make changes to the **Vendor Name**.
   - **WebSite** - Make changes to the vendor **Website**.
   - **Federal Tax ID** - Enter the **Federal Tax ID** for the vendor. The **Federal Tax ID** will default to the vendor **Federal Tax ID** when added at organizational book levels (organization or territory). However if a different ID is necessary at those levels, the default can be overwritten at those levels.
   - **Account Number** - Enter your agency's **Account Number** with the vendor.

- **Active** - Selected by default. If your agency is not currently doing business with this vendor, clear the box to designate them as inactive.
- **1099** - Select this box if the vendor is on 1099 status with your agency. All general ledger line items added for this vendor will then be marked as 1099 by default if the vendor is associated at the organization level and the 1099 check box remains checked at the associated level. If unchecked there the general ledger 1099 line item default will be unchecked.. This box **must** be selected to be included in the year end **Vendor 1099 Disbursement Details** report.

## Campaign Management

The **campaigns** tab is available for managing previously started or completed campaigns. This tab can be used to access and reload a previous campaign for further processing.

**To Access the Campaign Tab**

1. On the Primary menu, click **CAMPAIGNS**. The **campaigns** tab is displayed.

   There are several options on the **campaigns** tab, including the following:

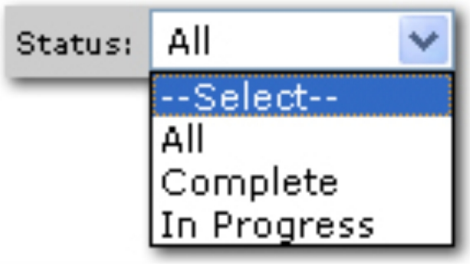
   - **Showing Page:** The **Arrow** icons can be used to navigate through pages of search results.
     - **First Page** icon.
     - **Previous Page** icon.
     - **Next Page** icon.
     - **Last Page** icon.
   - **Page List:** Click the **Page List** 

arrow to open a list of all search results pages. Select the desired page number to open that page of search results.
   - **Search Filters:** Click **[Show]** or **[Hide]** to toggle the **Search Filters** screen.


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

     - **Campaign Name**: Enter at least two characters of the **Campaign Name** to search for that campaign. Entering some of the **Campaign Name** returns a broader result; enter most of the name for more specific results.
     - **Created By:** Enter at least two characters of the name of the staff member that created the campaign. Entering some of the **Created By** name returns a broader result; enter most of the name for more specific results.
     - **Date Created:** Click on the **Calendar** icon and select the date that the campaign was created.
     - **Status:** From the **Status** list, select the status of the campaign. The selections are:

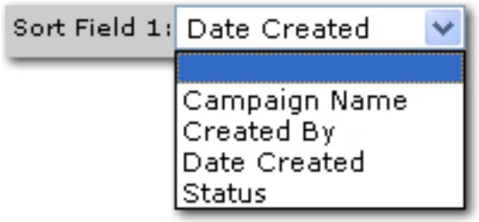



- **Sort Filters:** Use the **Sort Filters** to sort the results of the actions search.

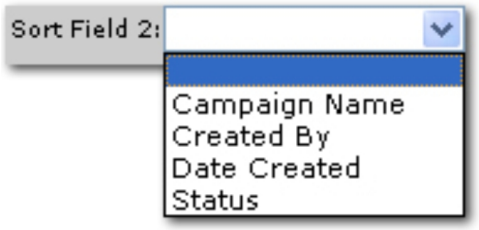



The options available on the **Sort Filters** screen are:

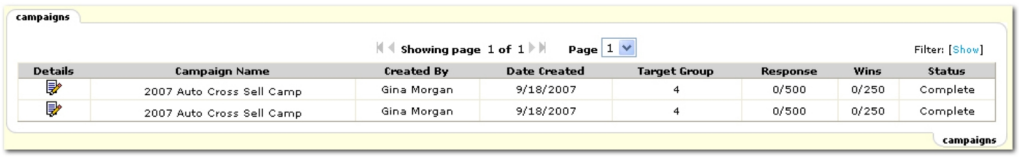
- **Sort Field 1:** By default **Sort Field 1** is set to **Date Created**. However, another column heading from the **Sort Field 1** list may be selected. The search results will be sorted by the column selected in the **Sort Field 1** list.




- **Sort Order 1:** By default **Sort Order 1** is set to **Ascending**. However, either **Ascending** or **Descending** may be selected to set the order of the campaigns returned. **Ascending** will set the order from A-Z. **Descending** will set the order from Z-A. The **Sort Field 1** will be the first sort and **Sort Field 2** will be the sub sort.
- **Sort Field 2:** A column heading from the **Sort Field 2** list may be selected. The search results will be sorted secondarily by the column selected in the **Sort Field 2** list.

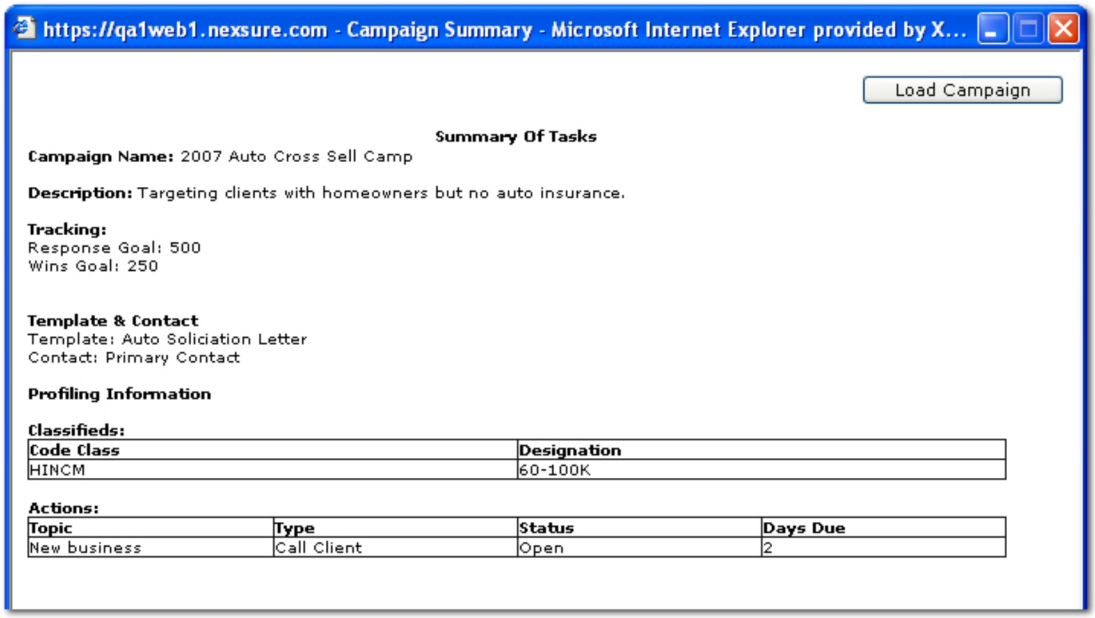



- **Sort Order 2:** By default **Sort Order 2** is set to **Ascending**. However, either **Ascending** or **Descending** may be selected to set the order of the campaigns returned. **Ascending** will set the order from A-Z. **Descending** will set the order from Z-A. The **Sort Field 1** will be the first sort and **Sort Field 2** will be the sub sort.
- **Search:** Click **Search**. The results of the **Search Filter** criteria and **Sort Filter** settings are displayed.
- **Clear:** Click **Clear** to remove all entries in the **Search Filter** and **Sort Filters** fields.




The following columns are displayed in the campaigns search results:

- **Details:** Click the **Details** icon to open the **Summary of Tasks** screen. From the **Summary of Tasks** screen, the **Load Campaign** button can be clicked to load the campaign again to the **Nexsure Agent > Campaign** dialog box.




- **Campaign Name:** The **Campaign Name** that was added during the **Campaign Wizard** process.
- **Created By:** The name of the staff member that created the campaign.
- **Date Created:** The date that the campaign was completed.
- **Target Group:** The number of clients or policies in the campaign.
- **Response:** The first number displayed in the **Response** column represents the actual number of responses received as recorded on the **CLIENT >campaigns** tab. The second number displayed in the response column represents the response target set during the initial **Campaign Wizard** process.
- **Wins:** The first number displayed in the **Wins** column represents the actual number of wins recorded on the **CLIENT > campaigns** tab. The second number displayed in the **Wins** column represents the target selected during the initial **Campaign Wizard** process.
- **Status:** The status of the campaign is displayed. The following status types are possible:
  - **Complete:** All policies selected in the **Campaign** dialog box have been processed and the campaign documentation is complete.
  - **In Progress:** Campaign documentation is still being processed and is not yet ready for distribution.

## Using eLinks

The eLinks option can be set up to pass information from Nexsure into another web-based application or tool. The purpose is to be able to transmit data from Nexsure so that copying and pasting information from Nexsure into another tool is not necessary.

When using the eLinks option, keep in mind that if specific client information needs to be transmitted, the staff member transmitting the information must be within the specific client's screens in Nexsure. If the data to be transmitted is at the organization-wide level, the staff member can be in any of the Nexsure screens.

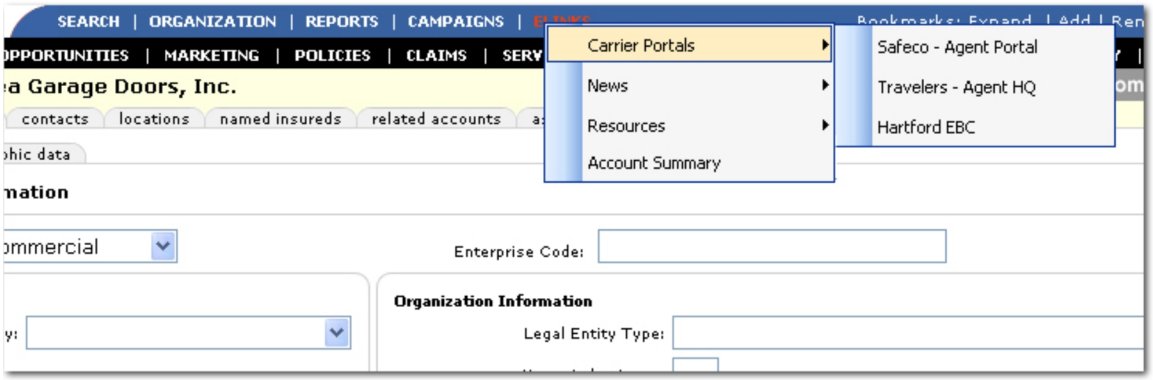
When accessing an eLink that requires client information, be sure the appropriate client has been accessed before clicking the eLink. Nexsure stores the last client accessed and will send information from that client until a new one is selected. For example, Client A is chosen and the eLink is selected to successfully send the Client A information. If the staff member navigates to the **HOME** screens, the Client A information is still saved in the Nexsure session. If an eLink with client level information is used again, even if on the **HOME** screens, Client A's information will still be sent. As soon as Client B is selected, then the Client A data will be overwritten.

**Important:** When the Nexsure administrator sets up an eLink, some transferable data may be marked as optional. If all client specific data within an eLink is marked optional the eLink may show up from any page within Nexsure. If all client level information is required (not marked as optional), the eLink will not be displayed on the menu until the staff member has accessed a Client within Nexsure.

**To Transmit Client Information**

1. On the Primary menu, click **SEARCH**.
2. On the **search** tab, click the **Details** icon next to the appropriate client name.
3. Once in the client screens, click **ELINKS** on the Primary menu. The eLinks menu opens.

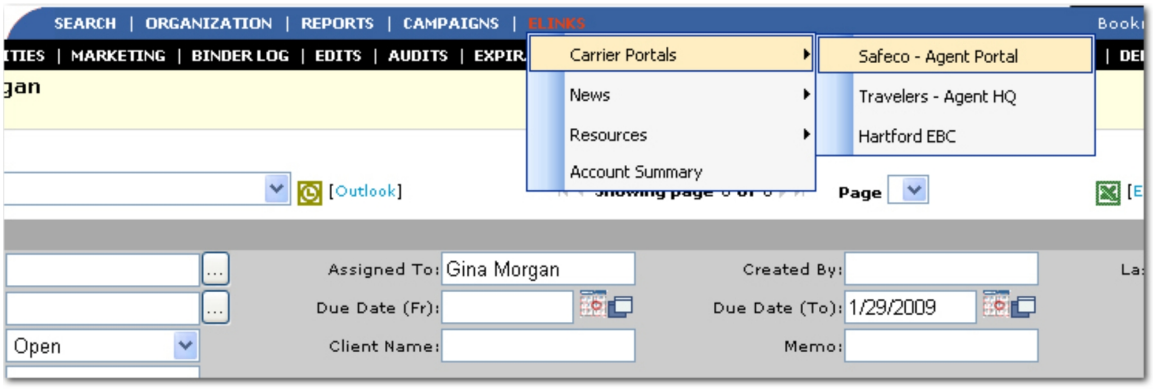
   **Note:** The **ELINKS** link on the Primary menu may be called something different depending on how the Nexsure administrator named the link. Also, if no links have been set up by the Nexsure administrator, a message is displayed showing that no active links are available.




4. Select an eLink to open the associated web site. A separate browser will be opened for the link and the parameters from the link will be passed into the web site.

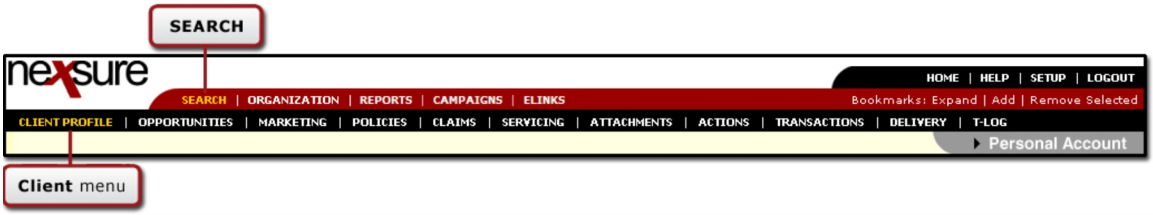
**To Transmit Organization-Wide Information**

1. From any screen in Nexsure, click **ELINKS** on the Primary menu. The eLinks menu opens.




2. Select the eLink to open the associated web site.

# Client Menu

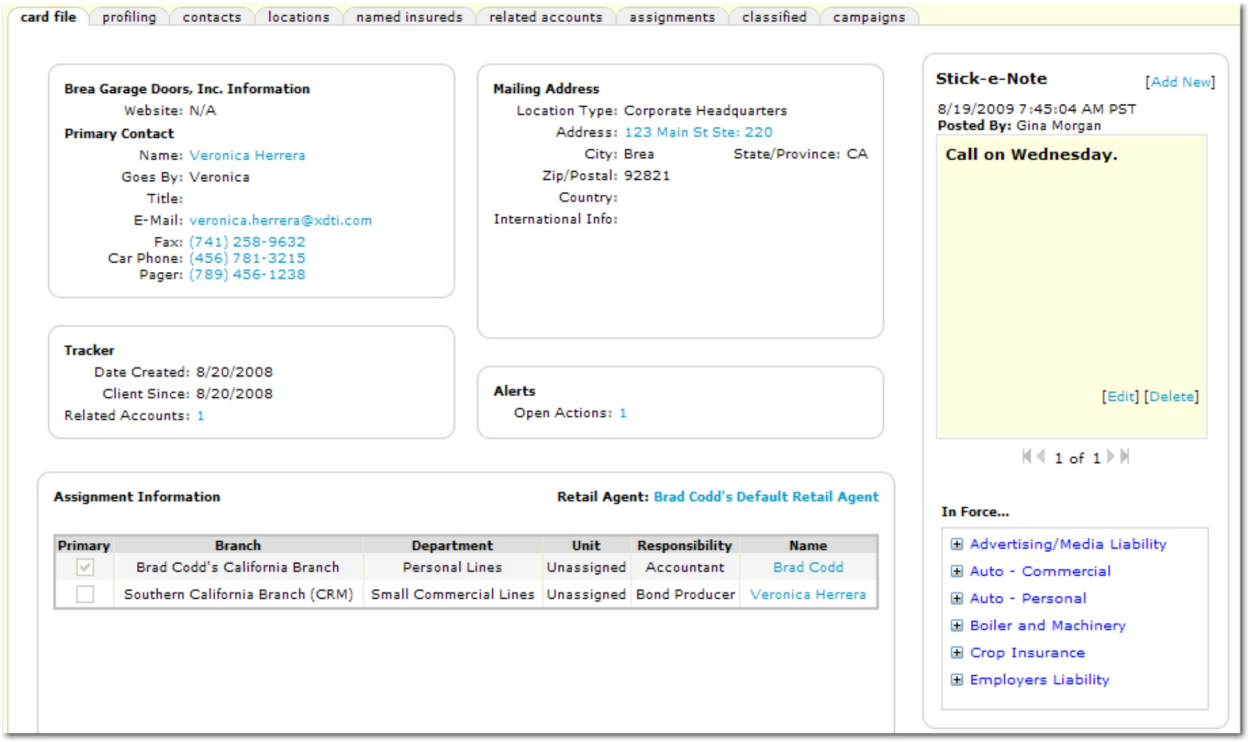



The Client Menu is available for accessing the following areas of Nexsure:

- CLIENT PROFILE
- MARKETING
- POLICIES
- SERVICING
- ATTACHMENTS
- TRANSACTIONS
- T-LOG

## Card File Tab

Once a client has been added, the card file tab becomes populated with information about the client. The following groups of information are displayed on the card file tab:



The following areas of information are available on the **card file** tab:

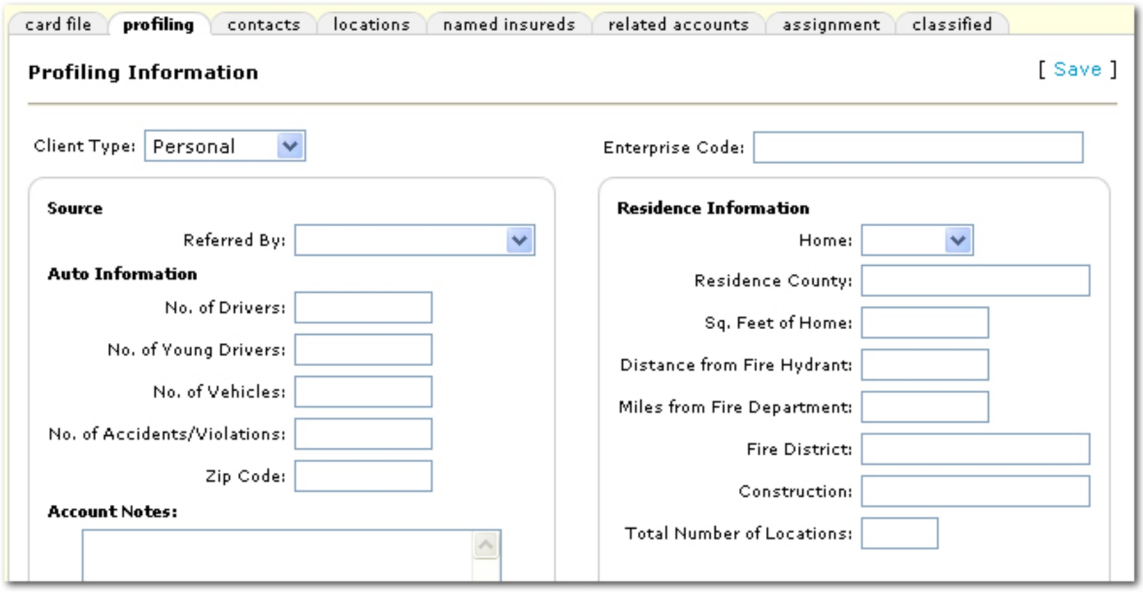
- **Client Information:** The primary contact information for the client. Links in this area include:
  - **Website:** If the client has a web site address, this will be an active link.
  - **Name:** The client's primary contact's name is a link to the **Contact Record** dialog box.
  - **Phone:** Each phone number becomes an active link to a phone number look-up tool.
- **Mailing Address:** The mailing address information for the client. Links in this area include:
  - **Address:** Link to a mapping tool.
- **Stick-e-Note:** Any Stick-e-Notes added will be displayed. Links in this area include:
  - **[Add New]:** Link to dialog to add a new **Stick-e-Note**.
- **Tracker:** Tracking information about client's inception dates. Links in this area include:
  - **Related Accounts:** Number is a link to the **related accounts** tab when related accounts exist.
- **Alerts:** Displays number of open actions for the client. Links in the area include:
  - **Open Actions:** The number is a link to the **actions** tab.
- **Assignment Information:** Displays the assignments associated with the client. Links in this area include:
  - **Retail Agent:** If a retail agent is associated with the client, the name of the retail agent will be displayed here and be a link to the retail agent's **card file** tab.
  - **Name:** Assignment name is a link to the **Contact Record** dialog box.
- **In Force...:** All currently in force policies are displayed. Links in this area include:
  - **Policy LOB:** Link to the **policies** tab for the client.

## *Profiling Tab*

The **profiling** tab can be used to pre-qualify an account if desired, or to capture information about the account that can be quickly referred to at any time. The profiling tab contains different options depending on whether a personal or commercial client is being entered.

**To Add a Personal Client Profile**

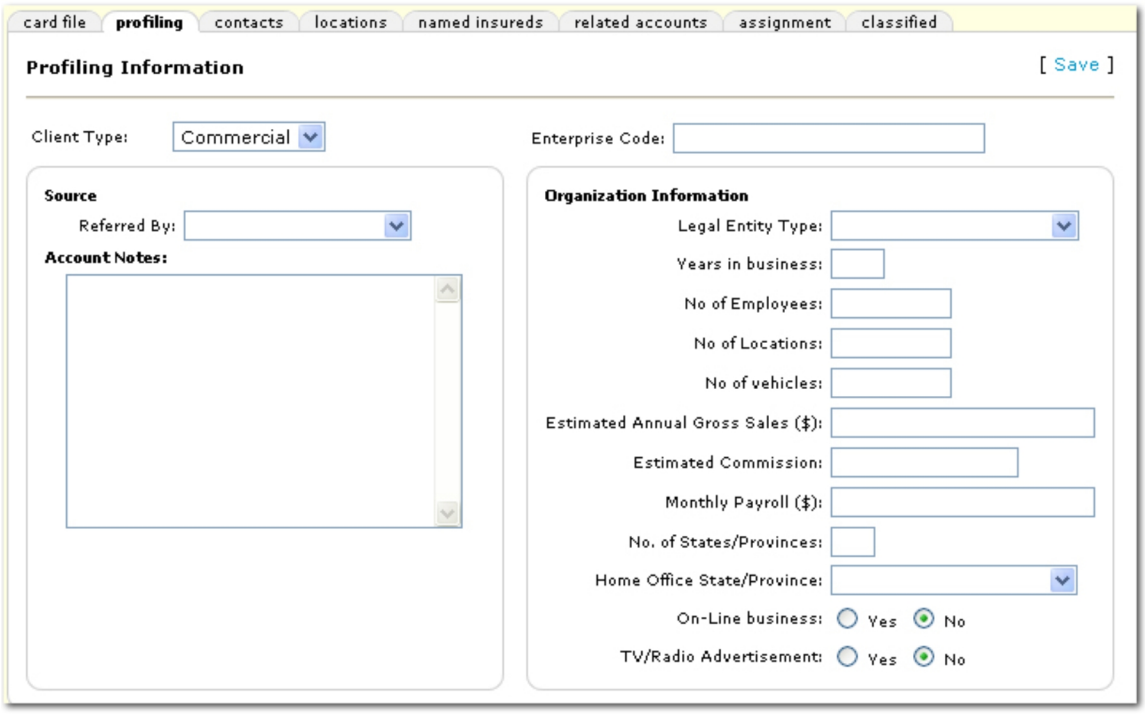
1. On the Primary menu, click **SEARCH**.
2. Click the **Details**  icon for the appropriate client.
3. Click the **profiling** tab.




4. In the **Client Type** list, select **Personal** to set up profiling for a personal client.
5. In the **Referred By** list, select the appropriate **Referred By** name. Additions to the list of **Referred By** names can be made in the **SETUP > Lookup Management** screens.
6. In the **No. of Drivers** box, enter the number of drivers for the client.
7. In the **No. of Young Drivers** box, enter the number of young drivers for the client.
8. In the **No. of Vehicles** box, enter the number of vehicles for the client.
9. In the **No. of Accidents / Violations** box, enter the total number of accidents / violations for the client.
10. In the **Zip Code** box, enter the zip code for the client.
11. In the **Account Notes** box, enter a free-form note regarding client information.
12. In the **Enterprise Code** box, enter information to track a client managed in Nexsure with other proprietary systems.
13. In the **Home** list, make the appropriate selection regarding the client home ownership. Additions to the list of **Home** selections can be made in the **SETUP > Lookup Management** screens.
14. In the **Residence County** box, enter the county in which the client residence is located.
15. In the **Sq. Feet of Home** box, enter the total square footage of the client's home.
16. In the **Distance from Fire Hydrant** box, enter the number of feet from the client's home to the nearest fire hydrant.
17. In the **Miles from Fire Department** box, enter the number of miles from the client's home to the nearest fire department.
18. In the **Fire District** box, enter the name of the fire district in which the client's home is located.
19. In the **Construction** box, enter the client's home construction type.
20. In the **Total Number of Locations** box, enter the total number of locations owned or rented by the client.
21. After all necessary information has been entered, click **[Save]**.

**To Add a Commercial Client Profile**

1. On the Primary menu, click **SEARCH**.
2. Click the **Details** icon for the appropriate client.
3. Click the **profiling** tab.




4. In the **Client Type** list, select **Commercial** to set up profiling for a commercial client.
5. In the **Referred By** list, select the appropriate **Referred By** name. Additions to the list of **Referred By** names can be made in the **SETUP > Lookup Management** screens.
6. In the **Account Notes** box, enter a free-form note regarding client information.
7. In the **Enterprise Code** box, enter information to track a client managed in Nexsure with other proprietary systems.
8. In the **Legal Entity Type** list, select the **Legal Entity Type** for the client. Additions to the **Legal Entity Type** list can be made in the **SETUP > Lookup Management** screens.
9. In the **Years in Business** box, enter the number of years the client has been in business. This information is used to pre-fill the ACORD 125 form in the Date Business Started box.
10. In the **No of Employees** box, enter the number of people employed by the client. This information is used to pre-fill the ACORD 125 form in the Number of Members / Managers box.
11. In the **No of Locations** box, enter the number of locations for the client.
12. In the **No of Vehicles** box, enter the number of vehicles owned or leased by the client.
13. In the **Estimated Annual Gross Sales ($)** box, enter the client's estimated annual gross sales amount.

14. In the **Estimated Commission** box, enter an estimate of the commission amount the agency can expect to receive.
15. In the **Monthly Payroll ($)** box, enter the client's monthly payroll amount.
16. In the **No of States / Provinces** box, enter the number of states / provinces in which this client does business.
17. In the **Home Office State / Province** list, select the client's home office state / province.
18. Indicate whether or not the client does business online by selecting either the **Yes** or **No** option.
19. Indicate whether or not the client advertises on the TV or radio by selecting either the **Yes** or **No** option.
20. After all necessary information has been entered, click **[Save]**.

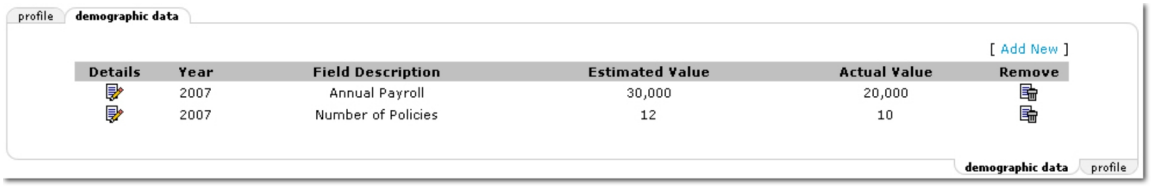
## *Demographic Data*

Client demographic data can be recorded by year to facilitate benchmarking. Data such as employees, sales, payroll, etc. will change from year-to-year and can be documented on the **demographic data** tab. The **demographic data** tab can also be used to track estimated versus actual values. The **demographic data** tab can be customized in **SETUP > Lookup Management > Client > Demographic Data**.

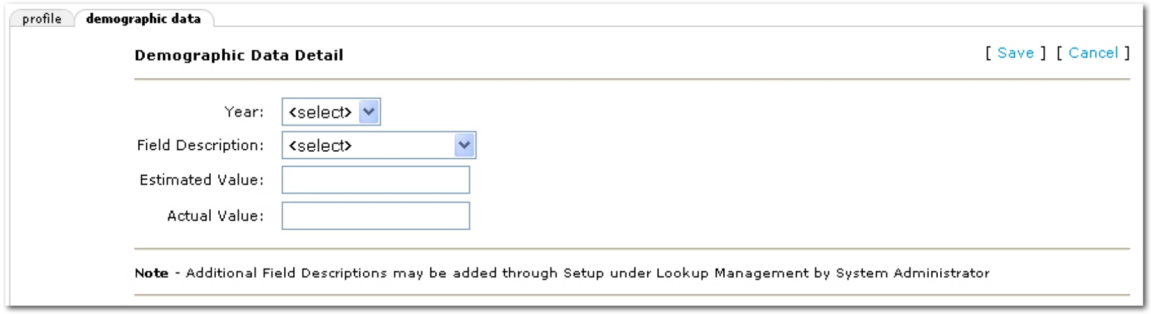
**Note:** Fields on the demographic data tab are available for use when creating document templates.

**To Add Demographic Data**

1. On the Primary menu, click **SEARCH**.
2. Click the **Details** icon next to the appropriate client.
3. Click the **profiling > demographic data** tab.




4. Click **[Add New]**. The **Demographic Data Detail** screen is displayed.




5. In the **Year** list, select the appropriate year.
6. In the **Field Description** list, select the appropriate description for the demographic data. These selections are set up by the administrator in **SETUP > Lookup Management > Client > Demographic Data**.

7. In the **Estimated Value** box, enter the estimated value for the selected **Field Description**. Alphanumeric characters can be entered with no formatting. The following special characters may also be entered ($ - dollar sign), (% - percentage symbol), (, - comma), and (/ - slash).
8. In the **Actual Value** box, enter the actual value for the selected **Field Description**.The following special characters may also be entered ($ - dollar sign), (% - percentage symbol), (, - comma), and (/ - slash).
9. Click **[Save]**. The new data is added to the summary on the **demographic detail** tab.

## *People Tab*

The **people** tab includes options to view and add new contacts, drivers or employees. Any people that are designated as **Contacts** will be available in the **Lookup** for **Contacts**. For the Contacts only, all places in Nexsure where the contact's information is used will be updated if a change is made in one place.

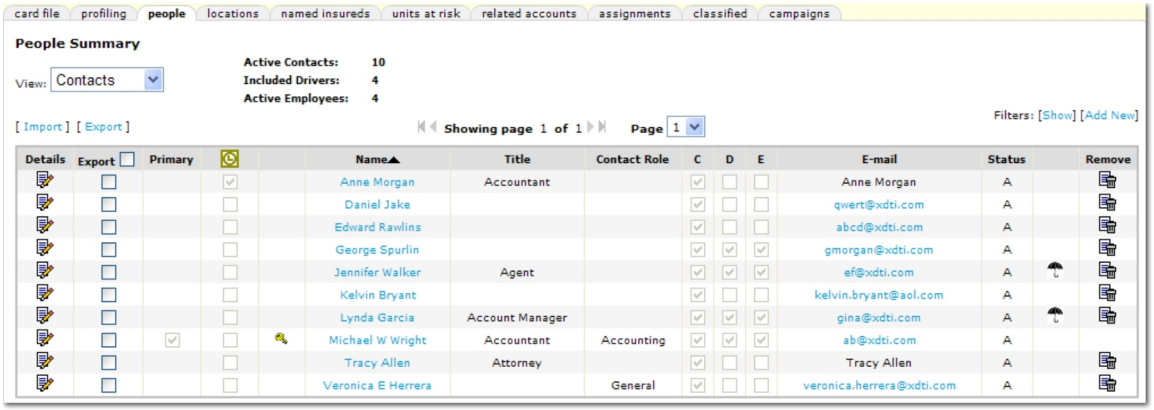
**To Navigate to the People Tab**

1. On the Primary menu, click **SEARCH**. Search for the appropriate client.
2. Click the client's **Details** icon.
3. Click the **people** tab. The **People Summary** screen is displayed.

   **Tip:** Columns on the summary screens can be sorted in either ascending or descending order by clicking the column heading.

4. In the **View** list, **Contacts** is displayed by default. The summary of all people designated as Contacts is displayed on the summary screen. Selections can be made in this list to display the summary screens for people marked as **Drivers** and / or **Employees** as well.

   **Note:** Access to each **View** is dependent on the security setup.




The following options and information are displayed on the **People Summary** screen:

- On the **People Summary** screen, the ability to **[Import]** and **[Export]** lists of people is available. When working with imports and exports:
  - An export must be performed first to get a working spreadsheet for importing.
  - Use the check boxes to select the people to be exported.

- If the Select All check box is selected when exporting, all returned records, including those on subsequent pages will be exported. Up to 5000 records will be exported.
- Only the primary personal phone number will be exported, all other numbers cannot be imported.

**Important:** System generated IDs on the exported spreadsheet should not be changed, added or copied. The absence of an ID upon import will denote an item to be added.

- Place a capital **X** in the **Remove** column in order to remove the item upon import.
- A record cannot be removed if the person is associated with a policy.
- A record cannot be removed if the person is designated as a **Driver** and / or **Employee**.

**Tip:** In order to avoid updates occurring to records that have not changed, it is suggested that those records be removed before the import takes place.

- When searching for people, use the **Filters** by clicking **[Show]**. Each View (**Contacts**, **Drivers**, and **Employees**) contains different filter options.

**Note**: In the **Drivers** filter, the **Status** list is for the driver's status on the policy (included / excluded) not that they are active or inactive for the client.

- When working with any of the people types, the **[Add New]** link can be clicked to add a new record. See the Adding People topic.
- When viewing **Contacts**, column headers can be clicked to sort the summary by the selected column header in ascending or descending order. The following columns can be sorted:
  - **Primary**
  - **Name**
  - **Title**
  - **Contact Role**
  - **E-mail**
  - **Status**
- **Details**: Click on the **Details** icon to open the **People Information** screen and edit the person's information.
- **Export**: Select the records to be exported by selecting the export check boxes. If all check boxes need to be selected, put a check mark in the box at the header. If the select all check box in the header is selected before the export, all records on all resulting pages will be exported up to a count of 5000. This includes all pages of records from the results.
- The following are the results columns that are located on the **Contacts View**:
  - When viewing **Contacts**, column headers can be clicked to sort the summary by the selected column header in ascending or descending order. The following columns can be sorted:
    - **Primary**
    - **Name**
    - **Title**

- **Contact Role**
- **E-mail**
- **Status**

- **Primary**: Indicates whether the person is the primary contact. Unlimited people may be associated to a client, however only one may be designated as the primary. The primary designation may be changed, but a person currently designated as primary may not be deleted. To change a **Primary Contact** see Changing a Primary Contact.
- **Microsoft® Outlook®**: Click the **Microsoft Outlook** icon to synchronize **Contacts** with the user's Microsoft Outlook files. Only people designated as **Contacts** can be synchronized with Outlook.
- **Security**: A **Key** icon will be displayed if the person has security rights to a Nexsure portal.
- **Title**: The contact's title as selected on the **Contact Information** screen.
- **Contact Role**: The role of the contact for the account as selected on the **Contact Information** screen.

- The following are the results columns that are located on the **Drivers View**:
  - When viewing **Drivers**, column headers can be clicked to sort the summary by the selected column header in ascending or descending order. The following columns can be sorted:
    - **Driver #**
    - **Name**
    - **License #**
    - **State Licensed**
    - **Date of Birth**
    - **Years Experience**
    - **E-mail**
    - **Status**
  - **Driver #:** The number assigned to the driver in the **Driver Information** section of the **people details** tab.
  - **License #:** The number added to the **Driver Information** section of the **people details** tab.
  - **State Licensed:** The state indicated in the **Driver Information** section of the **people details** tab.
  - **Date of Birth:** The date entered in the **Driver Information** section of the **people details** tab.
  - **Years Experience:** The number of years entered in the **Driver Information** section of the **people details** tab.
- The following are the results columns that are located on the **Employees View**:
  - When viewing **Employees**, column headers can be clicked to sort the summary by the selected column header in ascending or descending order. The following columns can be sorted:
    - **Name**
    - **Title**

- **Date Hired**
- **WC Emp. Status**
- **E-mail**
- **Status**

  - **Title**: The contact's title as selected on the **Contact Information** screen.

- **Name**: The name of the contact. Click on the name and the **Contact Record** dialog box is displayed.
- **C / D / E**: Designates the classification of a person as marked on the **Contact Information** screen. The letters stand for the following:
  - **C**: Contact
  - **D**: Driver
  - **E**: Employee
- **E-mail**: The first email address of the person as entered on the **Contact Information** screen.
- **Status**: Indicates whether the person is **Active** or **Inactive** on the **Contacts** and **Employees** views. On the **Drivers** view, the **Status** column holds the status of the driver on the policy such as **Included** or **Excluded**.
- **Linked Unit**: The **Umbrella** icon is displayed once a unit (People, Named Insureds, Locations, Vehicles) has been linked to a policy using the **Lookup** feature in an application.
- **Remove**: Click the **Remove** icon to remove the person from the client records. The primary contact cannot be removed until another primary is selected.

**Note:** The person must be removed from the **Driver** and **Employee** lists before they can be removed from the client record. Use the **people details** tab to access and remove selections from the **Driver** and **Employee** check boxes one at a time. If a person is marked both **Driver** and **Employee** and they need to be removed, access the **people details** tab and remove one designation, such as **Driver** a dialog box will confirm and save the change and the summary screen will again be displayed. Return to the **people details** tab and remove the second designation separately.

## *Adding People*

The **people** tab will display all people that have been entered for the selected clients in a summary view. An unlimited number of people may be added for each client. There are three designations for people added, **Contact**, **Driver**, or **Employee**. The first entry for the client must be a contact but can be designated a **Driver** and / or **Employee** as well. The first entry will be marked as the primary contact. After other entries are made, the primary contact designation can be moved to another Contact.

**Note:** Entities other than clients only have **Contacts**, no **Driver** or **Employee** designations apply to those entities.

**To Add People**

1. On the Primary menu, click **SEARCH**. Search for the appropriate client.
2. Click the **Details** icon of the client.
3. Click the **people** tab.

4. On the **People Summary** screen, in the **View** area, select **Contacts**. There must be a primary **Contact** before any other people are added. If a **Driver** or **Employee** is going to be entered, make the appropriate designation after the **[Add New]** link is selected. The **[Add New]** link will return the same screen no matter what **View** is selected on the **People Summary** screen.
5. Click the **[Add New]** link. The **people details** tab is displayed. The **[Add New]** link will return the same screen no matter what **View** is selected on the **People Summary** screen.

   **Note:** Before a person is added, a search should always be performed. A person need only be added to the Nexsure once. After the person is added, they can be related to an unlimited number of entities, in any capacity.
6. In the **Apply Contact** area, search for the contact to add.

   If the contact is not found, select the **New Person** option. A new **Contact Information** form is displayed.

   If the contact is found, click the name and click **Use Selection**. The person's information will be brought over and associated to this entity. There are four fields in the people details unique to the person's relationship to the client, they are listed below. All other fields apply to the person globally and if updated, it will update all records of this person throughout Nexsure.

   - **Title**
   - **Primary Contact**
   - **Contact Role**
   - **Location**
7. In the **Contact Information** area, there are three options for identifying the type of person to be entered. Select one or more of the following check boxes:
   - **Contact**: When **Contact** is selected, the primary designation option becomes available. By default the **Personal Information**, **Personal Numbers**, **Location** and **Notes** sections are visible.
   - **Driver**: When **Driver** is selected, the **Driver Information** section becomes visible.
   - **Employee**: When **Employee** is selected, the **Other Underwriting Information** section becomes available.
8. In the **Personal Information** area, complete the following:
   - Select the **Prefix** from the list. Items may be added to the list in **SETUP > Lookup Management**.
   - Enter the **First Name** of the contact. Required information.
   - Enter the **Middle Initial** (MI) of the contact.
   - Enter the **Last Name** of the contact. Required information.

     **Tip:** Only the person's first and last name along with the designation need to be entered to be able to save the record. All other information can be entered at another time if necessary. The default designation is **Contact**.
   - Select the **Suffix** from the list. Items may be added to the list in **SETUP > Lookup Management**.
   - Accept the **Goes By** name that is automatically completed with the contact's first name or enter a new nickname for the contact.

- Select the **Title** from the list. Items may be added to the list in **SETUP > Lookup Management**.
- Select the **Sex** from the list.
- 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 list. Items may be added to the list in **SETUP > Lookup Management**.

9. In the **Driver Information** area, complete the following:

**Note:** The **Driver Information** area is only available for client level contacts. This area will not display on the organization level screens or any other entity contact screens.

- Select the **State Licensed** from the list.
- Enter the **License Number**.
- Enter the **Date Licensed** using the **Calendar** icon or keying the date in using the correct formatting.
- Enter the **Driver #** as designated by the client. Up to four digits can be entered.
- Enter the number of years of driving experience for the driver. This number is added to the ACORD 127 when Prefill / Lookup is used.
- Select the **Policy Driver Status** to identify whether the driver is currently **Included** or **Excluded** from the policy.
- Select the relationship the person has to the client. The selection will be added to the ACORD 90 Drivers section when Prefill / Lookup is used. The following options are available:
  - **Brother / Sister**
  - **Child**
  - **Employee**
  - **Insured**
  - **Parent**
  - **Spouse**
- Select the **Distant Student** check box to indicate the driver is a student at a distant school. The selection will be added to the ACORD 90 Drivers section when Prefill / Lookup is used.
- Select the **Driver Good Student** check box to indicate the person qualifies as a good student. The selection will be added to the ACORD 90 Drivers section when Prefill / Lookup is used.
- Select the **Driver Training** check box to indicate the person has taken a driver training course. The selection will be added to the ACORD 90 Drivers section when Prefill / Lookup is used.
- Enter the **Acc. Prev. Course Date** (Accident Prevention Course Date) using the **Calendar** icon or keying the date in using the correct formatting. The selection will be added to the ACORD 90 Drivers section when Prefill / Lookup is used.

10. In the **Other Underwriting Information** area, complete the following:

**Note:** The **Other Underwriting Information** area is only available for client level contacts. This area will not display on the organization level screens or any other entity contact screens.

- Enter the **Date Hired** using the **Calendar**  icon or keying the date in using the correct formatting. The selection will be added to the ACORD 127 Drivers section when Prefill / Lookup is used.
- Enter the **Ownership %**. Whole numbers from 1 to 100 can be entered. The selection will be added to the ACORD 130 Included / Excluded section when Prefill / Lookup is used.
- Select the **Work Comp Employee Status**, either Included or Excluded. The selection will be added to the ACORD 130 Included / Excluded section when Prefill / Lookup is used.
- Enter the **Work Comp Class Code**, up to four digits can be entered. The entry will be added to the ACORD 130 Included / Excluded section when Prefill / Lookup is used.
- Enter the **Remuneration** amount, up to 12 digits can be entered. The entry will be added to the ACORD 130 Included / Excluded section when Prefill / Lookup is used.

11. Select **Yes** or **No** to designate this contact as the **Primary Contact** for this client. This person can only be marked primary if they are designated as a contact. A **Primary Contact** cannot be deleted until another **Primary Contact** is designated. To change a **Primary Contact** see Changing a Primary Contact.
12. Select the **Contact Role** from the list. Items may be added to the list in **SETUP > Lookup Management**.

**Note:** The information displayed on the **contacts** tab may vary by entity.

13. In the **Personal Numbers** area, complete the following:
    - **Type:** Select the **Type** of phone number from the list. Items may be added to the list in **SETUP > Lookup Management**.
    - **Number:** Enter the phone number, without formatting, for this contact. Formatting will be applied after the screen has been saved.

      **Note:** During the Outlook synchronization process, the first number designated as a fax number will be exported to Outlook as the business fax.
    - **Ext:** Up to a six digit extension may be entered.
    - **Description:** A description may be entered for each number using alpha or numeric characters.
    - **E-Mail Address:** Enter the email address for the contact using the correct formatting. The address must contain the @ and . symbols. There are two email address entry boxes available to accommodate both work and personal email addresses.

      **Note:** Email addresses should be obtained for all contacts. Email addresses are placed into a global address book, and made available on the **email** and **fax** tabs of the delivery screens. Only people designated as a **Contact** will be available in the global address book.
14. In the **Locations** area, select the primary account location for the contact. Only physical locations will be displayed in this list. A location must be selected here or Nexsure will designate one automatically based on the primary location of the client.

15. In the **If address other...** area, enter the person's address information if the address differs from the primary account location address. This is the address that the new person may use instead of the primary location address.
16. In the **Notes** area, enter any notes regarding this person.

    **Important:** Keep in mind when entering **Contact Notes** that any authorized person, including contacts, may be given access to Nexsure by the agency. Anyone granted access will be able to view the **Contact Notes**.

17. Once all information has been entered, click **[Save]**. The person's information is saved to Nexsure.

    Or

    Click **[Cancel]** to return to the **People Summary** screen without saving any entries.

18. Access the record again by clicking on the **Details** icon for the person from the **People Summary** screen. Click **[Add Photo]** to add a picture of the person.

    **Tip:** When preparing the photo for upload, size the photo width to 150 pixels and height no larger than 225 pixels. The photo must be formatted as a .jpg image.

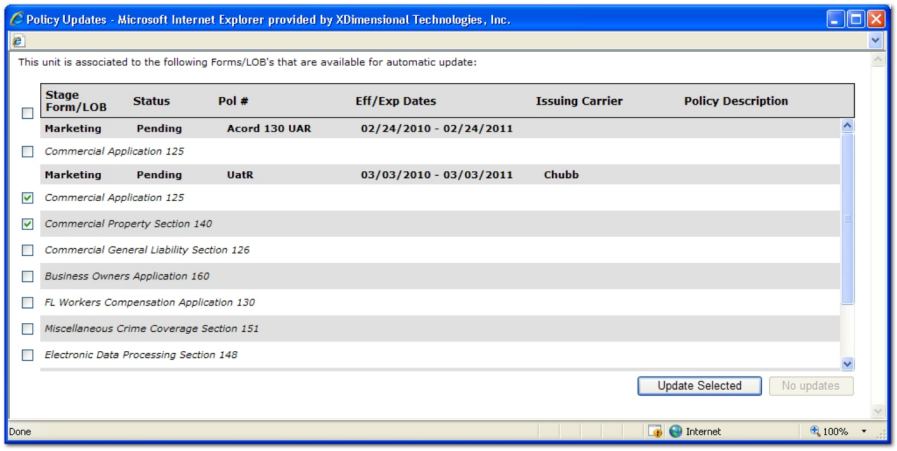
**To Edit a Person**

1. On the Primary menu, click **SEARCH**. Search for the appropriate client. Be sure to change the **Entity** selection to **Client**.
2. Click the **Details** icon next to the appropriate client. The **card file** tab is displayed by default.
3. Click the **people** tab. The **People Summary** screen is displayed.

   Note: If the person is not a contact, the appropriate **View** must be selected for which the person was designated.

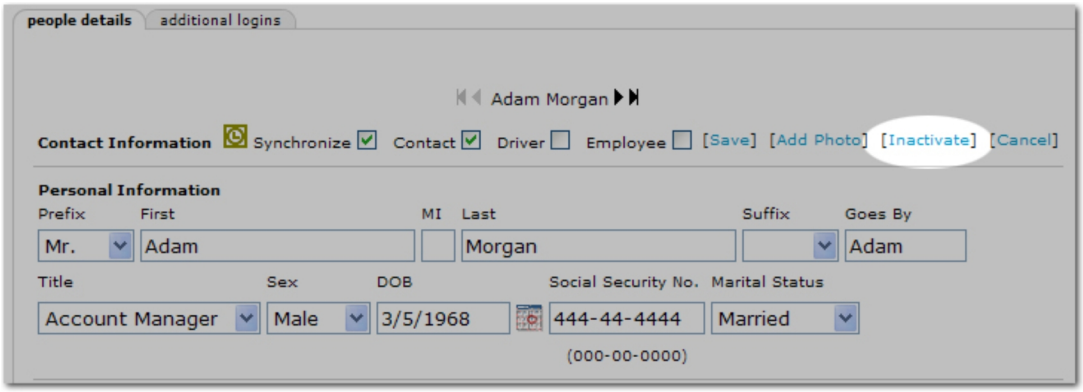
4. Click the **Details** icon next to the person to be edited. The **Contact Information** screen is displayed.
5. Make any necessary changes to the record and click **[Save]**. If a designation such as Driver or Employee is removed by clearing the check box, a confirmation is displayed and the change is saved upon clicking **Yes**.

   **Important**: When new units (people) that have been prefilled to a policy by Lookup and are added, modified, or deleted, a dialog box will be displayed once **[Save]** or **[Inactivate]** are selected. The dialog box will list all policies that the unit is associated with. Any policy in a pliable state will be available for selection in the dialog box. Selecting a policy or policies and then clicking **Update Selected** will make the change, addition or deletion of the unit to all policies selected.




**To Inactivate a Person**

1. On the Primary menu, click **SEARCH**. Search for the appropriate client.
2. Click the **Details** icon of the client.
3. Click the **people** tab.
4. On the **People Summary** screen, in the **View** area, select **Contacts**.
5. Click the **Details** icon for the person to inactivate. The **people details** tab is displayed.




6. Click **[Inactivate]** at the top of the screen. The **People Summary** screen is again displayed. The person's record will be removed from the default view of the summary screen but can be found using the **Filter** and searching for the **Status** of **Inactive**.

**To Remove or Delete a Person**

1. On the Primary menu, click **SEARCH**. Search for the appropriate client.
2. Click the **Details** icon of the client.
3. Click the **people** tab.
4. On the **People Summary** screen, in the **View** area, select **Contacts**.

**Important**: **Driver** and **Employee** people types must be removed before the **Contact** can be removed.

5. On the **People Summary** screen, click the **Remove** icon next to the **Contact** to remove. The record will be removed from the client. If the **Contact** is used as a unit for another client or entity, they will remain in those records.
6. If the person is designated a **Driver** or **Employee**, click the **Details** icon for the person to remove. The **people details** tab is displayed.
7. In the **Contact Information** area, remove the selections in the **Driver** and / or **Employee** check boxes and click **[Save]**. The **People Summary** screen is again displayed. The **Contact** can now be removed.

---

**Note:** If the **Contact** has an **Umbrella** icon on the summary screen, this means the person is associated with policies and cannot be removed. The **Contact** can be inactivated in this case if necessary. If the **Contact** must be completely deleted from the policy, the **Contact**, **Driver**, or **Employee** must be removed from the policy they are associated with first, which removes the **Umbrella** icon so that the **Remove** icon can be used to delete them from the client.

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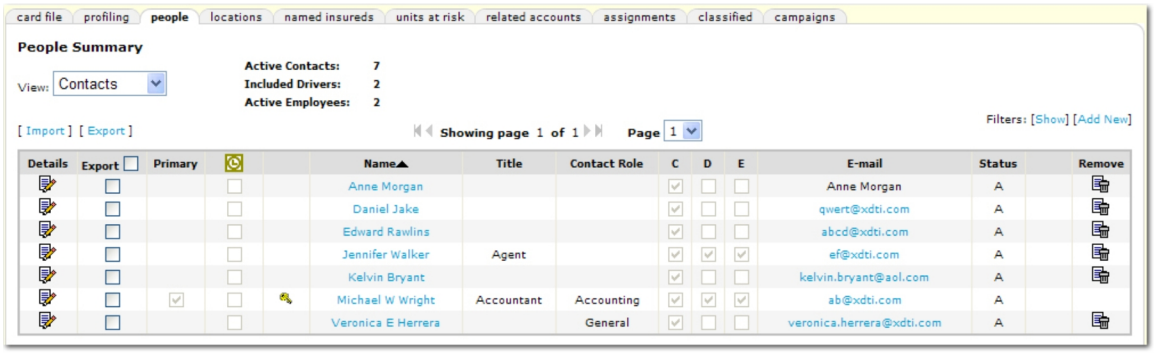
## *Synchronizing the Contact with Outlook*

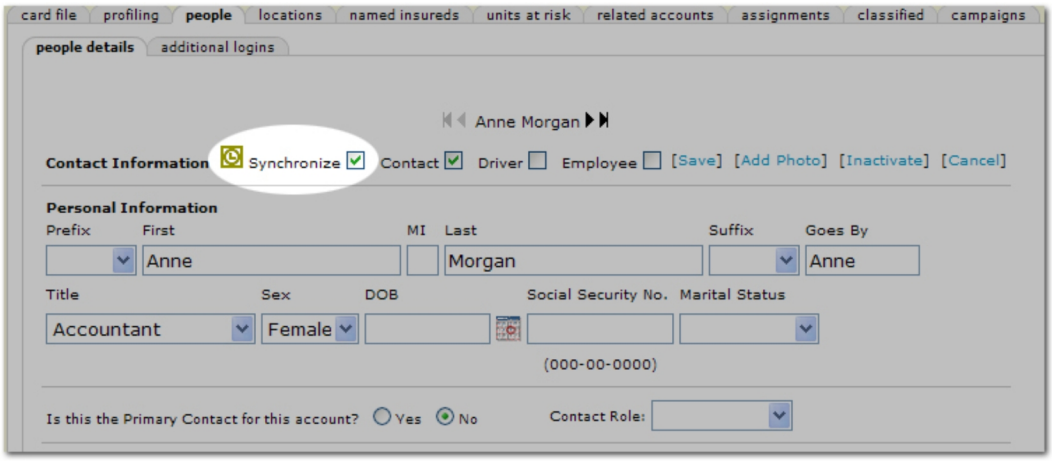
Client names, phone numbers and fax numbers can be synchronized with the Contacts list in Microsoft® Outlook®.

**To Synchronize Outlook**

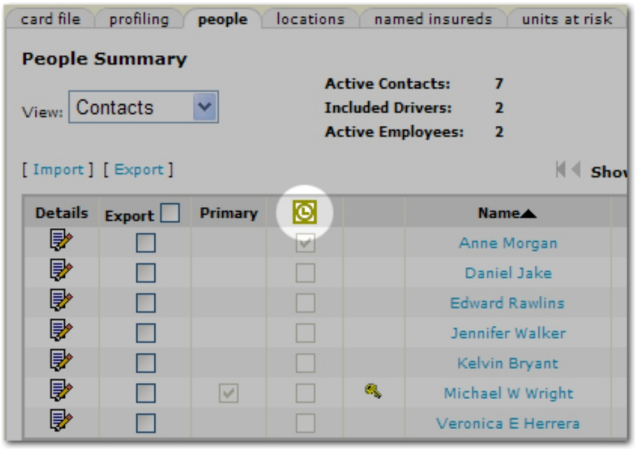
1. On the Primary menu, click **SEARCH**. Search for the client to synchronize.
2. Click the **Details** icon next to the client name.
3. Click the **people** tab. The **People Summary** is displayed.



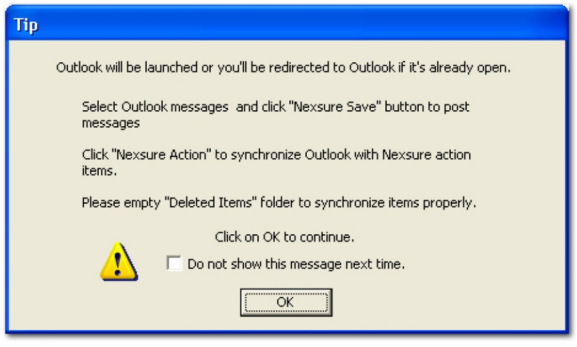

4. Click the **Details** icon next to the contact to synchronize. The **people details** tab is displayed. Only people designated as **Contacts** can be synchronized with Outlook.




5. On the **people details** tab, select the **Synchronize** check box.
6. Click **[Save]**. The **People Summary** screen is displayed.
7. In the **People Summary** screen, click the **Outlook** icon.

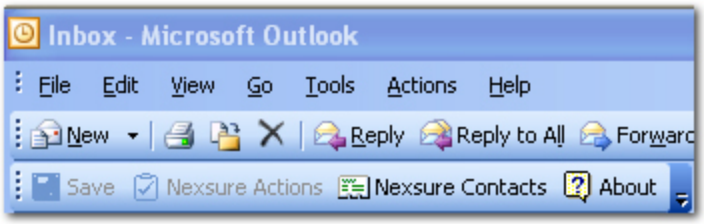



8. The first time Outlook is synchronized with Nexsure, the following message is displayed:



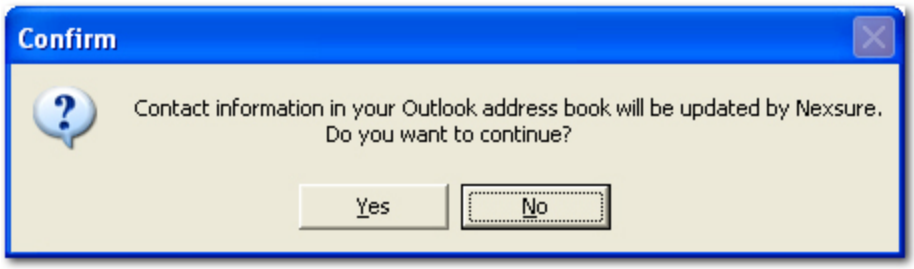

Select the **Do not show this message next time** option to hide this dialog box in the future.

9. In the **Tip** dialog box, click **OK**. Outlook is displayed.
10. On the Outlook toolbar, click Nexsure Contacts.




**Note:** If this is the first time Outlook has been synchronized, and the Nexsure Contacts option is not displayed, close Outlook and start again from step 7.

11. Once the **Nexsure Contacts** button has been clicked, a **Confirm** dialog box is displayed.




12. In the **Confirm** dialog box, click **Yes**. The contact information is then available in Outlook.

    Phone numbers added to the Personal Numbers section of the**people details** tab will be added to the Outlook address book upon synchronization. Fax numbers added to Outlook will be taken from the first number denoted as a fax number in the **people details** tab.

**Note:** Nexsure contact synchronization is specific to each person using Nexsure. Each person using Nexsure can decide which contacts will be added to their own Outlook.

## *Editing Client Contacts*

Contact information may be changed or updated as needed. There are four fields in the Contacts details that are unique to the Contact's relationship to an Entity and if update, will only affect this record. The four unique fields are Title, Primary Contact, Contact Role and Location. All other fields apply to the Contact globally and if updated, it will update all records of this contact throughout Nexsure.

**To Edit a Client Contact**

1. On the Primary menu, click **SEARCH**.
2. Click the **Entity** drop-down box, select and search for the appropriate entity.
3. Click the **Details** icon of the entity.
4. Click the **contacts** tab.
5. All contacts for this Entity will display in a summary view.
6. Click the **Details** icon of the appropriate contact.
7. Edit the information as needed.
8. Click the **[Update]** link.

## *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** drop-down box and select the appropriate entity.
3. Click the **Details** icon of the entity.
4. Click the **contacts** tab. If there is only one Contact displayed, it will be designated as Primary and a second Contact will need to be added. See Adding a Contact to add a second Contact.
5. Select **Yes** to designate the new contact as the Primary Contact for this Entity. If the person to be designated as the new Primary Contact is displayed, click on their **Details** icon, select **Yes** to the ***Is this the Primary Contact for this Account?*** question and click the **[Update]** link.
6. In the **contacts** tab summary view the newly appointed Primary Contact will be displayed with a checkmark in the Primary check box. The old Primary Contact will now have a **Remove** icon.
7. Click on the **Remove** icon to delete the old Primary Contact, if applicable. If the remove icon is not available, see the Nexsure point person within the Agency for assistance.

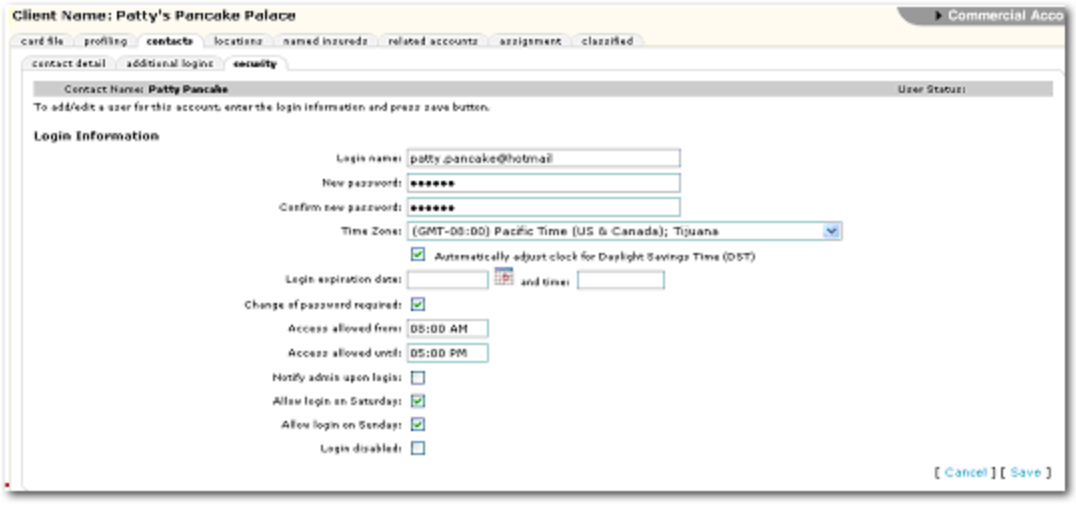
## *Contacts Security*

Security may be given to allow access to the Agent's Nexsure site. There are two types of Contacts available at this time that may be given security rights, Employees of the Agency and Client Contacts. The options selected for the Contact on the Security login information screen will be unique to that Contact. In order for the options selected to apply they must be enabled on the Security policy tab found in Setup, Security Administration. The Contacts security will supersede the Organization defaults that are setup in Setup, Security Administration. It is the Agent's ultimate responsibility to maintain their site's security and to train outside entities, which have been granted access to their Nexsure site.

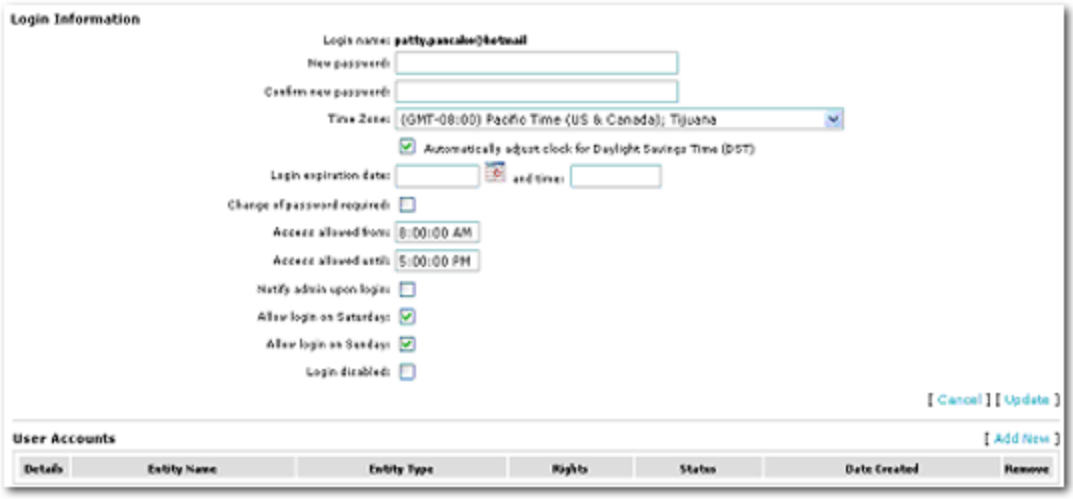
**To Add Security**

1. On the Primary menu, click **SEARCH**.
2. Click the Entity drop-down box and select the appropriate entity.
3. Click the **Details** icon of the entity.
4. Click the **contacts** tab.
5. Click the **Details** icon of the appropriate contact.
6. Scroll to the bottom of the **contact detail** screen and click the **here** link to make this contact a user. The Security login information screen is displayed.

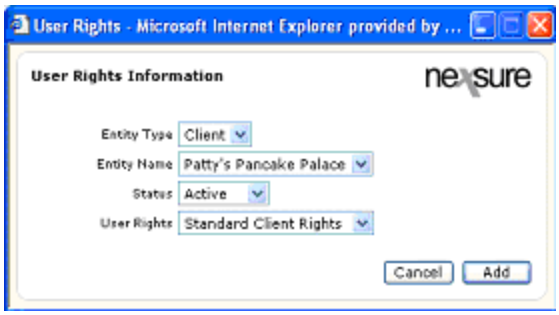
7. Enter a Login name for the Contact. Login names can only be used once, a good rule of thumb, when assigning login names, is to use the contacts Email address omitting the ".com" at the end.
8. Enter a Password for the contact. The password should be unique and contain a combination of unique characters, such as $ or % signs and alpha and numeric characters.
9. 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.
10. Select the time zone from the drop-down box and click the checkbox to automatically adjust the clock for daylight savings time for this contact.
11. Enter a Login expiration date, using the calendar icon or keying the date in using the correct formatting, if applicable.
12. Enter the time of day the Login will expire.
13. 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.
14. 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.
15. 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.
16. Click the **Allow login on Saturdays** and **Allow login on Sundays** checkboxes to allow the contact to login on these days.
17. Click the **Login disabled** checkbox to disable the login for the contact.




18. Click the **Save** link to save or the **Cancel** link to abort.
19. 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.




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




21. Select the **Entity Type** from the drop-down box. The drop-down box will display only the appropriate entity type defined by the area in Nexsure where the contact's security is being setup. (IE: Client, Employee, Retail Agent, Underwriter, Outside Finance Company or Additional Interest) If a client contact, then the entity type available will be Client.
22. Select the **Entity Name** from the drop-down box. The drop-down box will display only the appropriate entity names defined by the area in Nexsure where the contact's security is being setup.
23. Select the **Status** from the drop-down box. If Active is selected the Contact login is enabled and an active key "" icon will be displayed on the Contacts summary screen. If Inactive is selected the contact login is disabled and an inactive key "" icon will be displayed on contacts summary screen.
24. Select the appropriate **User Rights** template for this contact from the drop-down box. User Rights are created in Setup/Security Administration/User Rights Templates.
25. Click **Add to add User Rights** for this contact or Cancel to abort.

## *Adding Client Locations*

Client locations can be added to the client records. The office locations such as main offices and satellite offices can be entered and can be indicated as the billing address for the client.

**To Add a Client Location**

1. On the Primary menu, click **SEARCH**. Conduct a search to find the client to update.
2. In the search results, click the **Details** icon next to the client to update.
3. Click the client **locations** tab.
4. On the client **locations** tab, click **[Add New]**. The **Location Information** screen is displayed.
5. Complete the **Location Information** as follows:
   - **Location Type:** Use the 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.
   - **Billing Location for this account:** The default billing address for this entity.
6. Complete the **Location Underwriting Information** as follows:
   - **GL Classification**: The entry in this box will be available in the Prefill / Lookup to ACORD 126 Schedule of Hazards section. The entry will populate the **Classification** box.
   - **GL Class Code**: The entry in this box will be available in the Prefill / Lookup to ACORD 126 Schedule of Hazards section. The entry will populate the **Class Code** box.
   - **GL Premium Basis Code**: The selection in this list will be available in the Prefill / Lookup to ACORD 126 Schedule of Hazards section. The entry will populate the **Premium Basis Code** selection.
   - **WC Class Code**: The entry in this box will be available in the Prefill / Lookup to ACORD 130 WC Rating Info section. The entry will populate the **Class Code** box.
   - **WC Description Code**: The entry in this box will be available in the Prefill / Lookup to ACORD 130 WC Rating Info section. The entry will populate the **Description Code** box.
   - **Categories, Duties, Classifications**: The entry in this box will be available in the Prefill / Lookup to ACORD 130 WC Rating Info section. The entry will populate the **Categories, Duties, and Classifications** box.
   - **# Full Time Employees**: The entry in this box will be available in the Prefill / Lookup to ACORD 130 WC Rating Info section. The entry will populate the **# Full Time Employees** box.
   - **# Part Time Employees**: The entry in this box will be available in the Prefill / Lookup to ACORD 130 WC Rating Info section. The entry will populate the **# Part Time Employees** box.
   - **Total # Location Employees**: The entry in this box will be available in the Prefill / Lookup to ACORD 125 Premises Info Part 2 sub section section. The entry will populate the **Total # Location Employees** box.
   - **Est. Annual Remuneration**: The entry in this box will be available in the Prefill / Lookup to ACORD 130 WC Rating Info section. The entry will populate the **Estimate Annual Remuneration** box.
   - **Rating State / Province**: The entry in this box will be available in the Prefill / Lookup to ACORD 130 WC Rating Info section. The entry will populate the **Rating State / Province Associated with Location** box.
   - **Interest**: The entry in this box will be available in the Prefill / Lookup to ACORD 125 Premises Info Part 2 sub section section. The entry will populate the **Interest** list.

- **City Limits**: The entry in this box will be available in the Prefill / Lookup to ACORD 125 Premises Info Part 1 sub section section. The entry will populate the **City Limits** box.

7. Complete the **Location Numbers** section as follows:
   - **Location Numbers**: Enter the phone numbers without formatting. Formatting will be applied after the **locations** tab has been saved. Select the type of phone number. Extension numbers may be entered up to 6 characters. Adding additional phone numbers…
     - Once the new location information has been saved, the **Location Summary** screen displays. Click the **Details** icon next to the location to update. Notice **[Add New]** is now available in the **Location Numbers** area.
     - In the Location Numbers area, click **[Add New]**.
     - Select the Type 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.
     - A Description can be entered to help identify the phone number.
     - In the Primary Phone Number area, select Yes or No to indicate if this is the primary phone number for the location.
     - Click **Save** to save the phone number just added.

       Or
     - Click **Close** to abort the addition of the new number.

     **Note:** The number of phone numbers that can be added to each location is only limited by the identity choices.

     - Click the **Details** icon beside the number to edit.
     - Click the **Delete** icon beside the number to delete the entire location record.
   - **Physical Address:** The physical address for this location.
   - **Mailing Address:** The mailing address for this location if different from the physical address.
8. Click **Save** to save the new location information.

   Or

   Click **Cancel** to abort any additions or updates.

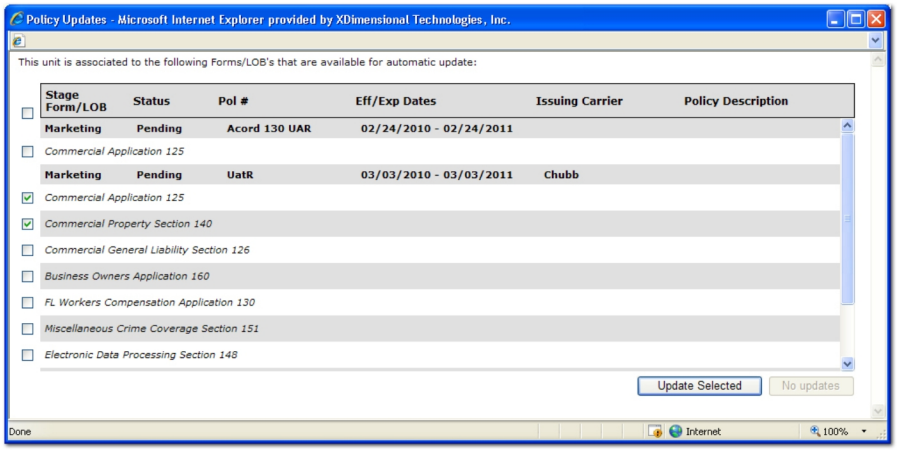
**To Copy a Location**

1. Locate the appropriate client through **SEARCH** and click on the **locations** tab.
2. Click the **Details** icon to view **Location Information**.
3. Click **[Copy]**. The **Copy** dialog box is displayed.
4. Select the number of copies necessary and click **Copy**. The location copies are added to the **Location Summary** screen. Each copy will have the words "**Copy of**" in front of the **Location Name**. Select the **Details** icon for each copy and make changes to the **Location Information** as necessary.

**To Edit a Location**

1. On the Primary menu, click **SEARCH**. Search for the appropriate client. Be sure to change the **Entity** selection to **Client**.
2. Click the **Details** icon next to the appropriate client. The **card file** tab is displayed by default.
3. Click the **locations** tab. The **Location Summary** screen is displayed.
4. Click the **Details** icon next to the location to be edited. The **Location Information** screen is displayed.
5. Make any necessary changes to the record and click **[Save]**.

**Important**: When new units that have been prefilled to a policy either by **Lookup** or the **units at risk** tab and are added, modified, or deleted, a dialog box will be displayed once **[Save]**, **[Copy]**, **[Inactivate]**, or **[Delete]** are selected. The dialog box will list all policies that the unit is associated with. Any policy in a pliable state will be available for selection in the dialog box. Selecting a policy or policies and then clicking **Update Selected** will make the change, addition or deletion of the unit to all policies selected.




**To Activate / Inactivate a Location**

1. Locate the appropriate client through **SEARCH** and click on the **locations** tab.
2. Click the **Details** icon to view **Location Information**.
3. Click **[Inactivate]** or **[Activate]** depending on the current **Status** of the location. The **Location Summary** screen is again displayed. Any inactive locations are not shown on the default view of the **Location Summary** screen. Use the **Filters** to search for inactive locations.

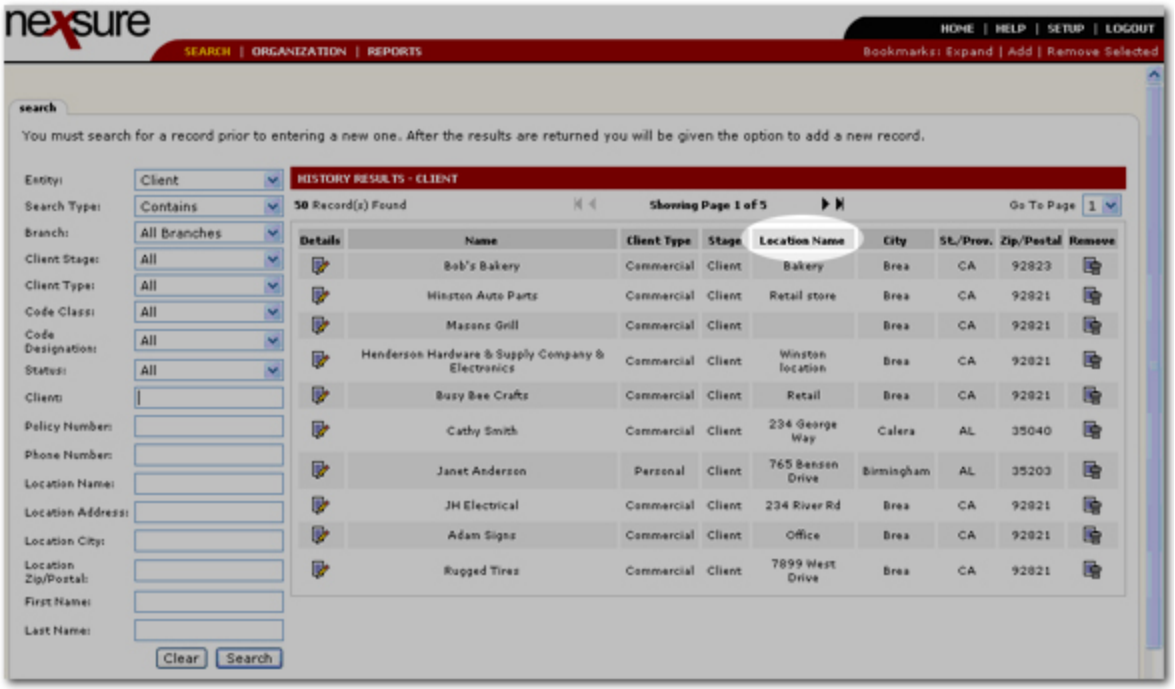
**Important:** The **Primary Location** cannot be inactivated until another location is set as primary. The old **Primary Location** can then be made inactive.

**To Update the Location Name at the Client Level**

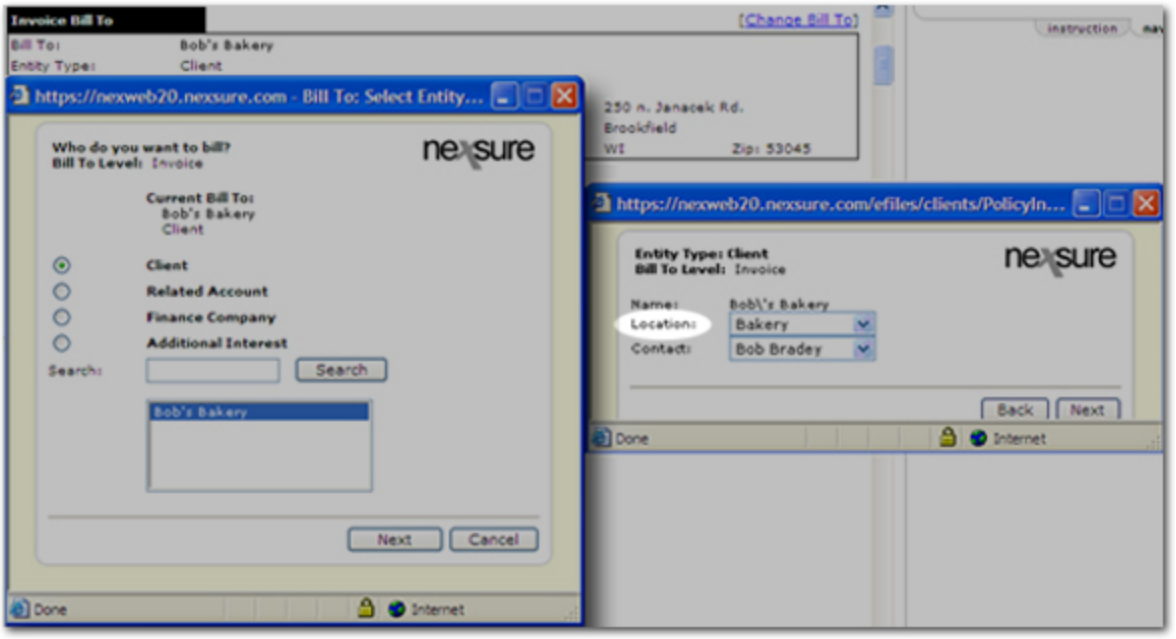
1. Locate the appropriate client through **SEARCH** and click on the **locations** tab.
2. Click the **Details** icon to view **Location Information**.
3. Enter the new **Location Name**.
4. Click **[Save]** to update the **Location Information**.

**To See Where Location Name Appears on Other Screens in Nexsure**

The **Location Name** appears on the **SEARCH** screen to help identify the location.




The **Bill To** address is changed on either the **policy info** tab or the invoice. To change, click **[Change Bill To]**, choose the **Bill To** option (such as Client), select the **Bill To** from the list and click **Next**. The **Location** list contains any location names entered at the **Client > locations** tab. If no location name was entered, the **Location** list will be empty.

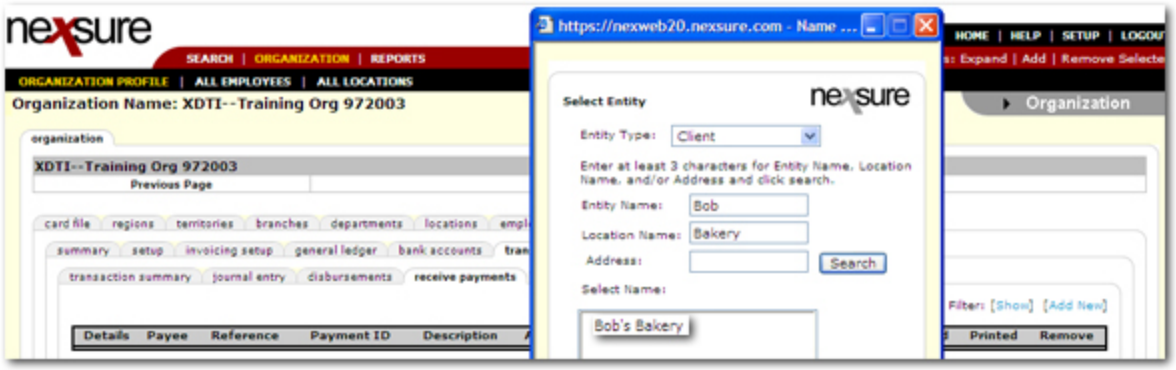



When adding disbursements to a client, the **Location Name** can be used to help identify the client.




To access the **Disbursement** dialog box, click **[Add New Disbursement]** on the **disbursements** tab.

When adding receive payments for a client, the **Location Name** can be used to help locate the client.



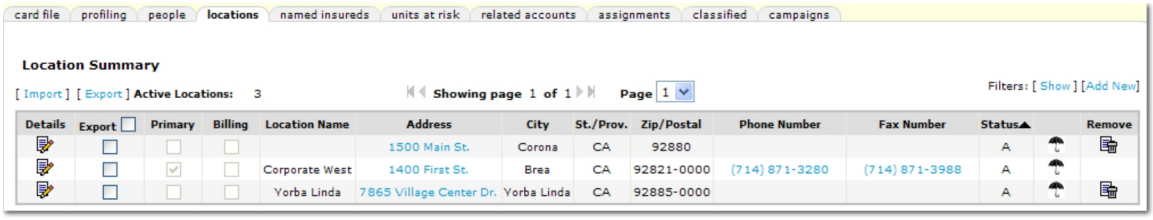

To access the **Select Entity** dialog box, click **[Add New]** on the **receive payments** tab screen.

## *Locations Summary*

The client **locations** tab displays all locations added for this entity. Unlimited locations can be added to an entity, but only one can be designated as the primary location. The primary location can be designated by selecting the **Primary Location** option on the **Location Information** screen. Primary locations designation can be reassigned, but locations marked as primary cannot be deleted.

**To Navigate to the Locations Summary Screen**

1. On the Primary menu, click **SEARCH**. Search for the appropriate client. Be sure to change the **Entity** selection to **Client**.
2. Click the **Details** icon next to the appropriate client. The **card file** tab is displayed by default.
3. Click the **locations** tab. The **Location Summary** screen is displayed.




The following options and information are displayed on the **Location Summary** screen:

- The ability to **[Import]** and **[Export]** lists of locations to an Excel® (.xls or .xlsx file) is available. When working with imports and exports:
  - An export must be performed first to get a working spreadsheet for importing.
  - Use the check boxes to select the locations to be exported.

**Important:** System generated IDs on the exported spreadsheet should not be changed, added or copied. The absence of an ID upon import will denote an item to be added.

  - Place a capital **X** in the **Remove** column of the spreadsheet in order to remove the item upon import. The primary location cannot be removed using the **[Import]** feature.

**Tip:** In order to avoid updates occurring to records that have not changed, it is suggested that those records be removed before the import takes place.

**Note:** When exporting a file, the file extension must be changed to **.xls** or **.xlsx** before saving.

- **Filters**: Click **[Show]** / **[Hide]** to toggle the filter screen open or closed.
- **[Add New]:** Opens the **Location Information** screen and allows entry of the new location. For more information about adding a new location see Adding Locations.
- Column headers can be clicked to sort the summary by the selected column header in ascending or descending order. The following columns can be sorted:
  - **Primary**
  - **Billing**
  - **Location Name**
  - **Address**
  - **City**
  - **St. / Prov.**
  - **Zip / Postal**
  - **Phone Number**
  - **Fax Number**
  - **Status**
- **Details**: Click on the **Details** icon to open the **Location Information** screen and edit the location information.
- **Export**: Select the locations to be exported by selecting the check boxes. If all check boxes need to be selected, put a check mark in the box at the header.
- **Primary**: Indicates whether the location is the primary location. The primary location can be designated by selecting the **Primary Location** option on the **Location Information** screen. Unlimited locations may be associated to a client, however only one may be designated as the primary. The primary designation may be changed, but a location currently designated as primary may not be deleted.
- **Billing**: Indicates that the location is the billing location. This selection must be made on the **Location Information** screen.

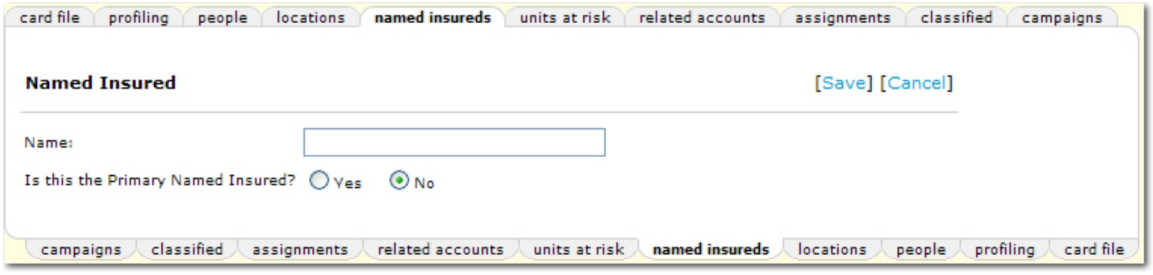
- **Location Name**: The name of the location as it was entered when adding the new location.
- **Address**: Click the location address to open a map for directions to the location.
- **City**: The location city.
- **St. / Prov.**: The state in which the location resides.
- **Zip / Postal**: The location zip code or postal code.
- **Phone and Fax Number**: The location's phone and fax numbers. These number can be clicked to open a window to do a reverse lookup of the numbers.
- **Status**: Indicates whether the location is **Active** or **Inactive**.
- **Linked Unit**: The **Umbrella** icon is displayed once a unit has been linked to a policy using **Lookup**.
- **Remove**: Click the **Remove** icon to remove the location from the client records. The primary location cannot be removed until another primary is selected.

## *Adding Named Insureds*

A named insured is added when the client is first entered in Nexsure and is automatically designated as primary. Named insureds and their information added to the **named insureds** tab will be available to prefill to applications. When adding a named insured the information required depends on whether the client is personal or commercial. Instructions follow for adding a personal named insured and a commercial named insured.

**To Add a Personal Named Insured**

1. On the Primary menu, click **SEARCH**. Search for the appropriate client. Be sure to change the **Entity** selection to **Client**.
2. Click the **Details** icon next to the appropriate client. The **card file** tab is displayed by default.
3. Click the **named insureds** tab. The **Named Insured Summary** screen is displayed.
4. On the **Named Insureds Summary** screen, click **[Add New]**. The **Named Insured** screen is displayed.




5. On the **Named Insured** screen, complete the following:
   - **Name:** Enter the name.
   - **Is This The Primary Named Insured?:** Select either **Yes** or **No** to indicate whether or not this named insured will be the primary named insured on the policy.
6. Click **[Save]** to add the new named insured to the policy and return to the **Named Insured Summary** screen.

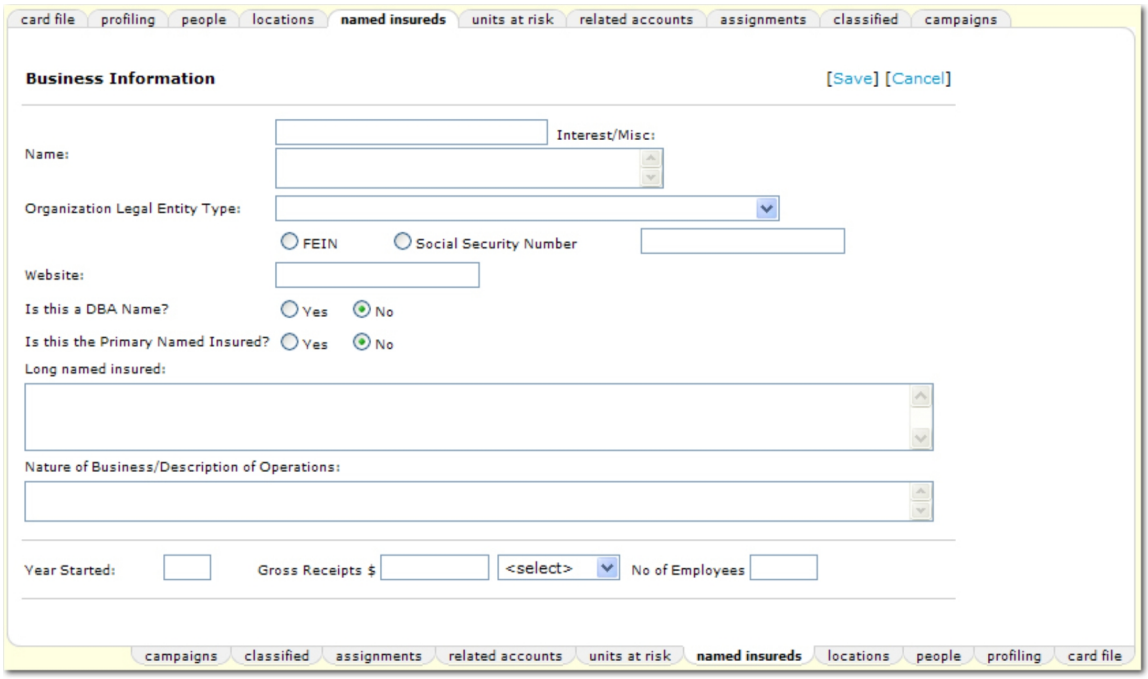
   Or

7. Click **[Cancel]** to return to the **Named Insured Summary** screen without saving.

> **Important:** The named insured must be added and saved before they can be made inactive. Primary named insureds cannot be made inactive until another named insured is set as the primary.

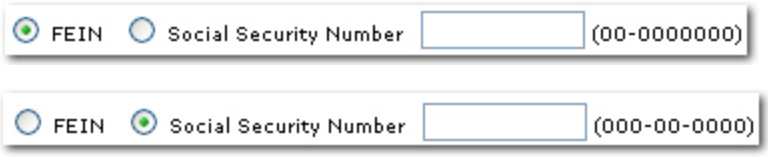
**To Add a Commercial Named Insured**

1. On the Primary menu, click **SEARCH**. Search for the appropriate client. Be sure to change the **Entity** selection to **Client**.
2. Click the **Details** icon next to the appropriate client. The **card file** tab is displayed by default.
3. Click the **named insureds** tab. The **Named Insured Summary** screen is displayed.
4. On the **Named Insureds Summary** screen, click **[Add New]**. The **Business Information** screen is displayed.




5. On the **Business Information** screen, complete the following:
   - **Name:** Enter the name.
   - **Interest / Misc:** Record information such as interest, percentage of ownership or locations that pertain to particular named insured. If **Lookup** is used to complete the **ACORD 125 > Other Named Insured** section, the information entered in the **Interest / Misc** box is used to populate the form.
   - **Organization Legal Entity Type:** Select the legal entity type from the list. Items may be added to the list in **SETUP > Lookup Management**. The default selections are:
     - **Corporation**
     - **Individual**
     - **Partnership**

- **FEIN / Social Security Number:** Select either the **FEIN** or **Social Security Number** option and enter the **FEIN** code (Federal Employee ID Number) or the **Social Security Number** using the proper formatting. An example of the correct formatting is given when either option is selected.




- **Website:** Enter the client's Web site address. If **Lookup** is used to complete the **ACORD 125 > Applicant > Applicant Web Address** section, the information entered in the **Website** box is used to populate the form.

**Note:** Do not enter the http:// prefix for the website address, Nexsure will automatically remove the prefix from any links where the address is displayed.

- **Is This a DBA Name?:** If the name entered in the **Name** box above is the DBA name, select **Yes**. Otherwise, select **No**.
- **Is This The Primary Named Insured?:** Select either **Yes** or **No**. If **Yes** is selected, the new named insured will be made the Primary. The previous Primary Named Insured will no longer be primary.
- **Long named insured:** Enter up to 300 characters for the long name of the named insured. If **Lookup** is used to complete the **ACORD 125 > Other Named Insured** section, the information entered in the **Long named insured** box is used to populate the form.
- **Nature of Business / Description of Operations:** Enter up to a 300 character description for the named insured. If **Lookup** is used to complete the **ACORD 125 > Other Named Insured** section, the information entered in the **Description** box is used to populate the form.
- **Year Started:** Enter the year the business was started.
- **Gross Receipts $:** Enter the business gross receipts amount. In the adjacent list, select **Annually** or **Monthly**.
- **Number of Employees:** Enter the number of employees.

6. After all information is added to the**Business Information** screen, click **[Save]**. The named insured is added.

**Important:** The named insured must be added and saved before they can be made inactive. Primary named insureds cannot be inactivated. The Primary designation must first be changed to another named insured; then the **[Inactivate]** option will be displayed.

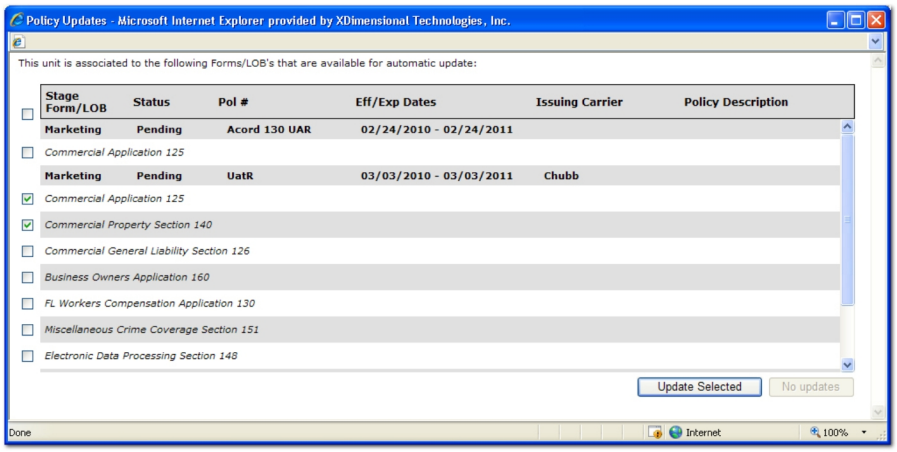
7. Click **[Cancel]** to return to the **Named Insured Summary** screen without saving.

**To Edit a Named Insured**

1. On the Primary menu, click **SEARCH**. Search for the appropriate client. Be sure to change the **Entity** selection to **Client**.
2. Click the **Details** icon next to the appropriate client. The **card file** tab is displayed by default.
3. Click the **named insureds** tab. The **Named Insured Summary** screen is displayed.

4. Click the **Details** icon next to the named insured to be edited. The **Named Insured** or **Business Information** screen is displayed depending on whether the account is personal or commercial.
5. Make any necessary changes to the record and click **[Save]**.

> **Important**: When new units that have been prefilled to a policy either by **Lookup** or the **units at risk** tab and are added, modified, or deleted, a dialog box will be displayed once **[Save]**, **[Copy]**, or **[Inactivate]** are selected. The dialog box will list all policies that the unit is associated with. Any policy in a pliable state will be available for selection in the dialog box. Selecting a policy or policies and then clicking **Update Selected** will make the change, addition or deletion of the unit to all policies selected.

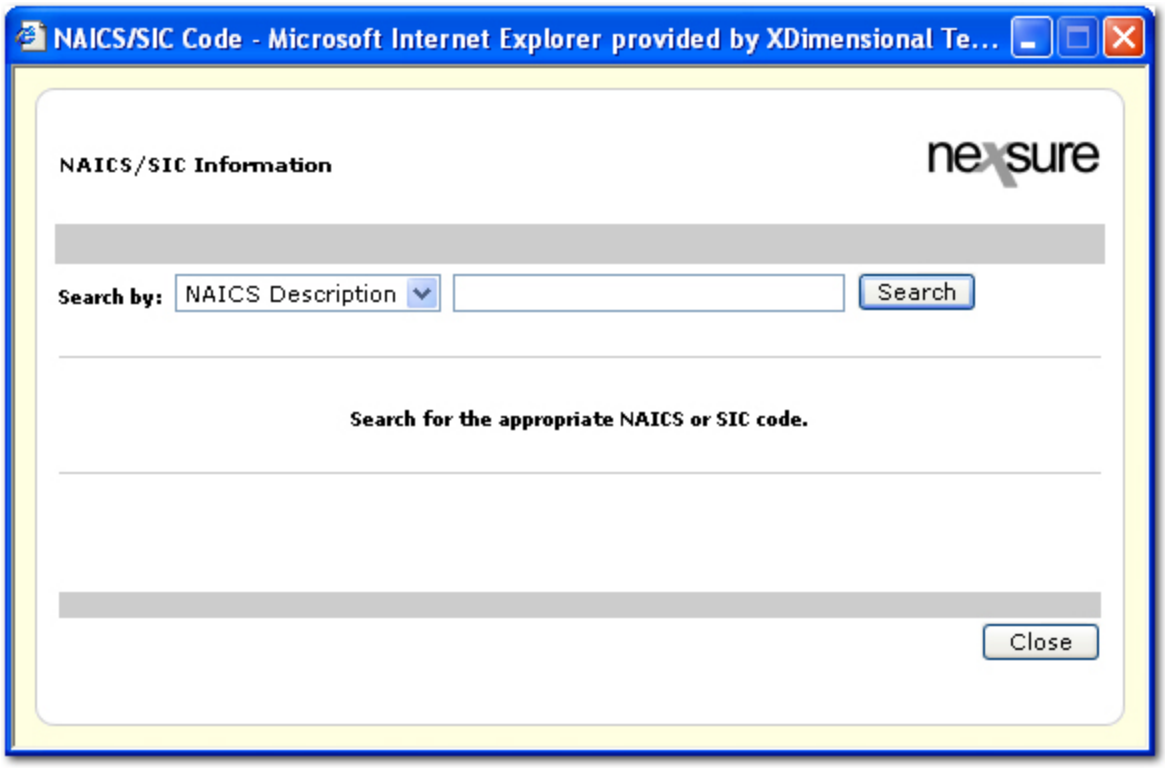



6. Click **[Copy]** to make a copy of the named insured. The new copy will be available on the summary screen with the text "Copy of" preceding the name of the named insured.
7. Click **[Inactivate]** to inactivate the named insured. The **[Inactivate]** option will not be displayed on the primary named insured record, see **Important** note below. Inactive named insureds will not be available in the policy level **Lookup** options.

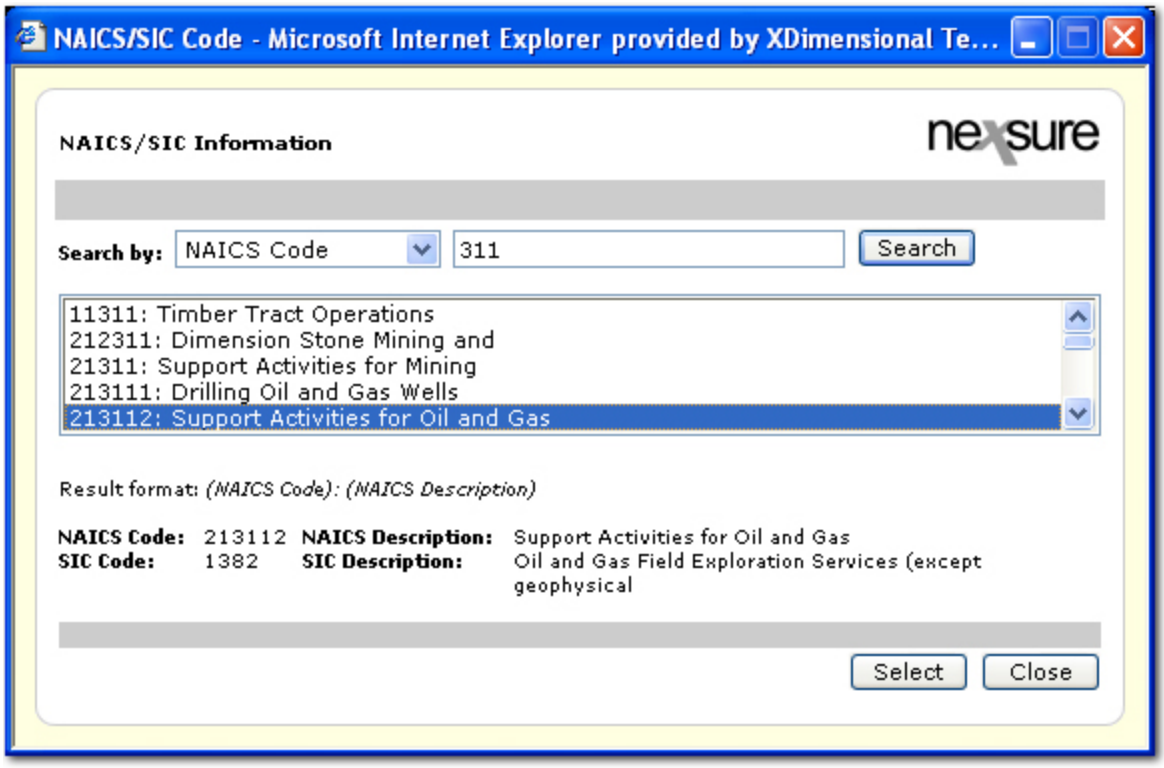
> **Important:** Primary named insureds cannot be inactivated. The Primary designation must first be changed to another named insured; then the **[Inactivate]** option will be displayed.

**To Add NAICS / SIC Codes**

1. In the **NAICS / SIC** area, click **[Add New]**. NAICS / SIC information can only be added to the Primary named insured once they have been initially added and saved. Once the **[Add New]** option is clicked, the **NAICS / SIC Information** dialog box is displayed.




2. In the **Search by** list, select one of the following options:
   - **NAICS Code**
   - **NAICS Description**
   - **SIC Code**
   - **SIC Description**
3. Enter the search criteria. Enter at least one character. However to return results faster, enter at least two characters of the description or code.
4. Click **Search**. The search results are displayed in a list. Click on a result item to view the associated description below.

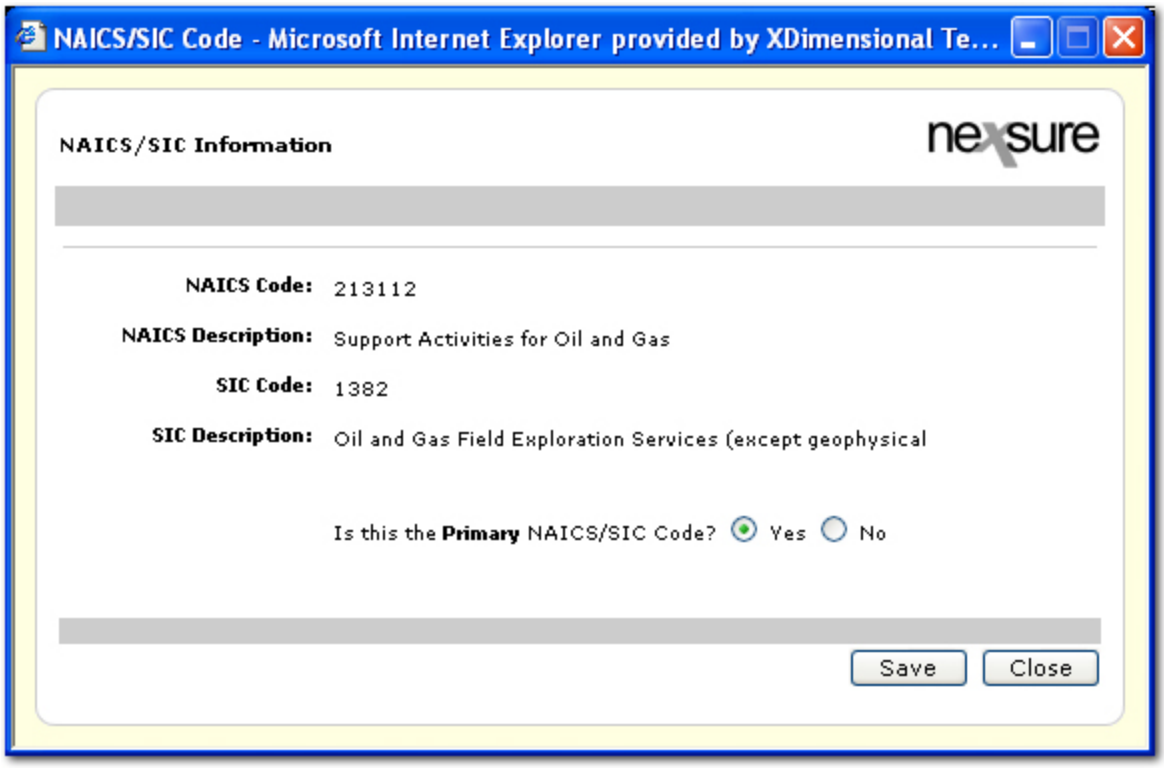



5. Once a code has been highlighted in the list, click **Select**.

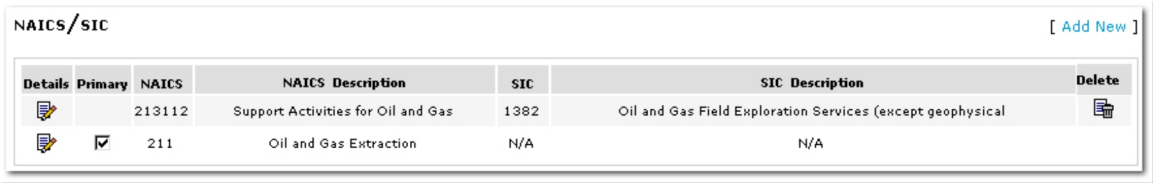
   Or

   Click **Close** to return to the **named insureds** tab without making a code selection.

6. After clicking **Select**, a confirmation dialog box is displayed. Select either **Yes** or **No** to indicate whether or not the NAICS / SIC code is the primary code for the named insured.




7. Click **Save**. The new code is added to the **named insureds** tab. Notice that the **Primary** code cannot be removed. To remove a primary code, select a new primary first then remove the unnecessary code.



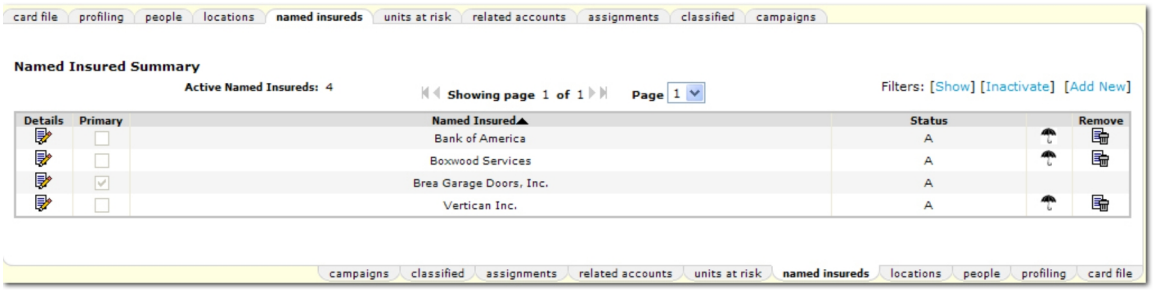

## *Named Insureds Summary*

The **named insureds** tab displays all named insureds added for this client. You can associate an unlimited number of named insureds with each client, but only one can be designated as the primary named insured. The primary named insured indicator will be selected in the **Primary** column. The primary designation can be changed, but a primary named insured cannot be deleted. The named insured may also be flagged as inactive or reactivated from the **Named Insured** screen.

**Note:** The **Named Insured Summary** screen differs depending on the account type, Personal or Commercial.

**To Navigate to a Personal Client Named Insureds Tab**

1. On the Primary menu, click **SEARCH**. Search for the appropriate client. Be sure to change the **Entity** selection to **Client**.
2. Click the **Details** icon next to the appropriate client. The **card file** tab is displayed by default.
3. Click the **named insureds** tab. The **Named Insured Summary** screen is displayed.

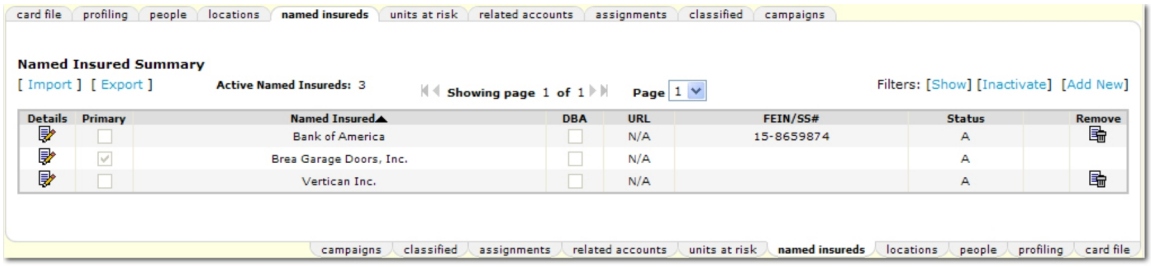



The following options and information is displayed on the **Named Insured Summary** screen:

- **Filters**: Click **[Show]** / **[Hide]** to toggle the filter screen open and closed.
- **[Activate] / [Inactivate]:** Selecting **[Inactivate]** will inactivate the entire client record. A strike through will be displayed on the client's name on all client screens. Selecting **[Activate]** will remove the line through the client name and activate the client again.
- **[Add New]:** Opens the **Named Insured** screen to enter a new named insured.
- Column headers can be clicked to sort the summary by the selected column header in ascending or descending order. The following columns can be sorted:
  - **Primary**
  - **Named Insured**
  - **Status**
- **Details**: Click on the **Details** icon to open the **Named Insured** screen and edit the named insured.
- **Primary**: Indicates whether the named insured is the primary named insured. Unlimited named insureds may be associated to a client, however only one may be designated as the primary named insured. The primary designation may be changed, but a named insured currently designated as primary may not be deleted.
- **Named Insured**: The name of the named insured.
- **Status**: Indicates whether the named insured is Active or Inactive.
- **Linked Unit**: The **Umbrella** icon is displayed once a unit has been linked to a policy using **Lookup** or a client level addition through the **units at risk** tab.
- **Remove**: Click the **Remove** icon to remove the named insured from the client records. The primary named insured cannot be removed until another primary is selected. If a unit is linked, it cannot be removed, however, it can be made inactive.

**To Navigate to a Commercial Client Named Insureds Tab**

1. On the Primary menu, click **SEARCH**. Search for the appropriate client. Be sure to change the **Entity** selection to **Client**.
2. Click the **Details** icon next to the appropriate client. The **card file** tab is displayed by default.
3. Click the **named insureds** tab. The **Named Insured Summary** screen is displayed.




The following options and information are displayed on the **Named Insured Summary** screen:

- The ability to **[Import]** and**[Export]** lists of named insureds to an Excel® (.xls or .xlsx file) is available. When working with imports and exports:
  - An export must be performed first to get a working spreadsheet for importing.
  - Use the check boxes to select the named insureds to be exported.

**Important:** System generated IDs on the exported spreadsheet should not be changed, added or copied. The absence of an ID upon import will denote an item to be added.

  - Place a capital **X** in the **Remove** column in order to remove the item upon import. The primary named insured cannot be removed upon import.

**Tip:** In order to avoid updates occurring to records that have not changed, it is suggested that those records be removed before the import takes place.

**Note:** When exporting a file, the file extension must be changed to **.xls** or **.xlsx** before saving.

The following columns are included in the exported file:

- **Client ID**
- **Client Name ID**
- **Client Name**
- **DBA Name**
- **URL**
- **Year Started**
- **Business Ownership ID and Type (IDs are system generated and should not be altered.)**
  - 2 - Individual
  - 3 - Partnership
  - 4 - Corporation

**Note:** Additional **Ownership ID and Types** are possible depending on those set up by the agency in Lookup Management.

- **Gross Receipts**
- **Gross Receipt Basis ID (IDs are system generated and should not be altered.)**
- **Gross Receipt Basis**
- **No Employees**

- **FEIN / SS#**
- **Long Name**
- **Interest / Misc**
- **Nature Of Business / Desc**

- **Filters**: Click **[Show]** / **[Hide]** to toggle the filter screen open and closed.
- **[Activate] / [Inactivate]:** Selecting **[Inactivate]** will inactivate the entire client record. A strike through will be displayed on the client's name on all client screens. Selecting **[Activate]** will remove the line through the client name and activate the client again.
- **[Add New]:** Opens the **Named Insured** screen and allows entry of the new named insured. For more information about adding a new commercial named insured see Adding Named Insureds.
- Column headers can be clicked to sort the summary by the selected column header in ascending or descending order. The following columns can be sorted:
  - **Primary**
  - **Named Insured**
  - **DBA**
  - **URL**
  - **FEIN / SS#**
  - **Status**
- **Details**: Click on the **Details**  icon to open the **Named Insureds** screen and edit the named insured.
- **Primary**: Indicates whether or not the named insured is the primary named insured. Unlimited named insureds may be associated to a client, however only one may be designated as the primary named insured. The primary designation may be changed, but a named insured currently designated as primary may not be deleted.
- **Named Insured**: The name of the entity as it was entered when adding the new named insured.
- **DBA**: Indicates whether or not the named insured is "Doing Business As".
- **URL**: Displays the **URL** link to access the client's website.
- **FEIN/SS#**: Displays the FEIN or Social Security number as entered in the named insured details.
- **Status**: Indicates whether the named insured is **Active** or **Inactive**.
- **Remove**: Click the **Remove**  icon to remove the named insured from the client records. The primary named insured cannot be removed until another primary is selected. If a unit is linked, it cannot be removed, however, it can be made inactive.

## *Adding Related Accounts*

Customers are cross-referenced by assigning an Account Relationship. When assigning an Account Relationship, determine if the Related account being added is Personal or Commercial. You must enter a few characters of their name for the search. Highlight the appropriate entity and identify the relationship type and if the relationship

should be added to the related account. If you relate a relationship to the other entity, the relationship is automatically added.

Q Why add Account Relationships?

A1 By adding account relationships, you can quickly see if a Personal Lines account is perhaps the owner of one of the Branch's Commercial Lines accounts. This could be important if the son on the personal auto policy had one too many tickets and the carrier wanted to cancel and the personal lines account manager does not know the commercial lines account exists and allows the cancellation to go through causing the large commercial account to be lost as well. This may not have happened if there had been an Account Relationship association.

A2 An account in your Branch is a franchise account and has many locations with different managers. To keep each account separate with a different name and address each were set up as different clients. However, the main office wants to receive all the invoices separately for each location. By adding the Account Relationship to each entity, the invoice may be billed to the main office as requested by your client.

**To Add Related Accounts**

1. Select the client to add the related account to.
2. Select the related accounts tab.
3. Click [**Add New**]. The **Related Accounts** Detail screen will appear.
4. **Search by:** Select the appropriate search categories from the drop-down boxes. Enter a minimum of 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**.
7. When personal is selected, the following choices will be available. The agency will have the ability to add in setup.

   **The Related Account is –** this is the identification of the associated account that corresponds with the **Relationship Type**.

### *Related Accounts Summary*

1. The **Related Accounts** tab displays all Related Accounts added for this entity. Unlimited Related Accounts may be added for each entity.
2. Click on the **Related Account** link to display the Related Accounts **Client** screen.
3. Click on the **Details**  to view the Related Account detail.

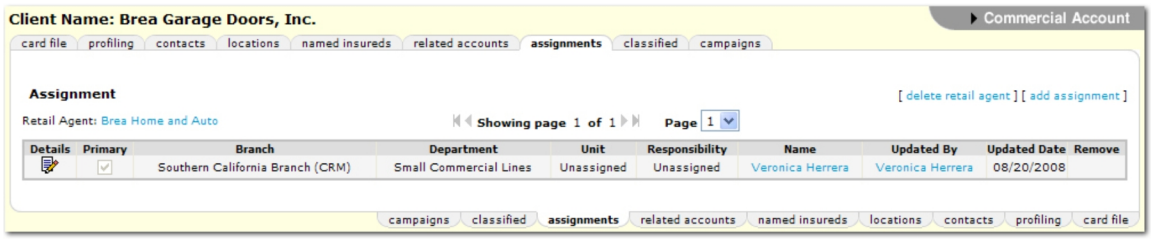
### *Assignment Tab*

The assignment is the person within the agency responsible for the client and / or client's policy. An assignment is appointed when the client is first entered in Nexsure, this assignment will automatically be designated as Primary.

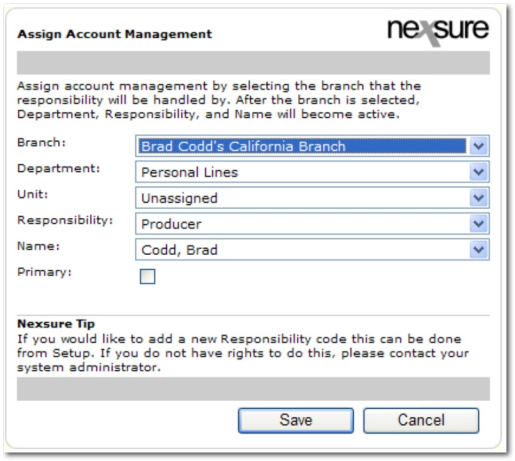
There are two levels of assignments, client level assignment(s) and policy level assignments.

**To Add a Client Level Assignment**

1. On the Primary menu, click **SEARCH**.
2. Click the **Details** icon for the appropriate client.
3. Click the **assignment** tab.
4. The assignment(s) will display in a summary view.




5. Click **[add assignment]**.




6. In the **Branch** list, select the appropriate branch to associate with this client.
7. In the **Department** list, select a department within the specified branch for this client. Departments are a subset of the branch, i.e.: Personal or Commercial lines.
8. In the **Unit** list, select a unit pertaining to the Department, if applicable. Units are not required. Units are a subset of the department. i.e.: home, auto or other.
9. In the **Responsibility** list, select the appropriate responsibility. The responsibilities appearing in the list can be added in **SETUP > Lookup Management**.
10. In the **Name** list, select the name of the person responsible for this client. The names appearing in the list are from the employee titles at the branch level.
11. Select the **Primary** check box to set this assignment as the primary responsibility for the account.

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**Note:** A primary assignment cannot be deleted, another assignment must first be designated as primary or a new assignment can be added, designated as primary, then the old primary can be deleted.

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12. Click **Save** to save the assignment.

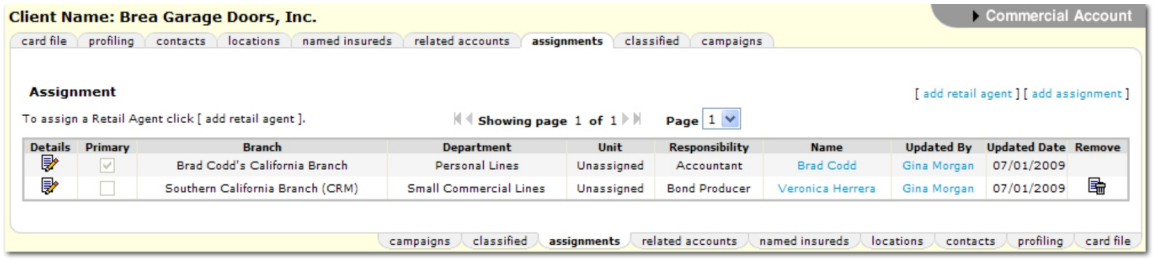
Or

Click **Cancel** to return to the Assignment screen without saving.

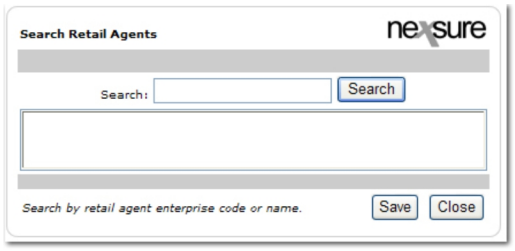
13. The assignments can be edited by clicking the **Details** icon of the assignment, make the necessary changes from the appropriate lists and clicking **Save**.

**To Add a Retail Agent at the Client Level**

1. On the Primary menu, click **SEARCH**.
2. Click the **Details** icon for the appropriate client.
3. Click the **assignment** tab. The assignment(s) will be displayed in a summary view.




5. Click **[add retail agent]**. The **Search Retail Agents** dialog box is displayed.
6. In the **Search** box, enter at least two characters to narrow the search results. Entering some of the retail agent's name returns a broader result, enter most of the retail agent name for more specific results. Only those retail agents that have the same branch assignment will be displayed in the search results.




5. Select the retail agent to add to the client record and click **Save**. The retail agent is added to the **assignment** tab. The retail agent will also be displayed on the client's **card file** tab.

   Or

   Click **Cancel** to exit the **Search Retail Agents** dialog box and return to the **assignments** tab.

**To Add a Policy Level Assignment**

This level pertains to a client's policy.

1. On the Primary menu, click **SEARCH**.
2. Click the **Details** icon of the appropriate client.
3. On the Client menu, click **POLICIES**.
4. Click the **Details** icon of the appropriate policy.

5. Click the **assignment** tab. The assignment(s) will display in a summary view. The assignment(s) at the policy level default from the client level at the time the marketing policy is created. Assignments at the policy level can be added, revised or deleted, security permitting.
6. Repeat steps 5-12 from the Client Level Assignment instructions to add, edit or delete assignments.

## *Client Classified Tab*

Suspects, prospects and clients may have unlimited classified code descriptions and code designations. Classified code descriptions and code designations can be used to segment prospects and clients for mailing labels or for reporting purposes. They can also be used to designate such things as how the client accesses the Internet, what language they speak, or the household income. There are no limitations for the types of classifications that can be assigned. Any classification code descriptions and code designations can be added in **SETUP > Lookup Management**.

**To Add New Codes**

1. Locate a client via **SEARCH**.
2. Click the **Details** icon next to the client to update.
3. Click the **classified** tab. The **Classified Summary** screen is displayed.

---

**Note:** Both client and policy level classified information is displayed on the **Client Classified Summary** screen. However, policy level classified information cannot be modified from the client level. The policy level classified information is denoted by a P in the Type column. Click the P link to jump to the policy then click the classified tab to view the classification. To add or modify policy level classified information, see the Policy Classified Tab topic.

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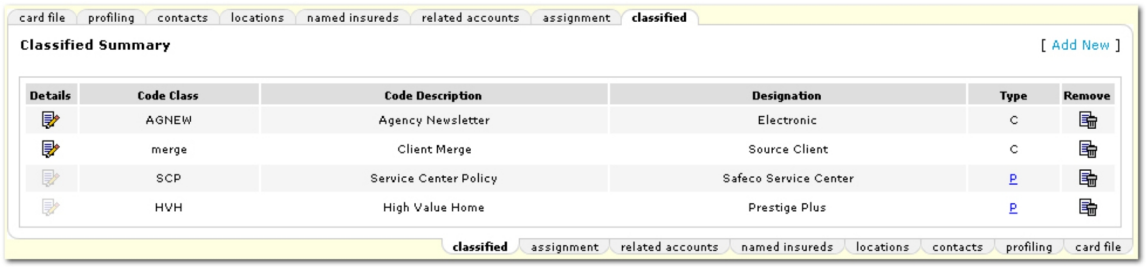
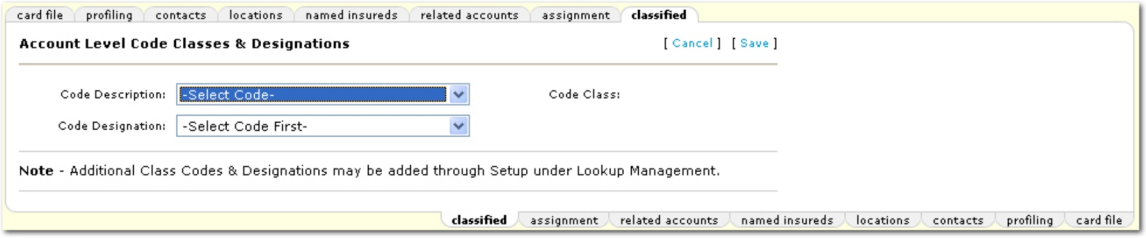



4. Click the **Details** icon to edit an existing code or value, or click **[Add New]**. The **Account Level Code Classes & Designations** screen is displayed.




5. In the **Code Description** list, select a description for the classified information. The available selections can be added or edited in **SETUP > Lookup Management**. For more information about adding or editing

selections, see the Adding Lookup Management Items topic.

6. The **Code Class** area will be populated when the **Code Description** is selected. The **Code Description** and **Code Class** are linked in **SETUP > Lookup Management** when they are added.
7. In the **Code Designation** list, select a designation for the classified information. The available selections can be added or edited in **SETUP > Lookup Management**. For more information about adding or editing selections, see the Adding Lookup Management Items topic.
8. Click **[Save]**. The new codes are added to the **Classified Summary** screen.

   Or

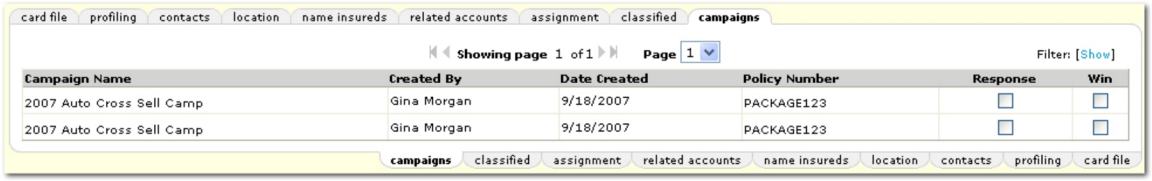
   Click **[Cancel]** to return to the **Classified Summary** screen without saving any selections.

## *Campaigns*

Once a client participates in a campaign, the campaign is recorded on the **campaigns** tab in the client profile. When a client responds to the campaign, their response can be recorded on this **campaigns** tab. Once responses are recorded in each client record, the total response numbers for the entire campaign are displayed on the **Primary menu > CAMPAIGNS > campaigns** tab.

**To Enter Client Campaign Responses**

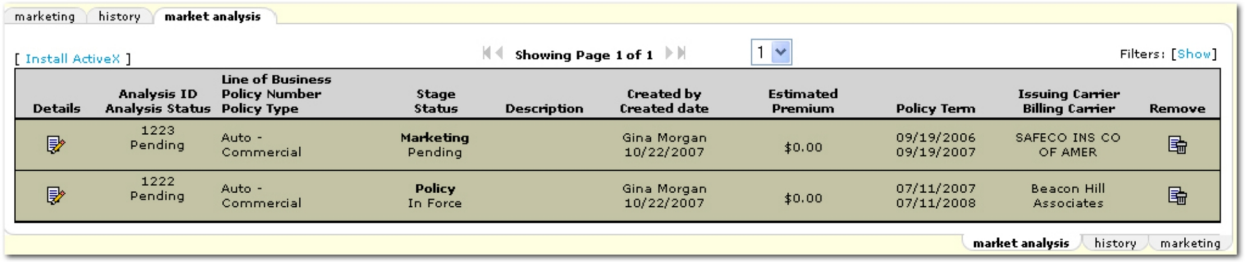
1. On the Primary menu, click **SEARCH**.
2. Click the **Details** icon next to the appropriate client.
3. Click the **campaigns** tab. All campaigns that the client has participated in are displayed.



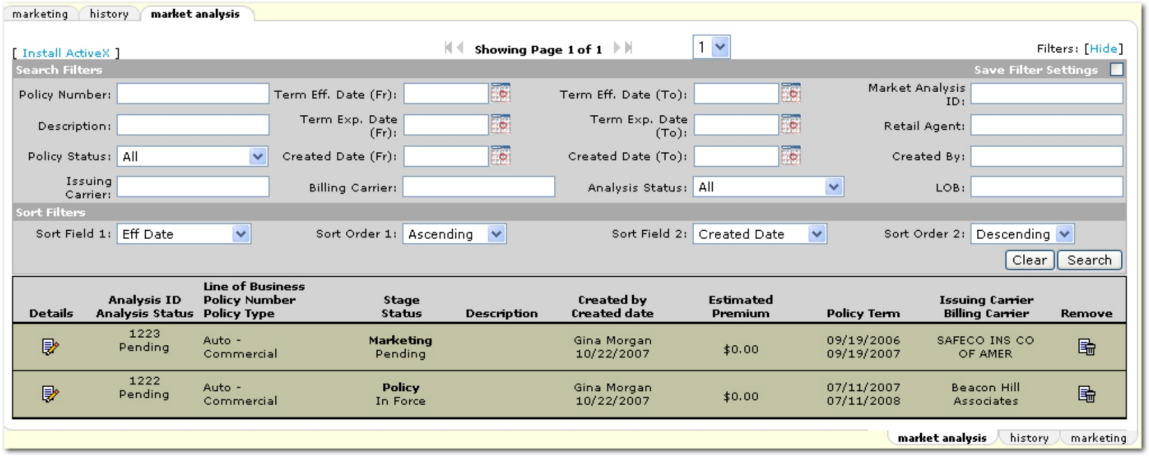

4. In the **Response** column, select the check box to record a response from the client regarding the campaign.
5. In the **Win** column, select the check box to show that new business was obtained as a result of the campaign solicitation.

### *Market Analysis Tab*

The **market analysis** tab displays a summary of all saved analyzed markets by default.



- Clicking the **Details** icon will take you to the market analysis details screen.
- Using the **[Show]** filters option allows for searching by specific status as well.




## *Add an Application to a Suspect*

1. On the Primary menu, click **SEARCH** and search for the **Suspect** you wish to add the application for.
2. Click the **Details** icon for the suspect.
3. Select **MARKETING** from the Client menu. You will be notified that no marketing policies exist.
4. Since there is no history on a suspect record select **Cancel** to display the Underwriting screen.

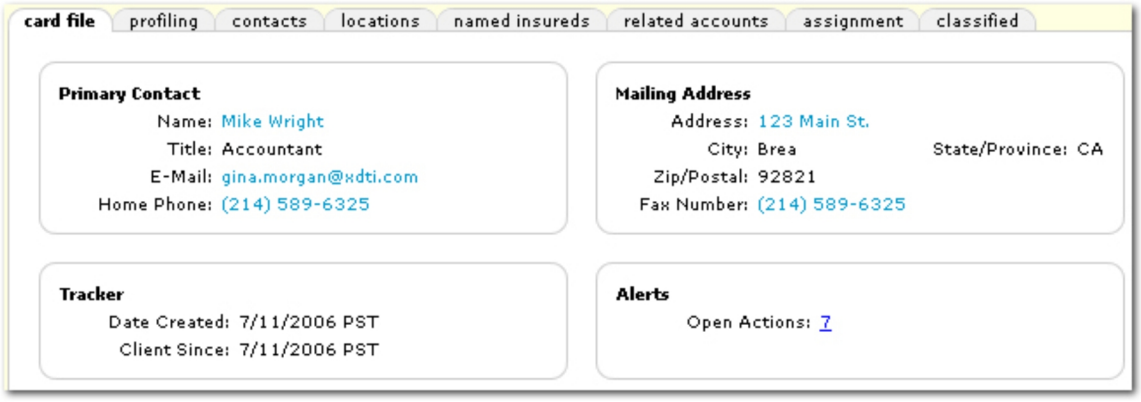
   **Tip:** Notice the color of the screen, the wheat color is always associated with the active policy stage of Marketing.

5. The top portion of the screen is called the Policy Header. Select the Billing and Issuing Carriers, if known, from the drop-down list. The billing company is who will pay or be paid and the issuing company is the company that issues the policy.
6. Enter the effective and expiration dates. Since the policy is currently being worked change the status to pending.
7. Click **Save Changes** on the navigation toolbar under the policy header to keep the changes made to the Policy Header and display a second Navigation toolbar.
8. Click **Add Application**.
9. The form Standard defaults to ACORD, select a state as appropriate, then select the type of application and line of business from the drop-down boxes. All appropriate applications are displayed in the Available Applications list. The highlighted Application description is displayed below the box for easy identification.
10. The Nexsure application helper is used to copy from previously populated applications to save keystrokes, the box is checked by default. Since there are no policies to copy from, remove the check by clicking in the box.
11. Click **Next** to add the application and any base forms.

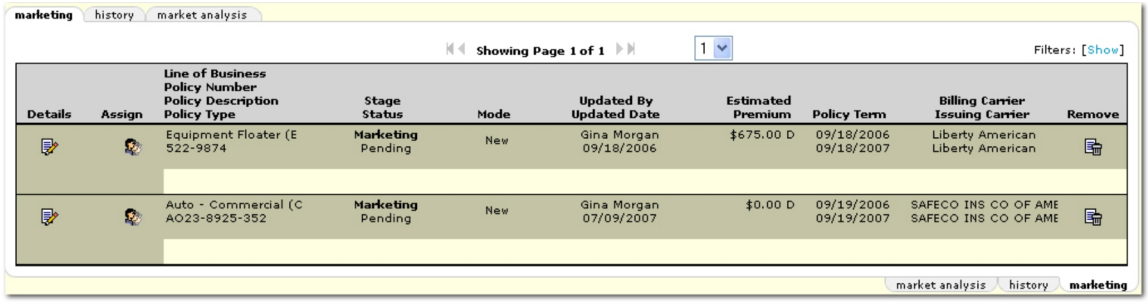
## *In-Forcing a Marketing Policy*

**ToPlace a Marketing Policy In Force**

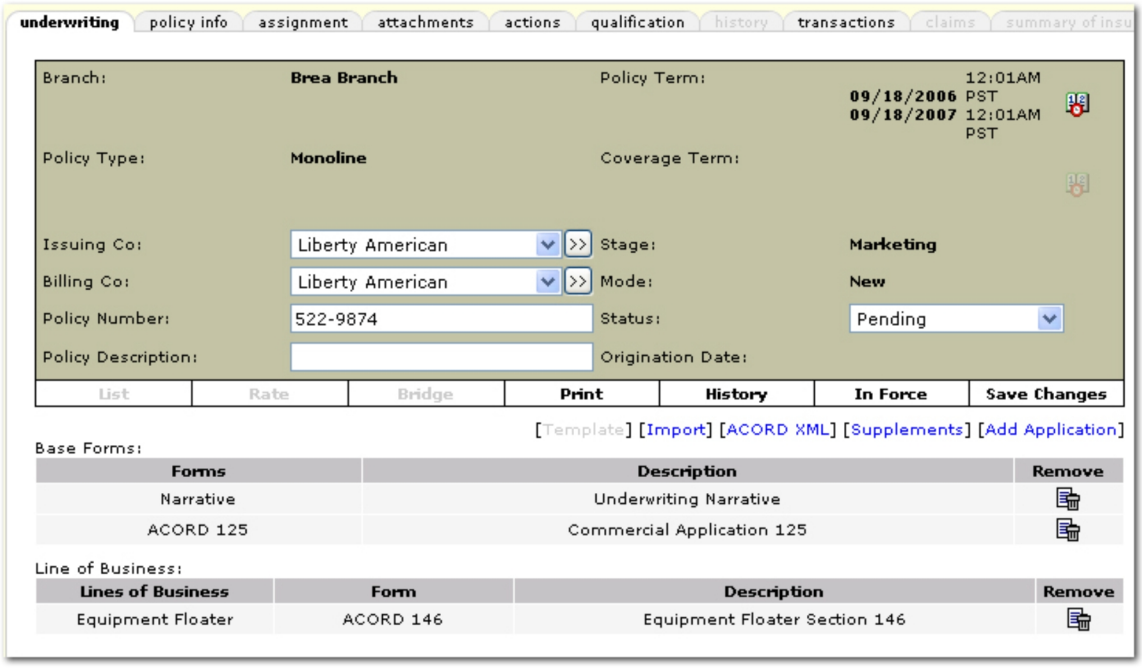
1. On the Primary menu, click **SEARCH**. Search for the appropriate client.
2. Click the **Details** icon next to the appropriate client. The **card file** tab is displayed.



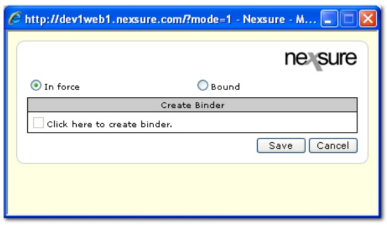

3. On the Client menu, click **MARKETING**. The **marketing** tab is displayed.




4. Click the **Details** icon next to the marketing policy. The **underwriting** tab is displayed.




5. On the **navigation toolbar**, click **In Force**. A dialog box is displayed in which **In Force** or **Bound** can be selected.




6. In the dialog box, select one of the following options:
   - If no binder will be necessary, select only **In Force**.
   - If a status of bound is necessary but no binder is to be issued, select only **Bound**.
   - If a binder will be issued, select both the **Bound** option. The **Click here to create binder** check box becomes active. Select the **Click here to create binder** check box.
7. Click **Save**. The policy is placed in force. The annotation is updated to show the policy is in force, the name of the staff member that performed the action, and the date and time.

   Or

   Click **Cancel**. The dialog box is closed without saving the selections.



### *Navigate and Populate a Form*

After an application is added to marketing the suspect is identified in Nexsure as a Prospect. To navigate and populate the form first begin by searching for the Prospect.

1. On the Primary menu, click **SEARCH**. Search for the **Suspect** you wish to add the application for.
2. Click the **Details** icon for the suspect.
3. On the Client menu, click **MARKETING** and the marketing summary screen is displayed.
4. Click the **Details** icon next to the marketing policy to display the underwriting screen.
5. To complete the forms, use the navigation tab on the right side of the screen. Select the application to complete by clicking on the plus in front of the form.

   **For example:** to populate the ACORD 125 click on the plus sign in front of Base Requirements then click on the plus in front of the ACORD 125.
6. Click **assign** to display producer information in the **assignment** section of the application. Some of the fields are already populated, therefore, only populate as necessary.

**Navigation and Saving the Form**

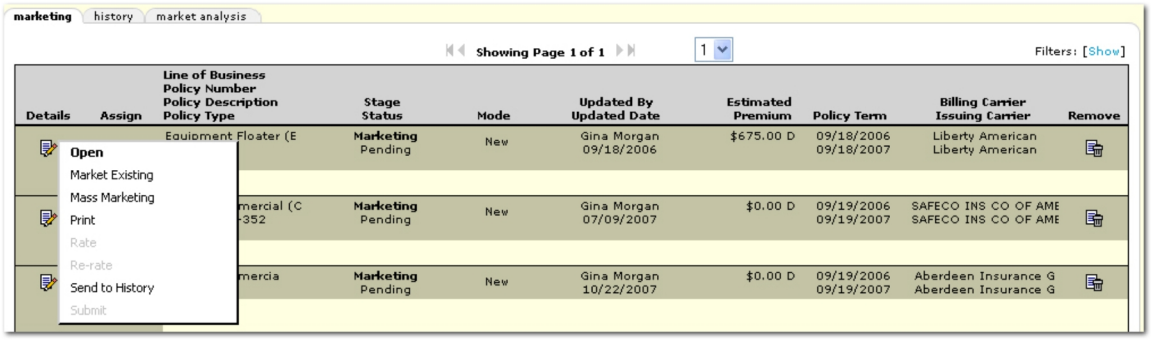
- **Next** - found on the navigation toolbar at the top and bottom of the screen saves, and navigates to the next screen.
- **Previous** - in the navigation toolbar at the top and bottom of the screen saves, and navigates to the previous screen.
- **Save Changes** - saves changes and remains on the same screen.
- Select a Link on Navigation tab to save changes and go to the selected page of the application.
- Select Summary on a schedule section of the application saves the screen and returns to summary view.

## *Mass Marketing*

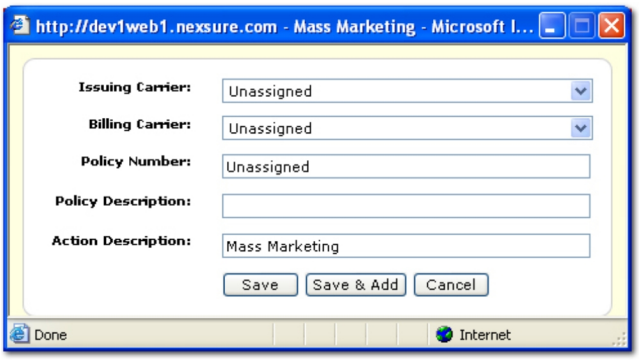
In the majority of marketing efforts, specifically in the commercial insurance arena, multiple marketing applications are submitted to numerous carriers for a single client. The process below can be used as a simple means of generating multiple marketing records for multiple carriers.

**To Generate Multiple Marketing Records**

1. On the Primary menu, click **SEARCH**.
2. Click the **Details** icon next to the appropriate client.
3. On the Client menu, click **MARKETING**. The **marketing** tab is displayed with a summary of policies currently marketed.
4. Locate the policy to be mass marketed.
5. Right-click the **Details** icon next to the appropriate policy.




6. On the right-click menu, select **Mass Marketing**. The carrier selection dialog box is displayed.




7. In the **Issuing Carrier** list, select the carrier to which the policy will be marketed. The options available for selection are based on the assignment of the marketing policy selected.
8. In the **Billing Carrier** list, select the carrier to which the policy will be marketed. The options available for selection are based on the assignment of the marketing policy selected.
9. In the **Policy Number** box, enter the policy number if available.
10. In the **Policy Description** box, enter a description for the policy that will display in the policy header.
11. In the **Action Description** box, **Mass Marketing** is displayed by default. The default can be accepted or a new description for the annotation can be added. The annotation is then displayed on the resulting marketing policy. The annotation defaults can be modified in **SETUP > Actions > actions tab > Mass Marketing** action type.
12. Click **Save**. The new marketing policy will be added to the marketing tab. The policy will be a copy of the policy from which the mass marketing was started.

---

**Note:** Attachments, actions and policy info will not be copied to the new marketing policy from the original marketing policy. The policy info will be added based on the defaults set up in the carrier record. If no carrier is selected, the defaults will be the same as when creating a new marketing policy.

---

Or

Click **Save & Add**. The new marketing policy will be added and a new mass marketing dialog box will be displayed.

Or

Click **Cancel**. The mass marketing dialog box will be closed and the mass marketing will be cancelled.

## *Rating Integration*

Nexsure facilitates integration with **Agency Computer Systems (ACS2000)**, **Capital Evolution**, **ExpressWay**, **EZLynx, Hartford Commercial ExpressWay, SeaPass,** and **WinFSC** rating software. Marketing applications started in Nexsure can be exported for a quote, or a quote file can be imported into Nexsure as a new marketing line item.

**Note:** Quotes obtained using ExpressWay, EZLynx, or SeaPass cannot be imported (Bridged) back to Nexsure. Only ACS2000, Capital Evolution, and WinFSC are supported for bridging at this point.

### *Additional Logins*

ExpressWay, EZLynx and SeaPass require an additional login to be setup with a valid user name and password. See Additional Logins for Raters for more details.

**Important:** EZLynx needs to enable each user individually to receive uploads from XDTI / Nexsure. Send a request to support@webcetera.com requesting to be enabled for uploads from XDTI / Nexsure. The email may originate from the agent and does not need to come from Nexsure.

#### *Supported LOBs*

Click rating tool to view supported LOBs:

ACS

- Homeowners
- Personal Auto: FL, IL, IN, MI, NH, OH

Capital Evolution

- Homeowners
- Personal Auto: MI
- Dwelling Fire

ExpressWay

- Personal Auto All 50 states, PR(Puerto Rico) and DC(District of Columbia)
- Personal Condominium
- Renters
- Homeowners

EZLynx

- Homeowners
- Personal Auto CA, CO, CT, FL, GA, IL, IN, MD, MI, MN, NY, PA, RI, TX, WA, WI

Hartford Commercial Expressway

- Commercial Auto All 50 States, DC(District of Columbia)
- Workers Compensation

- Business Owners Application (BOP)
- Commercial General Liability
- Commercial Property

SeaPass

- Commercial Auto All 50 States
- Workers Compensation
- Business Owners Application (BOP)
- Commercial General Liability
- Commercial Property

WinFSC

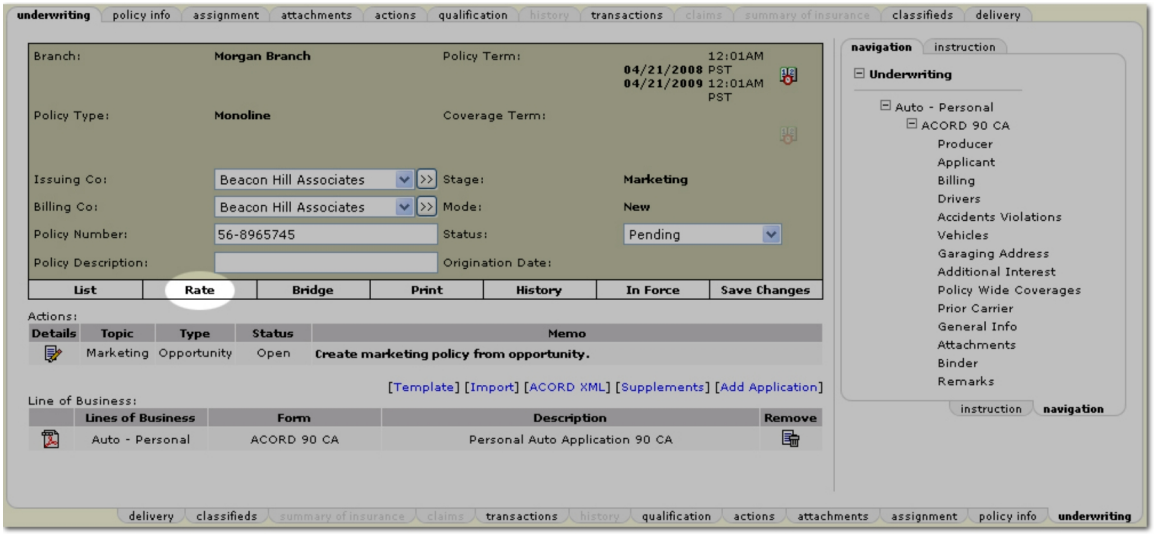
- Dwelling Fire
- Homeowners
- Mobile Home
- Motorcycle: CA
- Personal Auto: CA
- Personal Condominium
- Renters

**To Export (Rate) a Marketing Application**

Marketing applications can be exported as a blank application, or after it is completed in Nexsure. If the application is not complete when it is exported, the rating tool will prompt for the required data. If the application is completed in Nexsure before it is exported, a quote will be provided once it opens in a rater (see Mapping Notes below).

**Note:** EZLynx requires a complete application or the export will fail.

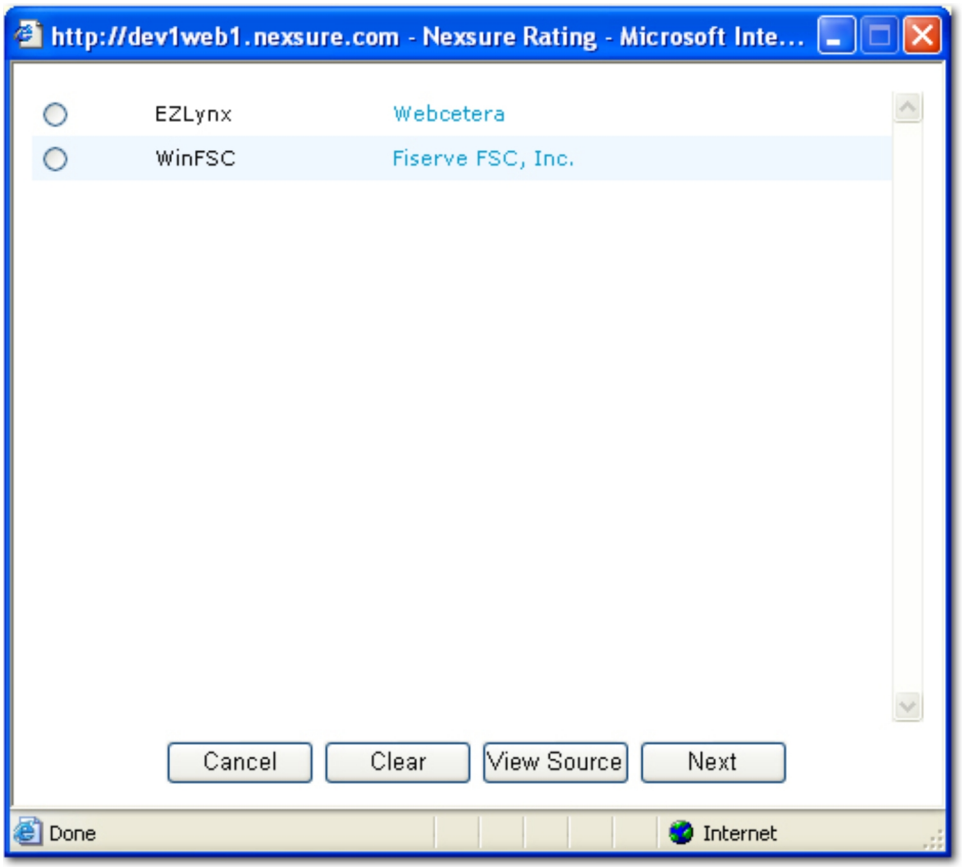
1. Select the client with the marketing application.
2. On the Client menu, click **MARKETING**.
3. Click the **Details** icon for the marketing policy to rate.




4. Select the 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.

**Note:** If the LOB is not supported by the selected a rating tool, the **Rate** link will not become active.

5. Click the **Rate** link. The rating tool selection screen appears:




6. Select a rater and click **Next**.

**Note:** Clicking **View Source** will display the ACORD XML data being transferred to the rater.

7. The rater will be launched with information from the application pre-filled.
8. Once the quote has been provided, the application can be imported (Bridged) back to Nexsure.

**Important:** Quotes obtained using ExpressWay, EZLynx, or SeaPass cannot be imported (Bridged) back to Nexsure. Only ACS2000, Capital Evolution, and WinFSC are supported for bridging at this point.

**To Import (Bridge) an Application into Nexsure from FSC Rater**

When an application is exported to FSC Rater it is sent with a Nexsure-generated policy ID. This ID number will route the same application back into Nexsure and overwrite the original marketing application that was exported for a quote (see Mapping Notes below). To import (Bridge) applications as separate line items on the marketing screen (to show multiple quotes for example) see, Importing from the Interface Screen below.

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

1. Select the client with the original marketing application.
2. On the Client menu, click **Marketing**.
3. Click the **Details** icon for the marketing policy.
4. Click the **Bridge** link. The original marketing application will be overwritten with the quoted application from FSC Rater.

## *Importing from the Interface Screen*

To import multiple quotes on the same application, quote files from FSC Rater must be imported from the Interface screen. A new marketing line item will be added for each quote on the Marketing screen for the specified client. When applications are originated in FSC Rater, FSC Rater will first search the Nexsure database for the exact name of the client. If a match is found it will be added as a new marketing line item. If no match is found the new client will be automatically generated in Nexsure.

1. On the Home menu, click **INTERFACE**.




2. Click the **Bridge** link. If the client already exists in Nexsure, each quote will be added as a separate marketing line item to that client. If the client does not exist in Nexsure, the client will be automatically created based on the information in the quote file (see Mapping Notes below).

### *ExpressWay Mapping Notes*

**Nexsure to ExpressWay**

- Expressway requires that the **Applicant Name**, and **Phone Number** be provided to successfully start a quote.
- Expressway can only be exported using the 'Rating' option. You cannot 'Bridge' an Expressway quote back into Nexsure.

### *FSC Mapping Notes*

**Nexsure to FSC**

- The employer, occupation and work address that populates in FSC will always come from driver #1 in Nexsure.
- The driver #1 name comes from **Named Insured** (so it may differ from driver # 1 name in Nexsure).
- Default occupation in FSC is **Employed** ( even if "student" is input in Nexsure it still displays as **Employed** in FSC).
- For rental reimbursement to be quoted, both the **limit per day** and **max** must be populated in Nexsure (if only the limit per day is entered, the rental will not be quoted).
- If Driver license number of digits is invalid for the State licensed, the **license state** will not carry over to FSC (ex- California Driver License numbers have 7 digits. If an 8 digit number is entered, the **license state** will not carry over as **California** for that driver).
- Named insured - Because named insured in Nexsure is not separated into first, middle and last names, names brought over to FSC may need some adjusting (for instance, if two named insureds with an "&" separating them, the "&" may be brought in as middle name).
- DP1 & DP3 - If the coverage type selected is **Fire**, **Fire & EC** or **Fire, EC & VMM** then FSC will rate policy as a **DP1**. If either **broad** or **special coverage** type are selected, FSC will launch **DP3** rating.

**FSC to Nexsure**

- If no payment plan selected, the default payment plan from FSC is **Full Pay**.
- **Client Name** and **Client Profile Named Insured** will come from FSC **First Name**, **Last Name** but the application name will come from **Legal Name** (if any in FSC)
- For **Property 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.

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**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).

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### *FSC Quote Import Exceptions*

- **Producer Exception** - When an FSC quote is imported, a search is performed to determine the branch/producer and who is assigned to the quote. This search is performed using the "**Input By:**" information from FSC Rater. If the **Input By:**(FSC Rater) name and the **Producer** (Nexsure) name match, the assignment will be generated using the first match found.
- If no match is found a **Producer Exception** is generated in Nexsure's Interface screen. To resolve the exception, add the employee under a branch in Nexsure, and accept the exception.
- **NAIC Code Exception** - This exception can occur if Nexsure is unable to resolve the NAIC code from FSC Rater's proprietary 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.

### *ACS2000 Mapping Notes*

Some ACORD information is not captured or provided by ACS2000:

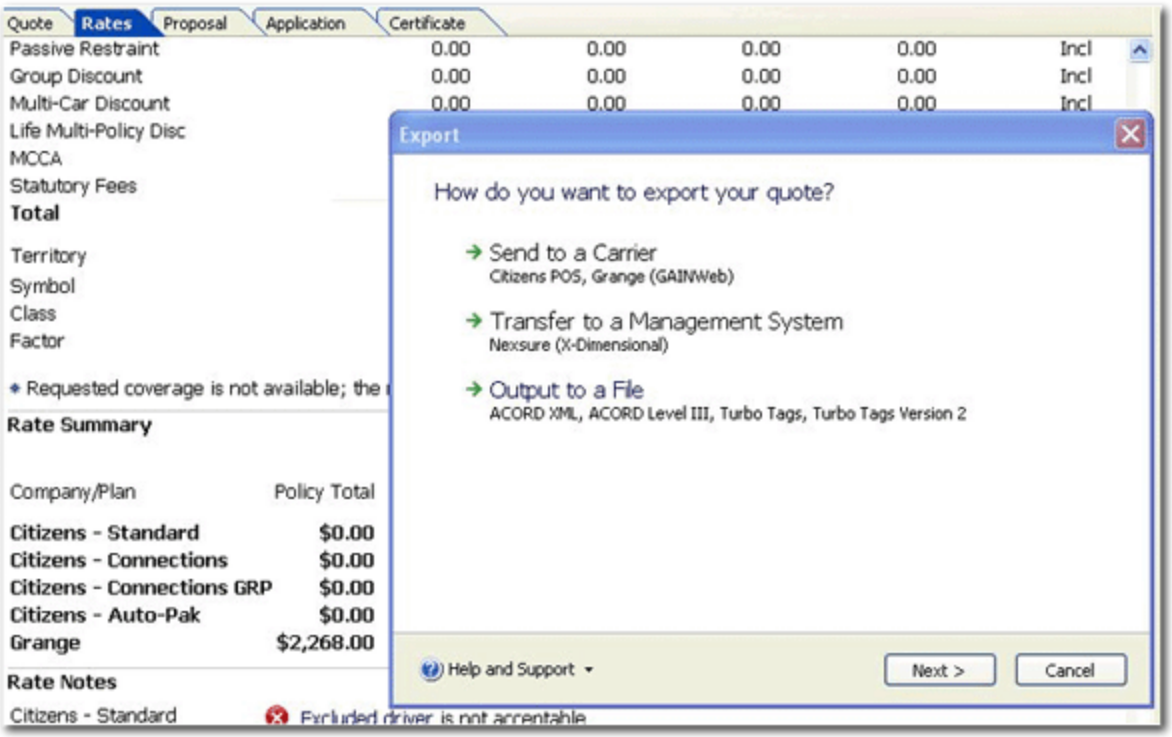
**Does not provide:** Vehicle Registration State, Loss Years

**ACS Does Not Capture:**

- Towing Coverage
- Rental Coverage
- Residence Owned
- Applicant - Employer Name/Address
- Homeowners Rating Credits
- Building Code Effectiveness Grade Inspection
- Hurricane Resistive Glass
- Date Heating System Last Serviced
- Circuit Breakers and Fuses
- Knob & Tube or Aluminum Wiring
- Plumbing System - Any Known Leaks
- Condition of Roof
- # of Amps
- Sprinkler Info
- # of Household Residents
- # of Weeks Rented
- Condition of Plumbing
- Carrier Name

### *Additional Notes*

1. When starting a quote from ACS2000 and bridging to Nexsure, the user will want to verify that the client name is exactly the same in both ACS2000 and Nexsure or a duplicate client could be created in Nexsure. If a quote is started in Nexsure, rated with the Nexsure-ACS2000 integration, and then bridged back to Nexsure, this will not be an issue.
2. The ACS2000 "Transfer to Management System (Nexsure)" option is not yet enabled by ACS. Choose the option to "Export to a File (ACORD XML)" instead. See below:




## *Marketing > Delivery*

Using Nexsure's delivery tab, policy information and documents can be delivered via fax or email.

The **delivery** tab can be accessed from the Home menu, Client menu, or the Policy menu. From the **Home** menu, a summary for all deliveries the staff member logged into Nexsure is authorized to view will appear. Deliveries cannot be added from the Home menu > DELIVERY screen. At the client level, only deliveries for the specified client will be displayed. At the policy level, by default, only deliveries for the specific policy will be displayed. The search filters can be changed to allow all deliveries to be displayed.

When the **Details** icon is selected for a restricted delivery to which the staff member is not assigned, a dialog box will display listing the staff members that are assigned to the policy.

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**Note:** Any deliveries that include attachments of policies, cancellations, claims or other attachments associated to a restricted policy will not display. The staff member logged on must be assigned to the restricted policy associated to the delivery to view the delivery details.

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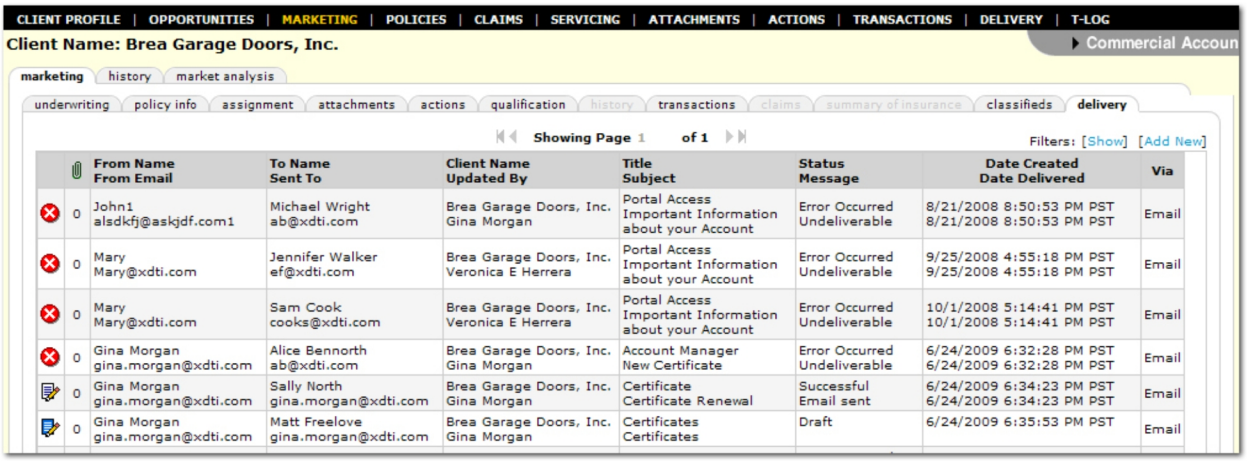



- The **Details** column displays an icon to determine the status of a delivery:

| Method | Icon | Status | Status Message | Successful |
|---|---|---|---|---|
| Email / Fax | | Draft | --- | No |
| Email / Fax | | Processing Forms | Rendering PDF | No |
| Email / Fax | | Pending | --- | No |
| Fax | | Processing | Picked up | No |
| Fax | | Processing | Sending... | No |
| Fax | | Processing | Phone line problem | No |
| Email / Fax | | Successful | Completed | Yes |
| Fax | | Error Occurred | Ring, timeout waiting for answer | No |
| Fax | | Error Occurred | Voice answer detected | No |
| Fax | | Error Occurred | Transmission error | No |
| Fax | | Error Occurred | Bad Conversion | No |

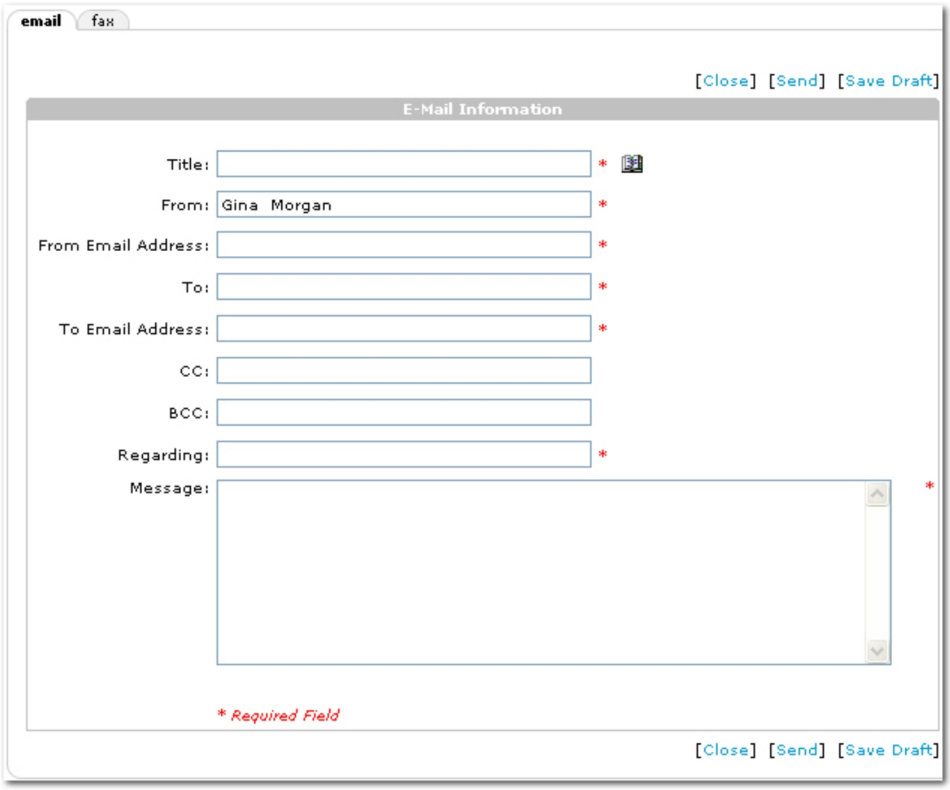
**Note:** To re-send a failed delivery, from the **delivery** tab, click the **Details** icon for the failed delivery, then click **Re-Send**.

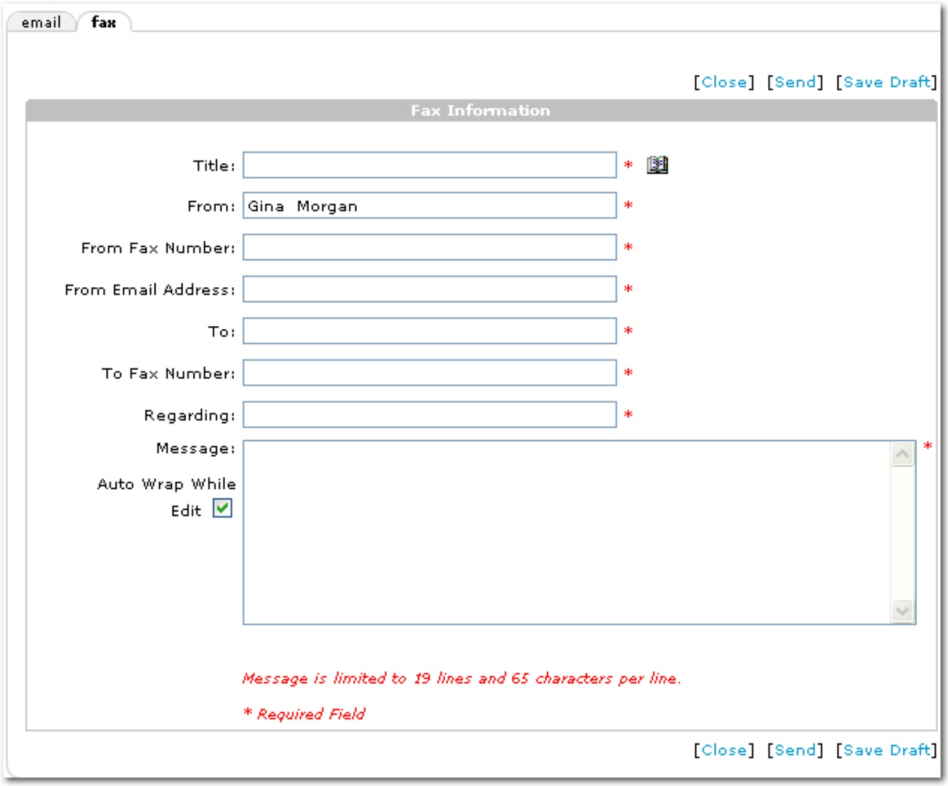
- The attachment column displays the number of attachments associated with the delivery.

## *Sending a Delivery*

**To Deliver Policy Information**

1. On the Client menu, click **MARKETING**.
2. Click the **Details** icon next to the desired marketing policy.
3. Click the **delivery** tab.
4. Click **[Add New]**.
5. Select a delivery method, **email** or **fax** tab.
6. Enter the delivery information in the address fields, or use the address book.






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

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

  **Note:** A valid email address or a fax machine is not required, the **From** email box must still be populated. The policy information will be sent via Nexsure and a third-party tool.

- **From**: Enter the **From** name.
- **To E-Mail Address / Fax Number**: Enter the recipient's email or fax number.

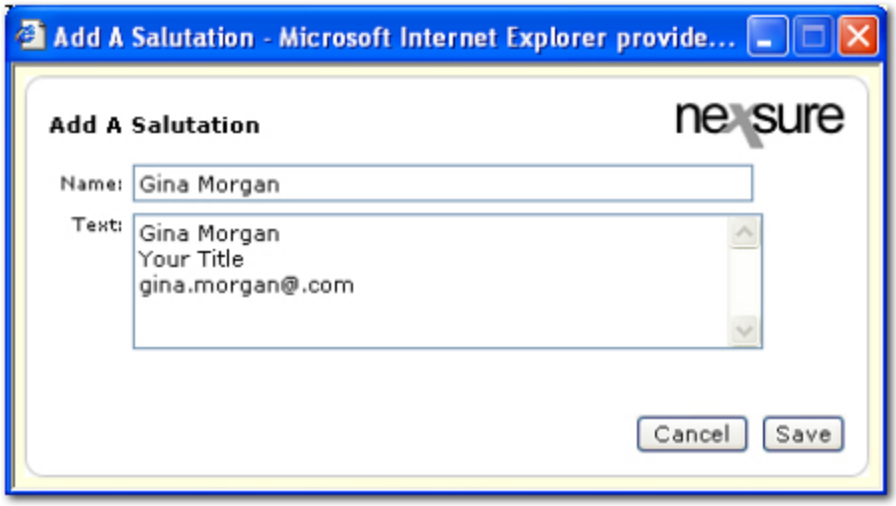
  **Tip:** To send an email of fax to multiple recipients, add a semicolon between the multiple email addresses or fax numbers.

- **To**: Enter the recipient's name.
- **CC**: (email only) Enter the email address of any additional persons to whom the information should also be sent. Separate multiple email addresses with a semicolon.
- **BCC**: (email only) Enter the email address of any additional persons to whom the information should also be sent without informing the To or CC recipients. Separate multiple email addresses with a semicolon.

- **Regarding**: The delivery subject, as would be shown on the cover page or in the **Subject** line of an email.
- **Message**: Enter a message, if needed, to accompany the attachments. You can add a signature file to your deliveries on the Employee > Identity screen.

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

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




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

b. Click the **employees** tab.

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

d. Click the **identity** tab.

e. Click **Add Salutation**.

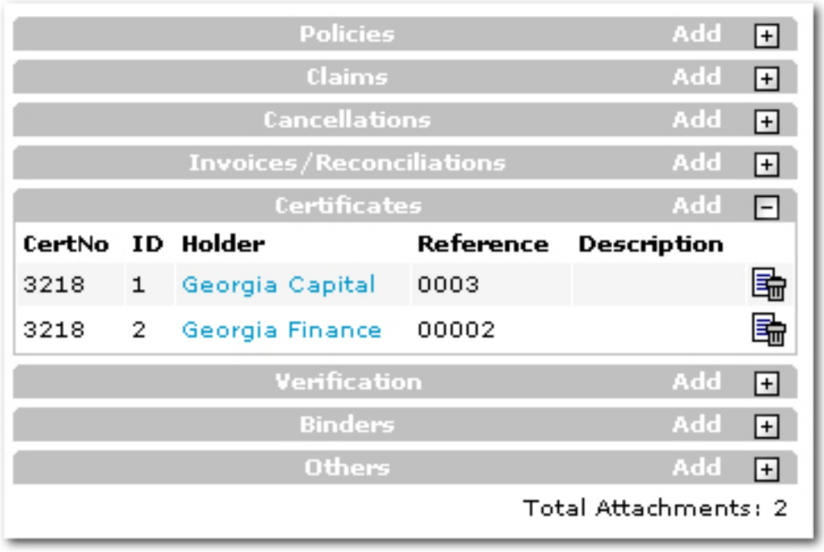
**Note:** Though it is possible to have more than one salutation (or signature) file, the first one will appear in the delivery message body.

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

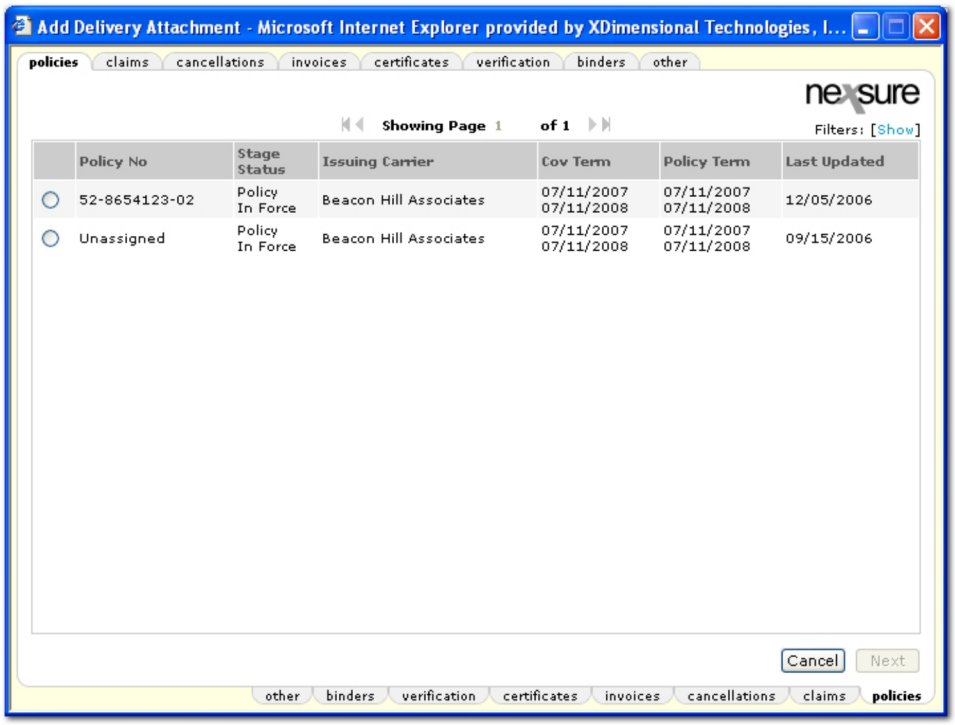
g. In the **Text** box, enter the signature information.

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

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




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




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

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

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

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**Note:** Any attachments that are associated with a restricted policy will not be displayed to staff members that are not assigned to the policy.

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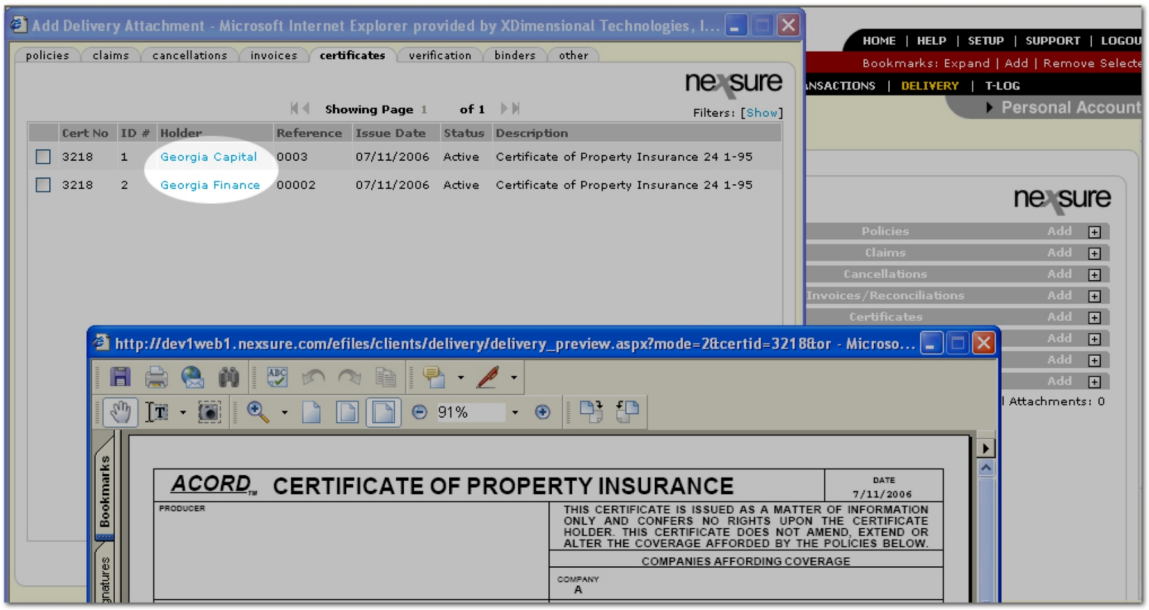
**Tip:** An attachment may also be previewed before adding it to the delivery. To preview an attachment, find the attachment on one of the available tabs. Notice that the attachment is labeled with blue text. Click on the blue title of the attachment to preview.




9. Select the policy, certificate, image or other item and click **Next**. Follow any remaining prompts.
10. Once the email or fax is complete the following options are available:
    - **Close:** Click **[Close]** to close the **fax** or **email** tab without saving changes.
    - **Send:** Click **[Send]** to send the email or fax to the recipient.
    - **Save Draft:** Click **[Save Draft]** to save the email or fax to send at a later time. Any attachments added to the email or fax will be saved as well. All drafts are then available on the **delivery** tab.

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

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

Or

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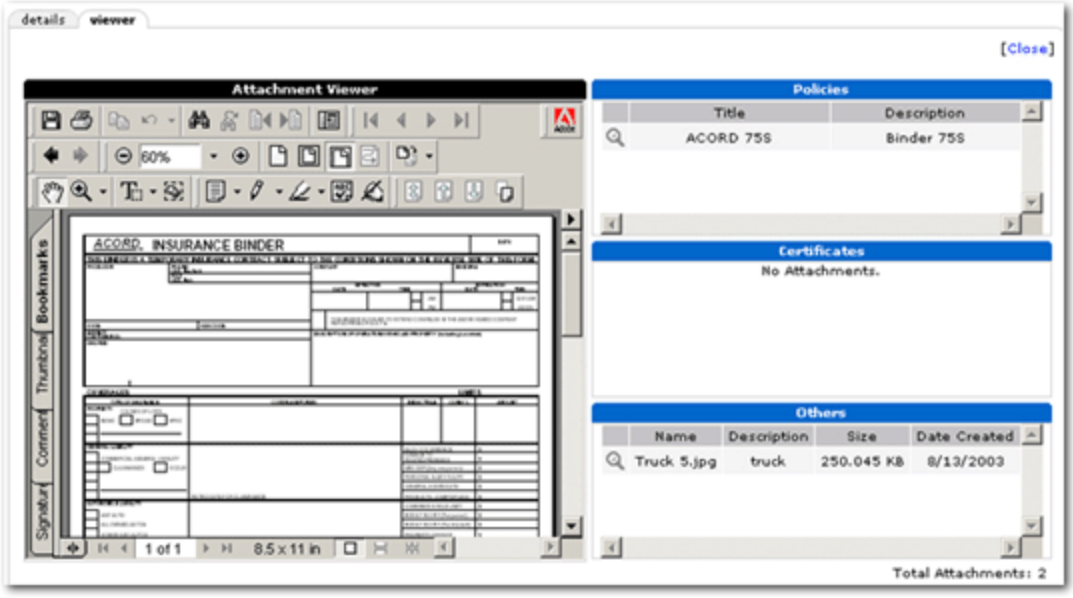
Click the **Details** icon for the failed delivery, then click **Re-Send**.

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

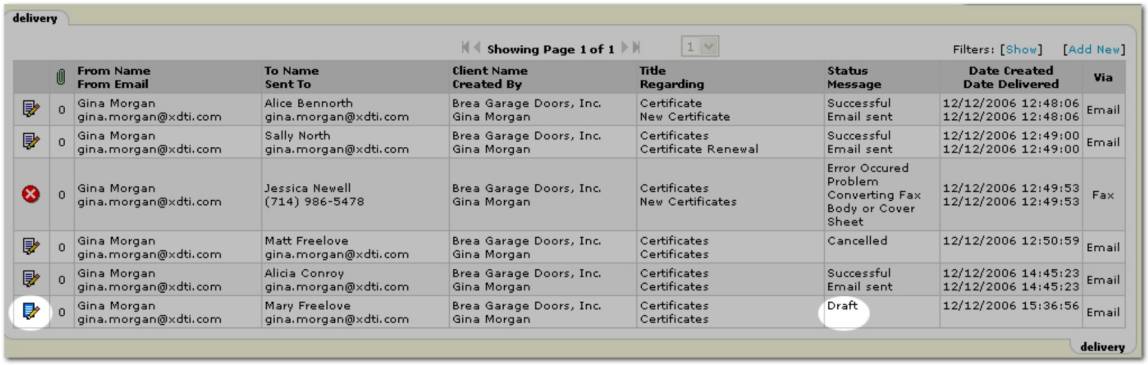



**Important:** Once a draft or delivery has been created it cannot be deleted.

**To Send a Saved Draft**

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

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



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

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

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

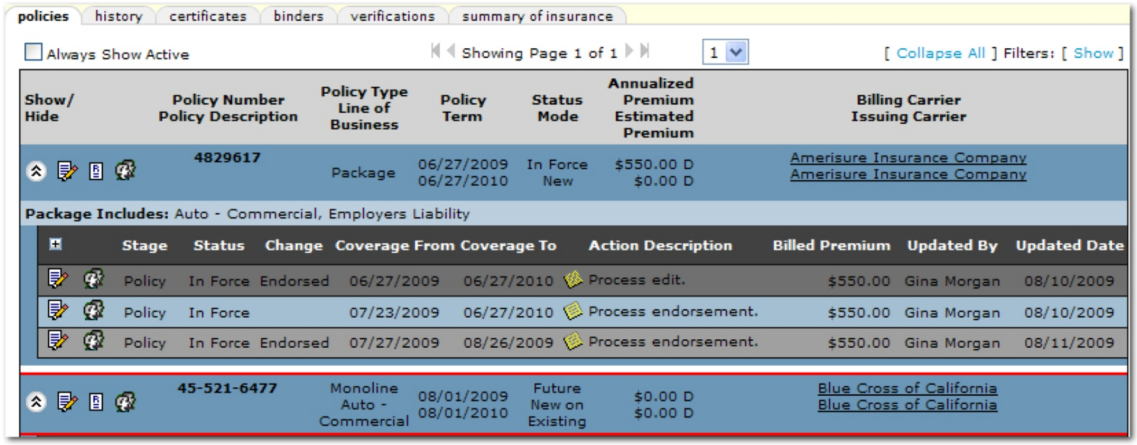
   **Important:** If **[Cancel]** is clicked at this point, the email or fax will be cancelled and cannot again be accessed to send. To return to the **delivery** tab again without sending the draft, click **[Save Draft]** to save updates or click **[Close]** to return to the delivery tab without saving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

## *Policies Summary*

**Policies** at the client level contain 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 policy history or click **Cancel** to add a new marketing policy.

**Note:** The maximum number of records returned in a search are 2,000 due to performance reasons.

All polices are shown in a collapsed view by default, however the view may be expanded to display all policy iterations in a family for the term. The **Save Filter Settings** option may be used in conjunction with the **[Expand All]** link to change the default view from collapsed to expanded.




The following options and information are available on the **policies** tab:

- **Always Show Active:** Select **Always Show Active** to expand all policy families to show all active policies including any pending policy activity.
- **[Expand All] / [Collapse All]:** Click **[Expand All]** to expand the policies view to include all pertinent policies for each coverage term that exists for the policy family. Click **[Collapse All]** to view only the current policy iteration.
- **[Show] / [Hide]:** Use the **[Show] / [Hide]** links to toggle the search and sort criteria screen.

- **Show / Hide :** By default, the policy families are collapsed so that only the current policy header information is shown. Use the **Show / Hide** button to open a list of all policy iterations, including those in history.
- **Family Policy Expand / Collapse:** A small Expand icon may be displayed next to the policy family even after it is expanded by the **Show / Hide** option. This small **Family Policy Expand / Collapse** icon, when clicked, will display all iterations of the policy including those that are duplicates or are invalid policy iterations for the same coverage term. If no duplicates or invalid policies are available, the will not be displayed.
- **Color of policy header:** The colors of and in the policy header give information about what stage the policy is in, the following color codes may be shown:
  - **Blue Background:** Active policy with no pending items.
  - **Gray:** Policy is no longer active or is an old version. These policies will not be displayed on the **history** tab until the entire policy family has been placed in history.
  - **Pixilated Background:** Active policies with pending activity including: Pending, Submitted, Second and Third Request for Endorsement, Final, Interim, Pending and Disputed Audits and Pending Edits.
  - **Red Font:** Policies with a pending cancellation.
  - **Outlined in Red:** Policies with pending claims.
  - **Red Strikethrough:** Policies that are being non-renewed will have the issuing and billing carriers shown in a red strikethrough font.
- Click **Details** to open the policy. Right-clicking on the **Details** icon will display the following navigation options:
  - For **Active** Policies:
    - **Open:** Opens the **underwriting** tab.
    - **Add New Opportunity:** Brings up the **Add New Opportunity** window to choose Lines of Business.
    - **Market Existing:** A new marketing policy is displayed showing the underwriting tab. The LOB for the new marketing policy will be the same as the LOB in the originating policy.
    - **Market New Line of Business:** Adds a marketing record with the current date as the effective date for the submission and brings up the **Add Line of Business** screen.
    - **Print:** Click this link to print the forms associated with the policy.
    - **Service:** Opens the **servicing** tab allowing a service option to be selected while maintaining this policy as the policy being serviced.
    - Summary of Insurance: Displays the summary of insurance tab.
  - For **History** Policies:
    - **Open:** Opens the **underwriting** tab.
    - **Add New Opportunity:** Brings up the **Add New Opportunity** window to choose Lines of Business.
    - **Market Existing:** A new marketing policy is displayed showing the underwriting tab. The LOB for the new marketing policy will be the same as the LOB in the originating policy.

  - **Market New Line of Business:** Adds a marketing record with the current date as the effective date for the submission and brings up the **Add Line of Business** screen.
  - **Print:** Click this link to print the forms associated with the policy.
  - **Rewrite:** Displays the policy underwriting tab with the option to rewrite the policy.
  - **Service:** Opens the **servicing** tab allowing a service option to be selected while maintaining this policy as the policy being serviced.

- **Green Details** icon means it is a renewed policy. The Green Details  icon will remain until the policy iteration is placed in history.
- **Red Details**  icon indicates an expiration date in the past. The Red Details  icon will remain until the policy status is changed or the policy iteration is placed in history. If a policy whose expiration date is in the past doesn't have a status of expired, selecting the Red Details  icon will prompt the staff member to change the status to expired. Red Details  icons are not displayed on pending policy iterations such as; pending audits, edits, and endorsements.
- **Retail Agent**  icon: Click this icon to access the Retail Agent **card file** tab.
- **Assign:** Click the **Assign**  icon to display the **Assignment List** dialog box with the list of people in the agency assigned to this policy. The **Assignment List** is populated from the **assignment** tab.
- **Policy Number:** If a **Policy Number** has been assigned to the policy, the number will be displayed.
- **Policy Description:** The description of the policy as shown on the policy header.
- **Policy Type:** Nexsure identifies policy types on the **underwriting** tab. The **Policy Type** will display as either **Monoline** or **Package**. Holding the cursor over the **Policy Type** will display the information in a larger font for ease of reading. Clicking the item in the summary view will open a display box containing the selected information.
- **Line of Business:** The **Line of Business** the policy was created for. The line of business is identified on the **underwriting** tab. Holding the cursor over the **Line of Business** will display the information in a larger font for ease of reading. Clicking the item in the summary view will open a display box containing the selected information.
- **Policy Term:** Populated from the effective and expiration date fields on the **underwriting** tab.
- **Status:** The Nexsure assigned **Status** of the policy from the **underwriting** tab is displayed. All possible policy status types are:
  - **In Force**
  - **Received**
  - **Future**
  - **Expired**
  - **Bound**
  - **Reinstated**
  - **Rewritten**
  - **Pending-Cancellation**

- **Mode:** The mode of the policy will be displayed:
  - **New**
  - **New on Existing**
  - **Renew**
  - **Renew-New-Co**
- **Annualized Premium:**Nexsure utilizes a simple formula that takes a mid-term premium (debit or credit), calculates the annualized value based on policy term compared to effective date of the mid-term premium, and adds it to the existing annualized values.
- **Estimated Premium:** The **Estimated Premium** will be populated from the **Premium** field on the **policy info** tab.
- **Billing and Issuing Carrier:** The names of each billing and issuing carrier are links to eServices.
- Within the policy family, more policy information is displayed:
  - **Sort Columns:** Each white column header name such as Stage and Status, can be selected to sort the items in the policy family. The Up or Down arrow icons will show the order of the sort.




  - **Stage:** The policy **Stage** will display as **Policy**. The **Stage** is assigned by Nexsure.
  - **Status:** The Nexsure assigned **Status** of the policy from the **underwriting** tab is displayed. All possible policy status types are:
    - **In Force**
    - **Received**
    - **Future**
    - **Expired**
    - **Bound**
    - **Reinstated**
    - **Rewritten**
    - **Submitted**
    - **Pending-Cancellation**
  - **Change:** Shows the type of change that was made.
  - **Coverage From:** The Coverage From date is the date that the policy coverage takes affect. There may be cases where the term effective date is different than the coverage effective date:
    - If an endorsement was made to the policy, the coverage date for that endorsed policy will differ from the original term date.

- If a binder is created, the coverage effective date is changed to the date the binder was created and defaults the coverage expiration date to the default number of days entered in Lookup Management.

- **Coverage To:** The Coverage To date is the date that the policy's coverage ends.
- **Action Description:** Click the **Action Items** icon to display the **Action Items** dialog box. The action can then be modified or updated.
- **Billed Premium:** The Billed Premium is determined by Nexsure and displays the billed amounts through posted invoices. The bill type (agency or direct) will be displayed to the right of the premium as an A or D respectively.
- **Updated By:** The name of the person that last updated the policy.
- **Updated Date:** The date that the policy was last updated.

### *Policy Account Management*

Assigning the policy to a different Branch, Producer and Account manager is done on this screen. Click the "**Account Management**" tab from policy detail level to modify. If this screen is not modified, the assignments added at Client level are the defaulted for each policy added.

1. "**Account Management**" allows Branch, Producer and Account Manager assignments.
2. **Branch:** The Branches in the drop-down box are added to the organization in Setup. Select the appropriate branch for this entity.
3. **Primary Producer:** The Primary Producers in the drop-down box are added as employees in organization Setup. Highlight the appropriate producer. The Primary Producer will display on the "**Client**" screen.
4. **Account Manager:** The Account Managers in the drop-down box are added as employees in organization Setup. Highlight the appropriate producer. The Account Manager will display on the "**Client**" screen.
5. **Cancel:** The Cancel button will abort modifications or additions.
6. **Update:** The Update button will update modifications.

### *Policy Code Definitions*

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




- **Stage**: Nexsure determines the stage of a policy. The stages of a policy are:
  - **Marketing**: This stage is displayed for marketing policies that are currently in the process of being worked on or submitted to a Carrier. See Servicing – Marketing.
  - **Policy**: This stage is displayed for in-force policies.
  - **Edit**: This stage is displayed when a policy is in an Edit stage. An Edit would be used to make an internal change to an in force policy that would not need to be sent to outside parties such as the Carrier or the Client. See Servicing – Edits.
  - **Endorsement**: This stage is displayed when a policy is in an Endorsement stage. An Endorsement would be used to make a change to an in force policy that would require a change request to be sent to the Carrier. See Servicing – Endorsements.
  - **Audit**: This stage is displayed when a policy is in an Audit stage. The Carrier normally initiates the Audit with the Client and the audit is based on a prior time frame. When the audit is completed, the Carrier sends a copy to the Agency for their records. See Servicing – Audit.
- **Mode**: Nexsure determines the mode during the Servicing process. The modes of a policy are:
  - **New**: This mode identifies the new business for a new client.
  - **New on Existing:** This mode identifies new business for an existing client.
  - **Renew**: This mode identifies the policy as being renewed with the same Carrier as the expired term.
  - **Re-New-Co**: This mode identifies the policy as being renewed with a different Carrier then the expired term.
- **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.

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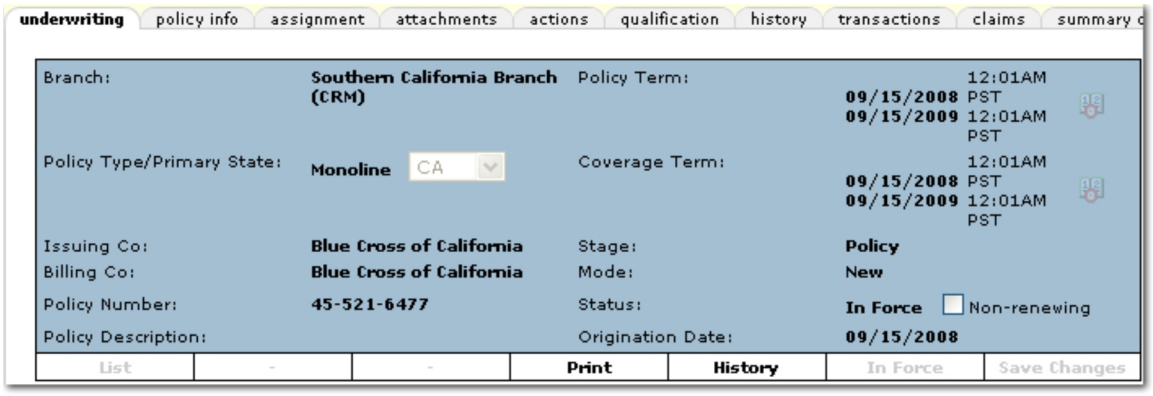
- **2nd Request:** A copy of the item being processed has been submitted to the Carrier and there has been no response. The status would be changed to 2nd Request and the item re-sent to the Carrier.
- **3rd Request**: A copy of the item being processed has been submitted to the Carrier twice and there has been no response. The status would be changed to 3rd Request and the item re-sent to the Carrier.
- **Declined by Carrier**: The Carrier declined to write the coverage being requested for the Client.
- **Declined by Client**: The Client declined to write his coverage with the Carrier.
- **Empty**: This status is only displayed on a Marketing policy for a new line of business.
- **No Response**: There has been no response from the entity to which information was sent to.
- **Pending**: The information is incomplete and the item is pending until further information can be gathered.
- **Pending Approval**: The item being worked on is pending approval from the Carrier.
- **Quoted**: The user has received a quote from the Carrier.
- **Submitted**: The item being worked on has been submitted to the Carrier for a quote or approval.
- **Pending Cancellation**: A policy that is in the process of being canceled by the cancellation has not yet been finalized.
- **Reinstated**: A canceled policy that was reinstated with no lapse in coverage.
- **Rewritten**: A canceled policy that was rewritten with either a new Carrier and/or new effective dates.

## *Policies > Underwriting*

The **underwriting** tab displays the policy header in a blue color background. The last annotation associated with the policy and the Lines of Business display beneath the policy header.

**To Complete the Underwriting Tab**

1. On the Primary menu, click **SEARCH**.
2. Click the **Details** icon next to the client for which the policy will be completed.
3. On the Client menu, click **POLICIES**.
4. Click the **Details** icon next to the policy to complete. The **underwriting** tab is displayed.

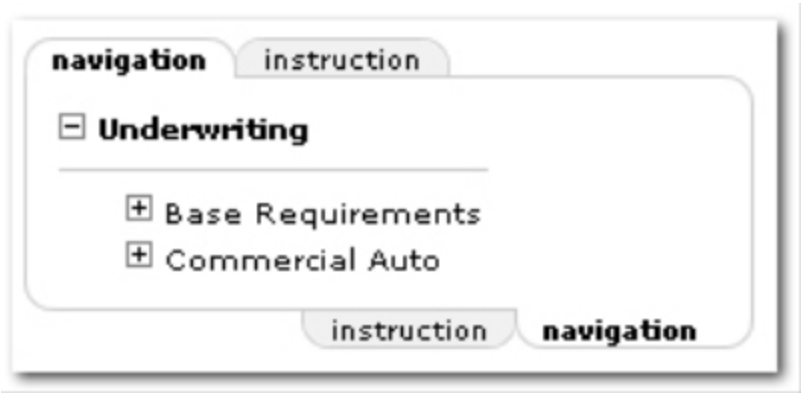


5. On the **navigation toolbar**, the following options are available:
    - **List:** Provides a full list of all entry fields on required forms.
    - **Print:** Print associated forms. Right clicking **Print** will display the following navigation options:
        - **e-Services:** Opens the **Carrier Interface** screen to access policy details from the carrier site. (Additional log-ins set up on the Branch Employee file are necessary to access.)
        - **Market Existing:** Copies the forms and adds to marketing with the expiration date of the selected policy as the effective date for the new marketing submission.
        - **Market New Line of Business:** Adds a marketing record with the expiration date of the existing policy as the effective date of the marketing submission and brings up the **Add Line of Business** screen.
        - **Print:** Click this link to print the forms associated with the policy.
        - **Service:** Opens the **servicing** tab allowing a service option to be selected while maintaining this policy as the policy being serviced.
    - **History:** Move the marketing policy to history when the marketing policy is no longer active or needed.

**To Navigate Through the Forms**

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

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



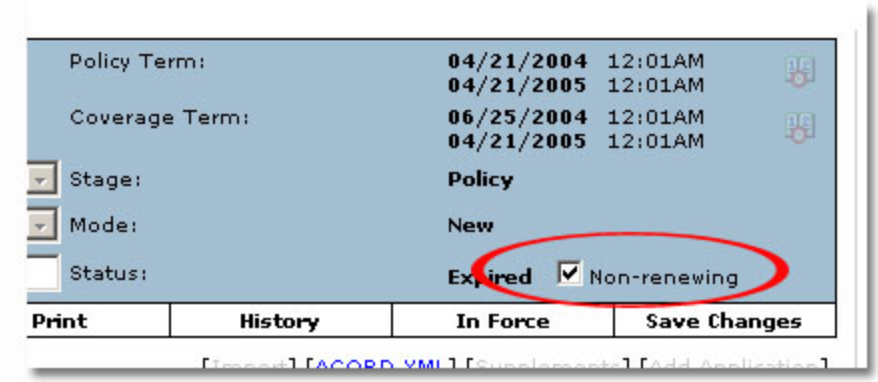

## *Non-Renewals*

Non-renewal of policies is to identify when a policy will not be renewed in the agency. Flagging these types of policies lets everyone know the status of the policy and allows recording visually as well as documenting the policy with an action.

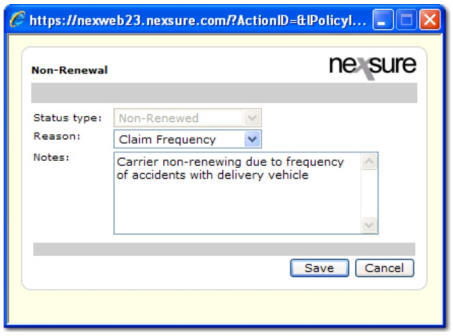
**Note:** The **Action Types** must be created and associated with the **Action Topic** of **Non-renewal** before using.

**To Flag as a Non-Renewal**

1. Select the client.
2. From the Client menu, click the **POLICIES** link.
3. Select the non-renewing policy by clicking the **Details** icon.
4. In the policy header, select the **Non-renewing** check box.

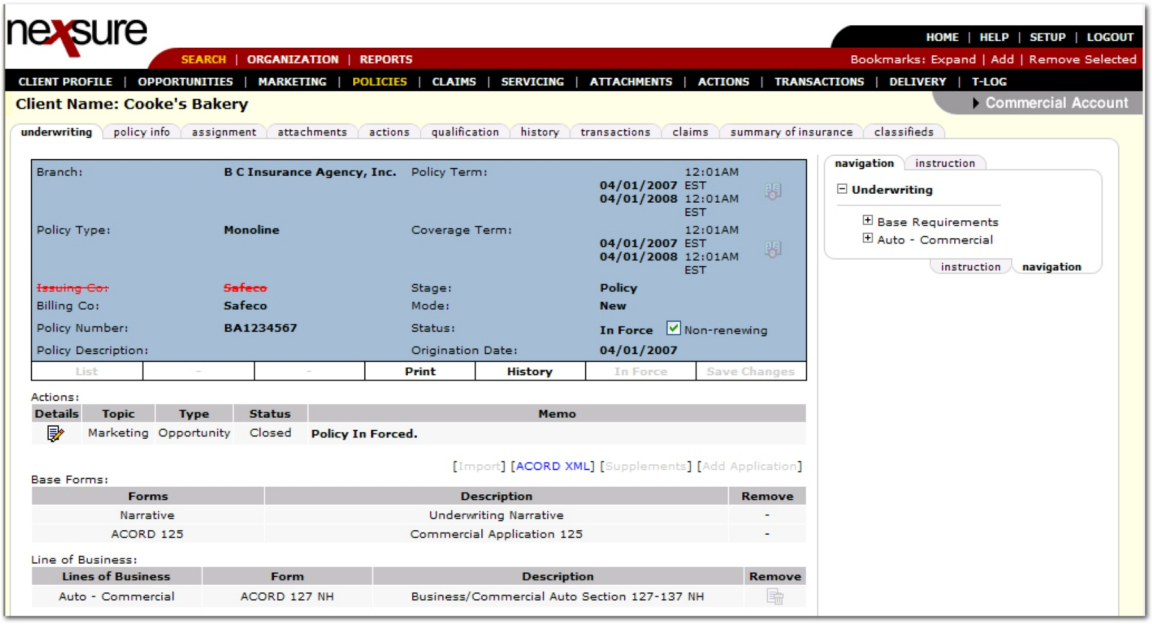



Selecting this check box will open the Non-Renewal dialog box.




**Note:** The **Status type** cannot be changed.

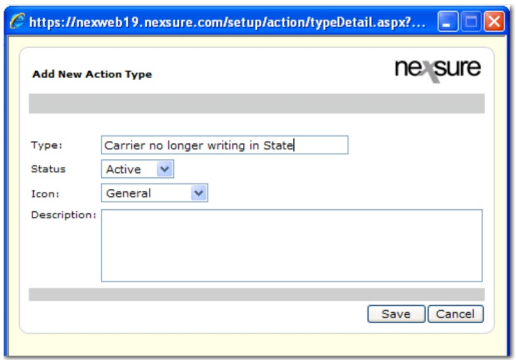
5. In the Reason drop-down list, select the reason of non-renewal. Reasons are created as Actions (see **to define reasons** below).
6. In the Notes box, enter any information about the non-renewal. The information entered in this box will become the 'memo' of the Action.
7. Click **Save**. The action will be added. The revised underwriting screen is displayed with the issuing carrier crossed out.



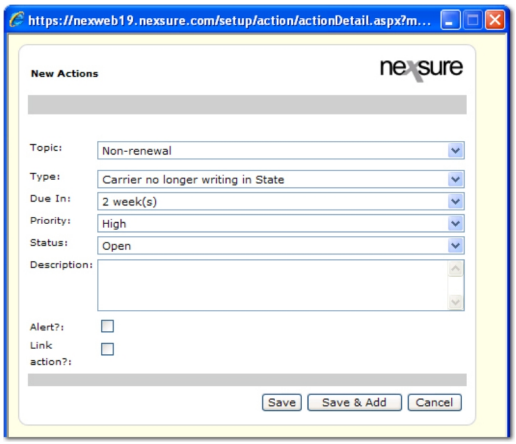

**Note:** A policy flagged as Non-renewing uses the Stage and Status to determine how the policy may be serviced. Non-renewing does not change policy servicing.

**To Define Reasons**

1. On the Utility menu, click **SETUP**. The Actions setup appears by default. Before adding a new Action Type, search to see if the action already exists and avoid duplicates.
2. Select the **types** tab and click **[Add New]**.




3. Enter a reason in the Type field and click **Save**.
4. Select the **actions** tab and click **[Add New]**.




5. In the Topic drop-down, select **Non-Renewal**.
6. In the Type drop-down, select the reason which was just created.
7. Click **Save**. The new action is saved.

   Or

   Click **Save & Add** to save the action and continue to add another new action.

   Or

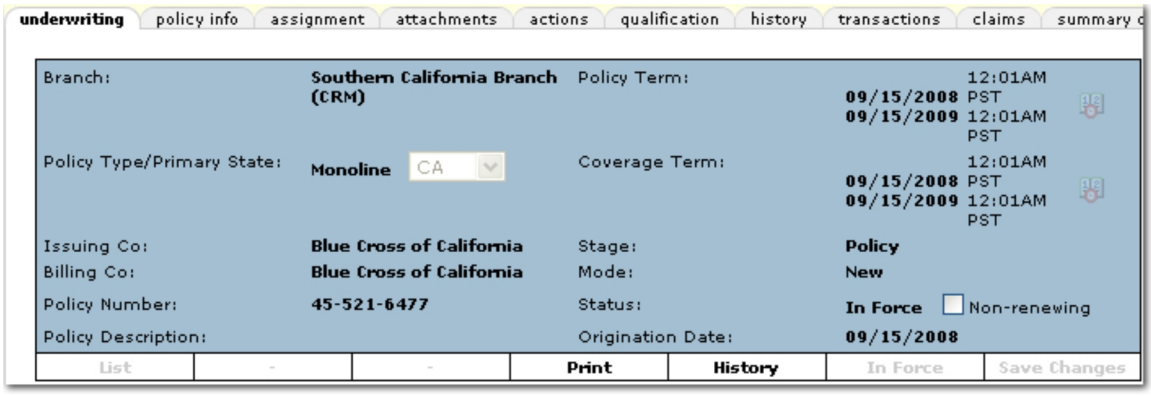
   Click **Cancel** to abort the process.

## *Policies > Underwriting*

The **underwriting** tab displays the policy header in a blue color background. The last annotation associated with the policy and the Lines of Business display beneath the policy header.

**To Complete the Underwriting Tab**

1. On the Primary menu, click **SEARCH**.
2. Click the **Details** icon next to the client for which the policy will be completed.
3. On the Client menu, click **POLICIES**.
4. Click the **Details** icon next to the policy to complete. The **underwriting** tab is displayed.



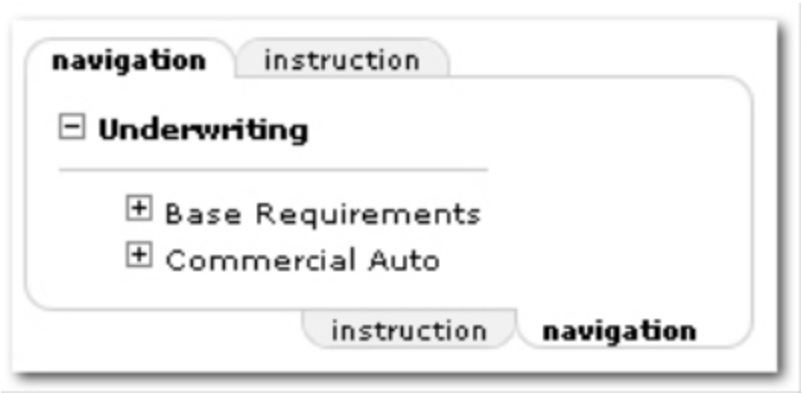

5. On the **navigation toolbar**, the following options are available:

- **List:** Provides a full list of all entry fields on required forms.
- **Print:** Print associated forms. Right clicking **Print** will display the following navigation options:
  - **e-Services:** Opens the **Carrier Interface** screen to access policy details from the carrier site. (Additional log-ins set up on the Branch Employee file are necessary to access.)
  - **Market Existing:** Copies the forms and adds to marketing with the expiration date of the selected policy as the effective date for the new marketing submission.
  - **Market New Line of Business:** Adds a marketing record with the expiration date of the existing policy as the effective date of the marketing submission and brings up the **Add Line of Business** screen.
  - **Print:** Click this link to print the forms associated with the policy.
  - **Service:** Opens the **servicing** tab allowing a service option to be selected while maintaining this policy as the policy being serviced.
- **History:** Move the marketing policy to history when the marketing policy is no longer active or needed.

**To Navigate Through the Forms**

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

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



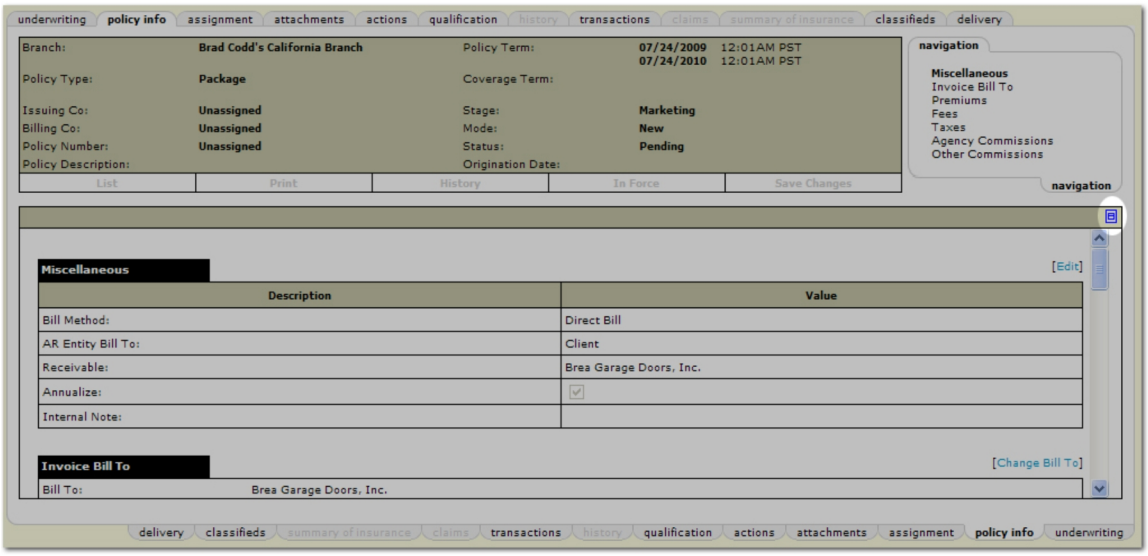

## *Policy Info Tab*

The **policy info** tab is used to maintain the Premiums, Fees, Taxes, Agency Commissions and People Commissions throughout the life cycle of a policy. The information on this tab is locked down after a marketing policy is placed in force and can only be changed through the servicing screen. The information on this tab will default to the invoice.

**To Complete the Policy Info Tab**

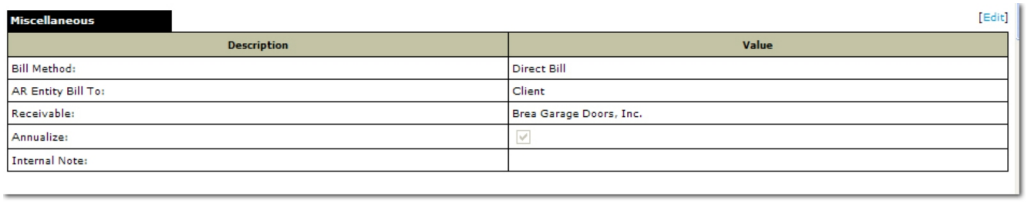
1. On the Primary menu, click **SEARCH**. Search for the appropriate client.
2. Click the **Details** icon next to the appropriate client.

3. On the Client menu, click **MARKETING**.
4. Click the **Details** icon next to the appropriate marketing policy. The **underwriting** tab is displayed.
5. Click the **policy info** tab. The **policy info** tab is displayed.

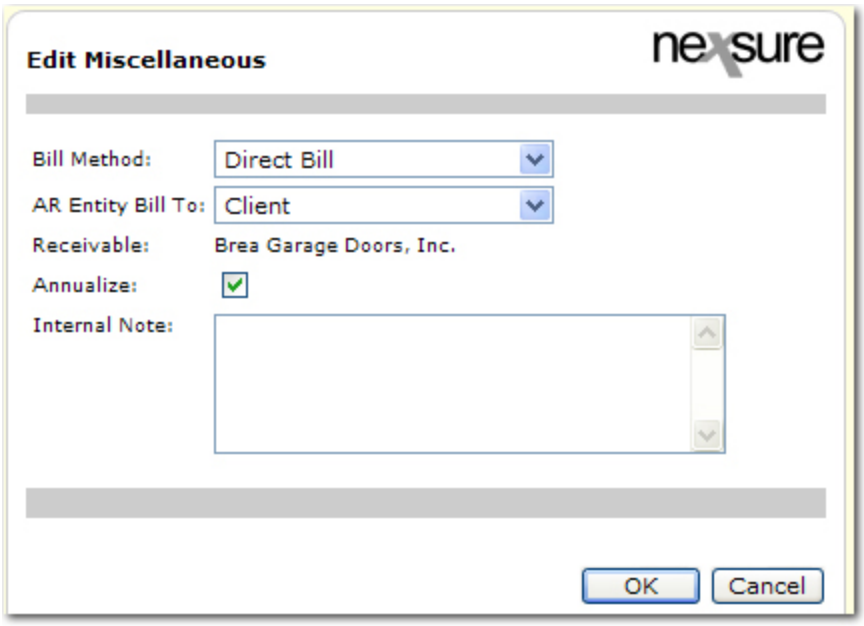



6. Notice the **Expand** icon and the **Close** icon in the top, right corner of the policy info screen. Use **Expand** to open a full screen view of the policy info. Use **Close** to close the full screen view.
7. On the right side of the screen, use the **navigation** tab to move through the different sections of the **policy info** tab. The following sections are available:

   Miscellaneous




   a. If changes to the Miscellaneous section are required, click **[Edit]**. The **Edit Miscellaneous** dialog box is displayed.




b. In the **Bill Method** list, select **Agency Bill** or **Direct Bill**.

c. In the **AR Entity Bill To** list, select the accounts receivable entity type.

d. Select the **Annualize** check box to annualize the amount billed over the policy term. Clearing this check box enables exclusion of annualized line items when invoicing. This option is helpful for short term policies or special event policies.

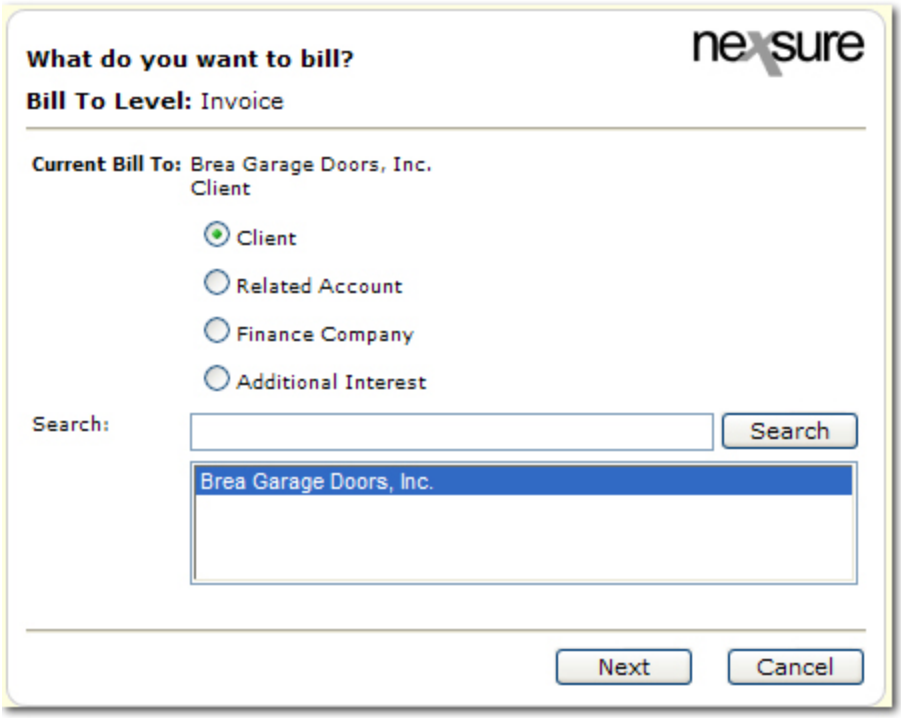
e. In the **Internal Note** box, enter an internal note. This note will not be displayed on the invoice.

f. Click **OK**. The **policy info** tab is again displayed.

Invoice Bill To




a. If changes to the **Invoice Bill To** information are required, click **[Change Bill To]**. The What do you want to bill? dialog box is displayed.

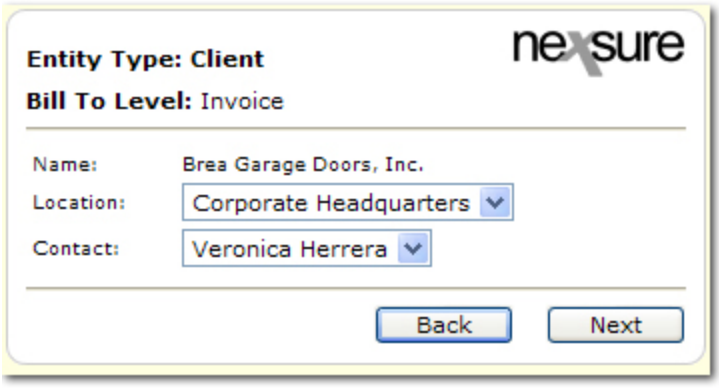



b. Select the entity type to bill:

- **Client**
- **Related Account**
- **Finance Company**
- **Additional Interest**

c. In the **Search** box, enter all or part of the name of the entity and click **Search**.

d. Once the entity has been found, select the entity and click **Next**. The **Bill To: Select Location** dialog box is displayed.

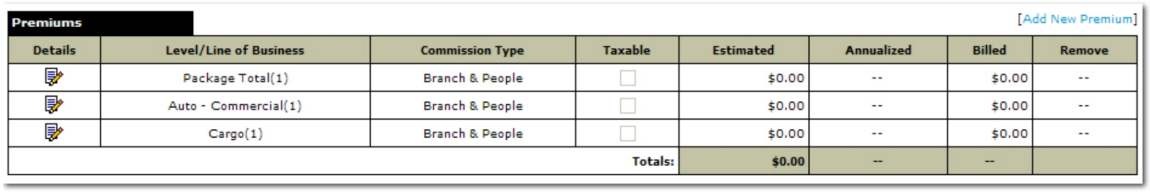



e. In the **Location** list, select the location for the entity.

f. In the **Contact** list, select the contact associated with the location.

g. Click **Next**. The confirmation dialog box is displayed. Verify all information is now correct and click **Ok**. The bill to information is updated on the **policy info** tab.

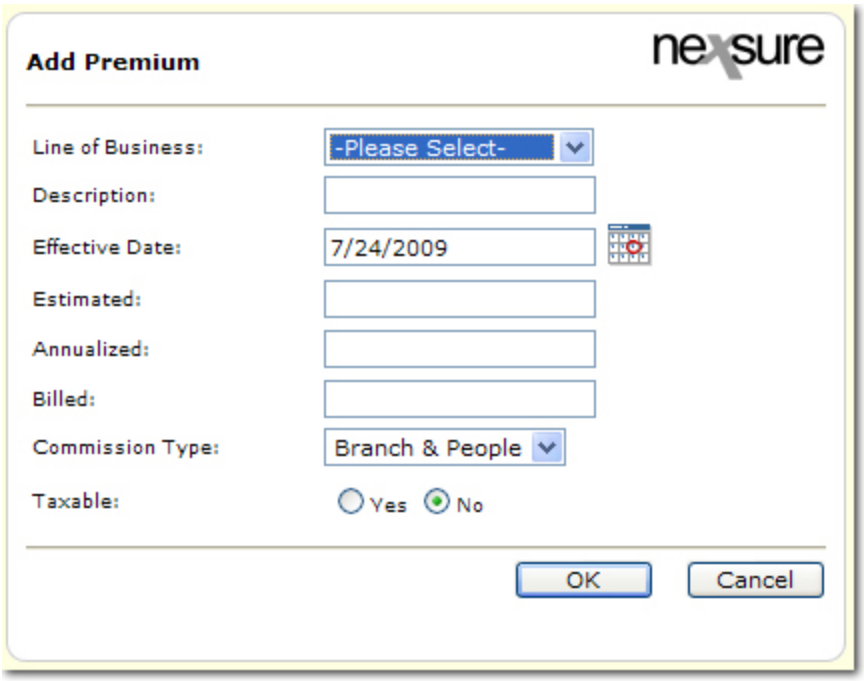
Premiums



Premiums [Add New Premium]

| Details | Level/Line of Business | Commission Type | Taxable | Estimated | Annualized | Billed | Remove |
|---|---|---|---|---|---|---|---|
| | Package Total(1) | Branch & People | | $0.00 | -- | $0.00 | -- |
| | Auto - Commercial(1) | Branch & People | | $0.00 | -- | $0.00 | -- |
| | Cargo(1) | Branch & People | | $0.00 | -- | $0.00 | -- |
| | | | Totals: | $0.00 | -- | -- | |

a. If changes to the **Premiums** section are required, click the **Details** icon next to the premium to change. If a new premium is necessary, click **[Add New Premium]**. The **Add New Premium** dialog box is displayed.




b. In the **Line of Business** list, select the line of business to which to add the new premium.

c. In the **Description** box, enter a description for the premium.

d. In the **Effective Date** box, accept the default policy term effective date or enter a new date.

e. In the **Estimated** box, enter the estimated premium for the policy.

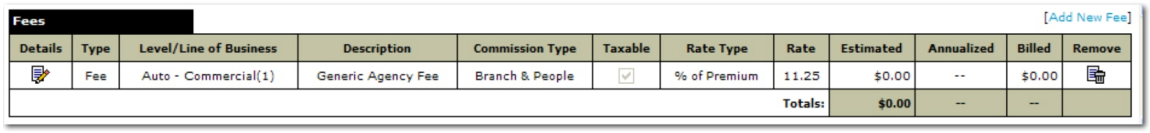
f. The entry in the **Annualized** box is added by Nexsure. The policy value based on the term of the policy including annualized mid-term audits and endorsement.

g. In the **Commission Type** list, select the type of commission for the premium.

h. Select **Yes** or **No** to indicate whether the new premium is taxable.

i. Click **OK**. The **policy info** tab is again displayed.

Fees


Fees

[Add New Fee]

| Details | Type | Level/Line of Business | Description | Commission Type | Taxable | Rate Type | Rate | Estimated | Annualized | Billed | Remove |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | Fee | Auto - Commercial(1) | Generic Agency Fee | Branch & People | | % of Premium | 11.25 | $0.00 | -- | $0.00 | |
| | | | | | | | Totals: | $0.00 | -- | -- | |

a. If changes to the **Fees** section are required, click the **Details** icon next to the fee to change. If a new fee is necessary, click **[Add New Fee]**. The **Add Non Premium** dialog box is displayed.

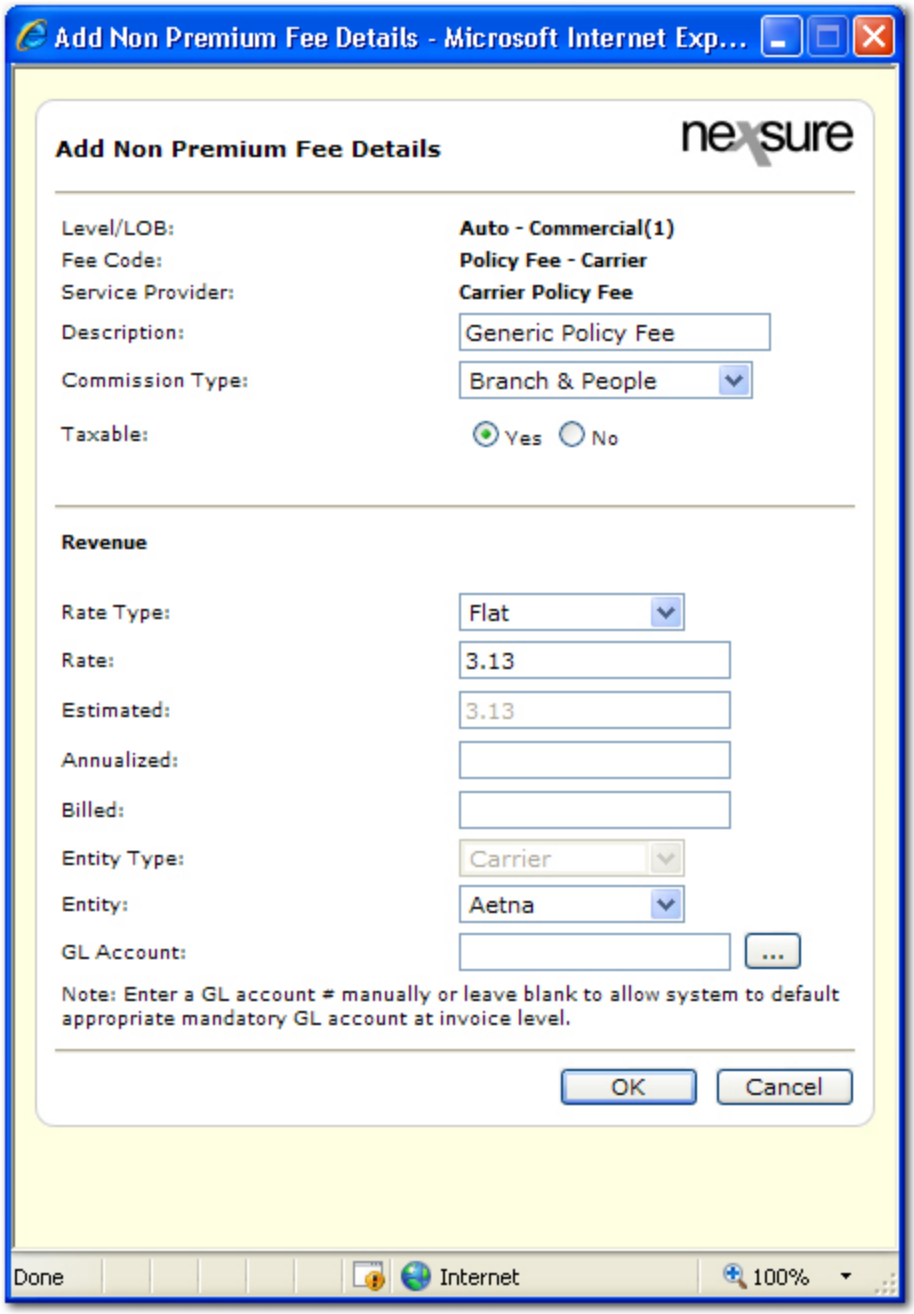



b. In the **Level / LOB** list, select the line of business to which the fee will be applied.

c. In the **Fee Code** list, select the name of the fee. The fee codes are the names of the fees that were created and associated to the policy branch during the invoice setup process.

d. In the **Service Provider** list, select the entity that will provide the service. The **Service Provider** list includes names that were added during the invoice set up process.

e. Click **OK**. The **Add Non Premium Fee Details** dialog box is displayed.




f. The **Description**, **Commission Type** and **Taxable** entries are automatically added based on the selections made in the previous **Add Non Premium** dialog box. Selections can be altered at this point.

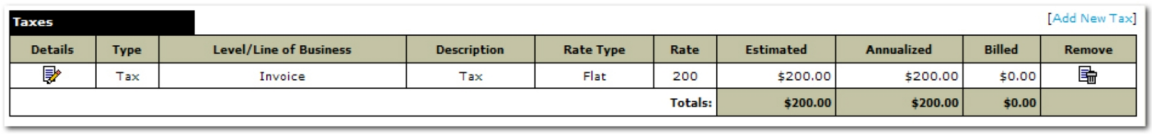
g. In the **Revenue** area, selections are automatically made based on selections in the invoice setup process that are associated with the **Commission Type** and **Taxable** selections previously made. The only selections that can be altered in the **Revenue** area are:

- **Rate Type:** Another selection can be made provided more selections were added during the invoice setup process.
- **Rate:** Enter a new rate if necessary.

- **Annualized:** Enter a new annualized amount if necessary.
- **Entity:** Select a new entity if necessary.

h. Click **OK**. The **policy info** tab is again displayed.

Taxes

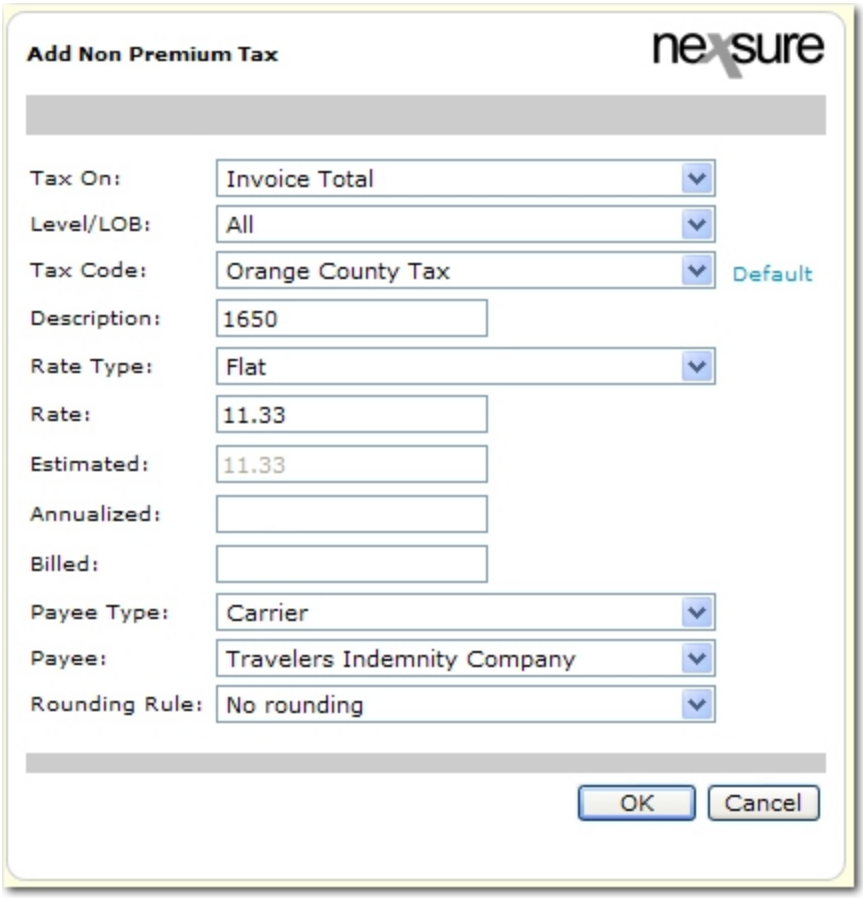


Taxes [Add New Tax]

| Details | Type | Level/Line of Business | Description | Rate Type | Rate | Estimated | Annualized | Billed | Remove |
|---|---|---|---|---|---|---|---|---|---|
| | Tax | Invoice | Tax | Flat | 200 | $200.00 | $200.00 | $0.00 | |
| | | | | | Totals: | $200.00 | $200.00 | $0.00 | |

a. If changes to the **Taxes** section are required, click the **Details** icon next to the tax to change. If a new tax is necessary, click **[Add New Tax]**. (The **Taxable** option must be selected in the **Add New Fee** dialog box.) The **Add Non Premium Tax** dialog box is displayed.

**Note:** Both the premium and the fee may be taxable.




b. In the **Tax On** list, the selection determines where the tax will be applied.

**Note:** If **Fee** is selected, the **Fee Code** list will also be displayed.

c. In the **Level / LOB** list, the selection determines to what LOB the tax will be applied.

d. In the **Tax Code** list, select the name of the tax.

e. Optionally, once the **Tax Code** has been selected, click **Default**. The remainder of the selections will be automatically entered with the defaults created in the invoice setup process.

f. In the **Description** box, enter a description for the tax. This entry defaults to the description entered during the invoice setup process.

g. In the **Rate Type** list, make a selection to identify if the rate will be a flat dollar amount or a percentage of items taxable.

h. In the **Rate** box, enter the flat dollar amount or the percentage of items taxable for the tax.

i. In the **Estimated** box, the estimated tax will be displayed.

j. In the **Annualized** box, the annualized amount can be left blank as the Term Policy will now add to instead of replace the annualized amount.

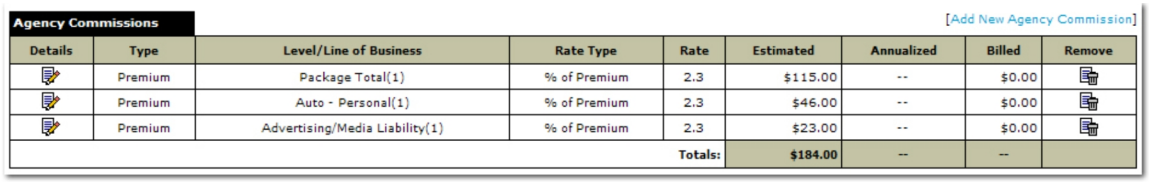
k. In the **Payee Type** list, make a selection to identify which entity is paid for the tax.

l. In the **Payee** list, make a selection if the **Payee Type** selected is **Tax Authority**.

m. In the **Rounding Rule** list, make a selection to control the rounding on the tax when a percentage has been applied.

n. Once all selections have been made in the **Add Non Premium Tax** dialog box, click **OK**. The **policy info** tab is again displayed.

Agency Commissions

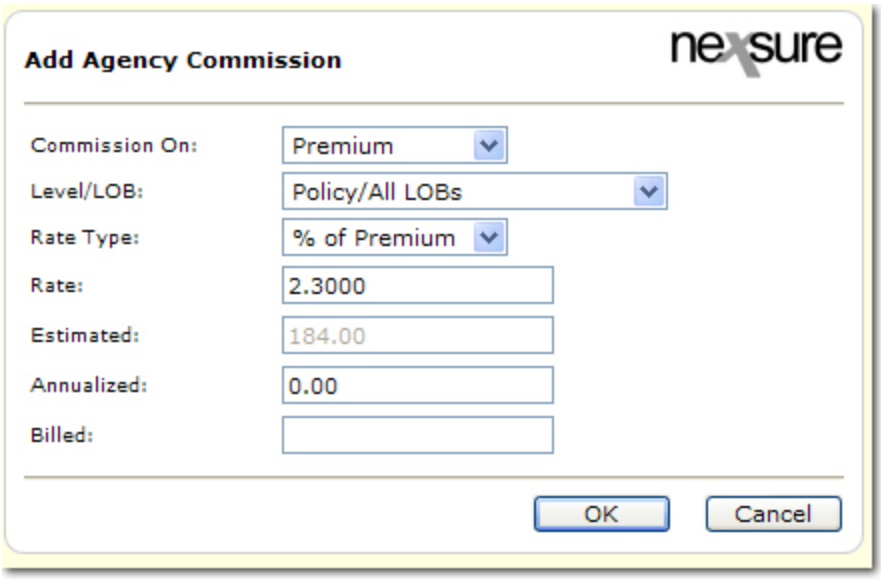


**Agency Commissions** [Add New Agency Commission]

| Details | Type | Level/Line of Business | Rate Type | Rate | Estimated | Annualized | Billed | Remove |
|---|---|---|---|---|---|---|---|---|
| | Premium | Package Total(1) | % of Premium | 2.3 | $115.00 | -- | $0.00 | |
| | Premium | Auto - Personal(1) | % of Premium | 2.3 | $46.00 | -- | $0.00 | |
| | Premium | Advertising/Media Liability(1) | % of Premium | 2.3 | $23.00 | -- | $0.00 | |
| | | | | Totals: | $184.00 | -- | -- | |

a. If changes to the **Agency Commissions** are required, click the **Details** icon next to the commission to update.

b. Click **[Add New Agency Commission]** to add a new commission. The **Add Agency Commission** dialog box is displayed.




c. In the **Commission On** list, select the item on which the commissions will be based.

d. In the **Level / LOB** list, the selection determines to what LOB the commission will be applied.

e. In the **Rate Type** list, make a selection to identify if the rate will be a flat dollar amount or a percentage.

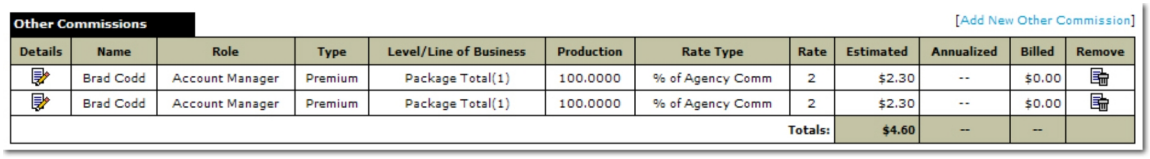
f. In the **Rate** box, enter the flat dollar amount or the percentage on which the commission will be based.

g. In the **Estimated** box, the estimated commission will be displayed.

h. In the **Annualized** box, the annualized amount can be left blank as the Term Policy will now add to instead of replace the annualized amount.

i. Click **OK**. The **policy info** tab is again displayed.

Other Commissions

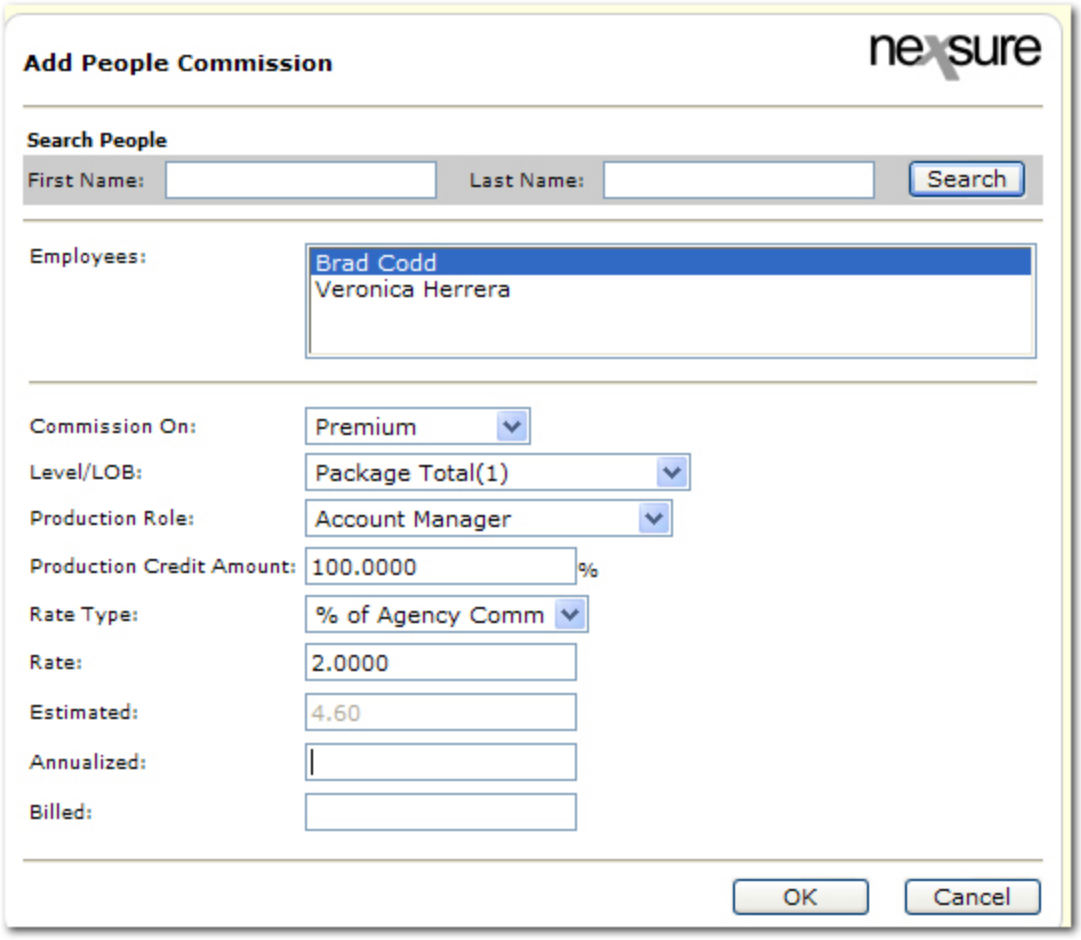



| Details | Name | Role | Type | Level/Line of Business | Production | Rate Type | Rate | Estimated | Annualized | Billed | Remove |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | Brad Codd | Account Manager | Premium | Package Total(1) | 100.0000 | % of Agency Comm | 2 | $2.30 | -- | $0.00 | |
| | Brad Codd | Account Manager | Premium | Package Total(1) | 100.0000 | % of Agency Comm | 2 | $2.30 | -- | $0.00 | |
| | | | | | | | Totals: | $4.60 | -- | -- | |

a. If changes to the **Other Commissions** are required, click the **Details** icon next to the commission to update.

b. Click **[Add New Other Commission]** to add a new commission. The **Add People Commission** dialog box is displayed.

**Note:** If default commissions exist for Carrier, People or Fees, they will be created automatically. Defaulted commissions can be edited.




c. In the **Search People** area, enter the first and / or last name of the employee.

d. Click **Search**.

e. In the **Employees** list, select the name of the employee with which to associate the commission. The default employee will be the employee that is assigned to the policy. Using the search function will return all policy branch employees.

f. In the **Commission On** list, select the item on which the commissions will be based.

g. In the **Level / LOB** list, the selection determines to what LOB the commission will be applied.

h. In the **Production Role** list, select the role of the employee.

i. In the **Production Credit Amount** box, enter the percentage of credit the employee will receive for bringing this piece of business to the agency.

**Important:** Upon saving the policy info, if the set up on the Invoice Defaults Tab requires the production credit to **equal 100%** upon putting policy info in force, if production credit is not equal to 100%, a dialog box will be displayed requiring that production credit line items are corrected to equal 100%. Any income bearing line item must have a related production credit line item total of 100%.

If the set up on the Invoice Defaults Tab allows production credit **greater than 100%**, while entering production credit line items, a warning will be displayed if production credit is greater than 100% but it will be allowed. Upon putting policy info in force, if production credit is less than 100%, a dialog box will be displayed requiring that production credit line items are corrected to equal or exceed 100%. Any income bearing line item must have a related production credit line item total equal to or greater than 100%.

j. In the **Rate Type** list, make a selection to identify if the rate will be a flat dollar amount or a percentage.

k. In the **Rate** box, enter the flat dollar amount or the percentage on which the commission will be based.

l. In the **Estimated** box, the estimated commission will be displayed.

m. In the **Annualized** box, the annualized amount can be left blank as the Term Policy will now add to instead of replace the annualized amount.

n. Click **OK**. The **policy info** tab is again displayed.

### *Adding an Attachment*

Adding an Attachment allows the user to attach a picture, word document, etc., which has been saved to one of the Agent's drives, to a client or clients policy in Nexsure. After the item has been attached it may deleted off the Agent's drive, thereby saving space. Attachments up to 25 MB can be added to Nexsure.

**To Add an Attachment**

1. Click the **[Add New]** link.
2. Select **Add attachment**.
3. Click the **Browse** button.
4. Browse to the where the file to be attached is stored and click **Open**. The file path will be pulled over to the **Add File** field.
5. Policy:
   - If the attachment is being done from the Client level, the Policy field will display 'none'. A policy number may be selected from the drop-down box if desired.
   - If the attachment is being done from the Policy level, the Policy field will display the appropriate policy number.
6. **Certificate:** Select a Certificate to be associated to the attachment from drop-down box, if applicable.
7. **Attachment Name** – This can be something generic. (i.e., Vehicle)
8. **Attachment Description** – This should be specific so Users will not have to open all attachments to find the correct one. (i.e., 2002 GMC Suburban Vin # 564773)
9. **Date** – defaults to today. The date can be changed.
10. Click **Next**. The Attachment summary view is displayed:



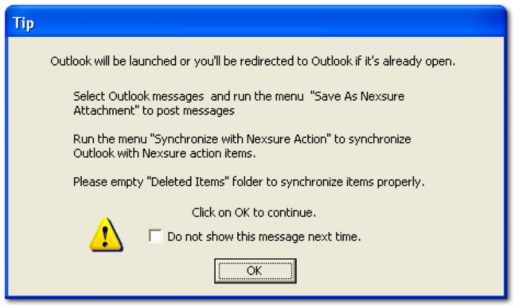

11. Click the attachments **Details** icon to open the attachment for viewing.
12. Click the **Word** icon to update the Attachment name or the Document description. Click **OK** to save the change or Cancel to close the pop-up window.
13. The **[Show]** filter may be used to refine a search.

## *Attaching Outlook Messages*

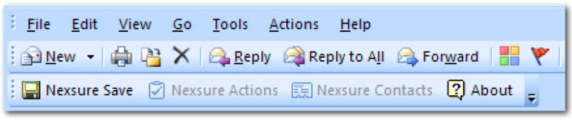
Microsoft® Outlook® messages may be attached in Nexsure.

**To Attach an Outlook Message**

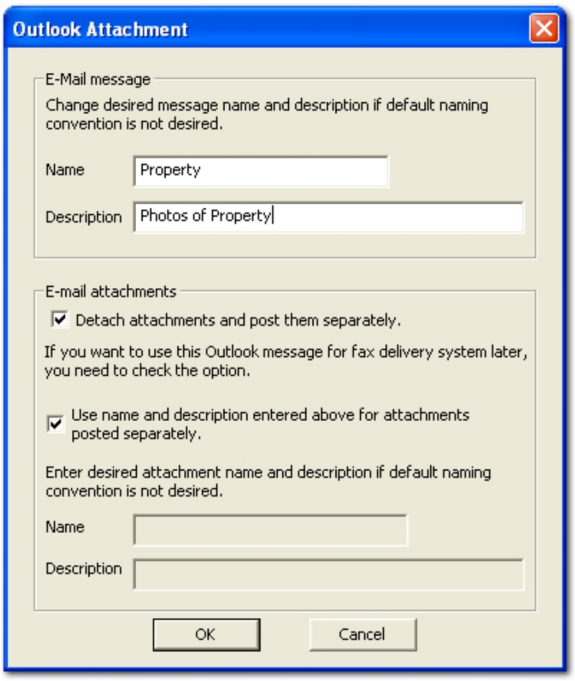
1. Access the appropriate client or policy level attachment option.
2. Click **[Add New]**.
3. Select **Attach Outlook Message**.
4. Click **Next.**
5. Nexsure will launch Outlook or redirect to Outlook if it is open.




6. Click **OK**.
7. Highlight the email message to be attached in Nexsure.
8. On the Nexsure toolbar in Outlook, click **Nexsure Save**.




The **Outlook Attachment** dialog box is displayed.




9. In the **Name** box, enter a name for the Outlook message.
10. In the **Description** box, enter a description for the message.
11. In the **Email attachments** area, the following options are available:
    - **Detach attachments and post them separately:** Any attachments that the email contains will be saved to Nexsure as separate attachments from the email.
    - **Use name and description entered above for attachments posted separately:** Any attachments that the email contains will be saved to Nexsure with the same name and description that was entered above. If this check box is not selected, the Name and Description boxes below will become available. The attachments to the email can then be saved to Nexsure using a different Name and Description than entered above for the email.

      **Note:** This selection is unavailable by default if there are no attachments to the email. If the **Detach attachments** is selected, this option again becomes available.
12. Click **OK**. The email and any attachments are added to the **attachments** tab in Nexsure.

## *Reducing Attachment Size*

Nexsure has a file size limitation of 6.0 MB for attachments. This topic will outline some tips on how to reduce the file sizes of scanned images and pictures taken with digital cameras.

**Tips for Reduced Attachment Sizes Using**

Scanners

Tips to help reduce scanned file sizes:

**Reduce Resolution**

Output resolution should not be more than 100 dpi (dots-per-inch) to help keep file sizes low.

**Tip:** Use 75 dpi when scanning something that will be viewed on the screen (like on a web page or an attachment in Nexsure)

- Image quality on a monitor does not dramatically improve with higher resolution scanning.
- Attachments in Nexsure will normally be viewed on the screen.

To change resolution when scanning, please consult the user's manual.

**Avoid True Color Output Type**

Typical Scanner Output types are:

- True color (24-bit, millions of colors)
- 256 colors (8-bit, 256 colors)
- Grayscale (8-bit, 256 shades of gray)
- Black/white (1-bit, black and white)

It is recommended to change output type to Black and White for attachments. The higher the color output, the larger the file size.

To change the Output type, please consult the user's manual.

**Reduce Scale (Size) of Image**

The scale (size) of an image can greatly reduce the file size of the scanned item

Generally, a scanned image can be scaled from the original by a percentage or by dimensions

- Percentage
- Scale image by 50% (reduce size of original by 50%)
- Dimensions
- If original image is 1600x1200 pixels, scale scanned item to smaller dimensions (for example 1024x768 pixels).
- The horizontal and vertical dimensions may be specified individually, or there may be a predetermined size that is smaller than the original.

To change the Scale, please consult the user's manual.

**Save in Compressed Formats**

Common Scanner Output file formats:

- Bitmap
- JPEG (recommended)
- GIF
- TIFF
- WMF

Common compressed formats: .jpeg, .gif, .tif compressed

Saving an image in one of the compressed formats may greatly reduce file sizes. Depending on the software, the amount of compression can be specified. As the amount of compression is increased, the file size will decrease.

Conversely, as the amount of compression is increased, there will be a reduction in quality of the scanned item. As such, compressing a file too much will result in a blurred image.

To change the Output file format, please consult the user's manual.

**Questions to Ask the Manufacturer**

Ask if the model of your scanner has the ability to do any of the following:

- Reduce Resolution
- Avoid True color output type
- Reduce scale (size) of image
- Save in compressed formats

If none of the above is available, ask if there is a way to reduce the file sizes for scanned items.

Digital Cameras

Tips to help reduce files sizes of pictures taken by digital cameras:

- Use medium to low resolution
- Use the lowest (normal) image quality

| General Image Resolutions | General Image Qualities |
|---|---|
| 1600x1200 pixels (Large) | Super fine (some cameras may not apply) |
| 1280x960 | Fine |
| 1024x768 pixels (Medium) | Normal |
| 640x480 pixels (Small) | |

**Approximate Image File Sizes:**

| | Image Quality | | |
|---|---|---|---|
| Resolution | Super Fine | Fine | Normal |
| 1600x1200 pixels | 957KB | 611KB | 302KB |
| 1024x768 pixels | 450KB | 294KB | 155KB |
| 640x480 pixels | 208KB | 141KB | 79KB |

**Online Manuals**

For a quick reference to the user's manual for your digital camera, please identify the manufacturer of the digital camera below. Then follow the instructions below the link to locate the manual for the specific model.

**Sony:** http://www.ita.sel.sony.com/support/dvimag

1. Images may not display automatically, so just click on Refresh (or Reload) button.
2. Choose model of camera.
3. Under documentation, click Manuals.

**Canon:** **http://www.powershot.com/powershot2/customer/support.html**

1. Select model of camera.
2. Under Getting Started, click Product Instructions.

**Olympus:** **http://www.olympusamerica.com/cpg_section/cpg_download_manuals.asp**

1. Select Camera model from drop-down list.
2. Download appropriate Manual.

**Kodak:** **http://www.kodak.com/global/en/service/nav/index.jhtml**

1. In the Support by Products list, select Camera, then point to Digital Cameras and select the model.
2. Click Manuals and Publications on the left side.
3. Click Table of Contents.
4. Click Topic.

**Fuji:** **http://www.fujifilm.co.uk**

1. At the top, click Service, Support and Downloads.
2. Click Digital Cameras Manuals and Downloads.
3. Click Manuals.
4. Select model of camera.

If the digital camera you have is not listed above or you cannot find the manual online, please contact the technical support for the manufacturer of your camera.

**Questions to Ask the Manufacturer**

Ask if the model of your digital camera has the ability to change Image Quality or Resolution

If not, ask if there is a way to reduce file sizes for pictures taken with this camera

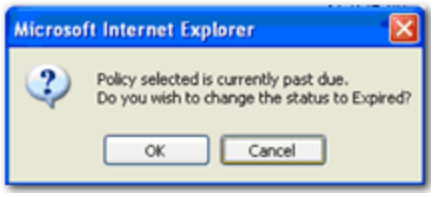
### *Sending an Expired Policy to History*

**Tip:** It is recommended not to place the expiring policy into history until it has expired.

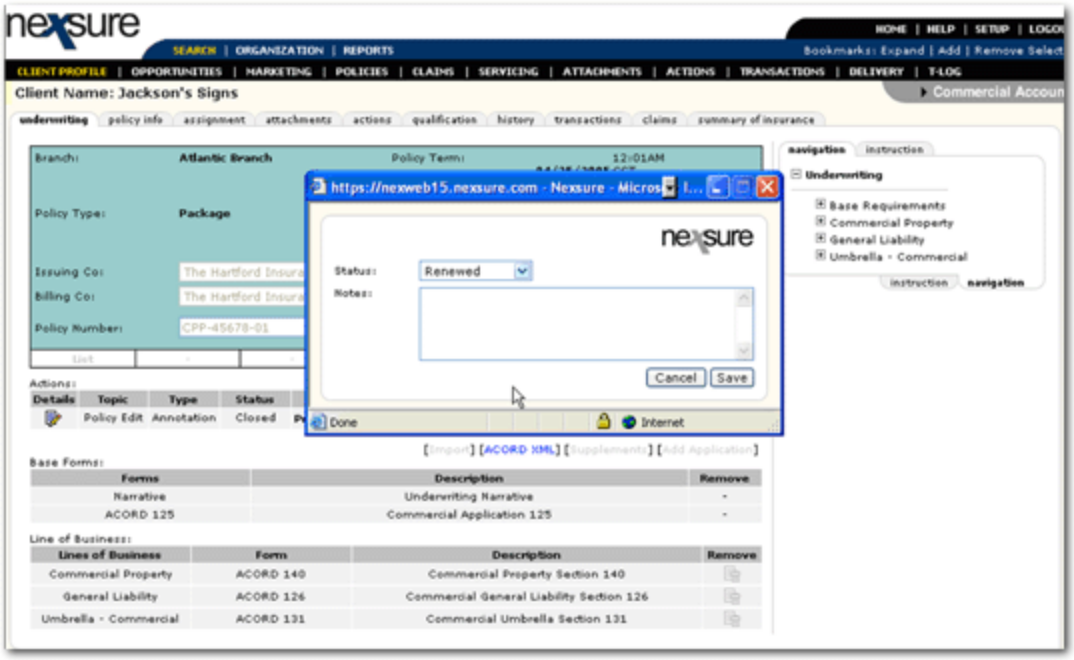
1. On the Primary menu, click **SEARCH**.
2. Click the **Details** icon of the appropriate client.
3. On the Client menu, click **POLICIES**. Or from the **HOME** > **EXPIRATIONS** link, click the **Details** icon next to the appropriate client.
4. Click the **Details** icon of the expired policy. Notice the **Details** icon for the expired policy is red.

   Clicking the **Details** icon at any level where the policy expiration date is a date in the past (and the status is other than **Expired**) will prompt the **Expired** status pop-up window, which asks, **Do you wish to**

**change the status to Expired?** The only time the policy should be changed to **Expired** is when the policy is not to be renewed.




5. Click **OK** to change the status of the expired policy term to **Expired**. Click **Cancel** to keep the current status if the policy is to be renewed.
6. Click **OK** to acknowledge the policy status change.
7. Click the **History** link on the navigation toolbar located just under the policy header to send the expired policy term to history where a record of the expired policy will be retained.
8. In the pop-up window, choose **Non-Renewed** or **Lapsed** from the **Status** drop-down list (depending on the circumstance) and enter a description as to why the policy is not being renewed in the **Notes** box.




9. Click **Save**. The policy header will be displayed in gray; the expired term is now in history. The new policy term will now need to be placed **In Force**.

   Moving expired policies to history keeps the **In Force** policy list current and policy servicing for re-marketing, editing, audits, claims and creating letters without templates are all available for policies in history. The **HOME > EXPIRATIONS** screen is also kept up to date by removing the policy from the screen when policies are sent to history.

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**Note:** Expired policies may also be sent to history from the **HOME > EXPIRATIONS** screen by using the context tools. Right-click on the **Details** icon and left click on **Send To History**.

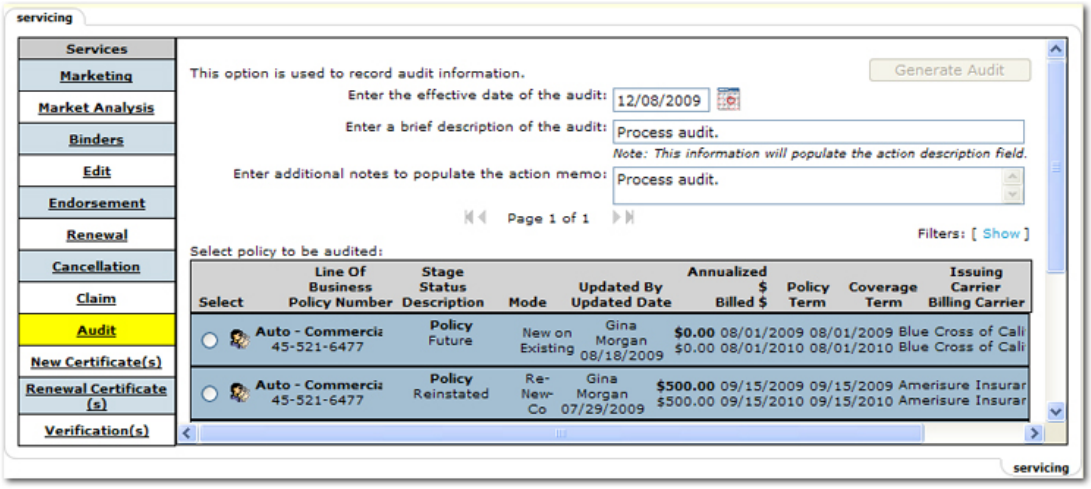
---

## *Processing Audits for Policies in History*

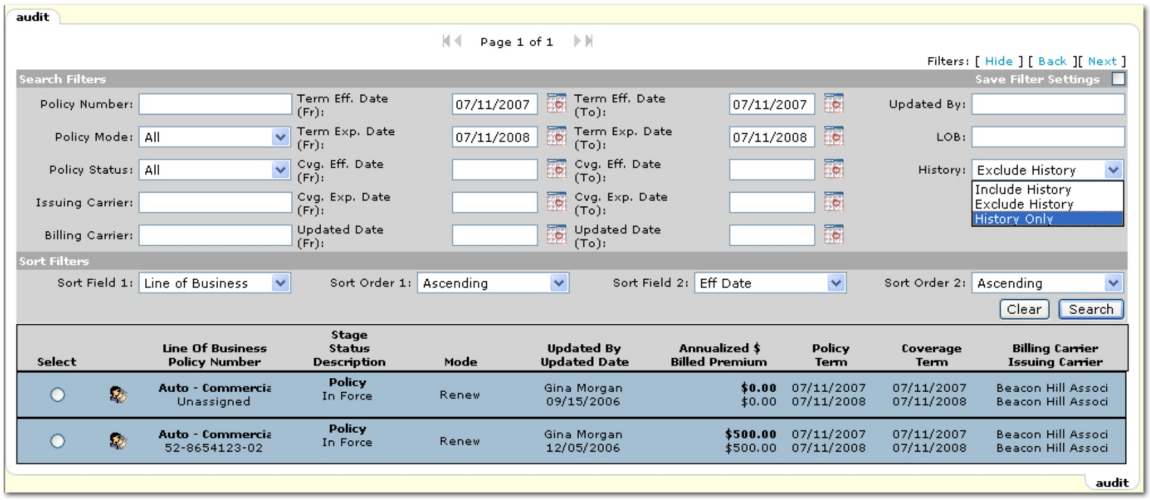
As audits are generally received several months after a policy has expired, expired policies should be in history.

**To Add an Audit to a Policy in History**

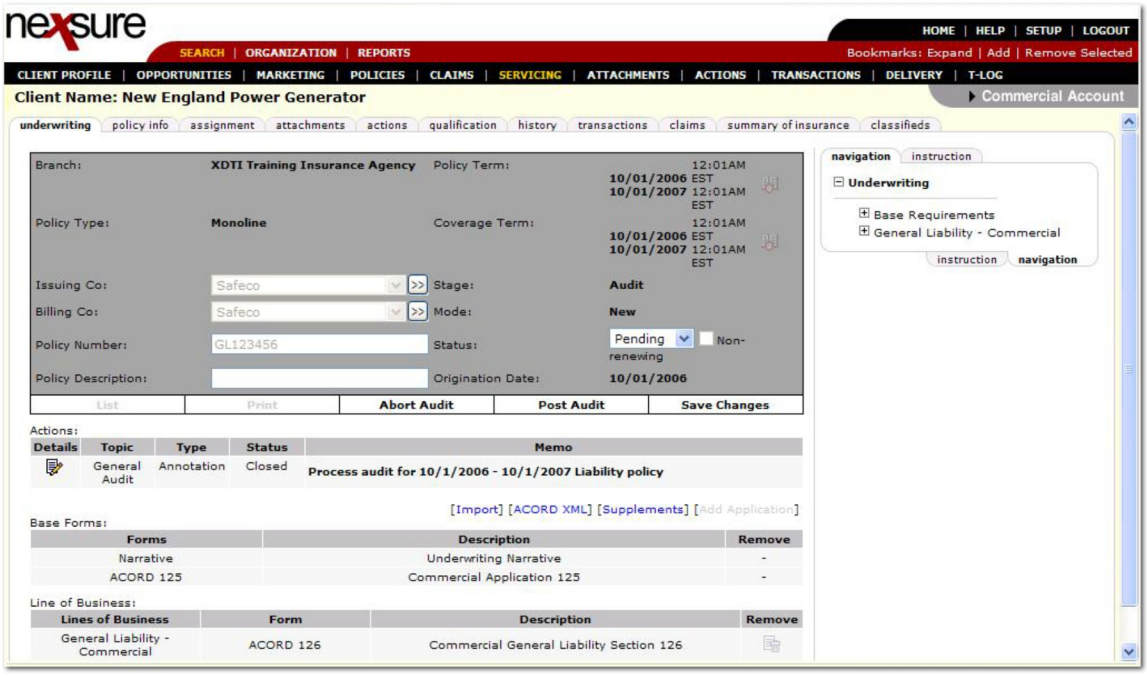
1. Locate the appropriate client through **SEARCH**.
2. Click the **Details** icon to access the appropriate client.
3. Click the **SERVICING** link on the **Client** menu.
4. In the **Select** column, select the **Audit** option.




5. Enter the effective date of the policy being audited. The date is used in the search screens during the policy selection process as well as the **Coverage Term** date on the policy header.
6. Enter a description for the action annotation.
7. Enter any necessary notes to be displayed on the action memo.
8. Click **[Next]** in the upper right side of the screen.
9. By default, policies in history are omitted from search results. To locate the desired policy in history, click **[Show]**.
10. In the **History** list, select **Include History** or **History Only** policies.




11. Click **Search** to return the history policies.
12. Select the policy being audited from the available policies and click **[Next]** in the upper right corner of the screen.




13. Update the policy details to add audited details including any endorsement information received that might affect the policy. Enter the details in **actions > Annotation** to document.

    Make sure when invoicing the audit or endorsement to invoice on the audited version of the policy, not the current in-force policy.

    If the carrier sends an endorsement to include the audit results for the current policy, add an endorsement to the current policy and create an invoice on that version of the policy.

**Note:** The endorsement for prior term audit should be completed through the **Audit** option in **SERVICING > Audit** option not **SERVICING > Endorsements**.

After the audit is complete (policy updated, audit invoiced, money received), post the audit. Monitoring open audits is done on the **HOME > AUDITS** screen. Once the audit is posted, it is removed from the **HOME > AUDITS** screen.

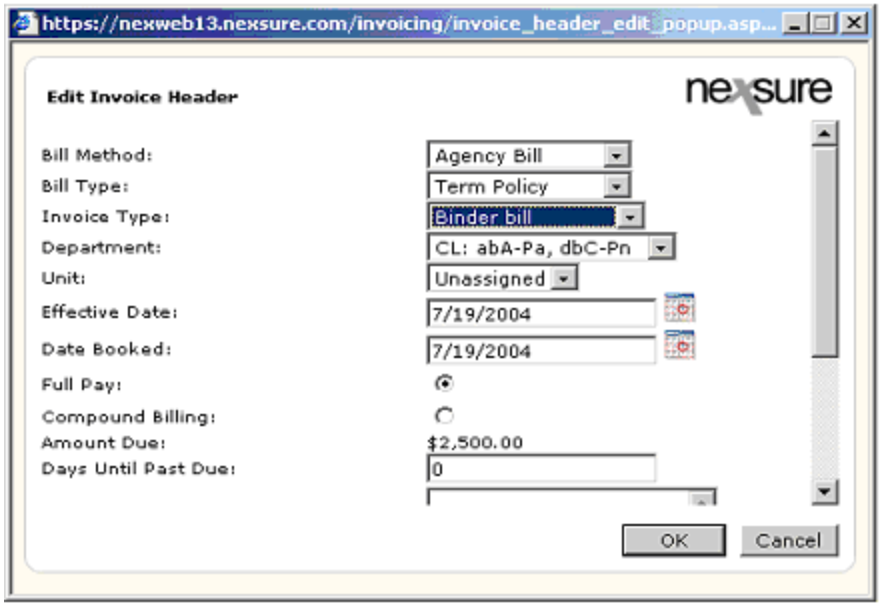
**Note:** If any changes need to be made to a policy in history, edit the policy. If an endorsement is required for some reason other than audit, process an edit and do a memo type endorsement to submit to the carrier. Monitor either with an **Action** or leaving the edit open (monitoring the **HOME > EDITS** screen) until the endorsement is received from the carrier. Remember that leaving an edit open on the policy locks the policy from further servicing.

### *Binder Bill Invoicing*

Binder bill invoicing hits the general ledger but does not appear on the agents account current statement. Binder bills are available for Agency Billed policies only.

**To Create a Binder Bill Invoice**

1. Click on the **Details** icon of the client.
2. On the Client menu, click **POLICIES**.
3. Click the **Details** icon on the appropriate policy.
4. Select the **transactions** tab.
5. Click **Add New Invoice**.
6. Click **Edit Invoice Header** link.
7. Choose **Binder Bill** as the invoice type.



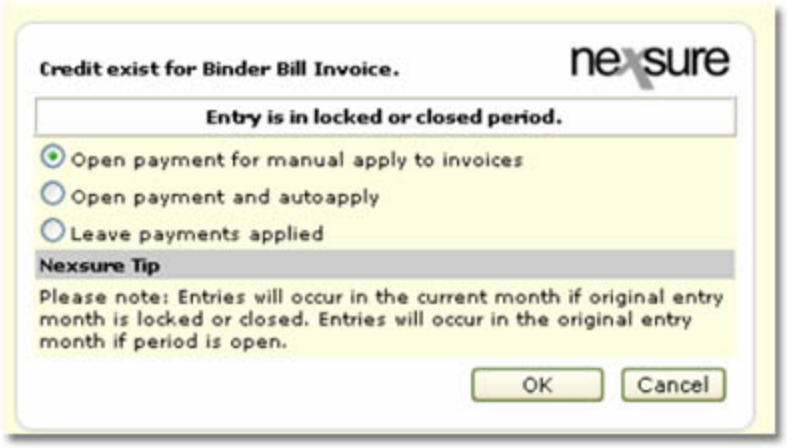
8. Click **OK**.
9. In the Quick Navigation panel, click **Invoice Posting**.
10. Click **Post Now**.

**Note**: Invoice posting for binder bills creates entries to accounts receivable and binder bill payable only. No posting rules will be taken into consideration with binder bill invoices.

**To Reverse the Binder Bill**

1. At the policy level, click the **transactions** tab. If there are several invoices, go to the Select view drop-down box and choose **Open Binder Bill**.
2. Click the **Details** icon of the posted binder invoice.
3. On the binder invoice header, click **Reverse Now**.

   The reversal process displays three options:

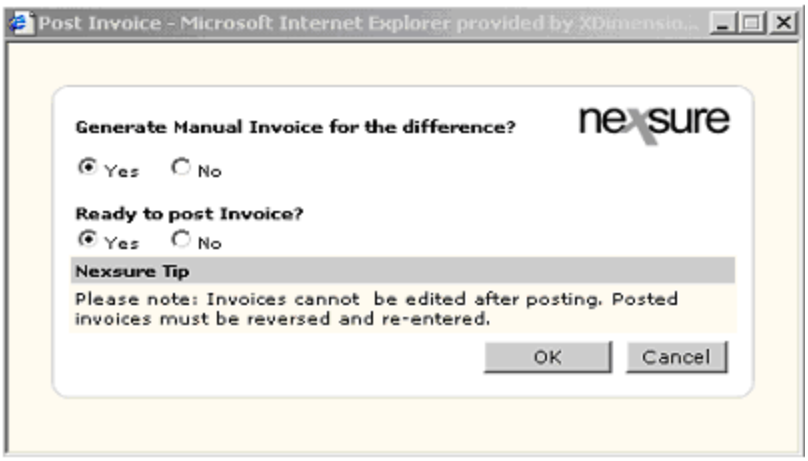



   - **Open payment for manual apply to invoices:** Will open receive payment with the entire amount as residual.
     - Go to Receive Payment - note that it now has a residual amount.
     - Open and assign credits to invoices as applicable.
     - The original and reversal can be applied against each other.
   - **Open payment and auto-apply:** Will re-apply the receive payment to the replacement invoice.
     - Replacement invoice will have the credit.
     - The original and reversal invoice will need to be applied to each other.
   - **Leave payments applied:** No change to the receive payment, it will remain against the original binder bill.
     - No activity required.

**Note:** If credits exist for binder bill invoices, the message returned will be the same except for the reference to the locked or closed period: Locked or closed period: Entry is in locked or closed period. Open period: Entry is in an open period.

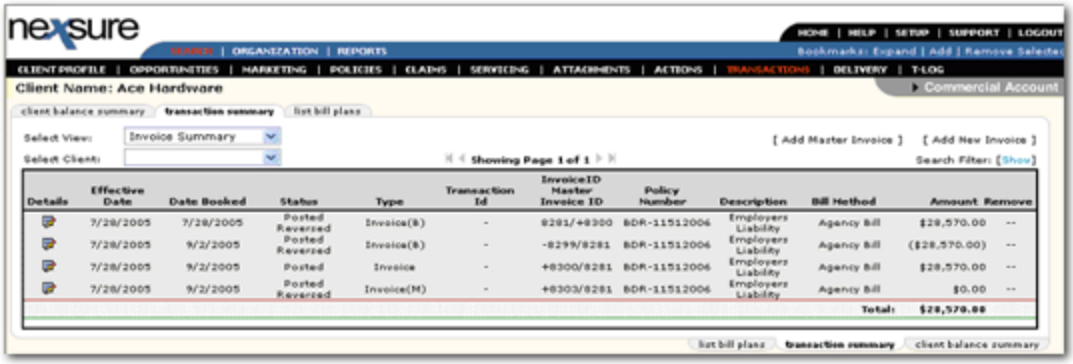
The binder bill reversal creates a replacement invoice. The invoice header shows the replacement invoice number and the original binder number.

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




In the summary view there will be:

- "+" in front of the replacement invoice with "posted" status only
- "-" in front of the reversing binder bill invoice
- (M) is the manual invoice




## Related Receive Payment Activity

- **Open payment for manual apply to invoices:**
  - Go to Receive Payment, note that it now has a residual amount.
  - Open and assign credits to invoices as applicable.
  - The original and reversal can be applied against each other.
- **Open payment and auto-apply:**
  - Replacement invoice will have the credit.

- The original and reversal invoice will need to be applied to each other.

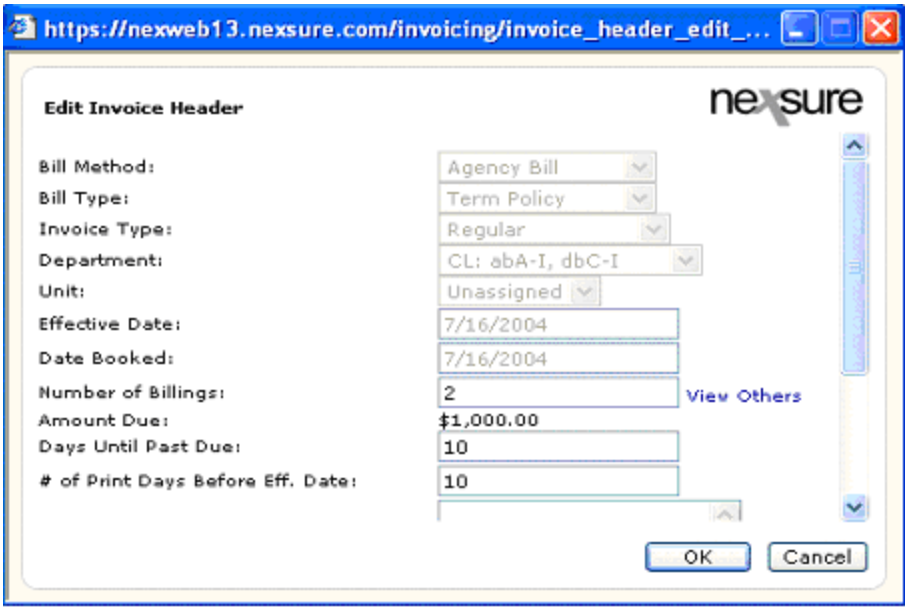
- **Leave payments applied:**
  - No activity required.

### *Splitting an Installment*

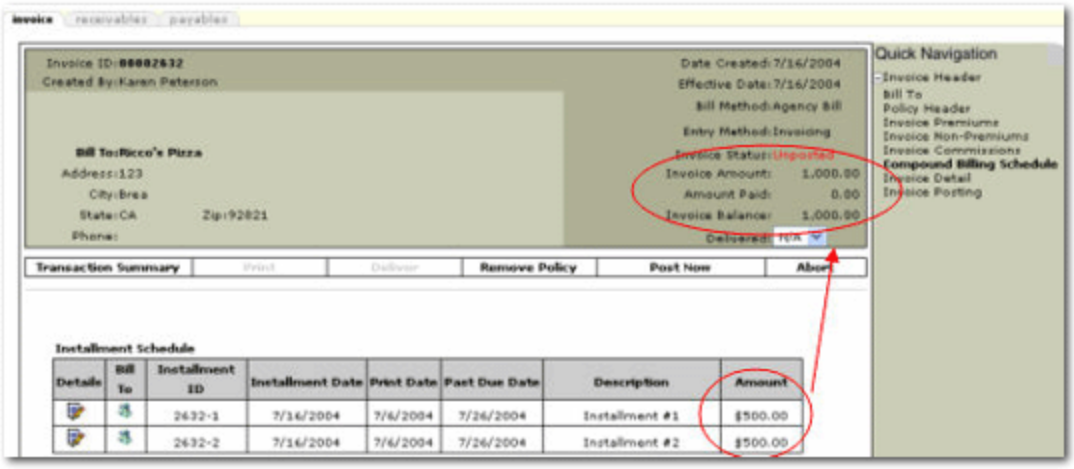
Each Installments Invoice may be billed to more than one entity.

**To Split an Installment**

1. Click the **Details** icon of the client.
2. Click the **POLICIES** link on the Client menu.
3. Click the **Details** icon of the appropriate policy.
4. Click the **transactions** tab.
5. Click the **Details** icon of the unposted installment invoice to split.
6. Click **edit invoice header**.
7. Change the number of billings to the number of entities splitting the installment.




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




10. This installments invoice is now split between the number of billings, with all installments being billed to the entity shown in the header.
11. The Entity for each installment can be changed:
    - Click the Bill To icon
    - Chose **entity**
    - Click **next**
    - Select name, location & contact from the drop-down boxes
    - Click **next**
    - Click **OK** to confirm change
    - Close the installment schedule window by clicking the X in the upper right corner of the window.
12. The invoice will post on print date (or tonight, if date is in the past).
13. Each installments invoice will need to be split if the split applies to all.

## *Certificates Summary*

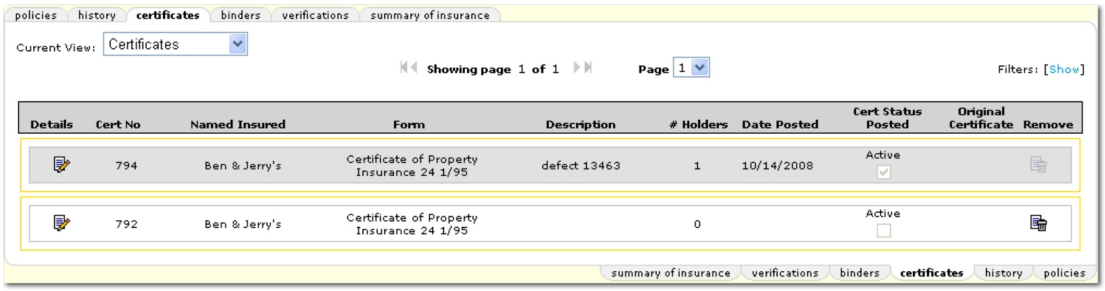
The **certificates** tab shows a summary of all certificates associated with the selected client. The following is a description of the options available when searching for a particular certificate.

**To Search for a Certificate**

1. On the Primary menu, click **SEARCH**. Search for the appropriate client.
2. Right-click on the client's **Details** icon and select **Certificate Summary** from the context menu.

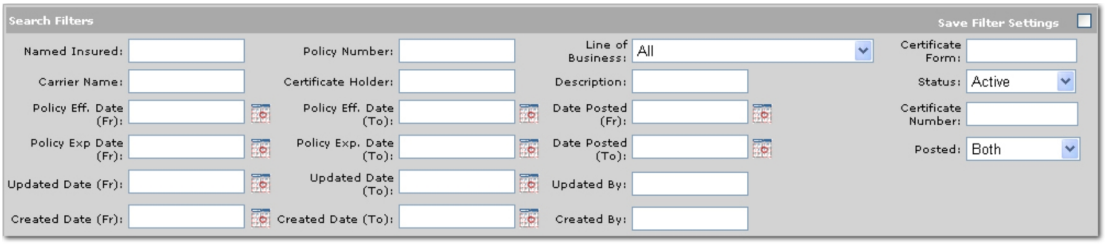
   Or

   Click the client's **Details** icon **> POLICIES** and on the Client menu **> certificates** tab.




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

- **Current View:** The **Current View** list box in the upper left can be used to select either:
  - **Certificates:** To view a summary of the client's certificates.
  - **Certificate Holders:** To view a listing of all certificate holders associated with the client.
- **Showing Page:** The **Arrow** icons can be used to navigate through pages of search results.
  - **First Page** icon.
  - **Previous Page** icon.
  - **Next Page** icon.
  - **Last Page** icon.
- **Page List:** Click the **Page List**  arrow to open a list of all search results pages. Select the desired page number to open that page of search results.
- **Search Filters:** Click **[Show]** or **[Hide]** to toggle the **Search Filters** screen.



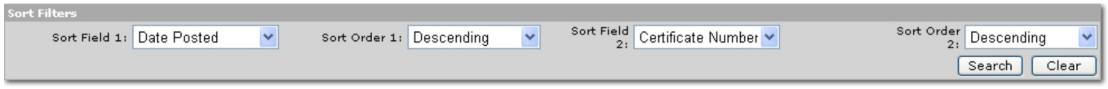

The options available on the **Search Filters** screen are:

- **Save Filter Settings:** Selecting the **Save Filter Settings** check box on the **Search Filters** screen and clicking **Search** will change the default **Search Filter** setting. The next time the **certificates** tab is opened, the files returned will be filtered by the saved setting. Exercise caution when using the **Save Filter Settings** check box with a date range as returned files will be restricted to that date range. As a general rule, check the filter settings each time this tab is accessed.
- **Named Insured:** Enter the named insured to return results that include all certificates associated with that named insured. Enter at least two characters to narrow the search results. Entering some of the **Named Insured** returns a broader result; enter most of the name for more specific results.

- **Carrier Name:** Enter the carrier name to return results that include all certificates associated with that carrier. Enter at least two characters to narrow the search results. Entering some of the **Carrier Name** returns a broader result; enter most of the name for more specific results.
- **Policy Eff. Date (Fr):** Click the **Calendar**  icon to select the beginning date in a date range. A date range can be selected to return certificates associated with policies that have effective dates in the date range.
- **Policy Exp. Date (Fr):** Click the **Calendar**  icon to select the beginning date in a date range. A date range can be selected to return all policies with expiration dates in the date range.
- **Updated Date (Fr):** Click the **Calendar**  icon to select the beginning date in a date range. A date range can be selected to return all certificates associated with policies that have **Updated Dates** in the date range. The **Updated Date** is the date the policy was last updated in Nexsure.
- **Created Date (Fr):** Click the **Calendar**  icon to select the beginning date in a date range. A date range can be selected to return all certificates that have **Created Dates** in the date range. The **Created Date** is the date the certificate was created.
- **Policy Number:** Enter the **Policy Number** to return results that include all certificates associated with that policy. Enter at least two characters to narrow the search results. Entering some of the **Policy Number** returns a broader result; enter most of the **Policy Number** for more specific results.
- **Certificate Holder:** Enter the name of the **Certificate Holder** to return results that include all certificates associated with that holder. Enter at least two characters to narrow the search results. Entering some of the **Certificate Holder** name returns a broader result; enter most of the name for more specific results.
- **Policy Eff. Date (To):** Click the **Calendar**  icon to select the ending date in a date range. A date range can be selected to return all certificates associated with policies that have effective dates in the date range.
- **Policy Exp. Date (To):** Click the **Calendar**  icon to select the ending date in a date range. A date range can be selected to return all certificates associated with policies that have expiration dates in the date range.
- **Updated Date (To):** Click the **Calendar**  icon to select the ending date in a date range. A date range can be selected to return all certificates associated with policies with **Updated Dates** in the date range.
- **Created Date (To):** Click the **Calendar**  icon to select the ending date in a date range. A date range can be selected to return all certificates with created dates in the date range.
- **Line of Business:** Enter the line of business for the associated policy. Enter at least one character to narrow the search results. Entering some of the line of business title returns broader results, enter most of the line of business for more specific results.
- **Description:** Enter the description to return results that include all certificates with that description. Enter at least one character to narrow the search results. Entering some of the **Description** returns a broader result; enter most of the description for more specific results.

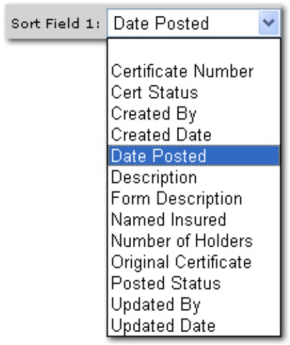
- **Date Posted (Fr):** Click the **Calendar** icon to select the beginning date in a date range. A date range can be selected to return all certificates with the posted date in the date range.
- **Date Posted (To):** Click the **Calendar** icon to select the ending date in a date range. A date range can be selected to return all certificates associated with policies with the posted date in the date range.
- **Updated By:** Enter the name of the person that last updated the certificate. Enter at least one character to narrow the search results. Entering some of the **Updated By** name returns a broader result, enter most or full first and last names for more specific results.
- **Created By:** Enter the name of the person that created the certificate. Enter at least one character to narrow the search results. Entering some of the **Created By** name returns a broader result, enter most or full first and last names for more specific results.
- **Certificate Form:** Enter the form number and description for the certificate. Enter at least one character to narrow the search results. Entering some of the form number and description returns broader results, enter most of the form description for more specific results.
- **Status:** Select the status of the certificate. The available options are:
  - **Active** (default)
  - **All**
  - **Cancelled**
  - **Inactive**
- **Certificate Number:** Enter the certificate number. Enter at least one character to narrow the search results. Entering some of the **Certificate Number** returns broader results, enter most of the **Certificate Number** for more specific results.
- **Posted:** Select an option to indicate the whether or not the certificate has been posted. The available options are:
  - **Both** (default)
  - **No**
  - **Yes**

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

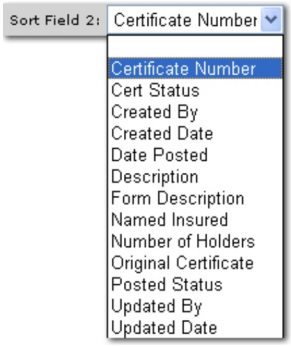



The options available on the **Sort Filters** screen are:

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




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

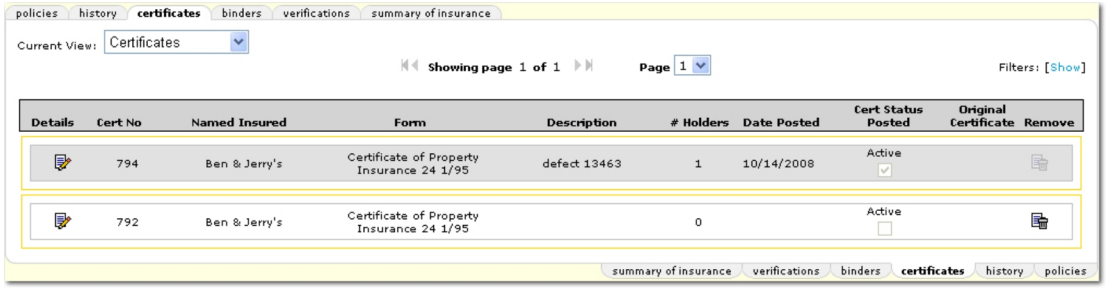



- **Sort Order 2:** Select either **Ascending** or **Descending** to set the order of the certificates returned. **Ascending** will set the order from A-Z. **Descending** will set the order from Z-A. The **Sort Field 1** will be the first sort and **Sort Field 2** will be the sub sort.

- **Clear:** Click **Clear** to remove all entries in the **Search Filter** and **Sort Filters** fields.

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

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



## *Certificate Holder Summary*

The **certificates holders** tab shows a summary of all certificates holders associated with the selected client. The following is a description of the options available when searching for a particular certificate holder.

**To Search for a Certificate Holder**

1. On the Primary menu, click **SEARCH**. Search for the appropriate client.
2. Right-click on the client's **Details** icon and select **Certificate Summary** from the context menu.

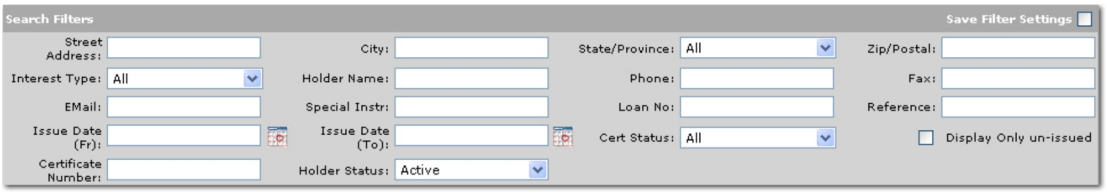
   Or

   Click the client's **Details** icon **> POLICIES** and on the Client menu **> certificates** tab.
3. On the **certificates** tab in the Current View list, select **Certificate Holders**. The certificate holder summary is displayed.




   There are several options when working with certificate holders. Notice the list boxes and links across the top of the **certificates** tab.

   - **[Print Selected]**: In the results of the certificate holder search, the Select column is available. Use the Select column to identify the certificate to print. Multiple certificates can be selected to batch print.
   - **Showing Page:** The **Arrow** icons can be used to navigate through pages of search results.
     - **First Page** icon.
     - **Previous Page** icon.
     - **Next Page** icon.
     - **Last Page** icon.
   - **Page List:** Click the **Page List** arrow to open a list of all search results pages. Select the desired page number to open that page of search results.
   - **[Export Selected]**: In the Select column, select the certificate holders to add to the export. An .xls file will be created that can be opened in Microsoft® Excel®. The resulting list can be manipulated in Microsoft Excel and sent to clients if necessary.
   - **[Export All]**: An .xls file will be created including all active certificate holders displayed on the summary screen. The .xls file can be opened in Microsoft® Excel®. The resulting list can be manipulated in Microsoft Excel and sent to clients if necessary.
   - **Search Filters:** Click **[Show]** or **[Hide]** to toggle the **Search Filters** screen.




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

- **Save Filter Settings:** Selecting the **Save Filter Settings** check box on the **Search Filters** screen and clicking **Search** will change the default **Search Filter** setting. The next time the **certificates** tab is opened, the files returned will be filtered by the saved setting. Exercise caution when using the **Save Filter Settings** check box with a date range as returned files will be restricted to that date range. As a general rule, check the filter settings each time this tab is accessed.
- **Street Address:** Enter the **Street Address** for the certificate holder. Enter at least two characters to narrow the search results. Entering some of the **Street Address** returns a broader result; enter most of the address for more specific results.
- **Interest Type:** Select the **Interest Type** to search for the associated certificate holders. The options available in this list are set up in **SETUP > Lookup Management**.
- **Email:** Enter the email address for the certificate holder. Enter at least two characters to narrow the search results. Entering some of the email address returns a broader result; enter most of the address for more specific results.
- **Named Insured:** Enter the named insured to return results that include all certificates associated with that named insured. Enter at least two characters to narrow the search results. Entering some of the **Named Insured** returns a broader result; enter most of the name for more specific results.
- **Issue Date (Fr):** Click the **Calendar** icon to select the beginning date in a date range. A date range can be selected to return certificates with issue dates in the date range.
- **Certificate Number:** Enter the certificate number. Enter at least one character to narrow the search results. Entering some of the **Certificate Number** returns broader results, enter most of the **Certificate Number** for more specific results.
- **City:** Enter the city in which the certificate holder resides. Enter at least two characters to narrow the search results. Entering some of the **City** returns a broader result; enter most of the city name for more specific results.
- **Holder Name:** Enter the holder name to return results that include all certificates associated with that holder. Enter at least two characters to narrow the search results. Entering some of the **Holder Name** returns a broader result; enter most of the name for more specific results.
- **Special Instr:** Enter the special instructions from the certificate. Enter at least two characters to narrow the search results. Entering some of the special instructions returns a broader result; enter most of the special instructions for more specific results.
- **Issue Date (To):** Click the **Calendar** icon to select the ending date in a date range. A date range can be selected to return all certificates holders that have issue dates in the date range.

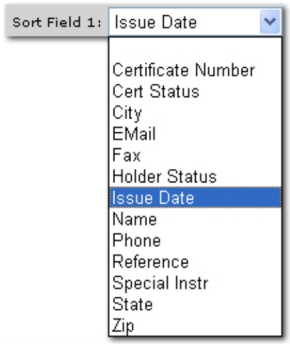
- **Holder Status:** Select one of the following to indicate the status of the certificate holder in Nexsure. The status is found on the **certificate holders** tab. The available options are:
  - **All**
  - **Active**
  - **Inactive**
- **State / Province:** Select the state or province in which the certificate holder resides.
- **Phone:** Enter the primary phone number for the certificate holder. Enter at least two characters to narrow the search results. Entering some of the primary phone number returns a broader result; enter most of the primary phone number for more specific results.
- **Loan No:** Enter the loan number for the certificate holder. Enter at least two characters to narrow the search results. Entering some of the loan number returns a broader result; enter most of the loan number for more specific results.
- **Cert Status:** Select the status of the certificate. The available options are:
  - **Active** (default)
  - **All**
  - **Cancelled**
  - **Inactive**
  - **Renewing**
- **Zip / Postal:** Select the zip or postal code in which the certificate holder resides.
- **Fax:** Enter the fax number for the certificate holder. Enter at least two characters to narrow the search results. Entering some of the fax number returns a broader result; enter most of the fax number for more specific results.
- **Reference:** Enter the reference information for the certificate. Enter at least one character to narrow the search results. Entering some of the reference information returns broader results, enter most of the reference information for more specific results.
- **Display Only un-issued:** Select this check box to indicate only un-issued certificates should be returned in the search results.

○ **Sort Filters:** Use the **Sort Filters** to sort the results of the certificate search.

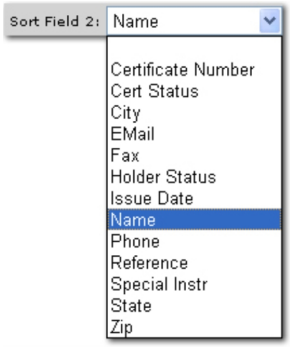



The options available on the **Sort Filters** screen are:

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




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




- **Sort Order 2:** Select either **Ascending** or **Descending** to set the order of the certificates returned. **Ascending** will set the order from A-Z. **Descending** will set the order from Z-A. The **Sort Field 1** will be the first sort and **Sort Field 2** will be the sub sort.

- **Clear:** Click **Clear** to remove all entries in the **Search Filter** and **Sort Filters** fields.

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

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




## *Certificate Batch Printing*

Use certificate batch printing to print multiple certificates at once. There are two ways to access the batch print function for a certificate:

1. From the certificate:

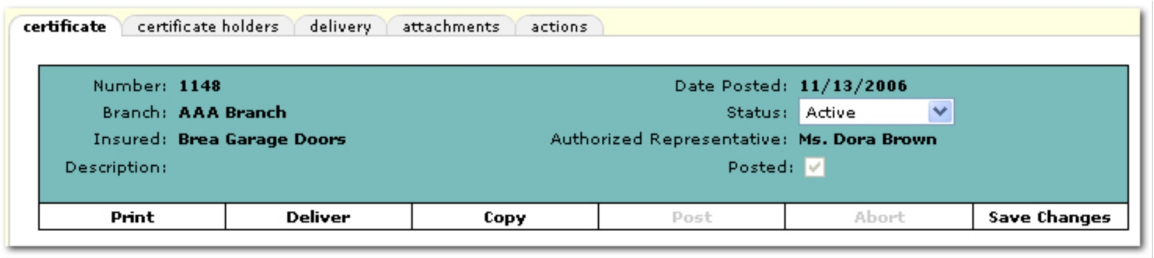
- **SEARCH > Client Details > POLICIES > certificates tab > Certificate Details > Print**.

2. From the certificate summary - certificate holder view:
   - **SEARCH > Client Details > POLICIES > certificates tab > Current View: Certificate Holders > Select > Print Selected**.

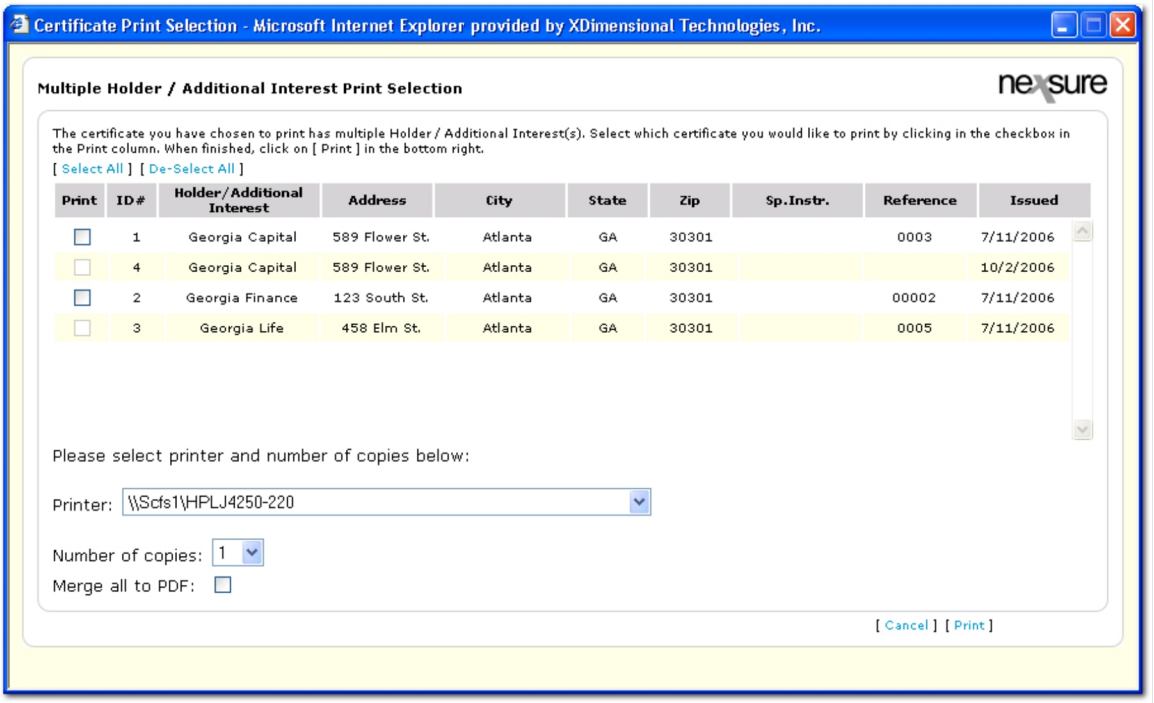
**To Batch Print from Certificate**

1. On the Primary menu, click **SEARCH**. Search for and select the client.
2. On the Client Menu, click **POLICIES > certificates** tab.
3. On the **certificates** tab, click the **Details** icon next to the certificate to print. The **certificate** tab is displayed.

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




4. On the **navigation toolbar**, click **Print**. The **Multiple Holder / Additional Interest Print Selection** dialog box is displayed.




5. In the **Print** column, select all holders to be printed. If all certificates need to be printed, click **[Select All]**. Or, click **[De-Select All]** to remove all selections.

**Note:** All holders are displayed in alphabetical order and will be printed in the same order. Certificate holders that have inactive print check boxes do not have issued certificates.

6. In the **Printer** list, select the printer.
7. In the **Number of copies** list, select the number of copies needed. The default is one copy but up to 99 copies can be selected.
8. Select **Merge all to PDF** if all certificates need to be incorporated into a single PDF file.

**Note:** Adobe® Reader® 7.0 or higher is required. See the Utilities topic to download Adobe Reader.

9. Click **[Print]**. The copies will be sent to the printer selected or a PDF if **Merge all to PDF** was selected.

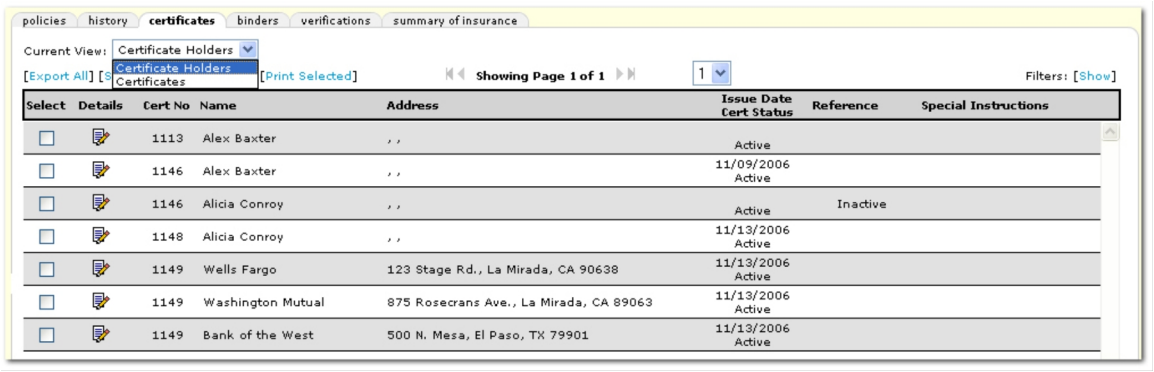
   Or

   Click **[Cancel]** to cancel the print job.

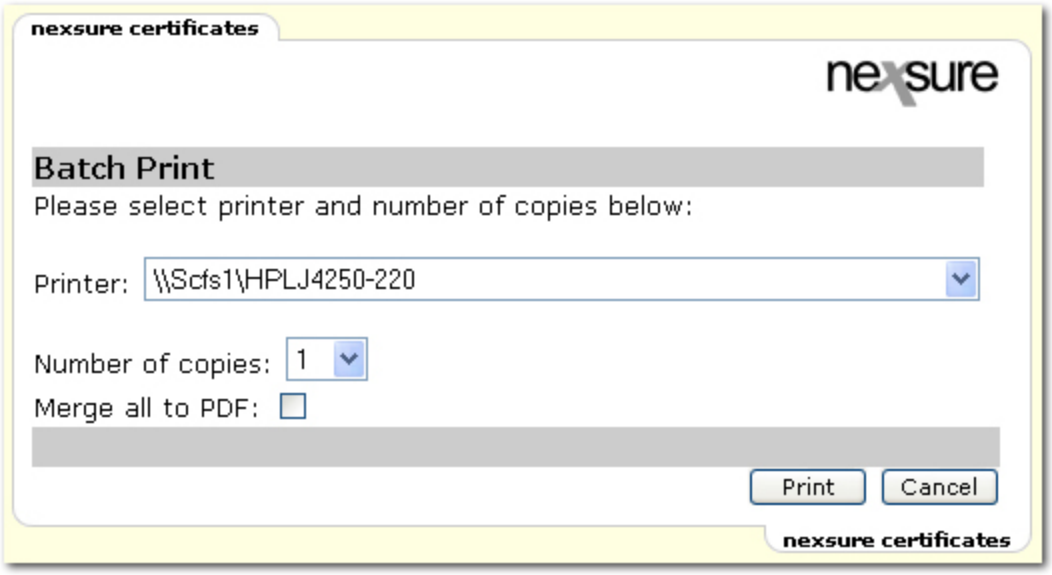
**To Batch Print from Certificate Holders**

1. On the Primary menu, click **SEARCH**. Search for and select the client.
2. On the Client Menu, click **POLICIES > certificates** tab.
3. In the **Current View** list, select **Certificate Holders**.

**Note:** Only posted certificates are available for batch printing. Only holders that are issued are available for printing selection in the Certificate Holders view.




4. Select the policies to print separately or click **[Select All]** to select all of the certificates.
5. Click **[Print Selected]**. The **nexsure certificates** tab is displayed.




6. In the **Printer** list, select the printer.
7. In the **Number of copies** list, select the number of copies needed. The default is one copy but up to 99 copies can be selected.
8. Select **Merge all to PDF** if all certificates need to be incorporated into a single PDF file.

   **Note:** Adobe® Reader® 7.0 or higher is required. See the Utilities topic to download Adobe Reader.

9. Click **Print**. The copies will be sent to the printer selected or a PDF if **Merge all to PDF** was selected..

   Or

   Click **Cancel** to cancel the print job.

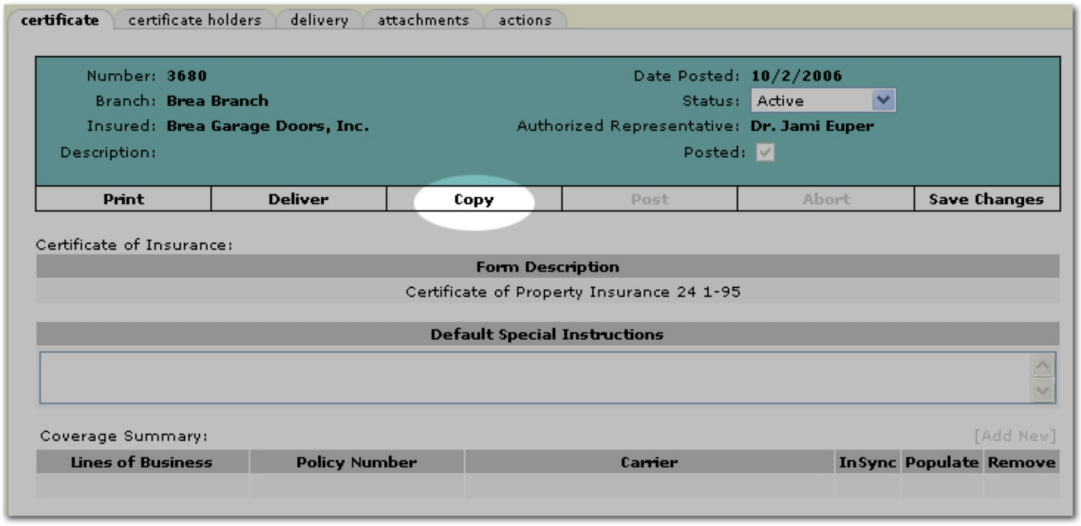
   **Note:** When a certificate is printed it is recorded in the **Printed** column on the certificate summary screen.

## *Copying Certificates*

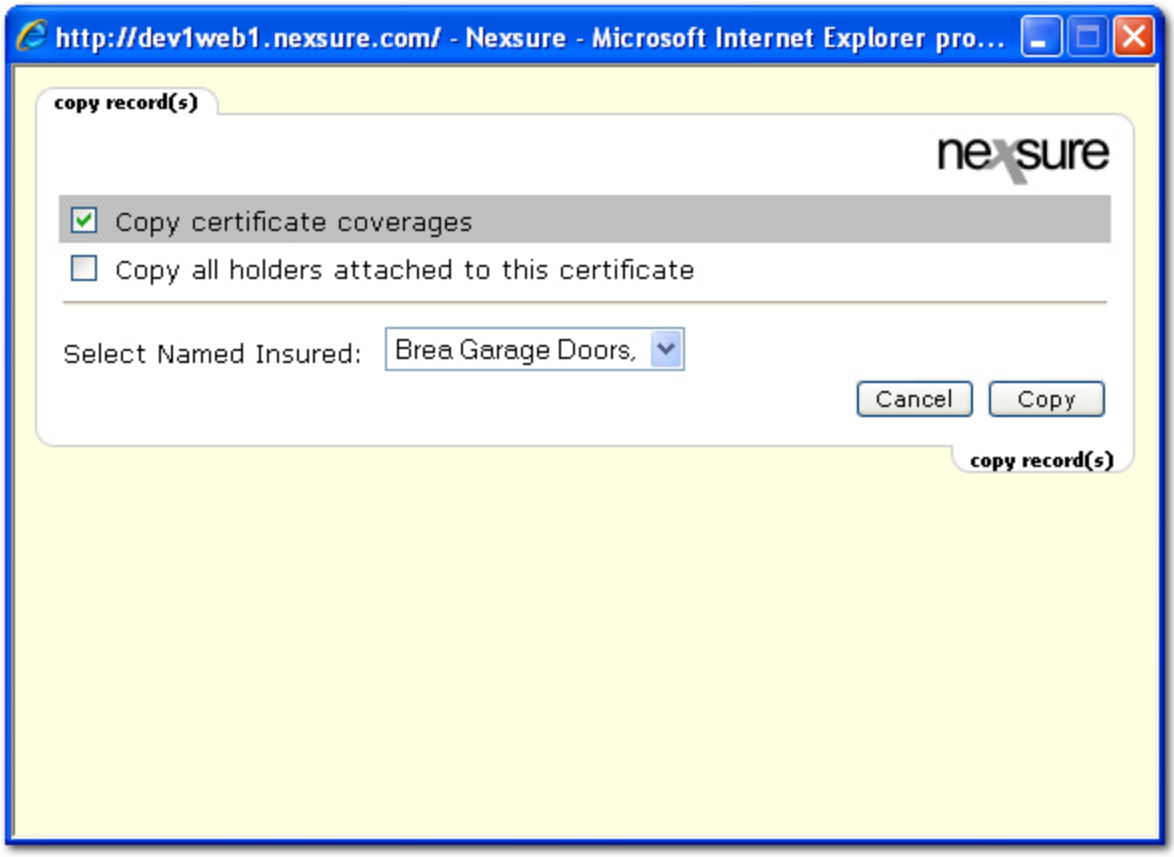
The copy certificates feature allows you to copy certificate coverages and or all holders attached to a particular certificate. It can be copied to the current account or to a related account (up to 25 related accounts at one time).

**To Copy a Certificate**

1. On the Primary menu, click **SEARCH**. Search for the appropriate client.
2. Click the **Details** icon next to the appropriate client.
3. On the Client menu, click **POLICIES**.
4. Click the **certificates** tab.
5. Click the **Details** icon next to the certificate to copy.




6. On the **navigation toolbar**, click **Copy**. The **copy record(s)** tab is displayed.




7. Select the **Copy certificate coverages** check box if all coverages need to be copied.
8. Select the **Copy all holder attached to this certificate** check box if all holders need to be copied.

9. In the **Select Named Insured** list, select the named insured for the copied certificate. The named insureds listed are populated from the named insured listing on the **CLIENT PROFILE > named insureds** tab. The default selection is the named insured on the certificate being copied.

   **Note:** The named insured selected will display on the copied certificate, the certificate header, and on the **certificates** tab.

10. Click **Copy**. The certificate is then copied.

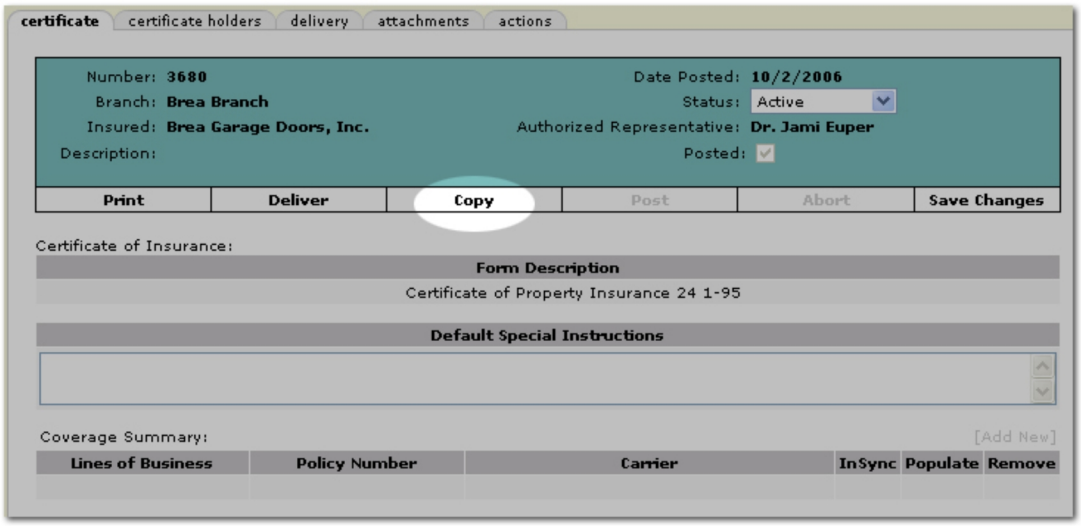
    Or

    Click **Cancel** to exit the **copy record(s)** tab without copying the certificate.

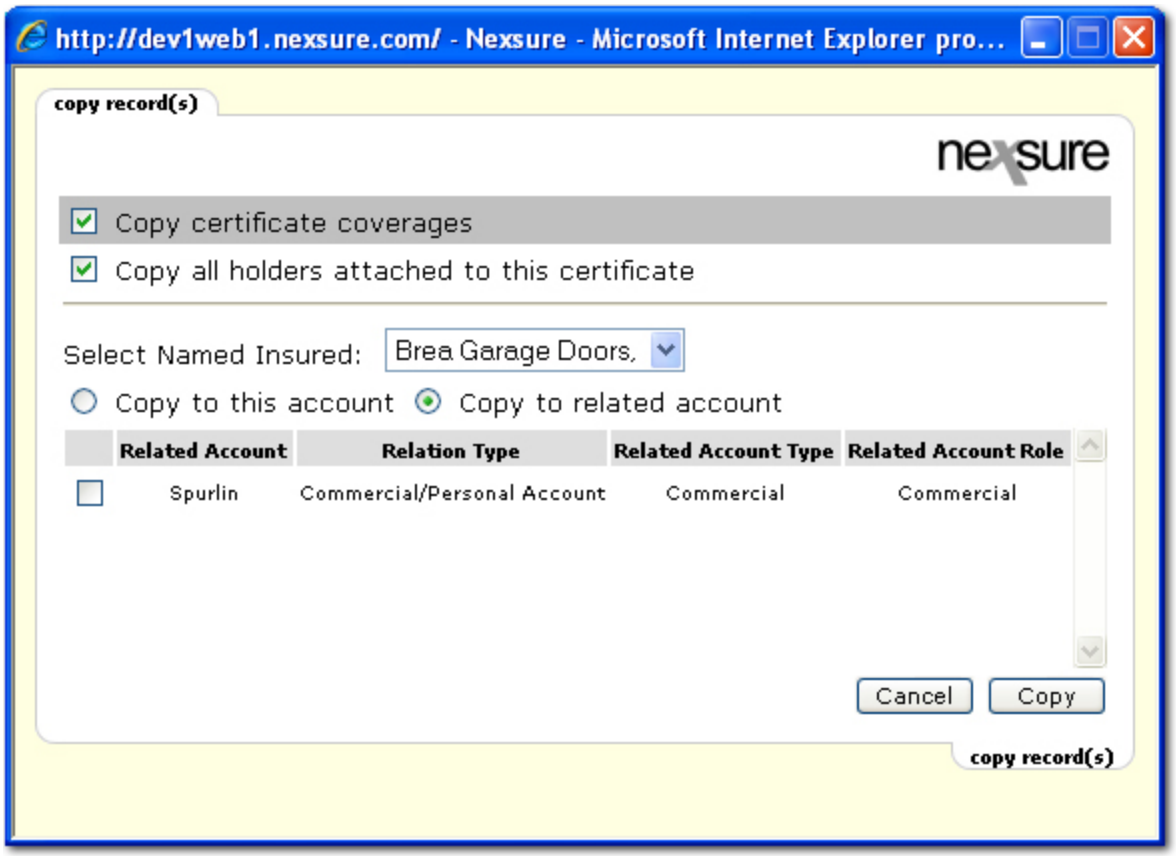
**To Copy a Certificate to a Related Account**

If there are accounts related to the client, the certificate can be copied to the related account.

1. On the Primary menu, click **SEARCH**. Search for the appropriate client.
2. Click the **Details** icon next to the appropriate client.
3. On the Client menu, click **POLICIES**.
4. Click the **certificates** tab.
5. Click the **Details** icon next to the certificate to copy.




6. On the **navigation toolbar**, click **Copy**. The **copy record(s)** tab is displayed.




7. Select the **Copy certificate coverages** check box if all coverages need to be copied.
8. Select the **Copy all holder attached to this certificate** check box if all holders need to be copied.
9. In the **Select Named Insured** list, select the named insured for the copied certificate. The named insureds listed are populated from the named insured listing on the **CLIENT PROFILE > named insureds** tab. The default selection is the named insured on the certificate being copied.

   **Note:** The named insured selected will display on the copied certificate, the certificate header, and on the **certificates** tab.

10. Select **Copy to this account** if the copy of the certificate will reside with the current client.
11. Select **Copy to related account** if the copy of the certificate will reside with any related account. Once created the copy of the certificate will display on the related account's **certificates** tab.

    **Note:** If there are no accounts related to the client, the copy to this account and copy to related account are not available.

12. Select the check box next to each related account to copy the certificate to.

    **Note:** A maximum of 25 related accounts can be selected at one time. Access the copy feature again if more related accounts are necessary.

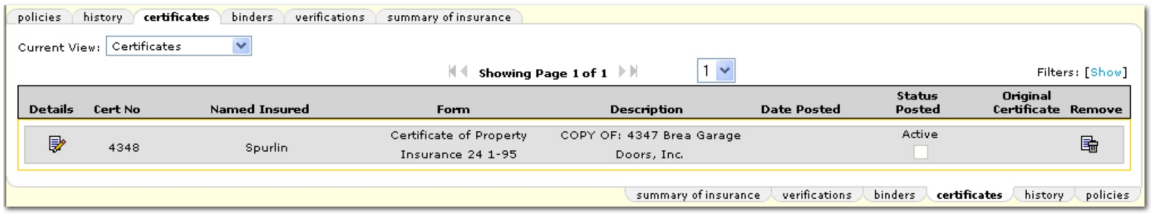
13. Click **Copy**. The certificate is then copied.

    Or

Click **Cancel** to exit the **copy record(s)** tab without copying the certificate.

**To View the Copied Certificate on the Related Account**

1. On the Primary menu, click **Search**
2. Click the **Details** icon next to the related account.
3. On the Client menu, click **POLICIES**.
4. Click the **certificates** tab. The copied certificate is displayed.




The coverages from the copied certificate will be added to the new certificate, with the following modifications:

- **No Coverage Summary** - To add, click the **Details** icon next to the appropriate certificate and in the Coverage Summary area, click **[Add New]**.
- **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.

## *Exporting and Importing Certificate Holders*

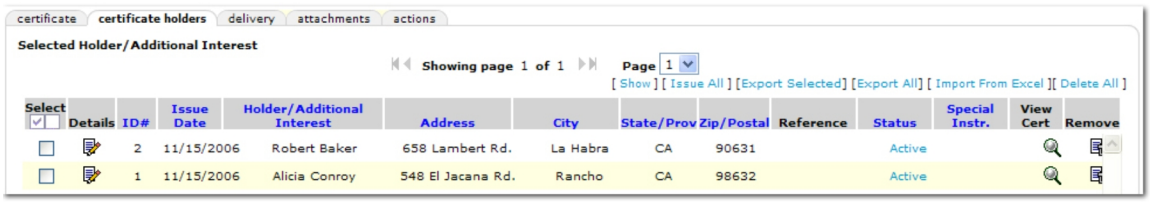
Certificate holder schedules can be exported to Microsoft® Excel® for easy manipulation of the data. The spreadsheet can then be made available for manual client additions to the schedule. After additions are made, the schedule can be imported to Nexsure.

**To Export Certificate Holders**

1. On the Primary menu, click **SEARCH**. Search for the appropriate client.
2. Click the **Details** icon next to the appropriate client.
3. On the Client menu, click **POLICIES**.
4. Click the **certificates** tab.

**Tip:** A shortcut to the **certificates** tab can be used by right-clicking the client **Details** icon on the **search** tab and selecting **Certificate Summary**.

5. Click the **Details** icon next to the certificate from which to export holders. The certificate is displayed.
6. Click the **certificate holders** tab. The **Selected Holder / Additional Interest** screen is displayed.




7. In the **Select** column, select all holders for the export.

**Note:** If all holders are to be exported, use the **[Export All]** option in the next step.

8. Click **[Export Selected]** to export only those holders that are selected, or click **[Export All]** to export all holders in the summary. The **File Download** dialog box is displayed.
9. In the **File Download** dialog box, click **Save**. The **Save As** dialog box is displayed.
10. Navigate to the location that the spreadsheet will be saved and click **Save**. The **Download Complete** dialog box will be displayed once the download has completed.
11. In the **Download Complete** dialog box, click **Open** to view the spreadsheet. The spreadsheet can then be manipulated in Microsoft Excel.

**To Import Certificate Holders**

1. The spreadsheet must be formatted for the import. Starting with a spreadsheet of Certificate Holders that was exported from Nexsure, open the spreadsheet.
2. If there is data in the **NexsureRef** or **IssueDate** columns, this must be deleted. The data in these columns is specific to the certificate that the holder summary was exported from.

**Important:** Delete only the data in the columns and not the column itself or the header.

3. Save the spreadsheet. The spreadsheet must be saved in the **Excel 97-2003 Workbook (*.xls)** format.
4. On the Primary menu, click **SEARCH**. Search for the appropriate client.
5. Click the **Details** icon next to the appropriate client.
6. On the Client menu, click **POLICIES**.
7. Click the **certificates** tab.

**Tip:** A shortcut to the **certificates** tab can be used by right-clicking the client **Details** icon on the **search** tab and selecting **Certificate Summary**.

8. Click the **Details** icon next to the certificate to which the holders will be imported. The certificate is displayed.
9. Click the **attachments** tab. The **attachments** tab is displayed.
10. Click **[Add New]**. The **Create New Document** dialog box is displayed.
11. In the **Add New Attachment** area, click **Add Attachment**. The form is expanded.
12. In the **Add File** box, click **Browse...** and navigate to the spreadsheet to import.
13. In the **Policy** and **Certificate** lists, select any policies or certificates to which the holders will be associated.
14. In the **Attachment Name** box, enter the name of the attachment for reference.

15. In the **Attachment Description** box, enter a brief description of the attachment.
16. In the **Viewable by Portal User** area, select the appropriate entity type to allow access to the attachment.

    **Tip:** For more information about portals, see the Client Portal Training Manual and the Retail Agent Portal Training Manual.

17. Click **OK**. The **Upload File** confirmation box is displayed while the attachment is imported.

    Or

    Click **Cancel** to exit the **Create New Document** dialog box without saving entries.
18. Once the attachment has been imported, the attachment is displayed on the **attachments** tab.
19. Click the **certificate holders** tab. The **Selected Holder / Additional Interest** screen is displayed.
20. Click **[Import From Excel]**. The **attachments** tab is displayed.
21. On the **attachments** tab, select the attachment with the certificate holders to import.
22. Click **Import**. A confirmation message is displayed at the top of the **attachments** tab. The **attachments** tab dialog box can be closed. The imported certificate holders are displayed.

    **Important:** Verify that the data was imported correctly. If there is any data truncation after the import, the import will need to be performed again. To avoid truncated data, move the row that was truncated or the row with the most characters to the beginning of the spreadsheet. Excel will then use the capacity in that row as the new character limit for each subsequent row of the import.

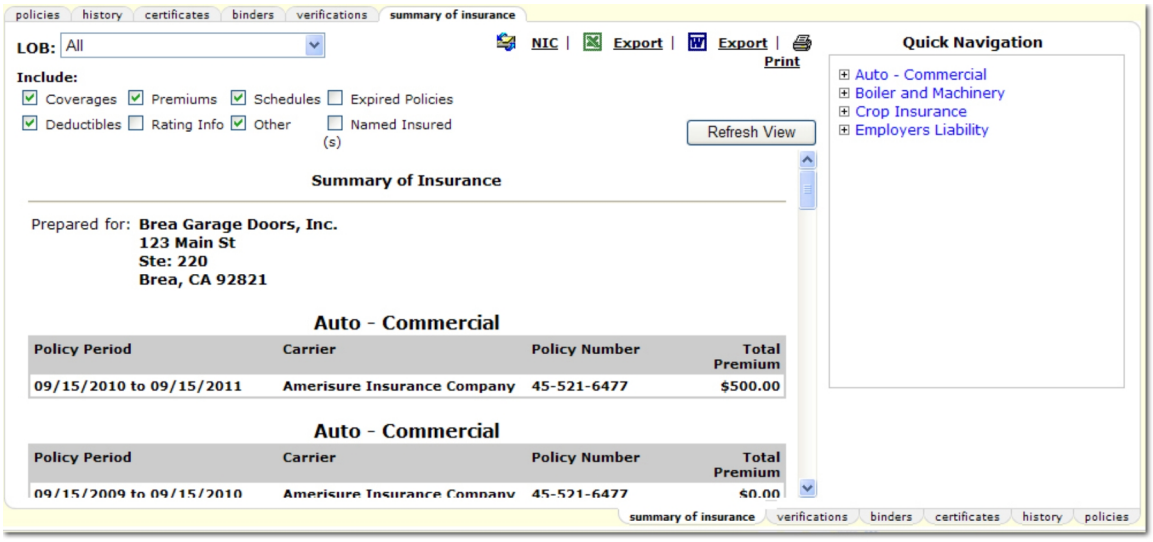
## *Summary of Insurance*

The **summary of insurance** tab allows the viewing of policy information from the application at the policy level or all policies at the client level. Only policies on the active **policies** tab are displayed on the **summary of insurance** tab. The summary may be printed or exported to Microsoft® Word or Excel®. Using the NIC option grants temporary access to clients allowing them to view and print their summary of insurance document.

**Note:** A restricted policy will not be displayed in the summary if the staff member logged on is not assigned to that policy.

**To View the Client Summary of Insurance**

1. On the Primary menu, click **SEARCH**. Search for the appropriate client.
2. Click the **Details** icon next to the appropriate client.
3. On the Client menu, click **POLICIES**.
4. Click the **summary of insurance** tab. The **Summary of Insurance** screen is displayed.

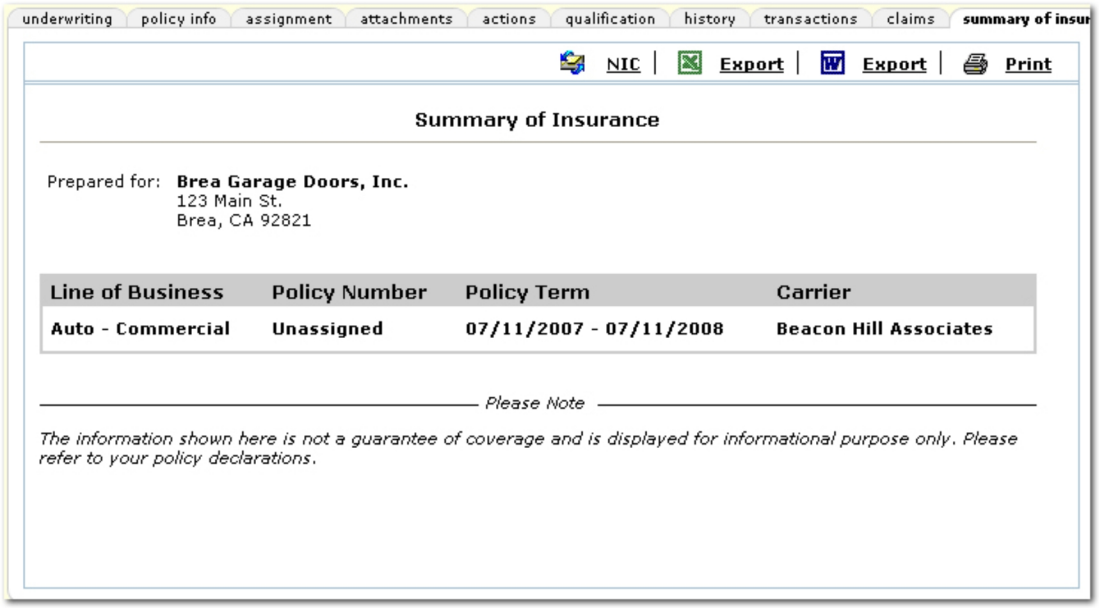



5. Across the top of the **Summary of Insurance** screen are several options for working with the summary:
   - **LOB:** Select one or all LOBs to be displayed on the summary.
   - **Include:** Select the items to be included on the summary. Once selections have been made, click **Refresh View** to update the summary.
   - **Quick Navigation:** Links are available in the **Quick Navigation** panel that lead to the policy information on the summary. Click one of these links to view that area in the summary.
4. Click one of the following links for more information:
   - **NIC**
   - **Export**
   - **Export**
   - **Print**

**To View a Policy Summary of Insurance**

1. On the Primary menu, click **SEARCH**. Search for the appropriate client.
2. Click the **Details** icon next to the appropriate client.
3. On the Client menu, click **POLICIES**.
4. On the **policies** tab, click the **Details** icon next to the appropriate policy.

   **Tip:** You can also access the **summary of insurance** tab by right-clicking on the **Details** icon and selecting **Summary of Insurance**.
5. Click the **summary of insurance** tab. The **Summary of Insurance** screen is displayed.

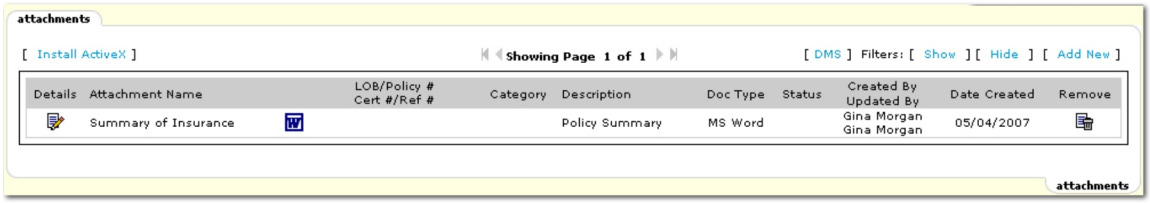



6. Across the top of the **Summary of Insurance** screen are several options for working with the summary:
   - **LOB:** Select one or all LOBs to be displayed on the summary.
   - **Include:** Select the items to be included on the summary. Once selections have been made, click **Refresh View** to update the summary.
   - **Quick Navigation:** Links are available in the **Quick Navigation** panel that lead to the policy information on the summary. Click one of these links to view that area in the summary.
4. Click one of the following links for more information:
   - **NIC**
   - **Export**
   - **Export**
   - **Print**

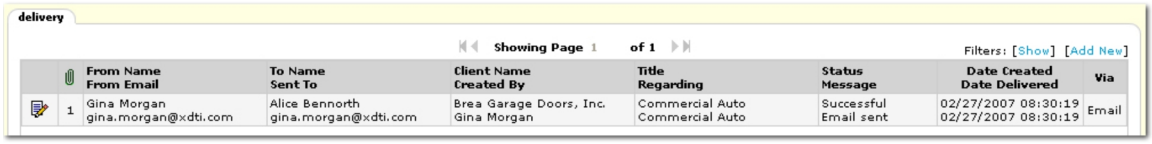
**To Deliver a Summary of Insurance**

In order to deliver a summary of insurance, the summary must first be exported to a Microsoft Word or Excel file.

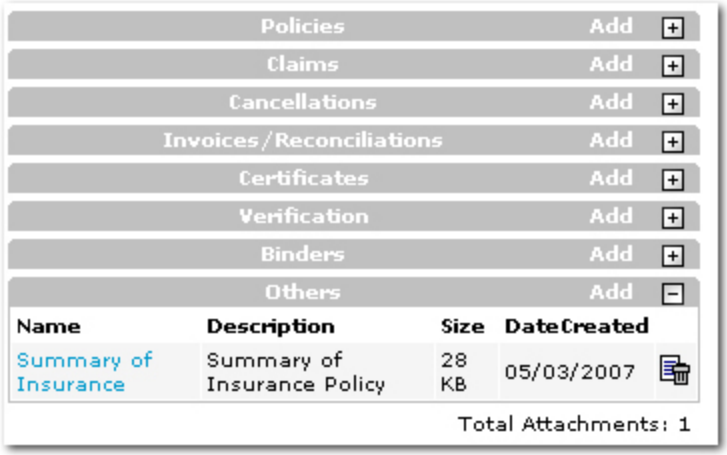
1. Navigate to the appropriate **summary of insurance** tab at either the client or policy level.
2. On the **summary of insurance** tab, click one of the **Export** links depending on the format desired.
3. In the Microsoft Excel or Word document, save the file to a local or network drive.
4. In Nexsure, on the Client menu, click **ATTACHMENTS**. The **attachments** tab is displayed. Add the exported file to the **attachments** tab as described in Adding an Attachment.




5. Once the attachment has been added to Nexsure, on the Client menu, click **DELIVERY**. The **delivery** tab is displayed.



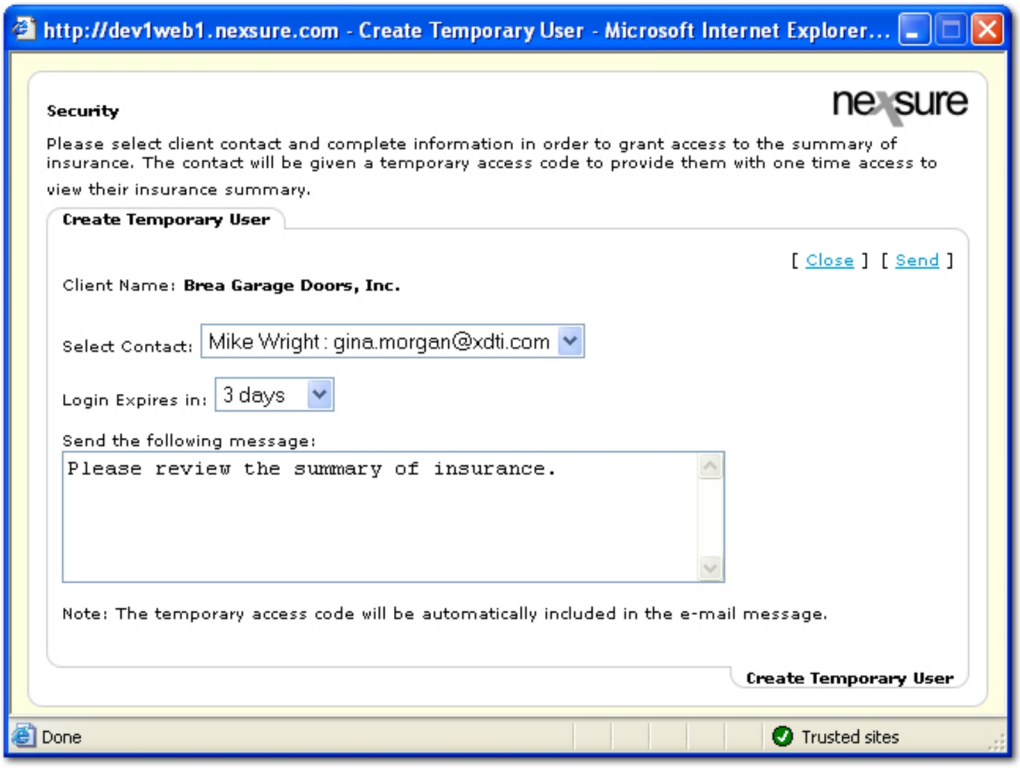

6. Create the delivery as described in Delivery. Use the **Others > Add** attachment option to locate the attachment and finish the delivery.




### To Grant Temporary Access to a Summary of Insurance

Temporary access can be granted 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. Navigate to the appropriate **summary of insurance** tab at either the client or policy level.
2. Click **NIC** . The **Create Temporary User** tab is displayed.



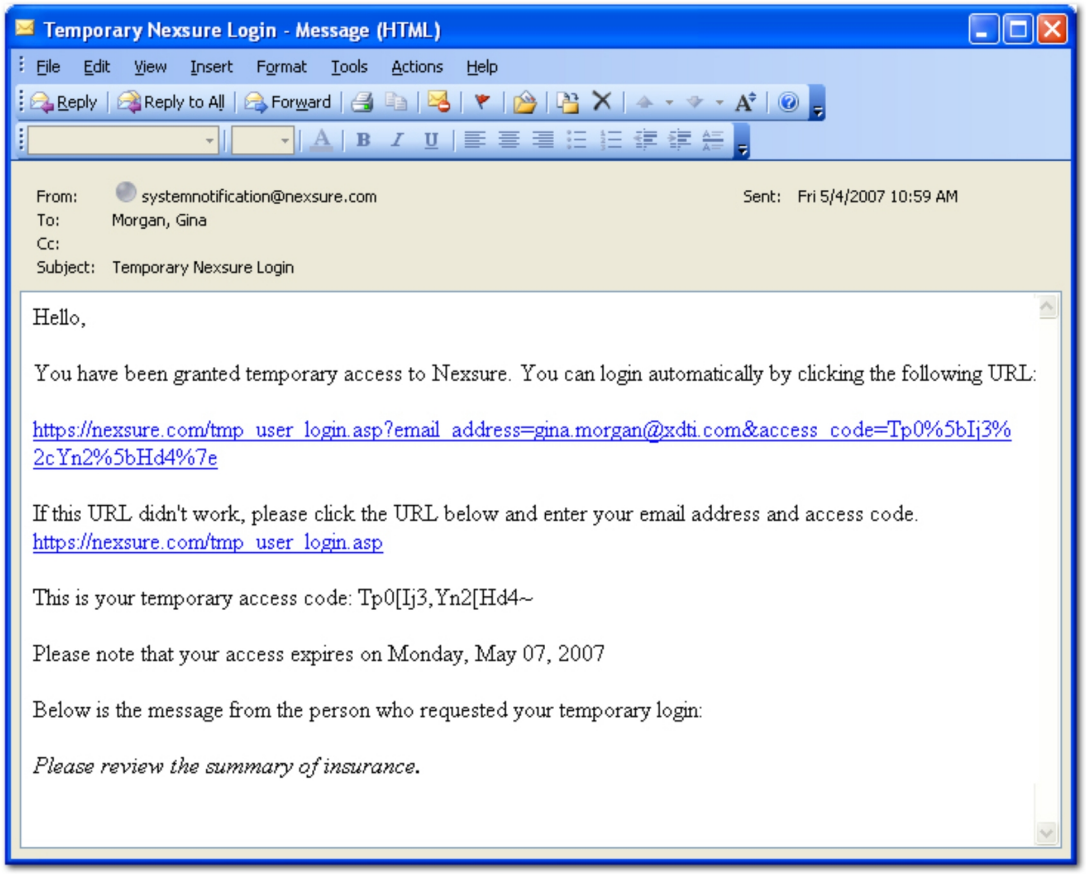

3. In the **Select Contact** list, select the recipient of the temporary access. If the recipient is not in the **Select Contact** list, add the recipient to the **CLIENT PROFILE > contacts** tab.

**Note:** Multiple contacts can be granted access, however each contact must be set up separately.

4. In the **Login Expires in** list, select the amount of time in which the recipient will be able to view the summary of insurance.

**Important:** The recipient will only be able to access the summary of insurance once within the time allotted in the **Login Expires in** list.

5. In the **Send the following message** box, either accept the default message or customize the message as necessary. This message is displayed below the default instructional text in the email.
6. Click **[Send]**. The message is sent to the contact. The dialog box will remain open to allow another contact to be selected.




7. Click **[Close]** if no other contacts need temporary access. Once the recipient has accessed the summary of insurance and clicked the **Logout** link, Nexsure will return an email to the staff member that granted access notifying them that the contact has reviewed the summary of insurance.

**To Print a Summary of Insurance**

1. Navigate to the appropriate **summary of insurance** tab at either the client or policy level.
2. On the **Summary of Insurance** screen, click **Print** . The **Print** dialog box is displayed. Make the appropriate selections in the **Print** dialog box.

## *Summary of Insurance Data Flow*

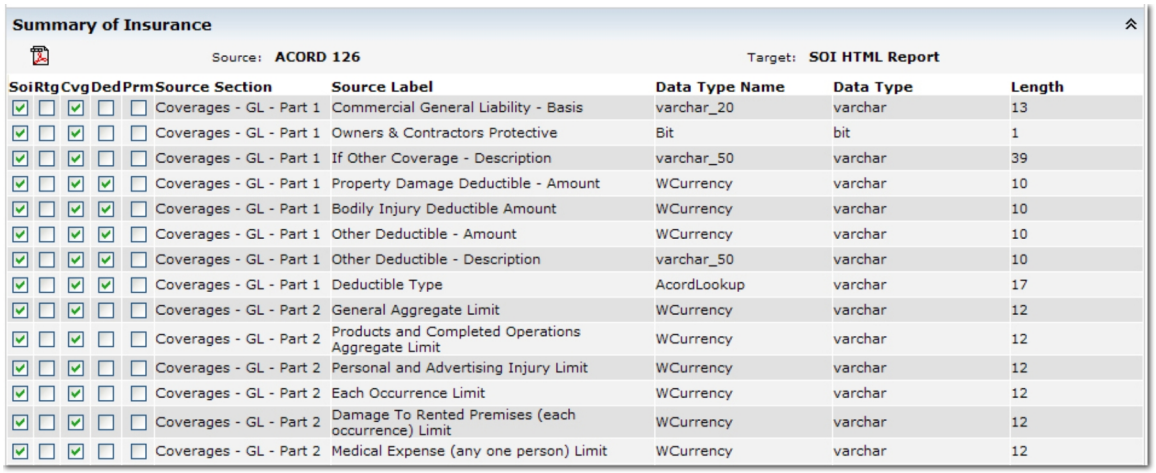
The Nexsure Live Forms Documentation shows in detail which fields from the applications or supplements will be shown on the Summary of Insurance. This Nexsure Live Forms Documentation is used to identify where information comes from and if it will be included on the Summary of Insurance.

**To View a Data Map of the Summary of Insurance**

1. On the Primary menu, click **SEARCH**. Search for the appropriate client.
2. Click the **Details** icon next to the appropriate client.
3. On the Client menu, click **POLICIES**.
4. On the **policies** tab, click the **Details** icon next to the appropriate policy.

5. On the **underwriting** tab, scroll to the **Line of Business** area. The applications and / or supplements are listed.
6. In the **Form** column, click the title of the form to view its data. The Live Form Documentation screen is displayed.
7. Scroll to the **Summary of Insurance** area and use the **Expand** icon at the right to open the data map. Notice the left column titled Soi (Summary of Insurance). The boxes that are selected show the fields that will carry over to the Summary of Insurance. Those that are not selected will not be brought over.

**Note:** The data map is for informational purposes only, selections cannot be altered.



**Summary of Insurance**

Source: **ACORD 126** Target: **SOI HTML Report**

| Soi | Rtg | Cvg | Ded | Prm | Source Section | Source Label | Data Type Name | Data Type | Length |
|---|---|---|---|---|---|---|---|---|---|
| ☑ | ☐ | ☑ | ☐ | ☐ | Coverages - GL - Part 1 | Commercial General Liability - Basis | varchar_20 | varchar | 13 |
| ☑ | ☐ | ☑ | ☐ | ☐ | Coverages - GL - Part 1 | Owners & Contractors Protective | Bit | bit | 1 |
| ☑ | ☐ | ☑ | ☐ | ☐ | Coverages - GL - Part 1 | If Other Coverage - Description | varchar_50 | varchar | 39 |
| ☑ | ☐ | ☑ | ☑ | ☐ | Coverages - GL - Part 1 | Property Damage Deductible - Amount | WCurrency | varchar | 10 |
| ☑ | ☐ | ☑ | ☑ | ☐ | Coverages - GL - Part 1 | Bodily Injury Deductible Amount | WCurrency | varchar | 10 |
| ☑ | ☐ | ☑ | ☑ | ☐ | Coverages - GL - Part 1 | Other Deductible - Amount | WCurrency | varchar | 10 |
| ☑ | ☐ | ☑ | ☑ | ☐ | Coverages - GL - Part 1 | Other Deductible - Description | varchar_50 | varchar | 10 |
| ☑ | ☐ | ☑ | ☑ | ☐ | Coverages - GL - Part 1 | Deductible Type | AcordLookup | varchar | 17 |
| ☑ | ☐ | ☑ | ☐ | ☐ | Coverages - GL - Part 2 | General Aggregate Limit | WCurrency | varchar | 12 |
| ☑ | ☐ | ☑ | ☐ | ☐ | Coverages - GL - Part 2 | Products and Completed Operations Aggregate Limit | WCurrency | varchar | 12 |
| ☑ | ☐ | ☑ | ☐ | ☐ | Coverages - GL - Part 2 | Personal and Advertising Injury Limit | WCurrency | varchar | 12 |
| ☑ | ☐ | ☑ | ☐ | ☐ | Coverages - GL - Part 2 | Each Occurrence Limit | WCurrency | varchar | 12 |
| ☑ | ☐ | ☑ | ☐ | ☐ | Coverages - GL - Part 2 | Damage To Rented Premises (each occurrence) Limit | WCurrency | varchar | 12 |
| ☑ | ☐ | ☑ | ☐ | ☐ | Coverages - GL - Part 2 | Medical Expense (any one person) Limit | WCurrency | varchar | 12 |

## *Policy Classified Tab*

The policy level **classified** tab is available during the Opportunity, Marketing, and Policy stages. The classification will remain with the policy throughout the lifecycle of the policy until the classification is removed, or the policy is renewed, rewritten, or re-marketed.

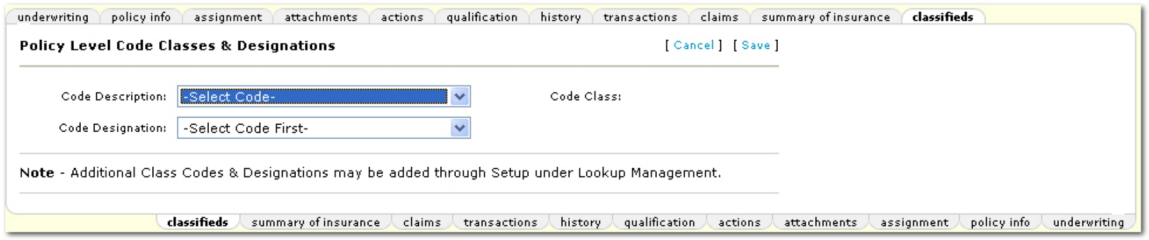
Classified code descriptions and code designations can be used to designate such things as how a policy is handled by a service center. Classification code descriptions and code designations may be added in **SETUP > Lookup Management > Category > Policy**.

**To Add New Codes**

1. Locate a client via **SEARCH**.
2. Click the **Details** icon next to the client to update.
3. On the Client menu, click **OPPORTUNITIES, MARKETING, or POLICIES**.
4. Click the **Details** icon next to the policy to update.
5. Click the **classifieds** tab. The **Classified Summary** screen is displayed.




6. Click the **Details** icon to edit an existing code, or click **[Add New]**. The **Policy Level Code Classes & Designations** screen is displayed.




7. In the **Code Description** list, select a description for the classified information. The available selections can be added or edited in **SETUP > Lookup Management > Category > Policy**. For more information about adding or editing selections, see the Adding Lookup Management Items topic.
8. The **Code Class** area will be populated when the **Code Description** is selected. The **Code Description** and **Code Class** are linked in **SETUP > Lookup Management > Category > Policy** when they are added.
9. In the **Code Designation** list, select a designation for the classified information. The available selections can be added or edited in **SETUP > Lookup Management > Category > Policy**. For more information about adding or editing selections, see the Adding Lookup Management Items topic.
10. Click **[Save]**. The new codes are added to the **Classified Summary** screen.

    Or

    Click **[Cancel]** to return to the **Classified Summary** screen without saving any selections.

---

**Note:** Both client and policy level classified information is displayed on the client level **Classified Summary** screen. However, policy level classified information cannot be modified from the client level. The policy level classified information is denoted by a P in the Type column. Click the P link to jump to the policy then click the classified tab to view the classification.

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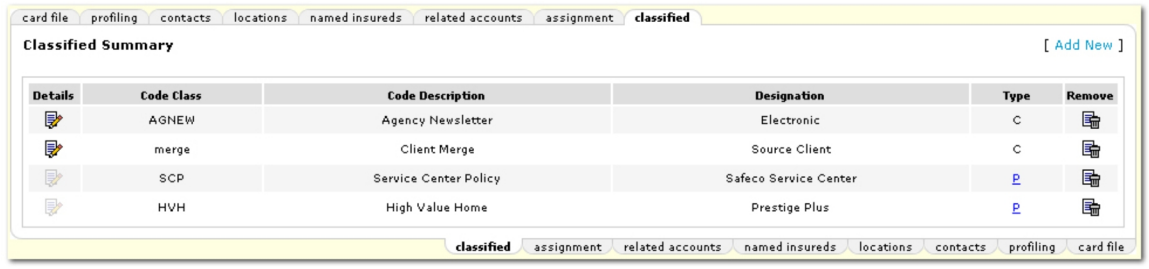


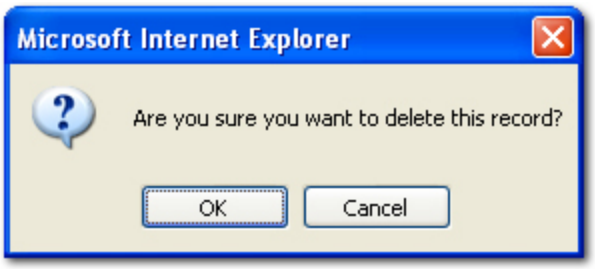

**To Remove Codes**

1. Locate a client via **SEARCH**.
2. Click the **Details** icon next to the client to update.

3. On the Client menu, click **OPPORTUNITIES, MARKETING, or POLICIES**.
4. Click the **Details** icon next to the policy to update.
5. Click the **classifieds** tab. The **Classified Summary** screen is displayed.




6. Click the **Remove** icon. The following confirmation dialog box is displayed.




7. Click **OK**. The code is removed.

## *About eServices*

The eServices option in Nexsure provides real-time inquiry capabilities within a carrier's (or other third-party such as a MGA) secured Web site. This eliminates the need for the agency to log out of Nexsure or open another browser window to access the carrier's site. Access to the very latest information directly from the carrier's Web site – the same information the underwriters see is made available. Nexsure eServices can include direct links to such things as:

- Billing Inquiry
- Policy Inquiry
- Claims Inquiry
- Policy Documents

Automated logon is also considered an eServices option. With automated logon, another browser window is launched and logon is automatic to the carrier's secured site. Control is transferred to the carrier's agent home page. From that point, navigate manually through the carrier site. Keep in mind that the active policy number from Nexsure is automatically copied to the PC clipboard when a carrier page is launched through Nexsure eServices. Therefore, when that policy number is needed, just right-click on the policy number field in the carrier Web site and paste that policy number from the PC clipboard. There is no need to re-type that policy number.

The carrier information accessed through eServices will vary by carrier. Each employee of the agency who has logon rights to a carrier's site must have their logon information entered in Nexsure to access eServices. In rare situations, where an employee may have more than one logon to a carrier's site both should be entered in Nexsure.

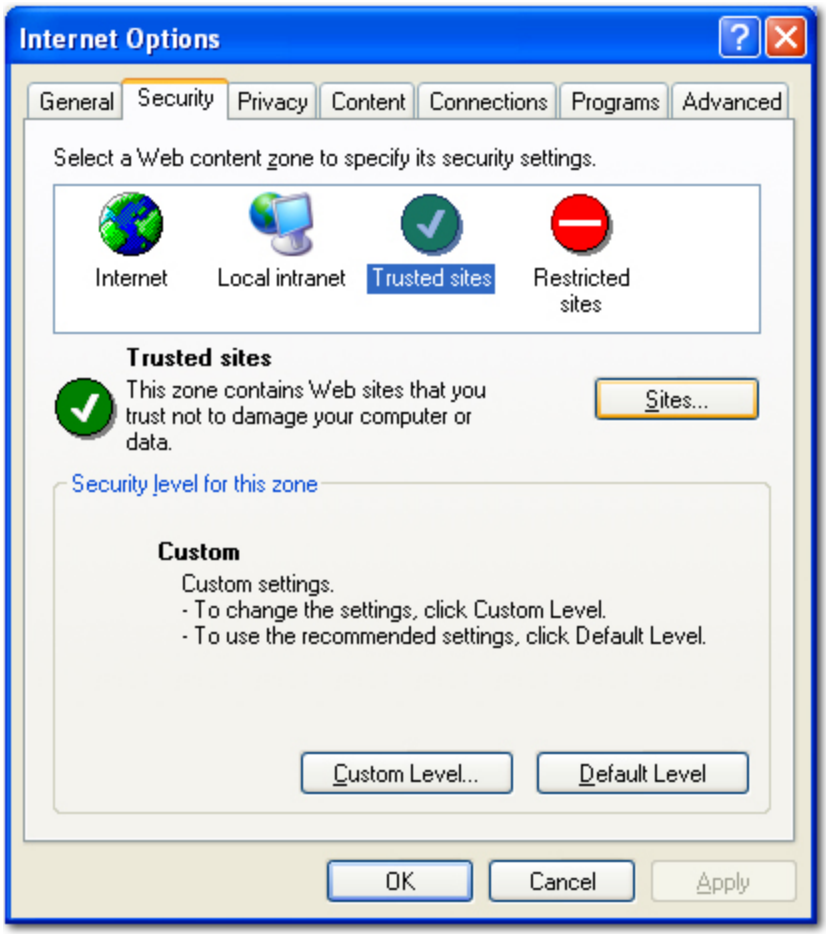
When an employee with more than one logon to a carrier's Web site activates eServices, they will be prompted to select which logon they would like to use upon entering the carrier's site.

### *General Setup Considerations*

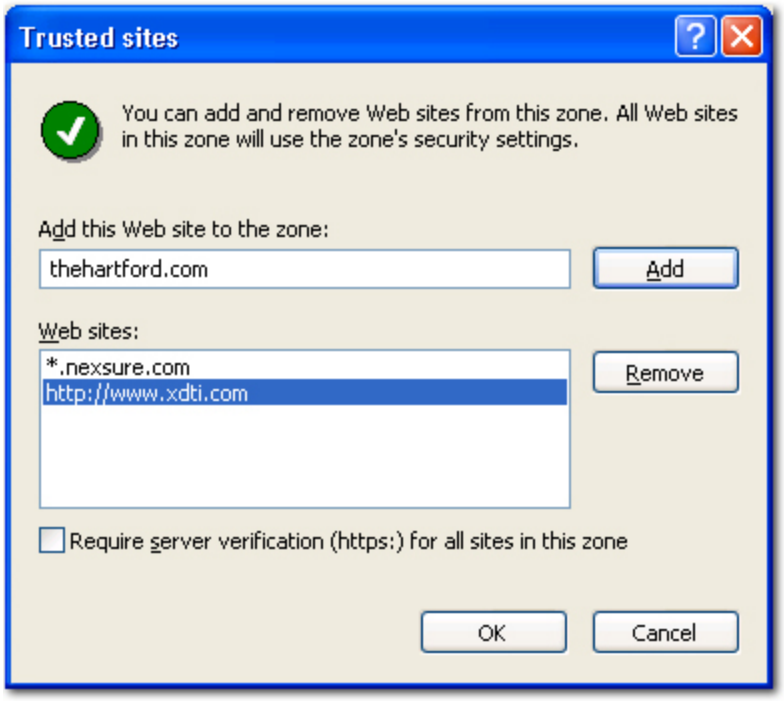
Since Nexsure eServices provide automated access to real-time inquiry information from various carrier Web sites, Windows security setup is very important. Please see Windows XP Service Pack 2 security settings for further information. For each carrier Web site, enter the domain (hartford.com, travelers.com, safeco.com) as a Trusted Site. Do not be more specific as it is necessary for Windows to trust all content coming from that carrier site.

**To Configure Settings**

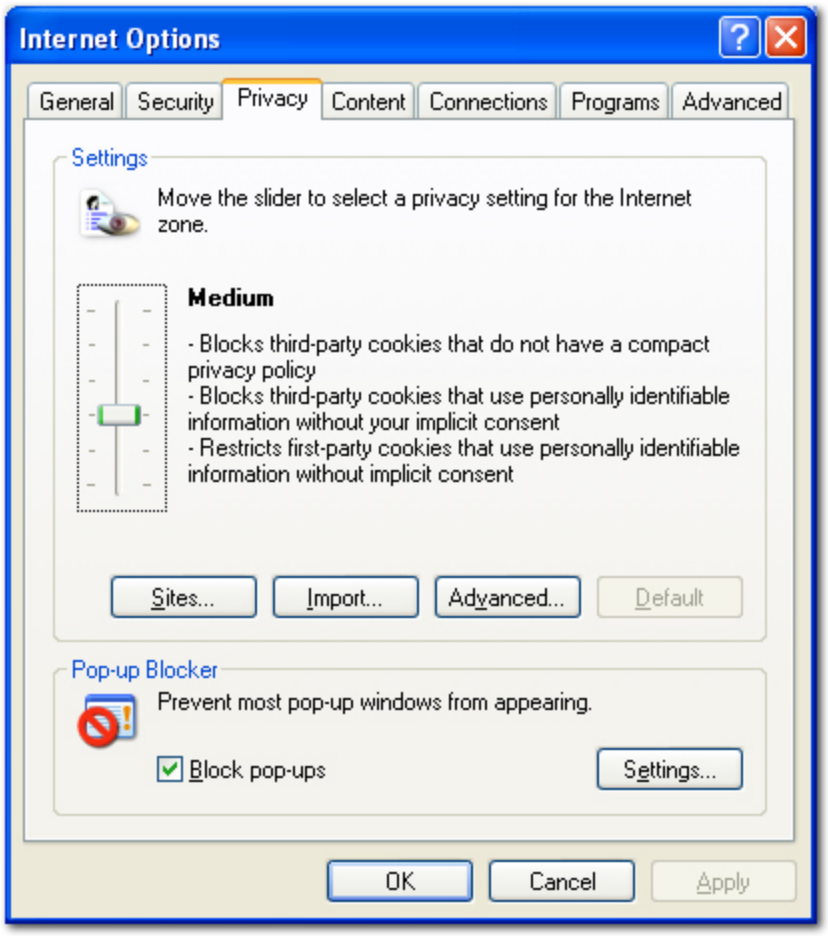
1. Launch Microsoft® Internet Explorer.
2. In Microsoft Internet Explorer, click **Tools > Internet Options > Security** tab **> Trusted Sites > Sites**. The **Trusted sites** dialog box is displayed.



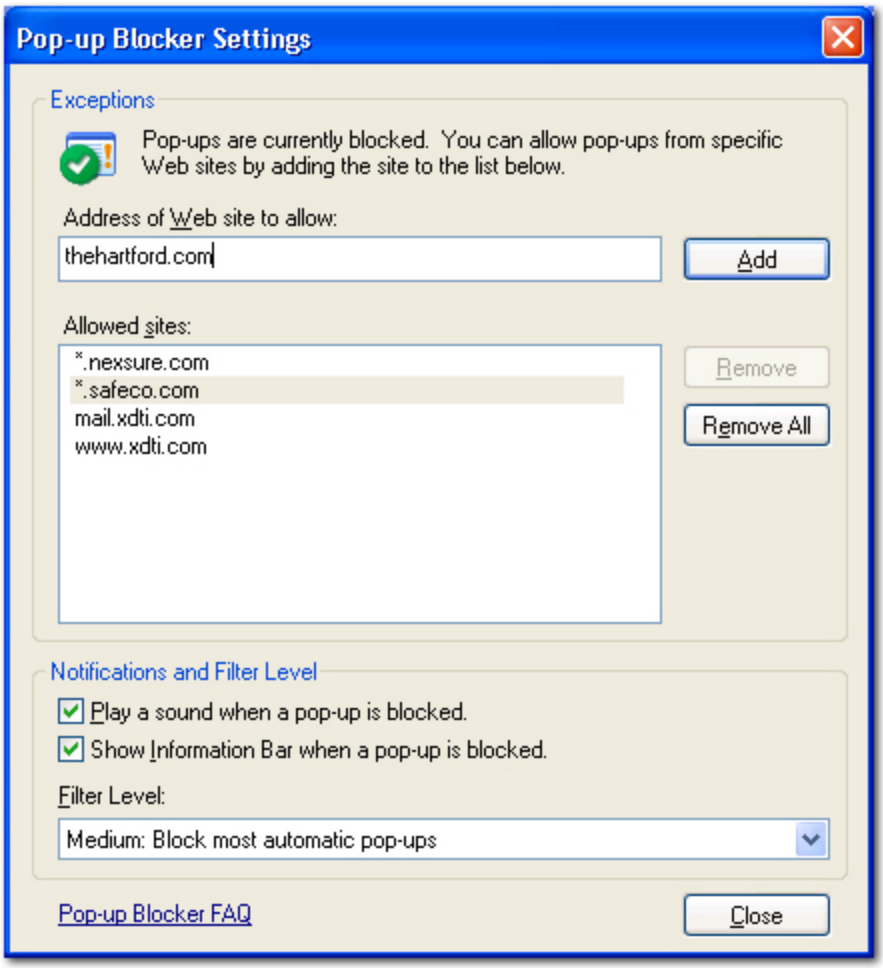

3. In the **Add this Web site to the zone** box, enter the domain (such as thehartford.com) for each carrier Web site. Do not be more specific as it is necessary for Windows to trust all content coming from that carrier site.




4. In the **Trusted sites** dialog box, click **Add** after each domain name is entered and the domain will appear in the list of **Web sites**.
5. In the **Trusted sites** dialog box, click **OK** after adding all of the necessary domain names. The **Internet Options** dialog box is again displayed.
6. In the **Internet Options** dialog box, click the **Privacy** tab. If the **Block pop-ups** option is enabled, it is necessary to add nexsure.com and the carrier domains to the list of allowed sites.




7. On the **Privacy** tab, click **Settings** to add the necessary domain names. The **Pop-up Blocker Settings** dialog box is displayed.




8. In the **Address of Web site to allow** box, enter the domain (such as thehartford.com) for each carrier Web site. Do not be more specific as it is necessary for Windows to allow all content coming from that carrier site.
9. In the **Pop-up Blocker Settings** dialog box, click **Add** after each domain name and the domain will appear in the list of **Allowed sites**.
10. In the **Pop-up Blocker Settings** dialog box, click **Close** after adding all of the necessary domain names.

If these security settings are not enabled, it is likely that eServices will not be able to automatically launch any dialog boxes once inside the carrier site and the eService will not appear to be working.

## *Accessing eServices*

**To Access eServices**

1. On the Primary menu, click **SEARCH**.
2. Click the **Details** icon next to the appropriate client.
3. On the Client menu, click **POLICIES**. There are four options for accessing eServices from this point:

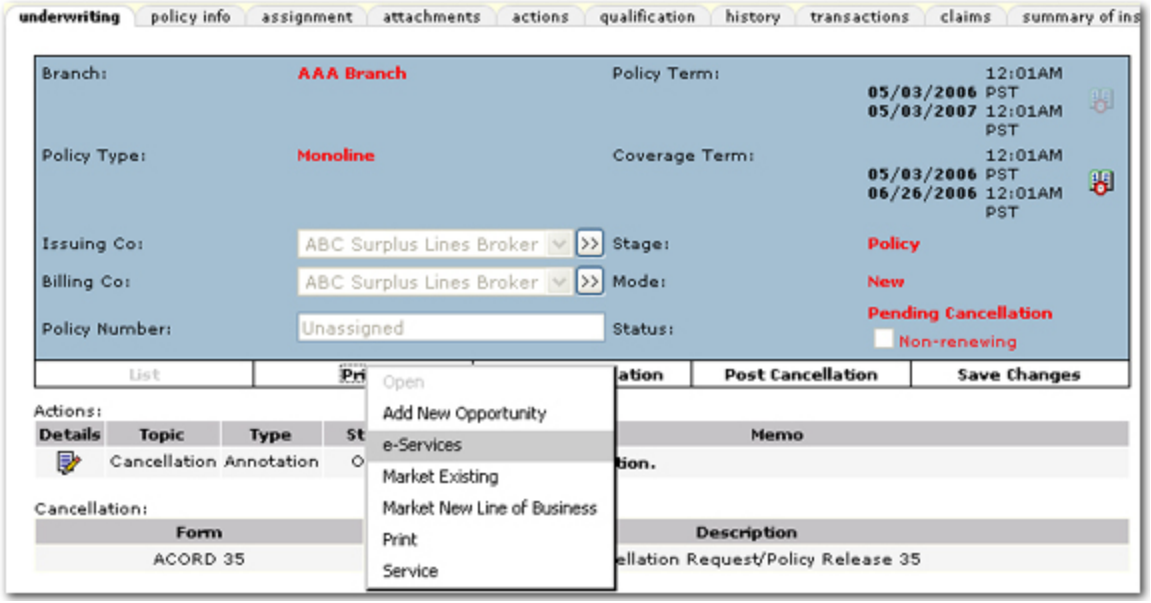
### *Option 1*

- Click the **Billing Carrier** or **Issuing Carrier** name to launch eServices.



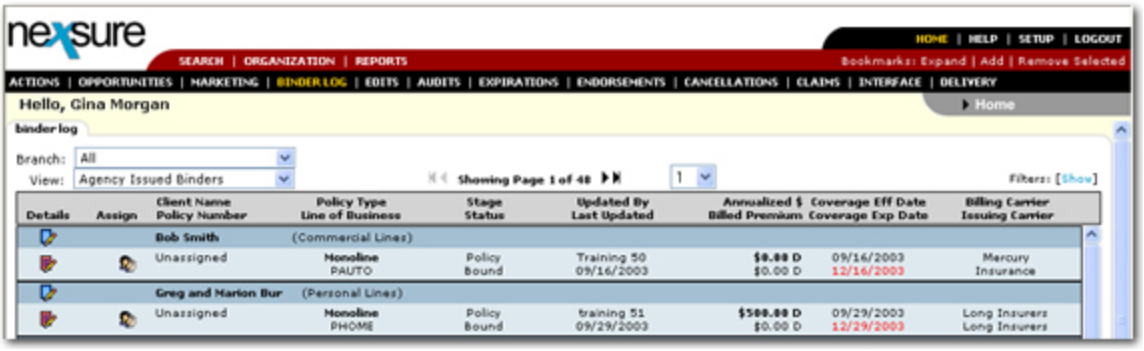

### *Option 2*

- Click the **Details** icon next to the appropriate policy.
- In the **navigation toolbar**, right-click **Print** and select **eServices**.




### *Option 3*

- From the Home menus, (Marketing / Binder Log / Edits / Audits / Expirations / Endorsements / Cancellations / Claims / Interface) click the carrier name.



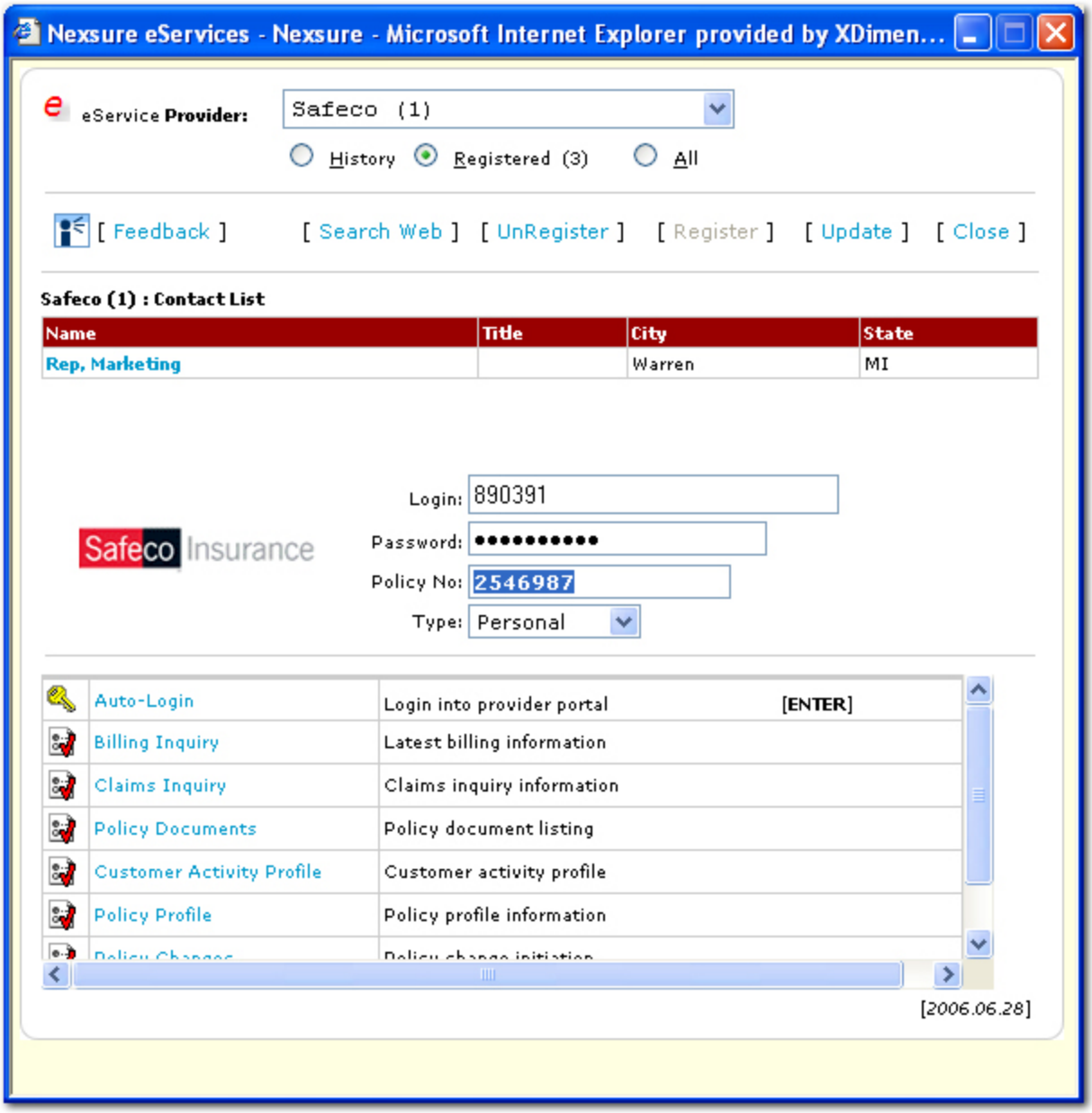

*Option 4*

- After the Nexsure eServices dialog box is accessed the first time in a session, the eServices icon can be clicked at any time to access again.




**To Use eServices**

Once eServices has been accessed, the **Nexsure eServices** dialog box is displayed:




**Note:** The inquiry capabilities are dependent upon each provider's Web site.

Each of the following options are available in the **Nexsure eServices** dialog box:

- **eService Provider:** If eServices is accessed by clicking on a carrier name, the **eService Provider** list will default to the **Registered** providers. Another provider can be selected. The **eService Provider** list contains providers depending on the selection of **History**, **Registered**, or **All**.
- **History:** Changes the **eService Provider** list to include up to the last 20 providers accessed. The **History** list will be displayed by default when the **eServices** icon is clicked.

- **Registered:** Changes the **eService Provider** list to include all of the providers for which registration was completed. If a provider is accessed that has previously been registered, the **Registered** list is displayed by default.
- **All:** Changes the **eService Provider** list to include all providers available through Nexsure.

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**Note:** To register with a new provider, simply select the provider from the **All** list and complete the logon information. When all logon information is complete, click **[Register]**. The new provider will be added to the **Registered** list.

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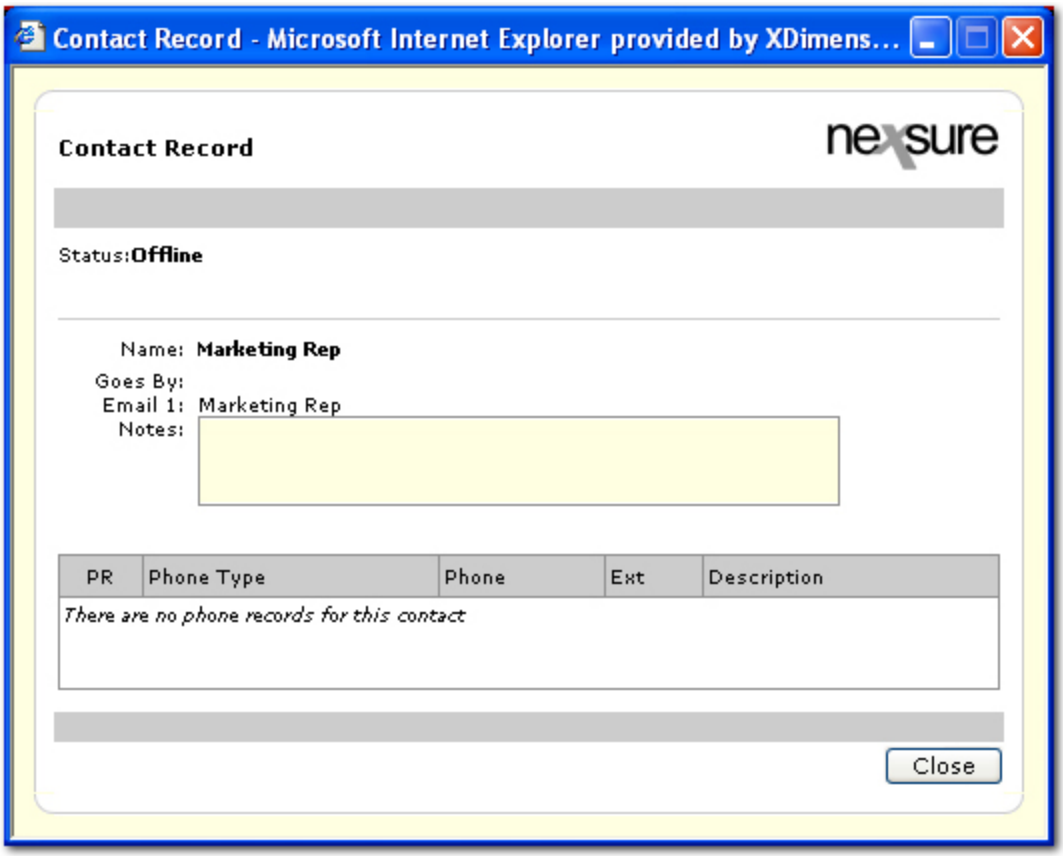
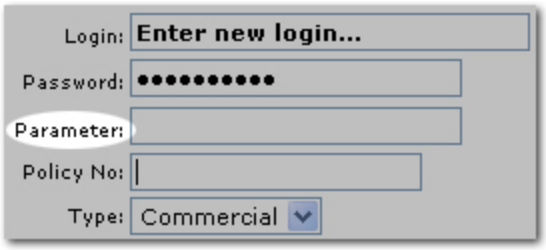
- **[Feedback]:** Opens an email form with Nexsure Support in the To line. Any feedback regarding eServices can be sent to Nexsure Support.
- **[Search Web]:** Opens both a web search results screen and stock information results for the selected eService provider. This function is not available for all providers.
- **[UnRegister]:** Removes registration information from the selected provider. To log onto the provider's site again, registration will need to be completed.
- **[Register]:** Saves registration information in Nexsure.
- **[Update]:** Saves the **Password** for the eServices provider. To change the **Password**, type the new password over the hidden password and click **[Update]**.To create another **Login** for the same previously registered provider, enter the **Login** and **Password** and then click **[Update]**. This feature allows updates to eServices **Login** and **Password** when access to the Nexsure **organization** tab is not available.
- **[Close]:** Closes the eServices dialog box.
- **Contact List:** Gives a listing of all contacts associated with the selected provider. Click on the name of the contact to view the **Contact Record** dialog box.




- **Login:** Enter the **Login** name for the provider's Web site.
- **Password:** Enter the **Password** for the provider's Web site.
- **Parameter:** If the carrier requires a third parameter to log on, the **Parameter** box is displayed.




- **Policy No:** If eServices was accessed through a particular policy, that policy number will display on the **Nexsure eServices** screen. The policy number is also copied to the clipboard for use when in the provider's Web site.

  The policy number is formatted based on the needs of the provider's Web site. The assumed policy number format is usually derived from a sample downloaded policy number from that provider, if available. The number of entry boxes change depending on the format required by the provider's Web site.









**Note:** Policy numbers that have been manually entered into Nexsure may need to be corrected in the **Nexsure eServices Policy No** box before logging on to the provider's Web site. Otherwise the policy number will not be recognized by the provider's Web site.

If policy numbers in Nexsure contain prefixes that are not used on the provider's Web site, correct the formatting of the policy number here before clicking Auto-Login or any of the other links. The policy number can also be completely overwritten if the inquiry functions are needed for a policy other than the one active in Nexsure. Changes to the policy number made in the eServices dialog box will not affect the policy numbers in Nexsure.

- **Type:** Defaults to the correct **Policy Type** (**Personal** or **Commercial**). If the incorrect **Policy Type** is displayed, select the correct one. The policy number formatting and eServices menu will change to match the **Policy Type**.
- **Carrier Logo / Auto-Login / Enter:** Once the **Login**, **Password**, and **Policy No** have been entered, click the provider's logo, Auto-Login, or press Enter to access the Web site.
- **eServices icon:** This icon is displayed once the **Nexsure eServices** dialog has been accessed in a Nexsure session. Clicking the **eServices** icon opens the **Nexsure eServices** dialog box with the **History** list displayed by default.

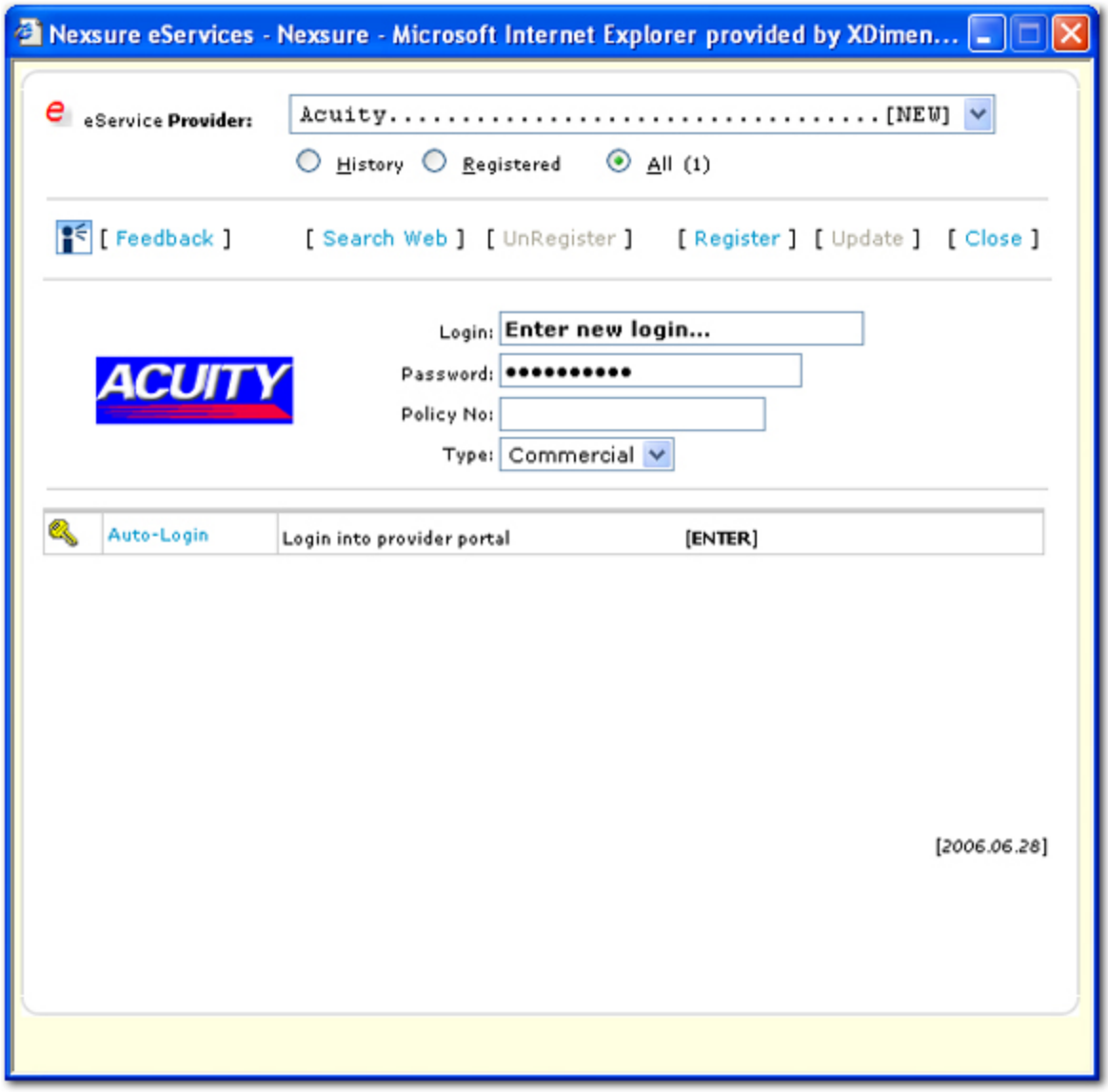
If the following critical service error is displayed, be sure to close any open browser windows for the eService provider before executing the next eService request for that carrier. Try accessing eServices again. If access is still unsuccessful, contact Nexsure Support. The critical eServices error message can happen if the staff member closes the browser window for the eServices provider before eServices is finished or if the carrier has made a change on their portal and the eServices script needs to be updated.




**Note:** Nexsure eServices are highly dependent upon the layout of provider Web sites. Therefore, when providers make changes to their Web sites, it is possible that eServices will stop prematurely. If the URL for the agent logon page changes, eServices will not be functional until that URL is updated in a future Nexsure release. If the provider keeps the logon URL the same but changes the logon page, it is possible that eServices will stop on that logon page and possibly not fill in the Login and / or Password. These changes are rare but please report them promptly to Nexsure Support. If a link (billing inquiry, policy inquiry, etc.) does not go as far as it went the day before or if it stops well before the described function, please report that to Nexsure Support as well. Help with this matter is greatly appreciated.

**To Register for a Provider**

1. Access the **Nexsure eServices** dialog box using one of the options described in To Access eServices. The Nexsure eServices dialog box is displayed.




2. Under the **eService Provider** list, select **All**. The **eService Provider** list then displays all available eServices providers whether currently registered or not.
3. In the **eService Provider** list, select the new provider. Notice that any providers not previously registered for are marked **[NEW]**.
4. Enter the **Login** and **Password** information and click **[Register]**. The registration is then complete.
5. To log on, click the provider's logo, **Auto-Login** or press the **Enter** key. The provider's site is then opened.

## *Delivery Option for Installment Invoicing*

**To Deliver an Installment Invoice**

1. From the Client menu, click the **POLICIES** link.
2. Click the **Details** icon for the appropriate policy.

3. Click the **transactions** tab.
4. Click the **Details** icon of the posted installment to be delivered.
5. Under the invoice header, click **Print**.

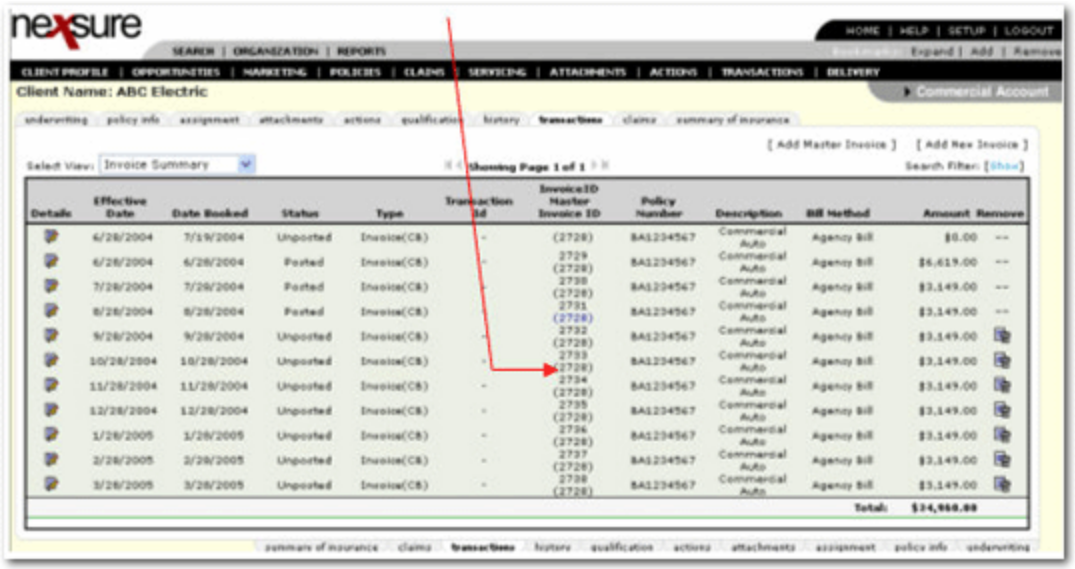
**Note:** The invoice must be posted in order to deliver.

6. Select the Invoice Format from the drop-down list and select the invoice to print.
7. Click **Ok**.
8. Click **Deliver**. The invoice must be in Adobe PDF format to deliver. Delivery can be sent via email or fax.
   - Fill out the Delivery screen and click **Send**.
   - Close the Delivery window.
   - Delivery details can be viewed from the delivery link on the client menu.

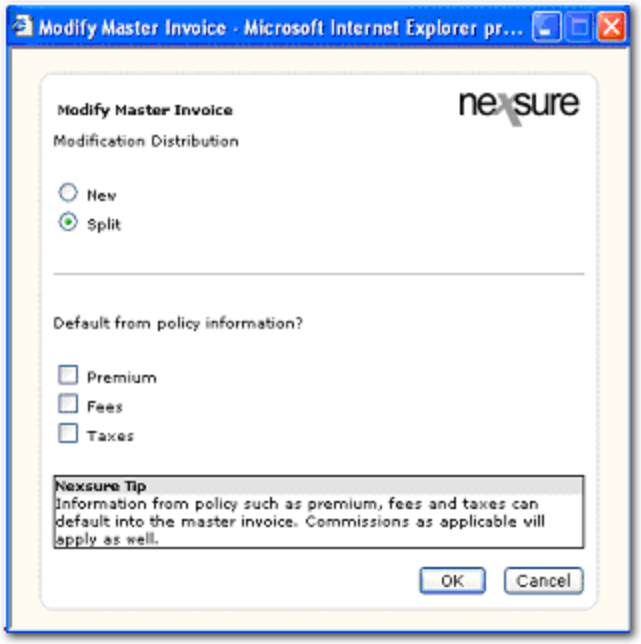
## *Endorsements and Installment Billing*

Endorsements are processed normal through Servicing. The Endorsement does not need to be posted to make premium adjustments to any remaining unposted installments.

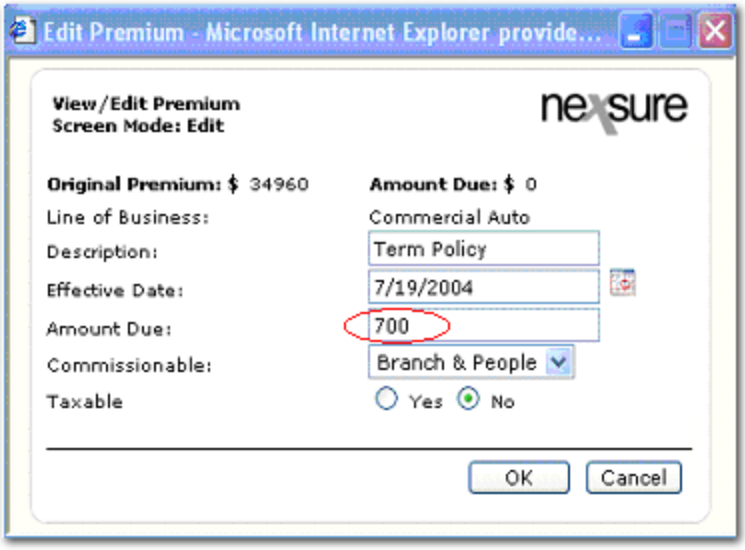
1. Click the **Details** icon of the client.
2. On the Client menu, click **POLICIES**.
3. Click the **Details** icon of the appropriate policy.
4. Click the **transactions** tab.
5. Click on the **Master Invoice ID** link of any installment.



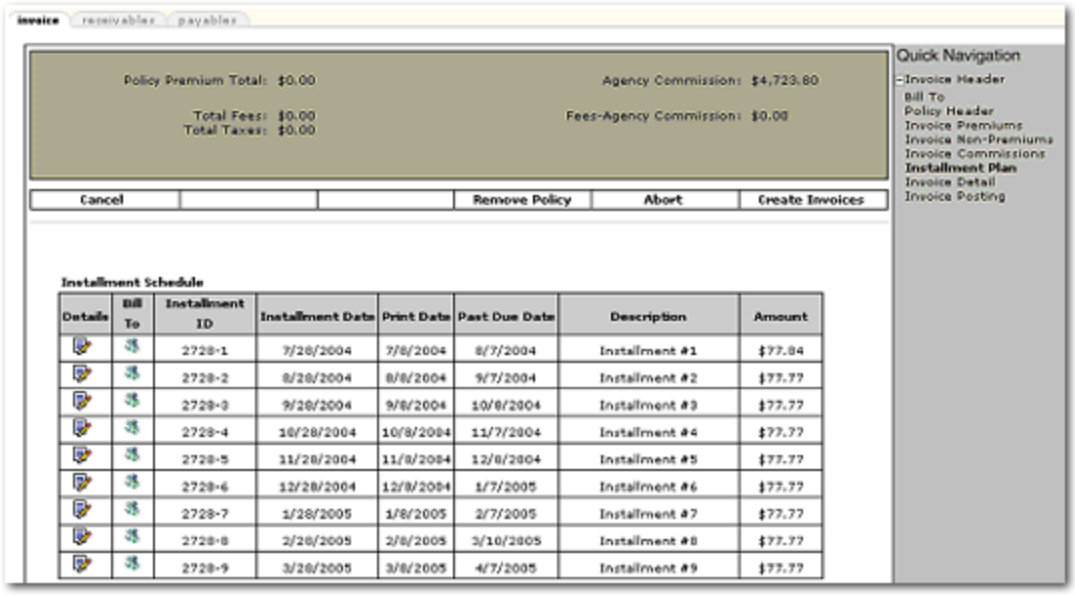

6. Click on **Modify Master** link.
7. In the Modify Master box, select split. Leave the other options unchecked and click **OK**.




8. Scroll to the **Premium** link and click on the **Details** icon.
9. In the **Amount due** field put in the additional or return premium (a return premium will need a "-" in front of the amount), generated by the endorsement.




10. Click **OK**.
11. Click on the **Installment Plan** link. The amount of the additional or return premium will be divided over the number of the original installments.

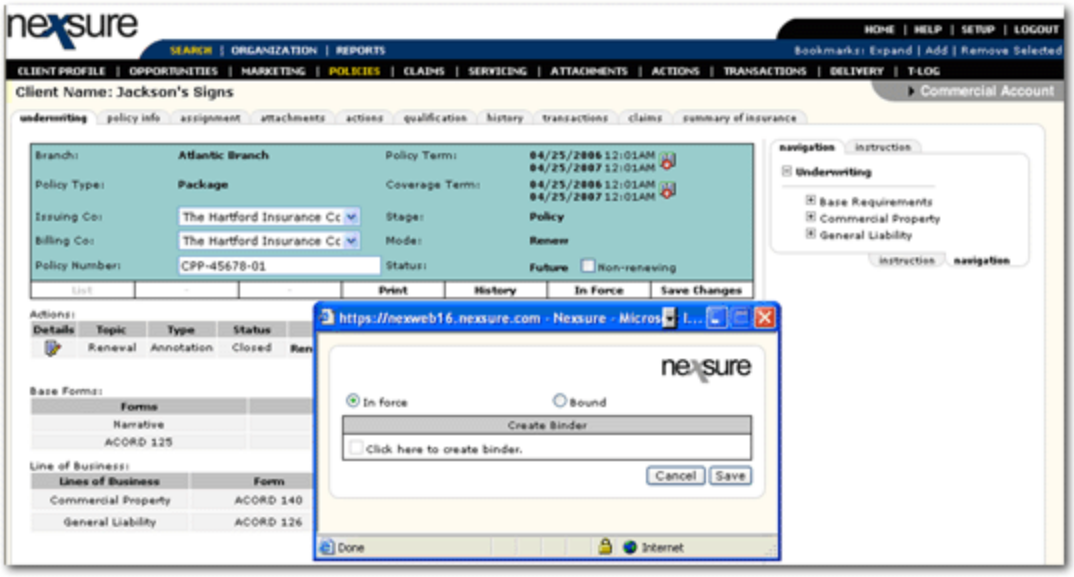



12. Click on the **Create Invoices** link. The amount of the additional or return premium will be divided over the remaining unposted installment invoices.
13. Click the **Transaction Summary** link
14. The remaining unposted installment invoices will post according to their respective dates.

## *Placing a Future Status Renewal In Force*

**Tip:** Do not place a future policy in force until the policy info tab is updated and all application edits are complete.

1. On the Primary menu, click **SEARCH**.
2. Click the **Details** icon of the appropriate client.
3. On the Client menu, click **POLICIES**. All in force policies for the client appear.
4. Click the **Details** icon of the applicable line of business. Update the premium information on the policy info tab and make all edits to the application.
5. Click the **In Force** link on the navigation toolbar located just under the policy header. If a carrier association has been set up, the status of the association will be checked upon renewal. The carrier association will need to be active prior to placing the policy in force.
6. If a binder is needed select the **Bound** option and check the box beside **Click here to create a binder**. (See Creating a Binder).




7. Click **Save** to change the status to **In Force**. If a binder was selected, the status will be **Bound**, and the policy mode will remain as **Renew** or **Re-new-Co**. The policy now reflects an **In Force** status blocking any further modification without going through **SERVICING**.

   **Note:** Once a policy has been invoiced the carrier cannot be modified during the current term unless the invoices are reversed.

8. The expired policy should be sent to history. (See Sending an Expired Policy to History).

## *Installment Billing*

Installment billing is used when spreading a premium over a number of payments.

**To Invoice Using Installment Billing**

1. Select the Client to be invoiced.
2. On the Client menu, click the **POLICIES** link.
3. Click the **Details** icon for the appropriate policy.
4. Click the **transactions** tab at the policy level.
5. Click **Add Master Invoice** link.
6. Click check boxes for premium, fees and/or taxes to default in from the policy info tab, click **OK**.
7. Using the links in the Quick Navigation panel, or the scroll bar, complete the following screens:

   Edit Invoice Header

   a. Verify the *Bill Method, Bill Type, Department and Unit*.
   b. The *Effective Date* defaults to the *Effective Date* of the policy.
   c. *Date Booked* defaults to effective date of policy or invoice creation date based on whichever one is later.
   d. Enter the *Down Payment* Amount.

e. Enter *Down Payment Date Due*.

f. Choose 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.

k. Choose *fee*, *tax* & *rounding options* from the drop-down boxes.

l. Input *Unique Invoice* message – this will print out on the invoice.

m. Input *Internal Note*

n. Click **OK**

Change Bill To

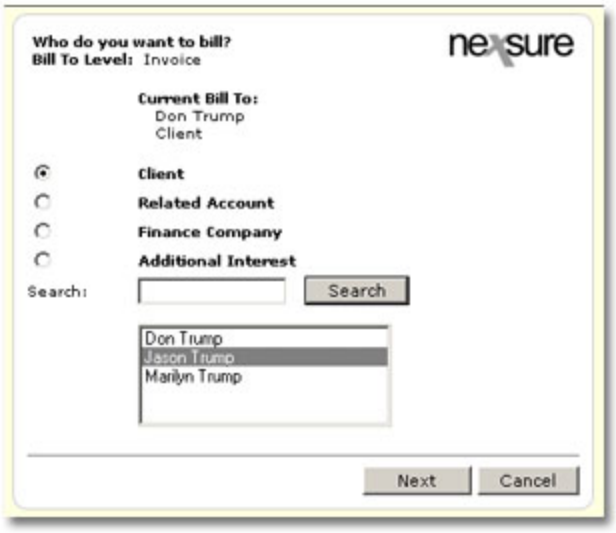
This information is pulled from the policy but can be changed. Any named insured may be selected as the "Bill To" on invoices.

**To Change Bill To Information**

a. In the Quick Navigation panel, select **Bill To**.

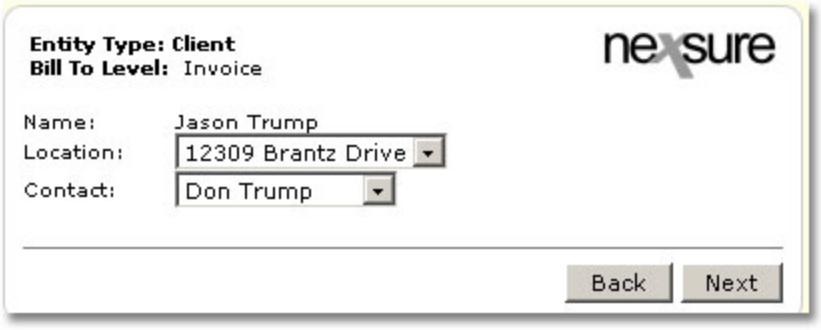
b. Click **Change Bill To**. The Bill To pop up appears with the Client option selected with all named insureds displayed.

**Tip:** If a long list of named insureds is displayed, enter a name in the search field and click **Search**.




c. Select the entity and named insured to bill.

d. Click **Next**.




e. Select the location and contact name from the drop-down lists and click **Next**.

f. The new Bill To information is displayed, click **OK** to confirm the change.

Policy Header

Displays the Policy Header Information

Base Forms

Displays base forms for the policy.

LOB Forms

Displays all Lines of Business forms on the policy.

Premiums

Changes can be made to the existing premium by clicking on the **Details** icon. A new premium can be added by clicking the **add new premium** link.

Fees

Changes can be made to existing fees by clicking on the **Details** icon. A new fee can be added by clicking the **add new fee** link.

Taxes

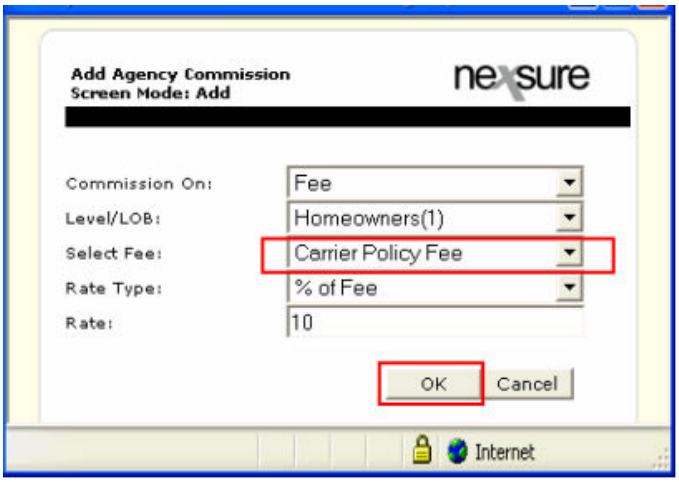
Changes can be made to existing taxes by clicking on the **Details** icon. A new tax can be added by clicking the **add new tax link**.

Agency Commission

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

Changes can be made to Agency commissions by clicking on the **Details** icon.

A new agency commission can be added by clicking the **add new agency commission** link:




- **Commission On:** Fee selected
  - Fee option will be available only if fee was flagged as branch commissionable (this has not changed)
  - Defaults to Policy/All LOBs once Fee is selected
- **Level/LOB:** Select appropriate line of business
- **Select Fee:** Fee selection permits the application of fee-specific commission rates. Fees subject to commission do not need to have the same rate applied and can have a differentiating commission rate/rate type applied.

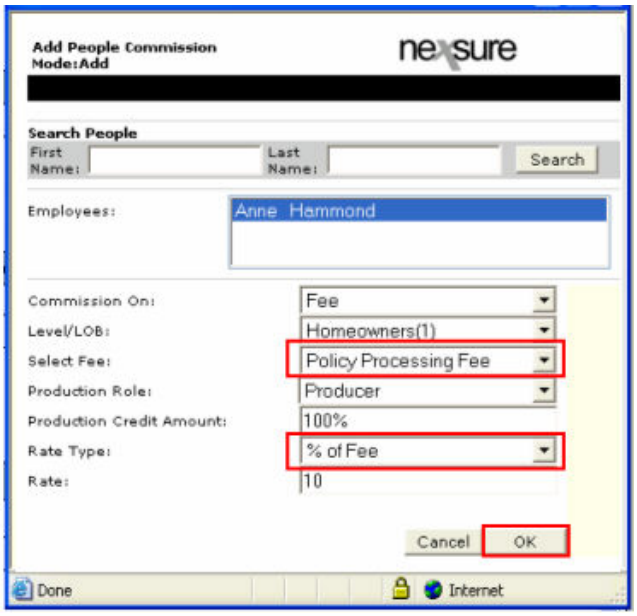
  **Note:** Only fees which are subject to commission will be available.
- **Rate Type / Rate:** Enter rate information
- Click **OK**

Other Commissions

If a default commissions exist for the Employee they will automatically default in.

Changes can be made to Employee commissions by clicking on the **Details** icon.

A new employee commission can be added by clicking the **add new other commission** link:




a. Select the Employee from the Employees box or use search People option.

b. Select the Commission On from the drop-down box.

c. Select Fee: Fee selection permits the application of fee-specific commission rates. Fees subject to commission do not need to have the same rate applied and can have a differentiating commission rate/rate type applied.

**Note:** Only fees which are subject to commission will be available.

d. Select the Production Role and Production credit amount from the drop-down boxes

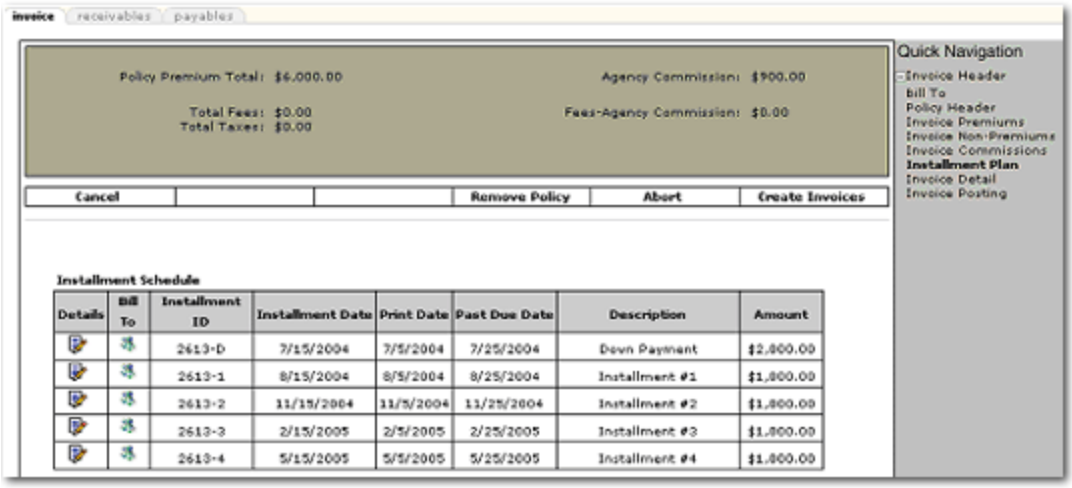
e. The Production Role and Production credit amount fields are used to designate the role and percent of business this employee brought into the Agency on this policy.

f. Select the Rate Type from the drop-down box

g. Key in the appropriate rate, Nexsure will calculate the commission based on the rate type chosen.

h. Click OK.

8. Click the **Installment plan** link in the Quick Navigation. A new installment schedule will be generated, click **OK**.




9. The installment schedule is based on the information in the Invoice header.

   - The amount of an installment can be changed by clicking on the **Details** icon. Change the amount and click **Update**. Click **cancel** to close the pop-up, click on **Installment Plan** in the Quick Navigation to revise the existing Installment schedule.
   - An installment may be billed to another entity. See Change Bill To.

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

     a. Select the new Bill To entity.

     b. If Finance Company, Additional Interest or Retail Agent is selected, the appropriate entities will be displayed. Enter at least 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 pop-up box will confirm the change, click OK to complete.

     f. A Bill To Log will display the date and time changed, the prior bill to entity and the user who made the change.
   - The Installment ID includes the installment number followed by its description letter or number.
   - The Installment date, print date, past due date and description default from the information in the Invoice Header.

     a. Verify the Bill Method, Bill Type, Department and Unit.

     b. The Effective Date defaults to the Effective Date of the policy.

     c. Date book defaults to effective date of policy or invoice creation date based on whichever one is later.

     d. Enter the down payment amount.

     e. Enter down payment due date.

     f. Chose the payment plan from the drop-down box.

g. Enter the Number of Installments.

h. Enter the 1st Installment Effective Date.

i. All subsequent installment default from this date.

j. Enter the number of Days until Past Due.

k. Enter the number of Print Days Before the Effective Date

- This field is used to calculate the date when the installment will automatically post and makes the invoice available to print in batch.
- EX: 1st installment effective date is 7/20/2004
- Print date field entered is the number 15
- Installment will post on 7/4/2004 and be available for batch printing on that date
- If zero used in this field each installments will post from the date in the effective date field in their scheduled month.
- To suspend the posting of an invoice the User should leave this field blank to avoid Nexsure automatically posting the installment.

**Note:** If the month is locked or closed, the invoice will post in the current month.

l. Choose fee, tax & rounding options from the drop-down boxes.

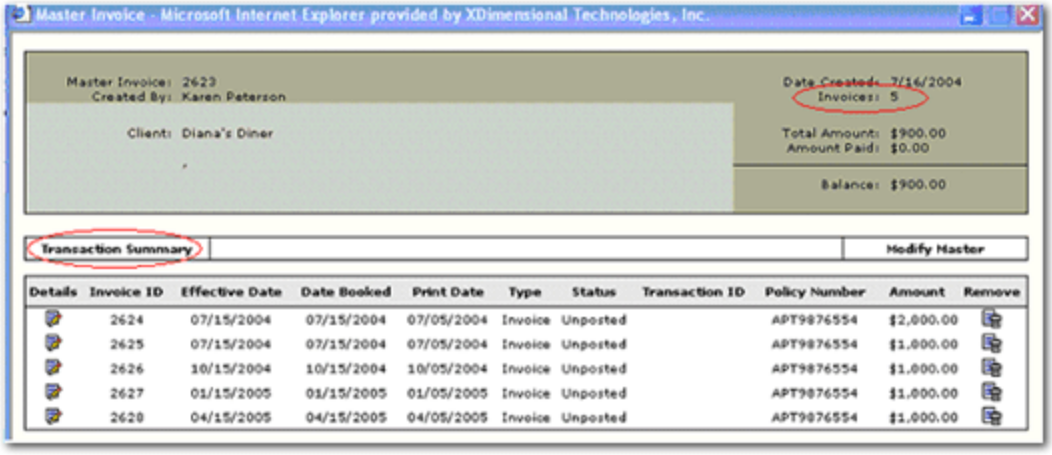
m. Input Unique Invoice message – this will print out on the invoice.

n. Input Internal Note.

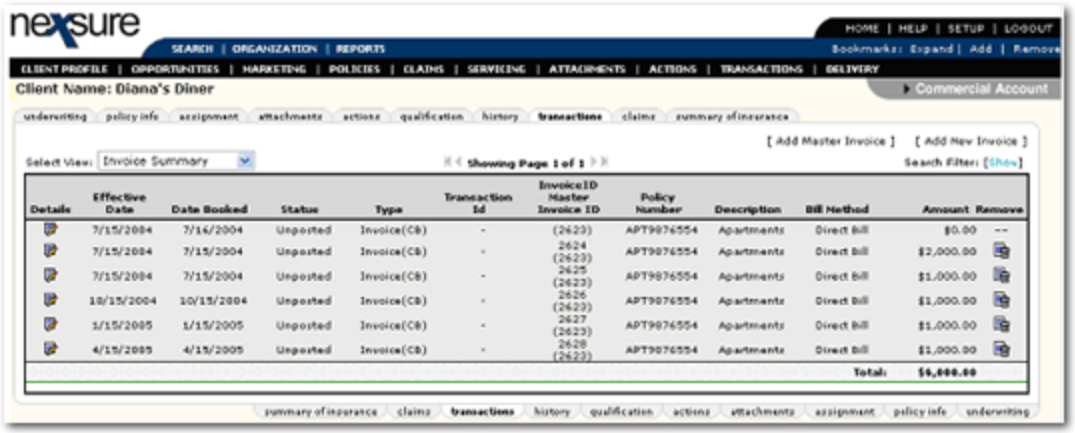
o. Click **OK**.

- The amount of each installment is based on the total premium, amount due of the down payment and number of installments.

10. Click the **Create Invoices** link.
11. Each installment will now have its own unique Invoice number. The total number of invoices will be reflected in the header.




12. Click the **Transaction Summary** to close the master invoice.




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

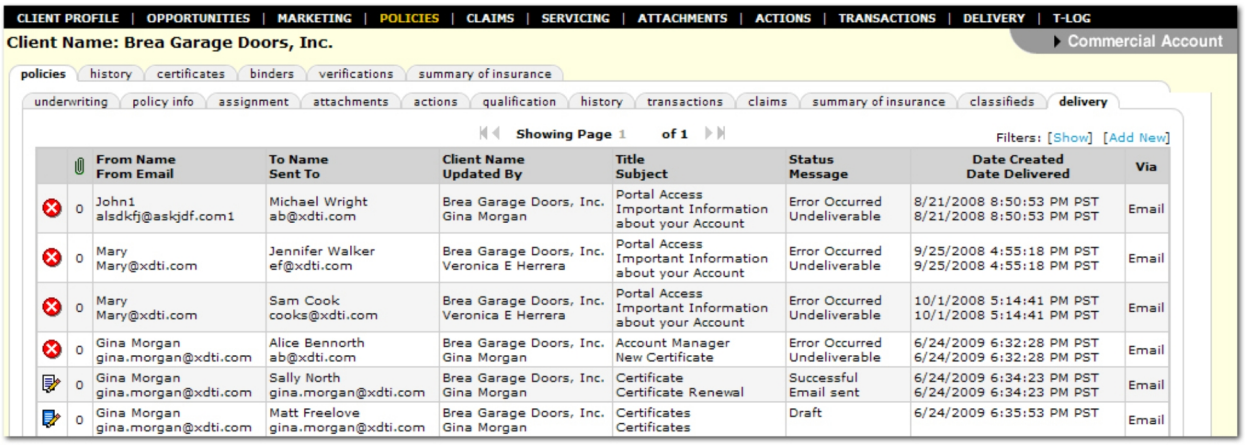
## *Policy Level Delivery*

Using Nexsure's delivery tab, policy information and documents can be delivered via fax or email.

The **delivery** tab can be accessed from the Home menu, Client menu, or the Policy menu. From the **Home** menu, a summary for all deliveries the staff member logged into Nexsure is authorized to view will appear. Deliveries cannot be added from the Home menu > DELIVERY screen. At the client level, only deliveries for the specified client will be displayed. At the policy level, by default, only deliveries for the specific policy will be displayed. The search filters can be changed to allow all deliveries to be displayed.

When the **Details** icon is selected for a restricted delivery to which the staff member is not assigned, a dialog box will display listing the staff members that are assigned to the policy.

**Note:** Any deliveries that include attachments of policies, cancellations, claims or other attachments associated to a restricted policy will not display. The logged in staff member must be assigned to the restricted policy associated to the delivery to view the delivery details.




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

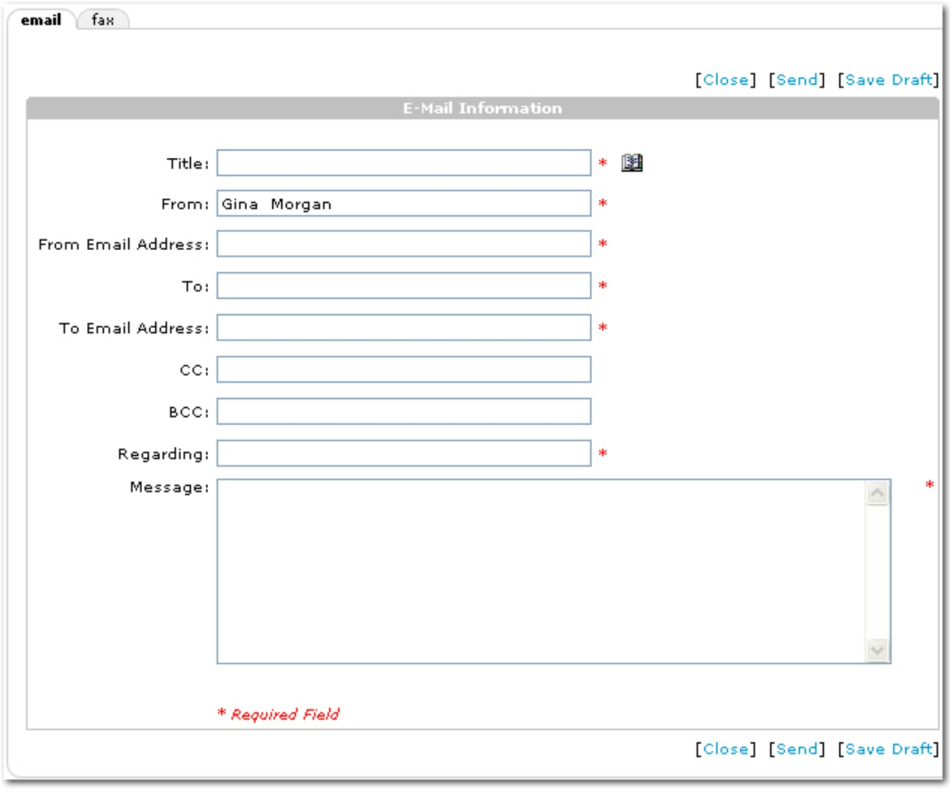
**Note:** To re-send a failed delivery, from the **delivery** tab, click the **Details** icon for the failed delivery, then click **Re-Send**.

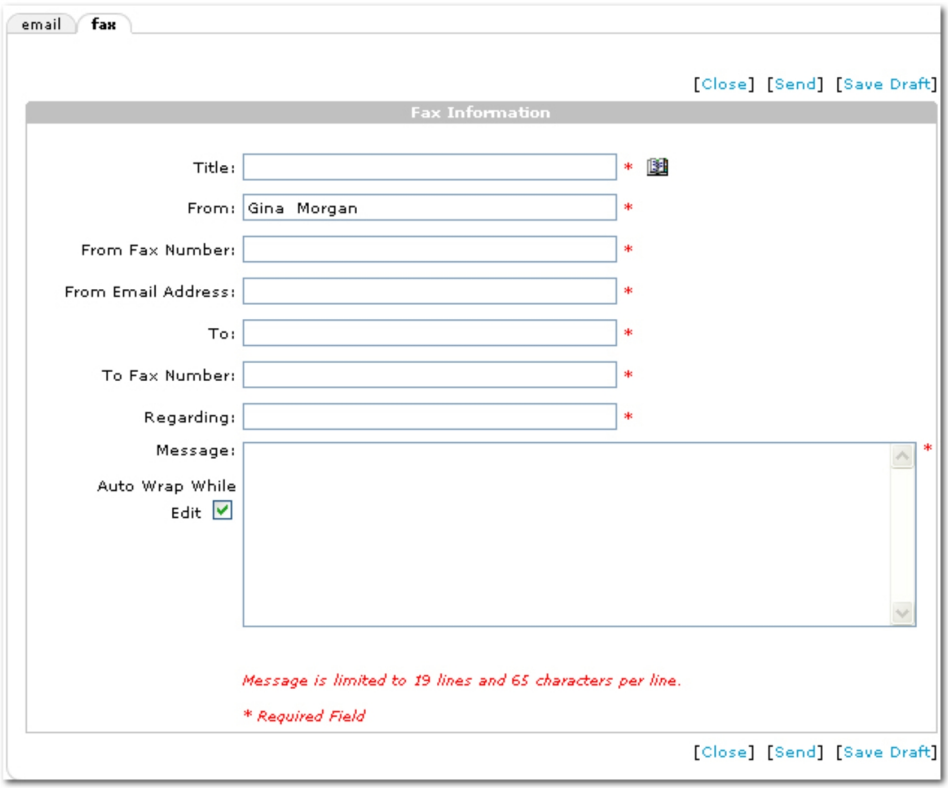
- The attachment column displays the number of attachments associated with the delivery.

## *Sending a Delivery*

**To Deliver Policy Information**

1. On the Client menu, click **POLICIES**.
2. On the Polices menu, click the **Details** icon next to the desired policy.
3. Click the **delivery** tab.
4. Click **[Add New]**.
5. Select a delivery method, **email** or **fax** tab.
6. Enter the delivery information in the address fields, or use the address book.






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

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

  **Note:** A valid email address or a fax machine is not required, the **From** email box must still be populated. The policy information will be sent via Nexsure and a third-party tool.

- **From**: Enter the **From** name.
- **To E-Mail Address / Fax Number**: Enter the recipient's email or fax number.

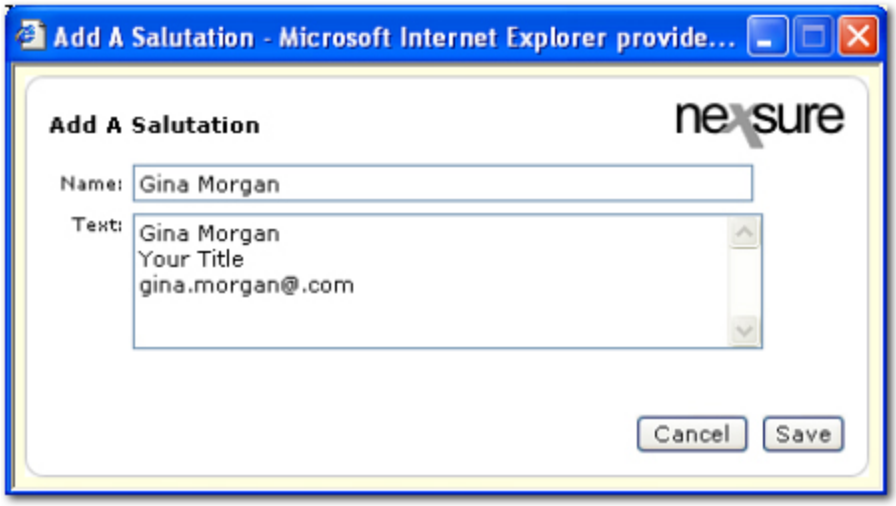
  **Tip:** To send an email of fax to multiple recipients, add a semicolon between the multiple email addresses or fax numbers.

- **To**: Enter the recipient's name.
- **CC**: (email only) Enter the email address of any additional persons to whom the information should also be sent. Separate multiple email addresses with a semicolon.
- **BCC**: (email only) Enter the email address of any additional persons to whom the information should also be sent without informing the To or CC recipients. Separate multiple email addresses with a semicolon.

- **Regarding**: The delivery subject, as would be shown on the cover page or in the **Subject** line of an email.
- **Message**: Enter a message, if needed, to accompany the attachments. You can add a signature file to your deliveries on the Employee > Identity screen.

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

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




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

b. Click the **employees** tab.

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

d. Click the **identity** tab.

e. Click **Add Salutation**.

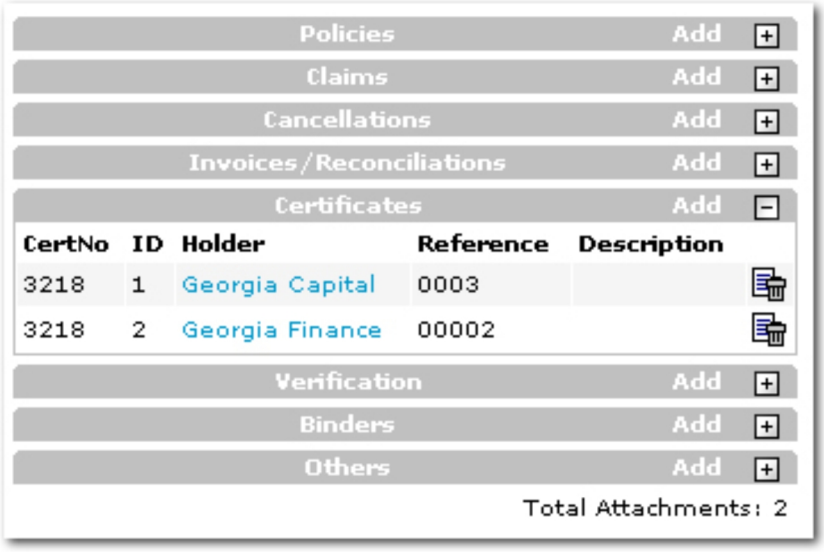
**Note:** Though it is possible to have more than one salutation (or signature) file, the first one will appear in the delivery message body.

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

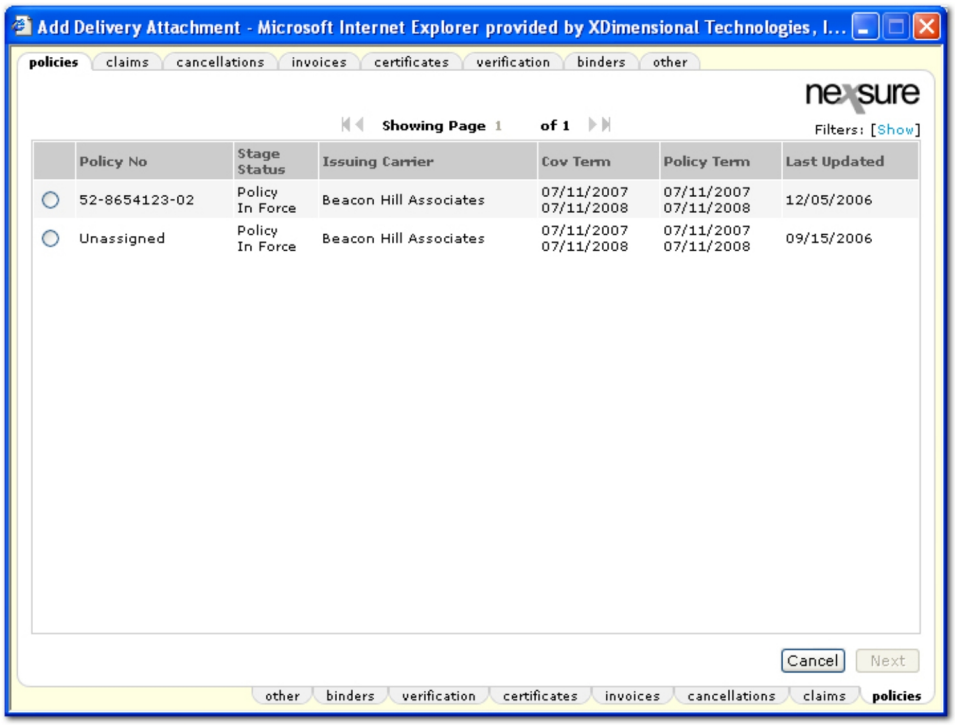
g. In the **Text** box, enter the signature information.

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

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




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




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

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

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

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**Note:** Any attachments that are associated with a restricted policy will not be displayed to staff members that are not assigned to the policy.

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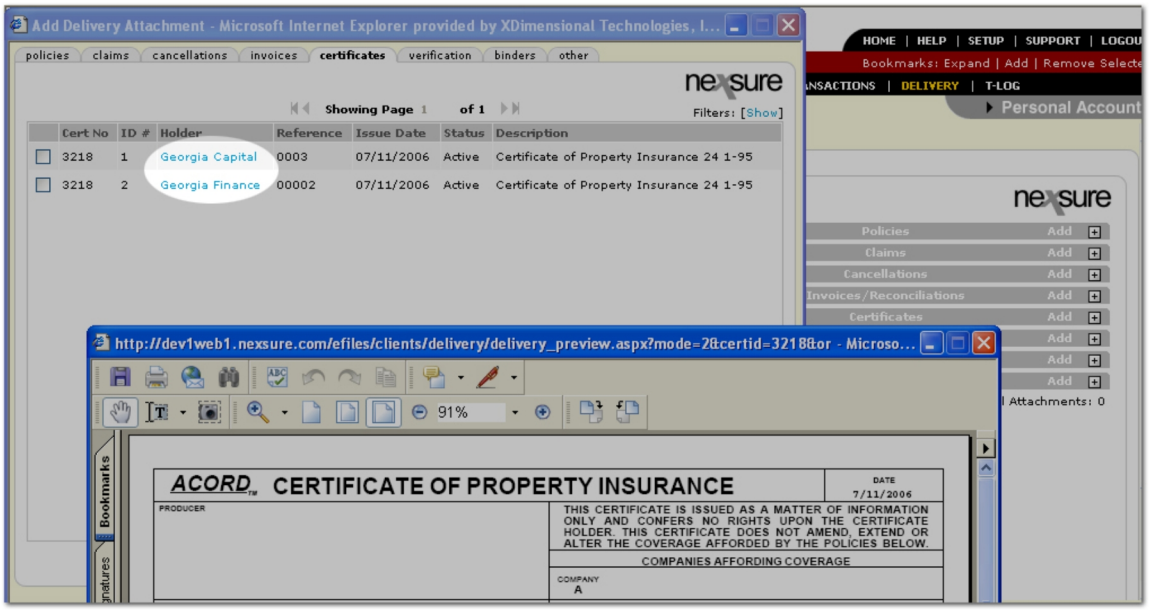
**Tip:** An attachment may also be previewed before adding it to the delivery. To preview an attachment, find the attachment on one of the available tabs. Notice that the attachment is labeled with blue text. Click on the blue title of the attachment to preview.




9. Select the policy, certificate, image or other item and click **Next**. Follow any remaining prompts.
10. Once the email or fax is complete the following options are available:
    - **Close:** Click **[Close]** to close the **fax** or **email** tab without saving changes.
    - **Send:** Click **[Send]** to send the email or fax to the recipient.
    - **Save Draft:** Click **[Save Draft]** to save the email or fax to send at a later time. Any attachments added to the email or fax will be saved as well. All drafts are then available on the **delivery** tab.

---

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

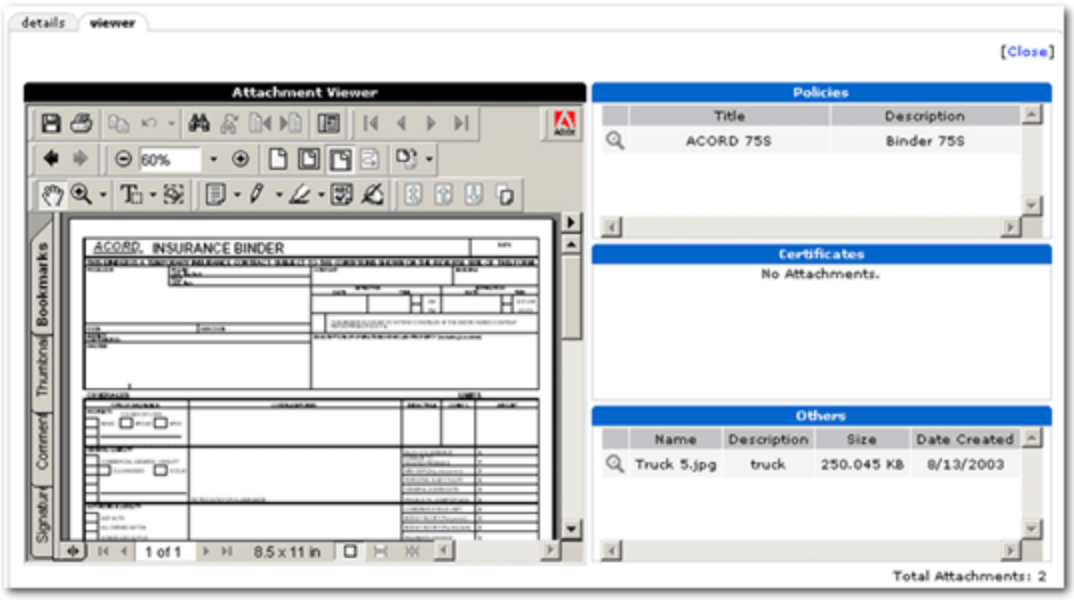
A PDF file of the document will be automatically generated. That file may then be printed and manually faxed.

Or

---

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

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

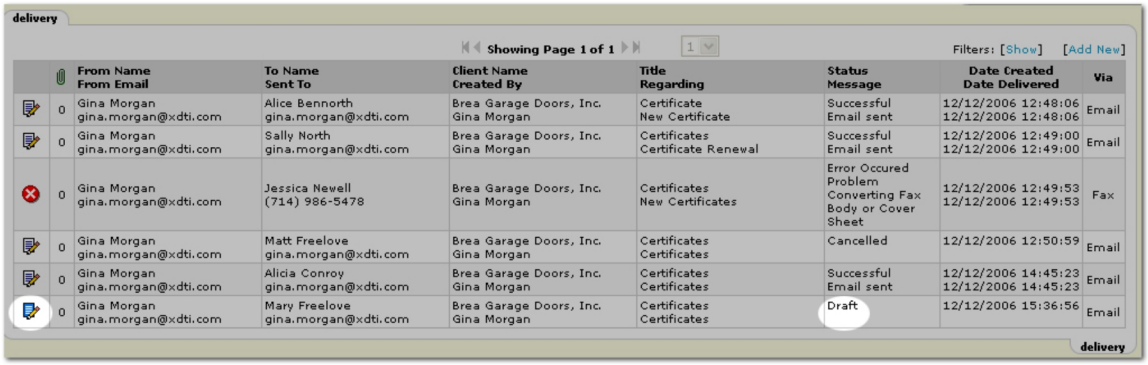



**Important:** Once a draft or delivery has been created it cannot be deleted.

**To Send a Saved Draft**

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

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



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

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

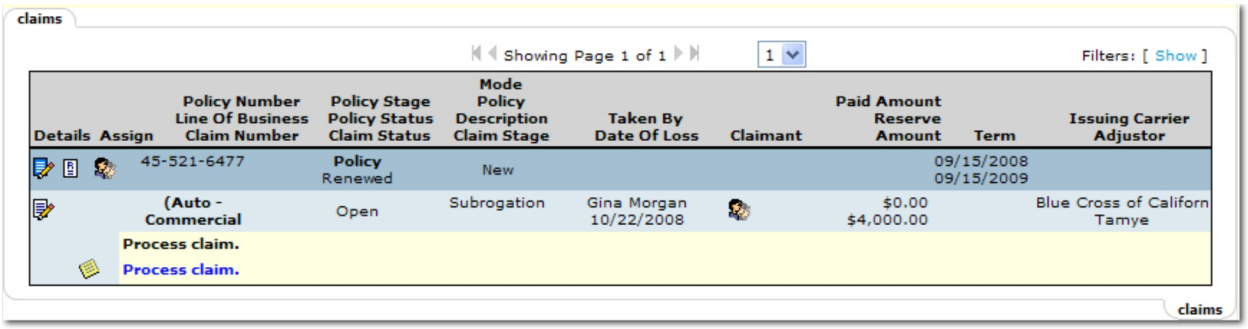
6. Make any necessary updates to the draft and click **[Send]**.

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

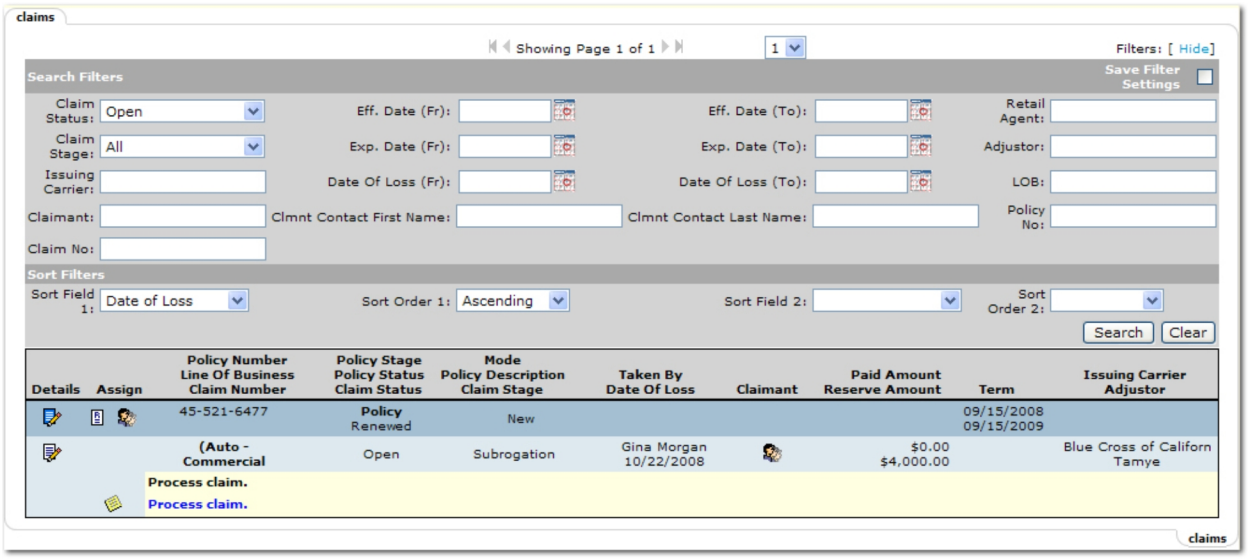
## *Client Level Claims*

To navigate to the **claims** tab, click **SEARCH > client Details > CLAIMS**. The **claims** tab serves as a way to keep track of all policies with an open claim. Closed claims may be displayed as desired by using the filters at the top of the page. Open claims will display by default until the claim is closed. For information on generating a new claim, see **Servicing > Claims**.

**Note:** A maximum of 2000 records can be returned in a search.

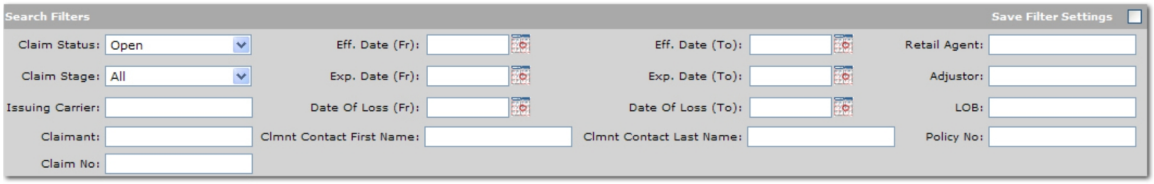



Policies that are restricted are displayed only if the person logged on is assigned to them. All other non-restricted policies are displayed and can be searched for by all staff members. There are several options when working with policies on the **claims** tab. Notice the options at the top of the **claims** tab and the active icons within the tab.




The following options are available when working on the **claims** tab:

- **Showing Page:** The **Arrow** icons can be used to navigate through pages of search results.
  - **First Page** icon.
  - **Previous Page** icon.
  - **Next Page** icon.
  - **Last Page** icon.
- **Page List:** Click the **Page List**  arrow to open a list of all search results pages. Select the desired page number to open that page of search results.
- **Search Filters:** Click **[Show]** or **[Hide]** to toggle the **Search Filters** screen.




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

- **Save Filter Settings:** Selecting the **Save Filter Settings** check box on the **Search Filters** screen and clicking **Search** will change the default **Search Filter** setting. The next time the **claims** tab is opened, the policies returned will be filtered by the saved setting. Exercise caution when using the **Save Filter Settings** check box with a date range as returned policies will be restricted to that date range. As a general rule, check the filter settings each time this tab is accessed.
- **Claim Status:** Select either **Open** or **Closed**.
- **Claim Stage: Select the stage of the claim. The stages are set up by each organization in Lookup Management > Policy > Claim Stages.**

- **Issuing Carrier:** An **Issuing Carrier** is the company that issues the policy. Enter at least two characters to narrow the search results. Entering some of the **Issuing Carrier** name returns a broader result, enter most of the **Issuing Carrier** name for more specific results.
- **Claimant:** Enter the name of the claimant to return results that include all policies for that claimant. Enter at least two characters to narrow the search results. Entering some of the **Claimant** name returns a broader result, enter most of the name for more specific results.
- **Claim Number:** Enter some or all of the claim number. Enter at least two characters to narrow the search results. Entering some of the **Claim Number** returns a broader result, enter most of the **Claim Number** for more specific results.
- **Eff. Date (Fr):** Click the **Calendar**  icon to select the beginning date in a date range. A date range can be selected to return policies with term effective dates in the date range. Click the **Variable**  icon and enter a variable number of days to set a continuous date range to be used with **Save Filter Settings**. Enter + or - and the number of days up to three digits. The date will then be + (after) or - (before) the current date. Policy term effective dates can be created three ways:
  - If an opportunity was created and sent to marketing, the policy term effective date will default to the **X/BOR Date** of the opportunity.
  - If a marketing submission was created clicking **SERVICING** on the Client menu, the policy term effective date will default to the **Eff. Date** entered on the **servicing** tab.
  - If a marketing submission was created by clicking **MARKETING** on the Client menu, the policy effective date will default to the current date.
- **Exp. Date (Fr):** Click the **Calendar**  icon to select the beginning date in a date range. A date range can be selected to return all policies with term expiration dates in the date range. Click the **Variable**  icon and enter a variable number of days to set a continuous date range to be used with **Save Filter Settings**. Enter + or - and the number of days up to three digits. The date will then be + (after) or - (before) the current date.
- **Date of Loss (Fr):** Enter the **Date of Loss**. Click the **Calendar**  icon to select the beginning date in a date range. A date range can be selected to return all policies with term expiration dates in the date range. The **Date of Loss** was first entered on the **servicing** tab when the claim was opened. The **Date of Loss** can also be found on the **POLICIES > claims** tab. Click the **Variable**  icon and enter a variable number of days to set a continuous date range to be used with **Save Filter Settings**. Enter + or - and the number of days up to three digits. The date will then be + (after) or - (before) the current date.
- **Clmnt Contact First Name:** Enter the first name of the claimant contact to search. Enter at least two characters to narrow the search results. Entering some of the first name returns broader results, enter most of the first name for more specific results.
- **Eff. Date (To):** Click the **Calendar**  icon to select the ending date in a date range. A date range can be selected to return all policies with term effective dates in the date range. Click the **Variable**  icon and enter a variable number of days to set a continuous date range to be used with **Save Filter Settings**. Enter + or - and the number of days up to three digits. The date will then be + (after) or - (before) the current date.
- **Exp. Date (To):** Click the **Calendar**  icon to select the ending date in a date range. A date range can be selected to return all policies with term expiration dates in the date range. Click the **Variable** 

icon and enter a variable number of days to set a continuous date range to be used with **Save Filter Settings**. Enter + or - and the number of days up to three digits. The date will then be + (after) or - (before) the current date.

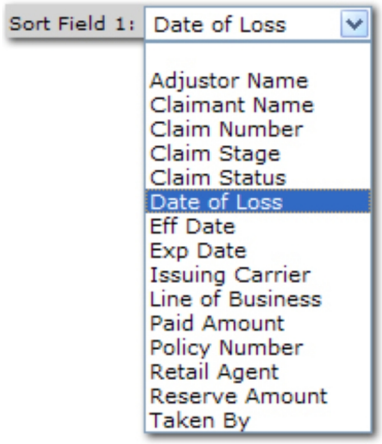
- **Date of Loss (To):** Enter the **Date of Loss**. Click the **Calendar** icon to select the ending date in a date range. A date range can be selected to return all policies with term effective dates in the date range. The **Date of Loss** was first entered on the **servicing** tab when the claim was opened. The **Date of Loss** can also be found on the **POLICIES > claims** tab. Click the **Variable** icon and enter a variable number of days to set a continuous date range to be used with **Save Filter Settings**. Enter + or - and the number of days up to three digits. The date will then be + (after) or - (before) the current date.
- **Clmnt Contact Last Name:** Enter the last name of the claimant contact to search. Enter at least two characters to narrow the search results. Entering some of the last name returns broader results, enter most of the last name for more specific results.
- **Retail Agent:** Retail agents are outside producers that broker business through another agency because they do not have a market. Enter at least one character to narrow the search results. Entering some of the **Retail Agent** name returns a broader result, enter most of the **Retail Agent** name for more specific results.
- **Adjustor:** Enter all or part of the name of the adjustor. Enter at least two characters to narrow the search results. Entering some of the **Adjustor Name** returns a broader result, enter most of the **Adjustor Name** for more specific results.
- **LOB:** Enter the line of business for the policy. Enter at least two characters to narrow the search results. Entering some of the line of business title returns broader results, enter most of the line of business for more specific results.
- **Policy Number:** Enter all or part of the **Policy Number**. Enter at least two characters to narrow the search results. Entering some of the **Policy Number** returns a broader result, enter most of the **Policy Number** for more specific results.

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

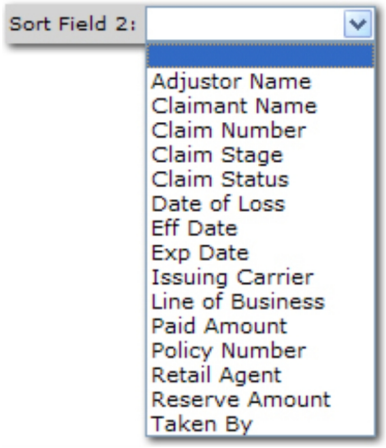



The options available on the **Sort Filters** screen are:

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



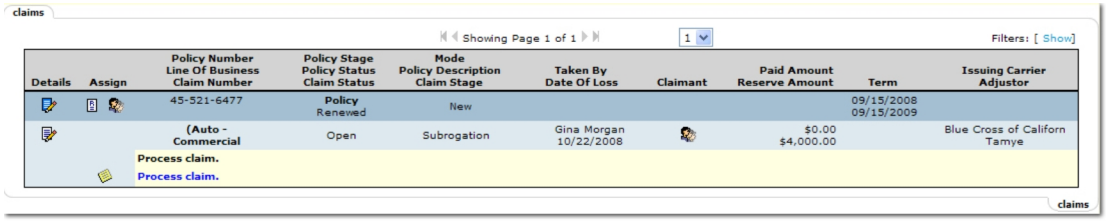

- **Sort Order 1:** Select either **Ascending** or **Descending** to set the order of the policies returned. **Ascending** will set the order from A-Z. **Descending** will set the order from Z-A. The **Sort Field 1** will be the first sort and **Sort Field 2** will be the sub sort.
- **Sort Field 2:**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




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

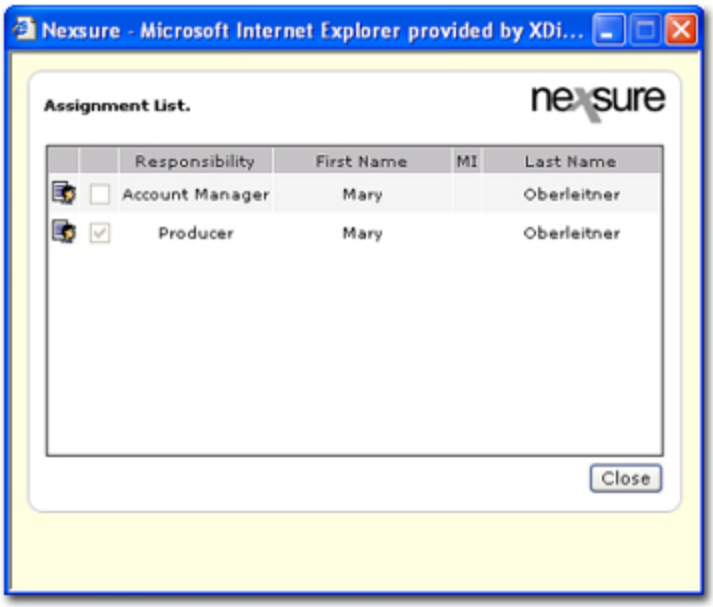
**Important:** Clicking **Clear** does not remove the **Save Filter Settings** selection.

- **Search:** Click **Search**. The results of the **Search Filter** criteria and **Sort Filter** settings are displayed. A maximum of 2000 records can be returned in the search results.

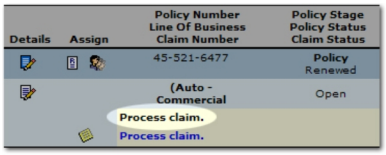


The following columns are displayed in the claims search results:

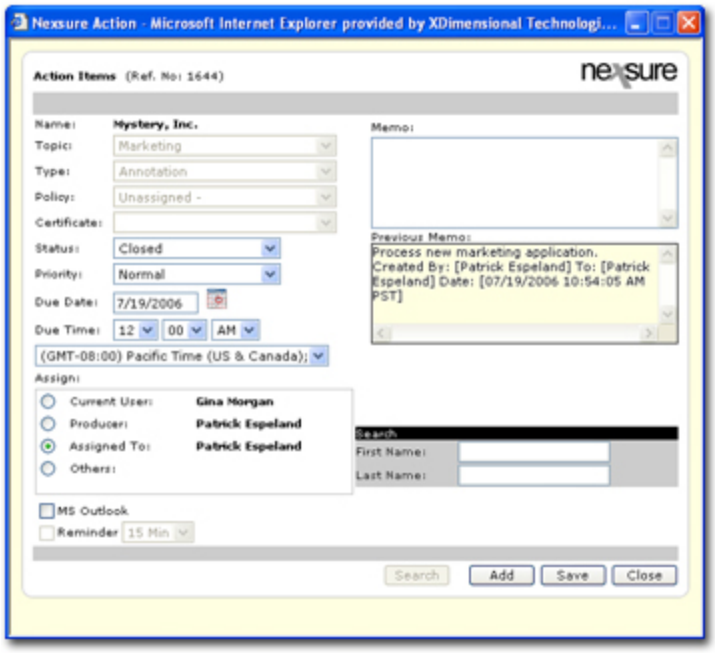
- **Details:** There are two types of **Details** icons that will each give access to different information:
  - The blue **Client Details** icon beside the entity name will display the **underwriting** tab.
  - The **Claim Details** icon will display the**details** tab for that policy. Right-clicking the **Policy Details** icon will display the following navigation options:
    - **Open:** Opens the claim **details** tab.
    - **Print:** Click this link to print the forms associated with the policy.
- **Retail Agent:** If a **Retail Agent** is associated with the client, the **Retail Agent** icon will be displayed. Click the **Retail Agent** icon to open the **Retail Agent > card file** tab.
- **Assign:** Click the **Assign** icon to display the **Assignment List** dialog box with the list of people in the agency assigned to this policy. The **Assignment List** is populated from the **assignment** tab.




- **Action Description:** The **Action Description** is displayed.




- **Action Items:** Click the **Action Items** icon to display the **Action Items** dialog box. The action can then be modified or updated.



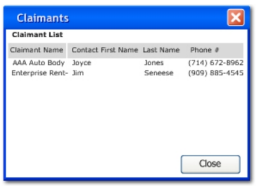

- **Policy Number:** The **Policy Number** associated with the claim.
- **Line of Business:** The **Line of Business** the policy was created for. The line of business is identified on the **underwriting** tab. Holding the cursor over the **Line of Business** will display the information in a larger font for ease of reading. Clicking the item in the summary view will open a display box containing the selected information.
- **Claim Number:** The **Claim Number** is displayed. Holding the cursor over the **Claim Number** will display the information in a larger font for ease of reading. Clicking the item in the summary view will open a display box containing the selected information.
- **Policy Stage:** The current stage of the policy. Possible stages 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.
- **Policy Status**: The User identifies the status during the Servicing process. The status is displayed in both the policy summary view and on the home menu links, if applicable. This results in a quick overview of a

Client's policy and lets the user know if there is any servicing being processed on a policy and the status of the item. The statuses of a policy are:

**Note**: If a policy is being worked on and the **Status** is changed in the header, make sure to click the **Save Changes** link under the policy header to save the change.

- **2nd Request:** A copy of the item being processed has been submitted to the Carrier and there has been no response. The status would be changed to 2nd Request and the item re-sent to the Carrier.
- **3rd Request**: A copy of the item being processed has been submitted to the Carrier twice and there has been no response. The status would be changed to 3rd Request and the item re-sent to the Carrier.
- **Declined by Carrier**: The Carrier declined to write the coverage being requested for the Client.
- **Declined by Client**: The Client declined to write his coverage with the Carrier.
- **Empty**: This status is only displayed on a Marketing policy for a new line of business.
- **No Response**: There has been no response from the entity to which information was sent to.
- **Pending**: The information is incomplete and the item is pending until further information can be gathered.
- **Pending Approval**: The item being worked on is pending approval from the Carrier.
- **Quoted**: The user has received a quote from the Carrier.
- **Submitted**: The item being worked on has been submitted to the Carrier for a quote or approval.
- **Pending Cancellation**: A policy that is in the process of being canceled by the cancellation has not yet been finalized.
- **Reinstated**: A canceled policy that was reinstated with no lapse in coverage.
- **Rewritten**: A canceled policy that was rewritten with either a new Carrier and/or new effective dates.

- **Claim Status:** Reflected as either **Open** or **Closed**. The **Claim Status** is assigned on the policy **claims > details** tab.
- **Mode:** The policy **Mode** is displayed. All possible mode types are:
  - **New**
  - **Renew**
  - **Re-New-Co**
- **Policy Description:** Displays the description of the policy. The description is initially entered when the policy is in the Marketing stage.
- **Claim Stage:** Displays the claim stage selection from the **claims > details** tab.
- **Taken By:** Displays the employee who entered the claim information. The employee is identified at logon.
- **Date of Loss:** Identifies the date the loss occurred.
- **Claimant:** The **Claimant** icon is displayed if there is any claimant information. Click the **Claimant** icon to open a schedule of the claimant names and phone numbers.




- **Paid Amount:** Amount paid out for the claim. This amount is entered on the policy **claims** > **details** tab.
- **Reserve Amount:** Reserve amount for the claim. This amount is entered on the policy **claims > details** tab.
- **Term:** Populated from the effective and expiration date fields on the **underwriting** tab.
- **Issuing Carrier:** An **Issuing Carrier** is the company that issues the policy. The **Issuing Carrier** is identified on the **underwriting** tab in the policy header.
- **Adjustor:** The **Adjustor** name displays only if entered on the policy **claims > details** tab.

## *Servicing > Marketing*

Marketing applications can be added in a number of different ways. If an opportunity was created for the suspect, the opportunity can be sent to marketing. If an opportunity is not needed, a marketing application can be created through **SERVICING**.

**To Market a New Line of Business**

1. On the Primary menu, click **SEARCH**.
2. Click the **Details** icon f the appropriate client.
3. On the Client menu, click **SERVICING > Marketing**.
4. Select an effective date for the new policy by clicking the **Calendar** icon and selecting a date. The date can also be typed into the date box using the format: mm/dd/yyyy.
5. Enter a description of the marketing record that will be displayed in the action description area.
6. Enter any notes to be included in the action memo area.
7. In the **Market** area, select **New line of business**.
8. In the **Form Standard** list, select the type of form to be associated with the policy.
9. In the **State** list, make a selection if necessary. The default is the state from the primary location on the client profile. The state selection determines what forms will be displayed for the lines of business.
10. In the **Type** list, make a selection if necessary. The default is the client type selected when the card file was created.

**Important:** The options available in the Type list are dependent on the staff member's security rights template. If Business Types are set up in the security rights template then only the selected Business Types will be displayed in the Type list for the opportunity. If Allow Override is selected in the security template Business Types tab, then all available business types will be displayed. For more information about Business Types in the security templates, see the User Rights Templates topic.

11. In the **Available Applications** list, select the application to be used for the new policy. Once the application is selected, move the application to the **Applications Selected** box by clicking the **Arrow** > button. Once an application has been moved to the **Applications Selected** box, the **Create Marketing** button becomes active.

    **Tip:** Another way to select and move applications to the **Applications Selected** box is to double-click the application name in the **Available Applications** list. The application will be automatically moved to the **Applications Selected** box.

12. Click **Create Marketing**. The marketing **underwriting** tab is displayed for completion. Modify the application as necessary as well as the carrier to whom the policy is being submitted. Use the marketing process for each carrier to which the business will be submitted. This process is necessary to capture statistical data and separate application information for each carrier. See the Marketing > Underwriting topic for more information.

**To Market an Existing Line of Business**

1. On the Primary menu, click **SEARCH**.
2. Click the **Details** icon f the appropriate client.
3. On the Client menu, click **SERVICING > Marketing**.
4. An effective date from the policy selected plus one year is shown in the effective date box.

   **Tip:** Save a step! From the policy summary screen, **Market Existing** can be selected from the context tool. An exact replica of the policy will be created with an effective date from the policy plus one year. Since the marketing was originated in the policy, an application does not need to be selected. If multiple applications must be selected, start at step 1 above.

5. Enter a description of the marketing record that will be displayed in the action description area.
6. Enter any notes to be included in the action memo area.
7. In the **Market** area, select **Existing line of business**.
8. Select the **Refresh form prefills** option to pull data from the client profile tabs into the ACORD Applicant and Contact sections.

   **Note:** If the **Refresh form prefills** box is selected, when adding a new application from an existing LOB or renewing, the Branch Producer information is updated.

9. 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.
10. Click**Create Marketing** once policies have been selected.

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

11. The marketing **underwriting** tab is displayed for completion. Modify the application as necessary as well as the carrier to whom the policy is being submitted. Use the marketing process for each carrier to which

the business will be submitted. This process is necessary to capture statistical data and separate application information for each carrier. See the Marketing > Underwriting topic for more information.

### *Market Analysis*

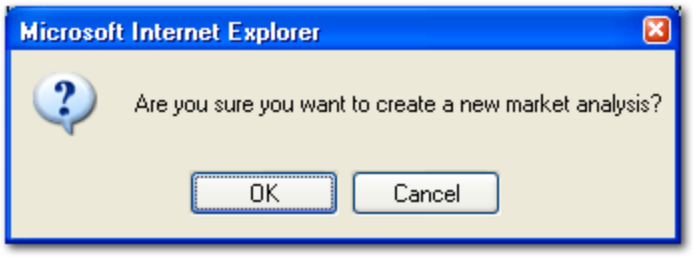
Market Analysis is used to compare alternative options / quotations to current in force coverage frequently done at renewal. This procedure is most commonly used within a commercial renewal setting for independent agents.

**To Generate a Marketing Analysis**

1. Locate the appropriate client using the **SEARCH** option on the Primary menu.
2. Select **SERVICING** on the Client menu.
3. Select the **Market Analysis** option. The market analysis policy selection screen is displayed.
4. Place a check mark ☑ in the box to the left of the appropriate source policy.

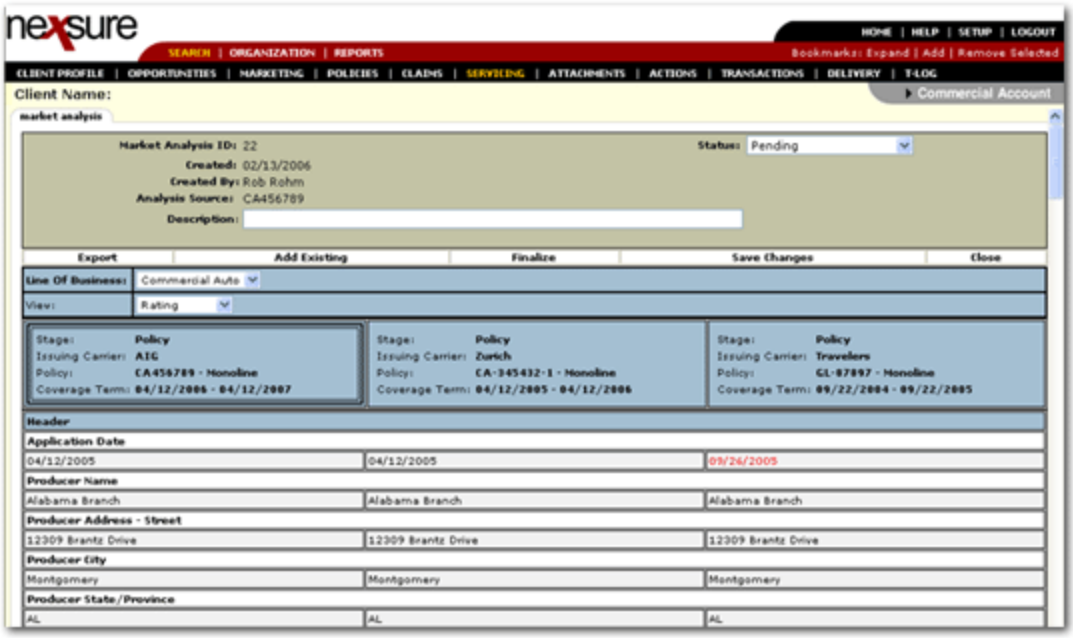
   **Note:** The first policy that is selected with a check mark is the source policy, this is the policy to which any other selected policy or policies will be compared against.

5. Place a check mark ☑ next to the policy or policies to be compared to the source.
6. Click **Create Analysis** in the upper right corner.
7. Click **OK** when prompted to create a new market analysis or Cancel to abort the operation.




The market analysis details screen will be displayed.

**Note:** After a market analysis has been created, this screen is also accessible by selecting **MARKETING** from the Client menu, clicking the **market analysis** tab and then clicking the **Details** icon.




*Market Analysis Toolbar*




- **Export**
  - Exports the file to Microsoft® Word or Excel®.
- **Add Existing**
  - Goes to market analysis policy selection screen for selection of an additional policy or policies for comparison to the source policy.
- **Finalize**
  - Use this option to select a policy that will be written. Any marketing policies used in the analysis that were not chosen will be sent to marketing history. Current and future policies will remain as they were. If a current policy is being renewed or rewritten with a different carrier, the user will need to manually push that policy to history when necessary.
  - The drop-down is used for entering the reason the policy was selected. The Notes section can be used for any additional information regarding the market chosen.
  - The status of the analysis is changed to finalized. Once this been selected, the Add Existing option is no longer selectable.
- **Save Changes**
  - Saves the analysis.
- **Close**
  - Closes the market analysis window and displays the market analysis tab.

## *Servicing > Binders*

Adding a binder from the servicing screen allows you to add a binder to an existing policy. When adding binders to policies, the coverage effective date on the binder header changes to the date entered on the servicing screen and defaults the coverage expiration date to the default number of days entered in Lookup Management. When the binder coverage expiration date is within 30 days the binder can be extended. The coverage term date is the date the binder is effective. Steps to create a binder are as follows:

**To Add a Binder**

1. On the Client menu, click **SERVICING**.
2. Select the **Binders** option.
3. Select the policy for which to create a binder. The **Generate Binder** button becomes active.
4. Click **Generate Binder**. The **binders > details** tab is displayed.
5. Click **Save Changes** to save the binder to the policy. Keep track of the binder expiration date on the **HOME > BINDER LOG** by monitoring the **Coverage Term** expiration date.

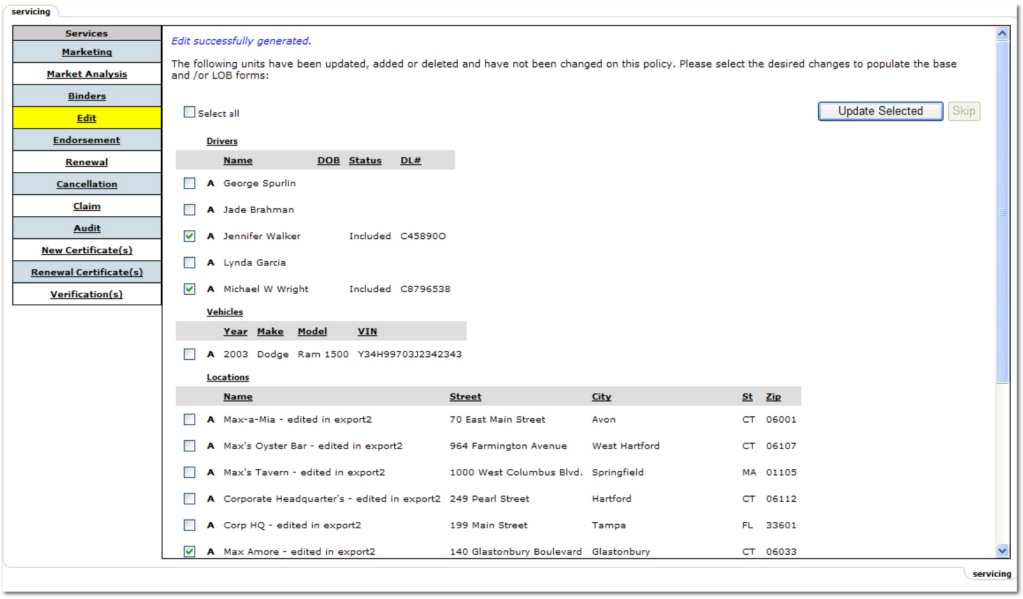
## *Servicing > Edit*

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

**To Edit a Policy**

1. On the Primary menu, click **SEARCH**.
2. Click the **Details**  icon if the appropriate client.
3. On the Client menu, click **SERVICING**.
4. Select the **Edit** option.
5. Select an effective date for the edit by clicking the **Calendar**  icon and selecting a date. The date can also be typed into the date box using the format: mm/dd/yyyy.
6. Enter a description for the edit.
7. Enter any notes to be included in the action memo area.
8. Select the policy to edit by selecting the appropriate policy in the **Select** column. The **Generate Edit** button will become available.
9. Click **Generate Edit**. The **underwriting** tab is displayed.

**Important:** If any units in this edit were updated at the client level and not propagated to the policy level, a dialog box is displayed showing the units that are out of sync. A code is displayed to indicate the type of change that was made. **A = Add**, **C = Change**, **D = Delete**. Select the check box next to the unit to update and the **Update Selected** button becomes available. The updates will be made to the selected policy.If the unit needs to remain unchanged, click the **Skip** button to proceed. The units skipped will be out of sync with the client level unit information.




10. When edits are complete, click **Save Changes**.
11. Once all changes have been saved, click **Post Edit**. When the edit is posted on the **underwriting** tab, the policy prior to the edit is stored in history and removed from the **Policy Summary**. The edited policy replaces the current **in force** policy.

---

**Note:** 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.

---

**Important:** Upon posting, if the set up on the Invoice Defaults Tab requires the production credit to **equal 100%**, if production credit is not equal to 100%, a dialog box will be displayed requiring that production credit line items are corrected to equal 100%. Any income bearing line item must have a related production credit line item total of 100%.

If the set up on the Invoice Defaults Tab allows production credit **greater than 100%**, when posting the edit, and production credit is greater than 100%, the edit will post with no warning. If production credit is less than 100%, a dialog box will be displayed requiring that production credit line items are corrected to equal or exceed 100%. Any income bearing line item must have a related production credit line item total equal to or greater than 100%.

**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 edits and allow the view of what the differences are between the two.

## *Servicing > Endorsement*

An endorsement is an amendment that modifies an insurance policy usually requiring a change request form. The change request form is submitted to the carrier for approval and processing. Endorsement changes in Nexsure are made on the applicable line of business application, populated to the change request form, and submitted to the

carrier or processed through a download. When endorsing policies, the coverage effective date indicates the effective date of coverages on the policy.

**To Add an Endorsement**

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

   **Tip:** To check the list of policies prior to executing the endorsement, click Client menu > **POLICES** 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.

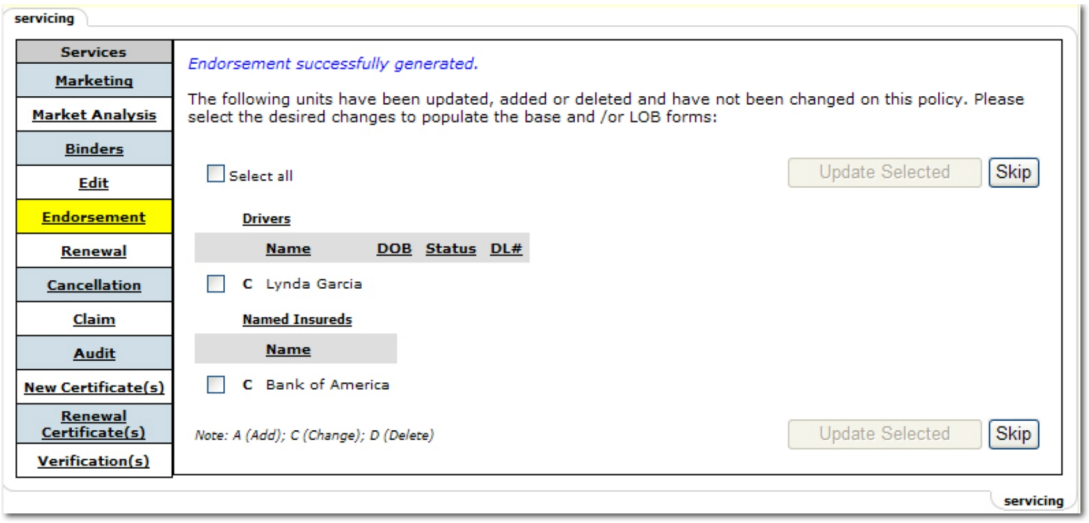
4. On the **servicing** tab, select **Endorsement**.
5. Select an effective date for the endorsement by clicking the **Calendar** icon and selecting a date. The date can also be typed into the date box using the format: mm/dd/yyyy. The effective date will default to the current date, enter the effective date of the endorsement if other than today's date. The date entered here will populate in the policy header coverage effective date.

   **Important:** If the endorsement is originated from a policy using the context tool, the effective date will default to the coverage term **From** date of that policy.

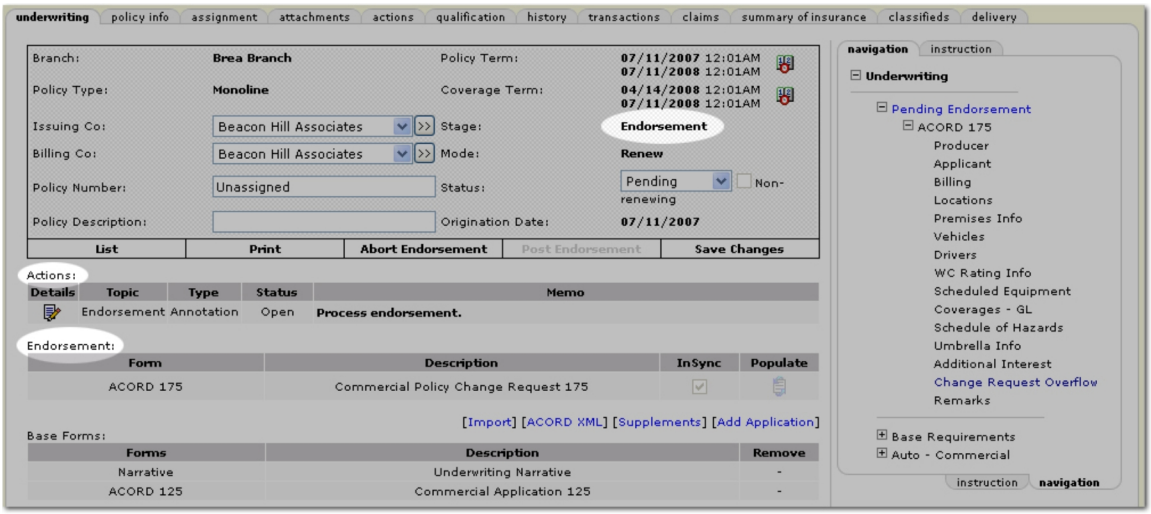
6. Select the policy to be changed/endorsed. The policy selection list shows whether the policy is A = active or in H = history, the line of business, policy number and the current policy description for the selected group of policies. The line of business name will be displayed if the policy is monoline. If the policy is a package policy, the word Package will be displayed.
7. Enter a description for the endorsement. The description will pre-fill with the standard description "Process endorsement"; – highlight the standard description and type in the unique description for the current endorsement. A maximum of 95 characters can be entered in this box.
8. Enter additional notes to be displayed in the action **Memo** section. The memo notes will pre-fill with "Process endorsement"; – highlight the memo and type in the unique memo for the current endorsement.
9. Once a policy is selected, the policy or policies and all LOBs associated with those policies will be displayed. By default, all LOB check boxes will be selected if there is only one policy listed. Clear each LOB selection that will not be endorsed. Nexsure uses the selections to determine the change request form to add to the policy.
10. Click **Create Endorsement**. The **underwriting** tab is displayed.

    **Important:** If any units associated to the selected policy were updated at the client level and not propagated to the policy level, a dialog box is displayed showing the units that are out of sync. A code is displayed to indicate the type of change that was made. **A = Add**, **C = Change**, **D = Delete**. Select the check box next to the unit to update and the **Update Selected** button becomes available. The updates will be made to the selected policy. In the event the updates should not be propagated to the policy, select the **Skip** button.

    **Note:** Until the units are in sync, a prompt will continue to display when servicing.




11. On the **underwriting** tab, the **Coverage Term** effective date has been updated to the date entered on the servicing screen. The **Coverage Term** indicates the dates that the coverages on the policy are effective. The **Policy Term** will remain unchanged as it indicates the original policy term effective and expiration dates.




**Note:** If a policy displays a **Lock** icon, the policy is not in a status that can be endorsed at this time. For example a policy with a **Pending** status 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.

On the policy **underwriting** tab 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** tab. The action is used as a notation of the event, therefore, make sure the status is **Closed**. The annotation status will default to what is selected in setup for endorsement annotations. The status can be left open for follow-up purposes. All endorsements should be tracked from the **HOME > ENDORSEMENTS** 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.

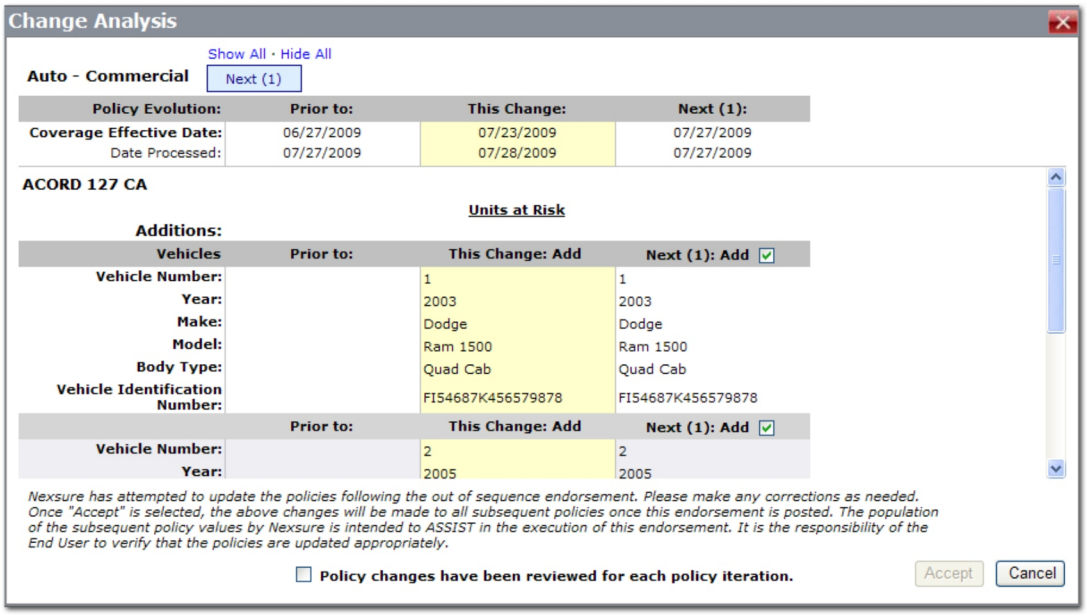
Additional memos may be added to the associated action as needed. Keep in mind that the last memo entered is what will display on the policy summary and will remain with the policy after the endorsement is posted. Therefore it is important to make sure the final description entered is what is needed to identify the policy or endorsement from policy summary.

12. To enter the change, first note that the **navigation** tab is displayed on the right with links to the **Pending Endorsement** and the applications in the tree view. Use the following guidelines when making changes to a policy:
    - Make the changes on an application for the appropriate line of business form(s).
    - Adding a new item to a schedule will display an A on 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 on 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.
    - 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**

1. Once all changes have been added, click the **Underwriting** link at the top of the **navigation** tab to close the tree view.
2. In the **Endorsement** area under the **Populate** column, click the **Populate**  icon to populate the change request form.

   Review the endorsement by clicking on the "+" next to the **Pending Endorsement** link on the **navigation** tab.
3. Enter any necessary information to complete the endorsement and click **Save Changes** on the **Navigation Toolbar**.
4. In the **Status** list on the policy header, select **Submitted** and click **Save Changes**. The **Change Analysis** screen is displayed.




On the **Change Analysis** screen, information from the previous policy, the current policy and any additional policies will be displayed for review.

---

**Note:** Future renewal policies will also be displayed so that updates can be made to future policies that have changes made prior to the renewal effective date and prior to the renewal being placed in force.

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5. On the **Change Analysis** screen, review the information and select the **Policy changes have been reviewed for each policy iteration** check box. The **Accept** button becomes active.
6. Click **Accept**. The **Endorsement Creation Process** dialog box is displayed. The **Continue Working** button can be clicked to minimize the window and allow other actions in Nexsure while the endorsement is being processed.

   Or

   Click **Cancel** to return to the **underwriting** tab.
7. Once the endorsement creation process is complete, a confirmation dialog box is displayed. Click **OK**. The endorsement can be posted when necessary.

**Tip:** Prior to posting the endorsement, the **Change Analysis** screen can be accessed at any time on the **navigation** tab under the **Pending Endorsements > ACORD XXX > Change Analysis** section of the tree. The changes shown will only be editable until the endorsement is submitted. Once the endorsement is posted, the **Change Analysis** link will be removed from the tree.

**To Post an Endorsement**

When the endorsement is received from the carrier, the endorsement will be posted. Posting the endorsement will remove it from the **HOME > ENDORSEMENTS** screen since tracking is no longer necessary.

---

**Note:** An endorsement in a **Pending** status cannot be posted. The status in the policy header must be changed to **Submitted** and saved before the **Post Endorsement** link becomes active. Posting is also possible if the status is 2nd or 3rd request.

---

1. On the Utility menu, click **HOME**.
2. On the Home menu, click **ENDORSEMENTS**.
3. Click the **Details** icon beside the desired endorsement. The **underwriting** tab will be displayed.
4. On the **Navigation Toolbar**, click **Post Endorsement**. The policy will again be in force.

---

**Note:** In the event there is more than one endorsement to post, the **Endorsement Posting** dialog box is displayed. The dialog box gives the option to post the current endorsement, all endorsements in the group or to return to the **underwriting** tab.

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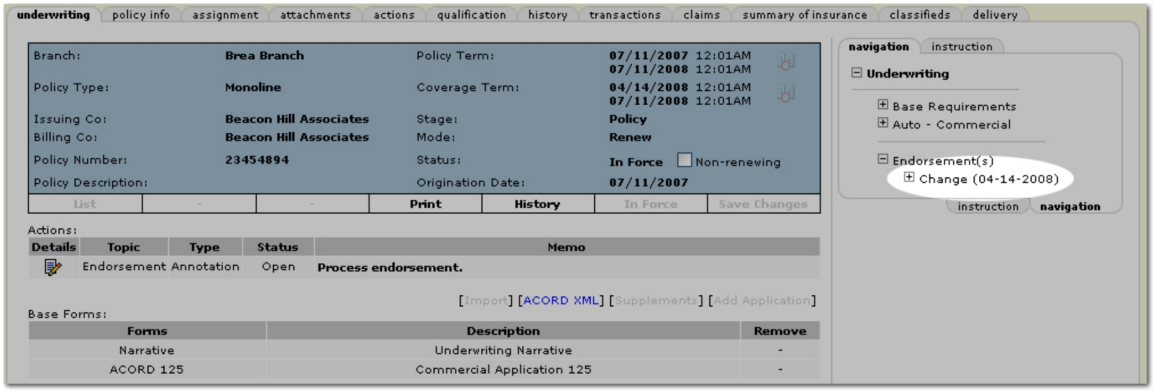
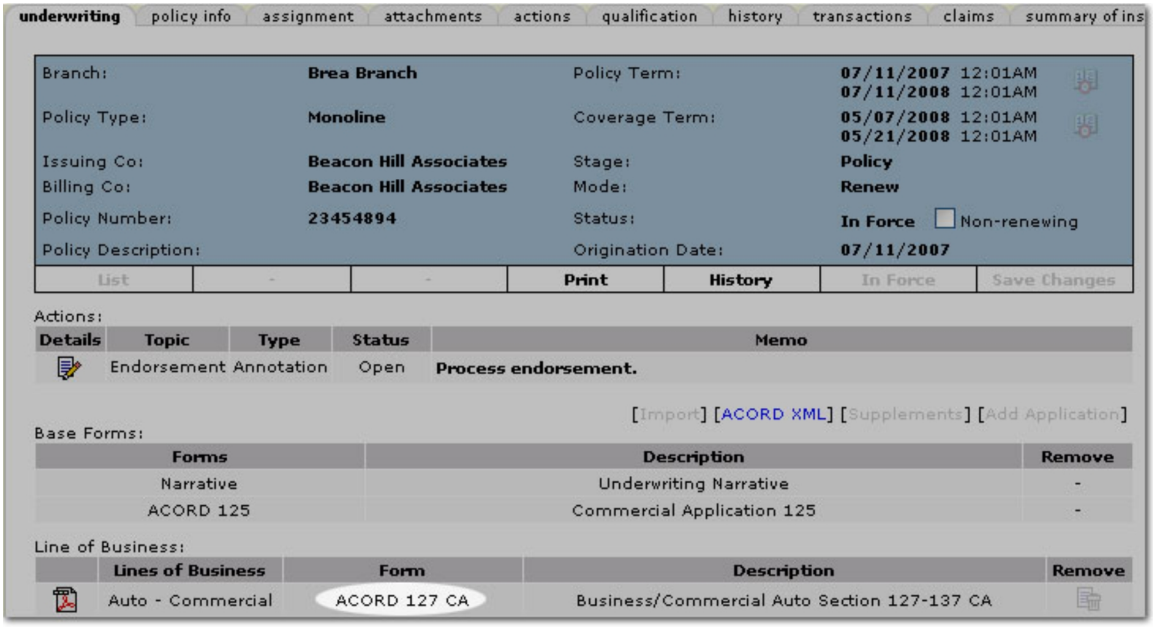
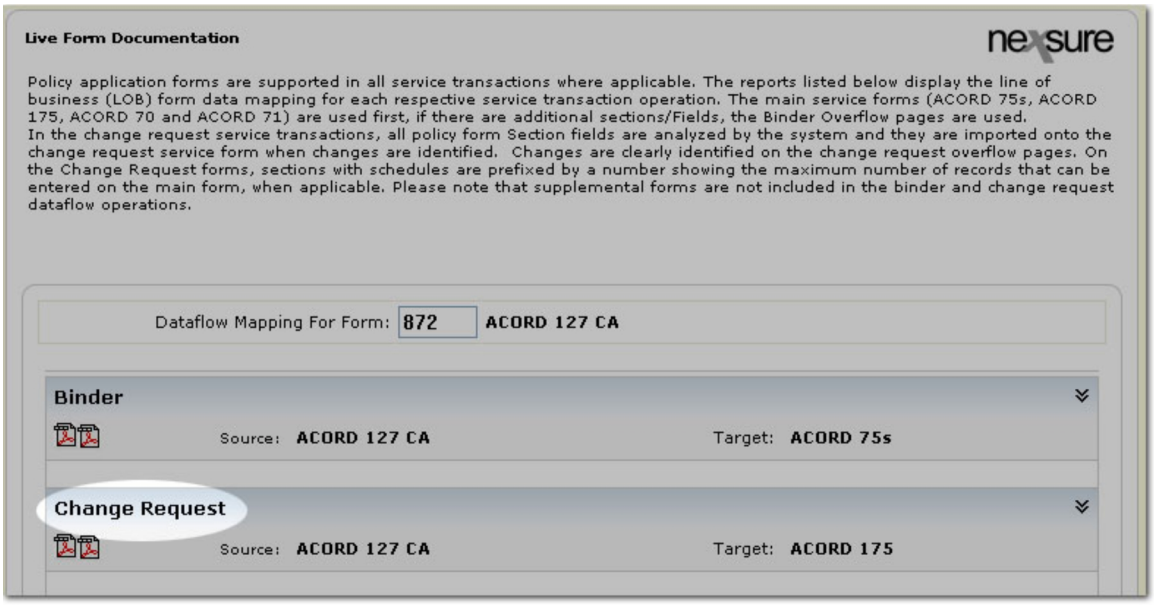
**Tip:** To view the dates of the changes, click the "+" next to **Endorsement(s)** on the **navigation** tab.



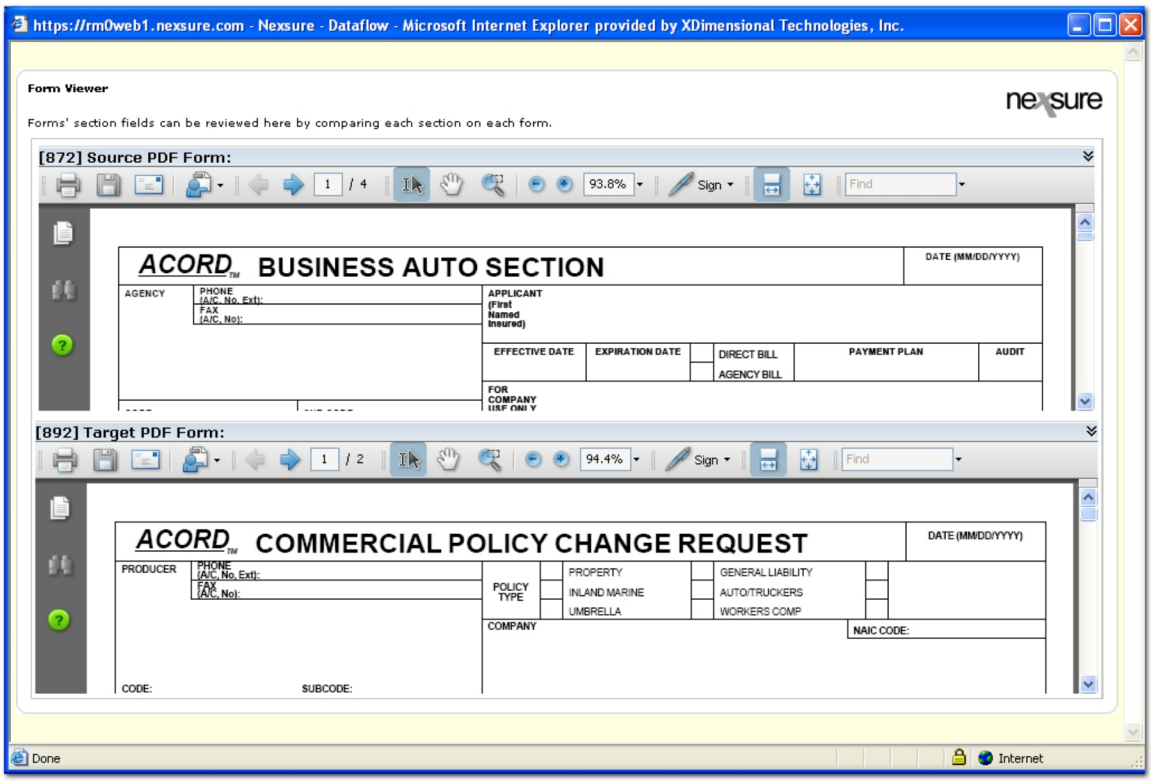

5. In the **Form** column of the **Line of Business** area, click on the form title to view the **Live Form Documentation** screen.



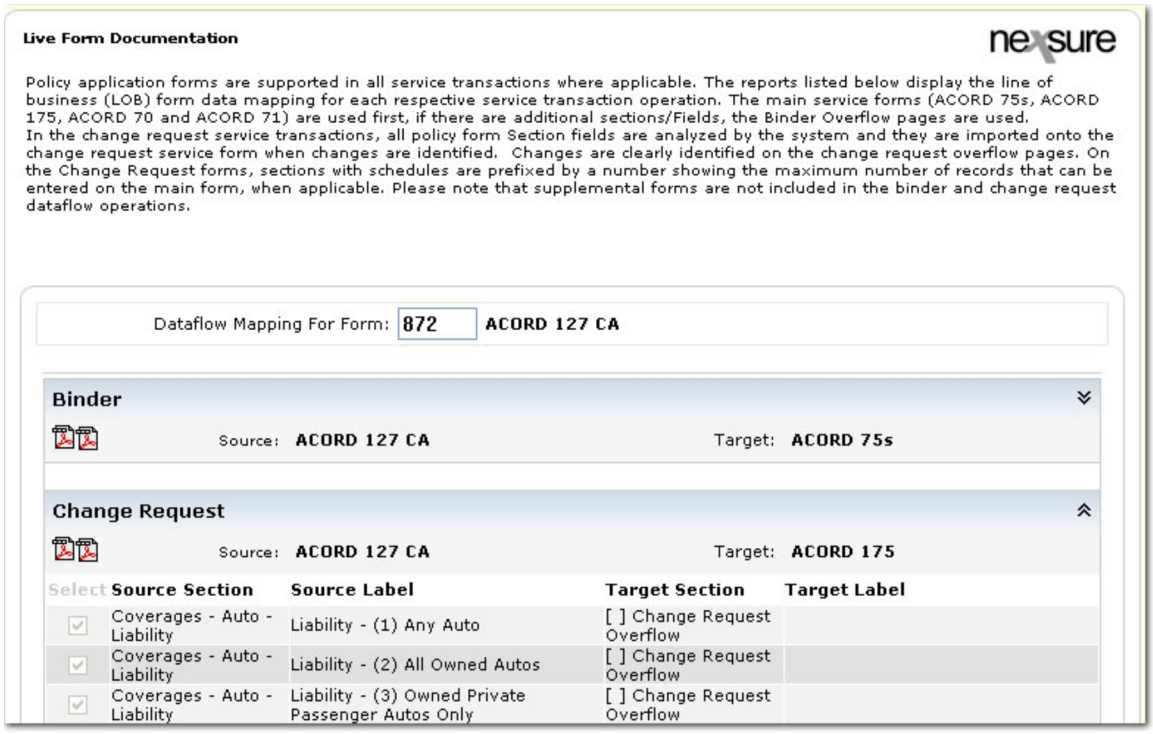



The **Live Form Documentation** screen gives the following options when working with endorsements:

- Click the **Compare Forms** icon to view, side-by-side the source form and the change request form. A comparison can be made to see where the source information is placed on the change request form.




Click the **Expand** icon to open a view of the data mapping that occurs on the forms.



**Live Form Documentation**

nexsure

Policy application forms are supported in all service transactions where applicable. The reports listed below display the line of business (LOB) form data mapping for each respective service transaction operation. The main service forms (ACORD 75s, ACORD 175, ACORD 70 and ACORD 71) are used first, if there are additional sections/Fields, the Binder Overflow pages are used. In the change request service transactions, all policy form Section fields are analyzed by the system and they are imported onto the change request service form when changes are identified. Changes are clearly identified on the change request overflow pages. On the Change Request forms, sections with schedules are prefixed by a number showing the maximum number of records that can be entered on the main form, when applicable. Please note that supplemental forms are not included in the binder and change request dataflow operations.

Dataflow Mapping For Form: 872 **ACORD 127 CA**

**Binder**

Source: **ACORD 127 CA** Target: **ACORD 75s**

**Change Request**

Source: **ACORD 127 CA** Target: **ACORD 175**

| Select | Source Section | Source Label | Target Section | Target Label |
|---|---|---|---|---|
| ☑ | Coverages - Auto - Liability | Liability - (1) Any Auto | [ ] Change Request Overflow | |
| ☑ | Coverages - Auto - Liability | Liability - (2) All Owned Autos | [ ] Change Request Overflow | |
| ☑ | Coverages - Auto - Liability | Liability - (3) Owned Private Passenger Autos Only | [ ] Change Request Overflow | |

The data mapping shows what data is being pulled from the source form and where it is being sent to on the target form. When there is no space on the target form, mapped data will be sent to a **Change Request Overflow** target section on the change request form.

**Tip:** The **Change Request Overflow** information can also be viewed and edited by accessing the section through the navigation tree.




**Note:** The overflow section will hold any information that either does not have a place on the change request form or does not fit on the change request form. A "See Overflow" message will then be displayed on the affected section of the change request form.

*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. The status cannot be changed back to **Pending**.

### Endorsement Statuses

- **Pending:** Indicates 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. As long as an endorsement does not have a status of pending, a new endorsements may be added.
- **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.

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 policy remains on the **HOME > ENDORSEMENTS** menu as a reminder 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 > ENDORSEMENTS** menu.

## *Servicing > Renewal*

The **SERVICING** > **Renewal** option is used when the policy is ready to be renewed. When renewing policies, the date entered on the servicing screen will not be used to update the coverage term dates, but the policy term expiration date of the expiring policy will be used for both the policy and coverage term effective dates and the expiration dates will be one year from that date.

**Note:** This process can also be used for placing re-marketed policy in force.

**To Renew a Policy**

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

   Or

   From the **HOME > Expirations** link, click the **Details** icon next to the appropriate client.
3. On the Client menu, click **SERVICING**.
4. Click **Renewal**.
5. Enter a description for the renewal. This description will be displayed in the action description area.
6. Enter additional notes to be displayed in the action Memo section.
7. Select the **Refresh form prefills** option to pull data from the client profile tabs into the ACORD **Applicant** and **Contact** sections.

   **Note:** If the **Refresh form prefills** box is selected, when adding a new application from an existing LOB or renewing, the branch producer information is updated.
8. Select the policy to be renewed and click **[Next]**. All marketing and policies that are in force for the client are displayed.
9. In the **Renewal Policy Mode** list, if the selected policy has a mode of **New**, this selection list becomes available. The mode of the policy can be changed here to:
   - **New:** New business on a new client.
   - **New on Existing:** New business on an existing client.
   - **Renew:** Default for future policy.

10. Click the **Select** check box next to policies that need to be included in the renewal from the current and / or marketing list.

    The expiring version of the policy is highlighted in yellow. If the version of the policy is in marketing, make sure to click the **[Show]** link and choose to **Include Marketing** policies from the **Policy Stage** list.

    **Note:** Deselect any policies that should not be included in the renewal by clearing the check boxes in the **Select** column.

11. Click **[Next]** in the upper right corner. The future policy is created.

    Notice that the status of the renewal has a status of **Future**. Any changes necessary for the renewal policy may be made as long as the status reflects a status of **Future**. The **Policy Term** and **Coverage Term** dates have been reset based on the expiring policy expiration date.

12. After all changes have been made (including editing the premium amount on the **policy info** tab), click **In Force** on the **Navigation Toolbar** on the **underwriting** screen.

13. Click **Save**. Notice that the **Status** is changed to **In Force**. An in force status requires modifications to be done through **SERVICING**.

    **Note:** Changing the carrier on the policy header and clicking the **Save Changes** link on the **underwriting** screen changes the **Mode** to **Re-New-Co** (Renewal to the branch but new to the carrier).

14. Return to the policy summary screen by clicking on the **POLICIES** link on the Client menu.

**To Split a Package Policy into Monoline Policies**

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

   Or

   From the **HOME > Expirations** link, click the **Details** icon next to the appropriate client.
3. On the Client menu, click **SERVICING**.
4. Click **Renewal**.
5. Enter a description for the renewal. This description will be displayed in the action description area.
6. Enter additional notes to be displayed in the action Memo section.
7. Select the **Refresh form prefills** option to pull data from the client profile tabs into the ACORD **Applicant** and **Contact** sections.

   **Note:** If the **Refresh form prefills** box is selected, when adding a new application from an existing LOB or renewing, the branch producer information is updated.

8. Click **[Next]**. All policies that are in force for the client are displayed.
9. Select the policy to be renewed and click **[Next]**. All marketing and policies that are in force for the client are displayed. To create monoline policies, select a single line of business for the monoline policy.
10. Click **[Next]** to create the first monoline policy. When the **underwriting** tab is displayed, notice the **Policy Type** is set to monoline and there is only one line of business included in the **Line of Business** area.
11. Go back to **SERVICING > Renewal** until all the new monoline policies are created.

**Note:** When a policy is selected, Nexsure automatically copies the existing applications so there is no need to re-key application information.

12. The policy term will reflect the new term dates, the **Mode** is **Renew** and status shows **Future**.

**Note:** When a policy status is **Future** the application may be edited. This allows changes to the application as needed. Endorsements processed in the expiring policy term are done through **SERVICING > Endorsement**.

13. The **policy info** tab is not populated from the previous policy and must be entered before placing the policy **In Force**. See Placing a Future Status Renewal In Force
14. The expiring policy is separate from the newly created future policy and must be sent to history. See Sending an Expired Policy to History .

    It is important to send the renewed expired policy to history. Policies set to **Expired** unintentionally can be changed to **In Force** by clicking the **In Force** link on the **Navigation Toolbar**.

**Note:** A policy with an **Expired** status cannot be endorsed.

**To Combine Monoline Policies into a Package Policy**

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

   Or

   From the **HOME > Expirations** link, click the **Details** icon next to the appropriate client.
3. On the Client menu, click **SERVICING**.
4. Click **Renewal**.
5. Enter a description for the renewal. This description will be displayed in the action description area.
6. Enter additional notes to be displayed in the action Memo section.
7. Select the **Refresh form prefills** option to pull data from the client profile tabs into the ACORD **Applicant** and **Contact** sections.

**Note:** If the **Refresh form prefills** box is selected, when adding a new application from an existing LOB or renewing, the branch producer information is updated.

8. Click **[Next]**. All policies that are in force for the client are displayed.
9. Select the policy to be renewed.

**Tip:** If necessary, select the expiring policy using the **[Show]** link to filter through a lengthy list of policies.

10. Click the **[Next]** link at the top right of the screen. The expiring version of the policy is highlighted in yellow and automatically selected.

    Be sure to choose only the applications that make up the renewal. If the version of the policy is in marketing, perform the following:

11. Click the **[Show]** link and choose to **Include Marketing** policies from the **Policy Stage** list and click **Search** to return the results.
12. Choose all policies to be included in the renewal by clicking the check boxes in the **Select** column.
13. Click the **[Next]** link on the upper right corner. The future policy is created and displayed.

### *Servicing > Renewal*

The **SERVICING** > **Renewal** option is used when the policy is ready to be renewed. When renewing policies, the date entered on the servicing screen will not be used to update the coverage term dates, but the policy term expiration date of the expiring policy will be used for both the policy and coverage term effective dates and the expiration dates will be one year from that date.

**Note:** This process can also be used for placing re-marketed policy in force.

**To Renew a Policy**

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

   Or

   From the **HOME > Expirations** link, click the **Details** icon next to the appropriate client.
3. On the Client menu, click **SERVICING**.
4. Click **Renewal**.
5. Enter a description for the renewal. This description will be displayed in the action description area.
6. Enter additional notes to be displayed in the action Memo section.
7. Select the **Refresh form prefills** option to pull data from the client profile tabs into the ACORD **Applicant** and **Contact** sections.

   **Note:** If the **Refresh form prefills** box is selected, when adding a new application from an existing LOB or renewing, the branch producer information is updated.
8. Select the policy to be renewed and click **[Next]**. All marketing and policies that are in force for the client are displayed.
9. In the **Renewal Policy Mode** list, if the selected policy has a mode of **New**, this selection list becomes available. The mode of the policy can be changed here to:
   - **New:** New business on a new client.
   - **New on Existing:** New business on an existing client.
   - **Renew:** Default for future policy.
10. Click the **Select** check box next to policies that need to be included in the renewal from the current and / or marketing list.

    The expiring version of the policy is highlighted in yellow. If the version of the policy is in marketing, make sure to click the **[Show]** link and choose to **Include Marketing** policies from the **Policy Stage** list.

**Note:** Deselect any policies that should not be included in the renewal by clearing the check boxes in the **Select** column.

11. Click **[Next]** in the upper right corner. The future policy is created.

    Notice that the status of the renewal has a status of **Future**. Any changes necessary for the renewal policy may be made as long as the status reflects a status of **Future**. The **Policy Term** and **Coverage Term** dates have been reset based on the expiring policy expiration date.

12. After all changes have been made (including editing the premium amount on the **policy info** tab), click **In Force** on the **Navigation Toolbar** on the **underwriting** screen.

13. Click **Save**. Notice that the **Status** is changed to **In Force**. An in force status requires modifications to be done through **SERVICING**.

**Note:** Changing the carrier on the policy header and clicking the **Save Changes** link on the **underwriting** screen changes the **Mode** to **Re-New-Co** (Renewal to the branch but new to the carrier).

14. Return to the policy summary screen by clicking on the **POLICIES** link on the Client menu.

**To Split a Package Policy into Monoline Policies**

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

   Or

   From the **HOME > Expirations** link, click the **Details** icon next to the appropriate client.
3. On the Client menu, click **SERVICING**.
4. Click **Renewal**.
5. Enter a description for the renewal. This description will be displayed in the action description area.
6. Enter additional notes to be displayed in the action Memo section.
7. Select the **Refresh form prefills** option to pull data from the client profile tabs into the ACORD **Applicant** and **Contact** sections.

**Note:** If the **Refresh form prefills** box is selected, when adding a new application from an existing LOB or renewing, the branch producer information is updated.

8. Click **[Next]**. All policies that are in force for the client are displayed.
9. Select the policy to be renewed and click **[Next]**. All marketing and policies that are in force for the client are displayed. To create monoline policies, select a single line of business for the monoline policy.
10. Click **[Next]** to create the first monoline policy. When the **underwriting** tab is displayed, notice the **Policy Type** is set to monoline and there is only one line of business included in the **Line of Business** area.
11. Go back to **SERVICING > Renewal** until all the new monoline policies are created.

**Note:** When a policy is selected, Nexsure automatically copies the existing applications so there is no need to re-key application information.

12. The policy term will reflect the new term dates, the **Mode** is **Renew** and status shows **Future**.

**Note:** When a policy status is **Future** the application may be edited. This allows changes to the application as needed. Endorsements processed in the expiring policy term are done through **SERVICING > Endorsement**.

13. The **policy info** tab is not populated from the previous policy and must be entered before placing the policy **In Force**. See Placing a Future Status Renewal In Force
14. The expiring policy is separate from the newly created future policy and must be sent to history. See Sending an Expired Policy to History .

    It is important to send the renewed expired policy to history. Policies set to **Expired** unintentionally can be changed to **In Force** by clicking the **In Force** link on the **Navigation Toolbar**.

**Note:** A policy with an **Expired** status cannot be endorsed.

**To Combine Monoline Policies into a Package Policy**

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

   Or

   From the **HOME > Expirations** link, click the **Details**  icon next to the appropriate client.
3. On the Client menu, click **SERVICING**.
4. Click **Renewal**.
5. Enter a description for the renewal. This description will be displayed in the action description area.
6. Enter additional notes to be displayed in the action Memo section.
7. Select the **Refresh form prefills** option to pull data from the client profile tabs into the ACORD **Applicant** and **Contact** sections.

   **Note:** If the **Refresh form prefills** box is selected, when adding a new application from an existing LOB or renewing, the branch producer information is updated.
8. Click **[Next]**. All policies that are in force for the client are displayed.
9. Select the policy to be renewed.

   **Tip:** If necessary, select the expiring policy using the **[Show]** link to filter through a lengthy list of policies.
10. Click the **[Next]** link at the top right of the screen. The expiring version of the policy is highlighted in yellow and automatically selected.

    Be sure to choose only the applications that make up the renewal. If the version of the policy is in marketing, perform the following:
11. Click the **[Show]** link and choose to **Include Marketing** policies from the **Policy Stage** list and click **Search** to return the results.
12. Choose all policies to be included in the renewal by clicking the check boxes in the **Select** column.
13. Click the **[Next]** link on the upper right corner. The future policy is created and displayed.

### *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.

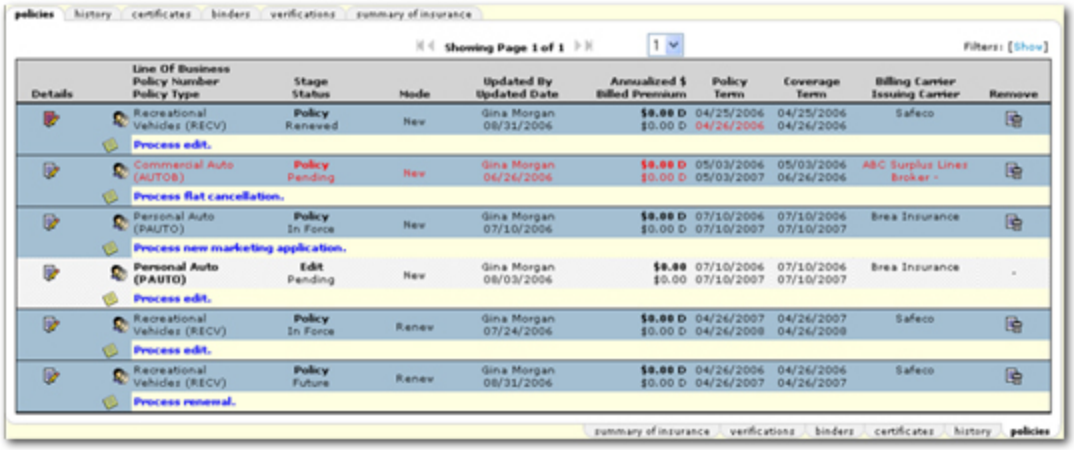
11. Verify that the application data and the information on the policy info tab is correct then click the **In Force** link in the navigation toolbar under the policy header.
12. On the Client menu, click **POLICIES**.
13. Delete the Policy with the mode of New or send it to History with a description of why it was sent to history.

### *Placing a Re-marketed Policy In Force*

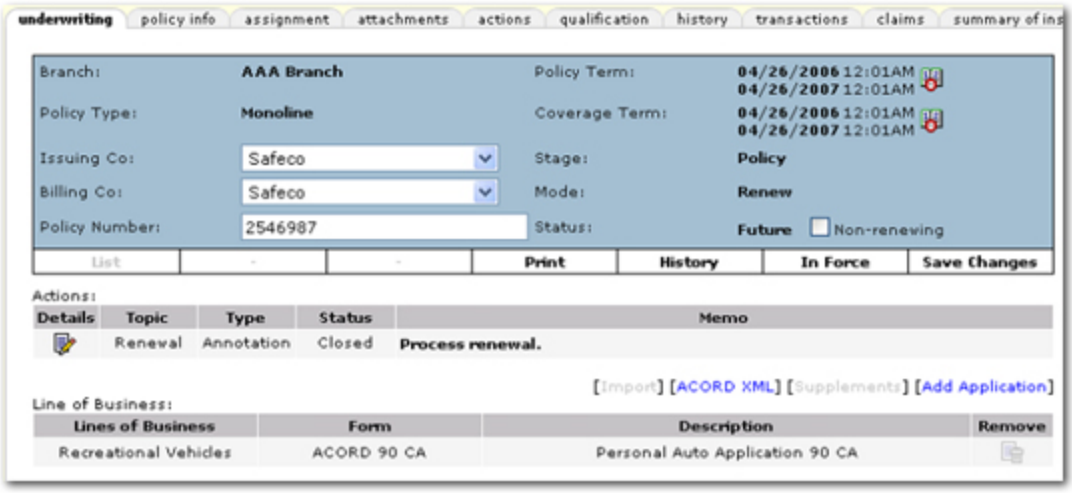
The applications on a renewal policy with a Future status are not locked down; therefore, changes may be made to a renewal policy with a Future status without going through the servicing process. The new renewal policy however, should be placed in force on (or about) the actual effective date of the policy term. Placing the renewal in force will lock down the application. All changes, once placed in force, will need to be processed through the servicing menu.

**To Place a Re-marketed Policy In Force**

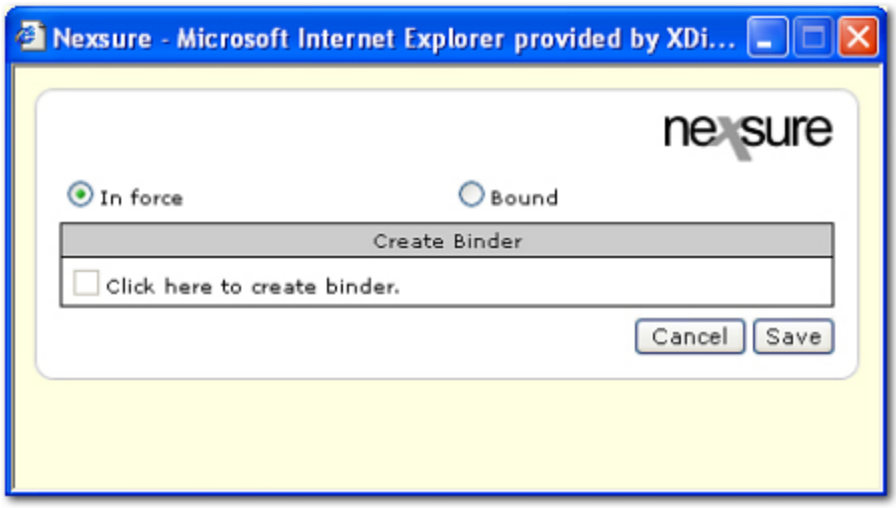
1. On the Primary menu, click **SEARCH**.
2. Click the **Details** icon next to the appropriate client.
3. On the Client menu, click **POLICIES**. All policies, including the future term renewal, are displayed on the **policies** tab.




4. Click the **Details** icon next to the future term policy. The **underwriting** tab is displayed.




5. In the **Policy Number** box, if the policy number is known and has not been entered, enter the policy number.
6. On the **navigation toolbar**, click **Save Changes**.
7. On the **navigation toolbar**, click **In Force**. A confirmation dialog box is displayed.

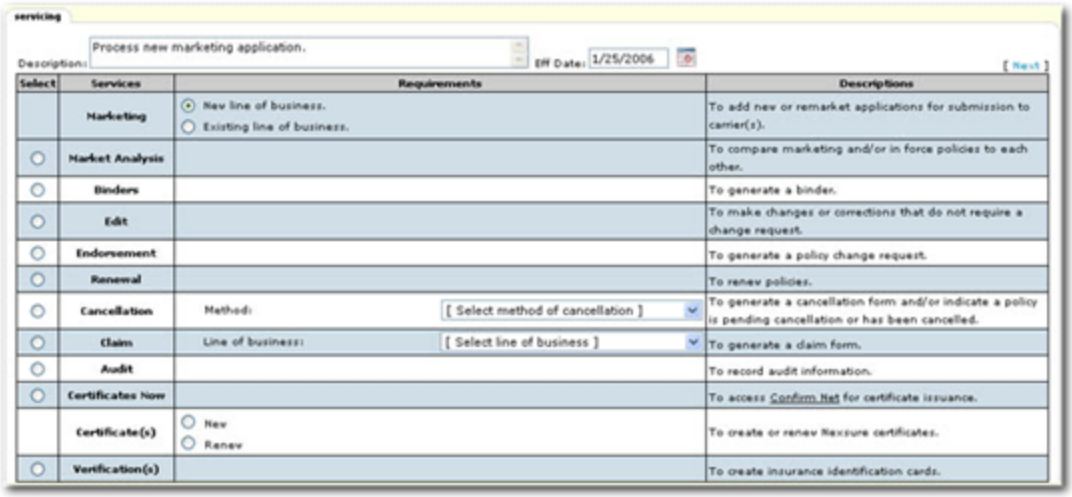



8. Click **Save**. The new renewal term will be in force.

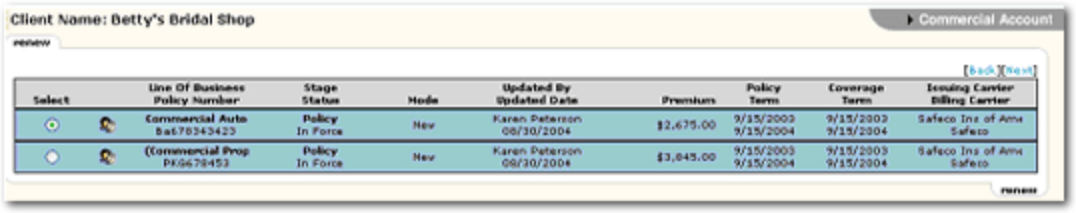
**Note:** For more information about creating binders, see the Creating a Binder topic.

### *Renewing with a New Carrier*

1. On the Primary menu, click **SEARCH**.
2. Click the **Details** icon of the appropriate client. Or from the **Home > EXPIRATIONS** link, click the **Details** icon next to the appropriate client.
3. On the Client menu, click **SERVICING**.




4. Select **Renewal** and click **[Next]**.
5. All in force policies for the client are displayed. Select the policy to be renewed and click **[Next]**.




6. All marketing and in force policies for the Client will be displayed. Click the **Select** check box for policies needing to be included in the renewal from the current and/or marketing list and click **Next**.

**Splitting a Package Policy into Monoline Policies**

1. To create monoline policies select the policy to renew and then the line of business to create, click **[Next]**, this creates the first monoline policy.
2. Go back to **Servicing > Renew** until all the new monoline policies are created.

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

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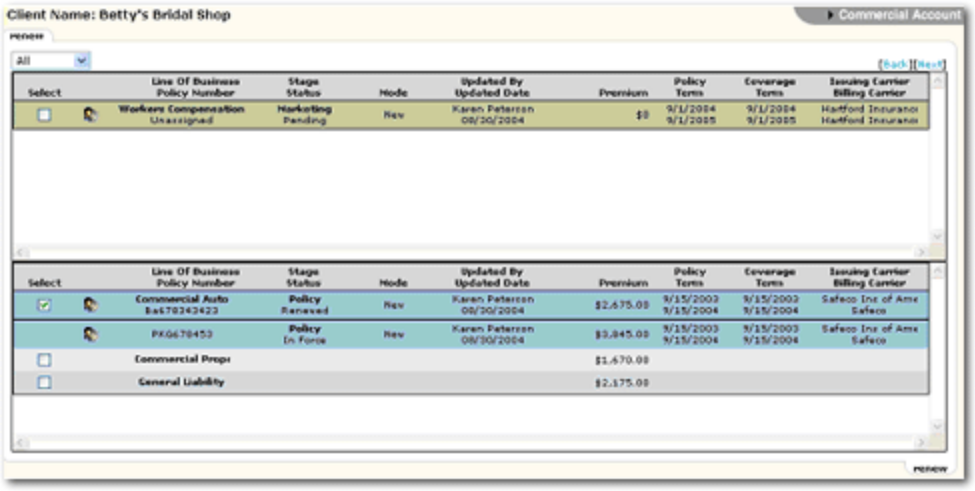



3. The Underwriting screen is displayed. Select the new **Issuing** and/or **Billing Carrier**; click the **Save Changes** link under the header. The mode will now display "**Re-New-Co**" and the status displays **"future"**. This indicates that the policy is a renewal to the agency but is new to the carrier. The mode will remain as Re-New-Co throughout its policy term. Review the application for accuracy and make any necessary modifications. (See Working with Forms for assistance in navigating the forms).

---

**Note:** When a policy status is future the application may be edited. This allows the user to make any changes to the application as needed. Endorsements processed in the expiring policy term are done through **Servicing > Endorse**.

---

4. A policy with a future status may be modified, as necessary, until the policy is placed in force. The policy info tab is not populated from the previous policy and must be entered before placing the policy in force. The user determines when to place the future policy in force. (See Changing Future Status to In-Force ).
5. The expiring policy is separate from the newly created future policy. The user determines when to send an expiring policy to history. (See Sending an Expired Policy to History ).

## *Servicing > Cancellation*

Cancellation is used to complete a lost policy release form and to identify a policy that is pending cancellation. When canceling policies, the coverage effective date will update to the date entered on the servicing screen.

**To Enter a Cancellation**

1. On the Primary menu, click **SEARCH**.
2. Click the **Details** icon next to the appropriate client.
3. On the Client menu, click **SERVICING**.
4. Select **Cancellation**.
5. Select an effective date for the cancellation by clicking the **Calendar** icon and selecting a date. The date can also be typed into the date box using the format: mm/dd/yyyy.
6. Enter a description for the cancellation. This description will be displayed in the action **Description** area.
7. Enter additional notes to be displayed in the action **Memo** section.
8. Select the **Method** of cancellation:
   - **Flat:** The cancellation effective date is the effective date of the policy, without any premium charged.
   - **Short-Rate:** The cancellation effective date is mid-term; the earned premium changed is more than the pro-rata earned premium.
   - **Pro-Rata:** The cancellation effective date is mid-term; the earned premium is calculated only for the period coverage was provided.
6. Select a policy for the cancellation. The **Generate Cancellation** button becomes available.
7. Click **Generate Cancellation**. The **underwriting** tab is displayed. The cancellation header is displayed in **red** font and has a status of **Pending Cancellation**. The **Coverage Term** expiration date has been updated to the date entered on the servicing screen. The **Coverage Term** indicates the dates that the coverages on the policy are effective, therefore, on cancellations the **Coverage Term** expiration date is the effective date of the cancellation. The **Policy Term** will remain unchanged as it indicates the policy term.
8. 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.
9. The cancellation action created will default to a status of **Closed** and the due date will default to the effective date of the cancellation. Complete the action as described in the Actions topic.

**To Navigate to a Pending Cancellation**

1. 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.



Or

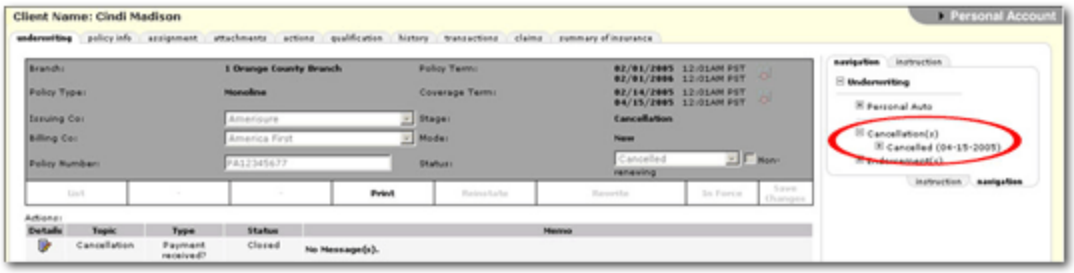
2. On the Utility menu, click **HOME**.
3. On the Home menu, click **CANCELLATIONS**.
4. The pending cancellation will be displayed on the **CANCELLATIONS** link of the Home menu until the cancellation is either posted or aborted. The **[Show]** filter can be used to narrow or broaden the list of policies that 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 on the **Navigation Toolbar**.
4. Choose the **Status** (reason for cancellation) from the list and enter any applicable notes. The default options are **Canceled by Agent**, **Canceled by Carrier**, **Canceled by Insured**. Agency-specific reasons (i.e. "Canceled for non-payment") can be added in Setup > Actions.
5. Click **Save**. The policy header will be displayed in a gray color; the cancelled policy is sent to history.

**To Access a Cancelled Policy in History**

1. On the Client menu, click the **POLICIES > history** tab. The history summary screen is displayed.
2. Click the **Details** icon:



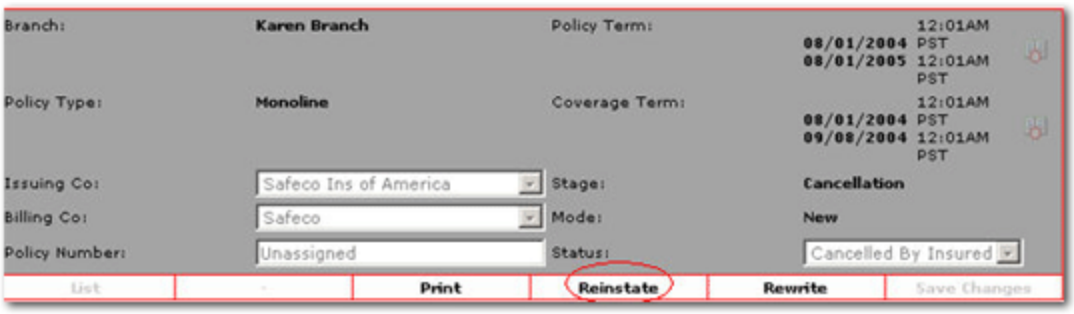

**Tip:** To view the cancellation date, on the **navigation** tab, click the "**+**" next to Cancellation(s).

### *Reinstate*

Reinstate is used to restore the cancelled policy back to its original state with no lapse in coverage.

**To Reinstate 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. On the **Navigation Toolbar**, click **Reinstate**.




7. A dialog box will be displayed. Click **OK** to reinstate the policy.
8. The policy header will turn blue and the status will show **Reinstated**.

### *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.

**To Rewrite a 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 **history** tab.
5. Click the **Details** icon of the appropriate policy in history to be rewritten.
6. On the **Navigation Toolbar**, click **Rewrite**.
7. The policy header will turn to a wheat color and is placed into a marketing stage. Complete the marketing process as described in the Marketing > Marketing Underwriting topic.

## *Servicing > Claim*

The Claim option is used to generate a claim form.

**To Initiate a Claim**

1. On the Primary menu, click **SEARCH**.
2. Click the **Details** icon for the appropriate client.
3. On the Client menu, click **SERVICING**.
4. Select the **Claim** option.
5. Select an effective date for the claim by clicking the **Calendar** icon and selecting a date. The date can also be typed into the date box using the format: mm/dd/yyyy.
6. Enter a description for the claim that will be displayed in the action **Description** area.
7. Enter any notes to be included in the action **Memo** area.

4. Select the **Line of Business** that the claim is being reported against.
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 policy header will be displayed with a red border around it.

---

**Note:** The pending claim will be displayed on the **HOME > CLAIMS** screen and the Client menu **> CLAIMS** screen. It will also display on the Client menu **> POLICIES** link with a red border around the policy until it is either posted or aborted.

---

4. The appropriate claim form for the line of business selected will be available for completion on the **navigation** tab under **Pending Claims**.

**Important:** When a claim is accessed through an iteration of the policy under which the claim was not made, the loss notice boxes will not accept entries. The loss notice entries must be made in the policy iteration where the claim was established and the claim must be unposted.

**Tip:** If a change is made to a loss notice, Nexsure will update the pending claim form in all iterations of the policy that follow the claim, once **Save Changes** is clicked on the original loss notice.

- **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.

9. Once the claim form is completed click **Save Changes** on the **Navigation Toolbar**.

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**Note:** Steps 10 through 17, below, describe using the populate button to populate an auto claim form. The populate workflow is similar on all claim forms.

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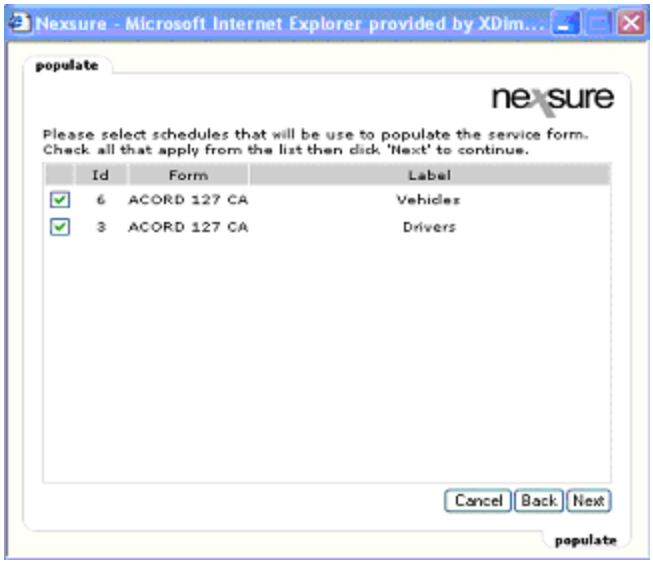
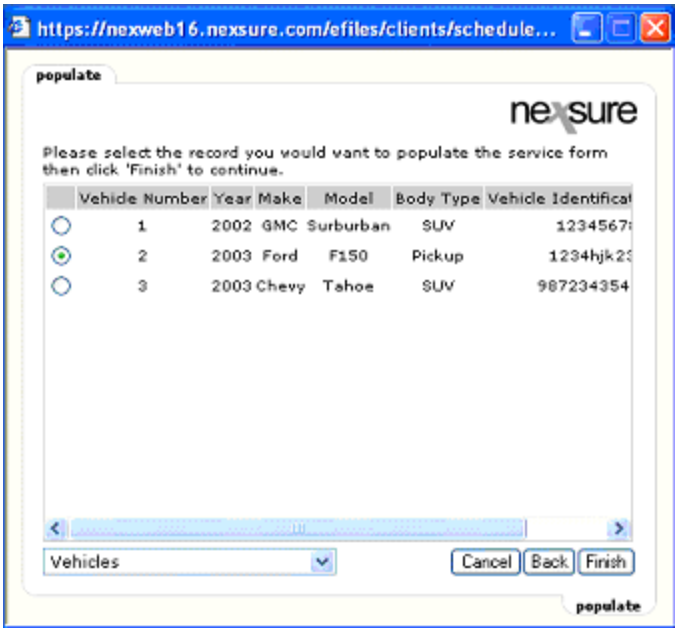
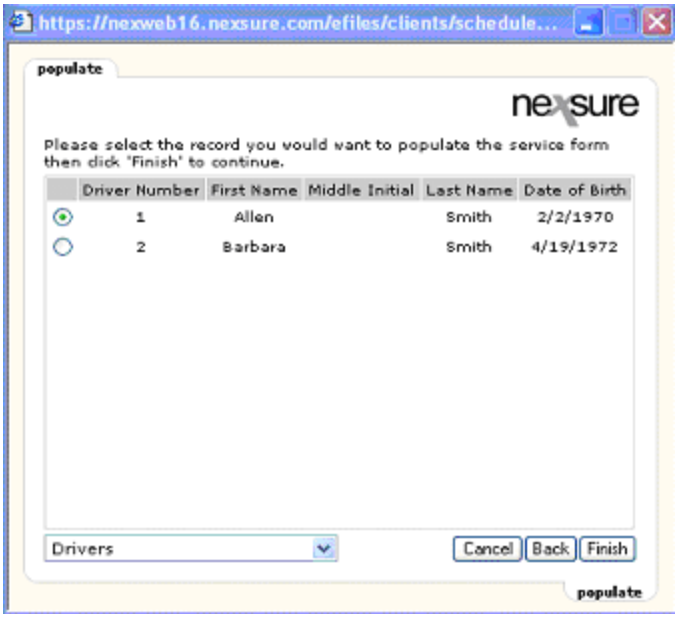
10. Click **Populate** .
11. Select the **Agree** option.
12. Click **Accept**.
13. Select both **Vehicles** and **Drivers** check boxes (if loss pertains to both).




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




15. Select **Drivers** from the list.
16. Select the driver involved in the loss.




17. Click **Finish**.

**Note:** This pulls the vehicle and driver information from the application over to the claim form.

18. Click " + " next to **Pending Claims** in the **navigation** tab. The DOL (Date of Loss) is displayed next to the form name on 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 topic.
20. Click the **claims** tab. All claims for this policy will be displayed in the summary view.
21. 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 to the **underwriting** tab for review and/or edits to the information.
24. The claim action created will default to **Closed**. The action status can be changed to **Open** and the **Memo** box can be used to track monies paid out. Complete the action as described in the Actions topic.
25. See the Claims Details topic for information about completing the claim and adding claimants.
26. Click the **Save Changes** link in the **Navigation Toolbar** under the claim header.

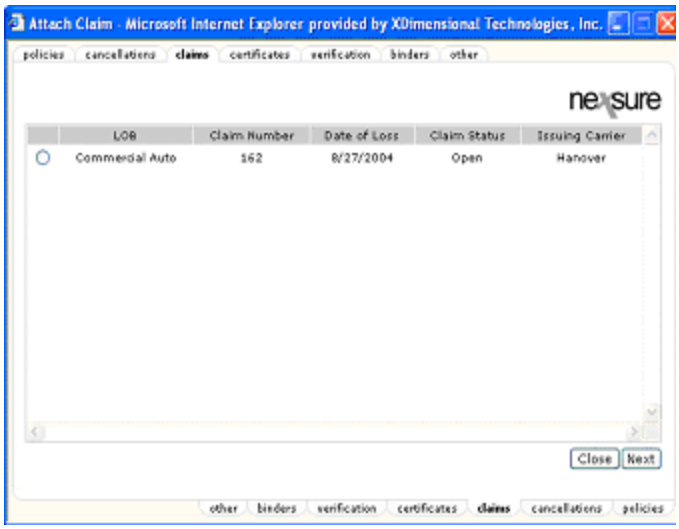
## *Delivering a Claim*

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.
2. Click **[Add New]**. The email tab is displayed.

3. Select the method of the delivery, the **email** or **fax** tab.
4. Enter the email or fax information on the left.
5. On the right, in the **Claims** section, click **Add**.
6. Select the claim to deliver and click **Attach**.




6. The claim will be attached, click **Send**.

### *Aborting a Claim*

A claim cannot be aborted once a claimant is attached. The claimant must first be removed.

1. On the Primary menu, click **SEARCH**.
2. Click the **Details** icon of the appropriate client.
3. On the Client menu, click **CLAIMS**.
4. Click the **Details** icon of the appropriate claim.
5. Click the **Abort Claim** link in **Navigation Toolbar** under the claim header.

### *Posting a Claim*

1. On the Primary menu, click **SEARCH**.
2. Click the **Details** icon of the appropriate client.
3. On the Client menu, click **CLAIMS**.
4. Click the **Details** icon of the appropriate claim.
5. Click the **Post Claim** link in **Navigation Toolbar** under the claim header.

---

**Note:** Once the claim is posted a **Reopen Claim** link is available on the **Navigation Toolbar** under the claim header.

---

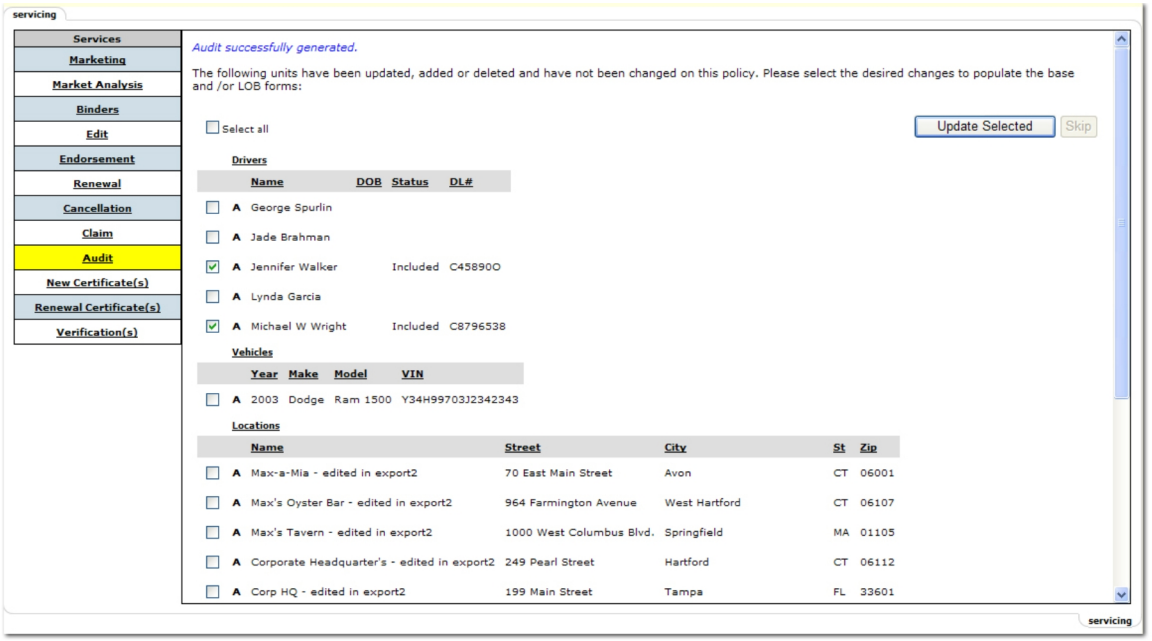
## *Servicing > Audit*

When adding audits to policies, the coverage effective date will update to the date entered on the servicing screen.

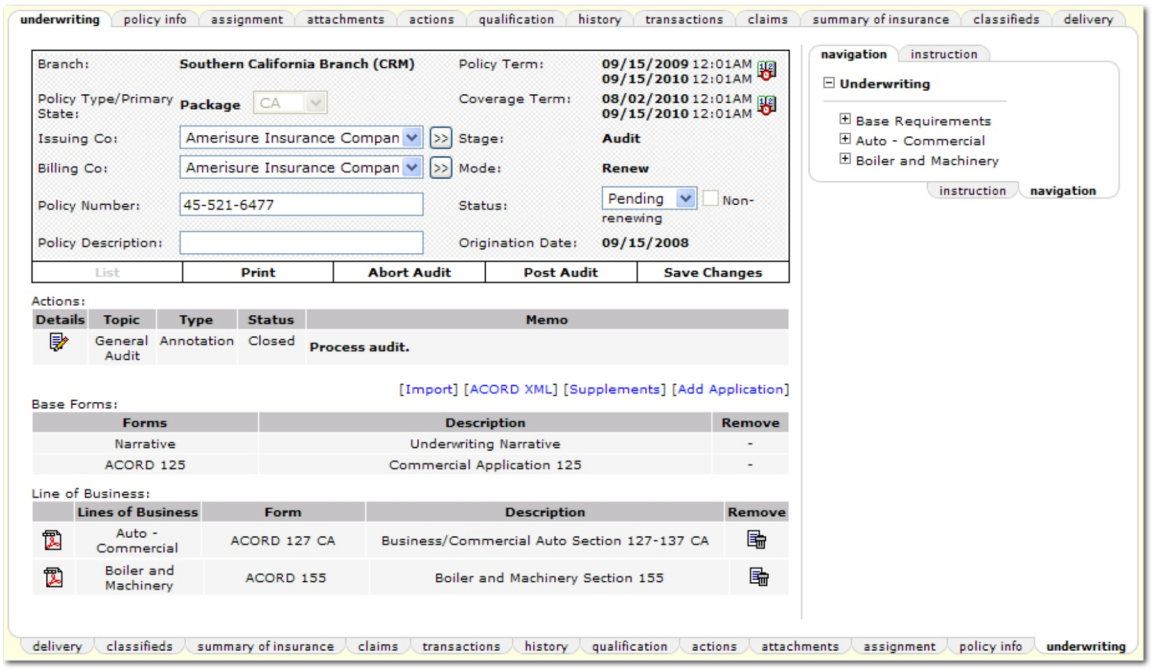
**To Create an Audit**

1. On the Primary menu, click **SEARCH**.
2. Select a client.
3. On the Client menu, click **SERVICING**.
4. Select the **Audit** option.
5. In the **Eff. Date** box, enter the effective date of the audit.
6. Enter a description of the audit that will be displayed in the action description area.
7. Enter any notes to be included in the action memo area.
8. Select the policy to be audited and click **Generate Audit**. The **Coverage Term** effective date will be updated to the date entered on the servicing screen. The **Coverage Term** indicates the dates that the coverages on the policy are effective. The **Policy Term** will remain unchanged.

**Important:** If any units in this audit were updated at the client level and not propagated to the policy level, a dialog box is displayed showing the units that are out of sync. A code is displayed to indicate the type of change that was made. **A = Add**, **C = Change**, **D = Delete**. Select the check box next to the unit to update and the **Update Selected** button becomes available. The updates will be made to the selected policy. If the unit needs to remain unchanged, click the **Skip** button to proceed. The units skipped will be out of sync with the client level unit information.




**Note:** To audit multiple policies for the same client, a separate audit must be performed for each policy.




9. Make the desired changes to the policy and / or premium. Click **Save Changes**.
10. After the changes are made and saved, select **Final** or **Disputed** in the **Status** list and then **Save Changes** on the **Navigation Toolbar**.
11. Click **Post Audit**. Clicking**Abort Audit** will cancel the audit process.

**Important:** If the set up on the Invoice Defaults Tab requires the production credit to **equal 100%**, upon posting, if production credit is not equal to 100%, a dialog box will be displayed requiring that production credit line items are corrected to equal 100%. Any income bearing line item must have a related production credit line item total of 100%.

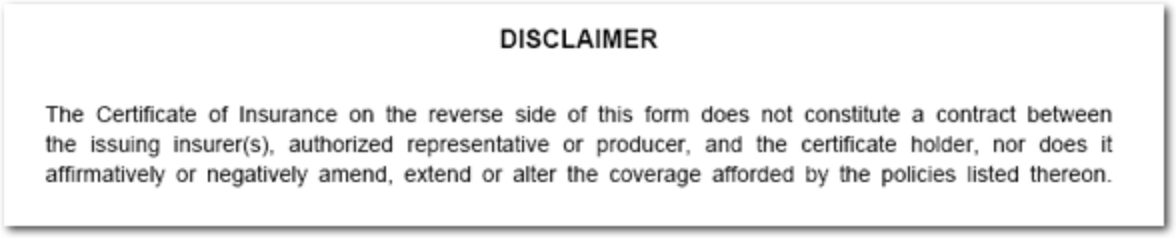
If the set up on the Invoice Defaults Tab allows production credit **greater than 100%**, when posting the audit, a warning will be displayed if production credit is greater than 100% but it will be allowed. If production credit is less than 100%, a dialog box will be displayed requiring that production credit line items are corrected to equal or exceed 100%. Any income bearing line item must have a related production credit line item total equal to or greater than 100%.

**Tip:** You can view all existing audits from the **HOME > AUDITS** screen. Audits will also be displayed on the client history screen.

## *Creating Certificates*

Nexsure offers the ability to create a certificate of insurance for one or multiple Holder / Additional Interest(s) in a single process. A separate certificate will be created for each Holder / Additional Interest added. The option is available to add a Holder / Additional Interest from an existing group of holders that have been used for this insured.

**Note:** The disclaimer is now available when furnishing a Certificate of Liability, ACORD 25, to holders. The disclaimer prints on the second page of the certificate. Please contact Nexsure Support if this disclaimer needs to be added to all ACORD 25 forms.

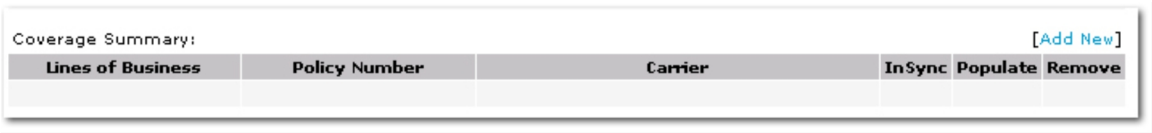


DISCLAIMER

The Certificate of Insurance on the reverse side of this form does not constitute a contract between the issuing insurer(s), authorized representative or producer, and the certificate holder, nor does it affirmatively or negatively amend, extend or alter the coverage afforded by the policies listed thereon.

**To Create a Certificate of Insurance**

1. On the Primary menu, click **SEARCH**. Search for the appropriate client.
2. On the Client menu, click **SERVICING**.
3. Click the New Certificate(s) option. The New Certificate of Insurance screen is displayed.
4. In the **Certificate Selection** area, select the type of certificate to create.
5. In the **Insured Name** area, select the name of the insured from the list.
6. Select an **Authorized Representative Signature** from the list. This signature will appear on the certificate. The **Authorized Representative Signature** selection list is populated with staff members in the branch that have a signature file appended to the **identity** tab of their employee details.
7. In the **Description (optional)** box, enter a description for the certificate.
8. Click **[Next]**.
9. In the **Coverage Summary** area, click **[Add New]** to add a line of business.



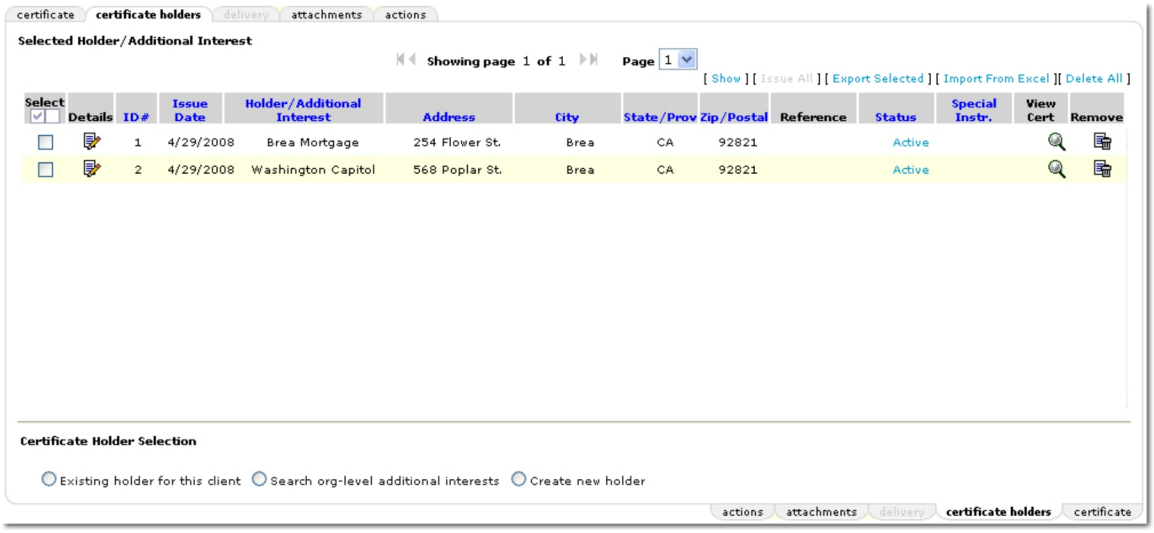
Coverage Summary: [Add New]

| Lines of Business | Policy Number | Carrier | InSync | Populate | Remove |
|---|---|---|---|---|---|
| | | | | | |

10. Select the appropriate line(s) of business for the certificate and click **[Next]**.

**Note:** When the **certificate** tab is displayed, click **Print** on the **Navigation Toolbar** to view the certificate. Once the holders are added to the certificate, the **Print** function changes to a batch print function.

11. Click the **certificate holders** tab to add certificate holder(s):




**Note:** Line items for each certificate holder will have an active **Remove** icon until the certificate for that holder is issued. Once the certificate holder has been issued, no further additions or modifications can be made.

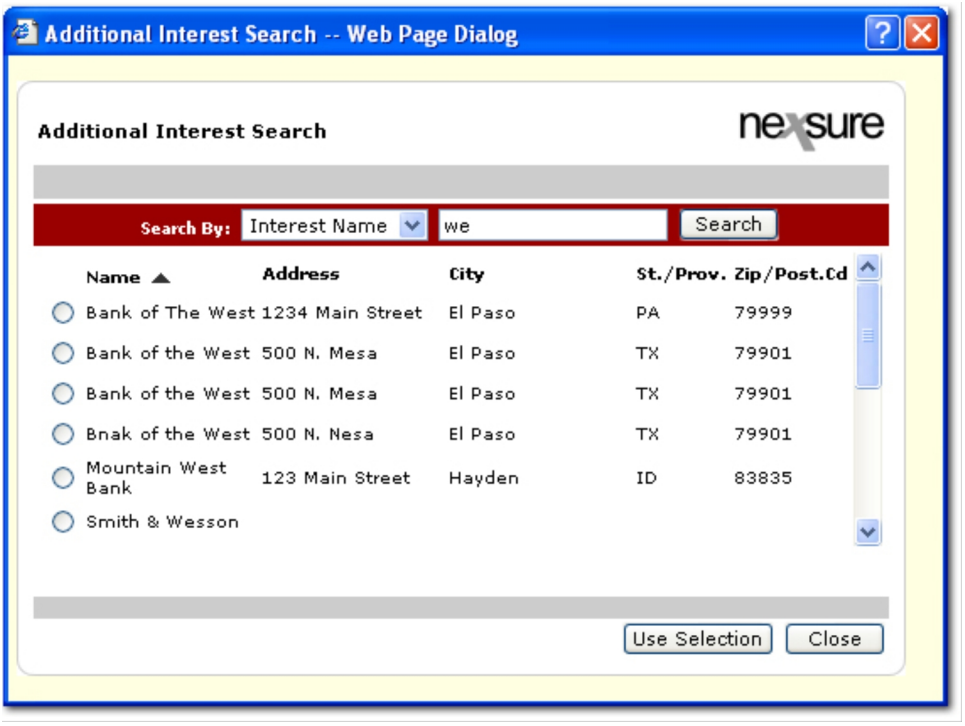
Select one of the following options:

Existing holder for this client

When selecting the existing holder, select the entity name then click **Use Selection**. To select multiple additional interests, hold the **CTRL** key, select the name, and click **Use Selection**.

Search org-level additional interests

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




- Search by name, address, phone number etc. Select the **Search By** item from the list, enter at least two characters in the search box and click **Search**.
- Select the additional interest to search for and click **Use Selection**.
- Notice that when **Use Selection** is clicked in the search screen, the name is added to the certificate.

**Tip**: Additional interests can be removed from the certificate by selecting the **Remove** icon for that particular name.

Create new holder

- Selecting the **Create New Holder** option will allow entry of information for a new additional interest on the **certificate holders** tab. Once the additional interest name and contact information has been added, the **Description of Operations / Special Instructions** can be entered at the bottom of the screen.
- Once the information is complete, click **Save**.
- Selecting the **certificate** tab will open the fields for the ACORD certificate form for the additional interest added.
- To view any other certificate holders that have been added, click **[Back]** on the **certificate holder** tab.

13. Once the certificate holders have been added, view and edit the details of a record by clicking the **Details** icon. Clicking the **Details** icon will also give access to the **Description of Operations / Special Instructions** section for a specific Holder / Additional Interest. Remember, a separate certificate will be

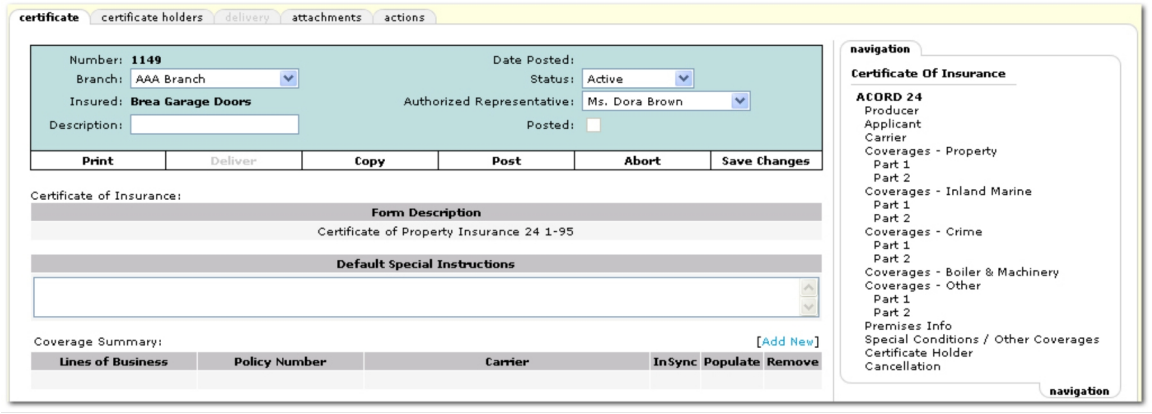
created for each holder listed. Each certificate will display the selected Holder / Additional Interest Description of Operations / Special Instructions.

**To Add Special Instructions**

- On the **Certificate Holders** tab, click the **Details** icon for the specified holder.
- Enter any special instructions into the text area. Information entered into this area will appear after the standard Description of Operations text entered while creating a new certificate of insurance.
- Click **Save**.

**Tip**: To edit any information in this area at a later time, click the **Details** icon for the specified special instructions. Clicking the blue column headings will sort multiple certificates by the respective heading.

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



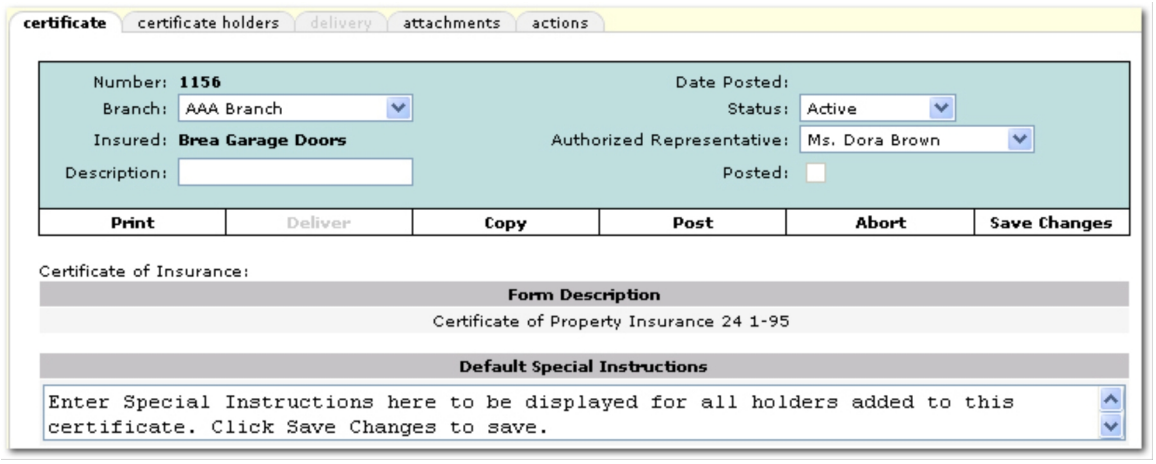

15. Enter the certificate information using the navigation tree on the right. Once information is entered in a section, click **[Next]**, **[Prev]** or another link on the **navigation** tab to save changes.

**Important:** Certificate holder and Description of Operations / Special Conditions information may be specific to a certificate holder. There may be many holders attached to one certificate which requires that information specific to the holder be entered directly into the certificate and not added from the navigation tree. Below are the ACORD form sections that must be entered directly into the certificate:

**ACORD 24**
Special Conditions / Other Coverages
Certificate Holder
**ACORD 25**
Description of Operations
Certificate Holder
**ACORD 27 & 28**
Special Conditions / Other Coverages
Additional Interest (check boxes)

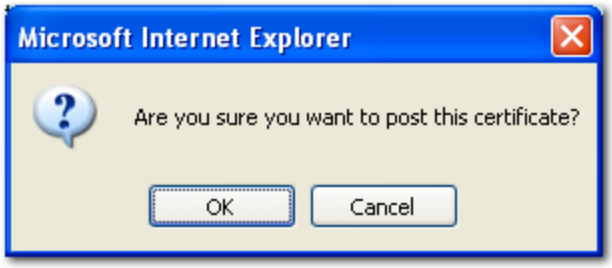
16. Click **Save Changes** on the **Navigation Toolbar** under the certificate header to save changes after entering the Cancellation terms.

17. Click **Certificate of Insurance** at the top of the **navigation** tab to close the form.
18. In the **Default Special Instructions** box, enter special instructions that will be displayed on all certificate holder copies.

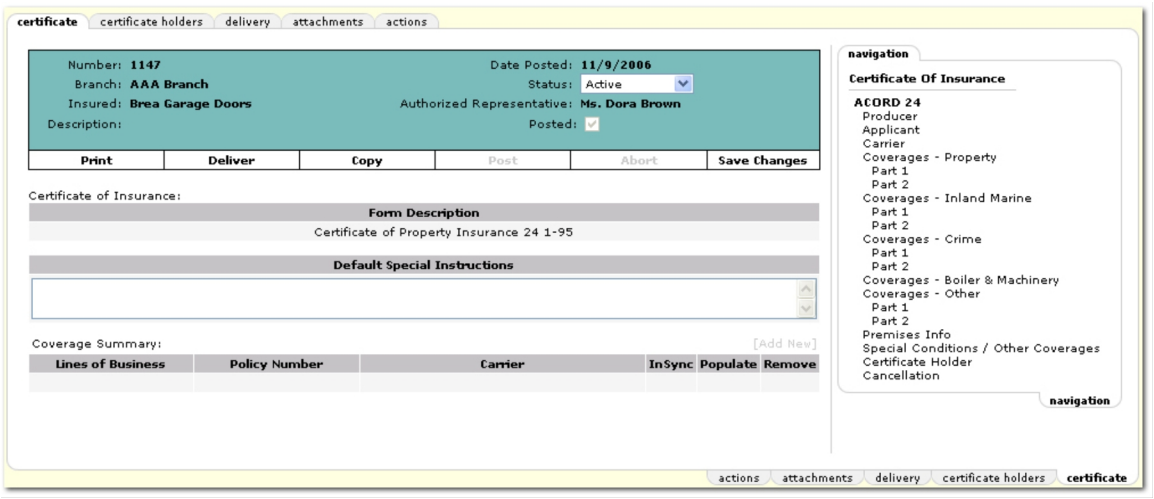



**Note:** If special instructions need only be displayed for one holder, enter those special instructions on the **certificate holders** tab.

19. On the N**avigation Toolbar**, click **Save Changes** to save changes to the **Default Special Instructions**.
20. Click **Print, Post** or click **Abort** to cancel the certificate. When printing a certificate, iterations of the certificate for holders that have not been issued are not available to print.
21. Once **Post** is clicked, the following confirmation dialog box is displayed:



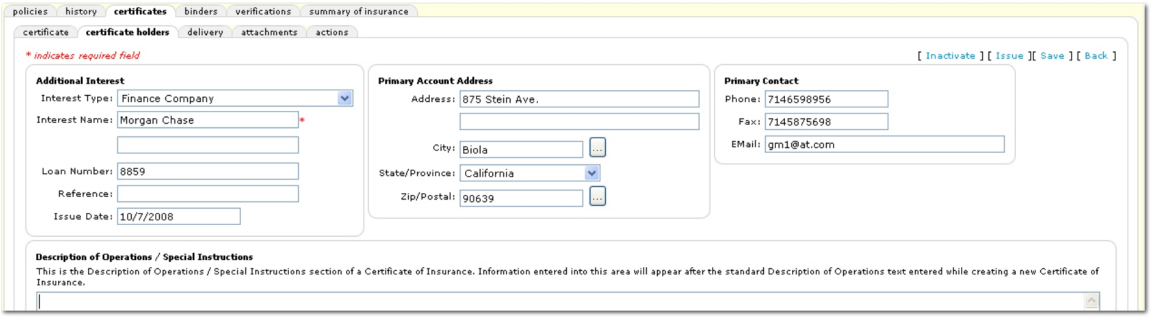

22. Click **OK** and the certificate is posted.




## *Issuing a Certificate from the Certificate Holders Tab*

Once a certificate is posted, certificate holders can be issued.

1. From the **POLICIES** menu, click the **certificates** tab.
2. Click the **Details** icon next to the certificate.
3. Click the **certificate holders** tab.
4. To issue all un-issued holders, click **[Issue All]**. A confirmation dialog will display.
5. To issue to a single holder, select the **Details** icon for the holder from the **certificate holders** tab and select **[Issue]**, or add the holder as described starting in step 13 above.




6. In the certificate holders detail screen, click **[Issue]**. A confirmation is displayed.

**Note:** The **[Issue]** link is only available on posted certificates. Once a certificate holder has been issued, the only item that can be modified is the **Reference** notation.

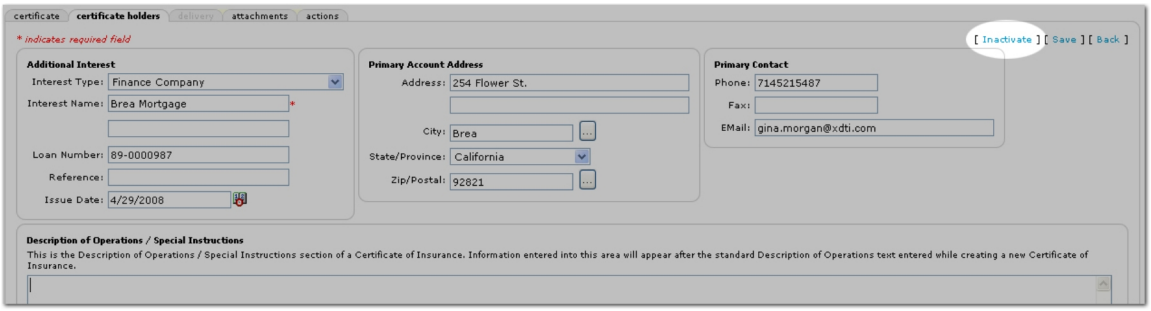



7. Click **OK**.

## *Inactive Certificate Holders*

**To Indicate a Holder is Inactive**

1. On the **certificate holders** tab, click the **Details** icon next to the holder to become inactive. The certificate holder details are displayed.
2. At the top of the screen click **[Inactivate]**.




3. Click **[Save]**. The **Status** information is then displayed on the **Selected Holder / Additional Interest** screen in the **Status** column.

## *Delivering a Certificate*

Once a certificate is posted and the holder is issued or batch printed, the certificate can be delivered.

**To Deliver a Certificate**

1. On the **certificate** tab, on the **navigation toolbar**, click **Deliver**.
2. Follow either the email or fax delivery instructions outlined in the Delivery topic.

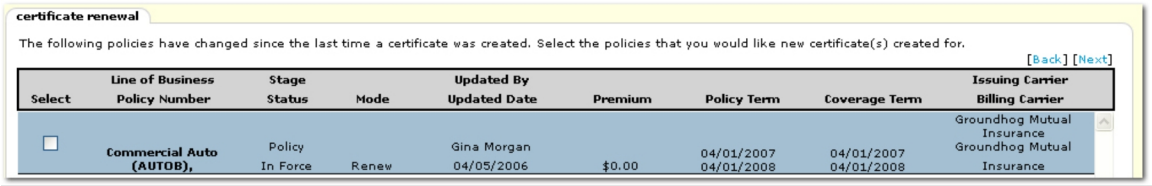
## *Certificate Renewal*

The renewal process displays policies that have been renewed since the last issuance of certificates. The certificate must have been posted and have at least one issued holder to be available to renew. Temporary access can be granted to clients so they select which certificates they would like to have reissued. To let the client select which certificates get renewed, see Client Access for Certificates.

**To Renew Certificates**

1. On the Primary menu, click **SEARCH**. Search for and select the client.
2. On the Client menu, click **SERVICING**.
3. Click **Renewal Certificate(s).** A list of policies that have been renewed will be displayed.

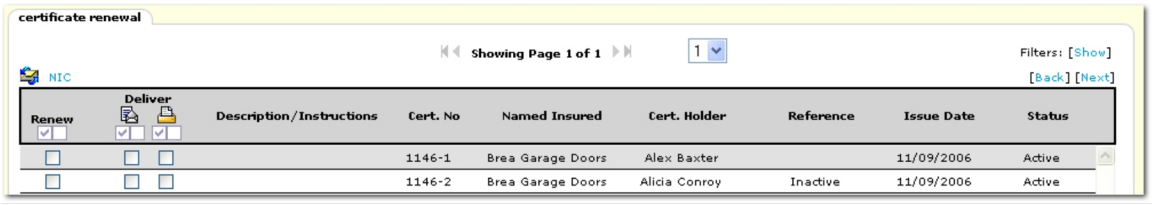
**Note:** Each renewed policy must have had a posted certificate and issued holders to be displayed on the **certificate renewal** tab.



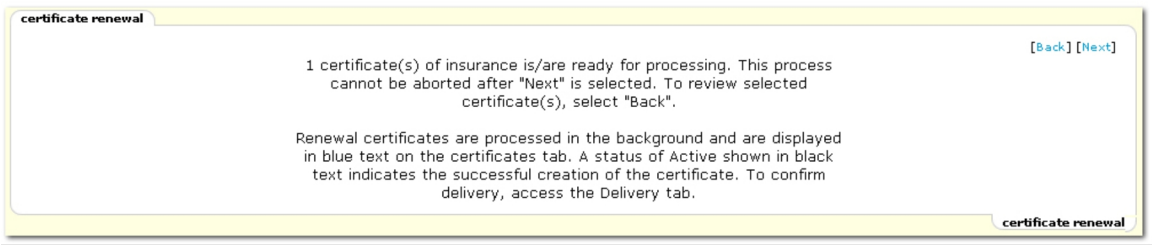

4. Select the policy(s) and click **[Next]**.

**Note:** If the certificate form has expired, Nexsure will automatically give notification that a new form is available. Click **Accept** to migrate the data to the new form. Please verify that the new form is populated correctly.

5. On the **certificate renewal** tab, select the **Renew** check box next to the holders to renew.



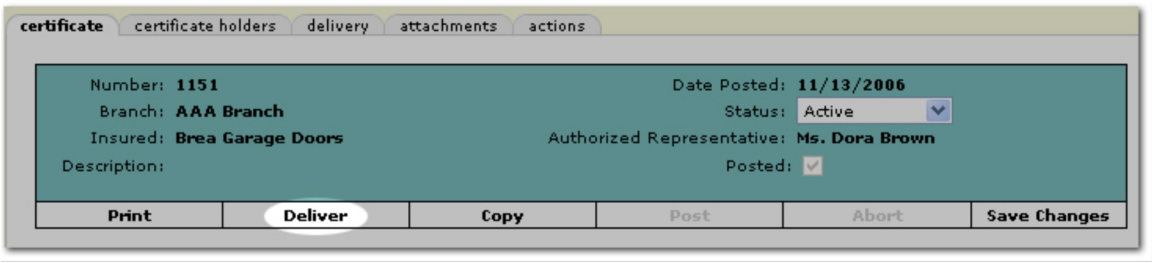

6. Click **[Next]**. The following confirmation message is displayed before the certificate renewal can no longer be aborted.




7. Click **[Back]** to review selections or click **[Next]** to confirm renewal. The **certificates** tab is displayed with the renewed certificate noted in blue text. A status of **Active**, shown in black text, indicates the successful creation of the certificate.

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

8. To deliver the certificate, click the **Details** icon next to the certificate to deliver.
9. In the **navigation toolbar**, click **Deliver**.

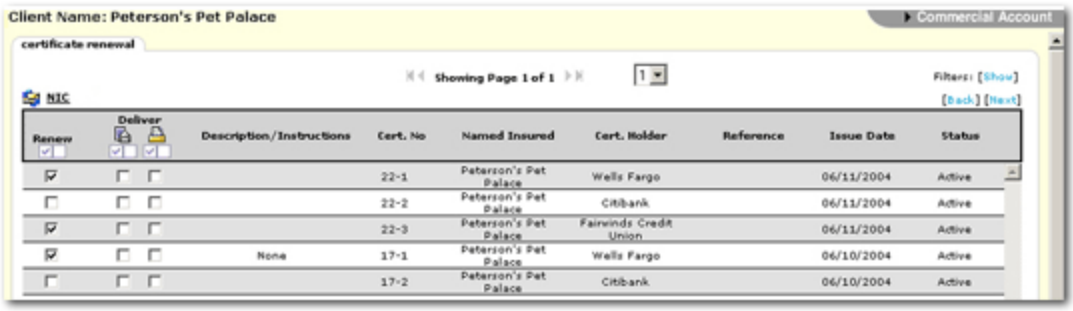



10. Follow either the email or fax delivery instructions outlined in the Delivery topic.

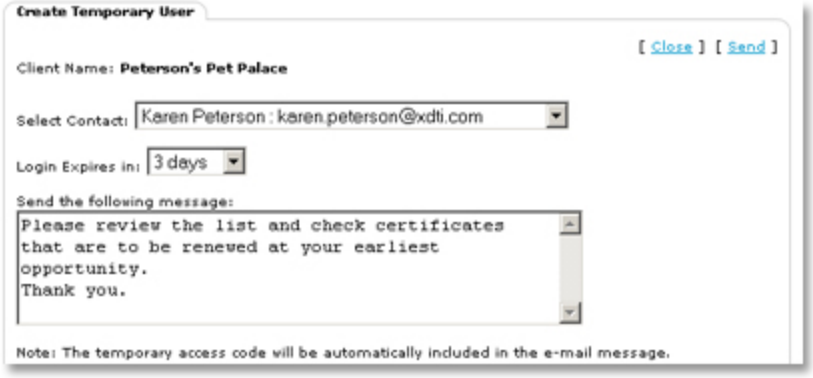
## *Client Access for Certificates*

Clients may have several certificate holders associated with a policy, but not wish to issue certificate renewals to each holder. Nexsure users can grant temporary Nexsure access to clients so they can select which certificate holders will be issued a renewed certificate.

1. On the Client menu, click **SERVICING**.
2. Select **Certificates>Renew** and click **[Next]** a list of policies that have changed will be displayed.
3. Select the policy(s) and click **[Next]**.



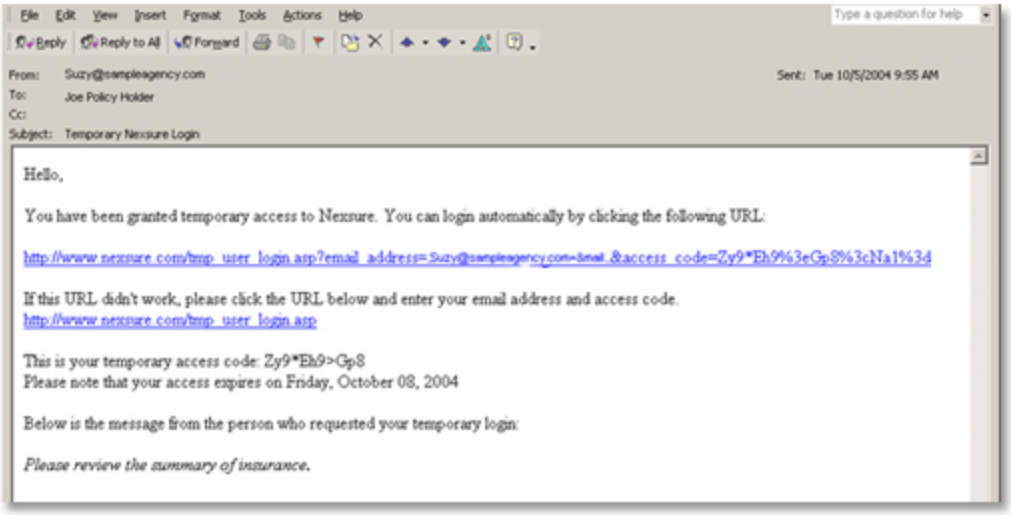

4. Click the **NIC** icon.




5. In the **Select Contact** drop-down box, choose the recipient of the temporary access. You can grant multiple contacts access, but they must be sent one at a time.

**Note:** If the client you wish to grant access to is not in this drop-down list, they must be added from the Client Profile / contacts tab. Close the **Create Temporary User** dialog box, add the contact and then the client will appear in the drop-down list.

6. Select the number of days the contact will have access.
7. Enter a custom message, or accept the default.
8. Click **Send**. The dialog box will remain open to allow another contact to be selected. If there are no other contacts to grant access to, click **Close**.
9. An email with a link to the certificate(s) will be delivered to the contact.




10. The contact must click the link in the email to be redirected to the certificate(s).

**Note:** The temporary access link can only be accessed one time.

11. Once the user has accessed the certificate(s) and clicked the **Logout** link, an email will be returned to the Nexsure agent notifying them that the contact has reviewed the summary of insurance.

## *Servicing > Verification*

The verification screen is for generating verification of coverage forms, such as Auto ID cards.

**To Issue Verification**

1. Click **SEARCH** and select the client.
2. On the Client menu, click **SERVICING**.
3. Select **Verification(s)**. A list of policies from which to create the verification will be displayed.
4. Select a policy for the verification. If there are multiple records on a policy, such as multiple vehicles on an auto policy, you can use the **Select All Records** or **Deselect All Records** options. Once you have selected the records for verification, click **[Next]**.
5. Each vehicle on the policy will be displayed in the **Verification Summary**. Select a different **Form** if necessary; the ACORD 50 is the default.

6. Select the **Named Insured**.
7. If you have selected a form or insured other than the default, click **Save Changes**.
8. Click **Issue** for individual vehicles or **Issue All** for multiples.
9. Click **Print** to send the verifications to a printer or to PDF format.

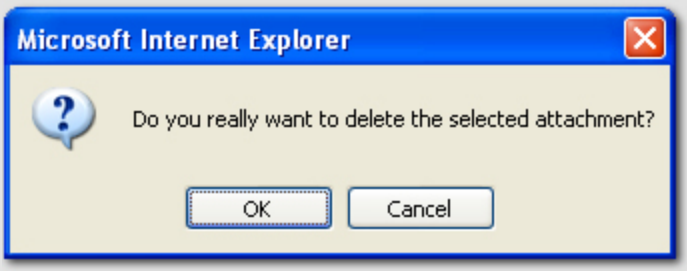
### *Required Information for NY Auto ID Cards*

1. **FEIN** or NY **Driver's License Number** must be entered for each named insured on the card. If a NY driver's license number does not exist, all zeros must be entered. FEIN is from the commercial **named insured** tab and the driver's license numbers are from the **Drivers** section of the application.
2. Correct issuer name and address from the primary assignment branch information. Must be the name on file with the NY DMV.
3. NY **Agency / Issuer License No**. This must be entered on the **branch authorizations** tab.
4. **Issuer Key / Pin Number**. Must be entered on the **branch authorizations** tab.
5. Policy period may not be greater than one year.
6. Correct **Issuing Carrier / NAIC** combination. Three digit NY carrier code is populated based on the **NAIC** which is input on the **carrier name** tab. Correct carrier must be selected from the **Issuing Carrier** list on the policy that the verification is being created for.
7. All card specific information must be completed. For example, if the number of seats is a field on the auto ID card selected, then the number of seats must be completed.
8. Vehicle information must be correct. The **Year**, **Make** and **VIN** must be accurate.

## *Attachments*

The attachment option allows the staff member to attach photographs, documents, email, etc. to a client or to a client's policy. Documents can be created with or without using a pre-designed template. Attachments can be up to 25 MB in file size with current Nexsure Controls.

**Important:** As of the Nexsure 1.92.5 release, attachments are not duplicated for each policy with which they are associated. If an attachment is removed, it is removed from Nexsure completely regardless of associations. When removing attachments added prior to 06/01/07 a dialog box is displayed confirming the removal of the single iteration of the attachment. When removing attachments added after 06/01/07 a different dialog box is displayed confirming that all instances of the attachment will be removed.

| Pre 06/01/07 | Post 06/01/07 |
|---|---|
|  |  |





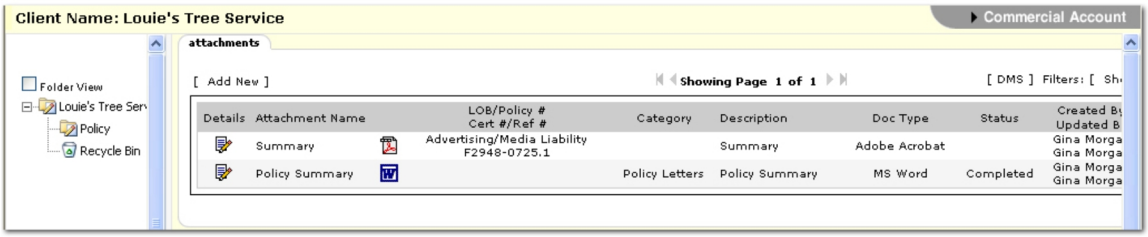
There are two levels of attachments that can be created, the client level and the policy level:

## *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.

**To Add an Attachment**

1. On the Primary menu, click **SEARCH**.
2. Click the **Details** icon for the appropriate client.
3. On the Client menu, click **ATTACHMENTS**. The **attachments** tab is displayed with all client attachments.




4. Click the **Details** icon next to the attachment to view. If the attachment selected is associated with a restricted policy and the staff member logged on is not assigned to the policy, the **Microsoft® Word Attachment**, **Details** and **Remove** icons appear dimmed and cannot be selected.

---

**Note:** If an attachment is associated to any restricted policy, that attachment can only be accessed by staff members that are assigned to the restricted policies. If an unrestricted policy contains an attachment that is associated with another restricted policy, that attachment will only be available for staff members assigned to the restricted policy.

---

**Tip:** An attachment can be attached to an unrestricted policy at the policy level to provide unrestricted access to a document.

5. To add a new attachment, click **[Add New]** on the **attachments** tab.

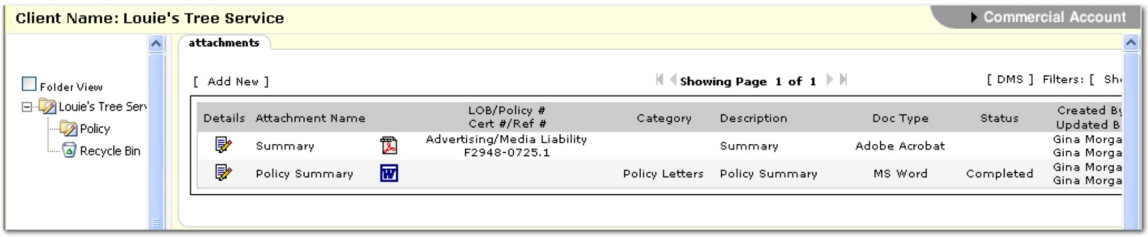
**Note:** The **ATTACHMENTS** link on the Client menu will display all attachments for the client being accessed.

6. To remove an attachment, click the **Remove** icon. If the attachment is associated with a policy, a dialog box will be displayed giving notification that the attachment will be removed from both the client and policy levels.

**To Use Client Level Attachment Folders**

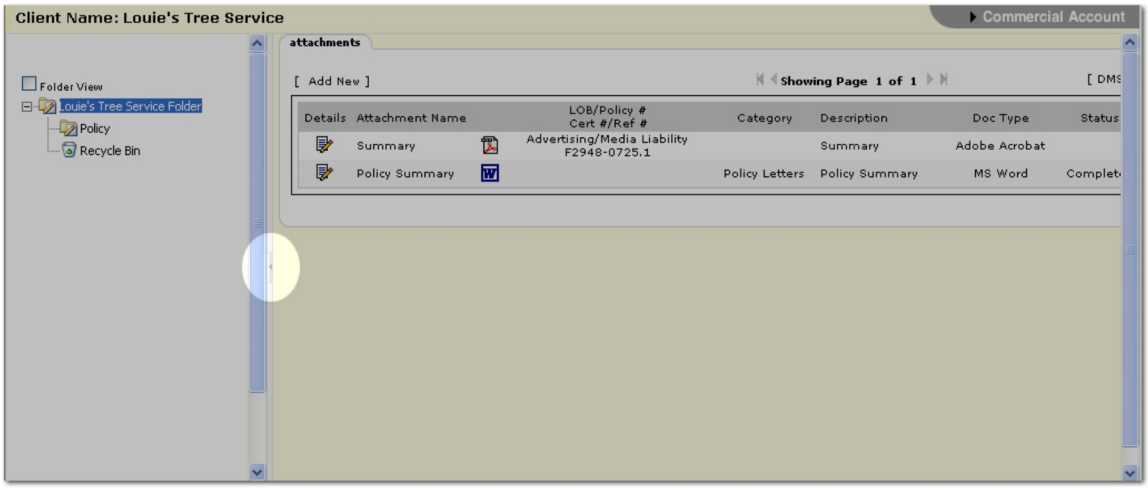
In order to organize a high volume of client attachments, attachment folders are available.

1. On the Primary menu, click **SEARCH**.
2. Click the **Details** icon for the appropriate client.
3. On the Client menu, click **ATTACHMENTS**. The **attachments** tab is displayed with all client attachments.




When the client attachments tab is first displayed, all attachments for the selected client are shown. The folder view is also displayed on the left. By default, a client folder containing all client attachments and a **Recycle Bin** are displayed. Once a folder is clicked, the **Folder View** check box is automatically selected indicating that only attachments for the selected folder are displayed.

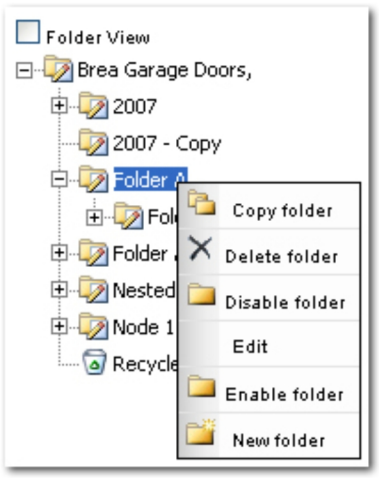
4. The folder panel can be closed by clicking the hidden button on the vertical scroll bar. This button acts as a toggle for the folder panel.




**To Work with Folders**

Up to 100 folders per organization can be added. Folder are cross-organizational so any folders added for one client will show for all clients in the organization. Only staff members with security rights for addition, deletion, or modification of folders can respectively add, delete or rename a folder.

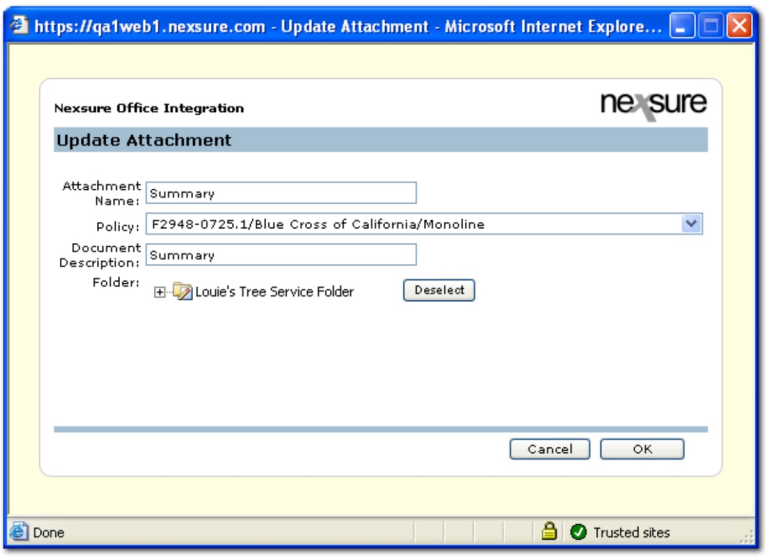
The following options are available after right-clicking on a folder to view the context menu:




- **Copy folder:** A copy of the selected folder will be created. The folder and sub-folders will be copied, not the attachments within. To denote the copy the title of the folder will be appended by: **- - Copy**.
- **Delete folder:** The selected folder will be sent to the **Recycle Bin**. The folder can later be deleted from the **Recycle Bin** if necessary. Once the folder has been deleted, all contents are added to the top level client folder.
- **Disable folder:** New documents cannot be saved to a disabled folder.
- **Edit:** Allows the name of the folder to be edited.
- **Enable folder:** If a folder was previously disabled, the folder can again be enabled. Once the folder is enabled, all folder functions become available.
- **New folder:** Creates a new folder under the selected folder.

Other folder options available are:

1. Folders can be combined or reorganized using drag-and-drop. A folder can be dragged over to another folder and dropped in order to combine multiple folders or set up child / parent folder relationships.
2. An attachment can be deleted by clicking the **Remove** icon. The attachment is added to the **Recycle Bin** in the folder panel. Once the attachment is in the **Recycle Bin**, the **Remove** icon can again be clicked and the attachment is removed from Nexsure.
3. An attachment can be added to a folder by clicking the document type icon on the **attachments** tab. The **Update Attachment** dialog box is displayed.




4. In the **Folder** area, select the folder to which the attachment needs to be added.

   **Note:** If a folder is selected in error, **Deselect** can be clicked.

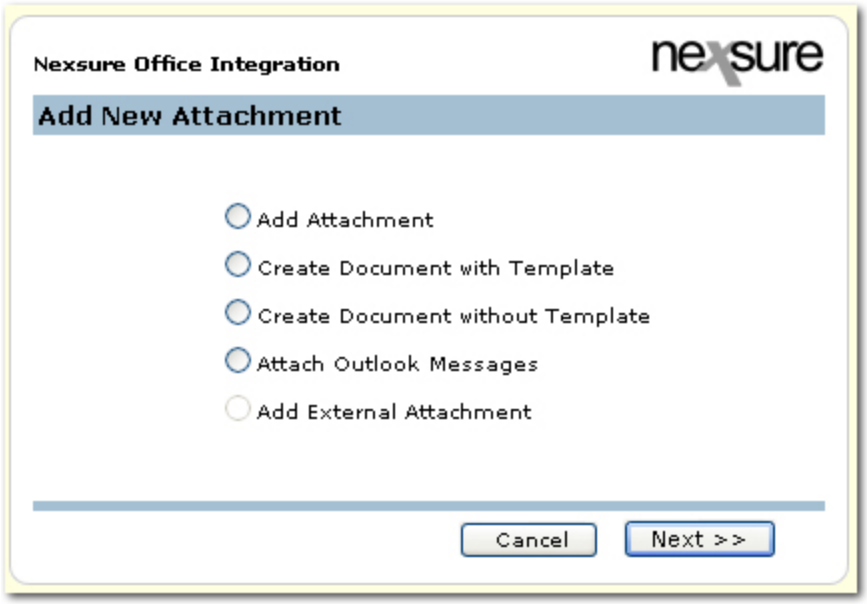
5. Click **OK**. The attachment is added to the selected folder.

## *Policy-Level Attachments*

### To Add Policy-Level Attachments

This attachment is created from the **attachments** tab at the policy level. An attachment created here would pertain to a client's policy.

1. On the Primary menu, click **SEARCH**.
2. Click the **Details** icon for the appropriate client.
3. On the Client menu, click **POLICIES**.
4. Click the **Details** icon for the appropriate policy.
5. Click the **attachments** tab.
6. Click **[Add New]**. The **Add New Attachment** dialog box is displayed.




**Note:** From this point forward adding an attachment is the same for both client and policy levels.

Four choices are available at this time:

- **Add Attachment**: Allows pictures, Microsoft Word documents, etc. to be attached that have been saved to a local drive. Attachments up to 25 MB can be added. See Adding an Attachment.
- **Create Document with Template**: Allows a document to be created using an existing template that was created in Setup. See Creating Document Templates (Before a template can be appended as an attachment, it must be created in Setup.)
- **Create Document without Template**: Allows the staff member to create a document without using an existing template. Documents created here cannot be saved globally to be used on other clients or policies.
- **Attach Outlook Messages:** Allows staff members to attach an email message from Microsoft Outlook®. See Attaching Outlook Messages.
- **Add External Attachment**: Not available, this is a future enhancement.

**Note:** If an attachment is removed from the policy level, the attachment is completely removed from Nexsure.

**To Check Out a Draft Document**

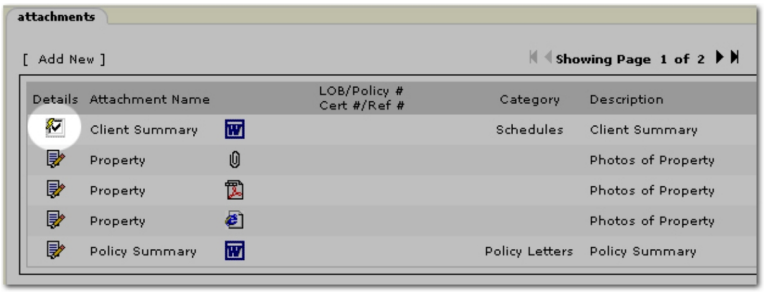
Documents on the **attachment** tab can be checked out by a staff member for editing if the Nexsure document is saved in draft form. The check-out process enables multiple staff members to be aware that a document is being edited. The initial staff member that checks out the document can make changes and save the document. If a second staff member accesses the same document, while the first staff member is still editing the document, the second staff member will get a read-only copy of the document.

**Note:** Multiple office integration documents can be viewed and edited at the same time. Microsoft Office® documents can simultaneously be open outside of Nexsure as well.

The following attachment screens contain the document check out function:

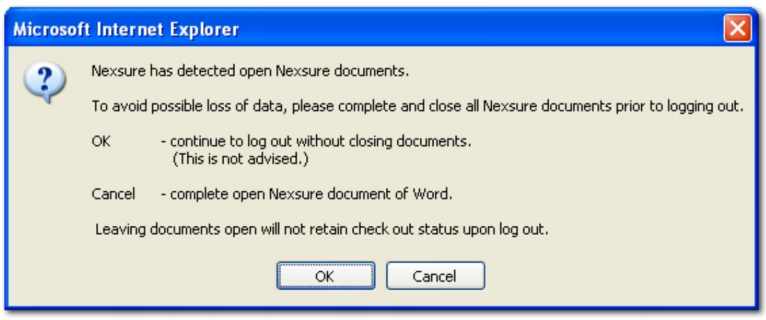
- **OPPORTUNITIES > Details > attachments**
- **MARKETING > Details > attachments**
- **POLICIES > Details > attachments**
- **SEARCH > Client Details > ATTACHMENTS**
- **SEARCH > Client Details > POLICIES > certificates**

1. On the **attachments** tab, click the **Details** icon next to the document to check out. The document will be available for editing. Other staff members that try to access the same document will see a **Checked Out** icon in place of the **Details** icon. The document can still be viewed by a second staff member in a read-only copy. The name of the staff member that has checked out the document is displayed in the **Updated by** column.




   - A document is checked out when:
     - A new Nexsure document is added and the staff member selects **Nexsure Save** in conjunction with selecting the **Save and Return to Document** check box.
     - A document is in draft mode and a staff member clicks the **Details** icon.
     - A staff member opens a draft document.
   - A document remains checked out when:
     - The Nexsure session expires while the document is open.
     - The connection to Nexsure is lost while the document is open.
     - The staff member saves the document outside of Nexsure and does not select **Nexsure Save**.
   - A document is checked in when:
     - The staff member clicks the **Close** icon in the document.
     - The staff member selects **Nexsure Save** and exits the document.
     - The staff member selects **Nexsure Save > Cancel > OK**.

**Important:** The following prompt is displayed if all office integration documents are not closed at the time of log out. To avoid any loss of data, close all office integration documents before logging out of Nexsure.




## Transaction Summary Overview

The transaction summary tab displays all summary data for the following views:

- Assigned Payments
- Balance Detail
- Detail Assigned
- Invoice Summary
- Open Binder Bill
- Payment Summary
- Posted Invoices
- Reversed Invoices
- Summary View
- Transactional
- Unassigned Payments
- Unposted Invoices
- Retail Agent Balance Detail View
- Retail Agent Invoice Summary View
- Retail Agent Payables View

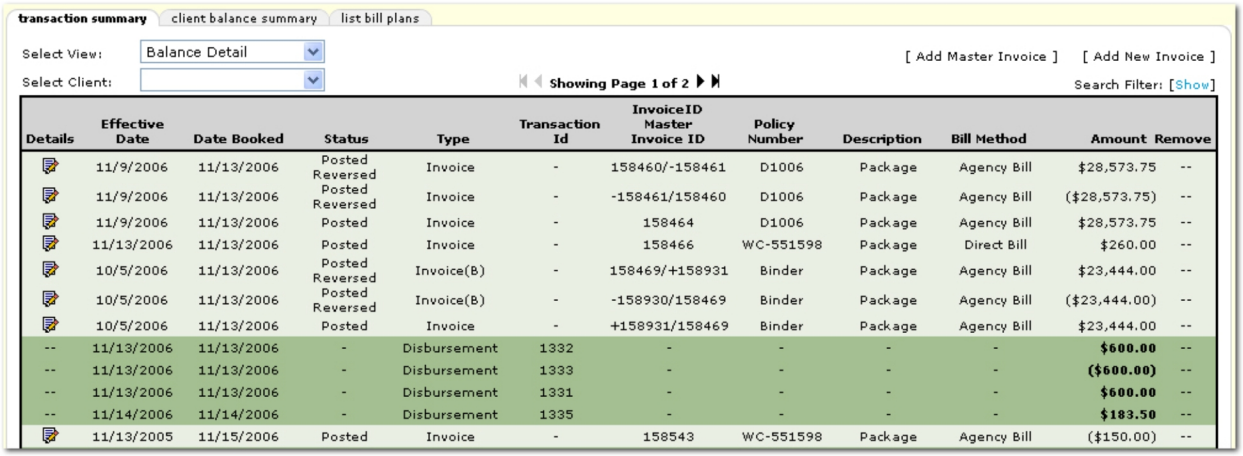
Click on the above links to view instructions on how to navigate to and use the transaction summary views.

### *Balance Detail View*

Depending on the view and search criteria selected, the **transaction summary** tab displays all posted invoices, payments, and payment advances as disbursements. Selection criteria changes are limited for the Balance Detail view as the intent is to include all posted activity through a date booked with a resulting total balance for the account.

**Important:** When changing views on the **transaction summary** tab, keep in mind that the values set in the **[Show]** filter search criteria settings will always determine what is displayed.

**Note:** Changing the default search criteria will alter the results described here.




| Details | Effective Date | Date Booked | Status | Type | Transaction Id | InvoiceID Master Invoice ID | Policy Number | Description | Bill Method | Amount | Remove |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | 11/9/2006 | 11/13/2006 | Posted Reversed | Invoice | - | 158460/-158461 | D1006 | Package | Agency Bill | $28,573.75 | -- |
| | 11/9/2006 | 11/13/2006 | Posted Reversed | Invoice | - | -158461/158460 | D1006 | Package | Agency Bill | ($28,573.75) | -- |
| | 11/9/2006 | 11/13/2006 | Posted | Invoice | - | 158464 | D1006 | Package | Agency Bill | $28,573.75 | -- |
| | 11/13/2006 | 11/13/2006 | Posted | Invoice | - | 158466 | WC-551598 | Package | Direct Bill | $260.00 | -- |
| | 10/5/2006 | 11/13/2006 | Posted Reversed | Invoice(B) | - | 158469/+158931 | Binder | Package | Agency Bill | $23,444.00 | -- |
| | 10/5/2006 | 11/13/2006 | Posted Reversed | Invoice(B) | - | -158930/158469 | Binder | Package | Agency Bill | ($23,444.00) | -- |
| | 10/5/2006 | 11/13/2006 | Posted | Invoice | - | +158931/158469 | Binder | Package | Agency Bill | $23,444.00 | -- |
| -- | 11/13/2006 | 11/13/2006 | - | Disbursement | 1332 | - | - | - | - | **$600.00** | -- |
| -- | 11/13/2006 | 11/13/2006 | - | Disbursement | 1333 | - | - | - | - | **($600.00)** | -- |
| -- | 11/13/2006 | 11/13/2006 | - | Disbursement | 1331 | - | - | - | - | **$600.00** | -- |
| -- | 11/14/2006 | 11/14/2006 | - | Disbursement | 1335 | - | - | - | - | **$183.50** | -- |
| | 11/13/2005 | 11/15/2006 | Posted | Invoice | - | 158543 | WC-551598 | Package | Agency Bill | ($150.00) | -- |

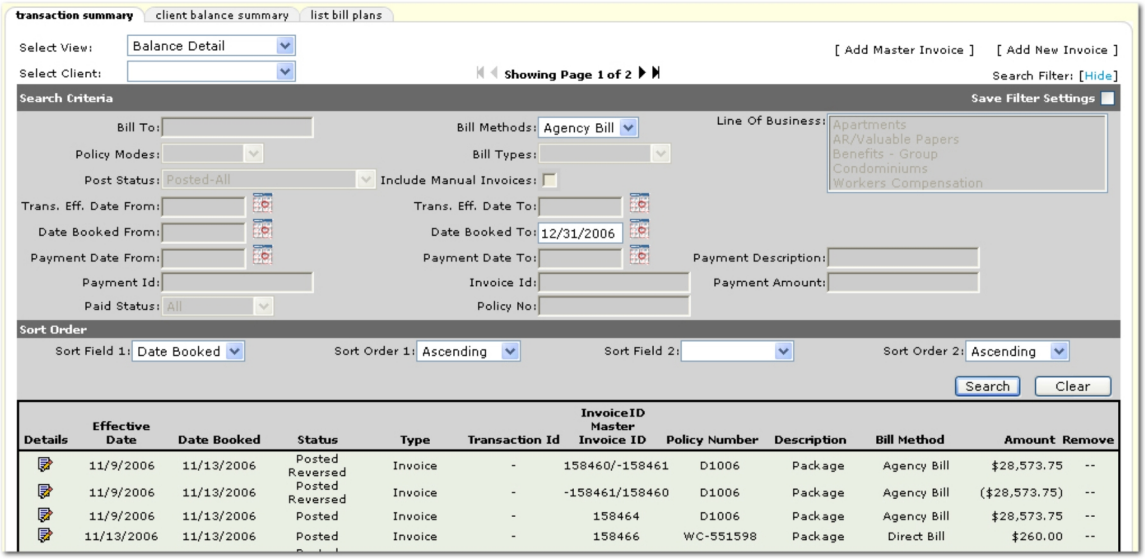
**To Access the Transaction Summary**

The **transaction summary** tab can be accessed at either the client or policy level.

1. On the Primary menu, click **SEARCH**. Search for the appropriate client.
2. Click the **Details** icon next to the client.
3. On the Client menu, click **TRANSACTIONS**. The **transactions summary** tab is displayed.

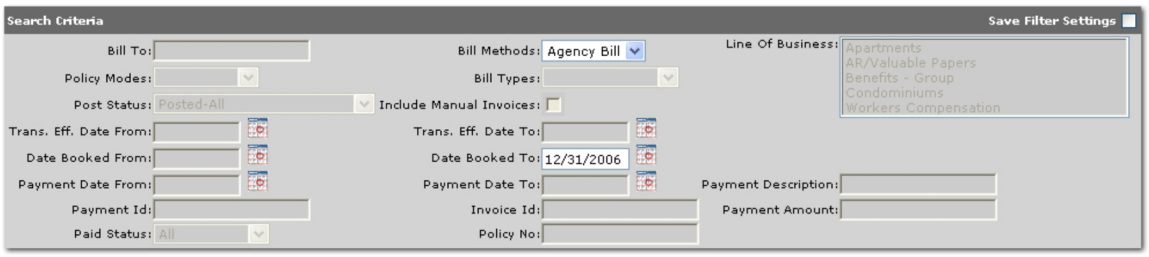
   Or

   On the Client menu, click **POLICIES**. Click the **Details** icon next to the desired policy. Then, click the **transactions** tab. The **transactions summary** screen is displayed.
4. In the **Select View** list, select **Balance Detail**.
5. In the **Search Filter** area, click **[Show]** to reveal and modify the search criteria.




| Details | Effective Date | Date Booked | Status | Type | Transaction Id | InvoiceID Master Invoice ID | Policy Number | Description | Bill Method | Amount | Remove |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | 11/9/2006 | 11/13/2006 | Posted Reversed | Invoice | - | 158460/-158461 | D1006 | Package | Agency Bill | $28,573.75 | -- |
| | 11/9/2006 | 11/13/2006 | Posted Reversed | Invoice | - | -158461/158460 | D1006 | Package | Agency Bill | ($28,573.75) | -- |
| | 11/9/2006 | 11/13/2006 | Posted | Invoice | - | 158464 | D1006 | Package | Agency Bill | $28,573.75 | -- |
| | 11/13/2006 | 11/13/2006 | Posted | Invoice | - | 158466 | WC-551598 | Package | Direct Bill | $260.00 | -- |

6. In the **Search Criteria** area, the following options are available:




- **Save Filter Settings:** Selecting the **Save Filter Settings** check box on the **Search Filters** screen and clicking **Search** will change the default **Search Filter** setting. The next time the **transaction summary** tab **> Balance Detail** view is opened, the transactions returned will be filtered by the saved setting. Exercise caution when using the **Save Filter Settings** check box with a date range as returned transactions will be restricted to that date range. As a general rule, check the filter settings each time this tab is accessed.

  **Note:** Selecting **Save Filter Settings** will save the filter criteria only for the view selected. To save filter settings on other views in the **transaction summary** tab, the **Save Filter Settings** check box must again be selected when in those views.

- **Bill Methods:** The **Bill Methods** list is disabled. The default selection in this list is **Agency Bill** which includes direct bill accounts receivable activity in the search results.

- **Date Booked To:** Click the **Calendar** icon to select the ending date in a date range. A date range can be selected to return all transactions with booked dates in the date range. The default date selection is the last day of the current month.

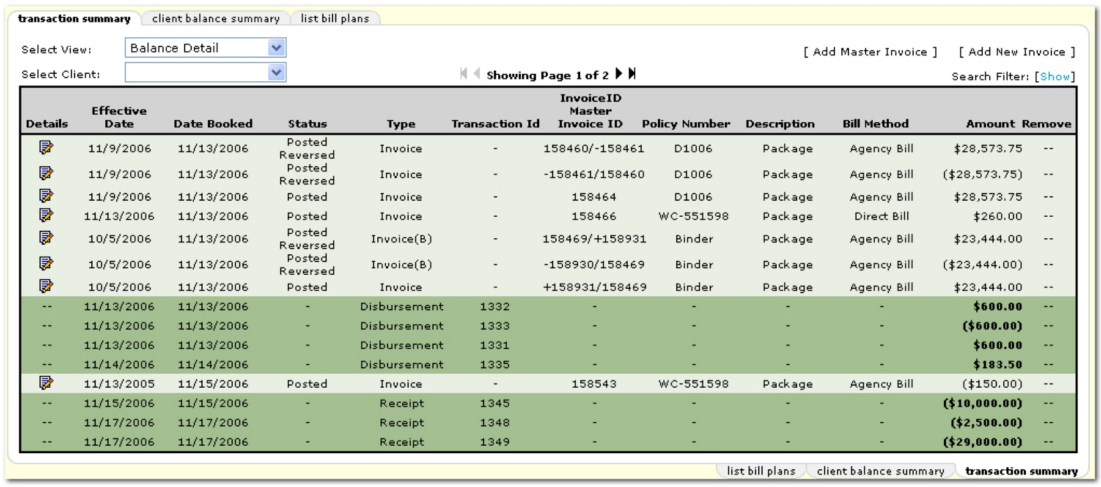
7. In the **Sort Order** area, the following options are available:




- **Sort Field 1:** In the **Sort Field 1** list the only available selections are **Date Booked** and a blank value. The search results will be sorted by the selection made in the **Sort Field 1** list.
- **Sort Order 1:** Select either **Ascending** or **Descending** to set the order of the transactions returned. **Ascending** will set the order from A-Z. **Descending** will set the order from Z-A. The **Sort Field 1** will be the first sort and **Sort Field 2** will be the sub sort.
- **Sort Field 2:** In the **Sort Field 2** list the only available selections are **Date Booked** and a blank value. The search results will be sorted by the selection made in the **Sort Field 2** list.
- **Sort Order 2:** Select either **Ascending** or **Descending** to set the order of the transactions returned. **Ascending** will set the order from A-Z. **Descending** will set the order from Z-A. The **Sort Field 1** will be the first sort and **Sort Field 2** will be the sub sort.
- **Clear:** Click **Clear** to remove all entries in the **Search Filter** and **Sort Filters** fields.

  **Important:** Clicking **Clear** does not clear the **Save Filter Settings** check box. All other filter criteria will be removed.

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



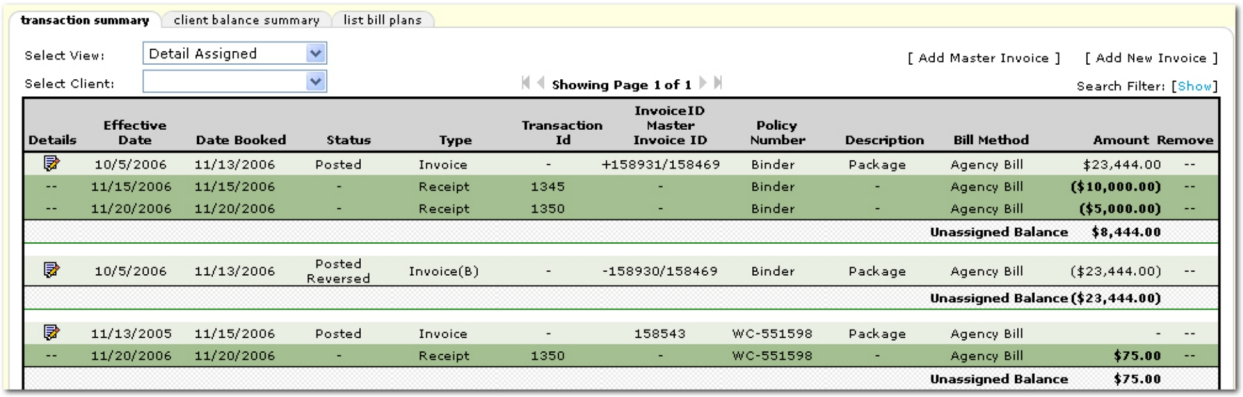

**Note:** If an asterisk * is displayed in the transaction **Status** column, an **Internal Note** has been added to the transaction. Pause the pointer over the asterisk to view the **Internal Note** pop-up.

## *Detail Assigned View*

Depending on the view and search criteria selected, the **transaction summary** tab may display posted and unposted invoices, total balance due, payments received against an invoice as well as payment advances displayed as invoices or residuals on the client's account.

**Important:** When changing views on the **transaction summary** tab, keep in mind that the values set in the **[Show]** filter search criteria settings will always determine what is displayed.

**Note:** Changing the default search criteria will alter the results described here.




### To Access the Transaction Summary

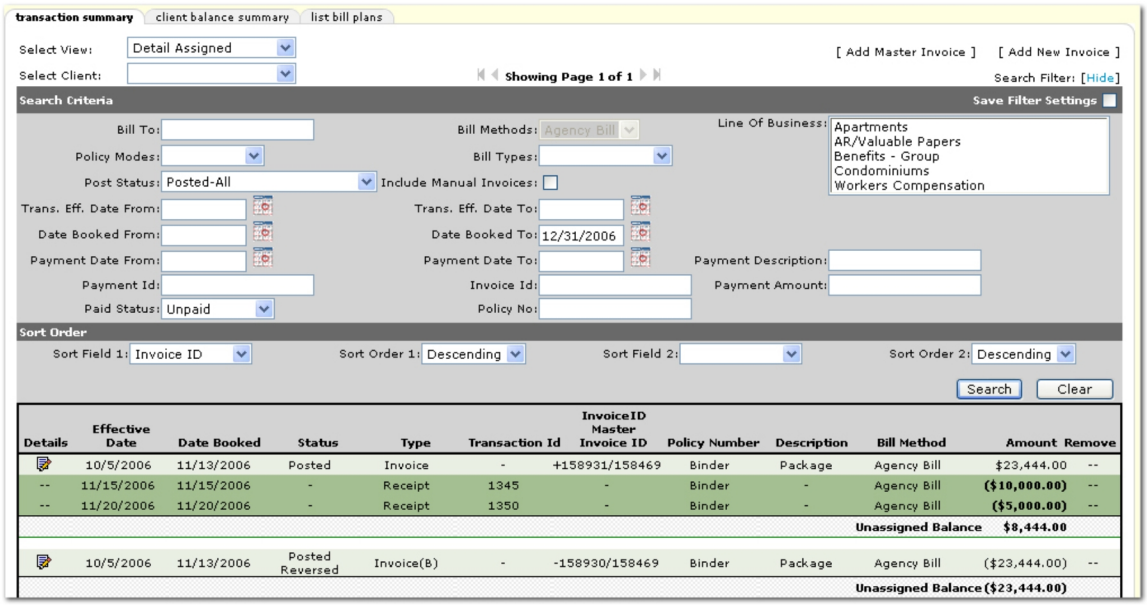
The **transaction summary** tab can be accessed at either the client or policy level.

1. On the Primary menu, click **SEARCH**. Search for the appropriate client.
2. Click the **Details** icon next to the client.
3. On the Client menu, click **TRANSACTIONS**. The **transactions summary** tab is displayed.

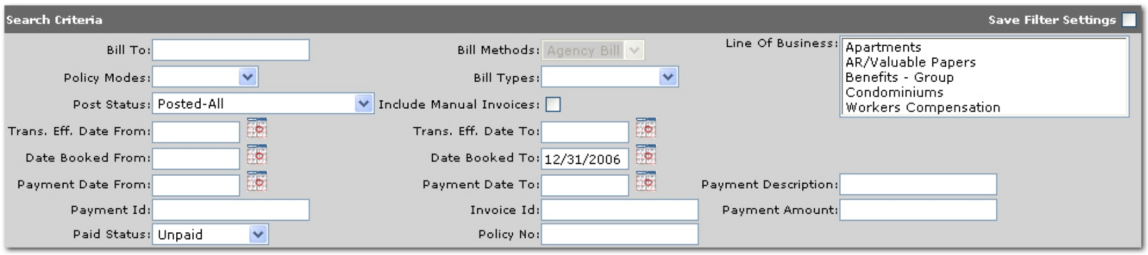
   Or

On the Client menu, click **POLICIES**. Click the **Details** icon next to the desired policy. Then, click the **transactions** tab. The **transactions summary** screen is displayed.

4. In the **Select View** list, select **Detail Assigned**.
5. In the **Search Filter** area, click **[Show]** to reveal and modify the search criteria.



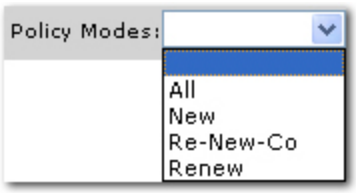

6. In the **Search Criteria** area, the following options are available:



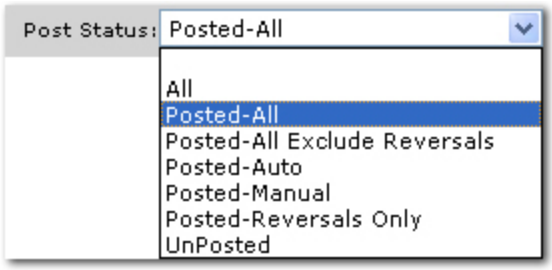

- **Save Filter Settings:** Selecting the **Save Filter Settings** check box on the **Search Filters** screen and clicking **Search** will change the default **Search Filter** setting. The next time the **transaction summary** tab > **Detail Assigned** view is opened, the transactions returned will be filtered by the saved setting. Exercise caution when using the **Save Filter Settings** check box with a date range as returned transactions will be restricted to that date range. As a general rule, check the filter settings each time this tab is accessed.

  **Note:** Selecting **Save Filter Settings** will save the filter criteria only for the view selected. To save filter settings on other views in the **transaction summary** tab, the **Save Filter Settings** check box must again be selected when in those views.

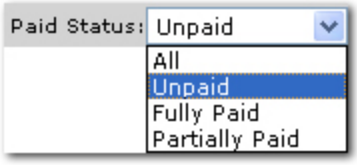
- **Bill To:** The name the invoice is to be mailed to. The **Bill To** comes from the **policy info** tab and defaults to the primary named insured.
- **Policy Modes:** Use the **Policy Modes** list to select a mode. The available selections are:



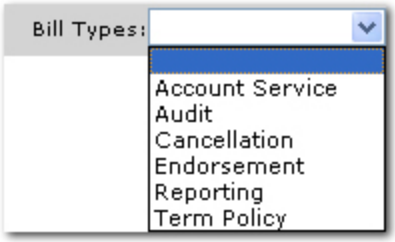

- **Post Status:** In the **Post Status** list, select the status that indicates the posting status of the transaction. The default selection in this list is **Posted-All** which returns all posted transaction in the search results. The available selections are:




- **Trans. Eff. Date From:** Click the **Calendar** icon to select the beginning date in a date range. A date range can be selected to return all transactions with an effective date within the date range.
- **Date Booked From:** Click the **Calendar** icon to select the beginning date in a date range. A date range can be selected to return all transactions with a booked date within the date range.
- **Payment Date From:** Click the **Calendar** icon to select the beginning date in a date range. A date range can be selected to return all transactions with a payment date within the date range.
- **Paid Status:** In the **Paid Status** list, select a status that indicates the amount of payment made on the transaction. The default selection in this list is **Unpaid** which returns all unpaid transactions. The available selections are:




- **Bill Methods:** The **Bill Methods** list is disabled. The default selection in this list is **Agency Bill** which includes direct bill accounts receivable activity in the search results.
- **Bill Types:** In the **Bill Types** list, select a bill type. The available selections are:

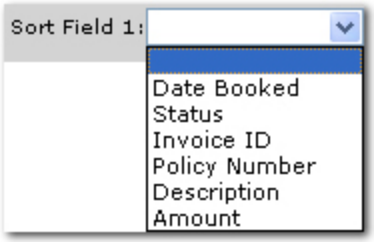


- **Include Manual Invoices:** Select the **Include Manual Invoices** check box if the policy is issued with a premium increase or decrease and a manual bill for the difference was created after posting the regular invoice.
- **Trans. Eff. Date To:** Click the **Calendar** icon to select the ending date in a date range. A date range can be selected to return all transactions with effective dates in the date range.
- **Date Booked To:** Click the **Calendar** icon to select the ending date in a date range. A date range can be selected to return all transactions with booked dates in the date range. The default date selection is the last day of the current month.
- **Payment Date To:** Click the **Calendar** icon to select the ending date in a date range. A date range can be selected to return all transactions with payment dates in the date range.
- **Invoice Id:** In the **Invoice Id** box, enter the full invoice id number to return the specific invoice.
- **Policy No**: In the **Policy No** box, enter at least one digit of the policy number. Entering some of the policy number returns a broader result, enter most or the full policy number for more specific results.
- **Line of Business:** In the **Line of Business** box, select one or more lines of business to search for the associated transactions. To select more than one line of business, hold the **CTRL** key while making selections.

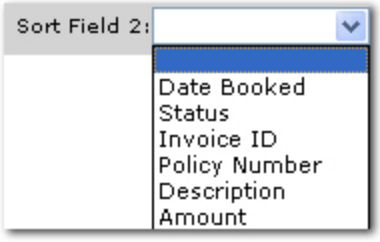
7. In the **Sort Order** area, the following options are available:




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



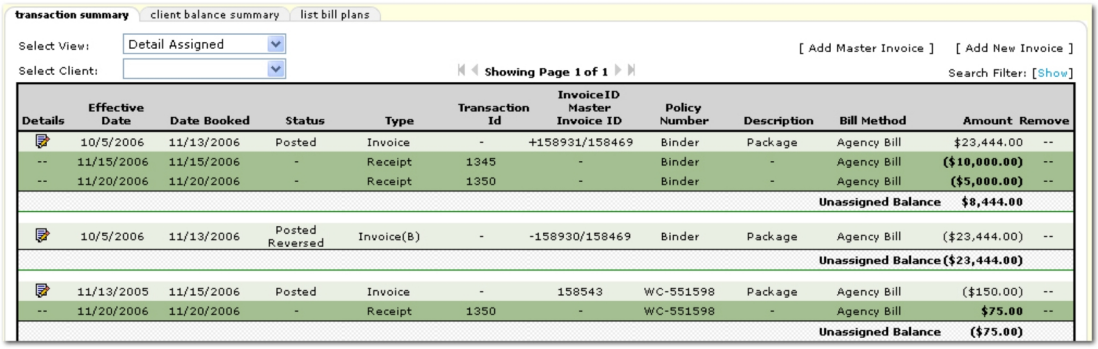

- **Sort Order 1:** Select either **Ascending** or **Descending** to set the order of the transactions returned. **Ascending** will set the order from A-Z. **Descending** will set the order from Z-A. The **Sort Field 1** will be the first sort and **Sort Field 2** will be the sub sort.
- **Sort Field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



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

**Important:** Clicking **Clear** does not clear the **Save Filter Settings** check box. All other filter criteria will be removed.

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




| Details | Effective Date | Date Booked | Status | Type | Transaction Id | Invoice ID Master Invoice ID | Policy Number | Description | Bill Method | Amount | Remove |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | 10/5/2006 | 11/13/2006 | Posted | Invoice | - | +158931/158469 | Binder | Package | Agency Bill | $23,444.00 | -- |
| -- | 11/15/2006 | 11/15/2006 | - | Receipt | 1345 | - | Binder | - | Agency Bill | ($10,000.00) | -- |
| -- | 11/20/2006 | 11/20/2006 | - | Receipt | 1350 | - | Binder | - | Agency Bill | ($5,000.00) | -- |
| | | | | | | | | | Unassigned Balance | $8,444.00 | |
| | 10/5/2006 | 11/13/2006 | Posted Reversed | Invoice(B) | - | -158930/158469 | Binder | Package | Agency Bill | ($23,444.00) | -- |
| | | | | | | | | | Unassigned Balance | ($23,444.00) | |
| | 11/13/2005 | 11/15/2006 | Posted | Invoice | - | 158543 | WC-551598 | Package | Agency Bill | ($150.00) | -- |
| -- | 11/20/2006 | 11/20/2006 | - | Receipt | 1350 | - | WC-551598 | - | Agency Bill | $75.00 | -- |
| | | | | | | | | | Unassigned Balance | ($75.00) | |

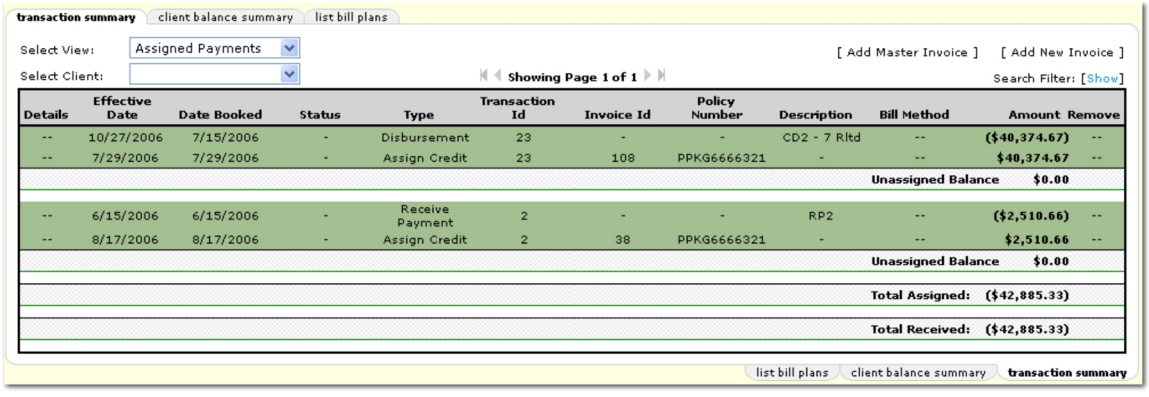
**Note:** If an asterisk * is displayed in the transaction **Status** column, an **Internal Note** has been added to the transaction. Pause the pointer over the asterisk to view the **Internal Note** pop-up.

## *Assigned Payments View*

Depending on the view and search criteria selected, the **transaction summary** tab may display posted and unposted invoices, total balance due, payments received against an invoice as well as payment advances displayed as invoices or residuals on the client's account. The **Assigned Payments** view is specific to invoices that affect the client's account receivable balance.

**Important:** When changing views on the **transaction summary** tab, keep in mind that the values set in the **[Show]** filter search criteria settings will always determine what is displayed.

**Note:** Changing the default search criteria will alter the results described here.




| Details | Effective Date | Date Booked | Status | Type | Transaction Id | Invoice Id | Policy Number | Description | Bill Method | Amount | Remove |
|---|---|---|---|---|---|---|---|---|---|---|---|
| -- | 10/27/2006 | 7/15/2006 | - | Disbursement | 23 | - | - | CD2 - 7 Rltd | -- | ($40,374.67) | -- |
| -- | 7/29/2006 | 7/29/2006 | - | Assign Credit | 23 | 108 | PPKG6666321 | - | -- | $40,374.67 | -- |
| | | | | | | | | | Unassigned Balance | $0.00 | |
| -- | 6/15/2006 | 6/15/2006 | - | Receive Payment | 2 | - | - | RP2 | -- | ($2,510.66) | -- |
| -- | 8/17/2006 | 8/17/2006 | - | Assign Credit | 2 | 38 | PPKG6666321 | - | -- | $2,510.66 | -- |
| | | | | | | | | | Unassigned Balance | $0.00 | |
| | | | | | | | | | Total Assigned: | ($42,885.33) | |
| | | | | | | | | | Total Received: | ($42,885.33) | |

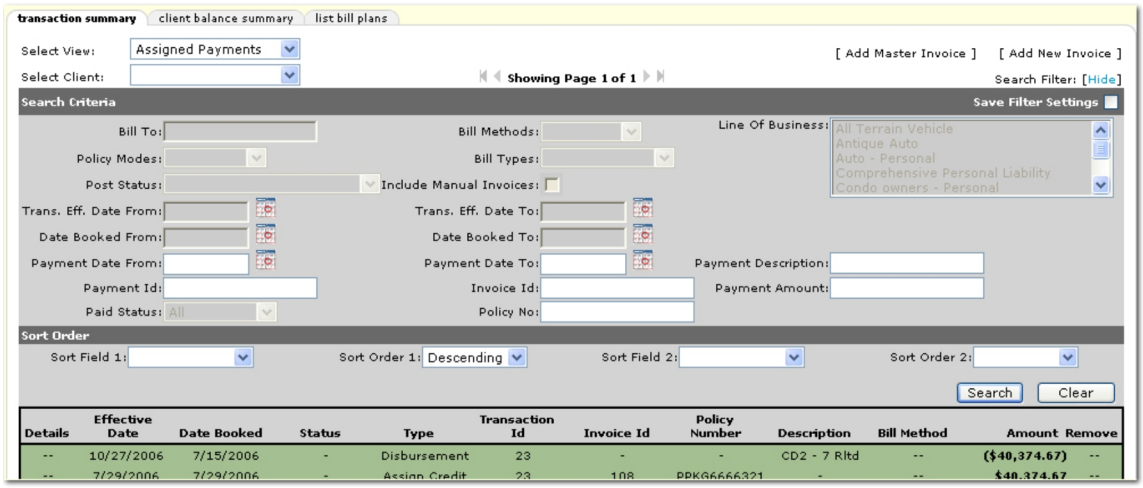
**To Access the Transaction Summary**

The **transaction summary** tab can be accessed at either the client or policy level.

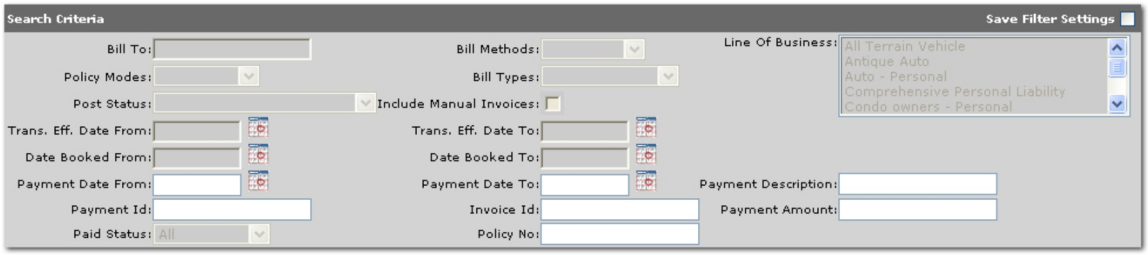
1. On the Primary menu, click **SEARCH**. Search for the appropriate client.
2. Click the **Details** icon next to the client.
3. On the Client menu, click **TRANSACTIONS**. The **transactions summary** tab is displayed.

   Or

   On the Client menu, click **POLICIES**. Click the **Details** icon next to the desired policy. Then, click the **transactions** tab. The **transactions summary** screen is displayed.
4. In the **Select View** list, select **Assigned Payments**.
5. In the **Search Filter** area, click **[Show]** to reveal and modify the search criteria.




6. In the **Search Criteria** area, the following options are available:




   - **Save Filter Settings:** Selecting the **Save Filter Settings** check box on the **Search Filters** screen and clicking **Search** will change the default **Search Filter** setting. The next time the **transaction summary** tab > **Assigned Payments** view is opened, the transactions returned will be filtered by the saved setting. Exercise caution when using the **Save Filter Settings** check box with a date range as returned transactions will be restricted to that date range. As a general rule, check the filter settings each time this tab is accessed.

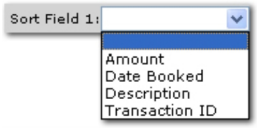
     **Note:** Selecting **Save Filter Settings** will save the filter criteria only for the view selected. To save filter settings on other views in the **transaction summary** tab, the **Save Filter Settings** check box must again be selected when in those views.

- **Payment Date From:** Click the **Calendar** icon to select the beginning date in a date range. A date range can be selected to return all transactions with a payment date within the date range.
- **Payment ID:** Enter all or part of the payment ID to return search results that include the entry.
- **Payment Date To:** Click the **Calendar** icon to select the ending date in a date range. A date range can be selected to return all transactions with payment dates in the date range.
- **Invoice Id:** In the **Invoice Id** box, enter the full invoice id number to return the specific invoice.
- **Policy No**: In the **Policy No** box, enter at least one digit of the policy number. Entering some of the policy number returns a broader result, enter most or the full policy number for more specific results.
- **Payment Description:** Enter all or part of the transaction description.
- **Payment Amount:** Enter all or part of the payment amount.

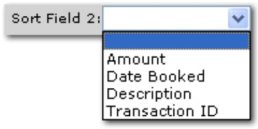
7. In the **Sort Order** area, the following options are available:




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



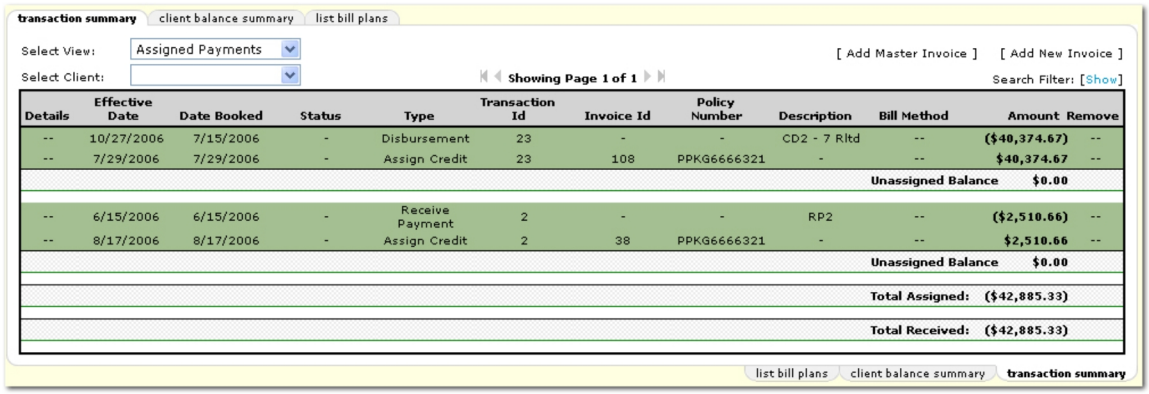

- **Sort Order 1:** Select either **Ascending** or **Descending** to set the order of the transactions returned. **Ascending** will set the order from A-Z. **Descending** will set the order from Z-A. The **Sort Field 1** will be the first sort and **Sort Field 2** will be the sub sort.
- **Sort Field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




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

  **Important:** Clicking **Clear** does not clear the **Save Filter Settings** check box. All other filter criteria will be removed.

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



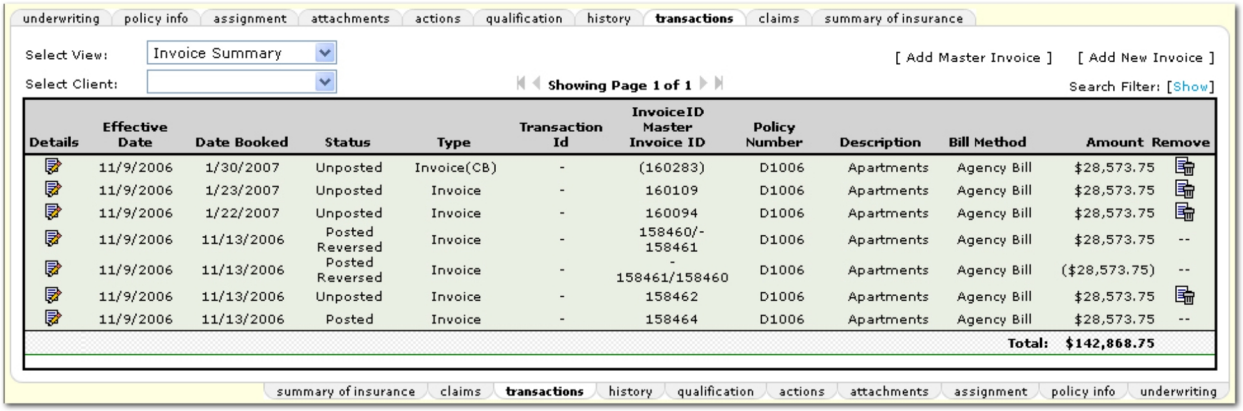

**Note:** If an asterisk * is displayed in the transaction **Status** column, an **Internal Note** has been added to the transaction. Pause the pointer over the asterisk to view the **Internal Note** pop-up.

## *Invoice Summary View*

Depending on the view and search criteria selected, the **Invoice Summary** view displays all invoices.

**Important:** When changing views on the **transaction summary** tab, keep in mind that the values set in the **[Show]** filter search criteria settings will always determine what is displayed.

**Note:** Changing the default search criteria will alter the results described here.




### To Access the Transaction Summary

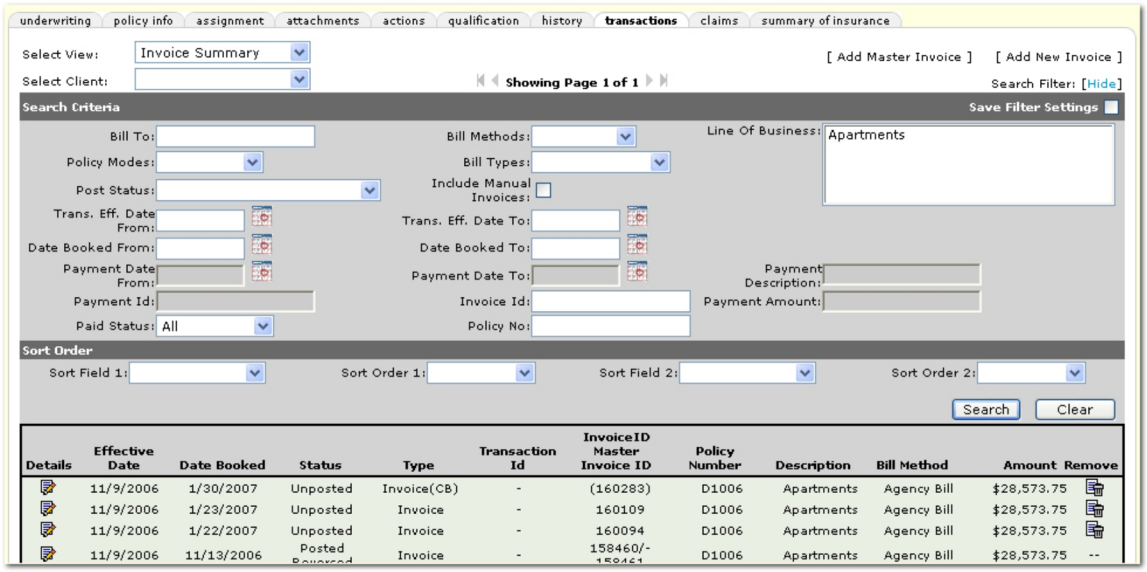
The **transaction summary** tab can be accessed at either the client or policy level.

1. On the Primary menu, click **SEARCH**. Search for the appropriate client.
2. Click the **Details** icon next to the client.
3. On the Client menu, click **TRANSACTIONS**. The **transactions summary** tab is displayed.

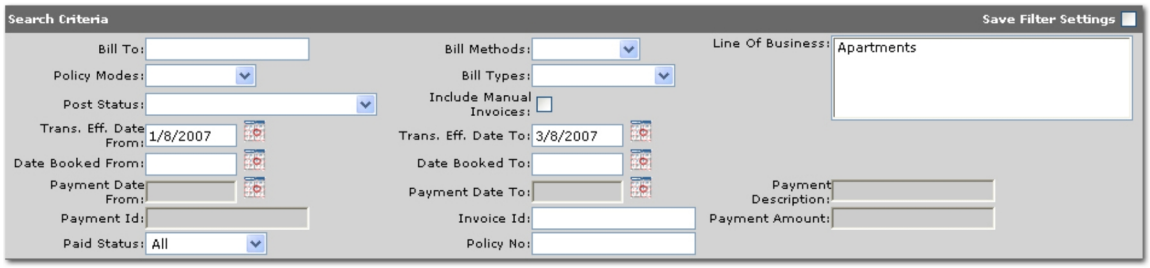
   Or

   On the Client menu, click **POLICIES**. Click the **Details** icon next to the desired policy. Then, click the **transactions** tab. The **transactions summary** screen is displayed.

4. In the **Select View** list, select **Invoice Summary**.
5. In the **Search Filter** area, click **[Show]** to reveal and modify the search criteria.



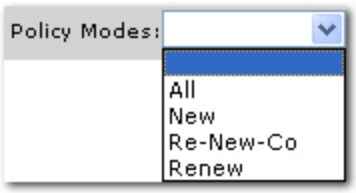

6. In the **Search Criteria** area, the following options are available:



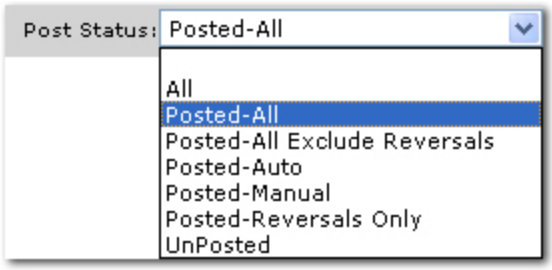

- **Save Filter Settings:** Selecting the **Save Filter Settings** check box on the **Search Filters** screen and clicking **Search** will change the default **Search Filter** setting. The next time the **transaction summary** tab **> Invoice Summary** view is opened, the transactions returned will be filtered by the saved setting. Exercise caution when using the **Save Filter Settings** check box with a date range as returned transactions will be restricted to that date range. As a general rule, check the filter settings each time this tab is accessed.

  **Note:** Selecting **Save Filter Settings** will save the filter criteria only for the view selected. To save filter settings on other views in the **transaction summary** tab, the **Save Filter Settings** check box must again be selected when in those views.

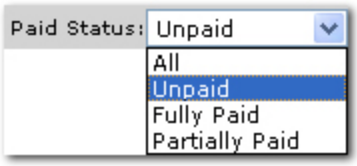
- **Bill To:** The name the invoice is to be mailed to. The **Bill To** comes from the **policy info** tab and defaults to the primary named insured.
- **Policy Modes:** Use the **Policy Modes** list to select a mode. The available selections are:



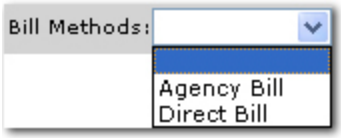

- **Post Status:** In the **Post Status** list, select the status that indicates the posting status of the transaction. The available selections are:



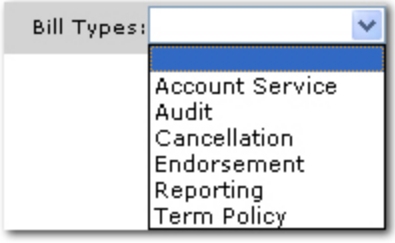

- **Trans. Eff. Date From:** Click the **Calendar** icon to select the beginning date in a date range. A date range can be selected to return all transactions with an effective date within the date range. The default setting is 30 days prior to the current date.
- **Date Booked From:** Click the **Calendar** icon to select the beginning date in a date range. A date range can be selected to return all transactions with a booked date within the date range.
- **Paid Status:** In the **Paid Status** list, select a status that indicates the amount of payment made on the transaction. The default selection in this list is **All** which returns all transactions regardless of the paid status. The available selections are:




- **Bill Methods:** In the **Bill Methods** list, select the type of bill method to return transactions inclusive of the type selected. The available selections are:

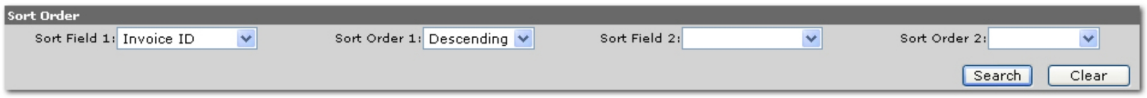



- **Bill Types:** In the **Bill Types** list, select a bill type. The available selections are:

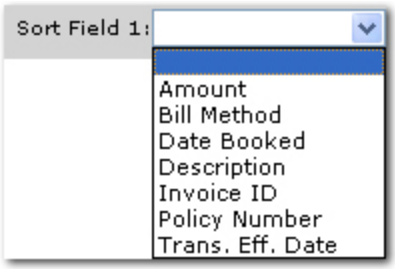


- **Include Manual Invoices:** Select the **Include Manual Invoices** check box if the policy is issued with a premium increase or decrease and a manual bill for the difference was created after posting the regular invoice.
- **Trans. Eff. Date To:** Click the **Calendar** icon to select the ending date in a date range. A date range can be selected to return all transactions with effective dates in the date range. The default setting is 30 days after the current date.
- **Date Booked To:** Click the **Calendar** icon to select the ending date in a date range. A date range can be selected to return all transactions with booked dates in the date range.
- **Invoice Id:** In the **Invoice Id** box, enter the full invoice id number to return the specific invoice.
- **Policy No**: In the **Policy No** box, enter at least one digit of the policy number. Entering some of the policy number returns a broader result, enter most or the full policy number for more specific results.
- **Line of Business:** In the **Line of Business** box, select one or more lines of business to search for the associated transactions. To select more than one line of business, hold the **CTRL** key while making selections.

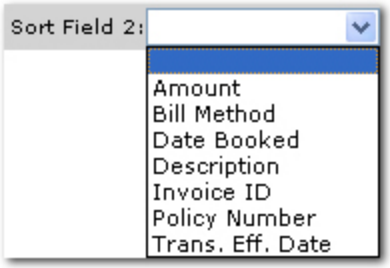
7. In the **Sort Order** area, the following options are available:




- **Sort Field 1:** The search results will be sorted by the selection made in the **Sort Field 1** list. The default selection in the **Sort Field 1** list is **Invoice ID**, this selection sorts all returned transactions numerically according to the invoice ID number. In the **Sort Field 1** list the available selections are:



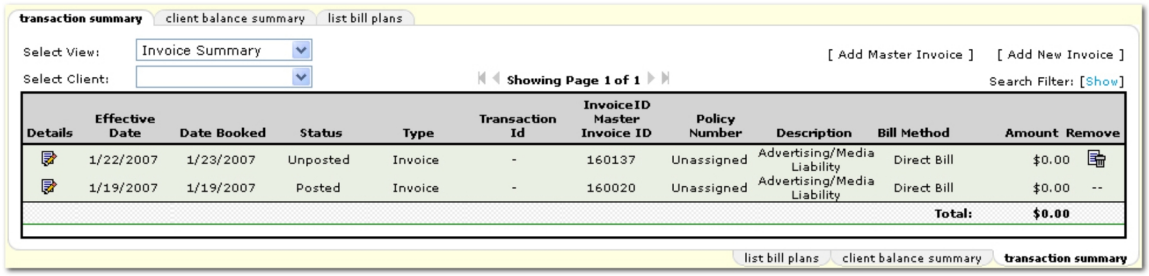

- **Sort Order 1:** Select either **Ascending** or **Descending** to set the order of the transactions returned. **Ascending** will set the order from A-Z. **Descending** will set the order from Z-A. The **Sort Field 1** will be the first sort and **Sort Field 2** will be the sub sort. The default selection is **Descending**.
- **Sort Field 2:** The search results will be sorted by the selection made in the **Sort Field 2** list. In the **Sort Field 2** list the available selections are:



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

**Important:** Clicking **Clear** does not clear the **Save Filter Settings** check box. All other filter criteria will be removed.

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



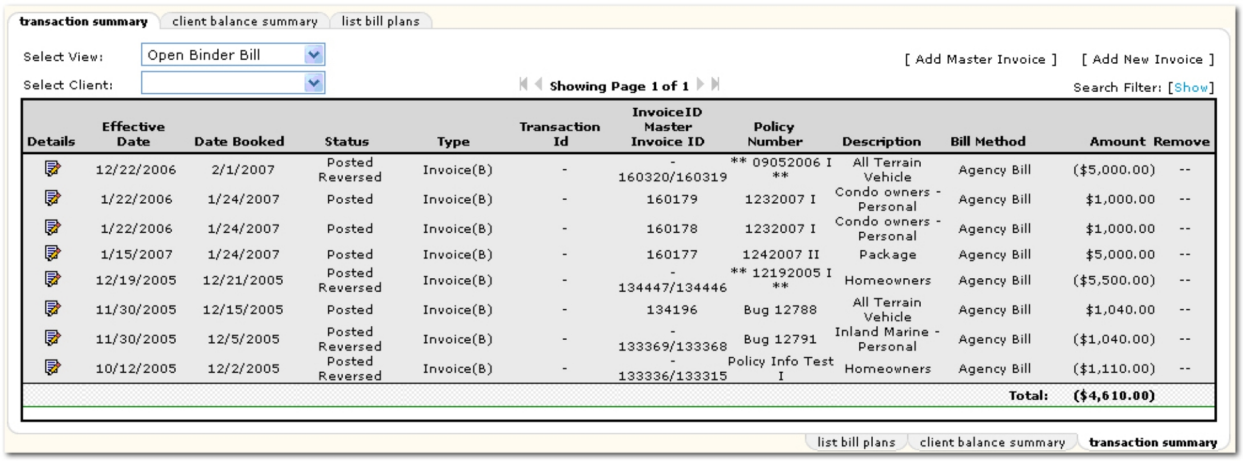

**Note:** If an asterisk * is displayed in the transaction **Status** column, an **Internal Note** has been added to the transaction. Pause the pointer over the asterisk to view the **Internal Note** pop-up.

## *Open Binder Bill View*

Depending on the view and search criteria selected, the **Open Binder Bill** view displays Agency Bill invoices that were created as binder invoices. Open Binder Bill invoices have not been reversed or a replacement invoice has not been posted.

**Important:** When changing views on the **transaction summary** tab, keep in mind that the values set in the **[Show]** filter search criteria settings will always determine what is displayed.

**Note:** Changing the default search criteria will alter the results described here.



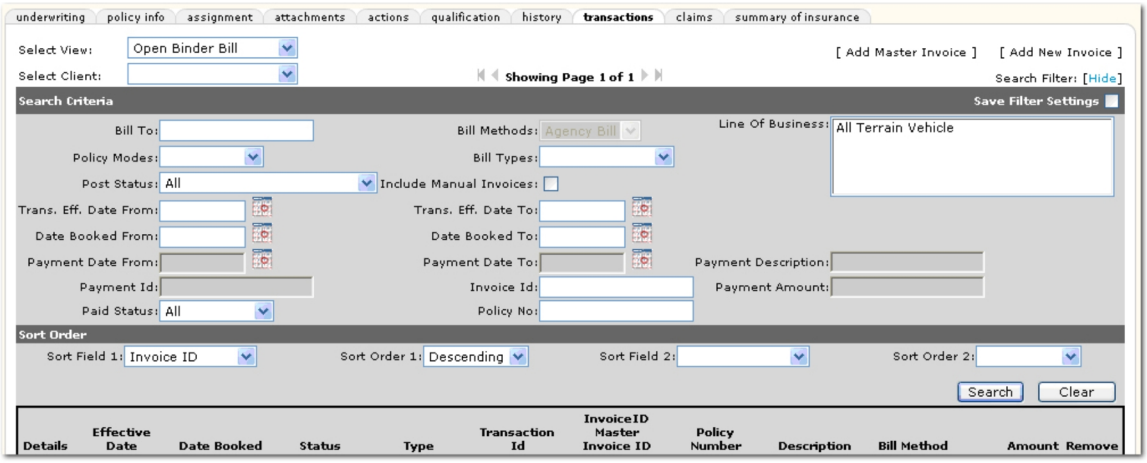

### To Access the Transaction Summary

The **transaction summary** tab can be accessed at either the client or policy level.

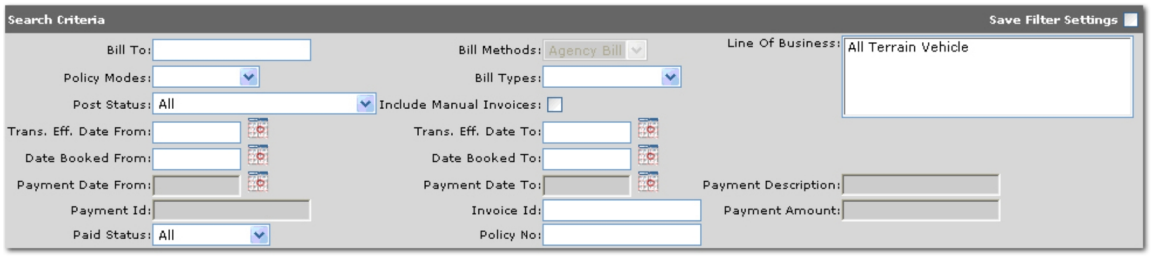
1. On the Primary menu, click **SEARCH**. Search for the appropriate client.
2. Click the **Details** icon next to the client.
3. On the Client menu, click **TRANSACTIONS**. The **transactions summary** tab is displayed.

   Or

   On the Client menu, click **POLICIES**. Click the **Details** icon next to the desired policy. Then, click the **transactions** tab. The **transactions summary** screen is displayed.
4. In the **Select View** list, select **Open Binder Bill**.
5. In the **Search Filter** area, click **[Show]** to reveal and modify the search criteria.



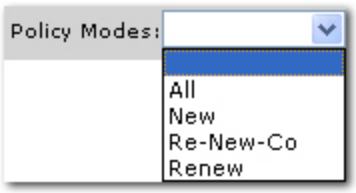

6. In the **Search Criteria** area, the following options are available:



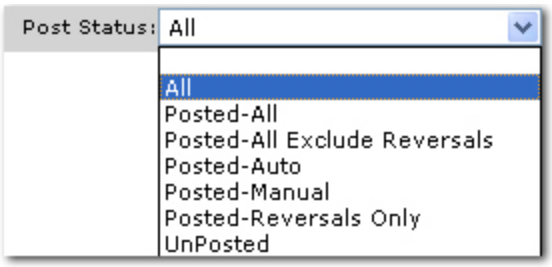

   - **Save Filter Settings:** Selecting the **Save Filter Settings** check box on the **Search Filters** screen and clicking **Search** will change the default **Search Filter** setting. The next time the **transaction summary** tab **> Reversed Invoices** view is opened, the transactions returned will be filtered by the saved setting. Exercise caution when using the **Save Filter Settings** check box with a date range as returned transactions will be restricted to that date range. As a general rule, check the filter settings each time this tab is accessed.

     **Note:** Selecting **Save Filter Settings** will save the filter criteria only for the view selected. To save filter settings on other views in the **transaction summary** tab, the **Save Filter Settings** check box must again be selected when in those views.

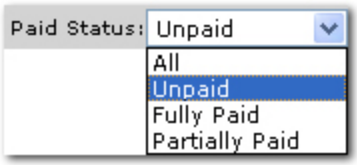
   - **Bill To:** The name the invoice is to be mailed to. The **Bill To** comes from the **policy info** tab and defaults to the primary named insured.
   - **Policy Modes:** Use the **Policy Modes** list to select a mode. The available selections are:



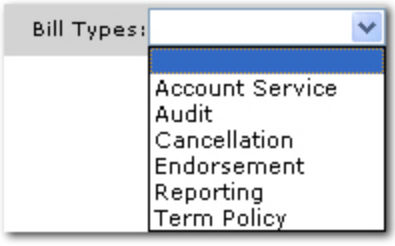

- **Post Status:** In the **Post Status** list, select the status that indicates the posting status of the transaction. The default selection is **All** which returns all invoices. The available selections are:




- **Trans. Eff. Date From:** Click the **Calendar** icon to select the beginning date in a date range. A date range can be selected to return all transactions with an effective date within the date range. The default setting is 30 days prior to the current date.
- **Date Booked From:** Click the **Calendar** icon to select the beginning date in a date range. A date range can be selected to return all transactions with a booked date within the date range.
- **Paid Status:** In the **Paid Status** list, select a status that indicates the amount of payment made on the transaction. The default selection in this list is **All** which returns all transactions regardless of the paid status. The available selections are:



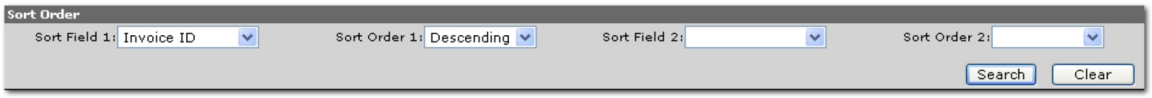

- **Bill Methods:** The **Bill Methods** list is disabled. The default selection in this list is **Agency Bill** which includes direct bill accounts receivable activity in the search results.
- **Bill Types:** In the **Bill Types** list, select a bill type. The available selections are:



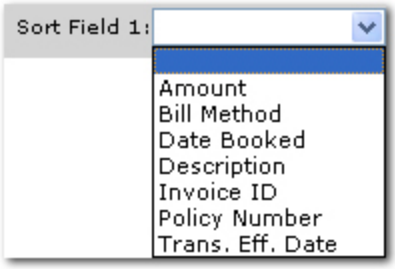

- **Include Manual Invoices:** Select the **Include Manual Invoices** check box if the policy is issued with a premium increase or decrease and a manual bill for the difference was created after posting the regular invoice.

- **Trans. Eff. Date To:** Click the **Calendar** icon to select the ending date in a date range. A date range can be selected to return all transactions with effective dates in the date range. The default setting is 30 days after the current date.
- **Date Booked To:** Click the **Calendar** icon to select the ending date in a date range. A date range can be selected to return all transactions with booked dates in the date range.
- **Invoice Id:** In the **Invoice Id** box, enter the full invoice id number to return the specific invoice.
- **Policy No**: In the **Policy No** box, enter at least one digit of the policy number. Entering some of the policy number returns a broader result, enter most or the full policy number for more specific results.
- **Line of Business:** In the **Line of Business** box, select one or more lines of business to search for the associated transactions. To select more than one line of business, hold the **CTRL** key while making selections.

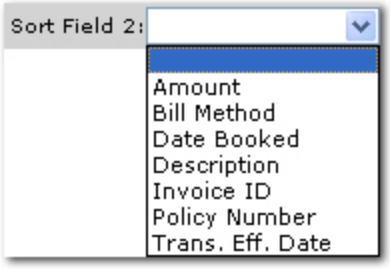
7. In the **Sort Order** area, the following options are available:




- **Sort Field 1:** The search results will be sorted by the selection made in the **Sort Field 1** list. The default selection in the **Sort Field 1** list is **Invoice ID**, this selection sorts all returned transactions numerically according to the invoice ID number. In the **Sort Field 1** list the available selections are:




- **Sort Order 1:** Select either **Ascending** or **Descending** to set the order of the transactions returned. **Ascending** will set the order from A-Z. **Descending** will set the order from Z-A. The **Sort Field 1** will be the first sort and **Sort Field 2** will be the sub sort. The default selection is **Descending**.
- **Sort Field 2:** The search results will be sorted by the selection made in the **Sort Field 2** list. In the **Sort Field 2** list the available selections are:



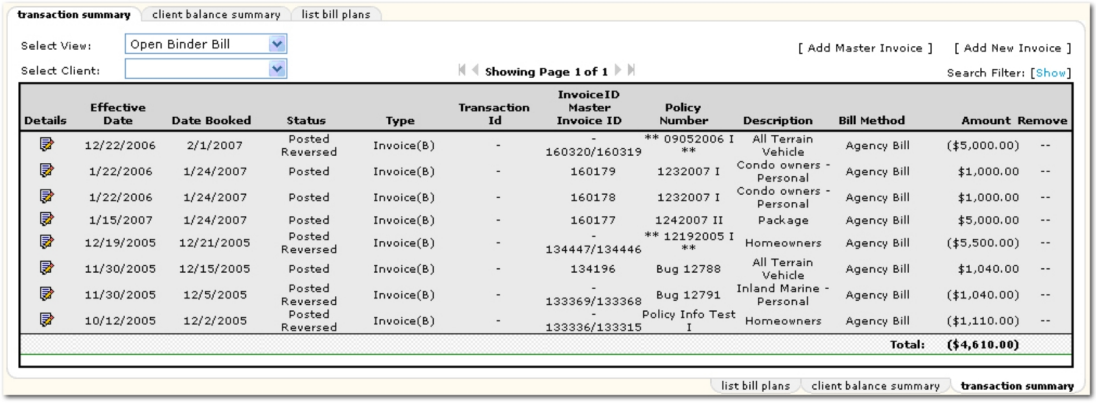

- **Sort Order 2:** Select either **Ascending** or **Descending** to set the order of the transactions returned. **Ascending** will set the order from A-Z. **Descending** will set the order from Z-A. The **Sort Field 1** will be

the first sort and **Sort Field 2** will be the sub sort.

- **Clear:** Click **Clear** to remove all entries in the **Search Filter** and **Sort Filters** fields.

  **Important:** Clicking **Clear** does not clear the **Save Filter Settings** check box. All other filter criteria will be removed.

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



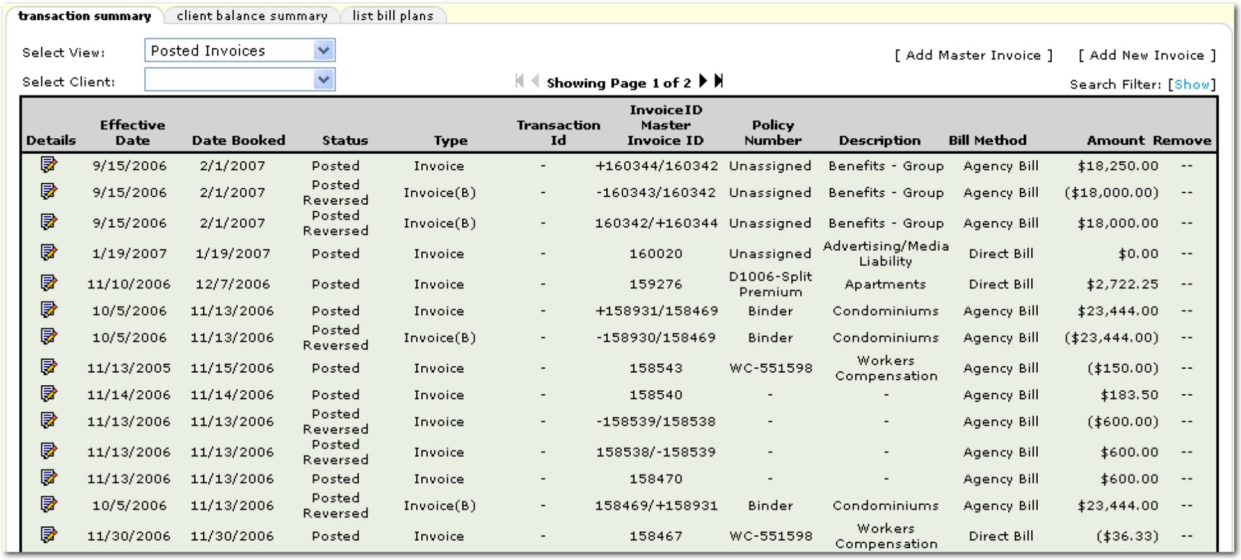

**Note:** If an asterisk * is displayed in the transaction **Status** column, an **Internal Note** has been added to the transaction. Pause the pointer over the asterisk to view the **Internal Note** pop-up.

## *Posted Invoices View*

Depending on the view and search criteria selected, the **Posted Invoices** view displays all posted invoices.

**Important:** When changing views on the **transaction summary** tab, keep in mind that the values set in the **[Show]** filter search criteria settings will always determine what is displayed.

**Note:** Changing the default search criteria will alter the results described here.



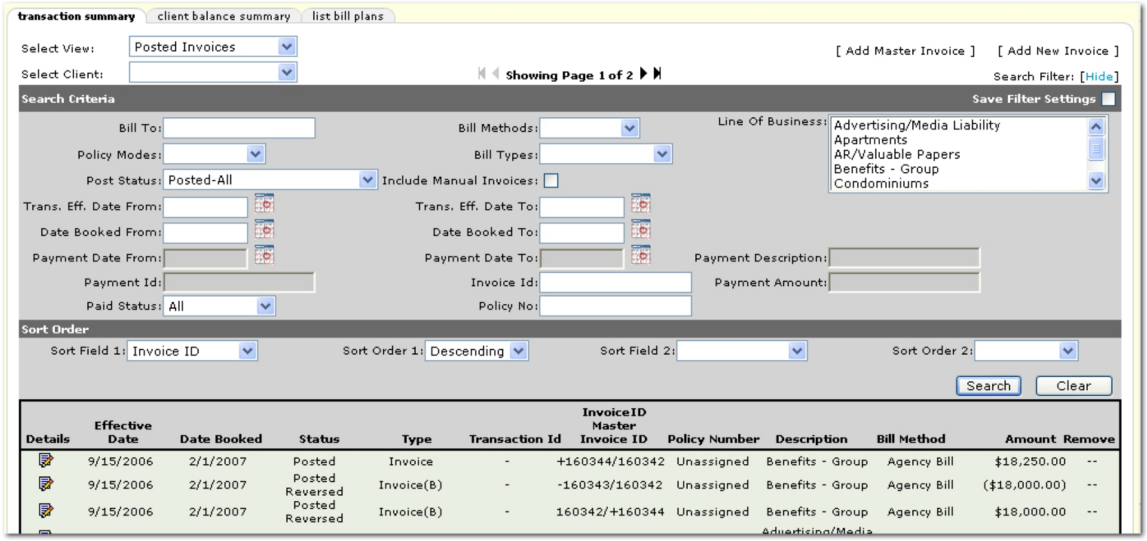
**To Access the Transaction Summary**

The **transaction summary** tab can be accessed at either the client or policy level.

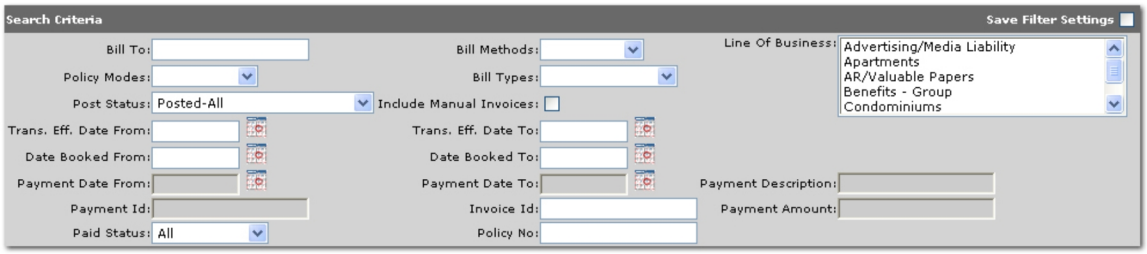
1. On the Primary menu, click **SEARCH**. Search for the appropriate client.
2. Click the **Details** icon next to the client.
3. On the Client menu, click **TRANSACTIONS**. The **transactions summary** tab is displayed.

   Or

   On the Client menu, click **POLICIES**. Click the **Details** icon next to the desired policy. Then, click the **transactions** tab. The **transactions summary** screen is displayed.
4. In the **Select View** list, select **Posted Invoices**.
5. In the **Search Filter** area, click **[Show]** to reveal and modify the search criteria.



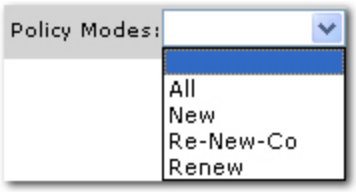

6. In the **Search Criteria** area, the following options are available:



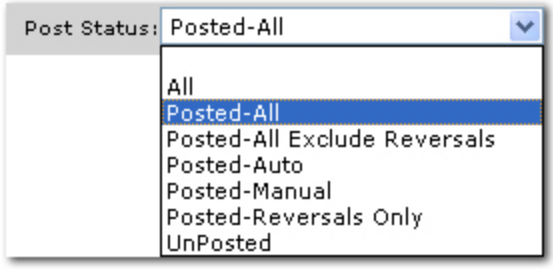

   - **Save Filter Settings:** Selecting the **Save Filter Settings** check box on the **Search Filters** screen and clicking **Search** will change the default **Search Filter** setting. The next time the **transaction summary** tab **> Posted Invoices** view is opened, the transactions returned will be filtered by the saved setting. Exercise caution when using the **Save Filter Settings** check box with a date range as returned transactions will be restricted to that date range. As a general rule, check the filter settings each time this tab is accessed.

**Note:** Selecting **Save Filter Settings** will save the filter criteria only for the view selected. To save filter settings on other views in the **transaction summary** tab, the **Save Filter Settings** check box must again be selected when in those views.

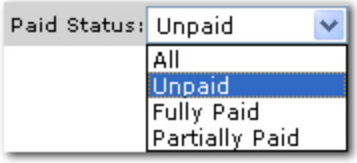
- **Bill To:** The name the invoice is to be mailed to. The **Bill To** comes from the **policy info** tab and defaults to the primary named insured.
- **Policy Modes:** Use the **Policy Modes** list to select a mode. The available selections are:



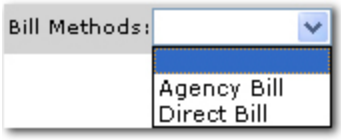

- **Post Status:** In the **Post Status** list, select the status that indicates the posting status of the transaction. The default selection is **Posted - All** which returns all posted invoices. The available selections are:



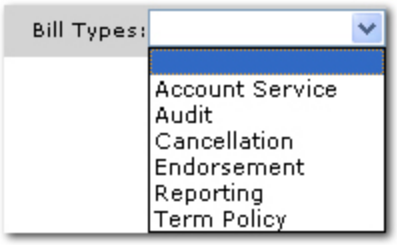

- **Trans. Eff. Date From:** Click the **Calendar** icon to select the beginning date in a date range. A date range can be selected to return all transactions with an effective date within the date range.
- **Date Booked From:** Click the **Calendar** icon to select the beginning date in a date range. A date range can be selected to return all transactions with a booked date within the date range.
- **Paid Status:** In the **Paid Status** list, select a status that indicates the amount of payment made on the transaction. The default selection in this list is **All** which returns all transactions regardless of the paid status. The available selections are:




- **Bill Methods:** In the **Bill Methods** list, select the type of bill method to return transactions inclusive of the type selected. The available selections are:




- **Bill Types:** In the **Bill Types** list, select a bill type. The available selections are:

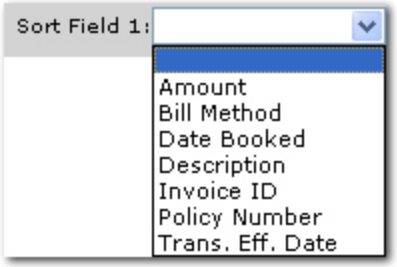



- **Include Manual Invoices:** Select the **Include Manual Invoices** check box if the policy is issued with a premium increase or decrease and a manual bill for the difference was created after posting the regular invoice.
- **Trans. Eff. Date To:** Click the **Calendar** icon to select the ending date in a date range. A date range can be selected to return all transactions with effective dates in the date range.
- **Date Booked To:** Click the **Calendar** icon to select the ending date in a date range. A date range can be selected to return all transactions with booked dates in the date range.
- **Invoice Id:** In the **Invoice Id** box, enter the full invoice id number to return the specific invoice.
- **Policy No**: In the **Policy No** box, enter at least one digit of the policy number. Entering some of the policy number returns a broader result, enter most or the full policy number for more specific results.
- **Line of Business:** In the **Line of Business** box, select one or more lines of business to search for the associated transactions. To select more than one line of business, hold the **CTRL** key while making selections.

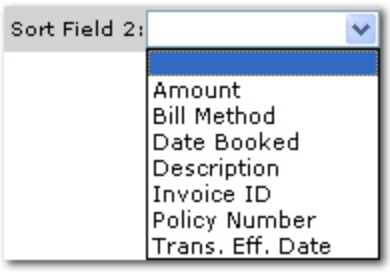
7. In the **Sort Order** area, the following options are available:




- **Sort Field 1:** The search results will be sorted by the selection made in the **Sort Field 1** list. The default selection in the **Sort Field 1** list is **Invoice ID**, this selection sorts all returned transactions numerically according to the invoice ID number. In the **Sort Field 1** list the available selections are:



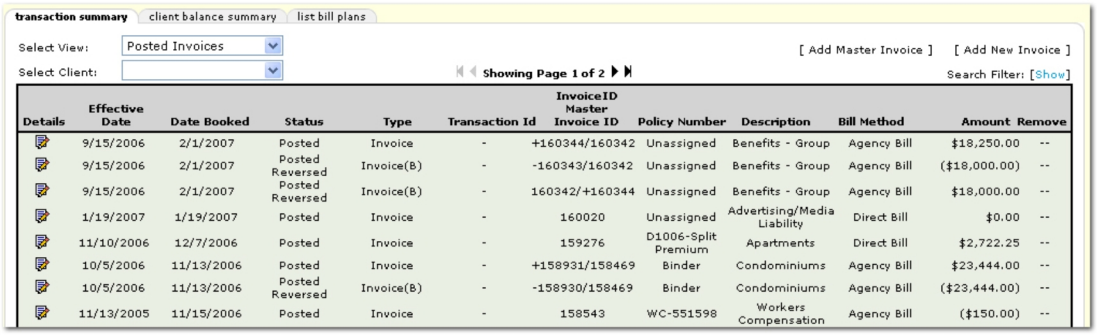

- **Sort Order 1:** Select either **Ascending** or **Descending** to set the order of the transactions returned. **Ascending** will set the order from A-Z. **Descending** will set the order from Z-A. The **Sort Field 1** will be the first sort and **Sort Field 2** will be the sub sort. The default selection is **Descending**.
- **Sort Field 2:** The search results will be sorted by the selection made in the **Sort Field 2** list. In the **Sort Field 2** list the available selections are:




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

**Important:** Clicking **Clear** does not clear the **Save Filter Settings** check box. All other filter criteria will be removed.

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




| Details | Effective Date | Date Booked | Status | Type | Transaction Id | InvoiceID Master Invoice ID | Policy Number | Description | Bill Method | Amount | Remove |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | 9/15/2006 | 2/1/2007 | Posted | Invoice | - | +160344/160342 | Unassigned | Benefits - Group | Agency Bill | $18,250.00 | -- |
| | 9/15/2006 | 2/1/2007 | Posted Reversed | Invoice(B) | - | -160343/160342 | Unassigned | Benefits - Group | Agency Bill | ($18,000.00) | -- |
| | 9/15/2006 | 2/1/2007 | Posted Reversed | Invoice(B) | - | 160342/+160344 | Unassigned | Benefits - Group | Agency Bill | $18,000.00 | -- |
| | 1/19/2007 | 1/19/2007 | Posted | Invoice | - | 160020 | Unassigned | Advertising/Media Liability | Direct Bill | $0.00 | -- |
| | 11/10/2006 | 12/7/2006 | Posted | Invoice | - | 159276 | D1006-Split Premium | Apartments | Direct Bill | $2,722.25 | -- |
| | 10/5/2006 | 11/13/2006 | Posted | Invoice | - | +158931/158469 | Binder | Condominiums | Agency Bill | $23,444.00 | -- |
| | 10/5/2006 | 11/13/2006 | Posted Reversed | Invoice(B) | - | -158930/158469 | Binder | Condominiums | Agency Bill | ($23,444.00) | -- |
| | 11/13/2005 | 11/15/2006 | Posted | Invoice | - | 158543 | WC-551598 | Workers Compensation | Agency Bill | ($150.00) | -- |

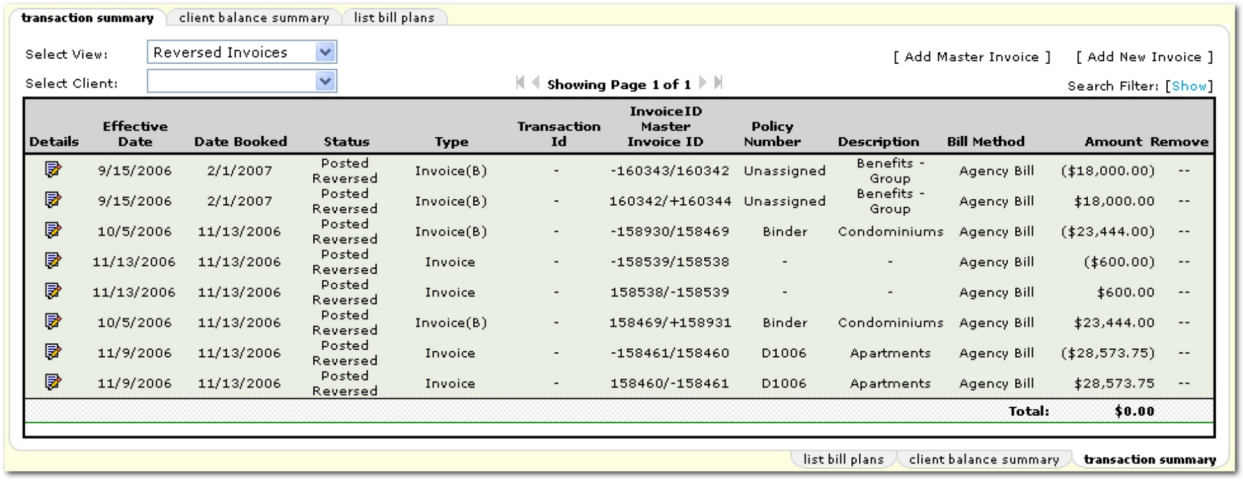
**Note:** If an asterisk * is displayed in the transaction **Status** column, an **Internal Note** has been added to the transaction. Pause the pointer over the asterisk to view the **Internal Note** pop-up.

## *Reversed Invoices View*

Depending on the view and search criteria selected, the **Reversed Invoices** view displays only posted invoices that are reversals.

**Important:** When changing views on the **transaction summary** tab, keep in mind that the values set in the **[Show]** filter search criteria settings will always determine what is displayed.

**Note:** Changing the default search criteria will alter the results described here.



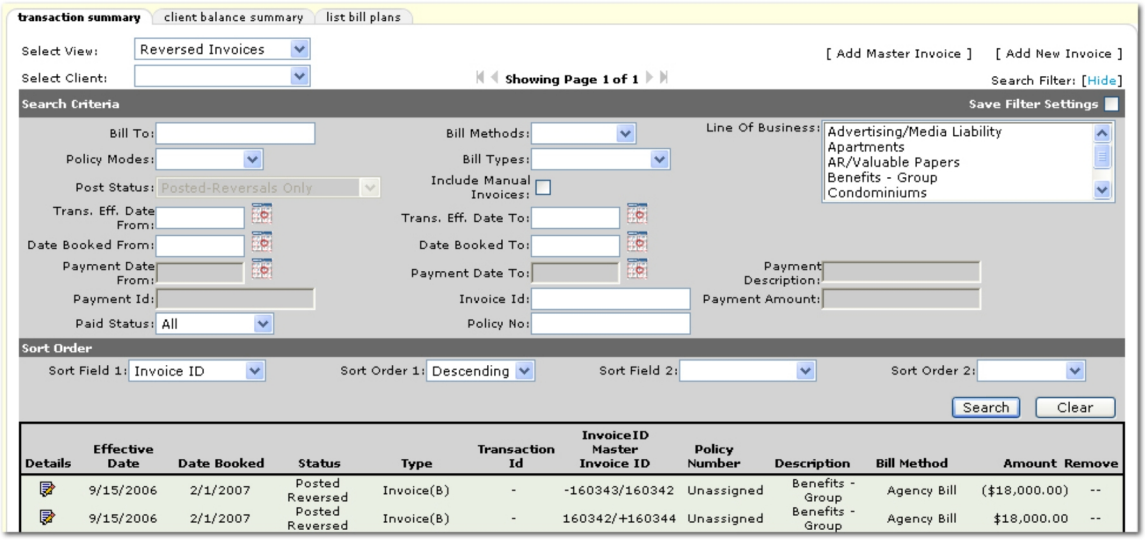

**To Access the Transaction Summary**

The **transaction summary** tab can be accessed at either the client or policy level.

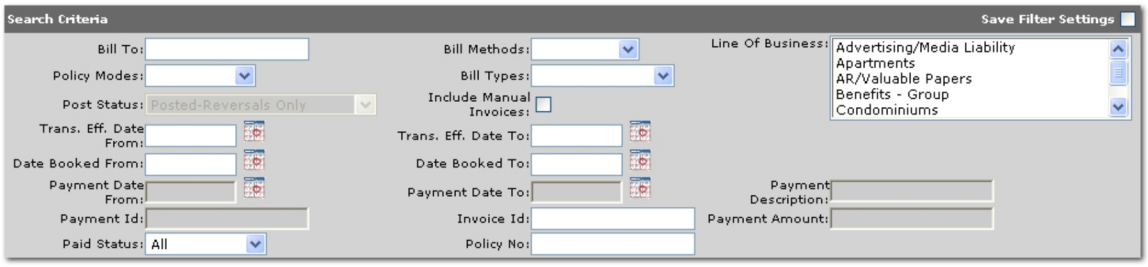
1. On the Primary menu, click **SEARCH**. Search for the appropriate client.
2. Click the **Details** icon next to the client.
3. On the Client menu, click **TRANSACTIONS**. The **transactions summary** tab is displayed.

   Or

   On the Client menu, click **POLICIES**. Click the **Details** icon next to the desired policy. Then, click the **transactions** tab. The **transactions summary** screen is displayed.
4. In the **Select View** list, select **Reversed Invoices**.
5. In the **Search Filter** area, click **[Show]** to reveal and modify the search criteria.



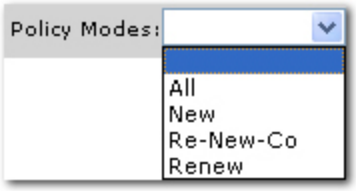

6. In the **Search Criteria** area, the following options are available:



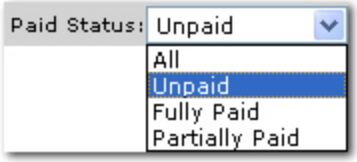

- **Save Filter Settings:** Selecting the **Save Filter Settings** check box on the **Search Filters** screen and clicking **Search** will change the default **Search Filter** setting. The next time the **transaction summary** tab **> Reversed Invoices** view is opened, the transactions returned will be filtered by the saved setting. Exercise caution when using the **Save Filter Settings** check box with a date range as returned transactions will be restricted to that date range. As a general rule, check the filter settings each time this tab is accessed.

  **Note:** Selecting **Save Filter Settings** will save the filter criteria only for the view selected. To save filter settings on other views in the **transaction summary** tab, the **Save Filter Settings** check box must again be selected when in those views.

- **Bill To:** The name the invoice is to be mailed to. The **Bill To** comes from the **policy info** tab and defaults to the primary named insured.
- **Policy Modes:** Use the **Policy Modes** list to select a mode. The available selections are:



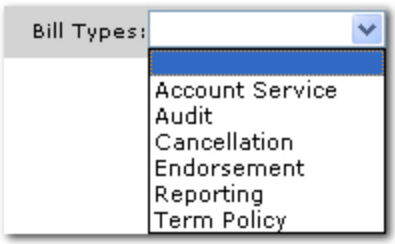

- **Post Status:** The **Post Status** list is disabled. The default selection in this list is **Posted - Reversals Only** which returns all transactions with that have been reversed.
- **Trans. Eff. Date From:** Click the **Calendar** icon to select the beginning date in a date range. A date range can be selected to return all transactions with an effective date within the date range. The default setting is 30 days prior to the current date.
- **Date Booked From:** Click the **Calendar** icon to select the beginning date in a date range. A date range can be selected to return all transactions with a booked date within the date range.
- **Paid Status:** In the **Paid Status** list, select a status that indicates the amount of payment made on the transaction. The default selection in this list is **All** which returns all transactions regardless of the paid status. The available selections are:



- **Bill Methods:** In the **Bill Methods** list, select the type of bill method to return transactions inclusive of the type selected. The available selections are:

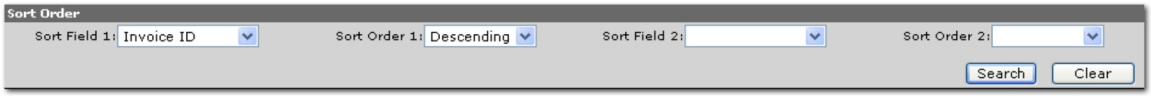



- **Bill Types:** In the **Bill Types** list, select a bill type. The available selections are:

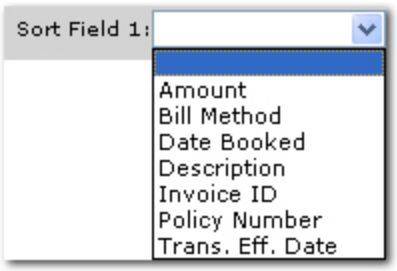



- **Include Manual Invoices:** Select the **Include Manual Invoices** check box if the policy is issued with a premium increase or decrease and a manual bill for the difference was created after posting the regular invoice.
- **Trans. Eff. Date To:** Click the **Calendar** icon to select the ending date in a date range. A date range can be selected to return all transactions with effective dates in the date range. The default setting is 30 days after the current date.
- **Date Booked To:** Click the **Calendar** icon to select the ending date in a date range. A date range can be selected to return all transactions with booked dates in the date range.
- **Invoice Id:** In the **Invoice Id** box, enter the full invoice id number to return the specific invoice.
- **Policy No**: In the **Policy No** box, enter at least one digit of the policy number. Entering some of the policy number returns a broader result, enter most or the full policy number for more specific results.
- **Line of Business:** In the **Line of Business** box, select one or more lines of business to search for the associated transactions. To select more than one line of business, hold the **CTRL** key while making selections.

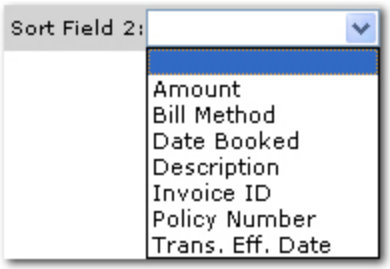
7. In the **Sort Order** area, the following options are available:




- **Sort Field 1:** The search results will be sorted by the selection made in the **Sort Field 1** list. The default selection in the **Sort Field 1** list is **Invoice ID**, this selection sorts all returned transactions numerically according to the invoice ID number. In the **Sort Field 1** list the available selections are:



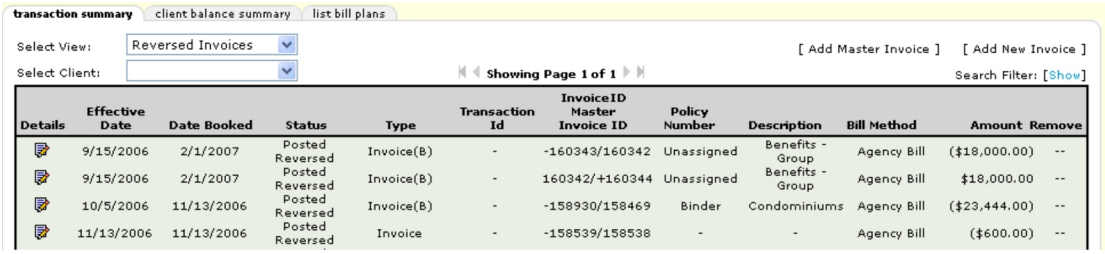

- **Sort Order 1:** Select either **Ascending** or **Descending** to set the order of the transactions returned. **Ascending** will set the order from A-Z. **Descending** will set the order from Z-A. The **Sort Field 1** will be the first sort and **Sort Field 2** will be the sub sort. The default selection is **Descending**.
- **Sort Field 2:** The search results will be sorted by the selection made in the **Sort Field 2** list. In the **Sort Field 2** list the available selections are:




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

**Important:** Clicking **Clear** does not clear the **Save Filter Settings** check box. All other filter criteria will be removed.

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


transaction summary | client balance summary | list bill plans

Select View: Reversed Invoices [ Add Master Invoice ] [ Add New Invoice ]

Select Client: 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | 9/15/2006 | 2/1/2007 | Posted Reversed | Invoice(B) | - | -160343/160342 | Unassigned | Benefits - Group | Agency Bill | ($18,000.00) | -- |
| | 9/15/2006 | 2/1/2007 | Posted Reversed | Invoice(B) | - | 160342/+160344 | Unassigned | Benefits - Group | Agency Bill | $18,000.00 | -- |
| | 10/5/2006 | 11/13/2006 | Posted Reversed | Invoice(B) | - | -158930/158469 | Binder | Condominiums | Agency Bill | ($23,444.00) | -- |
| | 11/13/2006 | 11/13/2006 | Posted Reversed | Invoice | - | -158539/158538 | - | - | Agency Bill | ($600.00) | -- |

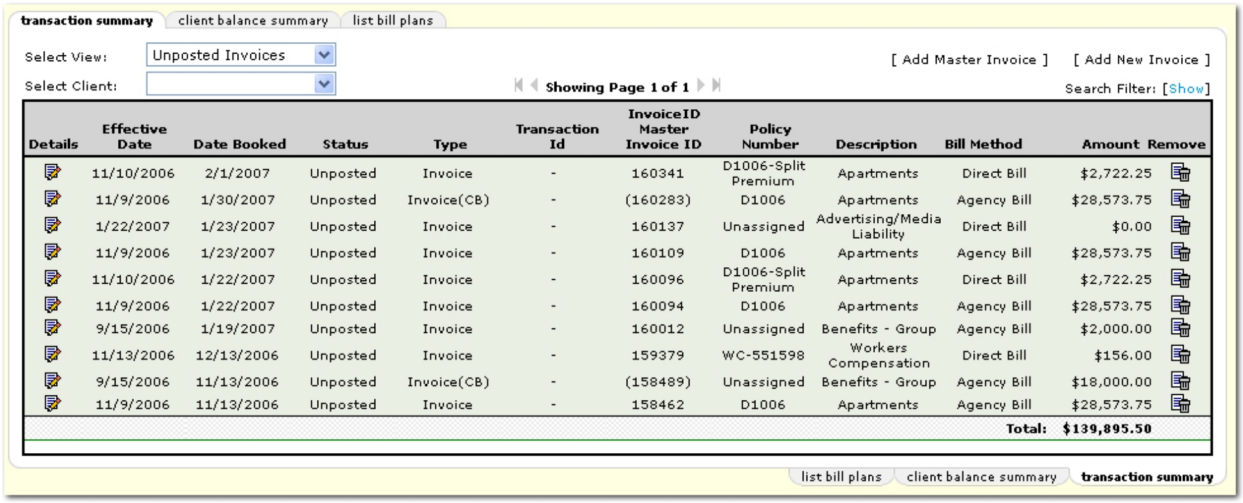
**Note:** If an asterisk * is displayed in the transaction **Status** column, an **Internal Note** has been added to the transaction. Pause the pointer over the asterisk to view the **Internal Note** pop-up.

## *Unposted Invoices View*

Depending on the view and search criteria selected, the **transaction summary** tab displays all unposted invoices.

**Important:** When changing views on the **transaction summary** tab, keep in mind that the values set in the **[Show]** filter search criteria settings will always determine what is displayed.

**Note:** Changing the default search criteria will alter the results described here.



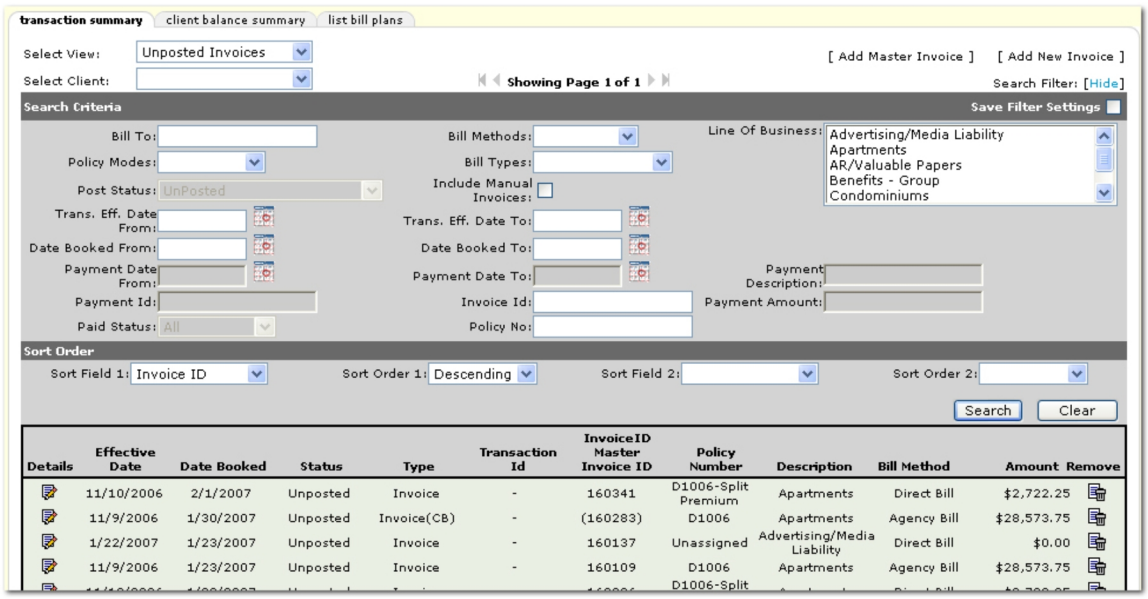

**To Access the Transaction Summary**

The **transaction summary** tab can be accessed at either the client or policy level.

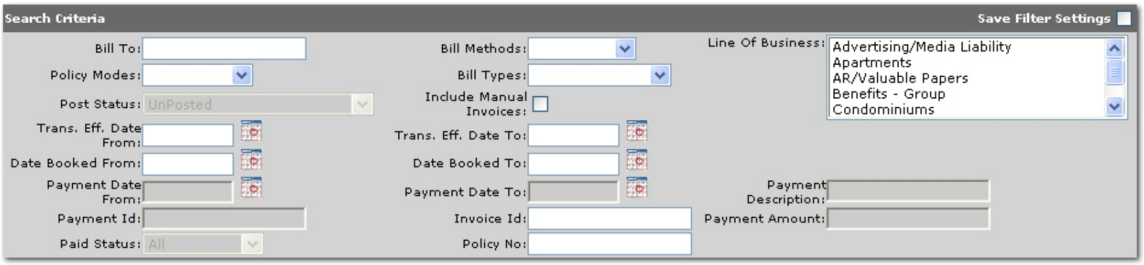
1. On the Primary menu, click **SEARCH**. Search for the appropriate client.
2. Click the **Details** icon next to the client.
3. On the Client menu, click **TRANSACTIONS**. The **transactions summary** tab is displayed.

   Or

   On the Client menu, click **POLICIES**. Click the **Details** icon next to the desired policy. Then, click the **transactions** tab. The **transactions summary** screen is displayed.
4. In the **Select View** list, select **Unposted Invoices**.
5. In the **Search Filter** area, click **[Show]** to reveal and modify the search criteria.




6. In the **Search Criteria** area, the following options are available:

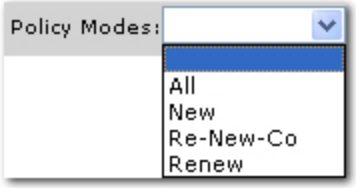



- **Save Filter Settings:** Selecting the **Save Filter Settings** check box on the **Search Filters** screen and clicking **Search** will change the default **Search Filter** setting. The next time the **transaction summary** tab **> Unposted Invoices** view is opened, the transactions returned will be filtered by the saved setting. Exercise caution when using the **Save Filter Settings** check box with a date range as returned transactions will be restricted to that date range. As a general rule, check the filter settings each time this tab is accessed.

  **Note:** Selecting **Save Filter Settings** will save the filter criteria only for the view selected. To save filter settings on other views in the **transaction summary** tab, the **Save Filter Settings** check box must again be selected when in those views.

- **Bill To:** The name the invoice is to be mailed to. The **Bill To** comes from the **policy info** tab and defaults to the primary named insured.

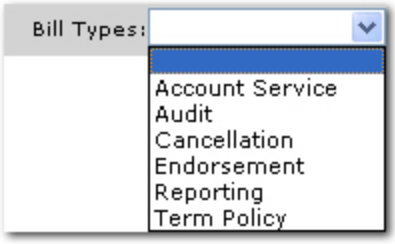
- **Policy Modes:** Use the **Policy Modes** list to select a mode. The available selections are:



- **Post Status:** The **Post Status** list is disabled. The default selection in this list is **Unposted** which returns all unposted transactions in the search results.
- **Trans. Eff. Date From:** Click the **Calendar** icon to select the beginning date in a date range. A date range can be selected to return all transactions with an effective date within the date range.
- **Date Booked From:** Click the **Calendar** icon to select the beginning date in a date range. A date range can be selected to return all transactions with a booked date within the date range.
- **Paid Status:** The **Paid Status** list is disabled. The default selection in this list is **All** which returns all transactions regardless of the paid status.
- **Bill Methods:** In the **Bill Methods** list, select the type of bill method to return transactions inclusive of the type selected. The available selections are:




- **Bill Types:** In the **Bill Types** list, select a bill type. The available selections are:



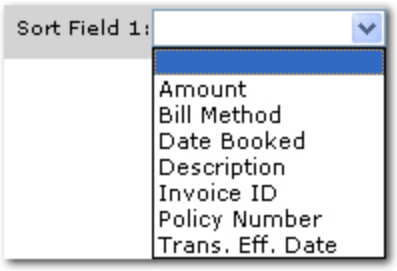

- **Trans. Eff. Date To:** Click the **Calendar** icon to select the ending date in a date range. A date range can be selected to return all transactions with effective dates in the date range.
- **Date Booked To:** Click the **Calendar** icon to select the ending date in a date range. A date range can be selected to return all transactions with booked dates in the date range. The default date selection is the last day of the current month.
- **Invoice Id:** In the **Invoice Id** box, enter the full invoice id number to return the specific invoice.
- **Policy No**: In the **Policy No** box, enter at least one digit of the policy number. Entering some of the policy number returns a broader result, enter most or the full policy number for more specific results.
- **Line of Business:** In the **Line of Business** box, select one or more lines of business to search for the associated transactions. To select more than one line of business, hold the **CTRL** key while making selections.

7. In the **Sort Order** area, the following options are available:

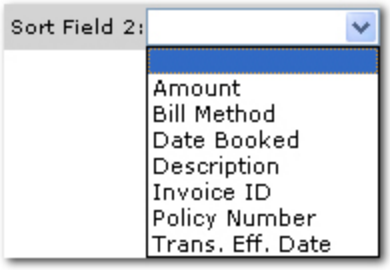



- **Sort Field 1:** The search results will be sorted by the selection made in the **Sort Field 1** list. The default selection in the **Sort Field 1** list is **Invoice ID**, this selection sorts all returned transactions numerically

according to the invoice ID number. In the **Sort Field 1** list the available selections are:



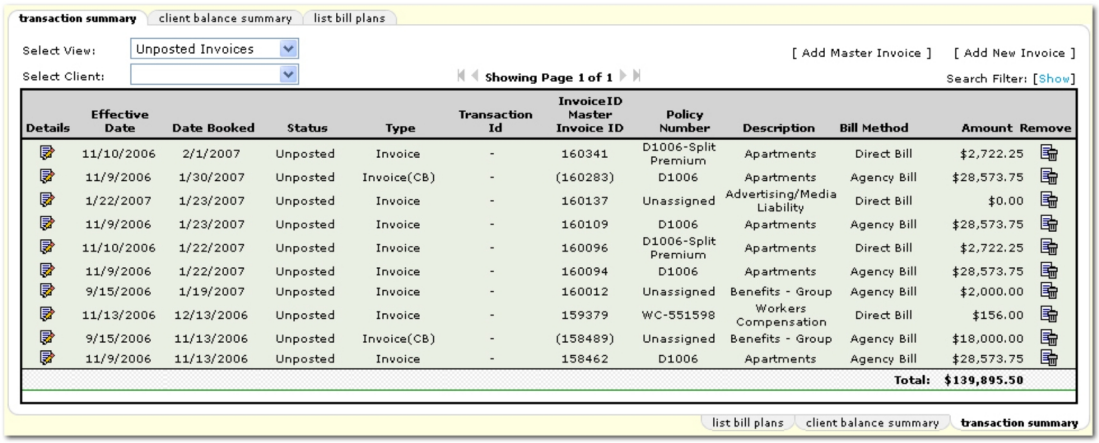

- **Sort Order 1:** Select either **Ascending** or **Descending** to set the order of the transactions returned. **Ascending** will set the order from A-Z. **Descending** will set the order from Z-A. The **Sort Field 1** will be the first sort and **Sort Field 2** will be the sub sort.
- **Sort Field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




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

**Important:** Clicking **Clear** does not clear the **Save Filter Settings** check box. All other filter criteria will be removed.

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



**Note:** If an asterisk * is displayed in the transaction **Status** column, an **Internal Note** has been added to the transaction. Pause the pointer over the asterisk to view the **Internal Note** pop-up.

## *Agency Billing*

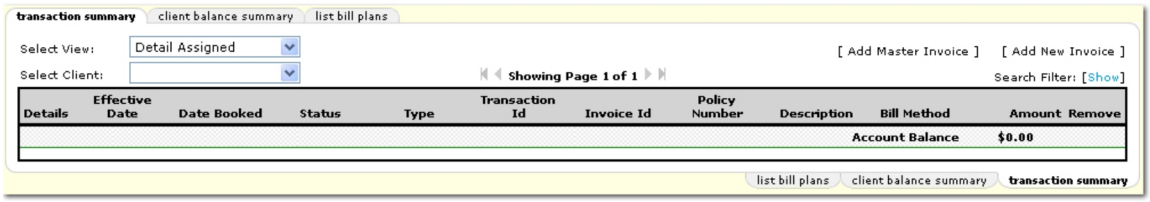
Agency billing generates a record for the agency showing the amount due from the client and the amount due to the carrier.

**To Invoice Using Agency Billing**

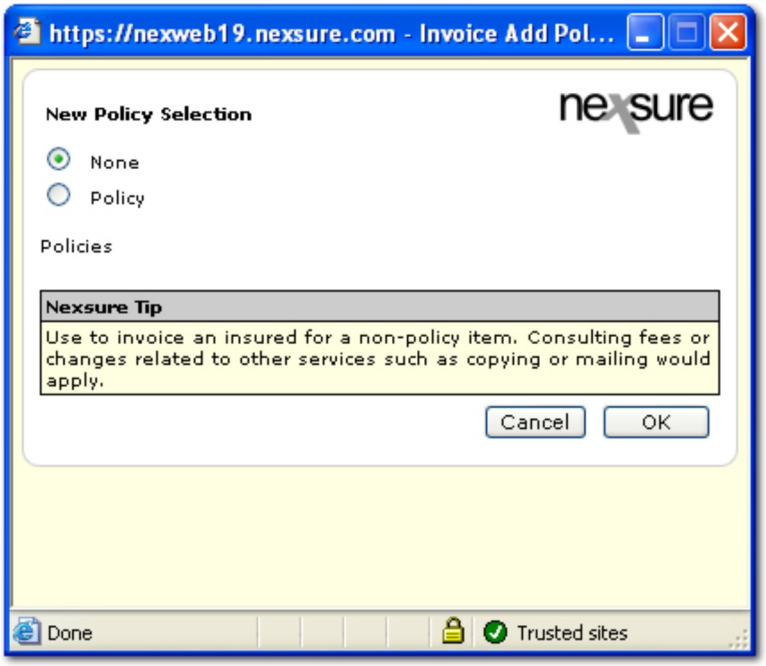
1. On the Primary menu, click **SEARCH**. Search for the client to invoice.
2. Click the **Details** icon next to the appropriate client.

**Note:** An invoice can also be added from the policy **transactions** tab.

3. On the Client menu, click **TRANSACTIONS**. The **transaction summary** tab is displayed.



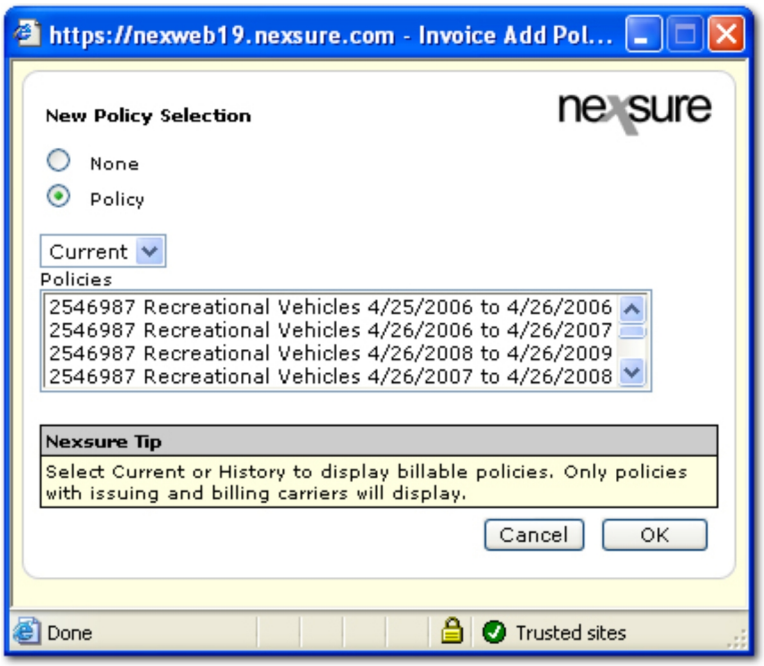

4. On the **transaction summary** tab, click **[Add New Invoice]**. The **New Policy Selection** dialog box is displayed.




5. In the **New Policy Selection** dialog box, select one of the following options:
   - **None:** Indicates the invoice will be used for a non-policy item such as consulting fees.
   - **Policy:** Indicates the invoice will be used for a policy.

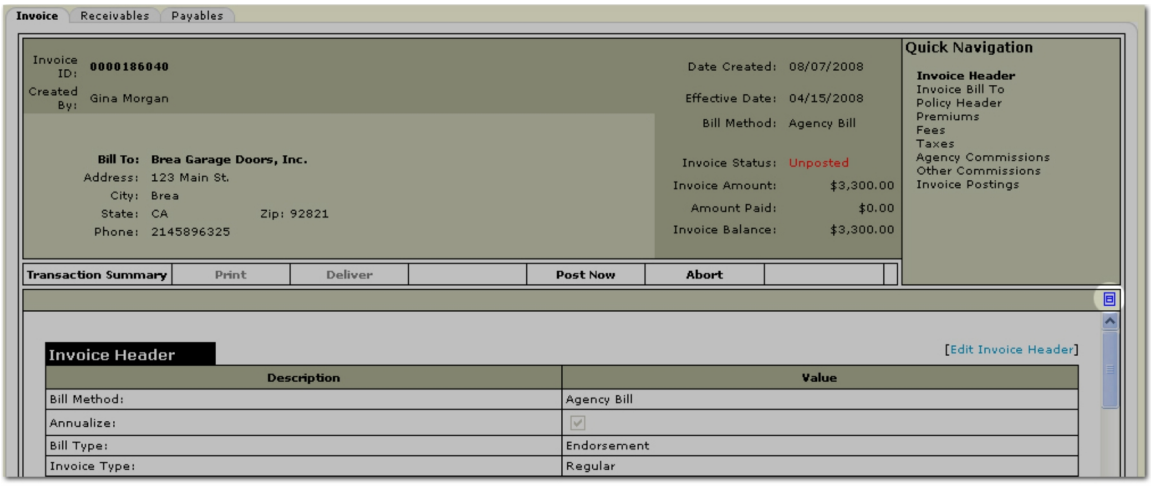
**Note:** The **New Policy Selection** dialog box will not be displayed if the invoices were added through the policy **transactions** tab.

6. If **Policy** was selected, the **New Policy Select** dialog box is expanded to include the following options:
   - Select either **Current** or **History** to display the associated policies.
   - In the **Policies** list, select the policy number that requires an invoice.




7. Click **OK**. The **invoice** tab is displayed containing the new invoice. The new invoice will contain information carried over from the **policy info** tab including the bill type.

**Note:** Use the **Maximize / Minimize** icon to display the full screen view of the invoice.



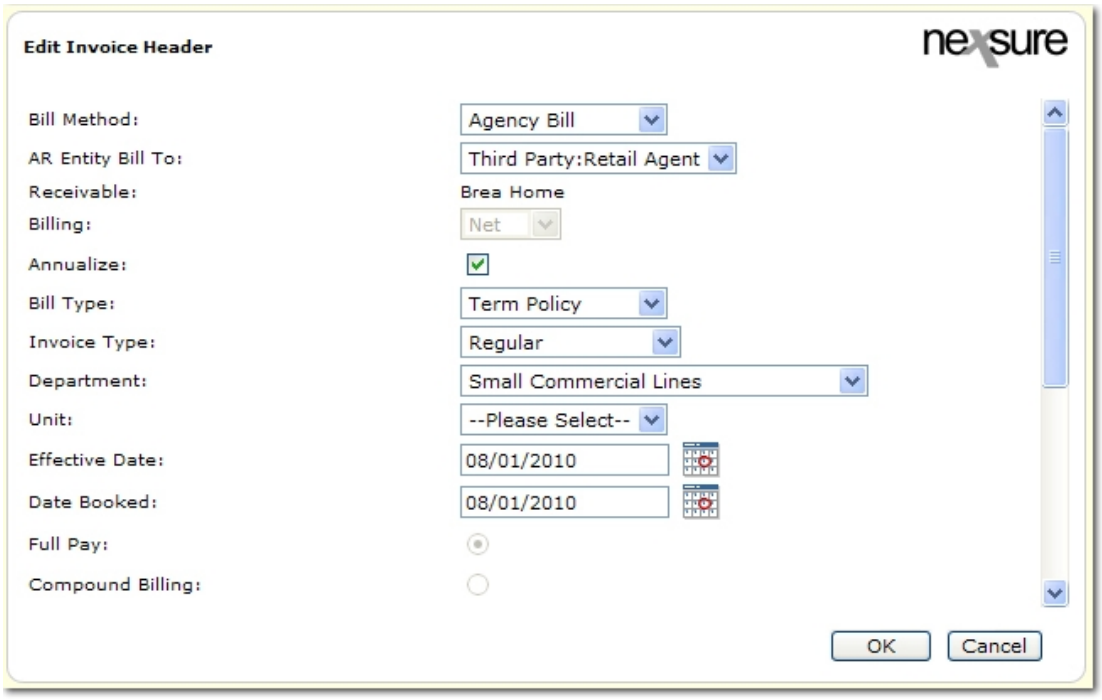

8. Using the **Quick Navigation** panel, review and complete each of the following sections:

   Invoice Header

**Invoice Header** [Edit Invoice Header]

| Description | Value |
|---|---|
| Bill Method: | Agency Bill |
| AR Entity Bill To: | Third Party: Retail Agent |
| Billing: | Net |
| Annualize: | ☑ |
| Bill Type: | Term Policy |
| Invoice Type: | Regular |
| Department: | Small Commercial Lines |
| Unit: | |
| Effective Date: | 08/01/2010 |
| Date Booked: | 08/01/2010 |
| Full Pay: | ◉ |
| Compound Billing: | ○ |
| Amount Due: | $0.00 |
| Invoice Due Date: | 08/16/2010 |
| # of Print Days Before Eff. Date: | |

If changes to the **Invoice Header** are required, click **[Edit Invoice Header]**. The **Edit Invoice Header** dialog box is displayed.




In the **Edit Invoice Header** dialog box, update or complete the following options:

- **Bill Method:** Select **Agency Bill**.

  **Note: Direct Bill** may be selected at this point if a change in the **Bill Method** is necessary. See Direct Billing for more information.

- **AR Entity Bill To:** Select the appropriate entity to bill. The options are **Client** or **Third Party: Retail Agent**. The retail agent must be assigned to the policy to invoice a retail agent.
- **Receivable:** The name of the receiving entity is displayed.

- **Billing:** Either **Net** or **Gross** is displayed depending on the posting rules set for the retail agent record. This option will be available if both Net and Gross are selected in the posting rules. See the Retail Agent Posting Rules topic for more information about setting the posting rules.
- **Annualize:** This check box is selected by default. Clearing this check box enables exclusion of annualized line items when invoicing. This option is helpful for short-term policies or special event policies.
- **Bill Type:** In the **Bill Type** list, select one of the following options:
  - **Account Service:** Used for creating an invoice that does not apply to a policy.
  - **Audit:** Used for invoicing all audits that result in a premium change.
  - **Cancellation:** Used if invoicing a cancellation to record return premium.
  - **Endorsement:** Used for invoicing an endorsement that results in a premium change.
  - **Reporting:** Used if invoicing a reporting policy.
  - **Term Policy:** Used if invoicing a new business or renewal policy.
- **Invoice Type:** In the **Invoice Type** list, select one of the following options:
  - **Regular:** Is applied to all appropriate general ledger accounts.
  - **Binder Bill:** Is applied to accounts receivable and binder bill payables. Appropriate income and expense accounts as well as the carrier payable will be applied when the binder bill is reversed.
  - **Manual Bill:** Is recorded in the system but does not affect any general ledger accounts.
  - **Beginning Balance:** Is used exclusively when an agency goes live. The **Beginning Balance Invoice Type** must be used in conjunction with the added **Fee** of **Beginning Balance** that is offset to a general ledger **AR Beginning Balance** mandatory general ledger number.

    **Tip:** An agency, during their go-live process, will use the **Beginning Balance Invoice Type** combined with the **Beginning Balance Fee** to record their client beginning balances. Invoice transactions automatically post to accounts receivable so this offset will go against the accounts receivable **Beginning Balance** general ledger number.
- **Department:** The department information is displayed by default. If the department information needs to be modified, select the appropriate department from the list.
- **Unit:** A **Unit** can be selected from the list however, units are not required. Units are a subset of departments, they provide additional income and expense breakdown if needed.
- **Effective Date:** Select the effective date of the transaction. The default effective date is the Effective Date of the policy. This date determines the period that the invoice will be posted.
- **Date Booked:** This defaults to the effective date of the policy or the invoice creation date based on which is later.
- **Full Pay:** Select if the billing will be in full.

  **Note:** Installment billing is the recommended means for creating multiple billing under the same invoice.
  - **Down Payment Amount:** Enter the down payment amount.
  - **Down Payment Date Due:** Enter the down payment due date.

- **Payment Plan:** Select one of the following payment plans:
  - **Annual:** Due date of the first installment is based on the date entered in the **1st Compound Billing Effective Date** box. Subsequent installments billed in one year increments up to the specified number of installments.
  - **Semi-annual:** Due date of the first installment is based on the date entered in the **1st Compound Billing Effective Date** box. Subsequent installments are billed in six month increments up to the specified number of installments.
  - **Quarterly:** Due date of the first installment is based on the date entered in the **1st Compound Billing Effective Date** box. Subsequent installments are billed in three month increments up to the specified number of installments.
  - **Monthly:** Due date of the first installment is based on the date entered in the **1st Compound Billing Effective Date** box. Subsequent installments are billed in one month increments up to the specified number of installments.
  - **Weekly:** Due date of the first installment is based on the date entered in the **1st Compound Billing Effective Date** box. Subsequent installments are billed in one week increments up to the specified number of installments.
  - **Same Date:** Due date of the first installment is based on the date entered in the **1st Compound Billing Effective Date** box. Subsequent installments are billed on the same date as the first installment up to the specified number of installments.
- **Number of Compound Billings:** Enter the total number of installments, excluding the down payment.
- **1st Compound Billing Eff. Date:** This defaults to the current date. All subsequent installments are based on this date.

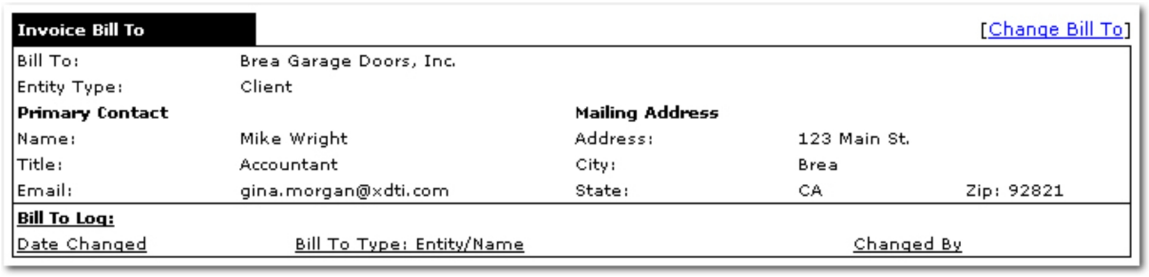
- **Amount Due:** This field is display only. The amount shown here is the total premium amount.
- **Invoice Due Date:** Enter the number of days before this bill will become past due.
- **# of Print Days Before Eff. Date:** Nexsure can automatically post an invoice and make the invoice available for printing. Enter the number of days prior to the effective date of the invoice that the automatic process should be run by Nexsure.

  **Note:** To suspend the automatic posting of an invoice, leave this field blank.

- **Fee Option:** Select when the fee is to be collected. A Fee Option must be selected even if no fees are included.
- **Tax Option:** Select when the tax is to be collected. A Tax Option must be selected even if no taxes are included.
- **Rounding Option:** Select the rounding option to indicate when the rounding will be applied to an invoice.
- **Unique Invoice Message:** A message entered here will print on the invoice.
- **Internal Note:** Enter any internal notes, these notes will not print on the invoice. On the **transaction summary** tab, if an invoice contains an internal note, the **Type** column will contain an asterisk *. The

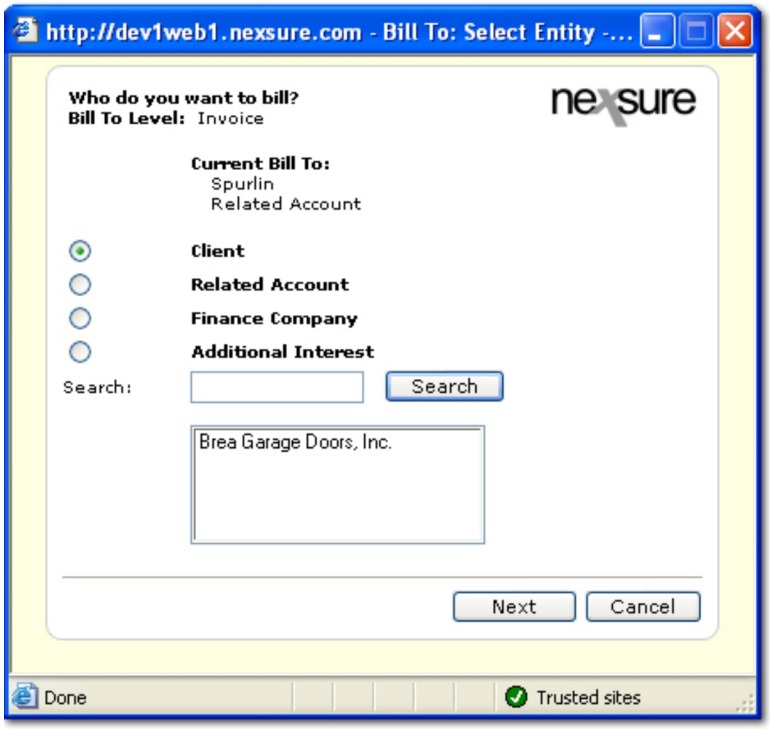
internal note can be viewed by hovering over the asterisk, a pop-up will be displayed containing the note.

Bill To




a. If changes to the **Invoice Bill To** are required, click **[Change Bill To]**. The **Bill To: Select Entity** dialog box is displayed.

Important: The Invoice Bill To information is not editable if the entity is a retail agent.




b. Select one of the following entity types:

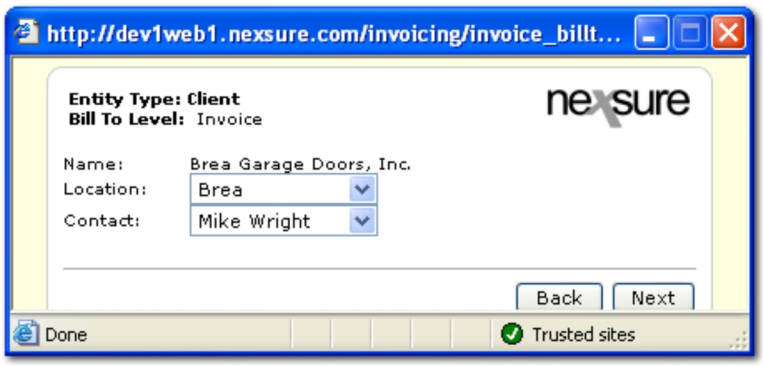
- **Client**
- **Related Account**
- **Finance Company**
- **Additional Interest**

**Note**: Any named insured may be selected as the **Bill To** on invoices.

c. Use the **Search** option if the entity name is not already displayed in the search results.

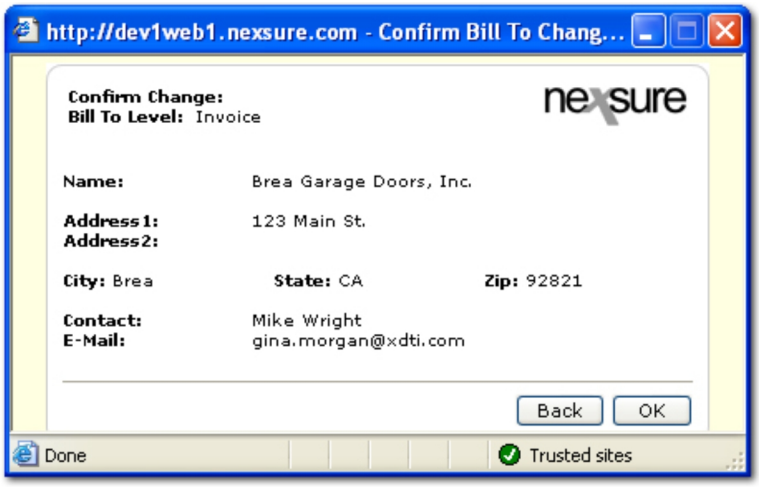
d. In the search results, select the name of the entity.

e. Click **Next**. The client dialog box is displayed.




f. In the client dialog box, select the **Location** and **Contact** for the invoice.

g. Click **Next**. The **Confirm Change** dialog box is displayed.




h. Click **OK**. The **invoice** tab is again displayed.

Or

Click **Back** to return to the previous window and make changes.

Policy Header

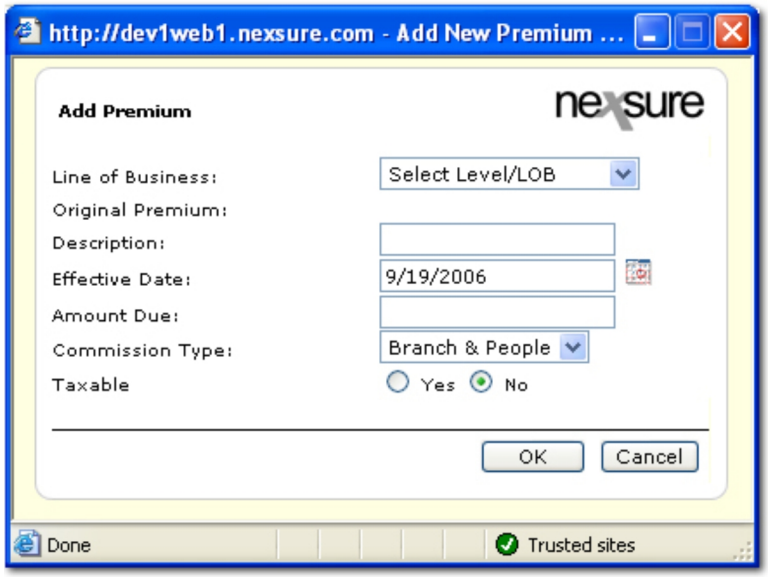
Policy header information is displayed. Edits cannot be made to the policy header at this point.

Invoice premium



a. If changes to the premium due are required, click the **Details** icon next to the premium to update.

b. Click **[Add New Premium]** to add a new premium due. The **Add Premium** dialog box is displayed.




c. In the **Line of Business** list, select the line of business for the premium.

d. In the **Description** box, enter a brief description of the premium.

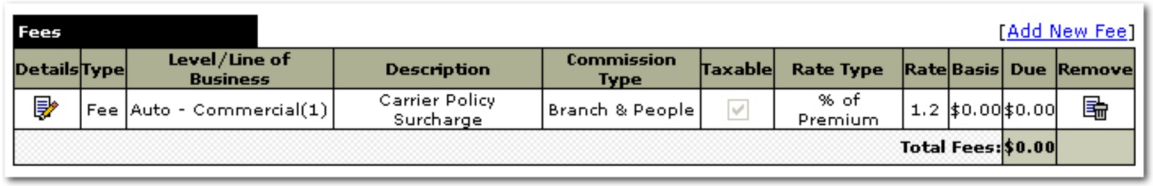
e. The **Effective Date** box defaults to the **Effective Date** on the policy.

f. In the **Amount Due** box, enter the amount that is currently due on the premium.

g. If the new premium is taxable, select **Yes**.

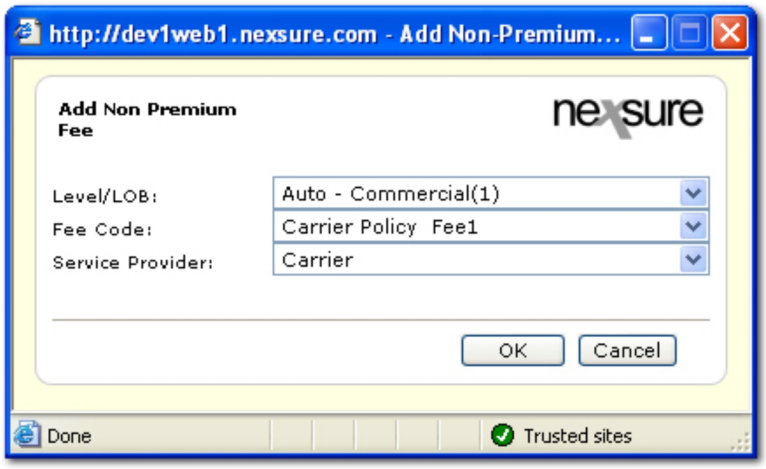
h. Click **OK**. The **invoice** tab is again displayed.

Fees




a. If changes to the fees are required, click the **Details** icon next to the fee to update.

b. Click **[Add New Fee]** to add a new fee. The **Add Non Premium** dialog box is displayed.

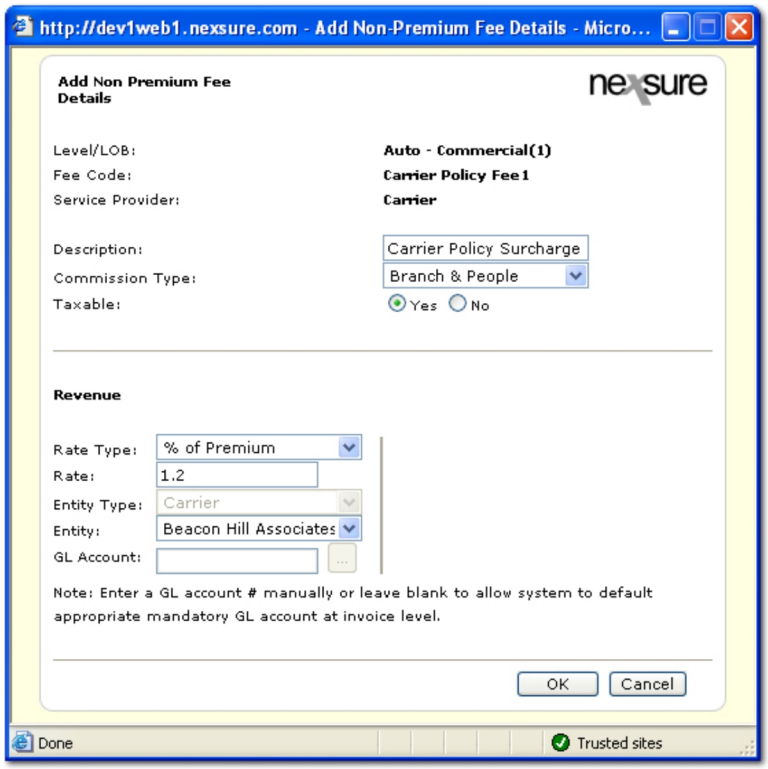



c. In the **Level / LOB** list, select the line of business for the fee.

d. In the **Fee Code** list, select the code with which the fee is associated. The **Fee Code** is the name of the fee that was added during the invoice setup process.

e. In the **Service Provider** list, select the name of the entity that is providing the service in exchange for the fee.

f. Click **OK**. The **Add Non Premium Fee Details** dialog box is displayed.




g. The **Description** box is automatically completed with the description that was added to the fee during the invoice setup process.

h. In the **Commission Type** list, select the commission type for the fee. This selection is used to identify whether a commission should be applied to a fee and if so, which type of commission.

i. Select **Yes** if the fee is taxable.

j. In the **Revenue** area, make selections in the following:

- **Rate Type:** Determines how the rate will be calculated.
- **Rate:** Establishes the flat dollar amount or the percentage of premium for the fee.
- **Entity Type:** Determines if the fee amount is offset to the Branch (income or expense) or Carrier (payable).
- **Entity:** Determines the entity for which the fee amount will be offset.
- **GL Account:** Determines the GL account for which the fee amount will be offset.

k. Click **OK**. The fee is added to the **invoice** tab.

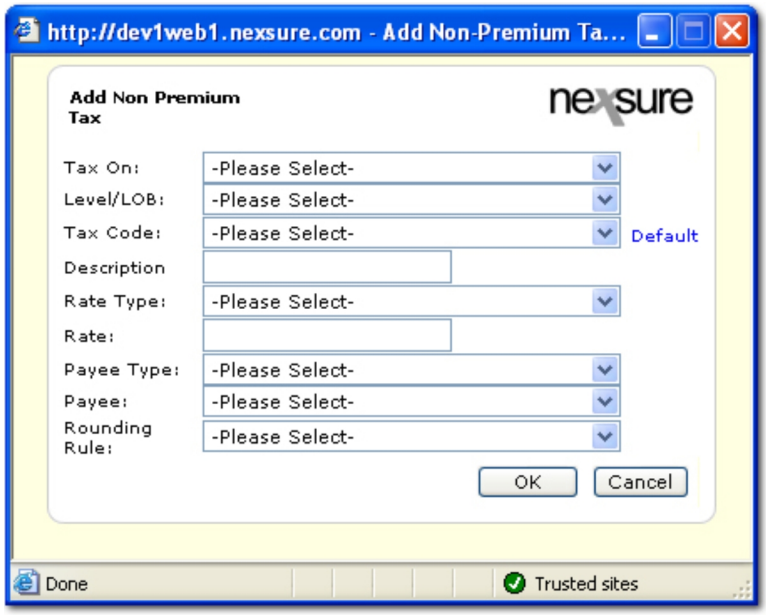
Taxes

**Taxes** [Add New Tax]

| Details | Type | Level/Line of Business | Description | Rate Type | Rate | Basis | Due | Remove |
|---|---|---|---|---|---|---|---|---|
| | Tax | Invoice | California Tax | Flat | 20 | $20.00 | $20.00 | |
| | | | | | | Total Taxes: | $20.00 | |

a. If changes to the taxes are required, click the **Details** icon next to the tax to update.

b. Click **[Add New Tax]** to add a new tax. The **Add Non Premium Tax** dialog box is displayed.



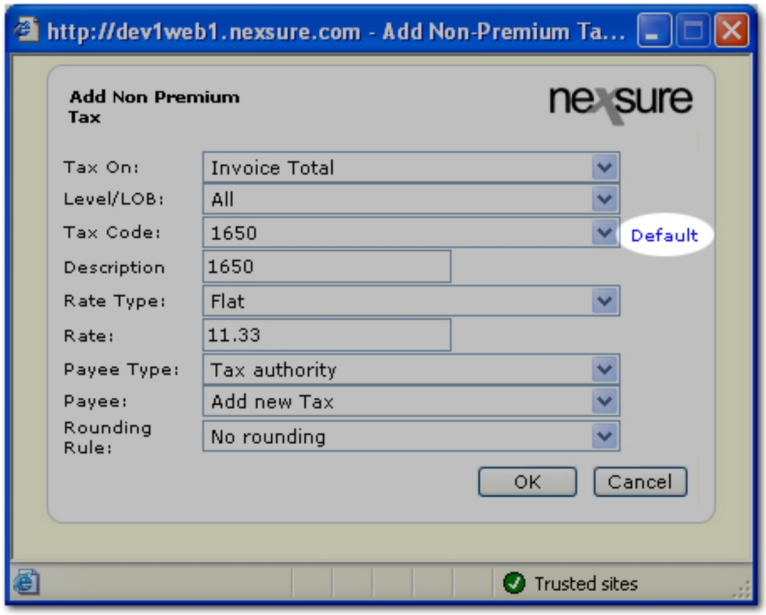

c. In the **Tax On** list, the selection determines where the tax will be applied.

**Note:** If **Fee** is selected, the **Fee Code** list will also be displayed.

d. In the **Level / LOB** list, the selection determines to what LOB the tax will be applied.

e. In the **Tax Code** list, select the name of the tax.

f. Optionally, once the **Tax Code** has been selected, click **Default**. The remainder of the selections will be automatically entered with the defaults created in the invoice setup process.




g. In the **Description** box, enter a description for the tax. This entry defaults to the description entered during the invoice setup process.

h. In the **Rate Type** list, make a selection to identify if the rate will be a flat dollar amount or a percentage of items taxable.

i. In the **Rate** box, enter the flat dollar amount or the percentage of items taxable for the tax.

j. In the **Payee Type** list, make a selection to identify which entity is paid for the tax.

k. In the **Payee** list, make a selection if the **Payee Type** selected is **Tax Authority**.

l. In the **Rounding Rule** list, make a selection to control the rounding on the tax when a percentage has been applied.

m. Once all selections have been made in the **Add Non Premium Tax** dialog box, click **OK**. The tax is added to the **invoice** tab.

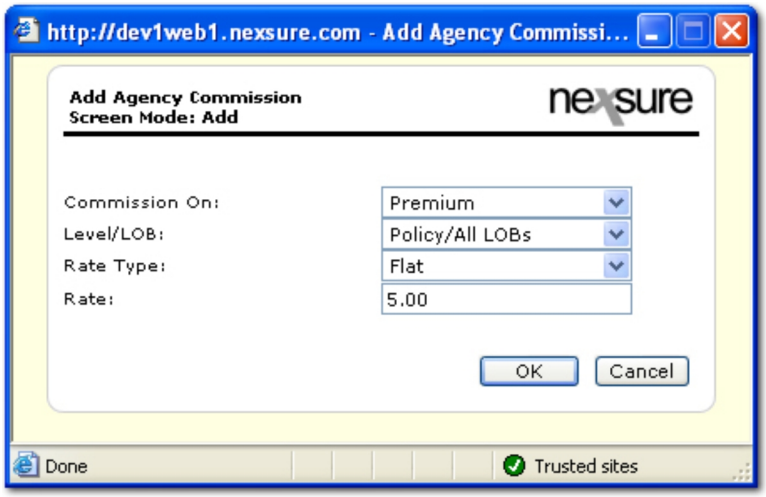
Agency Commissions

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

| Details | Type | Level/Line of Business | Rate Type | Rate | Basis | Due | Remove |
|---|---|---|---|---|---|---|---|
| | Premium | Auto - Commercial(1) | % of Premium | 10 | $0.00 | $0.00 | |
| | Premium | Auto - Commercial(1) | % of Premium | 1.2 | $0.00 | $0.00 | |
| | | | | | Total Agency Commissions: | $0.00 | |

a. If changes to the **Agency Commissions** are required, click the **Details** icon next to the commission to update.

b. Click **[Add New Agency Commission]** to add a new commission. The **Add Agency Commission** dialog box is displayed.




c. In the **Commission On** list, select the item on which the commissions will be based.

d. In the **Level / LOB** list, the selection determines to what LOB the commission will be applied.

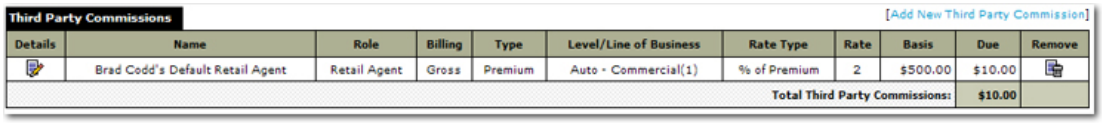
e. In the **Rate Type** list, make a selection to identify if the rate will be a flat dollar amount or a percentage.

f. In the **Rate** box, enter the flat dollar amount or the percentage on which the commission will be based.

g. Click **OK**. The agency commission is then added to the **invoice** tab.

Third Party Commissions

**Important:** The **Third Party Commissions** area is only available when the bill to entity is a retail agent.




a. If changes to the **Third Party Commissions** are required, click the **Details** icon next to the commission to update.

b. Click **[Add New Third Party Commission]** to add a new commission. The **Add Third Party Commission** dialog box is displayed.




c. In the **Commission On** list, select the item on which the commissions will be based.

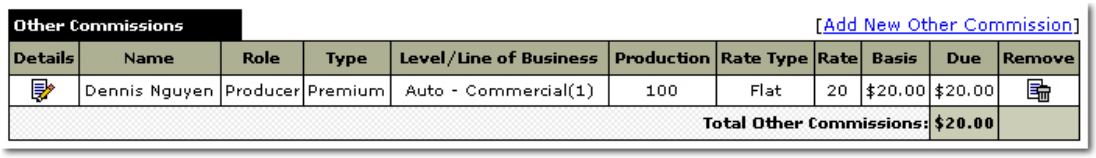
d. In the **Level / LOB** list, the selection determines to what LOB the commission will be applied.

e. In the **Rate Type** list, make a selection to identify if the rate will be a flat dollar amount or a percentage.

f. In the **Rate** box, enter the flat dollar amount or the percentage on which the commission will be based.

g. Click **OK**. The **invoice** tab is again displayed.

*Other Commissions*



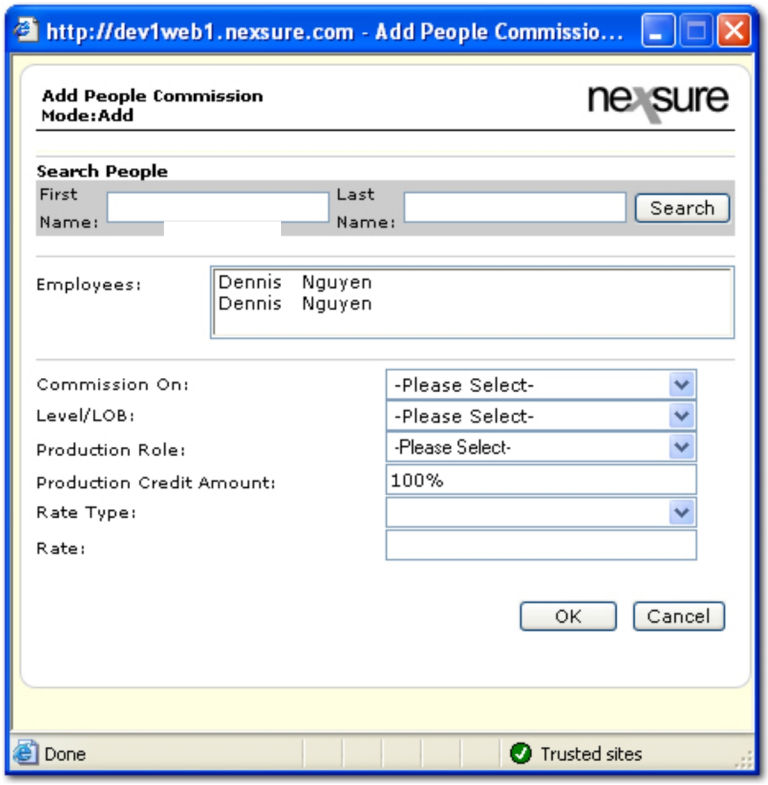
**Other Commissions** [Add New Other Commission]

| Details | Name | Role | Type | Level/Line of Business | Production | Rate Type | Rate | Basis | Due | Remove |
|---|---|---|---|---|---|---|---|---|---|---|
| | Dennis Nguyen | Producer | Premium | Auto - Commercial(1) | 100 | Flat | 20 | $20.00 | $20.00 | |
| | | | | | | | | Total Other Commissions: | $20.00 | |

a. If changes to the **Other Commissions** are required, click the **Details** icon next to the commission to update.

b. Click **[Add New Other Commission]** to add a new commission. The **Add People Commission** dialog box is displayed.

**Note:** If default commissions exist for Carrier, People or Fees, they will be created automatically. Defaulted commissions can be edited.




c. In the **Search People** area, enter the first and / or last name of the employee.

d. Click **Search**.

e. In the **Employees** list, select the name of the employee with which to associate the commission.

f. In the **Commission On** list, select the item on which the commissions will be based.

g. In the **Level / LOB** list, the selection determines to what LOB the commission will be applied.

h. In the **Production Role** list, select the role of the employee.

i. In the **Production Credit Amount** box, enter the percentage of credit the employee will receive for bringing this piece of business to the agency.

j. In the **Rate Type** list, make a selection to identify if the rate will be a flat dollar amount or a percentage.

k. In the **Rate** box, enter the flat dollar amount or the percentage on which the commission will be based.

l. Click **OK**. The new other commission is displayed on the **invoices** tab.

9. Review the invoice to verify all information entered. On the **Navigation Toolbar**, click **Post Now**.
10. After clicking **Post Now**, a confirmation message is displayed. Click **OK**.
11. In the **Quick Navigation** panel, click **Invoice Posting** to view the details of the posting.

The **receivables** tab is available for reviewing receivables data including payments assigned for agency bill or carrier receivable data for direct bill. The **payables** tab is available for reviewing data for carrier, people and tax authority payables including payments assigned.

**Note:** Once a policy is invoiced, changes to the issuing / billing carrier cannot be made unless all invoices associated with the policy have been reversed.

## *Client Balance Summary*

The Client Balance Summary screen displays a client's agency bill current balance, aging at 30/60/90, as well as total, future, and grand totals.

**To Access the Client Balance Summary**

1. Select a client.
2. On the Client menu, click the **Transactions** link.

**Note:** The Client Balance Summary is only available at the client-level.




**Note:** The client balance summary screen updates will occur during night utilities.

- **Review Date -** Equals the exact date for login user's time zone and refresh of view screen
- **Last Update Date -** Equals the date the last internal update for balance summary occurred
- **Last Transaction Date -** Equals the date the last transaction affecting any information displayed was entered.
- **Status -** Represents when "Update" occurred
- **Client Information is Current** - Last Transaction Date< or = Last Update Date
- **Client Information is Not Current** - Last Transaction Date > Last Update Date

Client balance would equal the total for accounts receivable report with "last update" criteria.

### *Client Balance Calculations*

Calculations will be a debit or credit totaled together depending upon the aging of the item based on date booked. All transactions affecting the accounts receivable are included:

- **Invoices**
  - List bill invoices
  - Installment invoices
  - Regular invoices
  - Reversals
  - Binder Bill Activity
- **Receive Payment**
  - Only those items that the system offsets to accounts receivable
  - Reversal
- **Disbursement**
  - Only those items that the system offsets to accounts receivable
  - Reversal

**Only posted activity will be calculated:**

- **Current** - Includes any transaction affecting the client account receivables as of today's date and 30 days prior to today's date.
- **Over 30 days** - Includes any transaction affecting the client account receivables as of 31 days prior to today's date through 60 days prior to today's date.
- **Over 60 days** - Includes any transaction affecting the client account receivables as of 61 days prior to today's date through 90 days prior to today's date.
- **Over 90 days** - Includes any transaction affecting the client account receivables as of 91 days prior to today's date.
- **Total Due** - Includes a cumulative total of all transactions prior to and including today's date.

  **Note:** Total Due should always equal the total of Current, Over 30 days, Over 60 days, and Over 90 days.

- **Future -** Includes any transaction affecting the client account receivables after today's date.
- **Grand Total** - Includes all items affecting the general ledger from the beginning to the end of time.
- **Last Payment Date** - The last posted entry for the account entered through receive payment based on date booked.

### *Client Activity*

In the client activity below, unposted activity will be considered as any entry other than "unposted" reflecting posted invoices.

- **Total Unposted Invoices** - represents the grand total of premium, fees, and taxes for any unposted invoice activity from the beginning to the end of time (excludes Manual and BOB invoices).
- **Total Unassigned Payments** - Total for residual posted receive payments (residual = not assigned to an item).

- **Total Open Binder Bills** - Total of all posted open binder bill invoices (excludes Manual and BOB invoices).
- **Total Agency Bill Commissions** - Total of all agency billed commissions from the beginning to the end of time based on posted invoices (excludes Manual and BOB invoices).
- **Total Direct Bill Commissions** - Total of all direct billed commissions from the beginning to the end of time based on posted invoices (excludes Manual and BOB invoices).
- **Total Commissions** - Total of the entire agency plus direct billed commissions from the beginning to the end of time based on posted invoices (excludes Manual and BOB invoices).
- **Total Commission Expense** - Total of all commissions shown as "other" in invoices from the beginning to the end of time based on posted invoices (excludes Manual and BOB invoices).
- **Net Commission** - Total of commissions less the total of commissions paid to "others" from the beginning to the end of time based on posted invoices (excludes Manual and BOB invoices).

### *Client Premium*

In the premium calculations below, policy info value totals will be used.

- **Annualized Premiums** - The grand total of annualized premiums on all in force policies
- **Billed Premiums** - The grand total of billed premiums on all in force policies

## *List Billing*

List Bill provides a means of splitting a premium over multiple entities and locations. A list bill is comprised of one master policy billed to multiple locations and / or related accounts. The master policy provides insurance coverage for locations and / or related accounts insured on a policy. The locations are attached to the master client via its **locations** tab. Related accounts can be added under the **related accounts** tab where any locations that exist for the related accounts can also be included in the list bill plan.

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.

**To Set Up List Bill**

1. All Clients (the master client and the related accounts) are added to Nexsure following the normal procedures. See Adding Suspects, Prospects and Clients for assistance.
2. Each client's location(s) should be added on their respective **locations** tab. See Adding Locations for assistance.
3. All related accounts need to be associated to the master client via the **related accounts** 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 or policies are added to Nexsure through marketing following the normal procedures. See Policy Underwriting for assistance.

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**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, coverages, limits, etc., for the related accounts as well.

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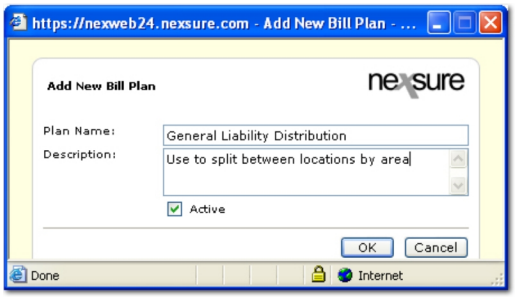
5. The premium information is entered on the **policy info** tab following the normal procedures. See Policy Info Tab for assistance.
6. The marketing policy is placed in force following the normal procedures. See In-Forcing a Marketing Policy for assistance.

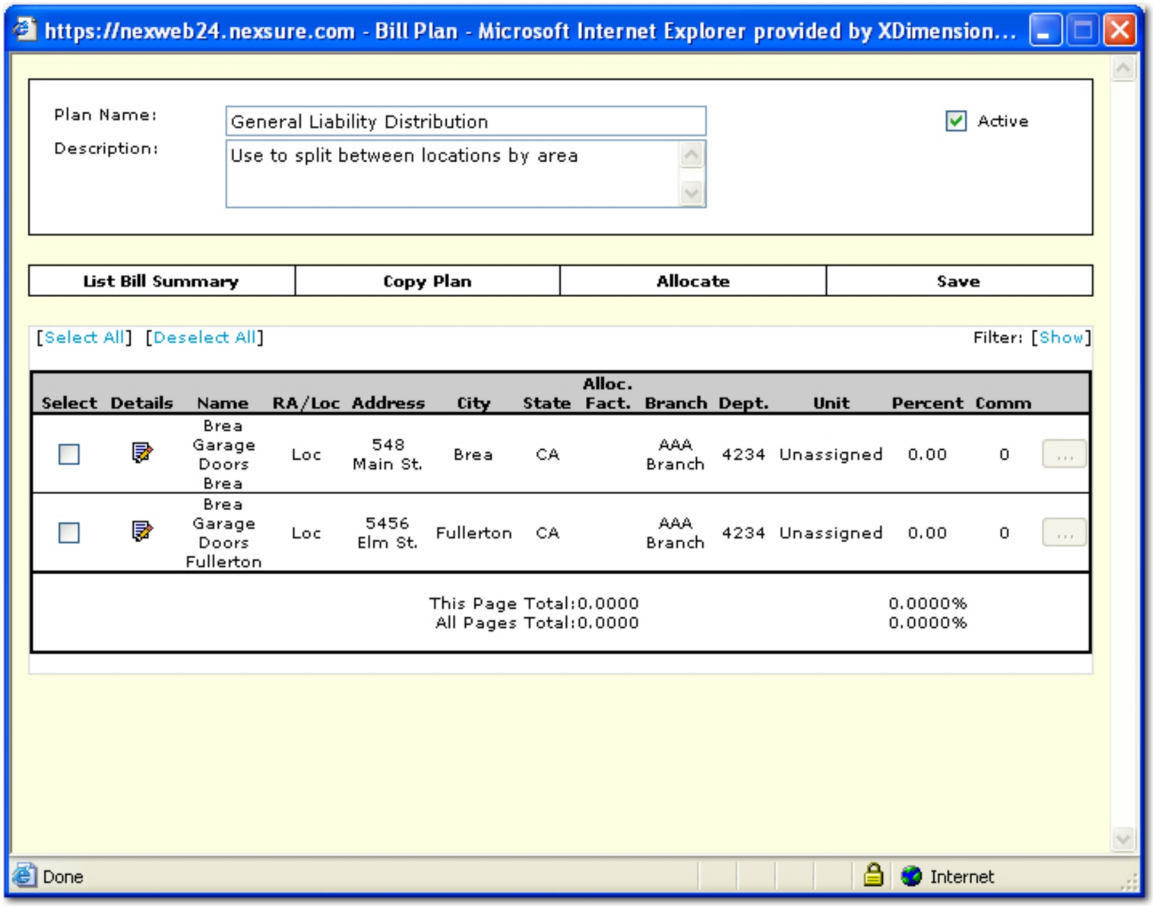
### *Creating a List Bill Plan*

Setting up a list bill plan is done at the client level. 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 for the appropriate master client.
3. On the Client menu, click **Transactions**.
4. Click the **List bill plans** tab.
5. Click **[Add New]**. The **Add New Bill Plan** dialog box is displayed.



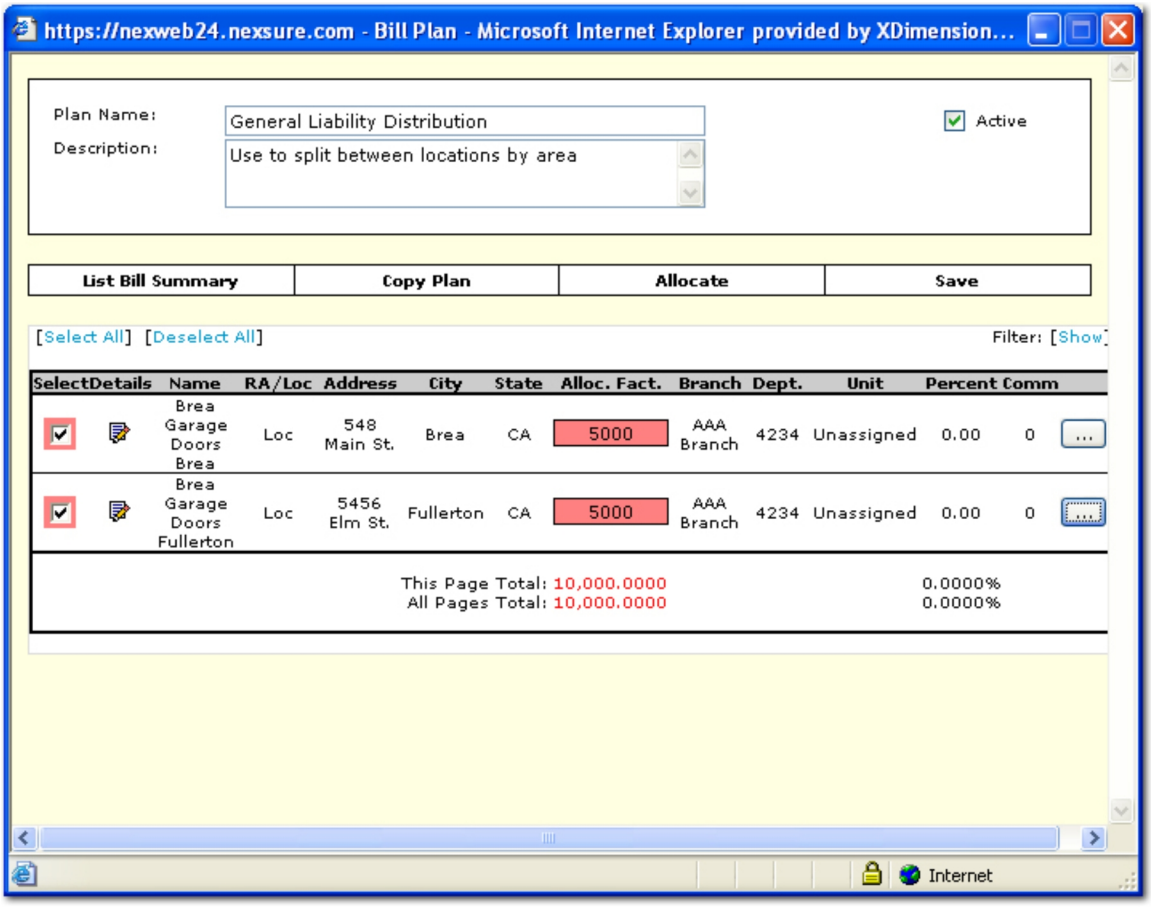

6. In the **Plan Name** box, enter the new plan name.
7. In the **Plan Description** box, enter a short description of the plan.
8. Select the **Active** check box to make the list bill plan available for use. If the **Active** check box is cleared, the plan is not available for use at invoicing and is marked **Inactive**.
9. In the **Add New Bill Plan** dialog box, click **OK**. A summary of all list bill plans is displayed.
10. Click the **Details** icon next to the new list bill plan. 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 displayed.




**Note:** For a related account with multiple locations, the related account will be displayed once with each location.

11. Select the locations to be included in the list bill plan by clicking in the appropriate **Select** check boxes. As locations are selected, the **Alloc. Fact.** and the **Ellipsis** button are activated.
12. In the **Alloc. Fact.** column, enter a value based on square footage, premium dollars, total insurance to value, etc. for each related account or location.

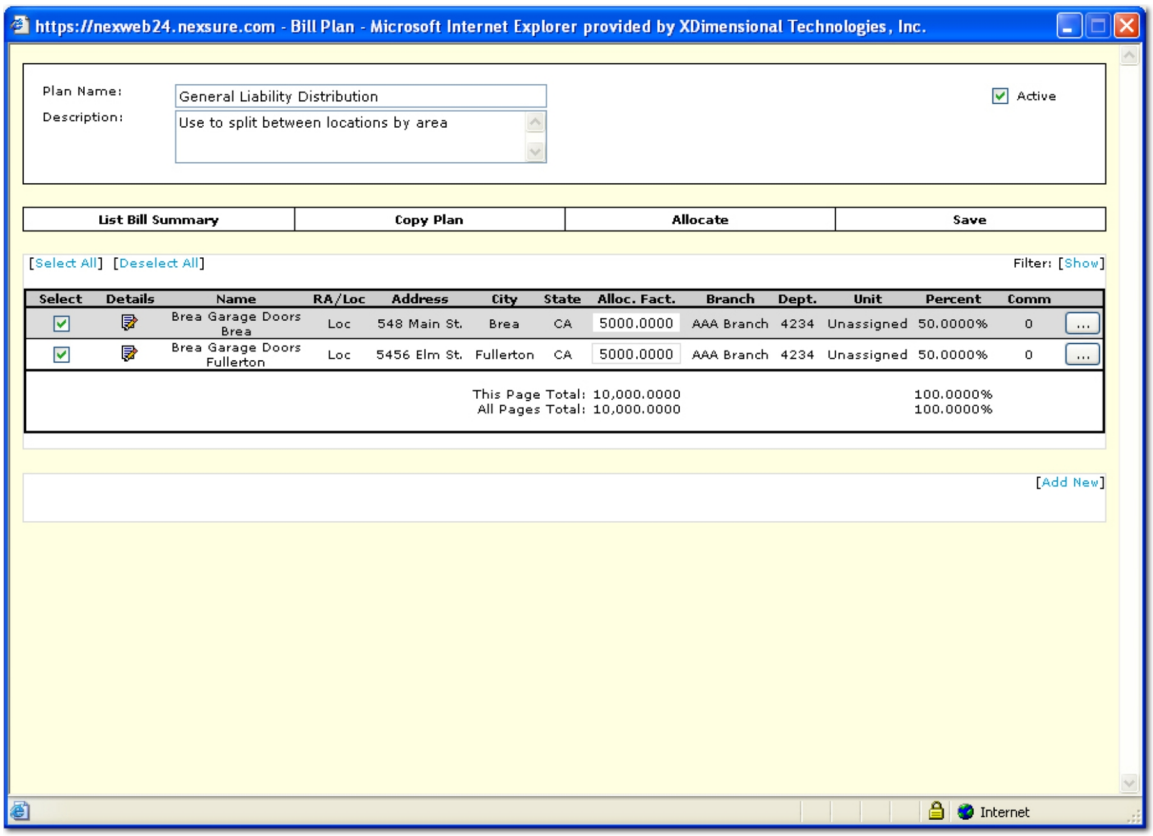
**Note:** Select one type of factor and be consistent for each location.




13. On the **navigation toolbar**, 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%.

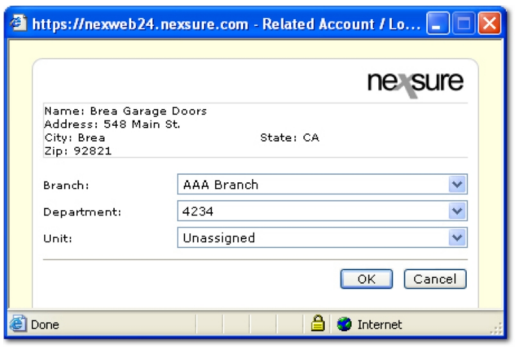
    Seven related accounts or locations can be displayed at a time. Nexsure runs a per page total (**This Page Total**) as well as a collective total (**All Pages Total**). The **Allocation Factor** box will display in red once that unit's total has been added to the page total field.

14. On the **navigation toolbar**, click **Save.**



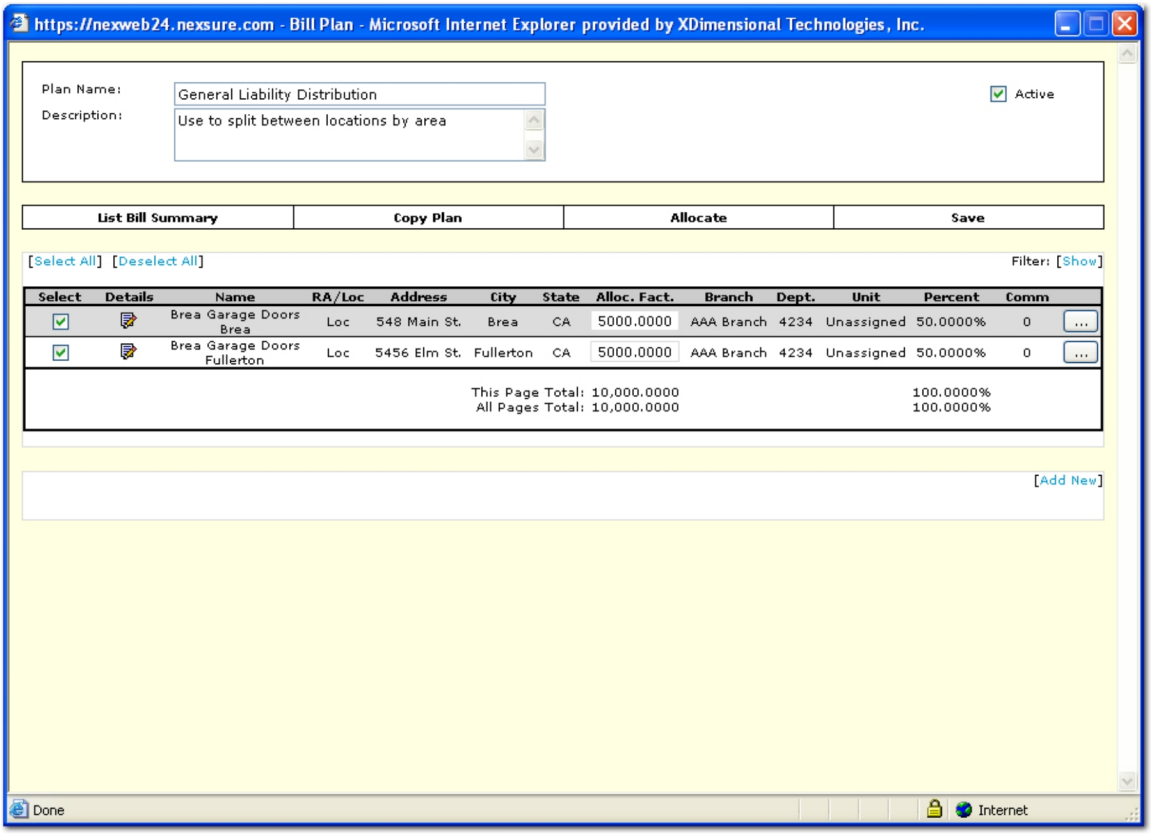

15. If the allocation factors are changed, in the **navigation toolbar**, click **Allocate** again to update the page total and percentages based on the new allocation factors.

16. 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.




17. Clicking the **Ellipsis** button to the right of a location displays the producer(s) (Account Managers are not displayed) commission record(s) at the bottom of the screen in a summary view for that line item.

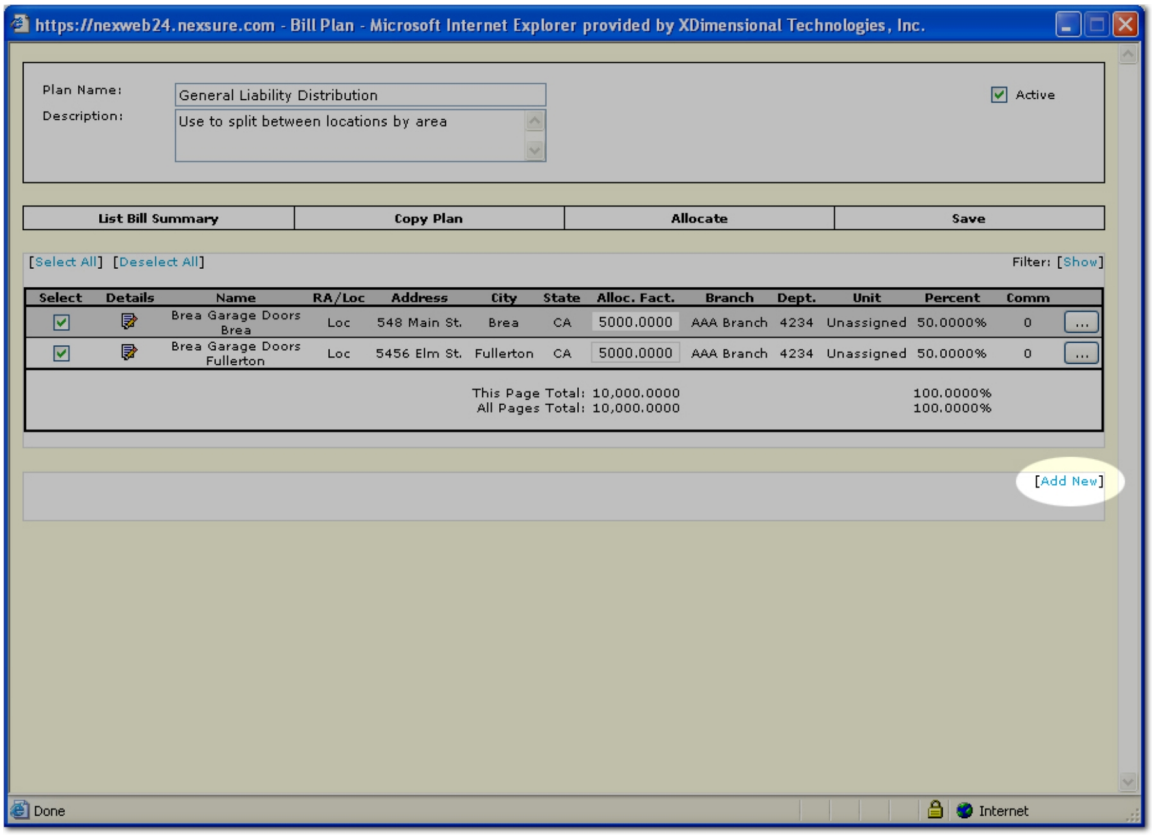
    The number displayed to the right of the **Ellipsis** button is the total number of producer(s) for that line item. The commission will be set to the defaults if it has been set up for the producer. The location record is highlighted in gray to designate the record being worked.



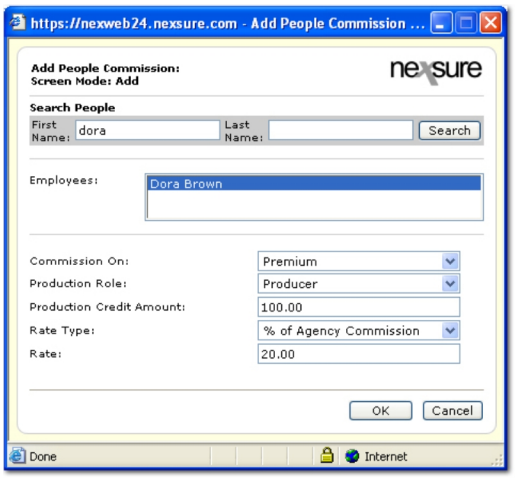

See Employee Commissions section of help for assistance.

**Note:** For the master account, producers will not pre-fill. The producer(s) displayed are at the client level not the policy level.

18. 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.
19. If no producer(s) is displayed, click **[Add New]** to pull the producer in to create a commission record for that line item.




20. The **Add People Commission** dialog box is displayed. The **Employees** box defaults to the employees that are assigned at the client level as producers.




21. In the **Employees** box, select the employee or use the **Search People** option to find an employee.
22. In the **Commission On** list, select what the commission will be calculated on.
23. In the **Select Fee** list, make a fee selection. The fee selection permits the application of fee-specific commission rates. Fees subject to commission do not need to have the same rate applied and can have a differentiating commission rate / rate type applied.

**Note:** Only fees which are subject to commission will be available.

24. In the **Production Role** and **Production Credit Amount** lists, select the production role and production credit amount. The **Production Role** and **Production Credit Amount** fields are used to designate the role and percent of business this employee brought into the agency on this policy.
25. In the **Rate Type** list, select the **Rate Type**.
26. In the **Rate** box, enter the appropriate rate. Nexsure will calculate the commission based on the rate type chosen.
27. Click **OK.**

---

**Note:** An unlimited number of people commission records may be added for each location, as people commission records are added, the commission column tallies the number of commission records for each location.

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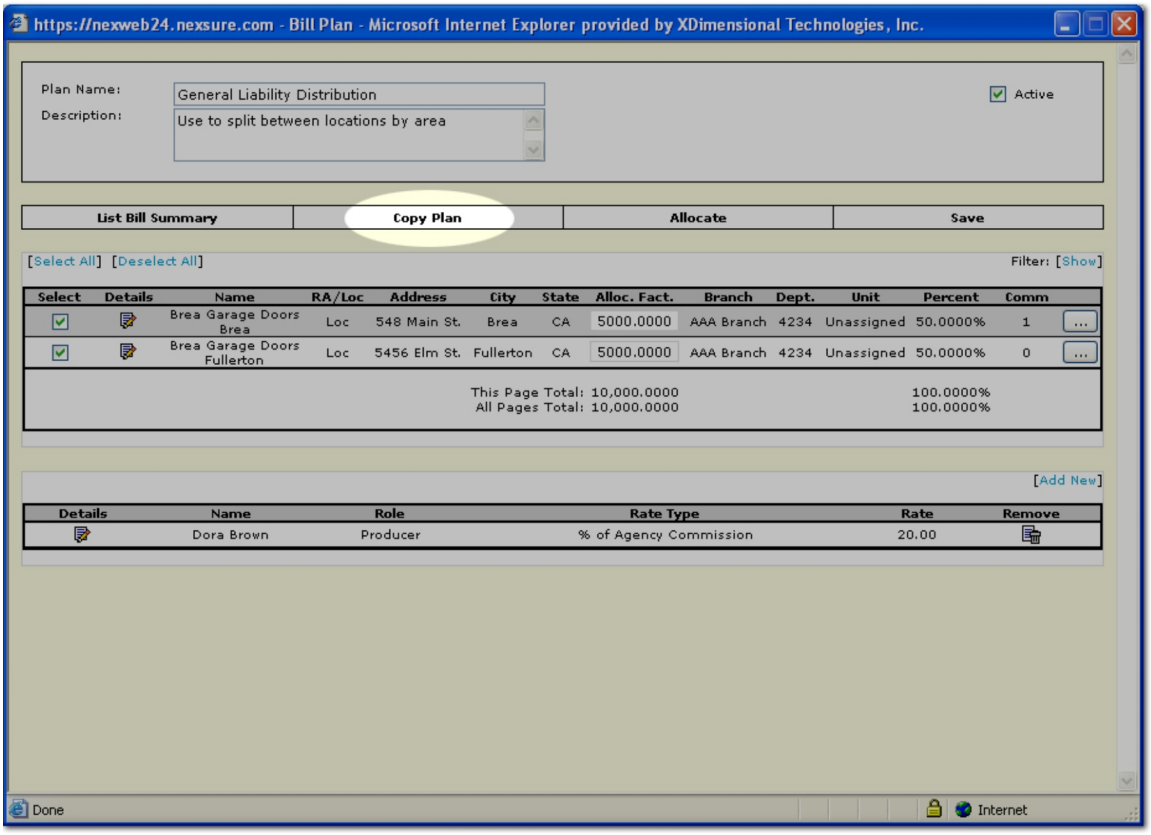
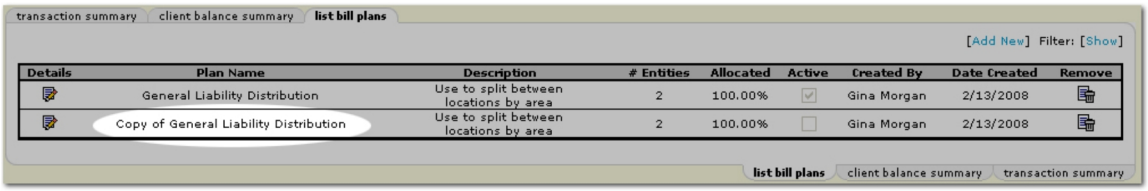
28. In the **navigation toolbar**, click **Copy Plan** to copy the existing plan, if desired. This removes the need to re-enter an existing plan and reduces the chances of duplicate entries.

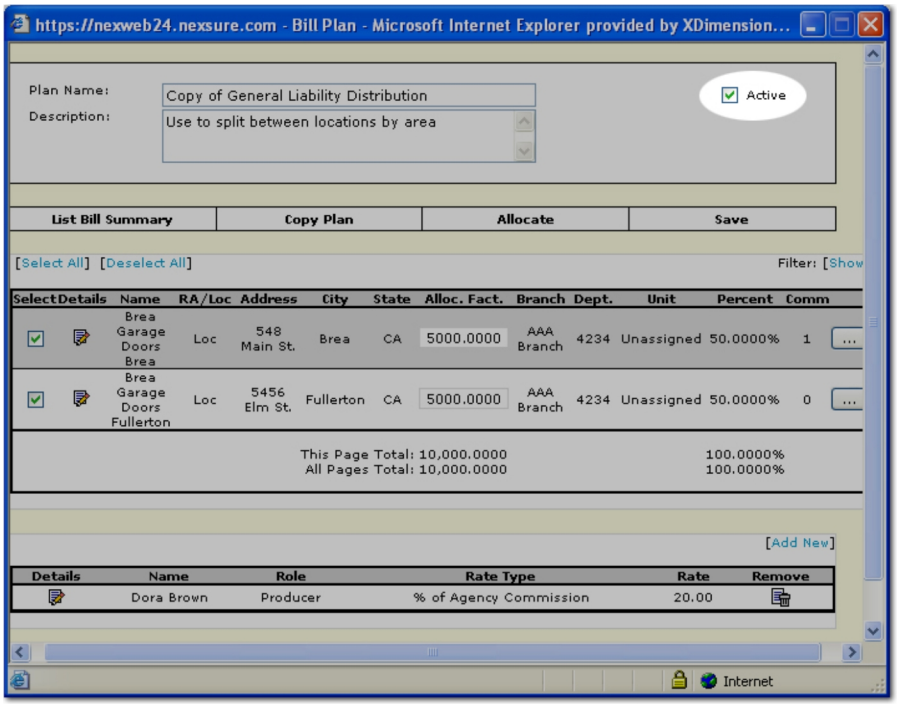



29. A confirmation window is displayed. Click **OK** to confirm and return to the original list bill plan.
30. On the **navigation toolbar**, click **List Bill Summary** to exit once the list bill plan template is created, or copied. All list bill plans created will appear in a summary view on the **list bill plans** tab. Notice the copy displays with the text, "**Copy of**" before the original plan name and the **Active** check box is not checked.




**Note:** You must edit the copy and check the **Activate** box to activate the copy.

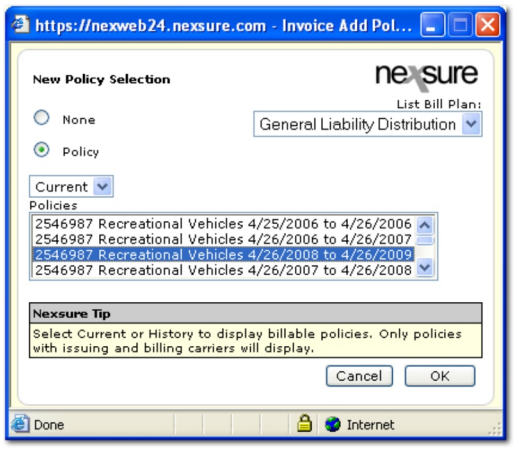
31. Click the **Details** icon for the copied plan. The entire plan along with the **Plan Name** and **Description** can be edited as needed.
    - Select the **Active** check box to activate the new bill plan.
    - On the **navigation toolbar**, click **Save** to save the plan.
    - On the **navigation toolbar**, click **List Bill Summary** to exit the plan.



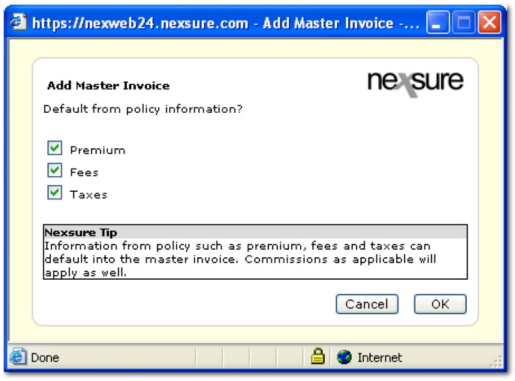

## *List Bill Plan Invoicing*

Once a List Bill Plan has been created, it is used as a billing template. The Invoice is created at the Client level on the Master Client.

1. On the Primary menu, click **SEARCH**.
2. Click the **Details** Icon of the appropriate master client.
3. On the Client menu, click **Transactions**. The transaction summary tab is displayed.
4. Click the **[Add Master Invoice]** link. The Invoice Add Policy pop-up window is displayed.




5. Select the **Policy** option, select **Current** or **History** from drop-down box, highlight the policy number to be billed and select the **List Bill Plan** from the drop-down box. Click **OK**.
6. Select the appropriate check boxes for **Premium**, **Fees** and/or **Taxes** to default in from the policy info tab of the master client, click **OK**.

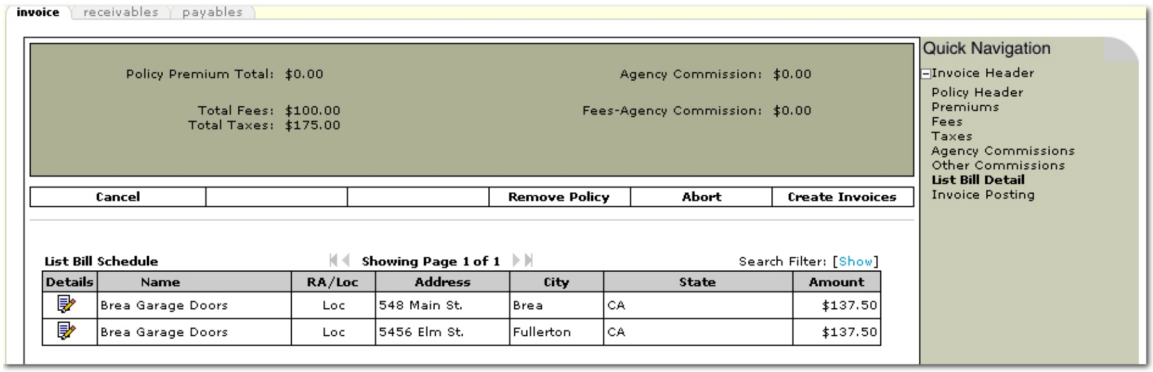



7. Using the links in the Quick Navigation panel, or the scroll bar, complete the following screens:
   - Invoice Header
     - Verify the Bill Method, Bill Type, Invoice Type, Department and Unit.
     - The Effective Date defaults to the Effective Date of the policy.
     - Date book defaults to effective date of policy or invoice creation date based on whichever one is later.
     - Enter the number of Days until Past Due.
     - Enter the number of Print Days Before the Effective Date
     - Click **OK**
   - **Premiums** - Changes can be made to the existing premium by clicking on the details icon. A new premium can be added by clicking the add new premium link.
   - **Fees** - Changes can be made to existing fees by clicking on the details icon. A new fee can be added by clicking the add new fee link.

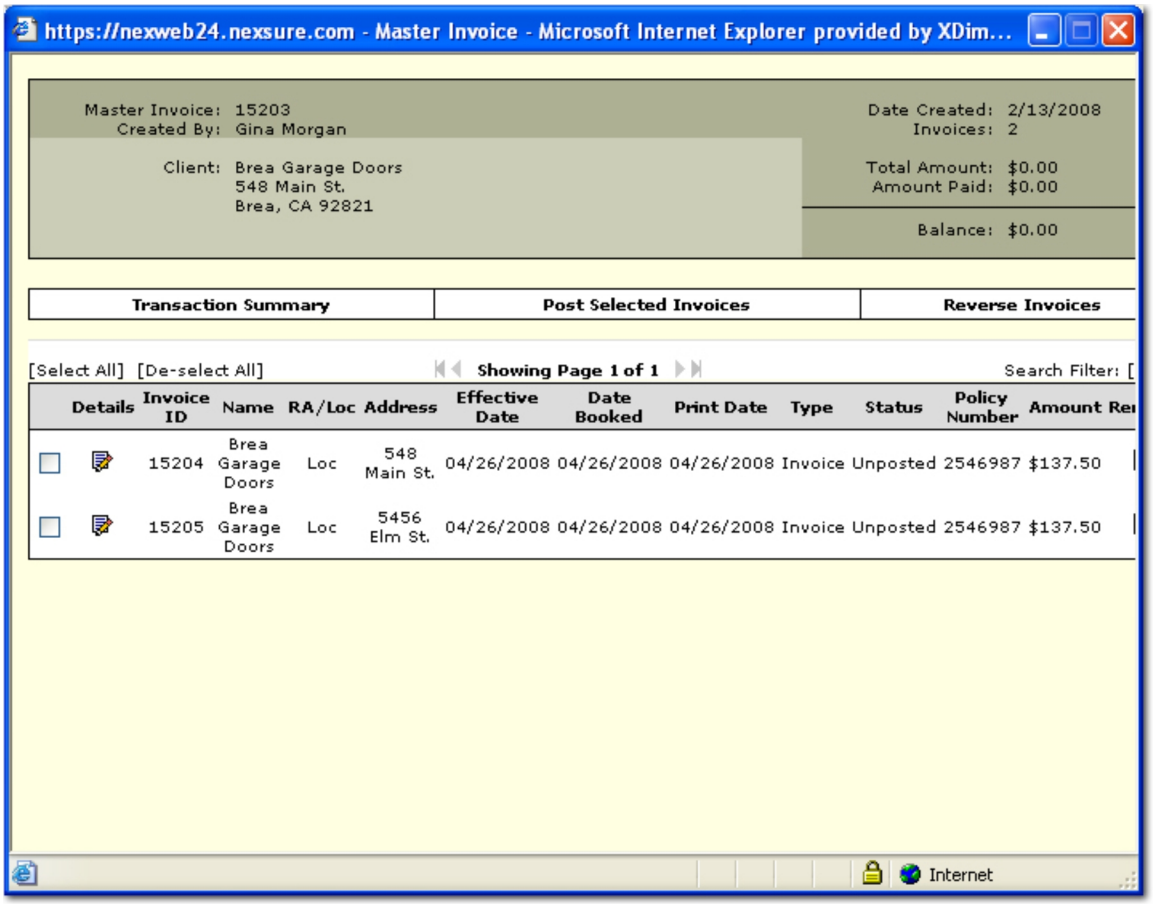
- **Taxes** - Changes can be made to existing taxes by clicking on the details icon. A new tax can be added by clicking the add new tax link.
- **Agency Commission** - If a default commissions exist for the Carrier it will automatically default in. Changes can be made to Agency commissions by clicking on the details icon. A new agency commission can be added by clicking the add new agency commission link.

**Note:** The Other commissions will become available after the Invoices are created.

8. Click the **List Bill Detail** link in the quick Navigation. A new List Bill Schedule is generated. The list bill schedule is based on the information in the list bill plan template.




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



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.

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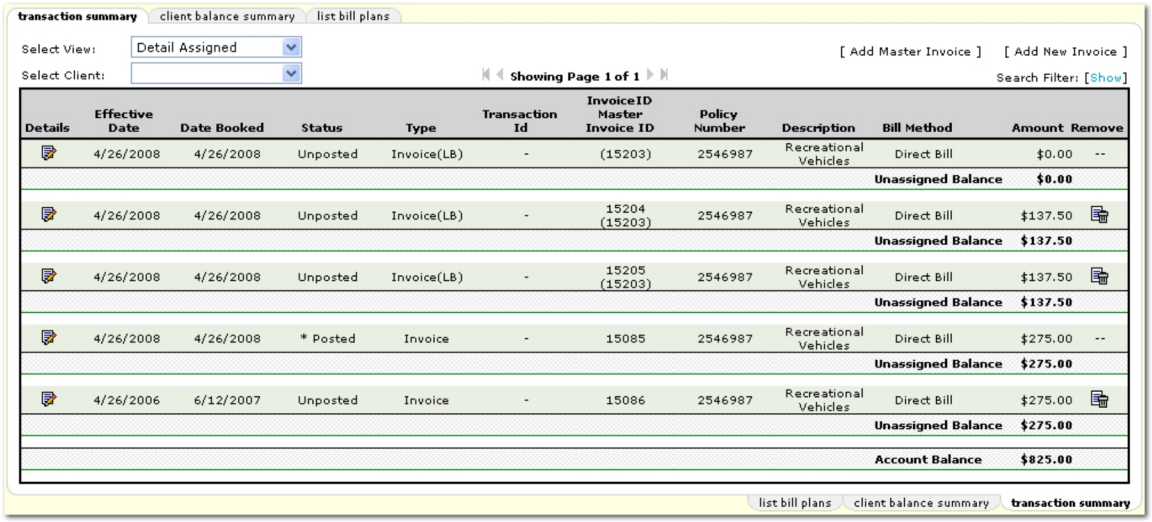
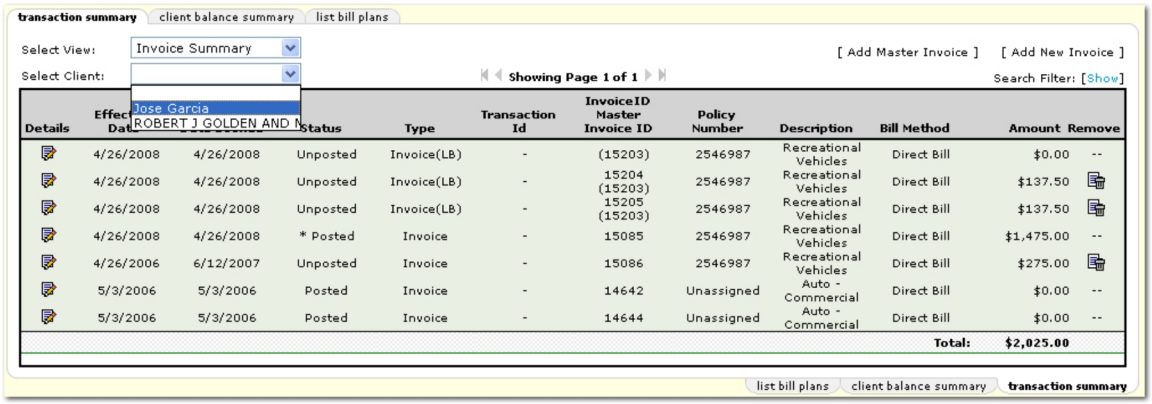
11. Click the **Transaction Summary** to close the master invoice. The Transaction summary view of the master client displays only the invoice(s) for the master Client.




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

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




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

15. Click the **Details** icon of one invoice; Invoice header will display the master client info along with the location that is being billed for this invoice.

---

**Note:** If an agent makes changes to a policy level assignment it will affect list bill. List bill assignment comes from the client level.

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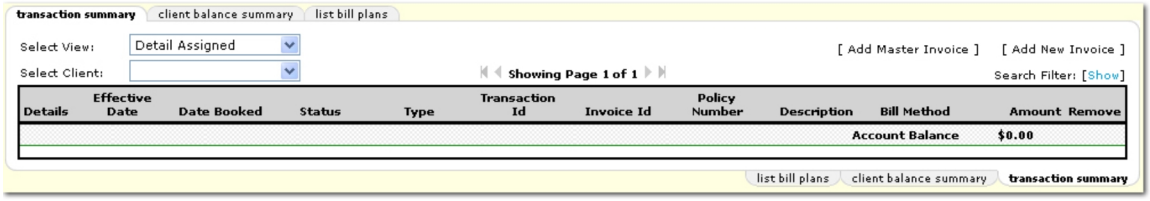
## *Direct Billing*

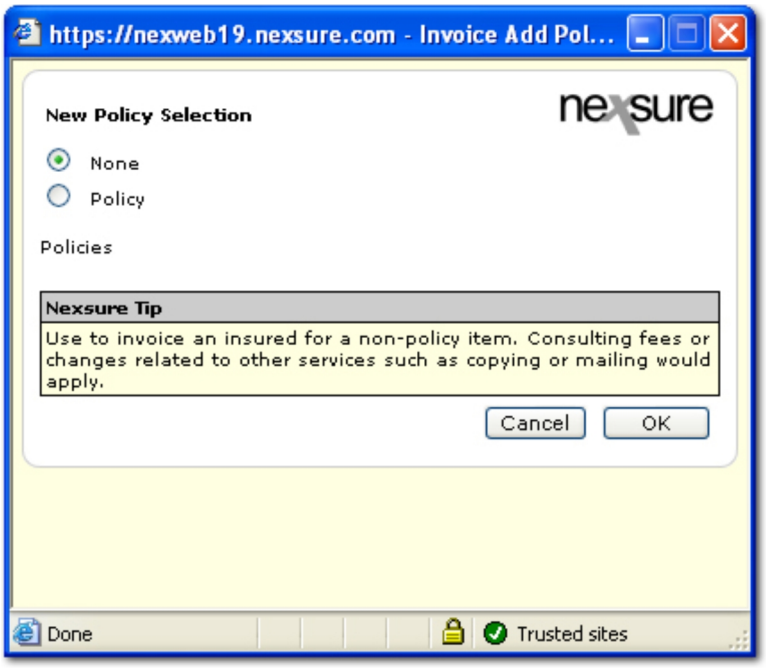
Direct billing generates a record for the agency showing the amount a carrier is expected to bill a client along with the expected commission to be received from the carrier. Additional offsets may include payments due people against expense.

**To Invoice Using Direct Billing**

1. On the Primary menu, click **SEARCH**. Search for the client to invoice.
2. Click the **Details** icon next to the appropriate client.
3. On the Client menu, click **TRANSACTIONS**. The **transaction summary** tab is displayed.

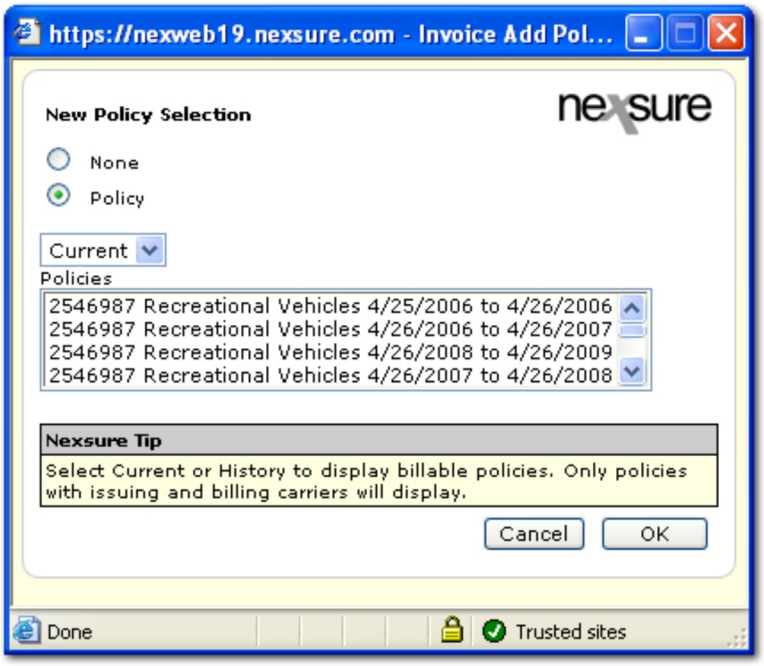



4. On the **transaction summary** tab, click **[Add New Invoice]**. The **New Policy Selection** dialog box is displayed.




5. In the **New Policy Selection** dialog box, select one of the following options:
   - **None:** Indicates the invoice will be used for a non-policy item such as consulting fees.
   - **Policy:** Indicates the invoice will be used for a policy.
6. If **Policy** was selected, the **New Policy Select** dialog box is expanded to include the following options:

- Select either **Current** or **History** to display the associated policies.
- In the **Policies** list, select the policy number that requires an invoice.




7. Click **OK**. The **invoice** tab is displayed containing the new invoice.

**Note:** Use the **Maximize / Minimize** icon to display the full screen view of the invoice.



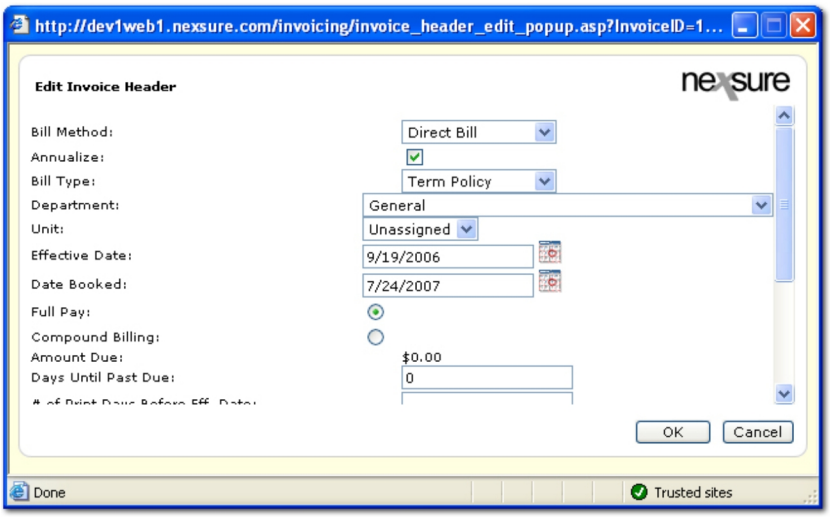

8. Using the **Quick Navigation** panel, review and complete each of the following sections:

   Invoice Header

**Invoice Header** [Edit Invoice Header]

| Description | Value |
|---|---|
| Bill Method: | Direct Bill |
| Annualize: | ☑ |
| Bill Type: | Term Policy |
| Department: | 4234 |
| Unit: | |
| Effective Date: | 4/26/2006 |
| Date Booked: | 6/12/2007 |
| Full Pay: | ◉ |
| Compound Billing: | ○ |
| Amount Due: | $0.00 |
| Days Until Past Due: | 0 |
| # of Print Days Before Eff. Date: | |
| Unique Invoice Message: | |
| Internal Note: | |

If changes to the **Invoice Header** are required, click **[Edit Invoice Header]**. The **Edit Invoice Header** dialog box is displayed.




In the **Edit Invoice Header** dialog box, update or complete the following options:

- **Bill Method:** Select **Direct Bill**.

  **Note: Agency Bill** may be selected at this point if a change in the **Bill Method** is necessary. See Agency Billing for more information.

- **Annualize:** This check box is selected by default. Clearing this check box enables exclusion of annualized line items when invoicing. This option is helpful for short-term policies or special event policies.
- **Bill Type:** In the **Bill Type** list, select one of the following options:
  - **Account Service:** Used for creating an invoice that does not apply to a policy.
  - **Audit:** Used for invoicing all audits that result in a premium change.
  - **Cancellation:** Used if invoicing a cancellation that results in a premium change.

- **Endorsement:** Used for invoicing an endorsement that results in a premium change.
- **Reporting:** Used if invoicing a reporting policy.
- **Term Policy:** Used if invoicing a new business or renewal policy.

- **Department:** The department information is displayed by default. If the department information needs to be modified, select the appropriate department from the list.
- **Unit:** A **Unit** can be selected from the list however, units are not required. Units are a subset of departments, they provide additional income and expense breakdown if needed.
- **Effective Date:** Select the effective date of the transaction. The default effective date is the Effective Date of the policy. This date determines the period that the invoice will be posted.
- **Date Booked:** This defaults to the effective date of the policy or the invoice creation date based on which is later.
- **Full Pay:** Select if the billing will be in full.
- **Compound Billing:** Use the Installment Billing process associated with a master invoice.

**Note:** Installment billing is the recommended means for creating multiple billing under the same invoice.

- **Down Payment Amount:** Enter the down payment amount.
- **Down Payment Date Due:** Enter the down payment due date.
- **Payment Plan:** Select one of the following payment plans:
  - **Annual:** Due date of the first installment is based on the date entered in the **1st Compound Billing Effective Date** box. Subsequent installments billed in one year increments up to the specified number of installments.
  - **Semi-annual:** Due date of the first installment is based on the date entered in the **1st Compound Billing Effective Date** box. Subsequent installments are billed in six month increments up to the specified number of installments.
  - **Quarterly:** Due date of the first installment is based on the date entered in the **1st Compound Billing Effective Date** box. Subsequent installments are billed in three month increments up to the specified number of installments.
  - **Monthly:** Due date of the first installment is based on the date entered in the **1st Compound Billing Effective Date** box. Subsequent installments are billed in one month increments up to the specified number of installments.
  - **Weekly:** Due date of the first installment is based on the date entered in the **1st Compound Billing Effective Date** box. Subsequent installments are billed in one week increments up to the specified number of installments.
  - **Same Date:** Due date of the first installment is based on the date entered in the **1st Compound Billing Effective Date** box. Subsequent installments are billed on the same date as the first installment up to the specified number of installments.
- **Number of Compound Billings:** Enter the total number of installments, excluding the down payment.

- **1st Compound Billing Eff. Date:** This defaults to the current date. All subsequent installments are based on this date.

- **Amount Due:** This field is display only. The amount shown here is the total premium amount.
- **Days Until Past Due:** Enter the number of days before this bill will become past due.
- **# of Print Days Before Eff. Date:** Nexsure can automatically post an invoice and make the invoice available for printing. Enter the number of days prior to the effective date of the invoice that the automatic process should be run by Nexsure.

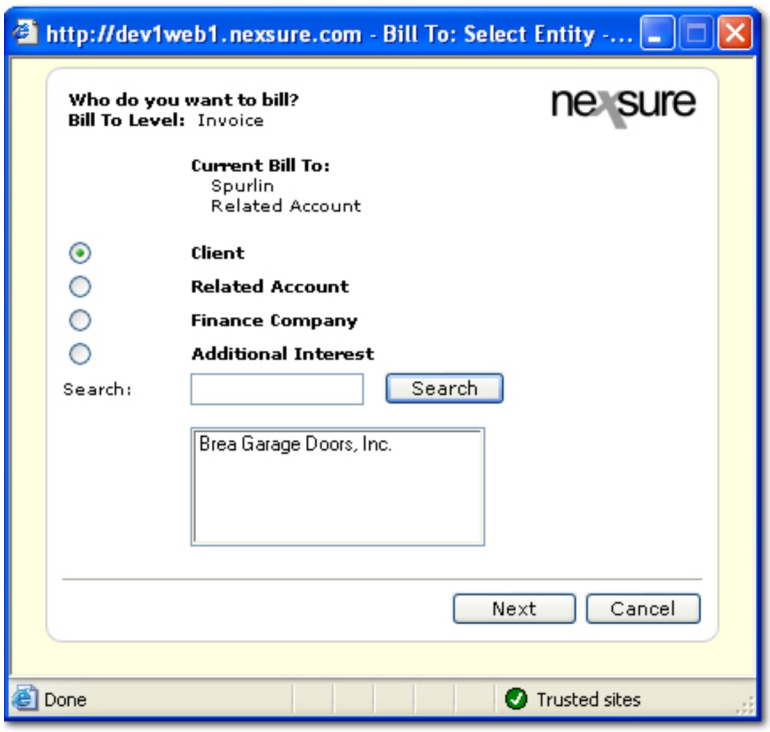
**Note:** To suspend the automatic posting of an invoice, leave this field blank.

- **Unique Invoice Message:** A message entered here will print on the invoice.
- **Internal Note:** Enter any internal notes, these notes will not print on the invoice. On the **transaction summary** tab, if an invoice contains an internal note, the **Type** column will contain an asterisk *. The internal note can be viewed by hovering over the asterisk, a pop-up will be displayed containing the note.

Bill To




a. If changes to the **Invoice Bill To** are required, click **[Change Bill To]**. The **Bill To: Select Entity** dialog box is displayed.




b. Select one of the following entity types:

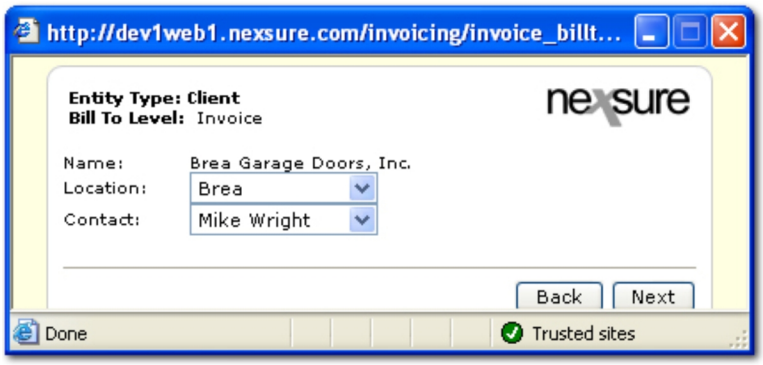
- **Client**
- **Related Account**
- **Finance Company**
- **Additional Interest**

**Note**: Any named insured may be selected as the **Bill To** on invoices.

c. Use the **Search** option if the entity name is not already displayed in the search results.

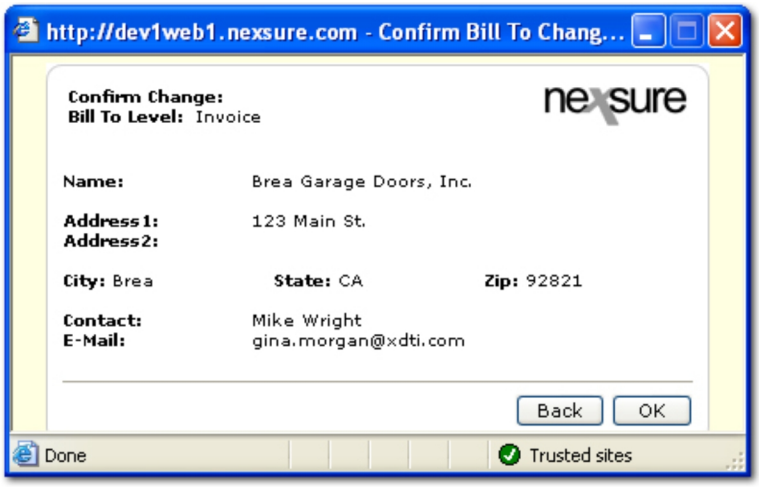
d. In the search results, select the name of the entity.

e. Click **Next**. The client dialog box is displayed.




f. In the client dialog box, select the **Location** and **Contact** for the invoice.

g. Click **Next**. The **Confirm Change** dialog box is displayed.




h. Click **OK**. The **invoice** tab is again displayed.

Policy Header

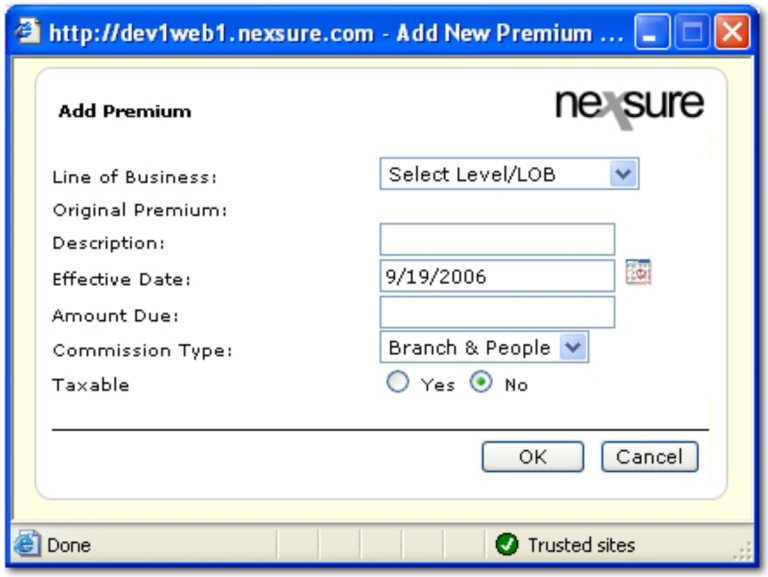
Policy header information is displayed. Edits cannot be made to the policy header at this point.

Invoice premium




a. If changes to the premium due are required, click the **Details** icon next to the premium to update.

b. Click **[Add New Premium]** to add a new premium due. The **Add Premium** dialog box is displayed.



c. In the **Line of Business** list, select the line of business for the premium.

d. In the **Description** box, enter a brief description of the premium.

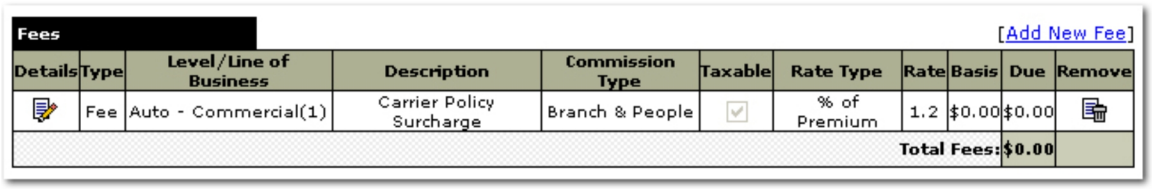
e. The **Effective Date** box defaults to the **Effective Date** on the policy.

f. In the **Amount Due** box, enter the amount that is currently due on the premium.

g. If the new premium is taxable, select **Yes**.

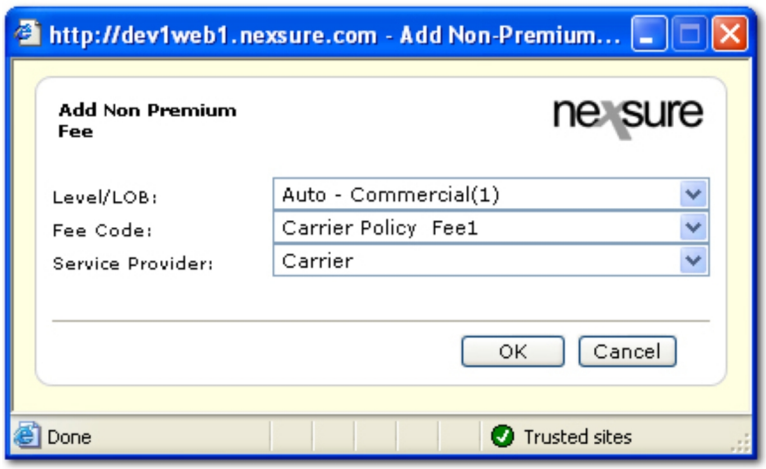
h. Click **OK**. The **invoice** tab is again displayed.

Fees




a. If changes to the fees are required, click the **Details** icon next to the fee to update.

b. Click **[Add New Fee]** to add a new fee. The **Add Non Premium** dialog box is displayed.

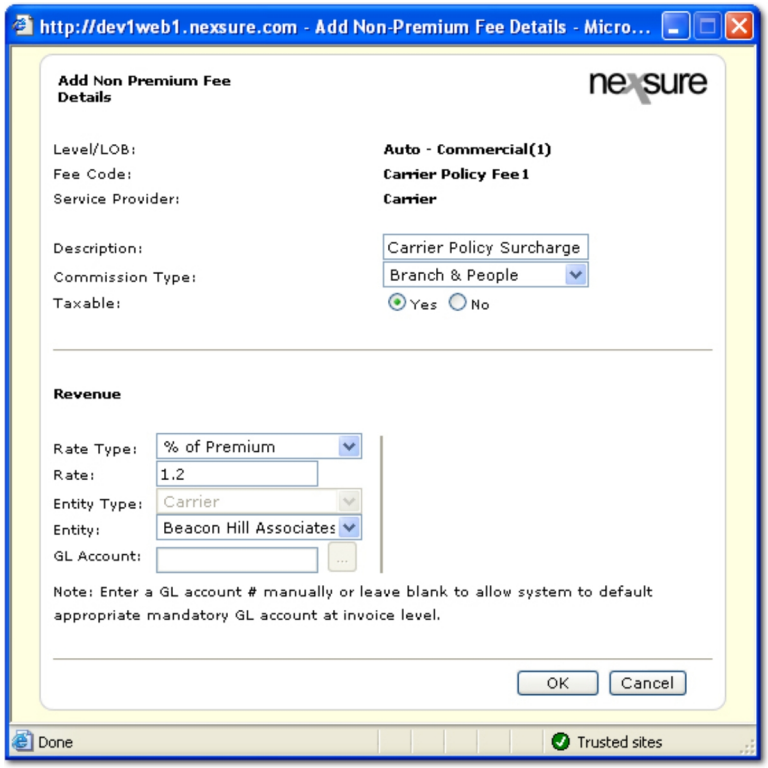



c. In the **Level / LOB** list, select the line of business for the fee.

d. In the **Fee Code** list, select the code with which the fee is associated. The **Fee Code** is the name of the fee that was added during the invoice setup process.

e. In the **Service Provider** list, select the name of the entity that is providing the service in exchange for the fee.

f. Click **OK**. The **Add Non Premium Fee Details** dialog box is displayed.




g. The **Description** box is automatically completed with the description that was added to the fee during the invoice setup process.

h. In the **Commission Type** list, select the commission type for the fee. This selection is used to identify whether a commission should be applied to a fee and if so, which type of commission.

i. Select **Yes** if the fee is taxable.

j. In the **Revenue** area, make selections in the following:

- **Rate Type:** Determines how the rate will be calculated.
- **Rate:** Establishes the flat dollar amount or the percentage of premium for the fee.
- **Entity Type:** Determines if the fee amount is offset to the Branch (income or expense) or Carrier (payable).
- **Entity:** Determines the entity for which the fee amount will be offset.
- **GL Account:** Determines the GL account for which the fee amount will be offset.

k. Click **OK**. The fee is added to the **invoice** tab.

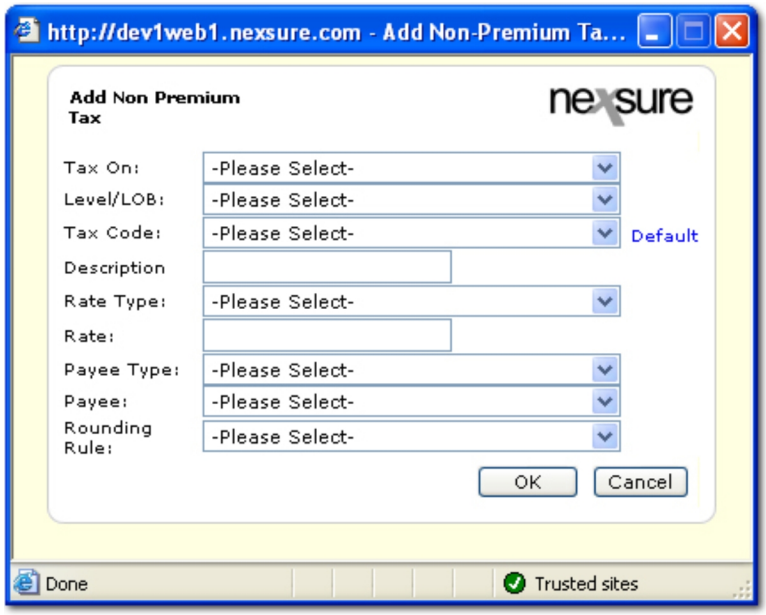
Taxes

**Taxes** [Add New Tax]

| Details | Type | Level/Line of Business | Description | Rate Type | Rate | Basis | Due | Remove |
|---|---|---|---|---|---|---|---|---|
| | Tax | Invoice | California Tax | Flat | 20 | $20.00 | $20.00 | |
| | | | | | | Total Taxes: | $20.00 | |

a. If changes to the taxes are required, click the **Details** icon next to the tax to update.

b. Click **[Add New Tax]** to add a new tax. The **Add Non Premium Tax** dialog box is displayed.



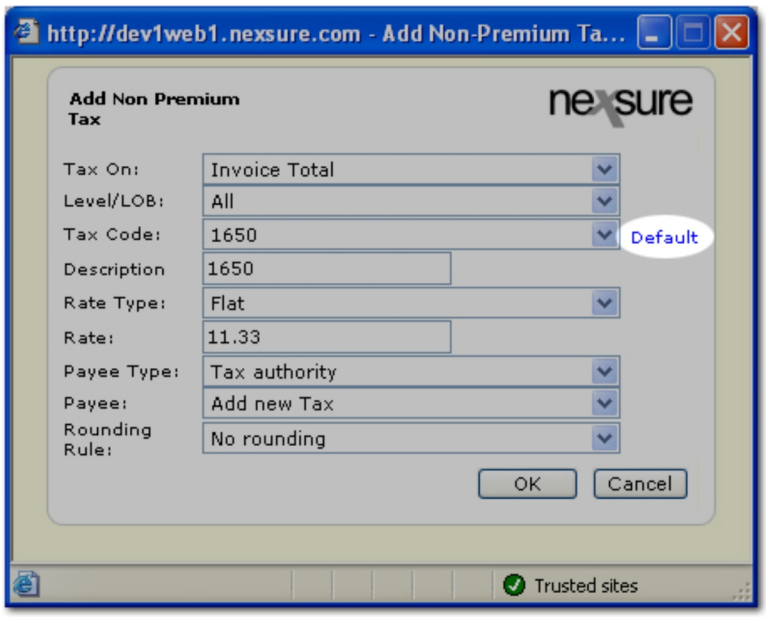

c. In the **Tax On** list, the selection determines where the tax will be applied.

**Note:** If **Fee** is selected, the **Fee Code** list will also be displayed.

d. In the **Level / LOB** list, the selection determines to what LOB the tax will be applied.

e. In the **Tax Code** list, select the name of the tax.

f. Optionally, once the **Tax Code** has been selected, click **Default**. The remainder of the selections will be automatically entered with the defaults created in the invoice setup process.



g. In the **Description** box, enter a description for the tax. This entry defaults to the description entered during the invoice setup process.

h. In the **Rate Type** list, make a selection to identify if the rate will be a flat dollar amount or a percentage of items taxable.

i. In the **Rate** box, enter the flat dollar amount or the percentage of items taxable for the tax.

j. In the **Payee Type** list, make a selection to identify which entity is paid for the tax.

k. In the **Payee** list, make a selection if the **Payee Type** selected is **Tax Authority**.

l. In the **Rounding Rule** list, make a selection to control the rounding on the tax when a percentage has been applied.

m. Once all selections have been made in the **Add Non Premium Tax** dialog box, click **OK**. The tax is added to the **invoice** tab.

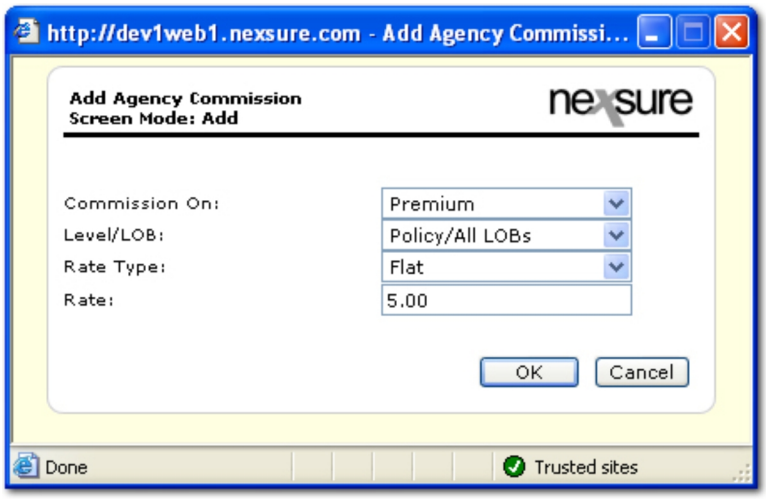
Agency Commissions

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

| Details | Type | Level/Line of Business | Rate Type | Rate | Basis | Due | Remove |
|---|---|---|---|---|---|---|---|
| | Premium | Auto - Commercial(1) | % of Premium | 10 | $0.00 | $0.00 | |
| | Premium | Auto - Commercial(1) | % of Premium | 1.2 | $0.00 | $0.00 | |
| | | | | | Total Agency Commissions: | $0.00 | |

a. If changes to the **Agency Commissions** are required, click the **Details** icon next to the commission to update.

b. Click **[Add New Agency Commission]** to add a new commission. The **Add Agency Commission** dialog box is displayed.




c. In the **Commission On** list, select the item on which the commissions will be based.

d. In the **Level / LOB** list, the selection determines to what LOB the commission will be applied.

e. In the **Rate Type** list, make a selection to identify if the rate will be a flat dollar amount or a percentage.

f. In the **Rate** box, enter the flat dollar amount or the percentage on which the commission will be based.

g. Click **OK**. The agency commission is then added to the **invoice** tab.

*Other Commissions*

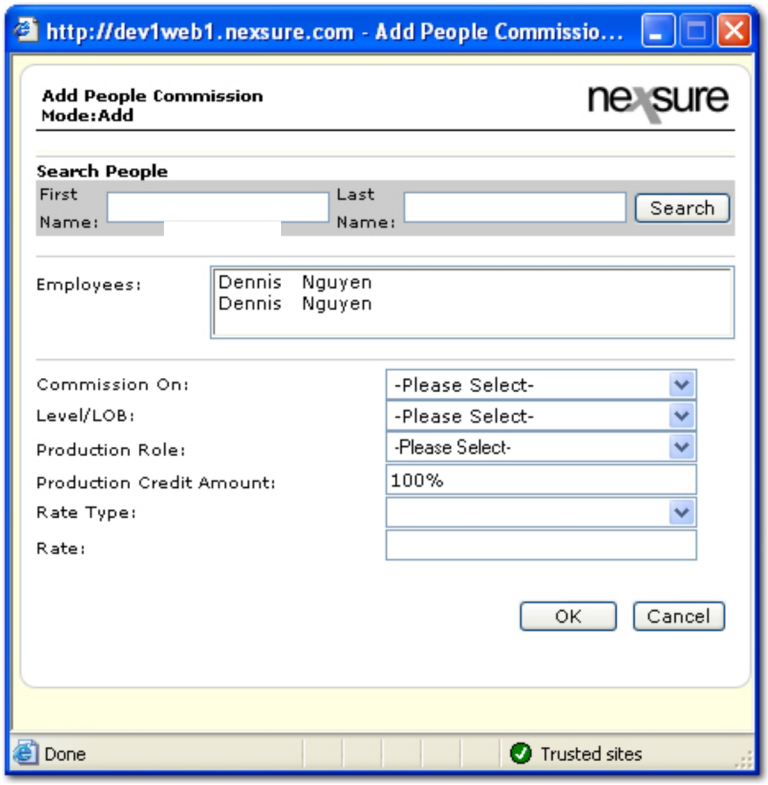
**Other Commissions** [Add New Other Commission]

| Details | Name | Role | Type | Level/Line of Business | Production | Rate Type | Rate | Basis | Due | Remove |
|---|---|---|---|---|---|---|---|---|---|---|
| | Dennis Nguyen | Producer | Premium | Auto - Commercial(1) | 100 | Flat | 20 | $20.00 | $20.00 | |
| | | | | | | | | Total Other Commissions: | $20.00 | |

a. If changes to the **Other Commissions** are required, click the **Details** icon next to the commission to update.

b. Click **[Add New Other Commission]** to add a new commission. The **Add People Commission** dialog box is displayed.

**Note:** If default commissions exist for Carrier, People or Fees, they will be created automatically. Defaulted commissions can be edited.




c. In the **Search People** area, enter the first and / or last name of the employee.

d. Click **Search**.

e. In the **Employees** list, select the name of the employee with which to associate the commission. The employee assigned to the policy will default. Search will return all policy branch employees.

f. In the **Commission On** list, select the item on which the commissions will be based.

g. In the **Level / LOB** list, the selection determines to what LOB the commission will be applied.

h. In the **Production Role** list, select the role of the employee.

i. In the **Production Credit Amount** box, enter the percentage of credit the employee will receive for bringing this piece of business to the agency.

j. In the **Rate Type** list, make a selection to identify if the rate will be a flat dollar amount or a percentage.

k. In the **Rate** box, enter the flat dollar amount or the percentage on which the commission will be based.

l. Click **OK**. The new other commission is displayed on the **invoices** tab.

9. Review the invoice to verify all information entered. On the **Navigation Toolbar**, click **Post Now**.
10. After clicking **Post Now**, a confirmation message is displayed. Click **OK**.
11. In the **Quick Navigation** panel, click **Invoice Posting** to view the details of the posting.

The **receivables** tab is available for reviewing receivables data including payments assigned for agency bill or carrier receivable data for direct bill. The **payables** tab is available for reviewing data for carrier, people and tax authority payables including payments assigned.

**Note:** Once a policy is invoiced, changes to the issuing / billing carrier cannot be made unless all invoices associated with the policy have been reversed.

## *Client-Level Task Log*

The T-Log (Task Log) records and generates a time stamped list of specific servicing functions on clients as well as activities conducted on the Nexsure site by staff members. (Currently accounting activities are not recorded.) Elements recorded are:

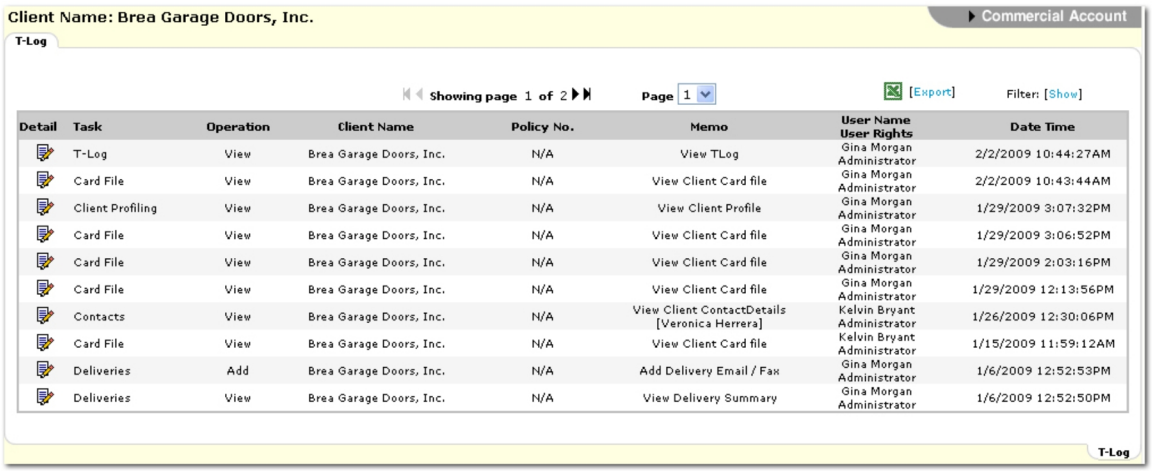
- Task
- Action
- Policy #
- Memo
- User
- Date / Time

**Important:** When navigating through Nexsure using links in the T-Log, the Utility and Primary menu items highlighted do not reflect the path to the screen that is displayed.

The T-Log may be accessed in two separate places, the **T-LOG** link on the Client menu, which displays activity being accessed on the client, or the **T-Log** tab under **SETUP > Security Administration**, which displays activity conducted on the Nexsure site by all staff members. When accessing the T-Log from the Client menu, all user actions associated with that client are displayed. When accessing the T-Log from the **SETUP > Security Administration** screen, all staff member actions are displayed.

**To Navigate to the Client-Level T-Log**

1. On the Primary menu, click **SEARCH**. The search tab is displayed.
2. Search for the appropriate client and click the **Details** icon next to that client. The Client menu is displayed.
3. On the Client menu, click **T-LOG**. The client T-Log tab is displayed.



Client Name: Brea Garage Doors, Inc. — Commercial Account

T-Log

Showing page 1 of 2 — Page 1 — [Export] — Filter: [Show]

| Detail | Task | Operation | Client Name | Policy No. | Memo | User Name User Rights | Date Time |
|---|---|---|---|---|---|---|---|
| | T-Log | View | Brea Garage Doors, Inc. | N/A | View TLog | Gina Morgan Administrator | 2/2/2009 10:44:27AM |
| | Card File | View | Brea Garage Doors, Inc. | N/A | View Client Card file | Gina Morgan Administrator | 2/2/2009 10:43:44AM |
| | Client Profiling | View | Brea Garage Doors, Inc. | N/A | View Client Profile | Gina Morgan Administrator | 1/29/2009 3:07:32PM |
| | Card File | View | Brea Garage Doors, Inc. | N/A | View Client Card file | Gina Morgan Administrator | 1/29/2009 3:06:52PM |
| | Card File | View | Brea Garage Doors, Inc. | N/A | View Client Card file | Gina Morgan Administrator | 1/29/2009 2:03:16PM |
| | Card File | View | Brea Garage Doors, Inc. | N/A | View Client Card file | Gina Morgan Administrator | 1/29/2009 12:13:56PM |
| | Contacts | View | Brea Garage Doors, Inc. | N/A | View Client ContactDetails [Veronica Herrera] | Kelvin Bryant Administrator | 1/26/2009 12:30:06PM |
| | Card File | View | Brea Garage Doors, Inc. | N/A | View Client Card file | Kelvin Bryant Administrator | 1/15/2009 11:59:12AM |
| | Deliveries | Add | Brea Garage Doors, Inc. | N/A | Add Delivery Email / Fax | Gina Morgan Administrator | 1/6/2009 12:52:53PM |
| | Deliveries | View | Brea Garage Doors, Inc. | N/A | View Delivery Summary | Gina Morgan Administrator | 1/6/2009 12:52:50PM |

T-Log

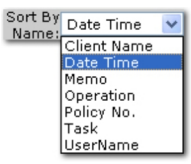
4. On the T-Log summary screen, there are several options for working with the results:
   - **Showing Page:** The **Arrow** icons can be used to navigate through pages of search results.
     - **First Page** icon.
     - **Previous Page** icon.
     - **Next Page** icon.
     - **Last Page** icon.
   - **Page List:** Click the **Page List** arrow to open a list of all search results pages. Select the desired page number to open that page of search results.
   - **[Export]**: Click **[Export]** to export a copy of the T-Log summary to an .xls file. The data can then be sorted using Microsoft® Excel® functions.

| | A | B | C | D | E | F | G | H | I |
|---|---|---|---|---|---|---|---|---|---|
| 1 | Task | Operation | Client Name | Policy No | Memo | User Name | User Rights | Date | Time |
| 2 | T-Log | View | Brea Garage Doors, Inc. | N/A | View TLog | Gina Morgan | Administrator | 2/2/2009 | 10:44:27AM |
| 3 | Card File | View | Brea Garage Doors, Inc. | N/A | View Client Card file | Gina Morgan | Administrator | 2/2/2009 | 10:43:44AM |
| 4 | Client Profiling | View | Brea Garage Doors, Inc. | N/A | View Client Profile | Gina Morgan | Administrator | 1/29/2009 | 3:07:32PM |
| 5 | Card File | View | Brea Garage Doors, Inc. | N/A | View Client Card file | Gina Morgan | Administrator | 1/29/2009 | 3:06:52PM |
| 6 | Card File | View | Brea Garage Doors, Inc. | N/A | View Client Card file | Gina Morgan | Administrator | 1/29/2009 | 2:03:16PM |
| 7 | Card File | View | Brea Garage Doors, Inc. | N/A | View Client Card file | Gina Morgan | Administrator | 1/29/2009 | 12:13:56PM |
| 8 | Contacts | View | Brea Garage Doors, Inc. | N/A | View Client ContactDetails [Veronica Herrera] | Kelvin Bryant | Administrator | 1/26/2009 | 12:30:06PM |
| 9 | Card File | View | Brea Garage Doors, Inc. | N/A | View Client Card file | Kelvin Bryant | Administrator | 1/15/2009 | 11:59:12AM |
| 10 | Deliveries | Add | Brea Garage Doors, Inc. | N/A | Add Delivery Email / Fax | Gina Morgan | Administrator | 1/6/2009 | 12:52:53PM |
| 11 | Deliveries | View | Brea Garage Doors, Inc. | N/A | View Delivery Summary | Gina Morgan | Administrator | 1/6/2009 | 12:52:50PM |

   - **Filter:** Click the **[Show]** or **[Hide]** link to reveal or hide the Search Criteria and Paging and Sorting panels. The following options are available on the Search Criteria and Paging and Sorting panels:




- **Task:** Enter the task type to return results that include all tasks for a client. Enter at least two characters to narrow the search results. Entering some of the task type returns a broader result, enter most of the task type for more specific results.
- **Policy No:** Enter the policy number to return results that include all tasks for a client. Enter at least two characters to narrow the search results. Entering some of the policy number returns a broader result, enter most of the policy number for more specific results.
- **Date Time From:** Click the **Calendar** icon to select the beginning date in a date range. A date range can be selected to return all tasks in the date range.
- **Operation:** Enter the title of the operation performed to return results that include all tasks for a client. Enter at least two characters to narrow the search results. Entering some of the operation title returns a broader result, enter most of the operation title for more specific results.
- **Memo:** Enter the memo text to return results that include all tasks for a client. Enter at least two characters to narrow the search results. Entering some of the memo returns a broader result, enter most of the memo for more specific results.
- **Date Time To:** Click the **Calendar** icon to select the ending date in a date range. A date range can be selected to return all tasks in the date range.
- **Client Name:** Enter the **Client Name** to return results that include all tasks with the **Client Name**. Enter at least two characters to narrow the search results. Entering some of the **Client Name** returns a broader result, enter most of the **Client Name** for more specific results.
- **User Name:** Enter the **User Name** to return results that include all tasks with the **User Name**. Enter at least two characters to narrow the search results. Entering some of the **User Name** returns a broader result, enter most of the **User Name** for more specific results.
- **User Rights:** Enter the **User Rights** title to return results that include all tasks with the user right entered. Enter at least two characters to narrow the search results. Entering some of the **User Rights** title returns a broader result, enter most of the **User Rights** title for more specific results.
- **Sort By Name:** Select a column heading from the **Sort By Name** list. The search results will be sorted by the column selected in the **Sort By Name** list. The available selections are:



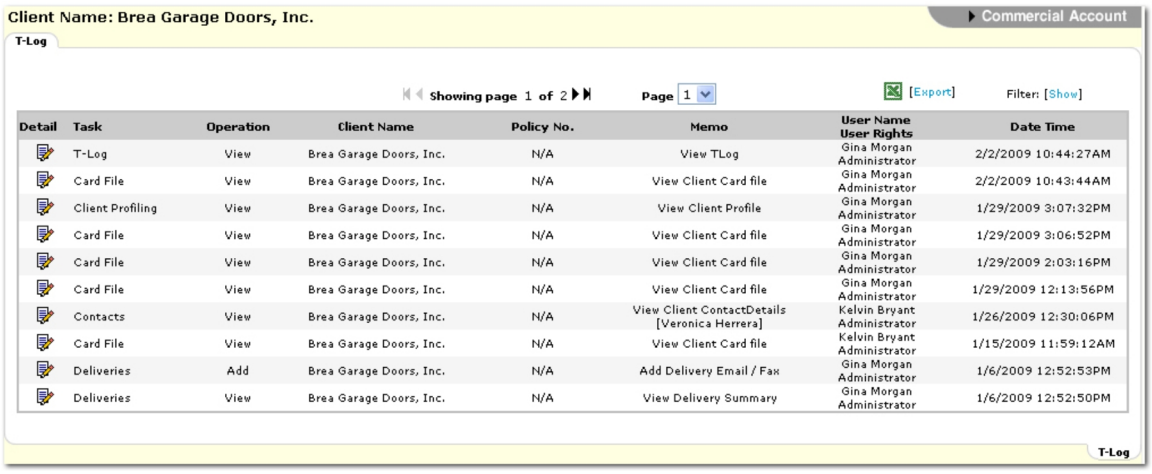

- **Sort By Direction:** Select either **Ascending** or **Descending** to set the order of the tasks returned. **Ascending** will set the order from A-Z. **Descending** will set the order from Z-A.

- **Clear:** Click **Clear** to remove all entries in the **Search Criteria** and **Paging and Sorting** fields.
- **Search:** Click **Search**. The results of the **Search Criteria** and **Paging and Sorting** settings are displayed.

5. Once a search has been run, the **Details** icon is displayed next to each line item. Click the **Details** icon to access the page on which the task took place.

**Tip:** The T-Log archives older entries every quarter. When searching for older T-Log entries, enter search criteria with the appropriate dates. If the filter is simply cleared, only entries from the current quarter up to 100 pages will be returned.

**Important:** The **Details** icon, when clicked will open the page on which the task took place. The page may not contain the same information as when the task took place as the most current version of the page is displayed. If the item has been deleted or aborted, the **Details** icon will be unavailable.


Client Name: Brea Garage Doors, Inc.

Commercial Account

T-Log

Showing page 1 of 2 Page 1 [Export] Filter: [Show]

| Detail | Task | Operation | Client Name | Policy No. | Memo | User Name User Rights | Date Time |
|---|---|---|---|---|---|---|---|
| | T-Log | View | Brea Garage Doors, Inc. | N/A | View TLog | Gina Morgan Administrator | 2/2/2009 10:44:27AM |
| | Card File | View | Brea Garage Doors, Inc. | N/A | View Client Card file | Gina Morgan Administrator | 2/2/2009 10:43:44AM |
| | Client Profiling | View | Brea Garage Doors, Inc. | N/A | View Client Profile | Gina Morgan Administrator | 1/29/2009 3:07:32PM |
| | Card File | View | Brea Garage Doors, Inc. | N/A | View Client Card file | Gina Morgan Administrator | 1/29/2009 3:06:52PM |
| | Card File | View | Brea Garage Doors, Inc. | N/A | View Client Card file | Gina Morgan Administrator | 1/29/2009 2:03:16PM |
| | Card File | View | Brea Garage Doors, Inc. | N/A | View Client Card file | Gina Morgan Administrator | 1/29/2009 12:13:56PM |
| | Contacts | View | Brea Garage Doors, Inc. | N/A | View Client ContactDetails [Veronica Herrera] | Kelvin Bryant Administrator | 1/26/2009 12:30:06PM |
| | Card File | View | Brea Garage Doors, Inc. | N/A | View Client Card file | Kelvin Bryant Administrator | 1/15/2009 11:59:12AM |
| | Deliveries | Add | Brea Garage Doors, Inc. | N/A | Add Delivery Email / Fax | Gina Morgan Administrator | 1/6/2009 12:52:53PM |
| | Deliveries | View | Brea Garage Doors, Inc. | N/A | View Delivery Summary | Gina Morgan Administrator | 1/6/2009 12:52:50PM |

T-Log

# Organization Profile

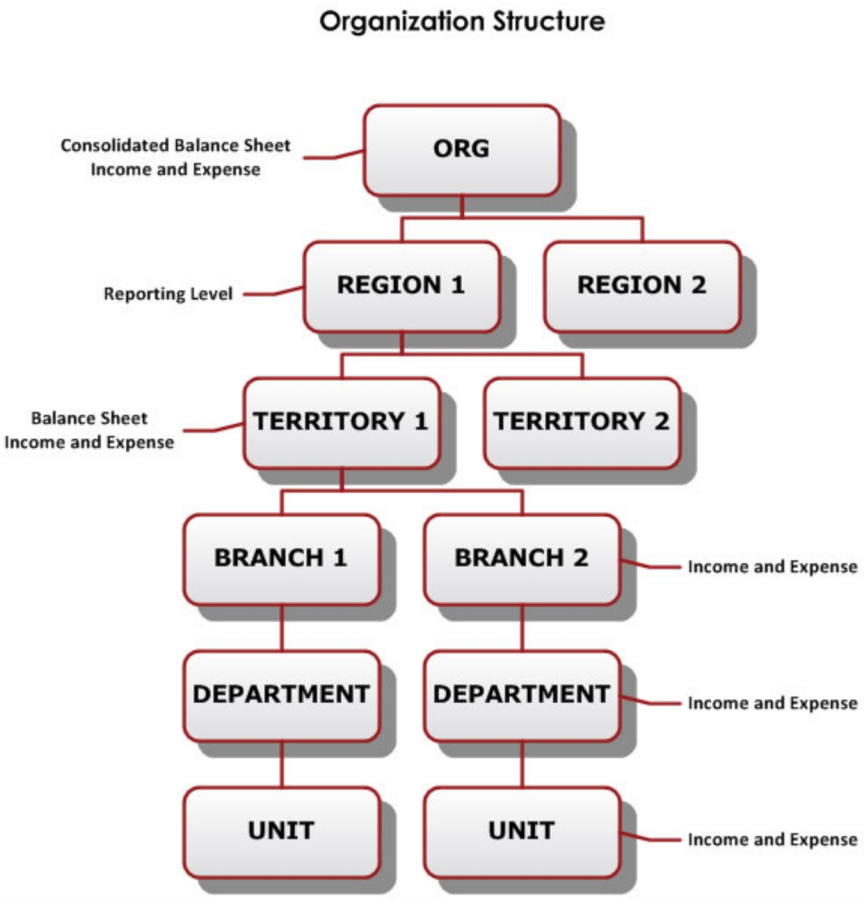
Organization is the top level set of books, typically used for report consolidation and setup functions such as developing and maintaining the chart of accounts, accounting periods, invoicing fees, taxes, and receive payment defaults.

Reporting from the organization level will consolidate information from all lower levels. Typically, all accounting transactions are entered at the territory level. Accounting transactions entered at the organization will allow posting to the organization and region levels only. Payables and receivables are not accessible at the organization level.

Guidelines of an organization:

- There is only one organization.
- No client receivables exist.
- No carrier payables exist.
- Contains both balance sheet and income statement.
- May allocate income and expenses to the organization and region levels only.

A sample organization structure and the tasks associated with each level are as follows:



## Organization Maintenance

Organization maintenance guidelines are available in the Admin Training Manual in Chapter 1.

**Note:** Most organization tasks must be completed by the Nexsure administrator.

Information can be found in the Admin Training Manual to accomplish the following tasks:

- Add organization locations.
- Edit organization locations.
- Add employees for the organization.
- Edit employees for the organization.
- Assign employee security at the organization level.
- Designate an employee as terminated.
- Reactivate a terminated employee.

## Regions

A region is a primary division of an organization such as: Northern, Southern, Eastern Regions. Regions may be added to or modified by the entity depending on security.

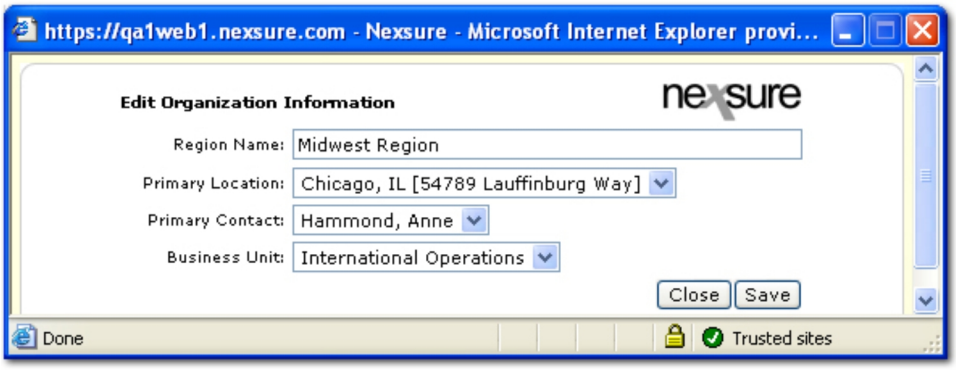
**To Add a Region**

1. Clicking on the **ORGANIZATION > regions** tab will display a summary view of all regions in the organization.
2. To add a new region, click **Add New**.
3. To enter a location for the region select the **Use Existing** option and select the location from the list. Or, add a new location by clicking the **Add New** option.
4. Complete the detail information and click **Save**.
5. To add employees, select the **employees** tab and click **Add New**.

   **Note:** A maximum of 99 regions may be added.

**To Edit a Region**

1. On the Primary menu, click **ORGANIZATION**.
2. On the **organization** tab, click the **regions** tab.
3. Click the **Details**  icon next to the appropriate region.
4. In the **Navigation Toolbar**, click **Edit**. The **Edit Organization Information** dialog box is displayed.




5. In the **Region Name** box, the name of the region can be updated if necessary.
6. In the **Primary Location** list, the primary location for the region can be changed.
7. In the **Primary Contact** list, the name of the primary contact for the region can be changed.
8. In the **Business Unit** list, a business unit for the region can be added. Selections in this list can be added in the **SETUP > Lookup Management > Organization** module.
9. Once all edits are complete, click **Save**.

## *Adding an Employee at Region Level*

If an employee is added at Org level, they will be available to be added at lower levels. Employees, however, will not automatically be visible at lower levels.

**To Add an Org Level Employee at the Region Level**

1. On the Primary menu, click **ORGANIZATION**.
2. Click the **regions** tab.
3. Select the region to add the employee to by clicking the **Details** icon.
4. Click the **employees** tab.
5. Click **Add New**.
6. Select the **Search Contact** option.
7. Enter the employee's name and click **Search**.
8. In the Contact Search Results box, select the employee and click **Use Selection**.

**Note:** This same process can be used to add the same employee to any other level (Territory, Branch etc.)

## *Region Employees Security*

**To Add Security**

1. **User Information** is optional. Clicking "**Click here to make this contact a user"** will create the **Security** tab beside the **Contact Detail** tab. **Setup** information provides information on adding and modifying security templates. The **Security** screen allows the users Login Information to be completed. Once security has

been assigned to a contact, this link can no longer be seen unless security is removed.

2. To assign or edit the contacts security, select the **Security** tab. Complete or edit the following fields:
   - **Login ID**: Enter an User login ID no more than 18 characters long using an alphanumeric value.
   - **Password**: Enter a User Password no more than 18 characters long using an alphanumeric value.
   - **Confirm Password**: This field is required for the password to be reentered correctly.
   - **Time Zone:** In the drop-down list, select the user's local time zone.
   - **Cancel**: Click **Cancel** to abort the record.
   - **Save**: Click **Save** to create **User Accounts**
   - **Update**: Click **Update** to update modifications to the record.
   - **User Accounts**: The user account listing contains the following:
     - **Details:** The **Details**  icon will display in this column. Clicking on the icon will display the **User Rights Information** which may be edited.
     - **Entity Name:** All entity name(s) the user has been assigned rights will display in this column.
     - **Entity Type:** The entity type is defined as the contacts type in Nexsure, such as **Client, Employee, Retail Agent, Underwriter, outside finance company** or **additional interest.**
     - **Rights:** Rights are assigned by clicking the **Details**  icon on the **Details** column to access the **User Rights Information** pop-up screen. The rights as identified in **Setup** under **User Rights Templates** will display in this column.
     - **Status:** Status is assigned on the **User Rights Templates** pop-up screen.
     - **Date Created:** Is the date security was saved.
     - **Remove:** Deletes the security record for the contact. The security tab will no longer be displayed but the link to add security will again display at the bottom of the **Contacts** screen (**Click here to make this contact a user**).

3. Click on the **Details**  icon to display the **User Rights Information** pop-up screen. Complete the following fields as appropriate for contact security:
   - **Entity Type:** Even though a drop-down list is shown, only the appropriate entity type as defined by the area in which the contact is being added in Nexsure will display; such as **Client, Employee, Retail Agent, Underwriter, outside finance company** or **additional interest**. Example: If a Client contact, then the entity type available would be **Client**.
   - **Entity Name:** Even though a drop-down box is shown, only the entity that rights are being assigned for will be available.
   - **Status:** Status will be a drop-down list and will contain 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.
   - **Rights:** Select the appropriate **User Rights** template from a drop-down box that is populated in **Setup** under **User Rights Templates**.

# Territories

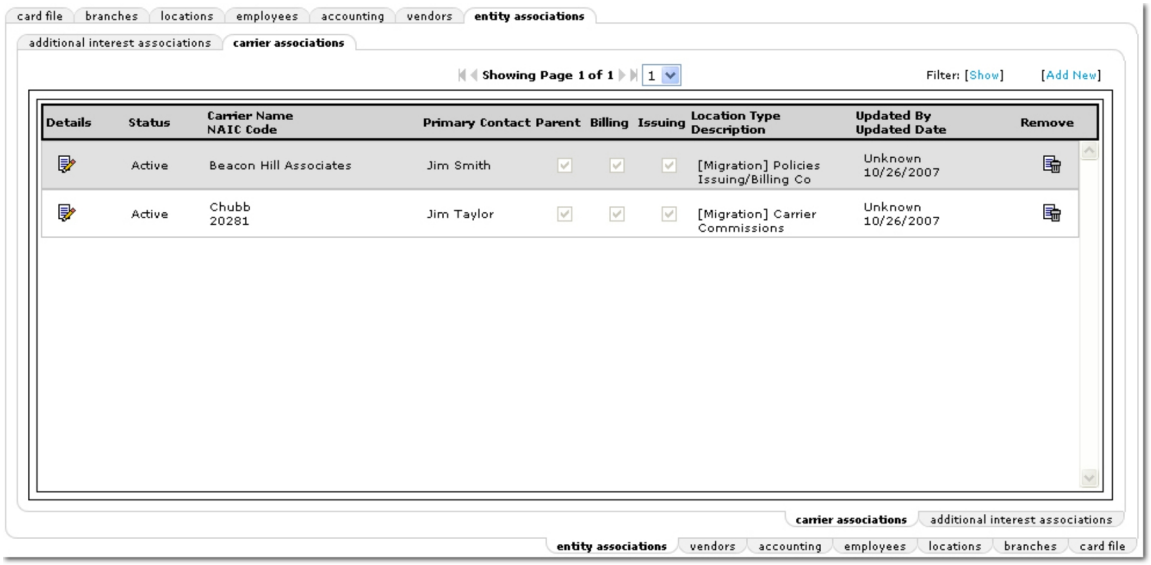
**Territory** – A Subdivision of Region such as California, Utah, etc. Territories may be added to or modified by the entity depending on security.

## *Carrier Associations*

The **carrier associations** tab is available to associate carriers with specific territories. The associations will filter the branches listed in the **carrier commissions** tab which, in turn, filters the billing and issuing carriers listed for selection at the policy level.

**To Search for Existing Carrier Associations**

1. On the Primary menu, click **ORGANIZATION**.
2. Click the **territories** tab and select a territory by clicking the **Details** icon.
3. Click the **entities associations > carrier associations** tab. Any existing carrier associations will be displayed.




The following options are available when working with carrier associations:

- **Showing Page:** The **Arrow** icons can be used to navigate through pages of search results.
  - **First Page** icon.
  - **Previous Page** icon.
  - **Next Page** icon.
  - **Last Page** icon.
- **Page List:** Click the **Page List** arrow to open a list of all search results pages. Select the desired page number to open that page of search results.
- **Search Filters:** Click **[Show]** or **[Hide]** to toggle the **Search Filters** screen.



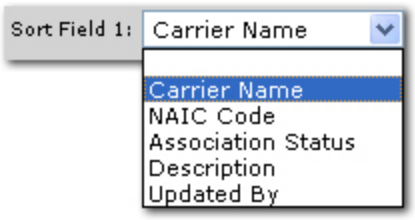

The options available on the **Search Filters** screen are:

- **Save Filter Settings:** Selecting the **Save Filter Settings** check box on the **Search Filters** screen and clicking **Search** will change the default **Search Filter** setting. The next time the **carrier associations** tab is opened, the associations returned will be filtered by the saved setting. As a general rule, check the filter settings each time this tab is accessed.
- **Carrier Name:** Enter the name of the carrier for which to search. Enter at least two characters to narrow the search results. Entering some of the **Carrier Name** returns a broader result; enter most of the name for more specific results.
- **NAIC Code:** Enter the **NAIC Code** for the carrier. Enter at least two characters to narrow the search results. Entering some of the **NAIC Code** returns a broader result; enter most of the code for more specific results.
- **Updated By:** Enter the name of the staff member that last updated the carrier association details. Enter at least two characters to narrow the search results. Entering some of the **Updated By** name returns a broader result; enter most of the name for more specific results.
- **Description:** Enter some or all of the description for the carrier association. Enter at least two characters to narrow the search results. Entering some of the **Description** returns a broader result; enter most of the **Description** for more specific results.
- **Association Status:** In the **Association Status** list, select the current status of the carrier association. The options are:
  - **All**
  - **Active**
  - **Inactive**

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



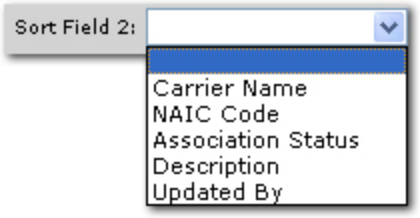

- **Sort Field 1:** By default **Sort Field 1** is set to **Carrier Name**. However, another column heading from the **Sort Field 1** list may be selected. The search results will be sorted by the column selected in the **Sort Field 1** list.




- **Sort Order 1:** By default **Sort Order 1** is set to **Ascending**. However, either **Ascending** or **Descending** may be selected to set the order of the carrier association records returned. **Ascending** will set the

order from A-Z. **Descending** will set the order from Z-A. The **Sort Field 1** will be the first sort and **Sort Field 2** will be the sub sort.

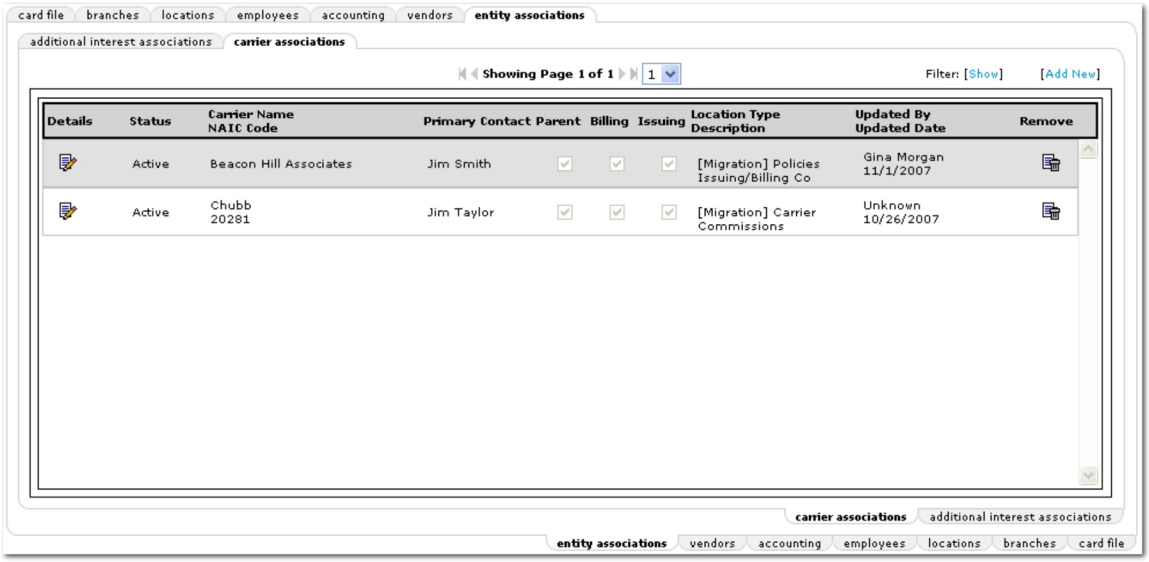
- **Sort Field 2:** By default **Sort Field 2** is not set by default. However, a column heading from the **Sort Field 2** list may be selected. The search results will be sorted by the column selected in the **Sort Field 2** list.




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

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

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




The following columns are displayed in the carrier associations search results:

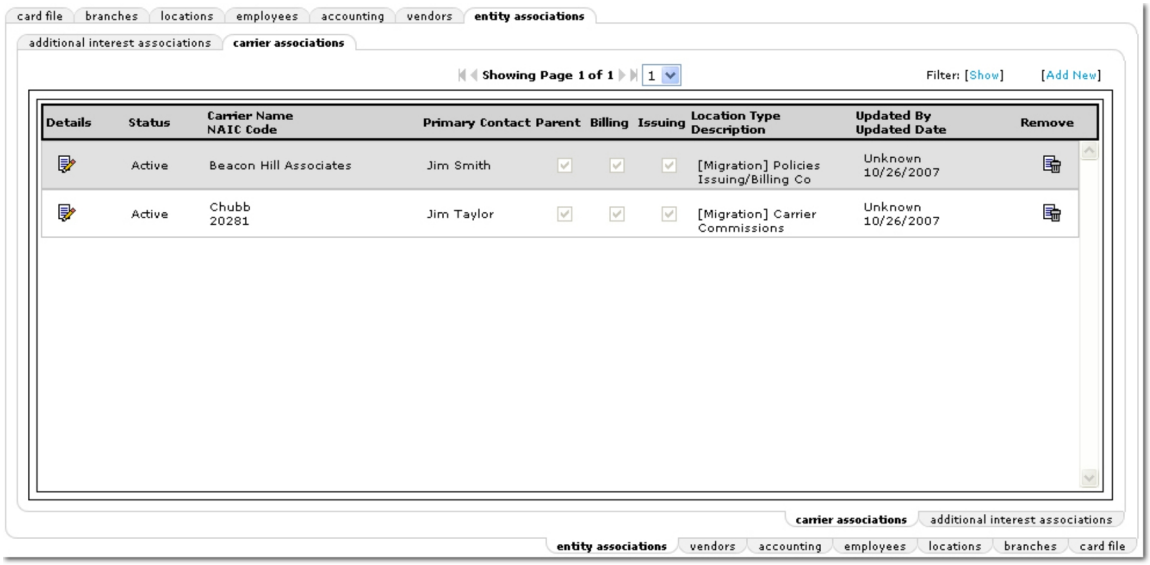
- **Details:** Click the **Details** icon to open the **carrier associations** tab for editing. For more information about editing the **carrier associations** tab, see To Edit an Existing Association.
- **Status:** The status of the carrier association is displayed. The possible status types are **Active** and **Inactive**. **Active** is set if the carrier / branch association must be available for selection at the **carrier > commissions**

tab. The **Branch Name** list on the **carrier > commissions** tab will then only include branch names with active associations.

- **Carrier Name / NAIC Code:** The name of the associated carrier and the NAIC code are displayed.
- **Primary Contact:** The name of the carrier's primary contact is displayed.
- **Parent / Billing / Issuing:** The check boxes are selected for each item depending on the role of the carrier. The **Issuing** and **Billing** selections are automatically added from the information on the **carrier > carrier name** tab in the **Carrier Types** area.
- **Location Type:** The location type associated with the carrier record.
- **Description:** The description entered when the carrier association was created.
- **Updated By / Updated Date:** The name of the person that last updated the carrier association record and the date the update was made.
- **Remove:** Click the **Remove** icon to remove the carrier association.

**To Add a New Carrier Association**

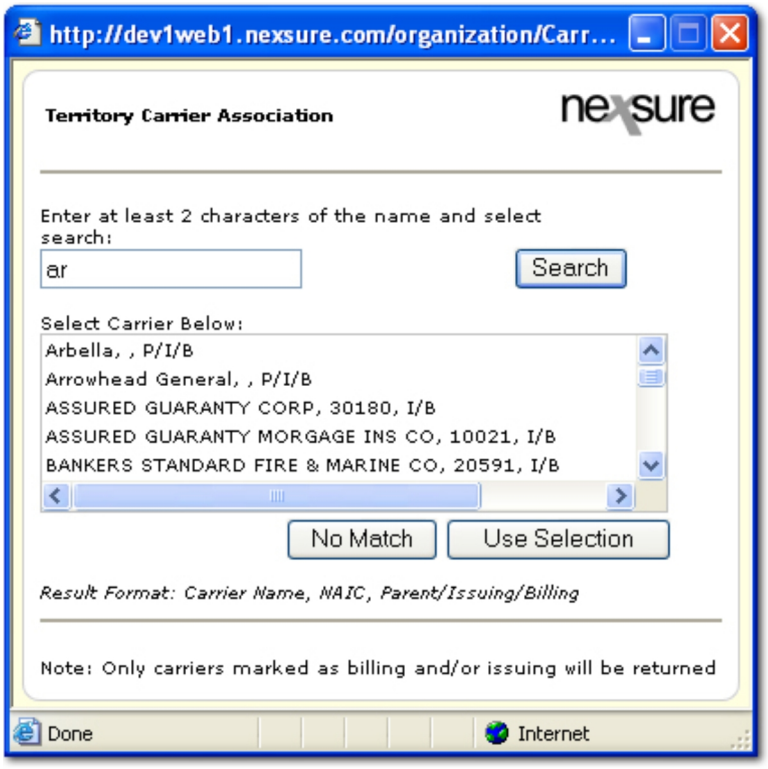
1. On the Primary menu, click **ORGANIZATION**.
2. Click the **territories** tab and select a territory by clicking the **Details** icon.
3. Click the **entities associations > carrier associations** tab. Any existing carrier associations will be displayed.




4. Click **[Add New]** to add a new carrier association. The **carrier associations** tab is again displayed with entry options for a new association.



5. In the **Name** area, click the **Ellipsis** button. The **Territory Carrier Association** dialog box is displayed.




6. Search for the desired carrier, if the carrier appears in the **Select Carrier Below** list, select the carrier and click **Use Selection**.

   Or

   Click **No Match** to clear the search criteria and start a new search. Existing carrier associations for the territory will not display in search results.

7. In the **Description** box, enter a brief description for the carrier association. This description will be displayed on the carrier associations summary screen.
8. In the **NAIC Code** area, the carrier's NAIC code is automatically displayed if one is available.
9. In the **Territory Association Status** area, select the **Active** check box if the carrier / branch association must be available for selection at the **carrier > commissions** tab. The **Branch Name** list on the **carrier > commissions** tab will then only include branch names with active associations.
10. In the **Primary Contact** list, the primary contact from the carrier will be automatically added. Another contact from the carrier may be selected.
11. In the **Default Address** list, the primary carrier location will be automatically added. Another address may be selected. If no locations exist, one will need to be added to the carrier record before continuing.

    **Note:** The default address is populated from the global carrier name **card file** tab, not the carrier **locations** tab.

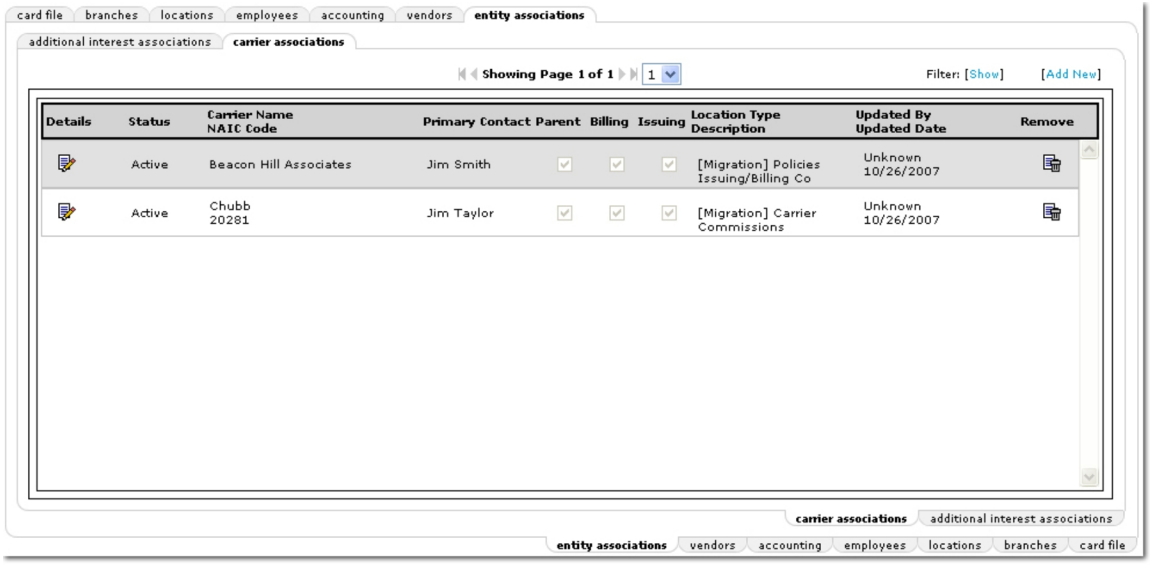
12. Once all entries have been made on the **carrier associations** tab, click **Save**.

    Or

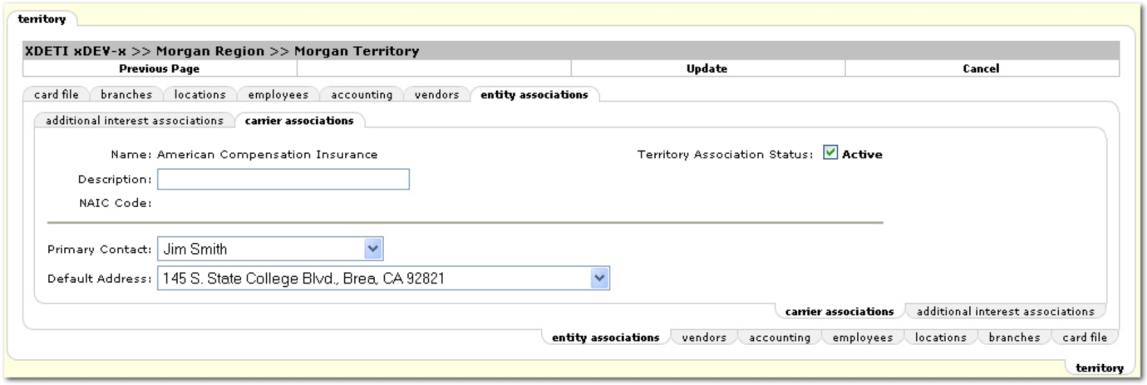
Click **Cancel** to return to the carrier associations summary screen without saving entries.

**To Edit an Existing Association**

1. On the Primary menu, click **ORGANIZATION**.
2. Click the **territories** tab and select a territory by clicking the **Details** icon.
3. Click the **entities associations > carrier associations** tab. Any existing carrier associations will be displayed.




4. To view or edit the details of an association, click the **Details** icon next to the association to edit. The **carrier associations** tab is displayed with the details of the association.




5. On the **carrier associations** tab, make any necessary edits to the information.
6. Once all edits have been made, click **Update** to save the changes.

   Or

   Click **Cancel** to return to the carrier associations summary screen without saving the updates.

## *Territory Entity Associations*

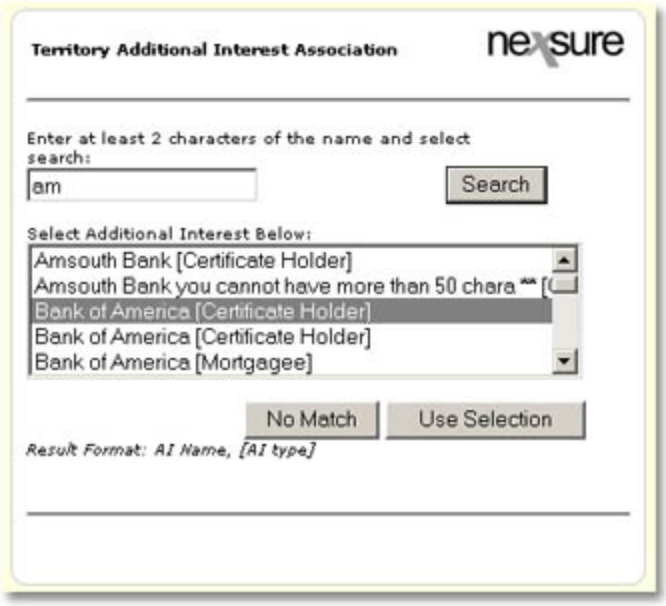
Associating additional interests with a territory will limit the search returns to that specific territory, providing a shorter list and reducing the time to find the correct entity.

**To Associate an Entity with a Territory**

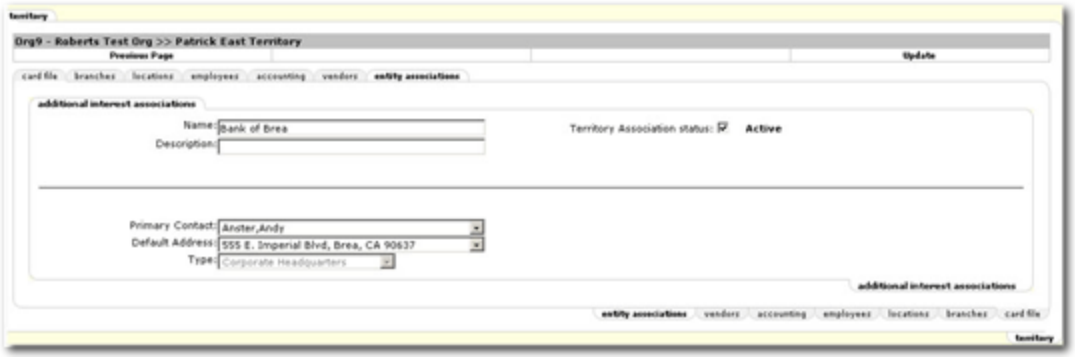
1. On the Primary menu, click **ORGANIZATION**.
2. Click the **territories** tab and select a territory by clicking the **Details** icon.
3. Click the **entities associations** tab. Any existing entity associations will be displayed.




4. Click **[Add New]**.




5. Search for the entity, if it appears in the list, select it and click **Use Selection**.
6. To view or edit the details of the association, click the **Details** icon.




## *Adding Territory Locations*

**To Add a Territory Location**

1. On the Primary menu, click **ORGANIZATION.**
2. Click on the **territories** tab**.**
3. Select the **locations** tab.
4. Click **Add New**.
5. **Use Existing** is the default when adding new locations. Scroll through the list of existing locations to make sure the location does not exist. If the location is present, click that location and then select the **Save** button. This feature allows the entire organization location database to be utilized so that duplicate records may be avoided.
   - If the location does not exist select the **Add New** option and complete the following fields:

     **Field Descriptions:**

     - Complete the Location Detail using the following information:
       - **Location Type:** Select the location type from the drop-down list, which is populated by the agency in **Lookup Management.**
       - **Location Name:** Enter a unique name to identify the location.
       - **Location Description:** Enter a description of the location such as billing, underwriting, etc.
       - **Mailing Address:** The main address for this entity generally used for mailing invoices and correspondence.
       - **Physical Address:** The physical address for this location.
       - If the billing address is different from the physical address, make sure to indicate by addressing this question and completing the billing address section.
     - **Phone:** Enter the phone numbers without formatting. Formatting will be applied after the Locations screen has been saved. Use the drop-down box to identify the type of phone number. Extension numbers may be entered up to six characters. Phone number identities are as follows:
       - Back line
       - Building Security

- Business Phone
- Fax
- Main Fax
- Phone
- Receptionist
- Technical Support
- Toll Free

Add additional phone number identities in **Setup** under **Lookup Management**.

Adding additional phone numbers:

a. Click on the **Add New** link to the right of group heading after accessing the location record to edit.

b. Use the drop-down box to select the identity of the phone number being added.

c. Enter the phone numbers without formatting. Formatting will be applied after the screen has been saved.

d. The extension numbers may be entered up to 6 numeric characters.

e. Click on the **Save** button to save the phone number just added.

f. Click on the **Close** button to abort the addition of the new number.

g. 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.

h. Click on the **Details**  icon beside the number to edit.

i. Click on the **Delete**  icon beside the number to delete.

j. Click on the **Add New** link to the right of group heading after accessing the location record to edit.

- **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 Associations*

Branch associations that are displayed on the **territory > branches** tab are set up at the retail agent, client or policy level. For more information about setting up an assignment at the client or policy level see the Assignment Tab topic. For more information about setting up an assignment at the retail agent level see the Retail Agent Assignments Tab topic.

Once a branch association is set up with a retail agent, the following accounting rules apply:

- A retail agent with a branch assignment will be available for selection at the territory level where the branch is associated.
- A retail agent assigned to a policy or client will be available for selection at the territory level.
    - Branch assignment removal at retail agent after there has been a retail agent policy assignment will not remove the retail agent from territory level accounting transactions.
- A retail agent included in an invoice (posted or unposted) will be available for selection at the territory level.
    - Removing a retail agent assignment from a policy and a client will not remove the retail agent from territory level accounting transactions.
- If a retail agent must be removed from territory accounting transactions, the following must be true:
    - Branch assignment at retail agent does not exist.
    - Retail agent is not on any policy or client.
    - Retail agent is not included on any invoice.

## Branches

**Branch -** The third level of the organization are the Branches in a specific territory, which translates to the Agency Name such as: West Coast Insurance Specialists. Branches may be added to or modified by the entity depending on security.

### *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.**
- **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.**
- **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.**
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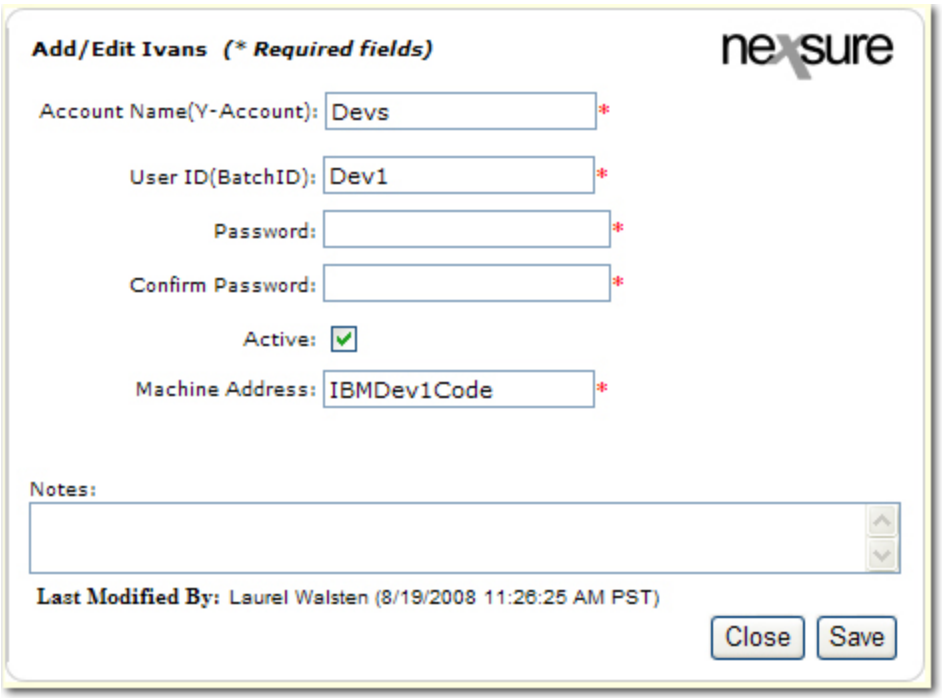
- **Entity Type:** The entity type is defined as the contacts type in Nexsure, such as **Client, Employee, Retail Agent, Underwriter, outside finance company** or **additional interest.**

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.**

## *IVANS Downloads*

**To Receive Downloads from IVANS**

1. On the Utility menu, click **SETUP**.
2. On the **Setup Console**, click **Downloads > IVANS**. The **IVANS** tab is displayed.
3. Click **[Add New]**. The **Add / Edit Ivans** dialog box is displayed.




4. In the **Account Name** box, enter the account name assigned by IVANS.
5. In the **User ID** box, enter the ID assigned by IVANS.

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**Note:** An IVANS account can be obtained by contacting the carrier to ask for sponsorship of an IVANS account.

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4. In the **Password** and **Confirm Password** boxes, enter the password assigned to the IVANS account.
5. Select the **Active** check box if the account is an active one. If the account needs to be inactivated but still available, clear this check box.

---

**Note:** If the account will no longer be used, the **Remove** icon on the **IVANS** tab can be clicked to delete the account.

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4. In the **Machine Address** box, enter the address sent by the carrier in the AL3 file. This address determines the organization where the AL3 files are sent.
5. In the **Notes** box, enter any notes to be associated with the IVANS account. These notes are only visible when viewing the **Add / Edit Ivans** dialog box.
6. Click **Save**. The account information will be added to the **IVANS** tab.

   Or

   Click **Close** to exit the **Add / Edit Ivans** dialog box without saving changes.

## *Authorizations Tab*

The Authorization tab holds the electronic signatures/bar codes that are unique to New York insurance agencies. The Authorizations tab will store State, SID/DMV License Key and pass phrase.

## *Global Reassignment*

This option will allow an agency to re-assign, en-masse, client and / or policy assignments for both marketing and active policies and their corresponding open actions, from one employee to another employee assigned to the same branch. This will not affect policies in history or any closed actions. This feature also updates the names of employees who were listed in an **Other Commissions** line item in a policy's **policy info** tab. Open Personal Actions can also be re-assigned using this tool.

**To Perform Global Reassignment**

1. On the Primary menu, click **ORGANIZATION**.
2. Click the **branches** tab.

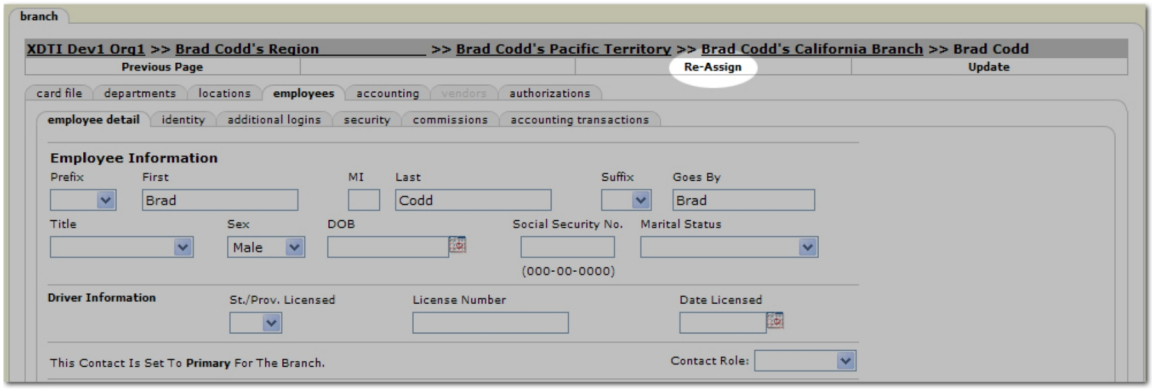
   **Note:** If employee is assigned to multiple branches, they will need to be re-assigned at each branch level.

3. Click the **Details** icon of the appropriate branch.
4. Click the **employees** tab.

   **Note:** If the employee has been terminated click on the **[Show]** filter, select **Terminated Employees** from the **Employee Status** list and click **Search**.




5. Click the **Details** icon of the employee who is to be re-assigned. The **employee detail** tab is displayed. Notice the **Re-Assign** link on the **Navigation Toolbar**.




6. On the **Navigation Toolbar**, click **Re-Assign**. The **Re-Assign Employee** dialog box is displayed.



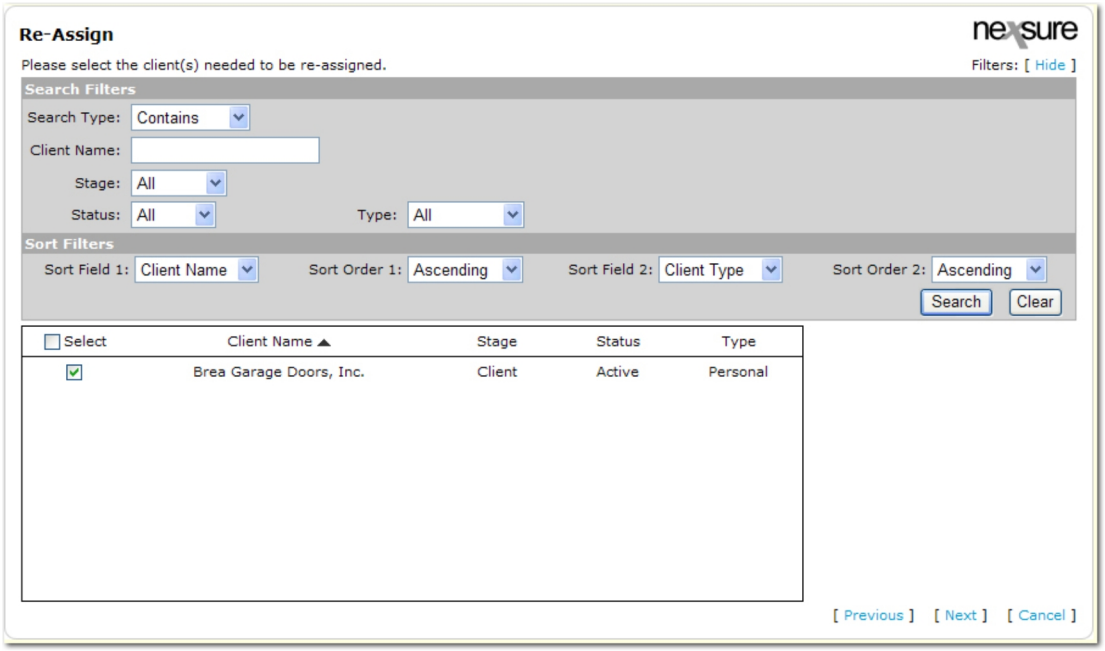

7. In the **Re-Assign Employee** dialog box, a list of all active branch employees is displayed. Select one employee to re-assign to.
8. In the **Assignment Type** area, select one or more assignment type(s). The available options are:
   - **Open Personal Actions**: If the **Open Personal Actions** option is selected alone, the **[Re-Assign]** link will become available. Re-assigning only open personal actions will skip the next selection dialog boxes.
   - **Client Level**: Re-assigns employees who were listed as a client assignment. The re-assignment criteria will include options for re-assigning **By Client** or **By Employee Responsibility** in the client assignment.
   - **Policy Level**: Re-assigns the employees listed as a policy assignment on active policies (including marketing policies). The re-assignment criteria will include options for re-assigning **By Client**, **By Policy**, **By Employees Responsibility** or **By Line of Business**.

---

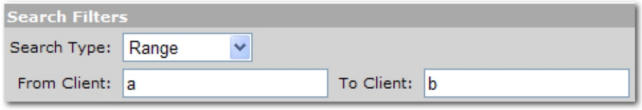
**Note:** When reassigning client assignments, the policy assignments for that client are NOT reassigned. Conversely, when re-assigning all the policies for a particular client, the client assignment is NOT re-assigned. To re-assign both **Client Level** and **Policy Level** assignments, the **Assignment Type** for both must be selected.

---

9. In the criteria type selection box, the criteria will become active based on the **Assignment Type** chosen. Select one of the available criteria types. Once the criteria type is selected, click **[Next]**. The screen that is displayed depends on the selection made in the criteria box as explained below:
   - **By Client**: This allows re-assignment of all client or policy assignments based on the client. When selected, the next screen will display all clients that were assigned to the employee. By clicking the Filters: **[Show]** option, the **Search Filters** and **Sort Filters** can be used to locate the correct client. A maximum of 2000 records can be returned. If there are more than 2000 records, a warning will be displayed; consider adding more search criteria to narrow the amount of results.

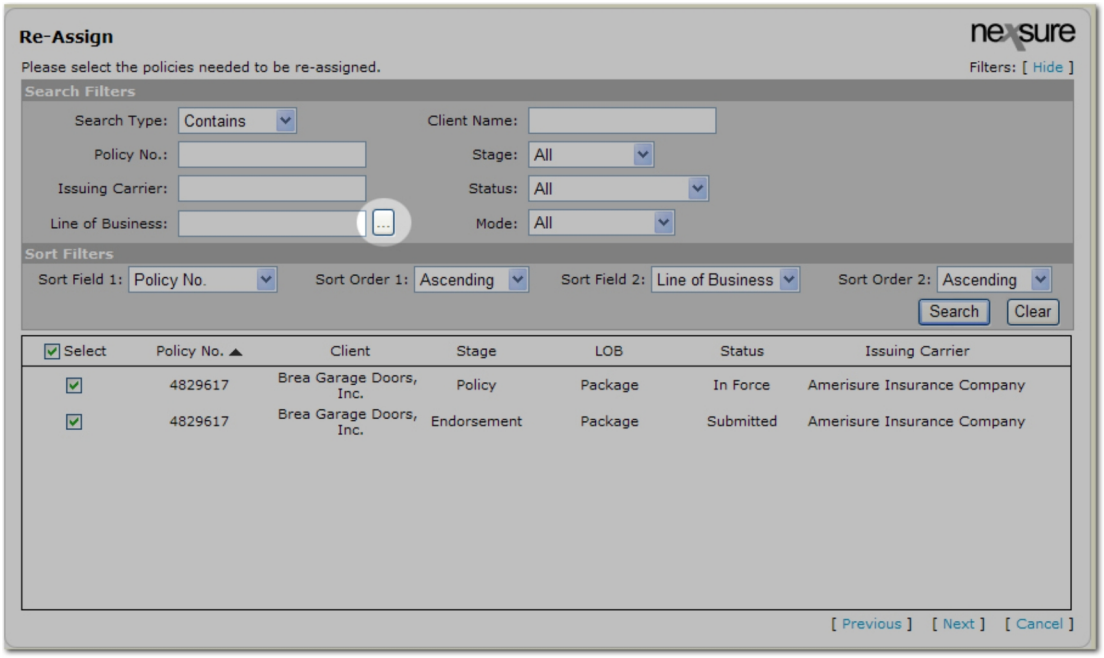



**Tip:** Use the **Search Type** option in the **Search Filters** to select an alphabetical range of clients. Once **Range** is selected in the **Search Type** list, the **From Client / To Client** boxes are displayed. Enter the specific alphabetical range for the search. For example, if all clients with names that start with A are desired, then **From Client** must be "A" and **To Client** must be "B". The "B" is necessary to capture all clients with names starting with an "A".

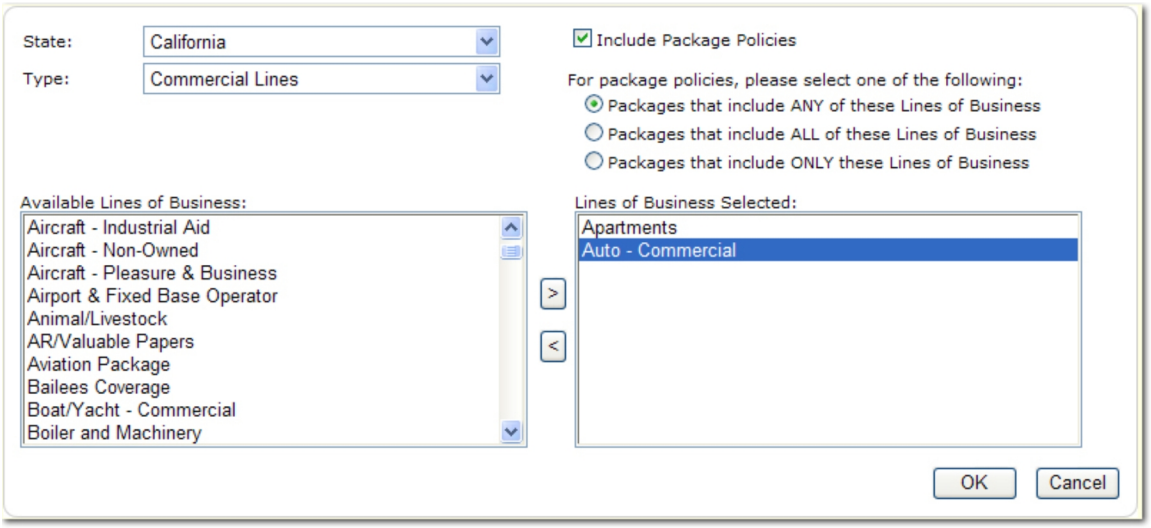



- **By Policy**: This allows re-assignment of policy assignments based on policies. When selected, the next screen will display all policies that were assigned to the employee. By clicking the Filters: **[Show]** option, the **Search Filters** and **Sort Filters** can be used to locate the correct policy. A maximum of 2000 records can be returned. If there are more than 2000 records, a warning will be displayed; consider adding more search criteria to narrow the amount of results.

**Tip:** One way of locating specific policies is to filter using **Lines of Business**. To filter by LOB, you can enter one or more LOBs in the **Line of Business Selected** box in the search filter.




**Note**: Notice the **Ellipsis** button next to the **Line of Business** criteria option. Click the **Ellipsis** button to open the LOB selection screen.




**Important**: This line of business criteria is to further filter policies. It is not the same as re-assignment **By Line of Business**. To use this screen…

a. Make selections in the **State** and **Type** lists to narrow the available LOBs.

b. In the **Available Lines of Business** box, select the LOBs that are on the policies to be reassigned. These LOBs are selected to filter the policies available on the **By Policy** screen. Once this filter has been applied, only the policies containing the appropriate LOBs will be displayed.

c. In the **Lines of Business Selected** box, the LOBs that have been moved to this box will be looked for as monoline policies. This means that the filter will return policies that are monolines only.

d. In the **Include Package Policies** check box, select this option if the LOBs selected are found in package policies as well as monoline. The **For package policies...** options will be made available for selection.

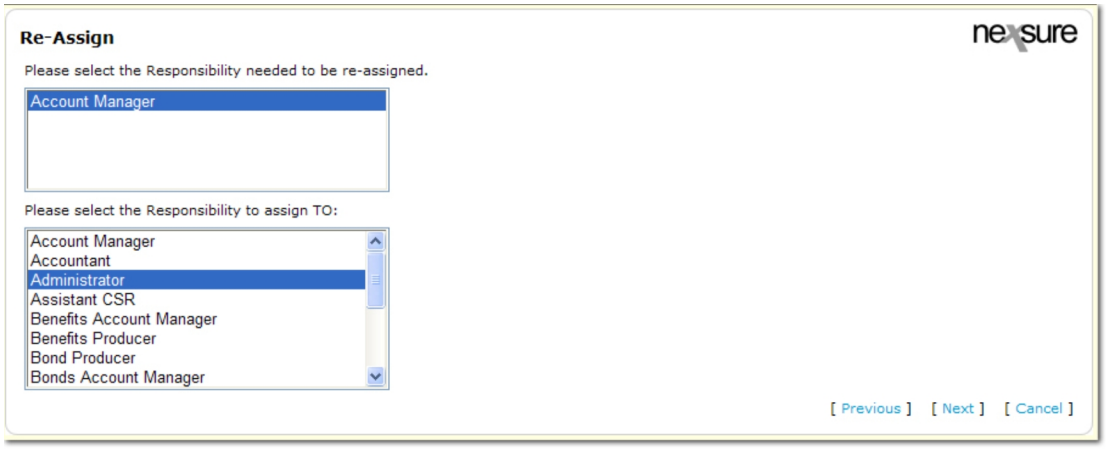
e. In the **For package policies...** area, select one of the following:

- **Packages that include ANY of these Lines of Business:** Along with the monoline policies returned, now packages will also be returned that include any of the LOBs selected. This means that the package policies returned will include one or more of any of the LOB's selected.
- **Packages that include ALL of these Lines of Business:** Along with the monoline policies returned, now packages will also be returned that include all of the LOBs selected. This means that the package policies returned will include at least all of the LOB's selected.
- **Packages that include ONLY these Lines of Business:** Along with the monoline policies returned, now packages will also be returned that are made up only of the LOBs selected. This means that the package policies returned will include only the LOB's selected and no other LOBs.

f. Once the selections have been made, click **OK**. The **Line of Business** filter is now set to search for the LOBs selected.

g. Click **Search**. The policies that match the LOB criteria selected are displayed.

- **By Employee Responsibility**: Allows re-assignment of all client and / or policy assignments based on the responsibility of the employee. When selected, the next screen will display all the responsibilities that employee has on the type of assignment selected in the first screen.




- **By Line of Business**: Allows re-assignment of policy assignments based on one or more lines of business. When selected, the next screen will display all existing lines of business.

a. Make selections in the **State** and **Type** lists to narrow the available LOBs.

b. In the **Available Lines of Business** box, select the LOBs that are on the policies to be reassigned. These LOBs are selected to filter the policies available on the **By Policy** screen. Once this filter has been applied, only the policies containing the appropriate LOBs will be displayed.

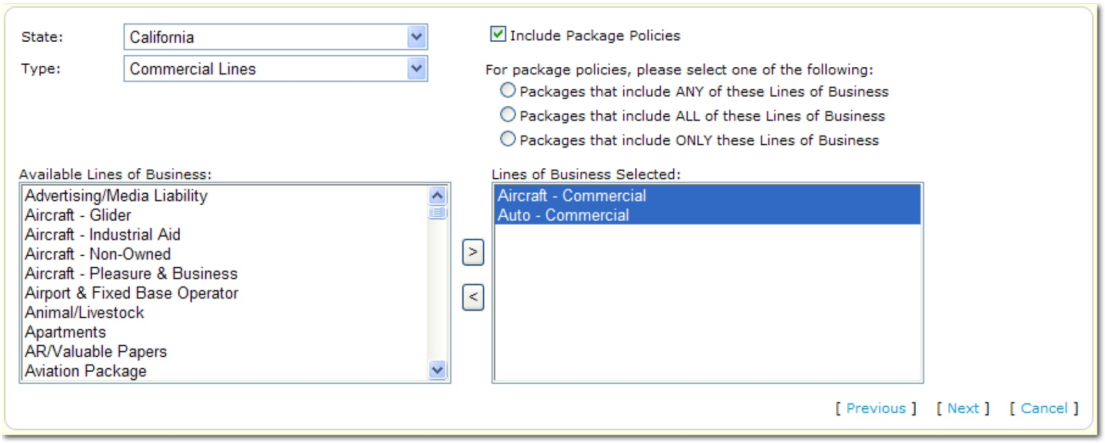
c. In the **Lines of Business Selected** box, the LOBs that have been moved to this box will be looked for as monoline policies. This means that the filter will return policies that are monolines only.

d. In the **Include Package Policies** check box, select this option if the LOBs selected are found in package policies as well as monoline. The **For package policies...** options will be made available for selection.

e. In the **For package policies...** area, select one of the following:

- **Packages that include ANY of these Lines of Business:** Along with the monoline policies returned, now packages will also be returned that include any of the LOBs selected. This means that the package policies returned will include one or more of any of the LOB's selected.
- **Packages that include ALL of these Lines of Business:** Along with the monoline policies returned, now packages will also be returned that include all of the LOBs selected. This means that the package policies returned will include at least all of the LOB's selected.
- **Packages that include ONLY these Lines of Business:** Along with the monoline policies returned, now packages will also be returned that are made up only of the LOBs selected. This means that the package policies returned will include only the LOB's selected and no other LOBs.

f. Once the selections have been made, click **OK**. The **Line of Business** filter is now set to search for the LOBs selected.




10. Once all required selections have been made, click **[Next]**.

**Important:** When the re-assignment is done **By Responsibility**, the role will not change on the **other commissions** tab.

11. The **Re-Assign** screen gives the option to include the open actions for the selections that are being re-assigned. Select **Yes** or **No**.

12. Click **[Re-Assign]**. A confirmation message is displayed. The option to do more re-assignments is also available.

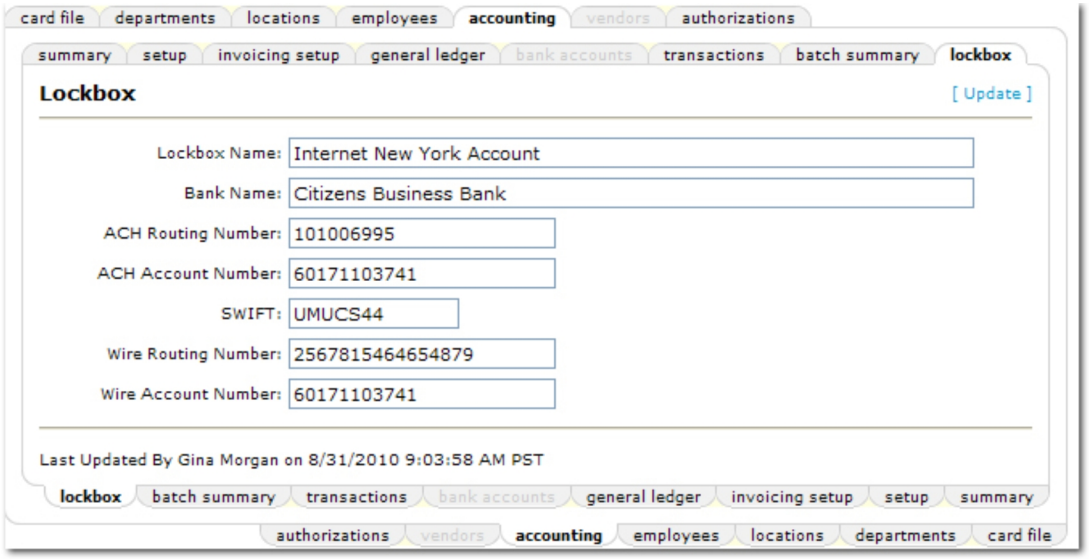
**Important**: If large amounts of records are being re-assigned, the process may take some time. **DO NOT** navigate away from the re-assignment while in progress.

## Lockbox Tab

The **lockbox** tab is available at the branch level only for set up of the lock box feature which can be included in custom invoices. Contact your sales representative if use is desired.

**To Navigate to the Lockbox Tab**

1. On the Primary menu, click **ORGANIZATION**.
2. Click the **branches >** branch **Details** icon **> accounting > lockbox** tab. The **Lockbox** screen is displayed.




3. In the **Lockbox Name** box, enter a name for the lockbox feature. This is a required entry.
4. In the **Bank Name** box, enter the name of the bank which will receive the funds.
5. In the **ACH Routing Number** box, enter the automatic check handling routing number.
6. In the **ACH Account Number** box, enter the automatic check handling account number.
7. In the **SWIFT** box, enter the **SWIFT** code for the bank. This is the bank's unique identifier code.
8. In the **Wire Routing Number** box, enter the routing number for a wire transfer.
9. In the **Wire Account Number** box, enter the account number for a wire transfer.
10. Click **[Update]**. The information will be saved and the **Last Updated By** entry will be updated with the logged in user's name.

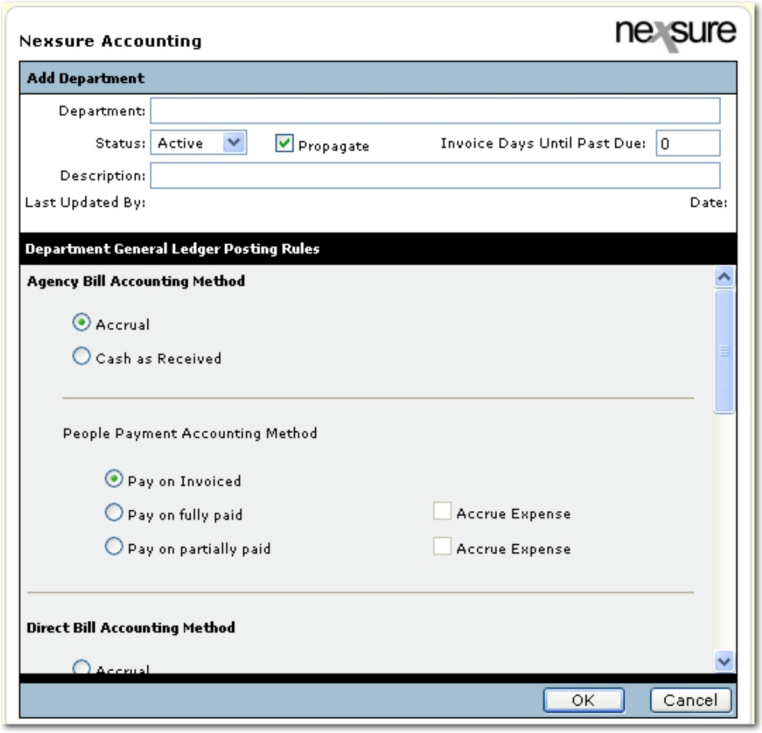
## Departments

Departments are sub-sets of a branch location. For example, a branch could be broken into two departments, Commercial Lines and Personal Lines.

Before you can add a department to a branch, you must first create the branch at the Organization level. Once a department has been created, if propagate is selected, they are added to all branches. They can then be removed at the individual branch level. If propagate is not selected, they can be added to branches individually.

**To Create a Department**

1. On the Primary menu, click **ORGANIZATION**.
2. Click the **departments** tab.
3. Click **[Add New]**. The **Add Department** dialog box is displayed.



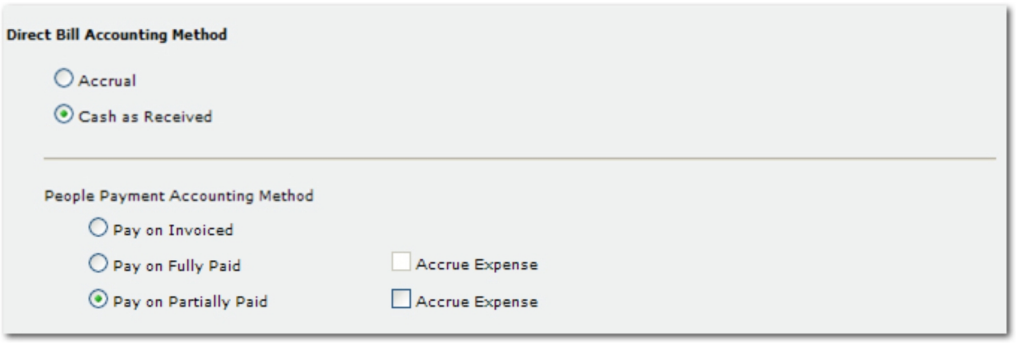

4. In the **Department** box, enter a name for the department.
5. In the **Status** list, selecting Active will make the department available to be used in a branch.
6. Select **Propagate** to assign the department to all existing branches regardless of how many region / territory / branch levels exist in the organization. If Propagate is unchecked the new department is added only to the organization level. The department can then be manually assigned it to the desired branches.
7. In the **Invoice Days Until Past Due** box, enter the number of days until the invoice will become past due. The date will be based on the **Effective Date** or the **Date Booked**, whichever is later.
8. Enter a description of the department (optional).
9. The **Last Updated By** area will hold the name of the staff member that last updated the department settings.
10. The **Date** area will show the date and time of the last update.
11. In the **Agency Bill Accounting Method** section select the appropriate options as follows:




- **Accrual:** The agency commission is recognized as earned income on the date the invoice is booked.
- **Cash As Received:** The agency commission is recognized as unearned income until the client payment receipt is booked and matched with the invoice.

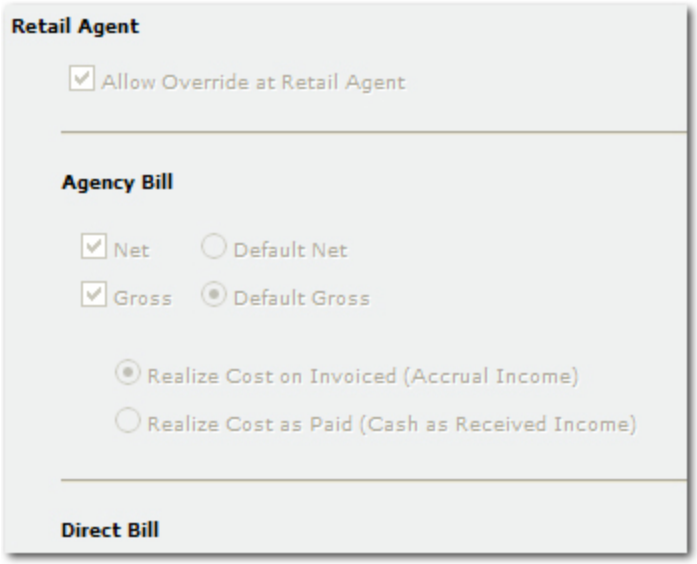
- **People Payment Accounting Method:**
  - **Pay on Invoiced:** The people commission is released as due and expensed on the date the invoice is booked.
  - **Pay on Fully Paid:** The people commission is released as due and expensed when a client receipt or receipts matches the entire invoice amount.
  - **Pay on Partially Paid:** The people commission is released as due and expensed based on the proportion of the client receipt to the total invoice amount.
  - **Accrue Expense:** The people commission is posted as non-due and expensed on the date the invoice is booked.

6. In the **Direct Bill Accounting Method** section select the appropriate options as follows:




- **Accrual:** The agency commission is recognized as earned income on the date the invoice is booked.
- **Cash as Received:** The agency commission is recognized as unearned income until the direct bill commission has been received from the carrier (recognized during reconciliation).
- **People Payment Accounting Method:**

- **Pay on Invoiced:** The people commission is released as due and expensed on the date the invoice is booked. The commission will be released regardless of whether or not the agency commission has been paid.
- **Pay on Fully Paid:** The people commission is released as due. It is expensed when the entire direct bill commission has been selected during the reconciliation process indicating that payment from the carrier has been received.
- **Pay on Partially Paid:** The people commission is released as due and expensed based on the proportion of the carrier receipt to the total agency commission amount.
- **Accrue Expense:** The people commission is posted as Non-Due and expensed on the date the invoice is booked.




- **Retail Agent:**

  **Important:** Posting rules for the retail agent are for informational purposes only and cannot be changed.

  - **Allow Override at Retail Agent:** If selected, will permit changes at the retail agent level. If not selected, changes at the retail agent level will not be permitted.

- **Agency Bill:**
  - **Net:** Nexsure will track the net amount owed by the retail agent and expense the retail agent's commission.
  - **Default Net: Net** will be applied as the default. If **Net** is selected and not the subsequent **Default Gross**, the policy info billing will be net.
  - **Gross:** Nexsure will track the gross amount owed by the retail agent.
  - **Default Gross: Gross** will be applied as the default. If **Gross** is selected and not the previous **Default Net**, the policy info billing will be gross.

    **Note:** If both **Default Net** and **Default Gross** are selected, then the policy info billing can be changed.

- **Realize Cost on Invoiced (Accrual Income):** The agency bill accounting method will drive the retail agent cost.
- **Realize Cost as Paid (Cash as Received Income):** The agency bill accounting method will drive the retail agent cost.

- **Direct Bill:**
  - **Realize Cost on Invoiced (Accrual Income):** The direct bill accounting method will drive the retail agent cost.
  - **Realize Cost as Paid (Cash as Received Income):** The direct bill accounting method will drive the retail agent cost.

6. To save the new department, click **OK**.

**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.

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**Note:** You cannot create departments from the branch level. If a department does not exist, it must be added at the ORG level.

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

**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:
4. 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.

## *Setting up Additional Logins*

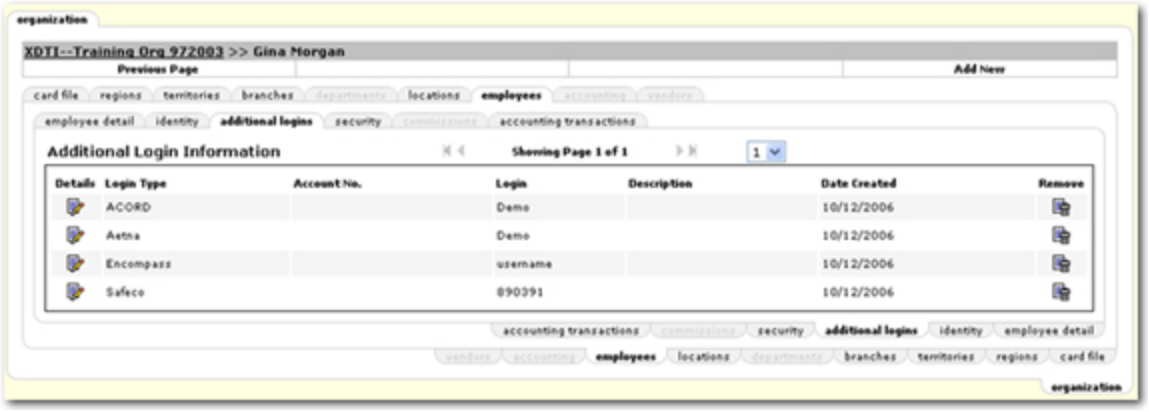
Additional logins are required to gain seamless access to systems outside of Nexsure such as rating systems or carrier Web sites.

**To Set Up Additional Logins**

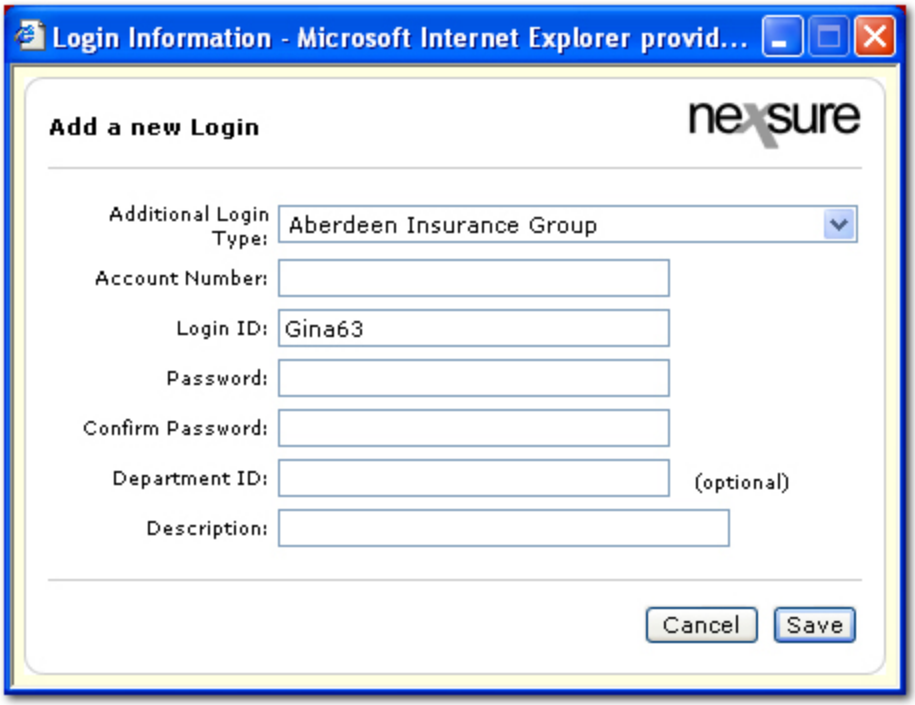
1. On the Primary menu, click **ORGANIZATION**.
2. Click the **employees** tab.

   **Note:** It does not matter what level the additional login information is added to.

3. Click the **Details** icon next to the appropriate employee.
4. Click the **additional logins** tab.




5. Click **Add New**. The **Add a new Login** dialog box is displayed.



6. In the **Additional Login Type** list, select the appropriate provider.

   **Note:** If an eServices provider is not available in the Additional Login Type list, email Nexsure Support with the request. Include the URL to the login page for that provider. Such requests will be evaluated and potentially queued for future Nexsure releases. Providers can include most any third-party secured Web site. If the login page does not contain a logo for the provider, please attach the logo to the email. Indicate whether only automated login is desired or if another real-time inquiry function is desired (billing inquiry, claims inquiry, policy inquiry, policy documents, etc.) If selected and deployed, the new eService provider will appear in the Additional Login Type list for all employees using Nexsure at all Nexsure agencies.

7. In the **Account Number** box, enter the account number for the provider. (Optional)
8. In the **Login ID** box, enter the correct **Login ID** for that provider. It is necessary to overwrite the Nexsure default **Login ID** with the correct **Login ID** for that provider's Web site.
9. In the **Password** box, enter the correct password for the provider's Web site.
10. In the **Confirm Password** box, re-enter the correct password for the provider's Web site.
11. In the **Department ID** box, enter any additional login information other than the **Login ID** or **Password**. Information to be entered here includes the department code, group ID, or producer code. Entry in the **Department ID** box is only necessary when a third login parameter is required.
12. In the **Description** box, enter a description for the selected **Additional Login Type**. (Optional)
13. Click **Save** to save the new login information. Repeat steps 5-13 to add more additional logins.

    Or

    Click **Cancel** to abort the additional login set up.

    **Note:** Contact the provider selected in the **Additional Login Type** list if the login information is unknown.

### *eServices*

If an additional login has been added for a carrier and the eServices window for the carrier doesn't appear, double-check to see that the carrier's NAIC code(s) are listed in the carrier setup record. If this is a carrier that is currently downloading, please check with the Nexsure system administrator before adding or changing NAIC codes. If Nexsure does not save the NAIC code, it is likely that NAIC code is already in use. In that case, check with the system administrator. If the carrier does not have an NAIC, match the format of the name with the name listed in the Additional Login Type menu. If that does not resolve the issue, please notify Nexsure Support.

If the Organization menu is not available to set up additional logins, the eServices dialog box also enables employees to register for a provider. To register through the eServices dialog box see Accessing eServices. Employees also have the capability to change their eServices passwords from the primary eServices dialog box.

### *Additional Logins for Raters*

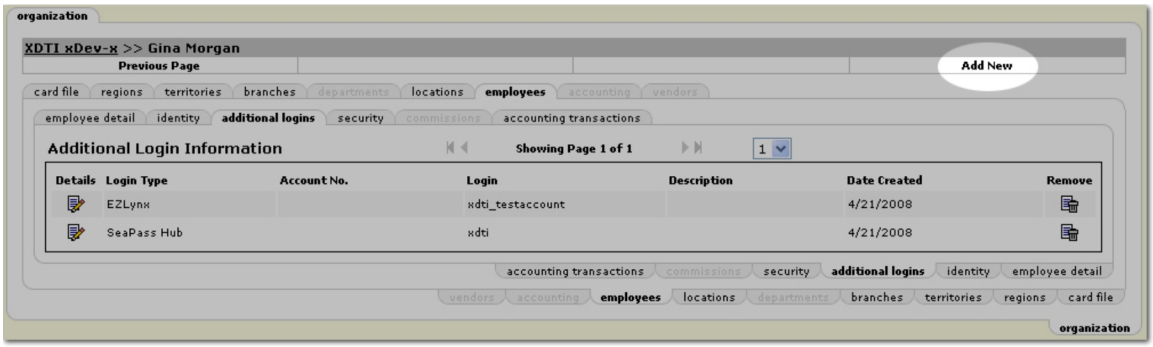
Nexsure integrates with ExpressWay, EZLynx and SeaPass raters. A valid account with the rating system is necessary to use this feature. In addition to a valid account, an additional login must be set up in Nexsure to use this functionality.

**Setting Up an Additional Login for Rating**

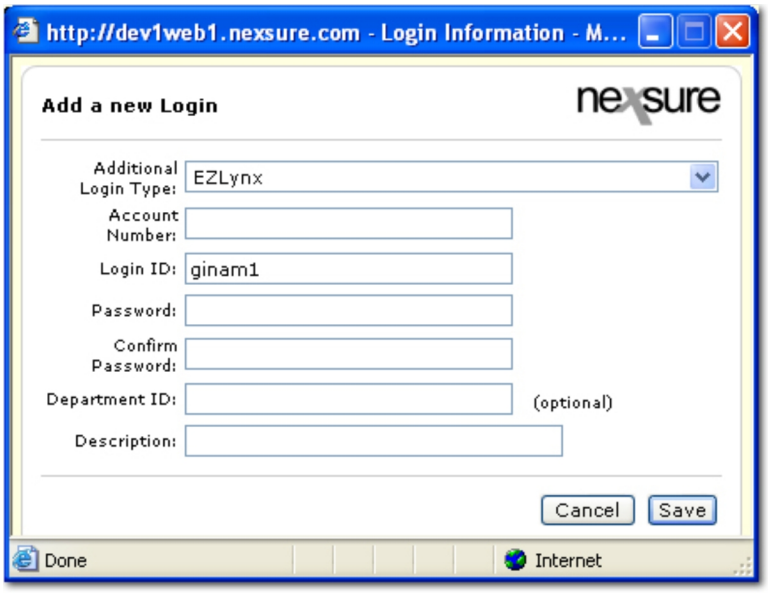
1. On the Primary menu, click **ORGANIZATION**.
2. Click the **employees** tab.

**Note:** It does not matter at what level the additional login information is added.

3. Click the **Details** icon of the appropriate employee.
4. Click the **additional logins** tab.
5. Click **Add New**.




6. From the **Additional Login Type** drop-down box, select the appropriate rater.




7. Complete the **Login ID**, **Password**, and **Confirm Password** boxes with the appropriate information from the rater.
8. **Department ID** is a 3rd option used to collect any additional login information other than login ID or password. (IE: group id, etc.)
9. The **Account Number** and **Description** boxes are optional.

## *Employee Login Security*

In addition to the organization's security defaults, individual employees can have specific security settings that supersede the organization defaults. To modify employee login security settings, you must have administrative rights.

**To Set Employee Security**

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

## *Employee Commissions*

**To Setup People Commission Defaults**

People commission defaults can only be created in the employee file located at the branch level where the employee has been added.

1. On the Primary menu, click **ORGANIZATION.**
2. Select the **branches** tab and click the **Details** icon of the branch where the employee file resides.
3. Select the **employees** tab.
4. Click on the appropriate employee **Details** icon.
5. Select the **commissions** tab.
6. Click on **Add New** or the **Details** icon of an existing commission default to edit.
7. In the **Department** field, select a department from the list.
8. In the **Carriers** field, select a carrier from the list.
9. In the **Line of Business** field, select a line of business in the list.
10. In the **Sub-Code** field, enter the required sub-code.
11. Set the defaults by clicking the check box beside each default type. Each default set will trigger Nexsure to try and match information between the policy and the defaults selected on this tab.

    The table below shows the settings that are established in carrier commissions that Nexsure tries to match up when each default check box is selected. If none of the default check boxes are selected, then Nexsure tries to match up the organization, branch, department, carrier, and LOB with the new policy. Once a match is made, the default rates will populate the policy. If no match is found, the rates set on this **commissions** tab will not populate the policy.

| Default Selection | Match Requirements |
|---|---|
| Department Default | Department and Branch |
| Carrier Default | Carrier and Branch |
| Line of Business Default | Line of Business and Branch |
| People Default | Branch |

- **Organization Default:** One organization default may be selected as the overall default for the entire Nexsure site.

  **Note:** There can only be one organization default for an agent's Nexsure site. The organization default selected should be what best matches the commission that is received by the agency most of the time.

- **Department Default:** One department default may be selected for each department within a branch. For example, two departments may be set up; commercial lines and personal lines. Each department may have a default in this case. If another commission line is added for the commercial lines department and marked as the default, then the first department default will be overwritten.
- **Carrier Default:** One carrier may be selected as the commission default per carrier within a branch by selecting the check box beside **Carrier Default**. A carrier default may be setup for each carrier (each parent with subsidiaries = one carrier) within a branch.

  **Note:** There can only be one carrier default per carrier per branch. The carrier default should be selected to best match what commission is received most of the time from that carrier.

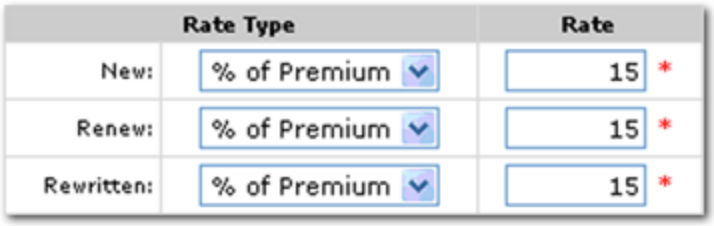
- **Line of Business Default:** One line of business default may be added for each specific line of business within each branch.

  **Note:** There can be only one line of business default per line of business, per branch. A line of business default should be set up for each line of business that has a commission percentage outside of the carrier default. If a default exists for a line of business under one carrier and another default is selected for that specific line of business under another carrier, it will overwrite the existing default and become the current default.

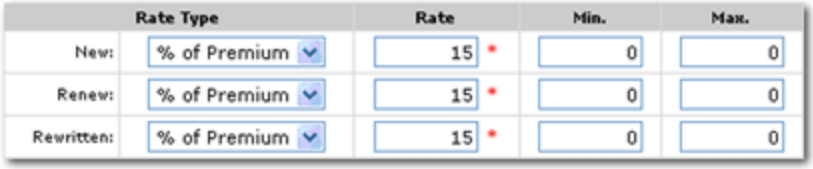
12. **Rate Type** is what that commission will be calculated from.
    - **% of Agency Commission** is defined as a percentage of the agency commission shown on the **policy info** tab.
    - **% Of Fee** is defined as a percentage of the fee entered on the **policy info** tab.
    - **% of Net Agency Commission** is defined as the agency commission less the retail agent commission.
    - **% Of Premium** is defined as a percentage of the premium entered in the **Premium** box on the **policy info** tab by line of business.
    - **Flat Amount** is defined as a flat dollar amount entered in the **Rate** box.

**Important:** A selection based on a percentage must be made in conjunction with the invoice default selection of Production Credit line item total must be 100% to enable warnings if production credit is not equal to 100%. See the Invoice Defaults Tab topic for more information about setting the default.

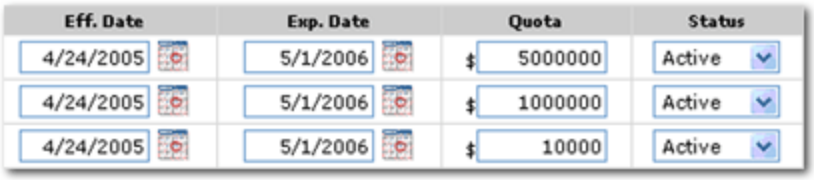
13. Enter the commission rate for **New**, **Renew** and **Rewritten**. Notice the red * asterisks beside each rate box, this indicates that something must be entered, even if it is zero. The record will not be saved if any required boxes are not populated.




14. Enter an amount into the **Min.** and **Max**. boxes. These boxes are used to identify the minimum and maximum commissions that would be seen on invoices. These boxes are optional and are used for reference only.




15. The **Eff. Date** field automatically populates and identifies the date the commission being added becomes effective. Change the **Eff. Date** as needed. If this date is outside the policy term effective date, the commission will not populate the **policy info** tab.




16. Enter a date into the **Exp. Date** box. The **Exp. Date** box is not populated by default. Entering an expiration date indicates the date the commission will no longer be valid. Leaving the expiration date box blank allows the commission rate to not expire. If this date is outside the policy term expiration date, the commission will not default to the policy info screen.

**Note:** If an expiration date is entered that commission will not pull to policies written with an effective date after that date. A new commission, with the new rate and effective date, may be added. The effective date of the policy will determine which commission will be pulled to the invoice.

17. Enter a **Quota** amount as needed. The **Quota** amount is for reference only and is optional. **Quota** is the amount of either commission or premium the branch expects to meet for the Eff. and Exp. Dates entered.
18. Click on the **Status** list and select **Active** which is populated by default or **Inactive** (if the commission default is no longer needed.)
19. To finalize the new commission default, click **Save** to save changes or click **Cancel** to abort.

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

The status defaults to **Active**, but can be changed to **Inactive** if the commission default is no longer desired.

## *Adding Employees*

Employees should be added at the organization level which allows their names to be selected at any level (region, territory or branch). Access rights and security rights are assigned after the new employee has been added as a Nexsure user.

**Note:** Employees can be added at lower organization levels such as region, territory, or branch. However, employees added at a specific level only have access to that level and the levels below it. For example, an employee added at the region level has access to region, territory, and branch functionality but does not have full organization-level capability. An employee added at the territory level has access to territory and branch functionality, but not to region or organization level functionality. Employees added at branch level only have access to branch level functionality. The different levels of security can be edited in **Security Administration > User Rights Templates**.

**To Add an Employee**

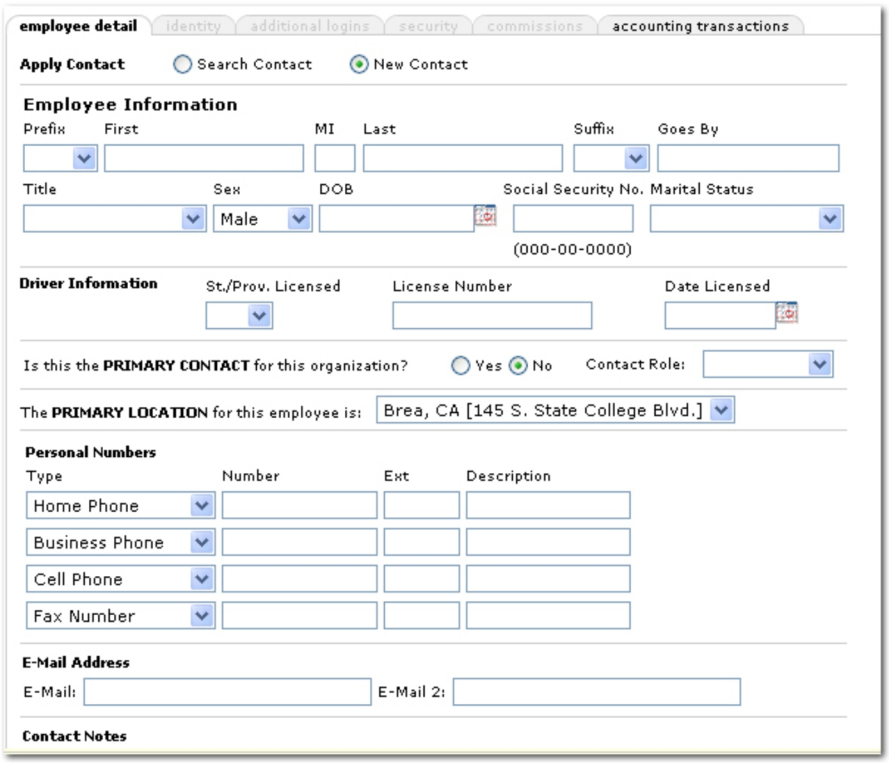
1. On the Primary menu, click **ORGANIZATION**.
2. Click the **employees** tab.
3. Click **Add New**. The **employee detail** tab is displayed. The **Search Contact** option is selected by default.



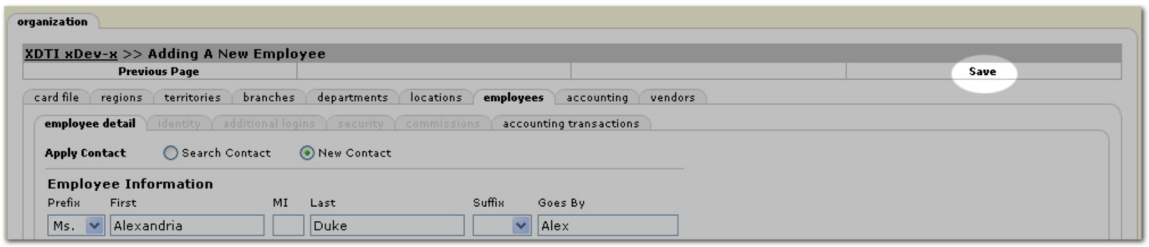

4. In the **Apply Contact** area, select **New Contact**.

**Tip:** While not necessary, a search should always be performed to see if the contact already exists in Nexsure.

5. In the **Employee Information** area, enter the employee detail information.



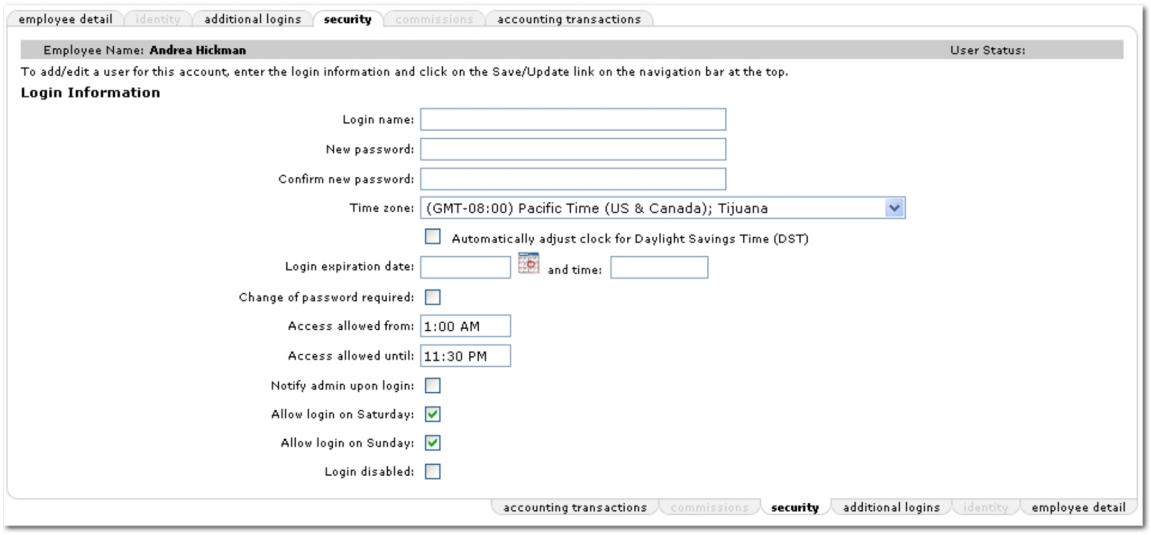

6. After all of the **Employee Information** is entered, click **Save**.



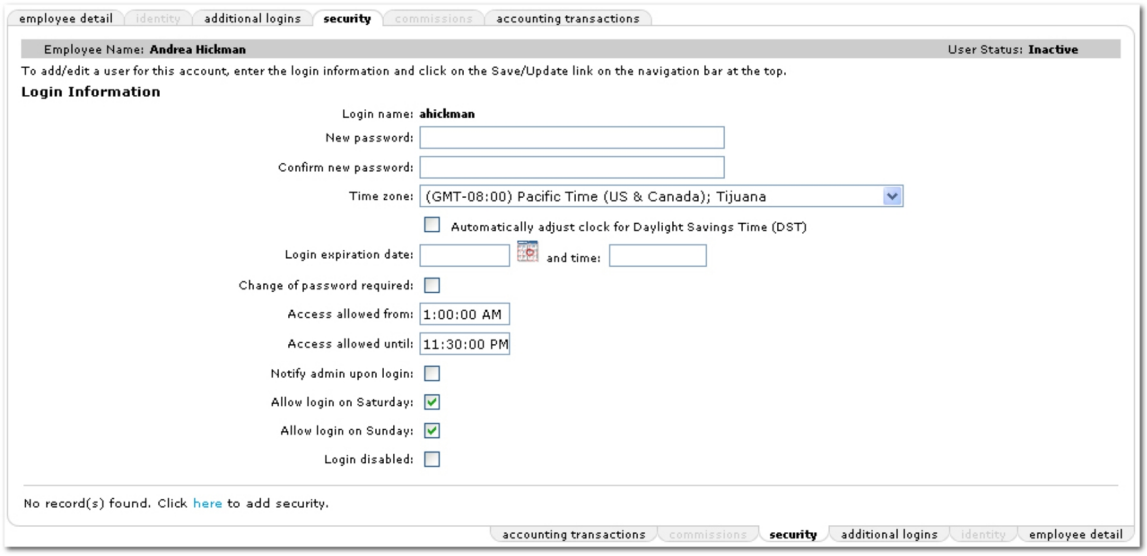

**Note:** Adding an employee in Nexsure does not automatically make that employee a Nexsure user, they must be added as a user and granted security user rights. See **To Add User Rights** below.

**To Add User Rights**

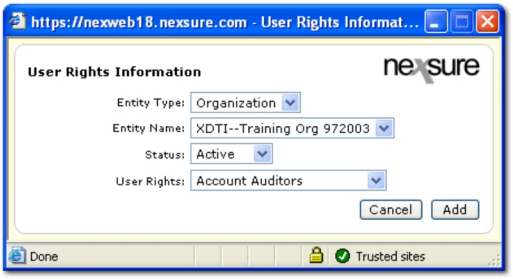
1. On the **employees** tab, click **[Show]** and search for the employee to update.
2. Click the **Details** icon next to the appropriate employee. The **employee detail** tab is displayed.
3. At the bottom of the **employee detail** tab, click the link in the **User Information** section to make the contact a user. The **security** tab is displayed.




4. In the **Login name** box, enter the new login name for the staff member.
5. In the **New password** and **Confirm new password** boxes, enter the new password for the staff member.
6. In the **Time zone** list, select the time zone setting for the staff member. This time zone will be used when activities in Nexsure initiated by this staff member are date and time stamped.
7. Select the **Automatically adjust clock...** check box if automatic adjustments daylight savings are desired.
8. In the **Login expiration date** box, select a date and time if this staff member's login requires an expiration date. This is useful in the event a temporary employee is granted Nexsure access. If only a date is entered and not a time, the system will default to 12:00 AM.
9. Select the **Change of password required** check box if the staff member must change their password the first time they log on to Nexsure.
10. In the **Access allowed from** / **until** boxes, enter the time range that the staff member is allowed to be logged on to Nexsure.
11. Select the **Notify admin upon login** check box if the Nexsure administrator is to be notified each time the staff member logs on to Nexsure.
12. Select the **Allow login on Saturday / Sunday** check boxes if a staff member will be allowed to log on to Nexsure on those days. These options are selected by default. To restrict access on those days, clear the check boxes.
13. Select the **Login disabled** check box to restrict access for the staff member.
14. Once all **Login Information** is entered, click **Save** at the top of the **organization** tab. The **security** tab is again displayed with the option to add security at the bottom of the tab.




15. At the bottom of the **security** tab, click the **Click here to add security** link. The **User Rights Information** dialog box is displayed.




16. In the **Entity Type** list, select the level at which the staff member should be added.
17. In the **Entity Name** list, if there is more than one entity for the **Entity Type** selected, select the name of the entity to be used.
18. In the **Status** list, select whether the staff member will be active or inactive.
19. In the **User Rights** list, select the appropriate user rights template to be associated with the staff member.
20. Click **Add**. The information is added to the **User Accounts** section.



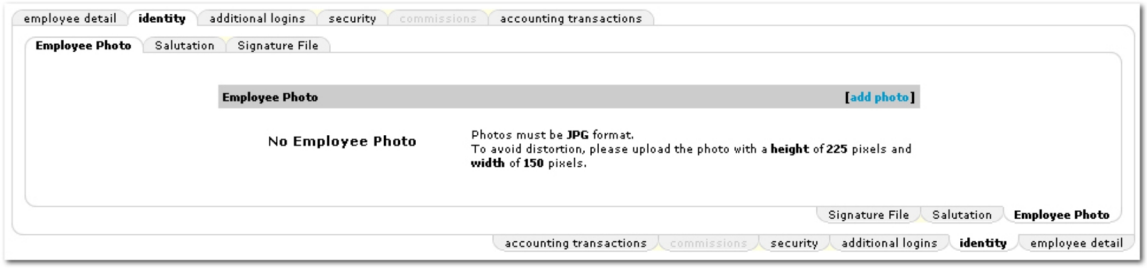

## *Employee Identity*

A photo of the employee can be added to Nexsure as well as custom signature and salutation information to be used when creating documents in Nexsure.

**To Add an Employee Photo**

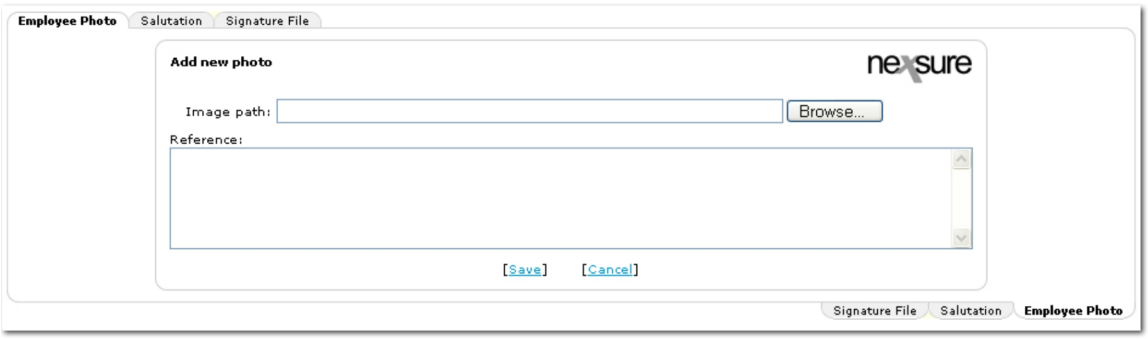
Employee photos are displayed when another staff member clicks on the employee name link.

1. On the Primary menu, click **ORGANIZATION**.
2. On the **employees** tab, click **[Show]** and search for the employee to update.
3. Click the **Details** icon next to the appropriate employee. The **employee detail** tab is displayed.
4. Click the **identity** tab. The **Employee Photo** tab is displayed. A .jpg format photo of the employee can be uploaded to Nexsure.

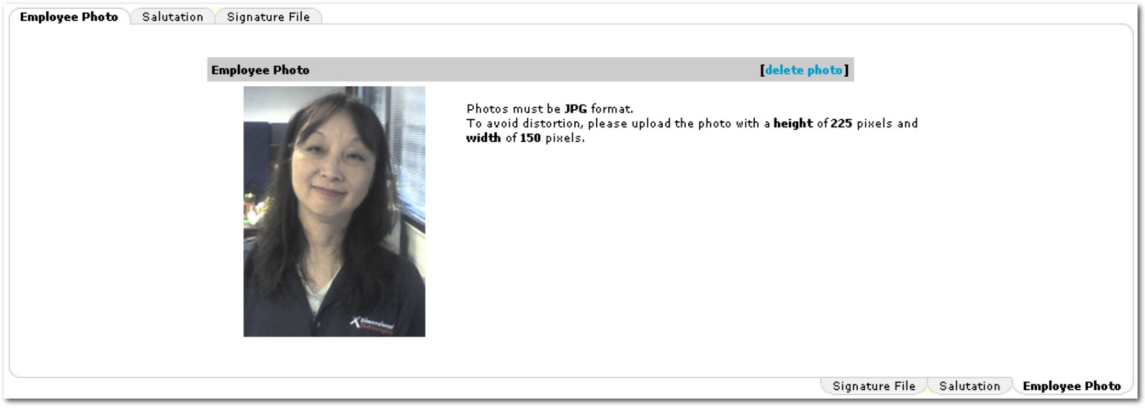



**Tip:** When preparing the photo for upload, size the photo width to 150 pixels and height no larger than 225 pixels. The photo must be formatted as a .jpg image.

5. Click **[add photo]**. The **Add new photo** screen is displayed.




6. Click **Browse**, navigate to the photo and click **Open**. The path to the photo is then added.
7. In the **Reference** box, enter any necessary reference information about the photo.
8. Click **[Save]**. The photo is then added to the employee identity.




9. The photo can be removed by clicking **[delete photo]**.

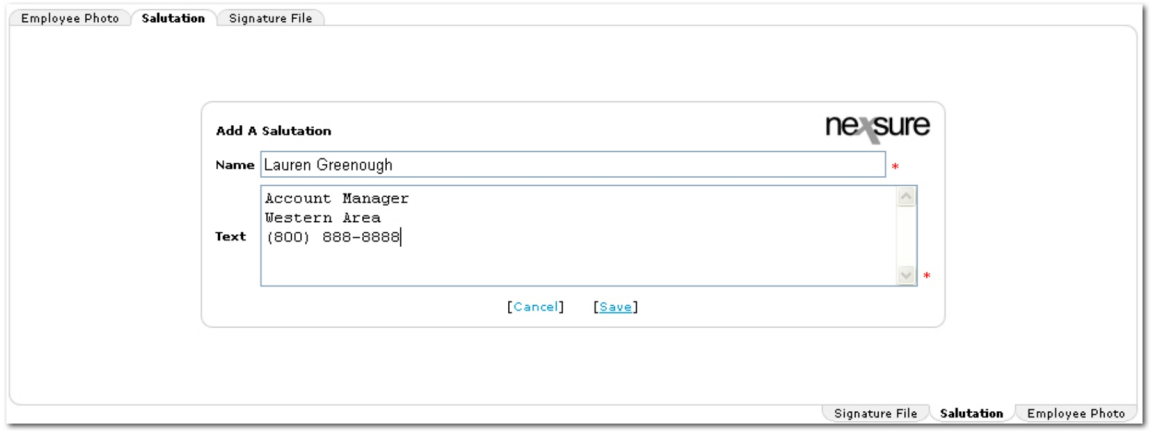
### To Add an Employee Salutation

The employee salutation is used on Nexsure email and fax deliveries as a closing.

1. On the Primary menu, click **ORGANIZATION**.
2. On the **employees** tab, click **[Show]** and search for the employee to update.
3. Click the **Details** icon next to the appropriate employee. The **employee detail** tab is displayed.
4. Click the **identity** tab. The **Employee Photo** tab is displayed.
5. Click the **Salutation** tab. The **Employee Salutation** screen is displayed.




6. Click **[add salutation]**. The **Add A Salutation** screen is displayed.




7. In the **Name** box, enter the employee's name.
8. In the **Text** box, enter all text that is to be pre-filled as the closing on deliveries in the text field.
9. Click **[Save]**. The salutation is then added to Nexsure.
10. The salutation can be removed by clicking **[delete salutation]**.

### To Add an Employee Signature

Signature files are appended when creating Nexsure certificates. Signature files MUST be created and attached to the employee identity to create new certificates in Nexsure. This option is not available if certificates are generated via ConfirmNet.

**Tip:** A signature must be saved in a JPG format. Microsoft® Paint or Adobe® Photoshop® can be used to save the signature image to the JPG format. The image must be sized within a height of 75 pixels and a width of 300 pixels. For more information on setting up a digital signature see Tips & Facts Vol. 3, Issue 3.

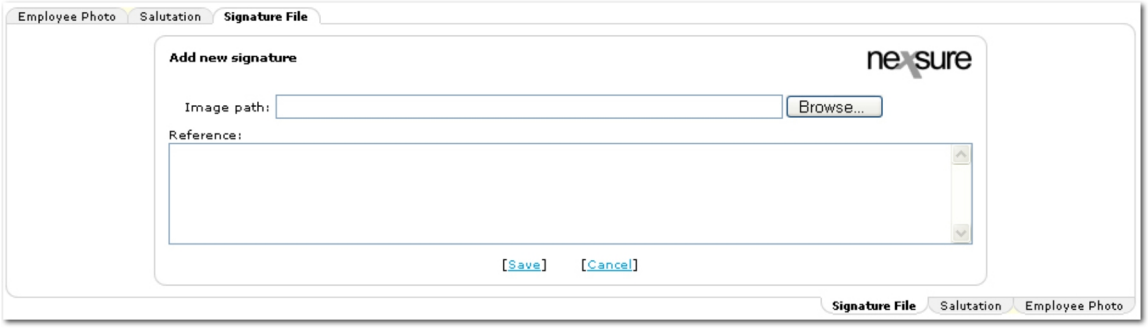
1. On the Primary menu, click **ORGANIZATION**.

2. On the **employees** tab, click **[Show]** and search for the employee to update.
3. Click the **Details** icon next to the appropriate employee. The **employee detail** tab is displayed.
4. Click the **identity** tab. The **Employee Photo** tab is displayed.
5. Click the **Signature File** tab.

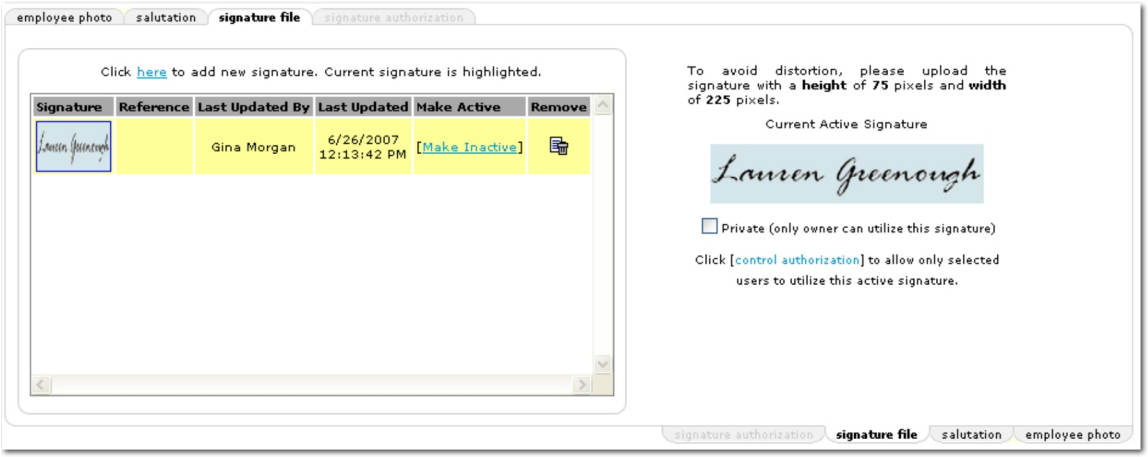



6. Click the **Click here...** link to add a new signature. The **Add new signature** screen is displayed.

**Tip:** When preparing the signature for upload, size the signature width to 225 pixels and height no larger than 75 pixels. The signature must be formatted as a .jpg image.




7. Click **Browse** and navigate to the signature image and click **Open**. The path to the signature image is then added.
8. Click **[Save]**. The signature is then added to Nexsure. A staff member can have multiple signatures in Nexsure, however only one can be active.



9. Click the **Remove** icon to remove a signature from Nexsure. If the signature has been in use, it can be made inactive instead of being removed.
10. To inactivate a signature once it has been added, use the **[Make Inactive]** link. Once the signature is inactive, it will no longer be displayed in signature selection lists throughout Nexsure. If a signature is made inactive, any previous documents in which the signature was used will not be changed.

    **Note:** If a staff member is made inactive in Nexsure, their signature will no longer be displayed for selection. A signature can be reactivated as long as no other signatures for that staff member are active.

11. Select the **Private** check box if only the signature owner should be allowed to use the signature.

    Or

    Leave the **Private** check box unchecked to allow the signature to be used by all staff members within the branch.

    Or

    Click **[control authorization]** to allow only selected staff members to use the active signature. The **signature authorization** tab is displayed.



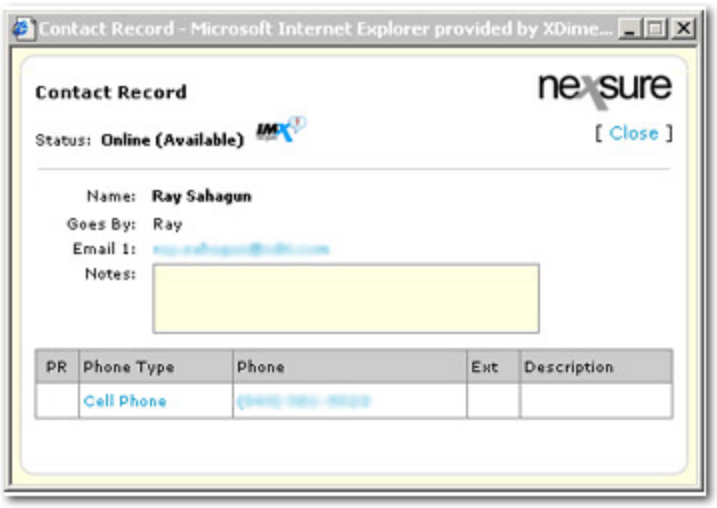

12. In the **Filter** area, click **[Show]** to open the search and sort filters. Search for the staff members that require access.
13. Select the staff members that require access.
14. On the **navigation toolbar**, click **Update**. The selected staff members will be authorized to use the active signature when completing forms.

## *IMX Instant Messenger*

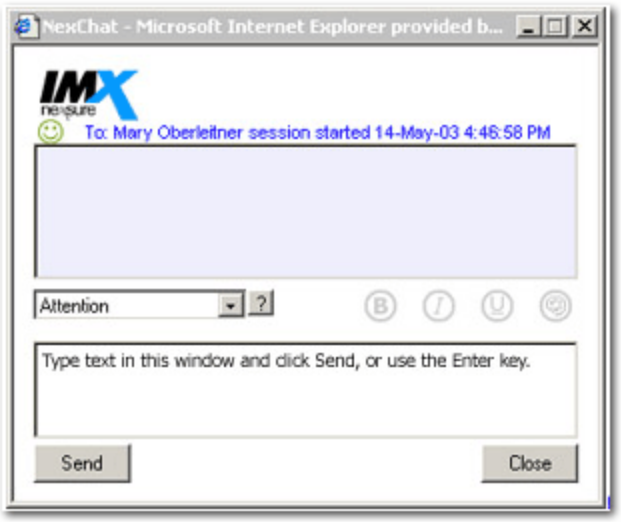
The Nexsure IMX instant messenger allows you to send and receive text messages instantly with anyone logged in to your Nexsure organization.

**To Send an Instant Message**

1. On the Utility menu, click **ORGANIZATION**.
2. Select the **employees** tab.
3. Select an online employee. If the employee is online the word **(Available)** will appear next to their name. Click on the employee's name. The employee contact screen will appear:




4. Click the blinking **IMX** icon. The message box will open:




5. Type a message in the lower box and click **Send** or press Enter. The message will be sent to the online employee.

**Tip:** Use the B, I and U icons to format your text if needed. You can also use the auto text messages in the drop-down list to reduce key strokes.

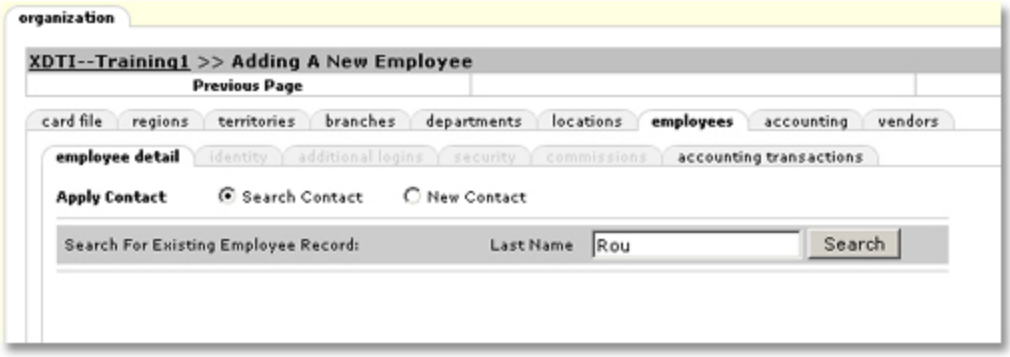
## *Adding Region Contacts*

**To Add a Region Contact**

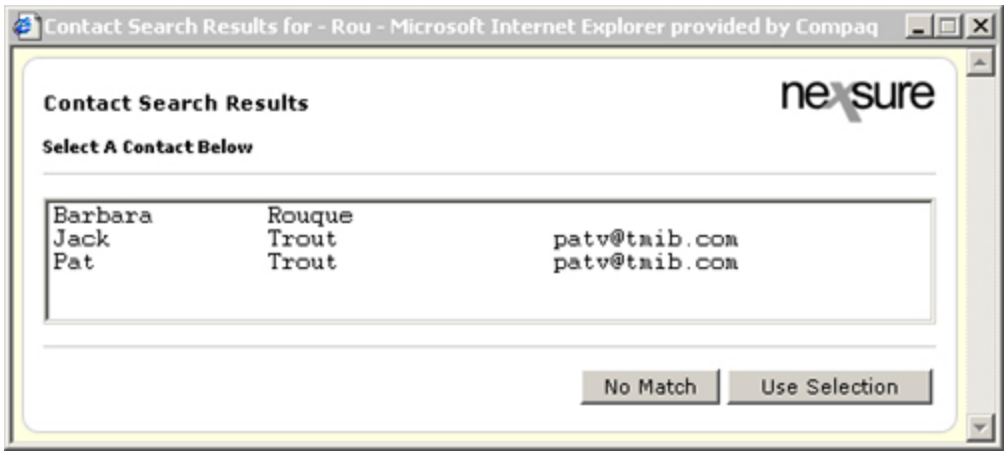
1. On the Primary menu, click **ORGANIZATION**.
2. On the **employees** tab, click **Add New**, before adding a region contact, you must **Search For Existing Contact Record**. This feature allows the current contact database to be utilized so that duplicate contact records may be avoided.

### *Search Contact*

1. Select **Search Contact** to search existing contacts and to add as a contact to this entity.




2. **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.
3. Click **Search** to display any potential matches.
4. 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.
5. 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.")




6. If no results are found, click **No Match**. The Search Results window will close, then select the **New Contact** option.

### *New Contact*

1. If the New Contact option is selected, enter the information in the Contact Detail screen.
    - **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 e-mails 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 pop-up calendar. Click on the appropriate day to pop-ulate 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.
    - **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.
        - Home phone
        - Cell phone
        - International phone
        - Office phone
        - Pager

- Personal Fax
- To add additional phone numbers:
  a. Click on the **Add New** link to the right of the group heading.
  b. Use the drop-down box to select the identity of the phone number being added.
  c. Enter the phone numbers without formatting. Formatting will be applied after the screen has been saved.
  d. The extension numbers may be entered up to 6 numeric characters.
  e. Click on the **Save** button to save the phone number just added.
  f. Click on the **Close** button to abort the addition of the new number.
  g. 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.
  h. Click on the **Details**  icon beside the number to edit.
  i. Click on the **Delete**  icon beside the number to delete.

- **Email:** The email address for the contact is optional, however if the format is entered incorrectly an error will be returned to warn of the improper format. The screen cannot be saved until the format is corrected. The field can contain up to 30 characters with alphanumeric data. There are 2 email addresses to accommodate both work and personal as necessary.
- **Contact notes:** Can be used for any notation about this contact. The notes can only be viewed from the contact details screen.
- **Save –** The **Save** button will save new contact information.
- **Cancel** – The **Cancel** button will abort any modifications or adding a new contact.
- **Delete** – The **Delete** button will delete the contact. The primary contact cannot be deleted but can be changed. The delete button will not be present if the contact is set to primary.
- **Update** – The **Update** button will update any modifications to the contact record.

2. 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.

## Accounting Summary

The account summary gives a brief overview of your organization's operating account, operating payables, carrier payables and trust account balances. The summary screen also displays alerts as to undeposited funds or if your premium exceeds the trust balance. The information on the summary tab reflects booked information or balance sheet information for what ever organization is selected.

The information on the summary screen is specific to how the summary screen is accessed. For example, if you click Organization on the Primary menu, and then select the accounting tab, the account summary will reflect the entire organization. If you click Organization on the primary menu, then select a territory or branch the account summary will display account summary information accordingly.




**Current Through** - Displays the last day of the current period. This column will display the cumulative total of all subordinate org levels (roll up) based on the account number defined in the mandatory accounts funds as of Last Updated. Accounts include:

- Operating Account
- Operating Payable
- Carrier Payable
- Trust Account

**Previous Through** - Displays the ending cumulative total on the last day of the period immediately proceeding the current period of all subordinate org levels (roll up) based on the account number defined in the mandatory accounts:

- Operating Account
- Operating Payable
- Carrier Payable
- Trust Account

## *Alerts*

**Undeposited Funds** - Calculated as of last updated.

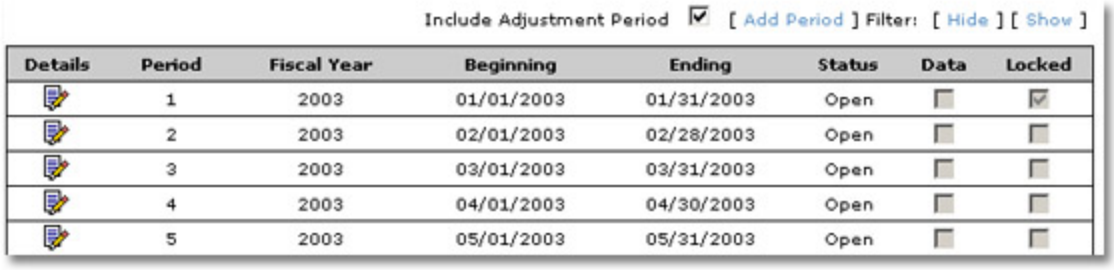
**Current Through Premium Exceeds Trust Balance** - Calculated by deducting the Carrier Payable balance from the Trust Account balance.

### *Accounting Periods*

The Accounting period is the time for which accounts are prepared. Accounting periods will be divided into 12 monthly units for the next fiscal year. If "Include Adjustment Period" is selected, a 13th period will be created beginning and ending on the last day of the fiscal year. Year End Adjustments must be made to the 12th period, not

the 13th since posting to the 13th period is not allowed. (See Tips & Facts Volume 2, Issue 8 for step-by-step instructions on year end procedures.) Accounting periods can be set up as far into the future as needed.

Use the Search Filter to search for specific accounting periods which have been entered.




**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**.

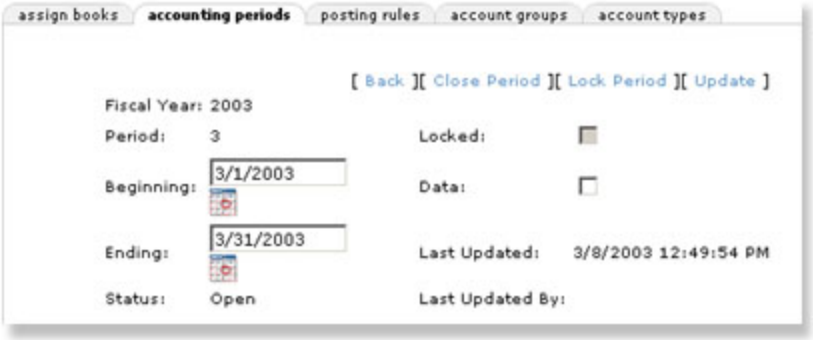
## *Editing Account Periods*

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.




5. Edit the account period as needed and click **Update**.

### *Locking and Closing Periods*

When a period has been locked, it can no longer be posted to without appropriate security access. Locked periods can also be unlocked at anytime (with appropriate security) to make adjustments to the period.

**To Grant Locked Period Posting Access**

1. On the Utility menu, click **Setup**.
2. In the Setup Console, click **Security Administration**.
3. Select the **User Rights Templates** tab.
4. In the Entity Types drop-down, select Client. In the User Template Types box, select Standard Client Rights.
5. Click the **Edit** link.
6. In the Security Wizard scroll down and select **Transactions** from the list.
7. In the Rights area, select all "Post Locked" check boxes that will have access granted to.
8. Click **Save** and **Close**.

**Closed**

When a period is closed it cannot be reopened. Be sure that all adjustments to the period have been made prior to putting it in a closed status.

Periods must be closed in chronological order. If you attempt to close a period out of order, you will be prompted to close any subordinate periods before closing the current period.

### *Year-end Adjustments*

Year-end is when an organization's fiscal year comes to an end. Typically, it is the last day of the last month of their fiscal year. The system's year-end entries must “0” each level income and expense accounts. This creates an off-setting 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.

Sample of year-end balances with adjusting entries and beginning balances

## *Year-End Procedure*

Before beginning the Year-End Procedure make sure to read Tips & Facts Vol. 2, Issue 8 in its entirety.

## *Posting Rules*

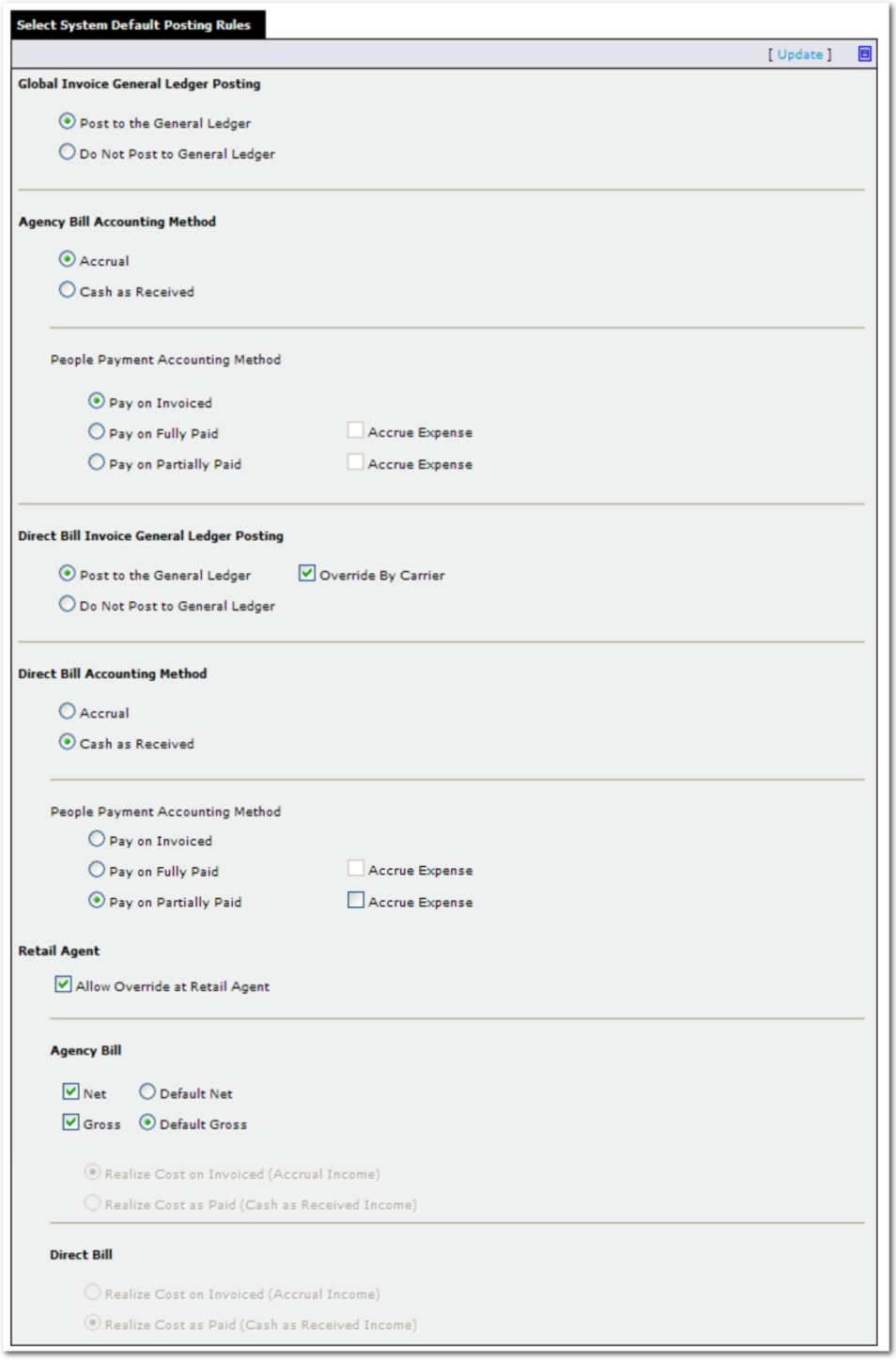
Posting rules determine how the organization will post to the general ledger. Posting Rules are set up at two levels in Nexsure:

- **Organization**
- **Department**

Global posting rules are set at the organizational level, but can be set differently when a department is added. Once a department has been added, the department-level posting rules can only be changed by replacing the department. Department-level posting rules override global-level posting rules.

**To Set Up Global Posting Rules**

1. On the Primary menu , click **ORGANIZATION**.
2. Click the **accounting > setup > posting rules** tab. On the **posting rules** tab, there are five sub-sections:
    - Global Invoice General Ledger Posting
    - Agency Bill Accounting Method
    - Direct Bill Invoice General Ledger Posting
    - Direct Bill Accounting Method
    - Retail Agent Invoice Commission



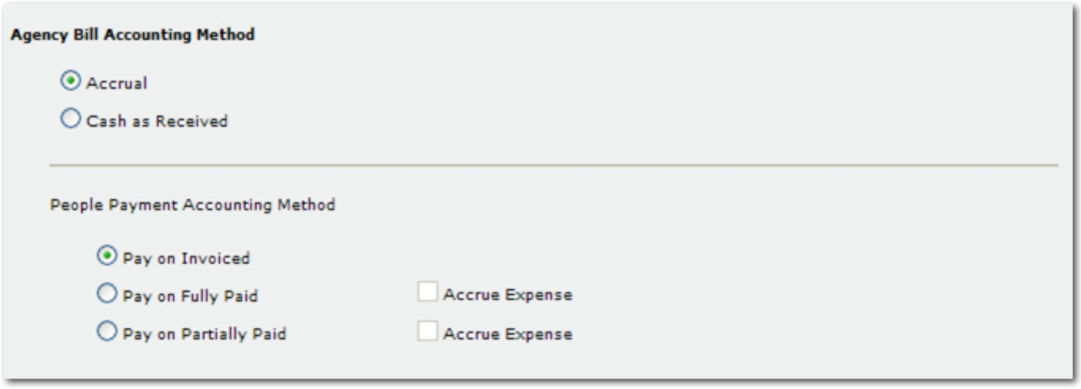

3. Notice the **Expand** icon and the **Close** icon in the top, right corner of the policy info screen. Use **Expand** to open a full screen view of the policy info. Use **Close** to close the full screen view.
4. In the **Global Invoice General Ledger Posting** section there are two options:




- **Post to the General Ledger:** This option must be selected to enable direct bill posting to the general ledger. This option can be overridden on a per carrier basis.
- **Do Not Post to General Ledger:** This option will eliminate any general ledger posting for invoicing globally or specific to direct bill, entries for people and carrier or tax authority reconciliation on an organizational level.

  If this option is selected, all other activity is disabled including direct bill options.

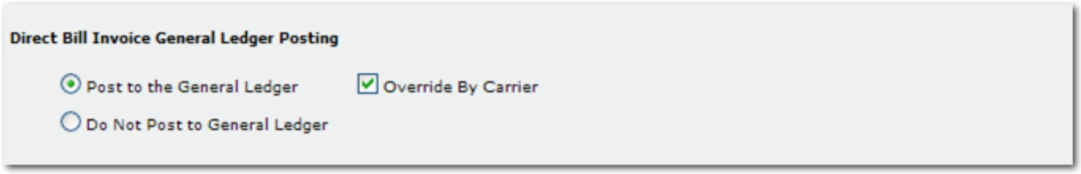
4. In the **Agency Bill Accounting Method** section select the appropriate options as follows:




- **Accrual:** The agency commission is recognized as earned income on the date the invoice is booked.
- **Cash As Received:** The agency commission is recognized as unearned income until the client payment receipt is booked and matched with the invoice.

- **People Payment Accounting Method:**
  - **Pay on Invoiced:** The people commission is released as due and expensed on the date the invoice is booked.
  - **Pay on Fully Paid:** The people commission is released as due and expensed when a client receipt or receipts matches the entire invoice amount.
  - **Pay on Partially Paid:** The people commission is released as due and expensed based on the proportion of the client receipt to the total invoice amount.
  - **Accrue Expense:** The people commission is posted as non-due and expensed on the date the invoice is booked.

5. In the **Direct Bill Invoice General Ledger Posting** section there are two options that affect direct bill invoice posting for the entire organization:

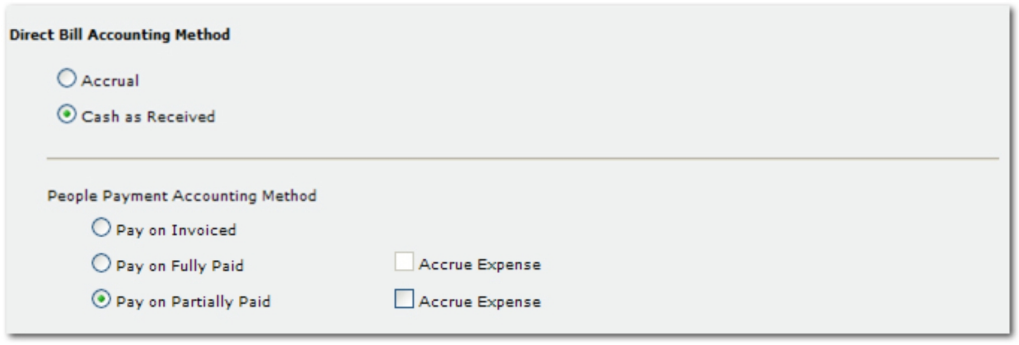



- **Post to the General Ledger:** Direct bill invoices will post to the general ledger.
- **Override By Carrier:** The option to post or not post direct bill invoice entries to the general ledger can be activated on a by-carrier basis.

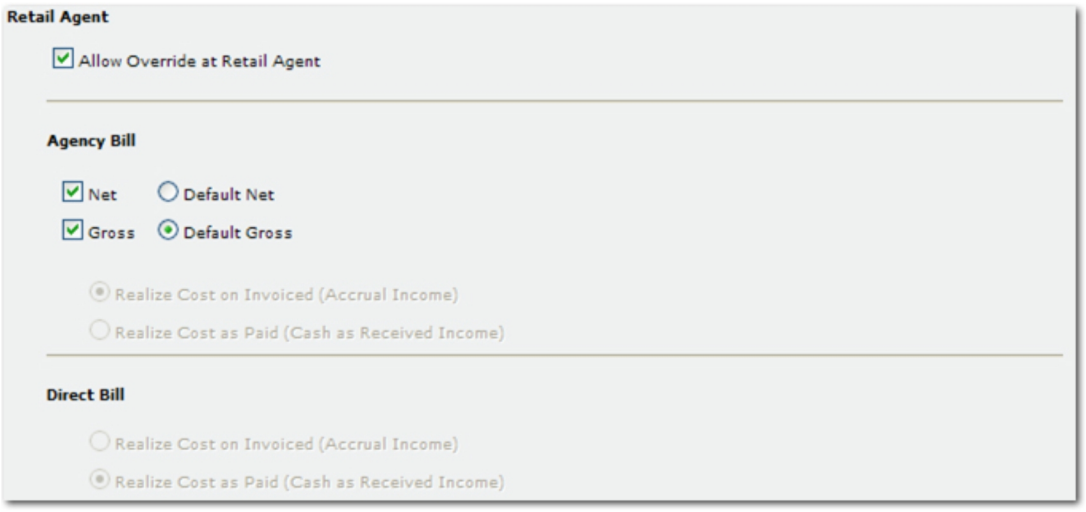
  **Note:** If Override by Carrier is not selected after carriers have been set to alternative rules, those rules will revert to match the organization's posting rules.

- **Do Not Post to General Ledger:** Direct bill invoices will not post to the general ledger. Direct bill invoices can still be entered but they will have no effect on the general ledger. Only direct bill invoicing will be excluded from general ledger posting.

6. In the **Direct Bill Accounting Method** section select the appropriate options as follows:




- **Accrual:** The agency commission is recognized as earned income on the date the invoice is booked.
- **Cash as Received:** The agency commission is recognized as unearned income until the direct bill commission has been received from the carrier (recognized during reconciliation).
- **People Payment Accounting Method:**
  - **Pay on Invoiced:** The people commission is released as due and expensed on the date the invoice is booked. The commission will be released regardless of whether or not the agency commission has been paid.
  - **Pay on Fully Paid:** The people commission is released as due. It is expensed when the entire direct bill commission has been selected during the reconciliation process indicating that payment from the carrier has been received.
  - **Pay on Partially Paid:** The people commission is released as due and expensed based on the proportion of the carrier receipt to the total agency commission amount.
  - **Accrue Expense:** The people commission is posted as Non-Due and expensed on the date the invoice is booked.



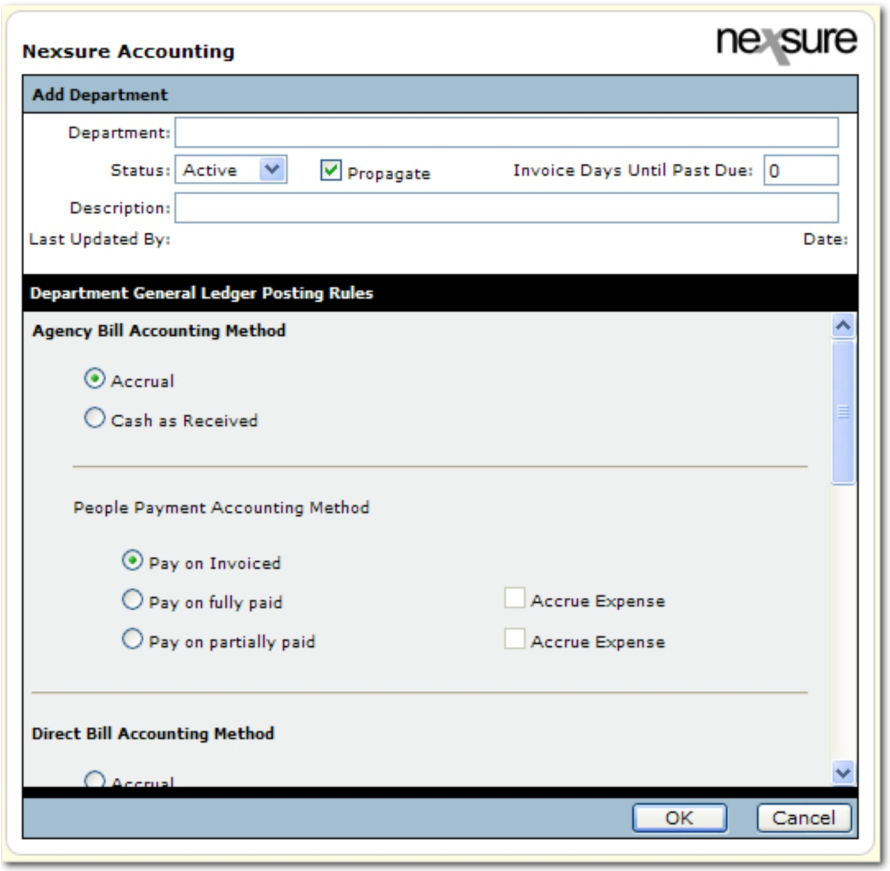

- **Retail Agent:**
  - **Allow Override at Retail Agent:** If selected, will permit changes at the retail agent level. If not selected, changes at the retail agent level will not be permitted.
- **Agency Bill:**
  - **Net:** Nexsure will track the net amount owed by the retail agent and expense the retail agent's commission.
  - **Default Net:** Net will be applied as the default. If Net is selected and not the subsequent Default Gross, the policy info billing will be net.
  - **Gross:** Nexsure will track the gross amount owed by the retail agent.
  - **Default Gross:** Gross will be applied as the default. If Gross is selected and not the previous Default Net, the policy info billing will be gross.

    **Note:** If both Default Net and Default Gross are selected, then the policy info billing can be changed.
  - **Realize Cost on Invoiced (Accrual Income):** The agency bill accounting method will drive the retail agent cost.
  - **Realize Cost as Paid (Cash as Received Income):** The agency bill accounting method will drive the retail agent cost.
- **Direct Bill:**
  - **Realize Cost on Invoiced (Accrual Income):** The direct bill accounting method will drive the retail agent cost.
  - **Realize Cost as Paid (Cash as Received Income):** The direct bill accounting method will drive the retail agent cost.

**To Set Up Department Posting Rules**

1. On the Primary menu , click **ORGANIZATION**. The **organization** tab is displayed.
2. In the **organization** tab, click the **departments** tab. All departments for the organization are displayed.

3. In the **departments** tab, click **[Add New]**. The **Nexsure Accounting > Add New Department** dialog box is displayed.




4. In the **Department** box, enter a name for the department.
5. In the **Status** list, select the status of the department. Selecting **Active** will make the department available to be used in a branch.
6. Select **Propagate**. If this option is checked the department will be assigned to all existing branches regardless of how many region / territory / branch levels exist in the organization. If **Propagate** is unchecked the new department is added only to the organization level. The department can then be manually assigned it to the desired branches.
7. In the **Description** box, enter a description of the department (optional).
8. In the **Department General Ledger Posting Rules** box, most selections are identical to those in the global posting rules set up for the organization. There are two sections that are not available at the department level:

    a. **Global Invoice General Ledger Posting**

    b. **Direct Bill Invoice General Ledger Posting**

    Under the Retail Agent posting rules section, the following two options are set and cannot be changed:

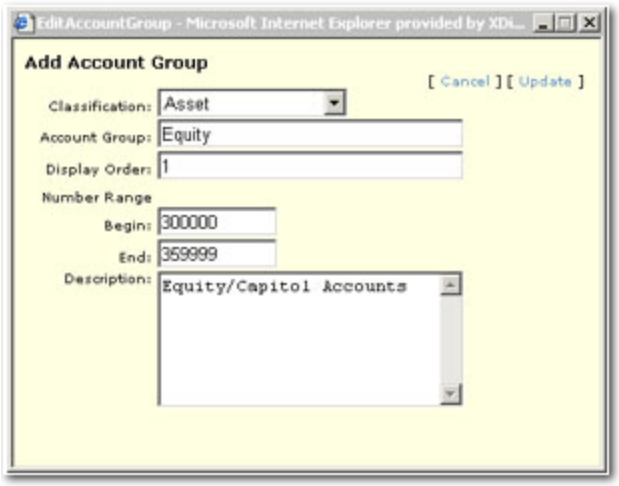
    a. **Agency Bill: Realize Cost on Invoiced (Accrual Income)**

    b. **Direct Bill: Realize Cost as paid (Cash as Received Income)**

## *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.

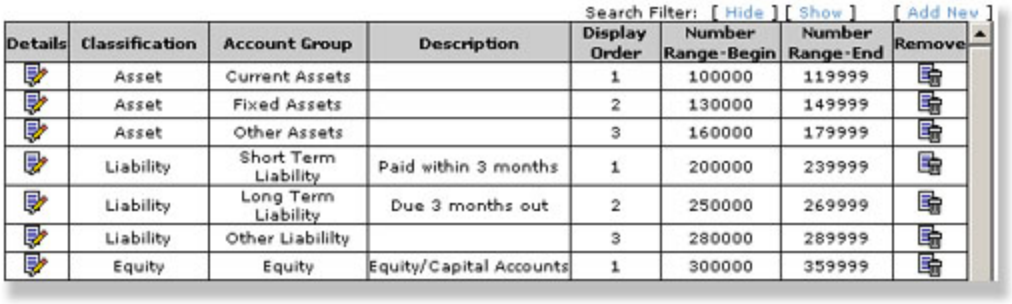



   - Select a **Classification**
   - Name the **Account Group**
   - Enter a **Display Order** number
   - Enter the **Number Range**
   - Enter a **Description** (optional)
5. Click [Update].

**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 Liabililty | | 3 | 280000 | 289999 | |
| | Equity | Equity | Equity/Capital Accounts | 1 | 300000 | 359999 | |

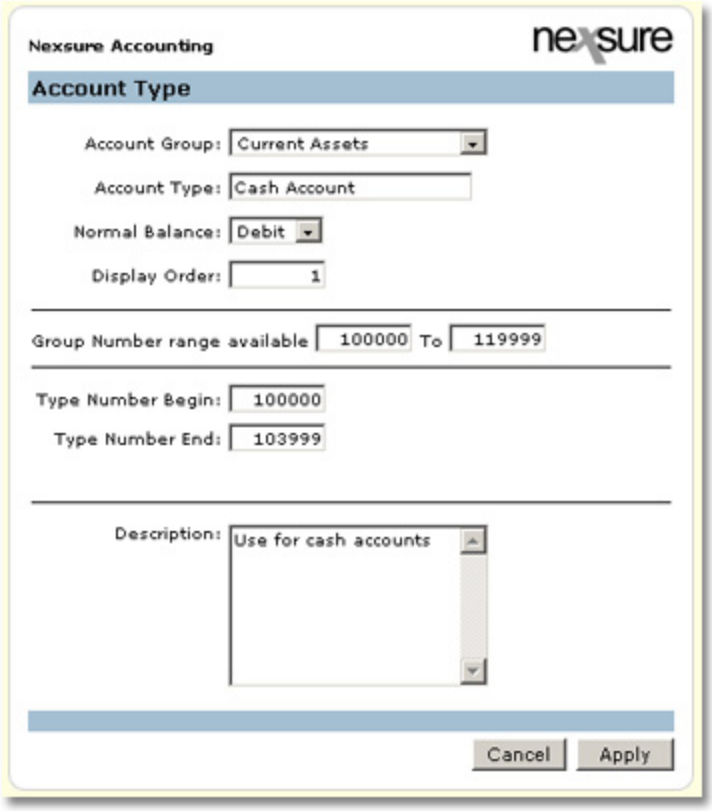
4. Select the account group you wish to edit and click the **Details** icon.
5. Make the necessary changes and click **[Update]**.

## *Account Types*

Account types are subdivisions of account groups. For example a branch may use account types to divide commercial and personal lines.

**To Add a New Account Type**

1. On the Primary menu, click **ORGANIZATION**.
2. On the organization screen, select the **accounting** tab.
3. Click the **setup** tab.
4. Select the **account types** tab.
5. Click **[Add New]**, the Account Type screen will appear.



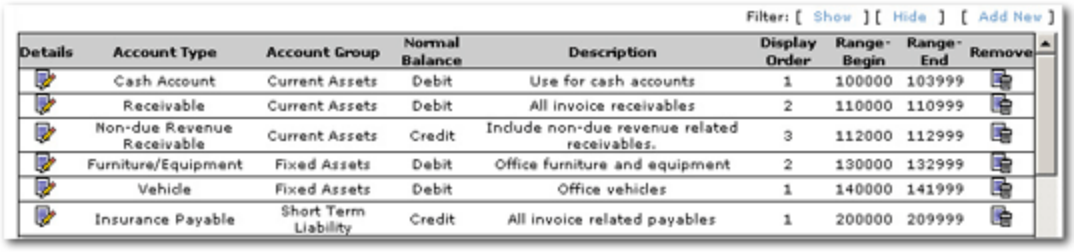

- Select the Account Group to add the account type to.
- Name the **Account Type**.
- Select the Normal Balance, Debit or Credit.
- Enter the Display Order.
- Enter the Group Number range available.
- Enter the Begin and End Type Number range.
- Enter a description (optional).

6. Click **Apply**.

**To Edit an Existing Account Type**

1. On the Primary menu, click **Organization**.
2. On the organization screen, select the **accounting** tab.
3. Click the **setup** tab, then select the **account types** tab.

**Note:** To search for an account type that is not displayed on the screen, use the Search Filter by clicking **[Show]** and entering search criteria.


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 | |

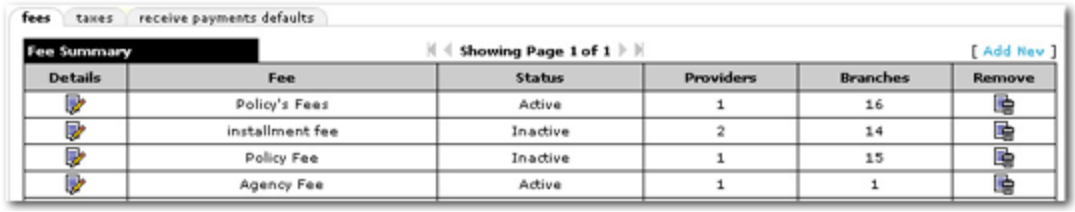
4. Select the account type you wish to edit and click the **Details** icon.
5. Make the necessary changes and click **[Update]**.

## *Invoicing Setup*

Invoicing setup establishes settings for Fees, Taxes and Receive Payments defaults used during invoicing and receipt of payments.

**To Access the Invoice Setup Tabs**

1. On the Primary menu, click **ORGANIZATION.**
2. Click the **accounting > invoicing setup** tab. The four invoicing setup tabs appear with the **fees** tab open by default.


fees | taxes | receive payments defaults

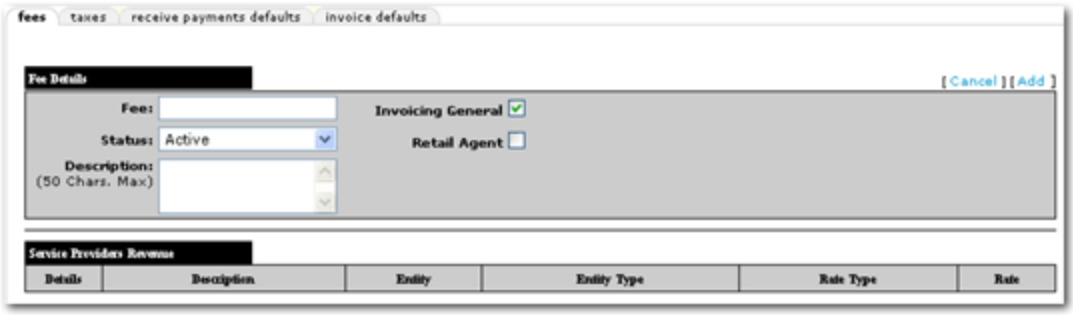
Fee Summary — Showing Page 1 of 1 — [ Add New ]

| Details | Fee | Status | Providers | Branches | Remove |
|---|---|---|---|---|---|
| | Policy's Fees | Active | 1 | 16 | |
| | installment fee | Inactive | 2 | 14 | |
| | Policy Fee | Inactive | 1 | 15 | |
| | Agency Fee | Active | 1 | 1 | |

The fees tab lists non-premium charges that can be added to a client invoice.

**To Add a New Fee**

1. On the **fees** tab, click the **[Add New]** link. The **Fee Details** screen appears.


fees | taxes | receive payments defaults | invoice defaults

Fee Details — [ Cancel ] [ Add ]

Fee: | Invoicing General
Status: Active | Retail Agent
Description: (50 Chars. Max)

Service Providers Revenue

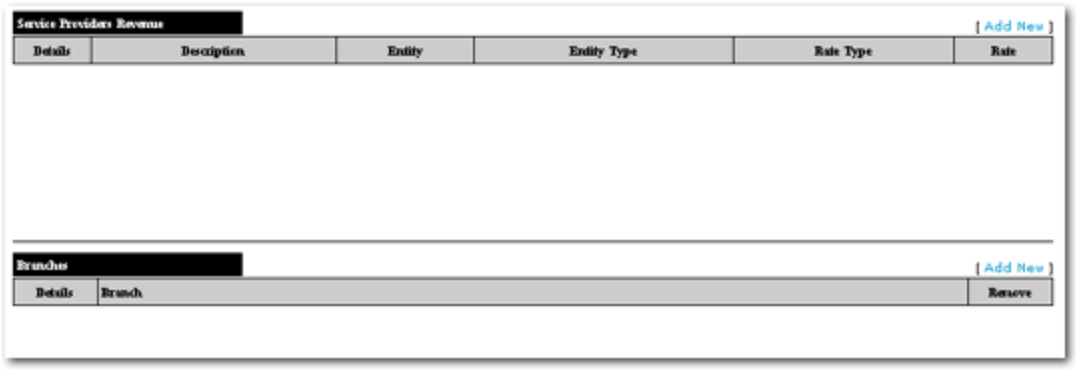
| Details | Description | Entity | Entity Type | Rate Type | Rate |
|---|---|---|---|---|---|

2. In the **Fee** box, enter a title for the new fee.
3. From the **Status** drop-down list box, select whether or not the new fee is an **Active** fee.
4. In the **Description** box, enter a brief description of the new fee.

5. Next to **Invoicing General**, select the check box to indicate that the fee is available for all standard invoicing processes.

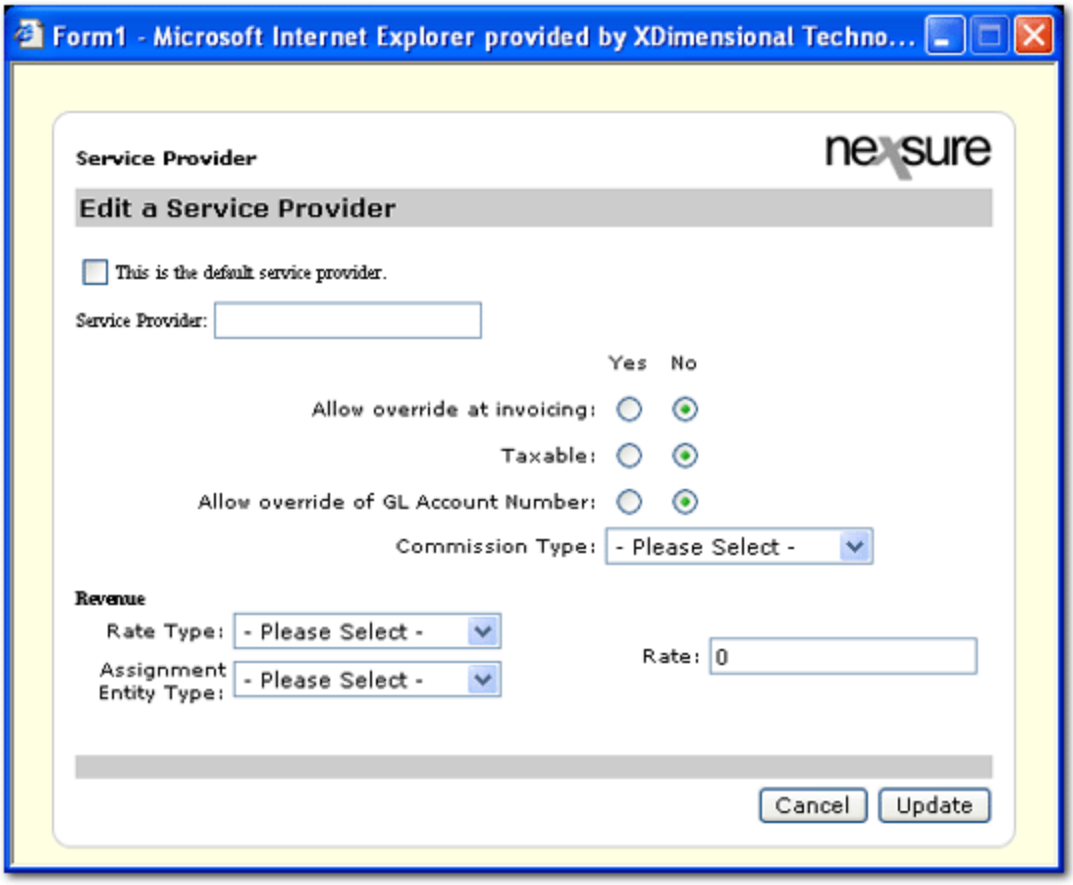
   **Note:** If the Invoicing General check box is selected and not the Retail Agent check box, the Fee will be available for client billing and only to Retail Agent billing through the client file.

6. Next to **Retail Agent**, select the check box to indicate that the fee is available for retail agent billing.
7. Click the **[Add]** link to complete the addition of the new fee. The **[Add New]** links then become available for the **Service Providers Revenue** and **Branches** screens.




**To Add a New Service Providers Revenue Entry**

1. On the **Service Providers Revenue** screen, click the **[Add New]** link. The **Service Provider** dialog box is displayed.



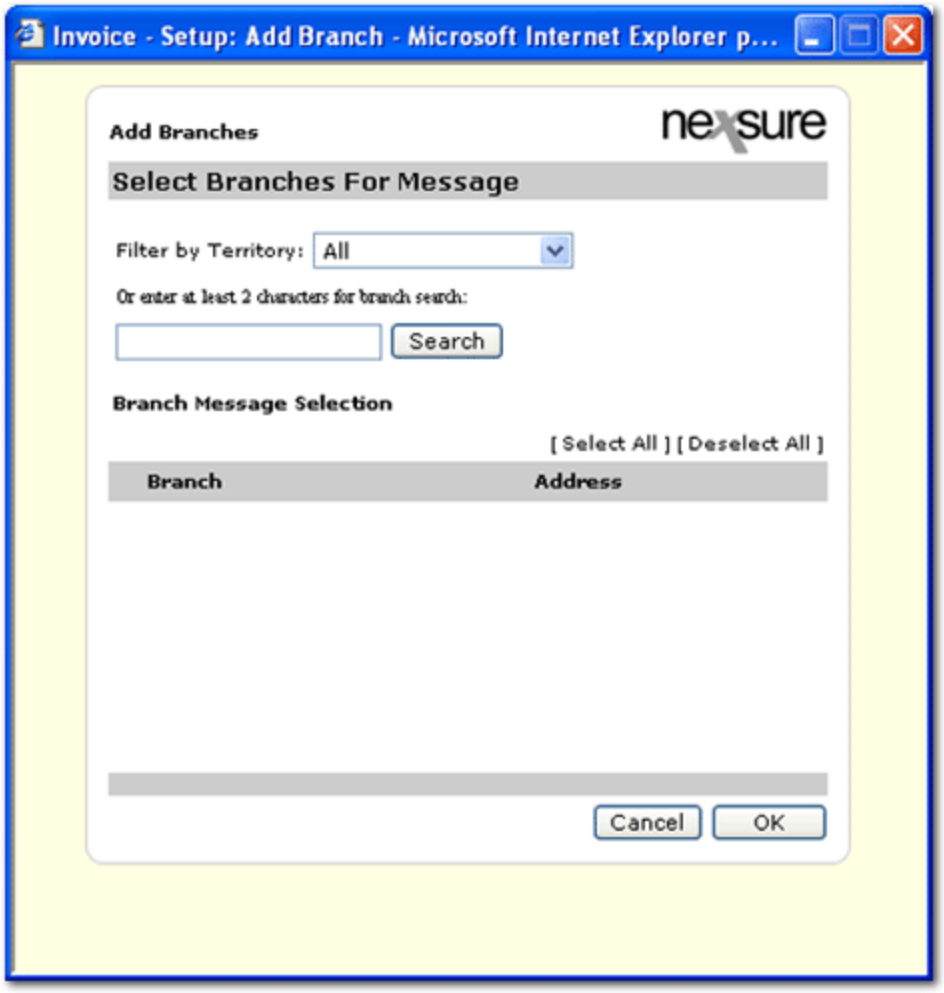

2. If this service provider will be the default, click the check box next to **This is the default service provider.** The default service provider fee is used by Nexsure's automatic NSF charge for returned checks.
3. In the **Service Provider** box, enter the name of the service provider.
4. Select the **Yes** or **No** option next to **Allow override at invoicing** to indicate whether or not the following fields can be edited during invoicing:
    - Description
    - Commission Type
    - Taxable
    - Rate Type
    - Rate
    - Entity Type
    - Entity
5. Select the **Yes** or **No** option next to **Taxable** to indicate whether or not taxes can be applied to the fee during invoicing.
6. Select the **Yes** or **No** option next to **Allow override of GL Account Number** to indicate what account will be offset by the fee amount during the invoicing process.

- **Yes:** The fee amount will be offset to any branch level income or expense account.
- **No:** The fee amount will be offset to the agency fee income account.

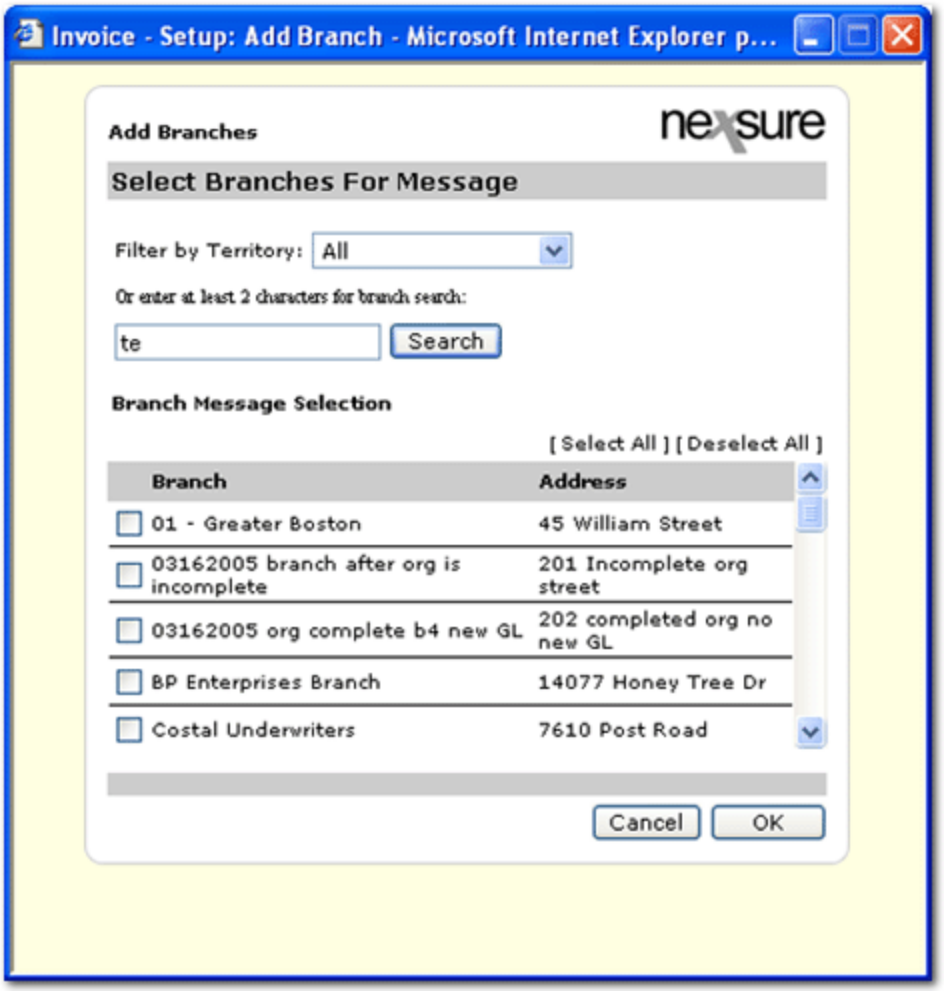
7. In the **Commission Type** field, select a commission type to be applied to a fee from the drop-down list box. The following selections are available:
   - **People:** Applies people commission to the fee for employees.
   - **Branch:** Applies agency commission to the fee.
   - **Branch & People:** Applies branch and people commission to the fee.
   - **No Commission:** No commissions are applied to the fee.
8. From the **Rate Type** drop-down list box, select one of the following options to indicate whether or not the fee is a flat dollar amount or a percentage of the premium.
9. In the **Rate** box, enter either the flat dollar amount or the percentage for the fee.
10. From the **Assignment Entity Type** drop-down list box, make a selection to determines if the fee amount is offset to the **Branch** (income or expense) or **Carrier** (payable).
11. Click the **Update** button to add the Service Provider selections to the **fees** tab. Or, click the **Cancel** button to return to the fees tab without saving selections.

**To Add a New Branches Entry**

1. On the **Branches** screen, click the **[Add New]** link. The **Add Branches** dialog box is displayed.




2. From the **Filter by Territory** drop-down list box, select a territory.
3. In the **Search** box, enter at least two characters of the name of a branch.
4. Click the **Search** button. The branch search results appear.



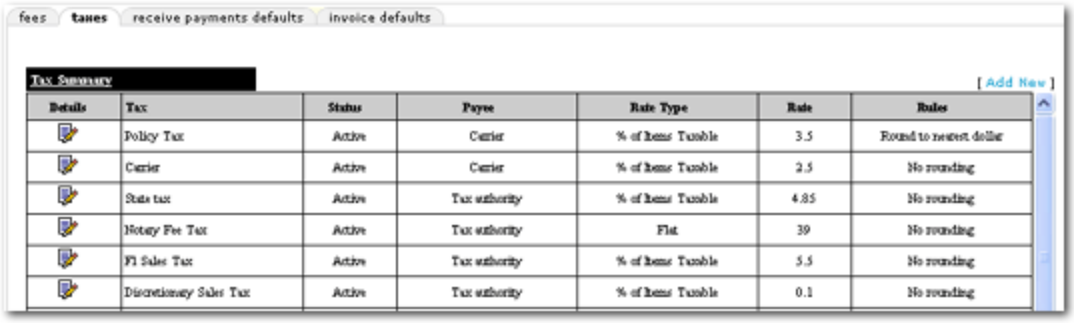

5. In the **Branch** column, select the check boxes next to the branches to include.
6. When all branch selections have been made, click the **OK** button to add the selections to the Branches screen. Or, click the **Cancel** button to return to the Branches screen without saving changes.

## *Adding a Tax*

The taxes tab lists non-premium charges that can be added to a client invoice / transaction.

**To Add a New Tax**

1. On the Primary menu, click **ORGANIZATION.**
2. Click the **accounting > invoicing setup > taxes** tab. The **Tax Summary** screen appears.




3. On the **Tax Summary screen**, click the **[Add New]** link. The **Tax Detail** screen appears.




4. Next to **Use as Tax On**, select one or more of the following check boxes:
    - Premium
    - Fee
    - Invoice Total
5. In the **Tax Code** box, enter the name of the tax.
6. From the **Status** drop-down list box, select whether or not the tax is **Active** or **Inactive**.
7. In the **Description** box, enter the description to display on the client invoice.
8. From the **Rate Type** drop-down list box, select either **% of Items Taxable** or **Flat** to determine how the Rate number is applied.

9. In the **Rate** box, enter the rate of the tax to be applied. Enter only numerals with decimals when necessary.
10. From the **Payee Type** drop-down list box, select to whom the tax will be paid. If the payee type selected is a carrier, no entries can be made to the following Payee box. If the payee type selected is **Tax authority**, the following Payee box will change to a drop-down list box.




11. From the **Payee** drop-down list box, select the name of the tax authority to which the tax will be paid.
12. From the **Rules** drop-down list box, select the rounding rules to apply to the tax. **No rounding** rounds the result to two decimal places.
13. On the **Tax Detail** screen, click the **[OK]** link to add the tax details to the Tax Summary screen.

### *Receive Payments Default*

The **receive payments defaults** tab allows the agency to determine how they want payments to be applied. The information on the received payments defaults tab can be changed at any time, if changes are made, click the Update link to save.

1. On the Primary menu, click **ORGANIZATION**.
2. Click the **accounting** tab
3. Click the **invoicing setup** tab.
4. Click the **receive payments defaults** tab.
    - Third Party Payment - Future enhancement that, when checked, will indicate if the payment was received from a 3rd party (insurance carrier, additional interest, bank, etc.)
    - Select the Payment Type default from the drop-down box.
        - Cash
        - Check
        - Credit Card
        - EFT (Electronic Funds Transfer)
        - ACH (Automatic Check Handling)
        - Credit Card
    - **Reference**: The Reference field will default in to all received payments.
    - **Description**: The Description field will not default in to all received payment.
    - **Assign payments**: Selecting this 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).

## *Invoice Defaults Tab*

**To Use the Invoice Defaults Tab**

1. On the Primary menu, click **ORGANIZATION**.
2. Click the **accounting > invoicing setup > invoice defaults** tab. The **Invoice defaults** screen is displayed.
3. Make selections in the **Policy Servicing** area to determine if default **policy info** tab annualized or estimated values should be used or if copies of the values that already exist in the policy being serviced should be used. The following items are copied for each servicing type listed. Bill To, Premium, Fees, Taxes, Agency Commission, Third Party Commission, and Other Commissions. Percentage rates will use calculations from the appropriate base and flat rates will copy exactly.
   - **Market Existing**
   - **Mass Marketing**
   - **Renewal**
   - **Rewrite**
4. Select the **Permit Production Credit line item total over 100%** option if the policy info and invoicing production credit can exceed 100%. When selected, this function allows over allocation when editing an invoice. When entering a total over 100% in the policy info, a warning will be displayed, but the excess will be permitted.

   Or

   Select the **Production Credit line item total must be 100%** option if the policy info and invoicing production credit cannot be less than or greater than 100%. Entries that do not equal 100% will not allow the policy to be placed in force or an invoice to be posted.

   ---

   **Note:** Regardless of which option is selected, a total production credit over 100% will be added to the **Unallocated** section of the **Production Credit** report.

   ---

5. Once a selection has been made, click **[Update]**. The changes are saved.

### *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.

## Locking General Ledger Numbers

General ledger access can be disabled based on an employee's user rights. Access to general ledger account posting can be restricted in all areas including:

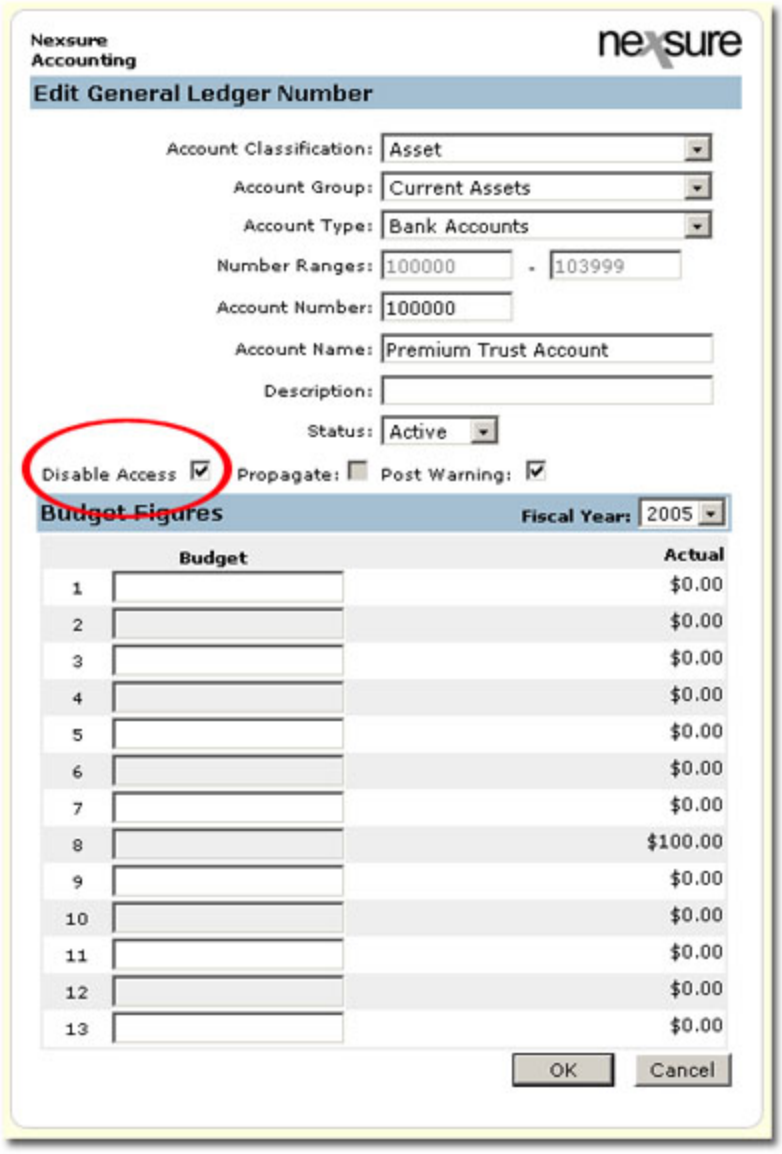
- Receive Payments
- Journal Entry
- Deposits
- Disbursements
- Invoices
- Reconciliations

Administrators can grant users the ability to override locked general ledger accounts by modifying the user right's template using the Security Administration screen in the Setup Console.

**Note:** This feature does not affect automatic system posting to any general ledger account that has the Disable Access box checked.

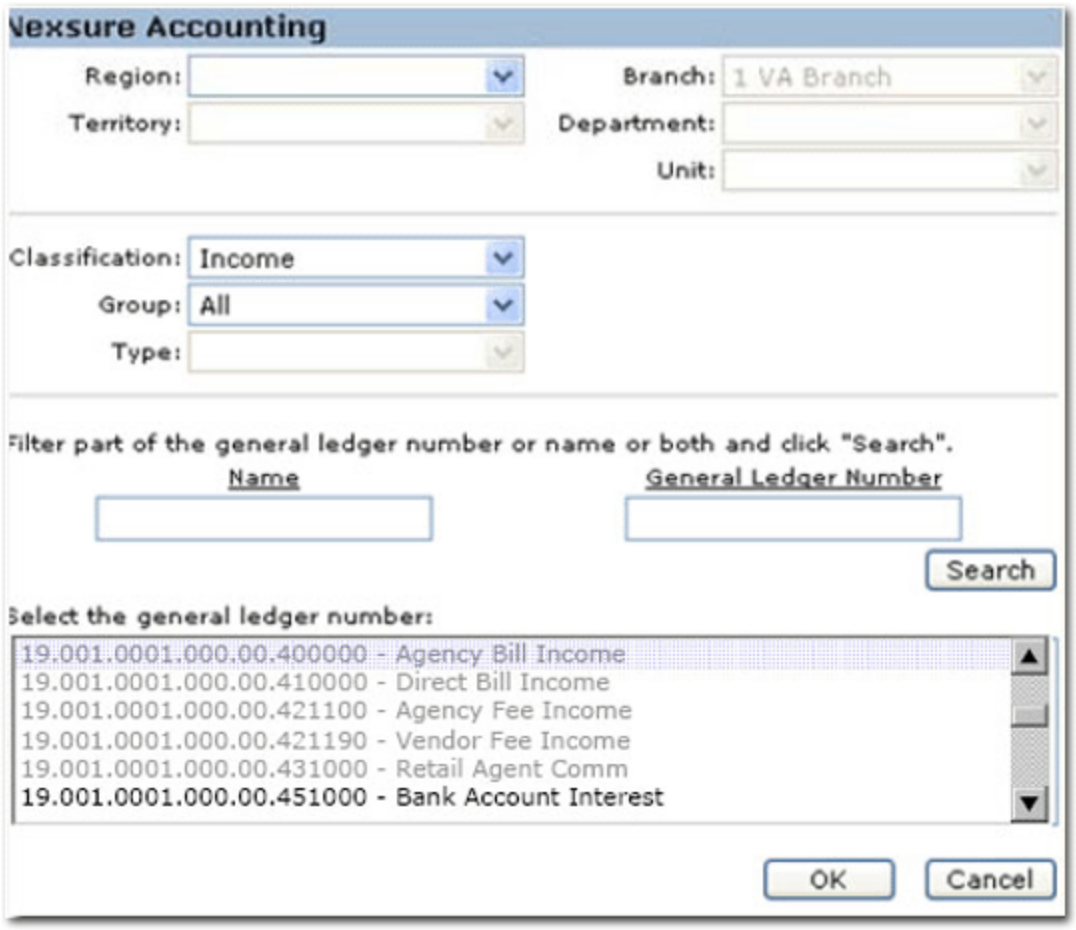
**To Disable General Ledger Access**

1. On the Primary menu, click **ORGANIZATION**.
2. Select the **accounting** tab.
3. Click the **general ledger** tab.
4. Click the **chart of accounts** tab.
5. Select the general ledger account by clicking its **Details** icon.




6. Select the **Disable Access** checkbox and click **OK**.

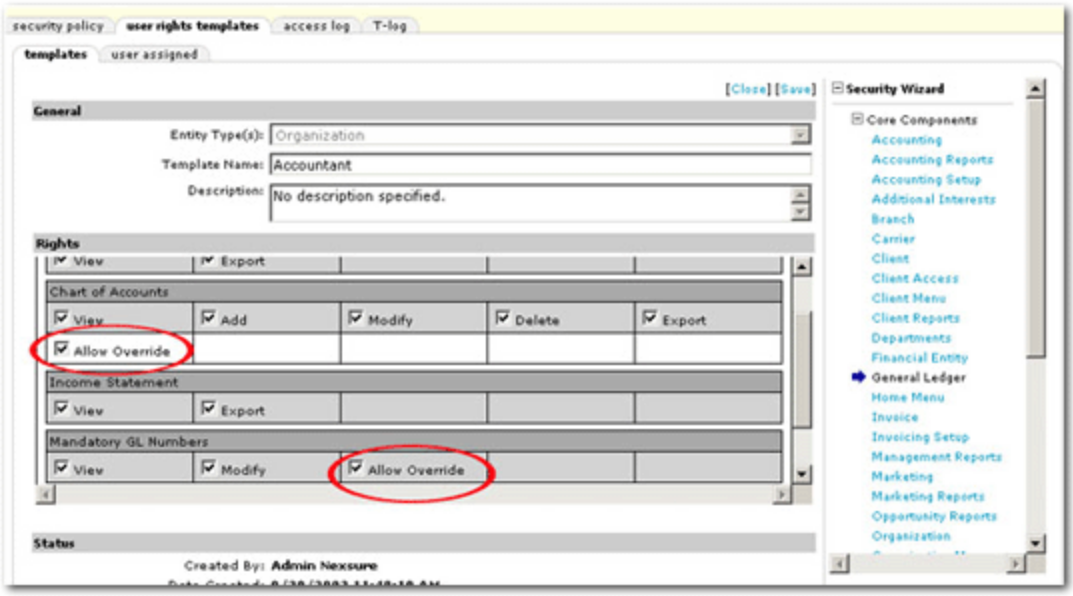
**Note:** In any area of Nexsure where a general ledger number can be selected by clicking an ellipsis button , the disabled general ledger accounts will appear as grayed out:




## Granting Disable Override

**To Modify the General Ledger Security Template**

1. On the Utility menu, click **SETUP**.
2. In the Setup Console, select **Security Administration**.
3. Click the **user rights template** tab.
4. Select the **User Template Type** to apply the changes to, i.e. **Accountant**.
5. Click **Edit**.
6. In the Core Components list on the right, select **General Ledger**.




7. Select or clear the **Allow Override** checkbox.
8. Click **Save**.

### *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.

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**Note:** The General Ledger Number range indicated below is typical but is not required. The general ledger numbers used below are samples and may be altered per the agency's requirements. 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.

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**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**

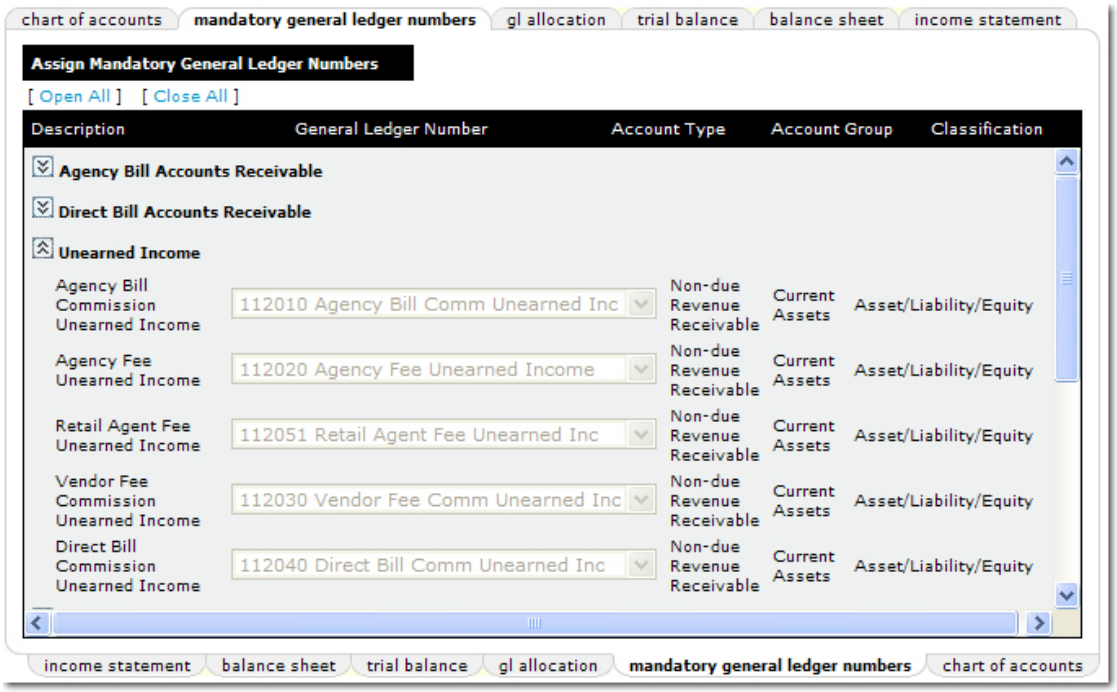
- AB people payable non-due and expense is created when invoice is posted.
  - People payable due is created proportionately based on the amount of payment when insured pays agency and the payment is applied to the invoice, clearing non-due payable.
- DB people payable non-due and expense is created 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*

**To Navigate to the Mandatory General Ledger Numbers**

1. On the Primary menu, click **ORGANIZATION**.
2. Click the **territories** tab and select the **Details** icon next to the appropriate territory.
3. Click the **accounting > general ledger > mandatory general ledger numbers** tab. The **Assign Mandatory General Ledger Numbers** screen is displayed.

   Use the **[Open All] / [Close All]** and / options to view the mandatory general ledger numbers.




**Note:** Mandatory General Ledger Numbers cannot be deleted or flagged as inactive. General ledger numbers with transactions cannot be deleted.
Non-Mandatory General Ledger Numbers with transactions booked against them cannot be deleted. Once the balance is zero, they can be flagged as inactive.

**Agency Bill Accounts Receivable**

The following Accounts Receivable general ledger numbers are used for agency bill invoice transactions that should be debited or credited with additional or return premium. If desired, a separate general ledger number can be established for each Bill To or they can all be assigned the same general ledger number. It is recommended that Retail Agent have a separate accounts receivable general ledger number.

| Description | General Ledger Number | Account Type | Account Group | Classification |
|---|---|---|---|---|
| 1. Client | 100000 range | Receivables | Current Asset | Asset |
| 2. Additional Interest | 100000 range | Receivables | Current Asset | Asset |
| 3. Premium Finance Company | 100000 range | Receivables | Current Asset | Asset |
| 4. Retail Agent | 100000 range | Receivables | Current Asset | Asset |
| 5. Retail Agent | 110200 | Receivables | Current Asset | Asset |

**Direct Bill Accounts Receivable**

The following direct bill Commissions Receivable general ledger number is necessary for direct bill invoice transactions to record commission due the agency. The offsetting entry will depend upon whether or not an agency records commission income on an accrual or as cash is received. Accrual will offset immediately to the direct bill

income account. Cash as received will be held in a non-earned income account until reconciliation occurs, flagging that payment has been received and income should be recorded.

| Description | General Ledger Number | Account Type | Account Group | Classification |
|---|---|---|---|---|
| 1. Commissions Receivable | 100000 range | Revenue Receivables | Current Asset | Asset |
| 2. Commissions Receivable | 110800 | Receivable | 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 Bill Commission Unearned Income | 112010 | Non-due Revenue Receivable | Current Asset | Asset/Liability/Equity | |
| 3. Agency Fee Unearned Income | 100000 to 300000 range | | | Asset/Liability/Equity | Cash |
| 4. Agency Fee Unearned Income | 112020 | Revenue Receivable | Current Asset | Asset/Liability/Equity | |
| 5. Vendor Fee Commission Unearned Income | 100000 to 300000 range | | | Asset/Liability/Equity | Cash |
| 6. Retail Agent Fee Unearned Income | 112050 | Non-due Revenue Receivable | Current Asset | Asset/Liability/Equity | |
| 7. Direct Bill Commission Unearned Income | 100000 to 300000 range | | | Asset/Liability/Equity | Cash |
| 8. Direct Bill Commission Unearned Income | 112040 | Non-due Revenue Receivable | Current Asset | Asset/Liability/Equity | |

**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 7, 15 and 16 are used for cash basis

income recognition for fee expenses and payables due to other vendors. Carrier Payable is the account total used for the balances displayed in alerts.

| Description | General Ledger Number | Account Type | Account Group | Classification | Setup Variation |
|---|---|---|---|---|---|
| 1. Carrier Payable | 200000 range | Insurance Payables | Short Term Liability | Liability | |
| 2. Binder Bill Payable | 200000 range | Insurance Payables | Short Term Liability | Liability | |
| 3. Binder Bill Payable | | Insurance Payables | Short Term Liability | Liability | |
| 4. Tax Authority Payable | 200000 range | Insurance Payables | Short Term Liability | Liability | |
| 5. Tax Authority Payable | | Insurance Payables | Short Term Liability | Liability | |
| 6 Vendor Payable | 200000 range | Insurance Payables | Short Term Liability | Liability | |
| 7. Vendor Payable Non-due | 200000 range | Insurance Payables | Short Term Liability | Liability | Cash |
| 8. People Payable Due | 200000 range | Insurance Payables | Short Term Liability | Liability | |
| 9. People Payable Due | | Insurance Payables | Short Term Liability | Liability | |
| 10. People Payable Non-due | 200000 range | Insurance Payables | Short Term Liability | Liability | People Pay-Paid Accrue Expense |
| 11. People Payable Non-due | | Insurance Payables | Short Term Liability | Liability | |
| 12. Retail Agent Payable Due | 200000 range | Insurance Payables | Short Term Liability | Liability | |
| 13. Retail Agent Payable Non-due | 200000 range | Insurance Payables | Short Term Liability | Liability | People Pay-Paid Accrue Expense |
| 14. Retail Agent Unrealized Cost | 202001 | Insurance Payables | Short Term Liability | Liability | |
| 15. Agency Fee Expense Payable (Non-due) | 200000 range | Insurance Payables | Short Term Liability | Liability | Cash |
| 16. Vendor Fee Expense Payable (Non- | 200000 range | Insurance | Short Term | Liability | Cash |

| Description | General Ledger Number | Account Type | Account Group | Classification | Setup Variation |
|---|---|---|---|---|---|
| due) | | Payables | Liability | | |

**Income**

The following payable general ledger numbers represent moneys recorded as income based on the invoice entered. Note that Agency Fee Income exists but alternative general ledger numbers may be assigned as an aspect of the fee setup process. Vendor Fee and Service Charge Income may be implemented in a future release as the general ledger number for automatic Service/Late charge fees generated.

| Description | General Ledger Number | Account Type | Account Group | Classification |
|---|---|---|---|---|
| 1. Agency Bill Income | 400000 range | Agency Bill Revenue | Insurance Income | Income |
| 2. Direct Bill Income | 400000 range | Direct Bill Revenue | Insurance Income | Income |
| 3. Direct Bill Income | 410000 | Direct Bill Revenue | Insurance Income | Income |
| 4. Agency Fee Income | 400000 range | Fee Revenue | Fee Income | Income |
| 5. Agency Fee Income | 421100 | Fee Revenue | Insurance Income | Income |
| 6. Retail Agent Fee Income | 421150 | Fee Revenue | Insurance Income | Income |
| 7. Service Charge Income | 400000 range | Service Charge Revenue | Other Income | Income |
| 8. Vendor Fee Commission Income | 400000 range | Fee Revenue | Fee Income | Income/Under Ops Income |

**Retail Agent Expense**

The following expense general ledger numbers represent moneys based on commissions paid to retail agents. Classification can be either income or expense.

| Description | General Ledger Number | Account Type | Account Group | Classification |
|---|---|---|---|---|
| 1. Retail Agent Expense - Agency Bill | 400000 to 900000 range | Commissions Paid | Insurance Income | Income/Expense |
| 2. Retail Agent Cost - Agency Bill | 431000 | Commissions Paid | Insurance Income | Income/Expense |
| 3. Retail Agent Expense - Direct Bill | 400000 to 900000 range | Invoice Commissions | Sales Expense | Income/Expense |

| Description | General Ledger Number | Account Type | Account Group | Classification |
|---|---|---|---|---|
| 4. Retail Agent Cost - Direct Bill | 501000 | Invoice Commissions | Sales Expense | Income/Expense |

**Expense**

The following People expense general ledger number represent moneys based on commissions paid to agency personnel entered in the system as employees , used as the offset to people payable due or non-due. Vendor Fee expense reflects activity related to vendor fees.

| Description | General Ledger Number | Account Type | Account Group | Classification |
|---|---|---|---|---|
| 1. People Commission Expense | 500000 range | Invoice Commissions | Sales Expense | Expense |
| 2. Vendor Fee Expense | 500000 range | Other Sales Expense | Sales Expense | Expense/Under Ops Expense |

**Bank Activity Mandatory General Ledger Numbers**

**Accounts Payable Entry**

The following general ledger numbers represent general ledger numbers used in the accounts payable entry function. Accounts payable entry automatically uses the Operating Payable general ledger number as the credit. Use of Reconciliation Clearing Account and subsequent selection of the accounts payable item in check issuance (disbursement entry) will make the item available as a disbursement in reconciliation. Discounts taken may be implemented in a future release.

| Description | General Ledger Number | Account Type | Account Group | Classification |
|---|---|---|---|---|
| 1. Operating Payable | 200000 range | Accounts Payable | Short Term Liability | Liability |
| 2. Reconciliation Clearing Account | 100000 range | Receivable | Current Asset | Asset/Liability/Equity |
| 3. Discounts Taken | 400000 to 999999 range | Discount/Interest Inc | Other Income | Income/Expense |

**Check Issuance**

Generating a disbursement may pull entries from the general ledger, accounts payable, invoicing, or reconciliation. The primary definitive accounts would be a trust or operating account. Additional bank accounts using alternative general ledger numbers are setup at organization or books level entities and selected when issuing disbursements. These accounts balances are used in Alerts on the accounting summary screen.

| Description | General Ledger Number | Account Type | Account Group | Classification |
|---|---|---|---|---|
| 1. Trust Account | 100000 range | Cash Accounts | Current Asset | Asset |

| Description | General Ledger Number | Account Type | Account Group | Classification |
|---|---|---|---|---|
| 2. Operating Account | 100000 range | Cash Accounts | Current Asset | Asset |

**Receive Payments**

Accounts receivable general ledger numbers will be set at invoicing mandatory general ledger numbers and are disabled. Undeposited funds should always be cleared by deposit on a timely basis. Using Reconciliation Clearing Account will enable selection of payment in reconciliation.

| Description | General Ledger Number | Account Type | Account Group | Classification |
|---|---|---|---|---|
| 1. Client | Set at invoicing | Receivables | Current Asset | Asset |
| 2. Additional Interest | Set at invoicing | Receivables | Current Asset | Asset |
| 3. Premium Finance Company | Set at invoicing | Receivables | Current Asset | Asset |
| 4. Retail Agent | Set at invoicing | Receivables | Current Asset | Asset |
| 5. Undeposited Funds | 100000 range | Receivables | Current Asset | Asset |
| 6. Reconciliation Clearing Account | Set at Accounts Payable | Receivables | Current Asset | Asset/Liability/Equity |

**Make Deposit**

Making a deposit presents items based on selected ranges created through Receive Payments. Alternative general ledger numbers may be used based on bank account selected for deposit. These accounts balances are used in Alerts on the accounting summary screen.

| Description | General Ledger Number | Account Type | Account Group | Classification |
|---|---|---|---|---|
| 1. Trust Account | Set at check issuance | Cash Accounts | Current Asset | Asset |
| 2. Operating Account | Set at check issuance | Cash Accounts | Current Asset | Asset |

**Reconciliation Mandatory General Ledger Numbers**

**Adjustments**

Accounts available to balance reconciliation permit an offset to a designated Commission Differences account. Use of Reconciliation Clearing Account will enable selection at disbursement entry.

| Description | General Ledger Number | Account Type | Account Group | Classification |
|---|---|---|---|---|
| 1. Commission Differences | 400000 to 999999 range | Invoice Commissions | Sales Expense | Income / Expense |

| Description | General Ledger Number | Account Type | Account Group | Classification |
|---|---|---|---|---|
| 2. Reconciliation Clearing Account | Set at Bank Activity | Receivable | Current Asset | Asset/Liability/Equity |
| 3. Agent Reconciliation Clearing | 110210 | Receivable | Current Asset | Asset |

**Journal Entry Mandatory General Ledger Numbers**

**Journal Entry**

Year end processing will create net entries to zero income and expense with an offsetting entry to Retained Earnings.

| Description | General Ledger Number | Account Type | Account Group | Classification |
|---|---|---|---|---|
| 1. Retained Earnings | 300000 range | Equity | Equity | Equity |

**Intra-Office Mandatory General Ledger Numbers**

| Description | General Ledger Number | Account Type | Account Group | Classification |
|---|---|---|---|---|
| 1. Intra-Office Primary Offset | 110000-110999 range | Receivable | Current Assets | Asset/Liability/Equity |
| 2. Intra-Office Secondary Offset | 220000-229999 range | Non-Insurance Payable | Short Term Liability | Asset/Liability/Equity |

## *Adding General Ledger Numbers*

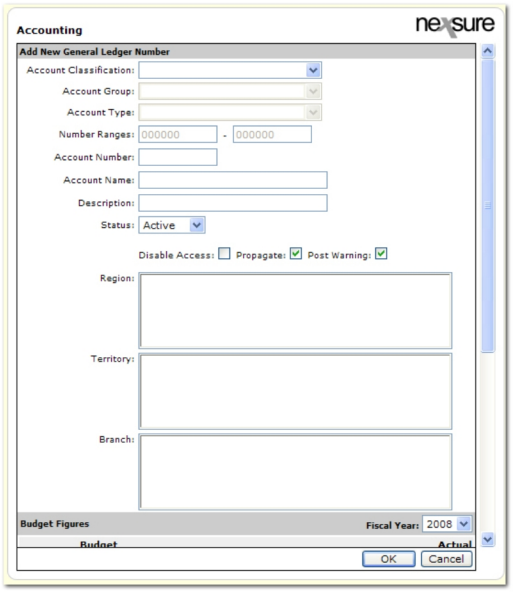
General ledger numbers added at any level must populate ordinate organizational entities – balance sheet accounts to book level and income or expense accounts to all levels. The ordinate organizational entity roll up would not balance if this does not occur. As an example, if adding a general ledger number at territory, the number should automatically populate the organization level for both balance sheet and income and expense accounts. The new account number would also populate the ordinate region if it is an income and expense account.

**To Add a General Ledger Number**

1. On the Primary menu, click **ORGANIZATION**.
2. Click the **accounting > general ledger** tab. The **chart of accounts** tab is displayed with a summary of general ledger numbers.

   **Note:** If it is necessary to add a general ledger account at any other level, click **ORGANIZATION** > the correct level tab > **Details** icon **accounting > general ledger > chart of accounts** tab.

3. On the **chart of accounts** tab, click **[Add New]**. The **Add New General Ledger Number** dialog box is displayed.




4. In the **Account Classification** list, select the classification under which the new number will belong. The **Account Group** list becomes active. Selections in this list will filter the selections available in the **Account Group** list.
5. In the **Account Group** list, select the group under which the new number will belong. The **Account Type** list becomes active. Selections in this list will filter the selections available in the **Account Type** list.
6. In the **Account Type** list, select the type of account for the new number. Once an **Account Type** is selected, the **Number Range** boxes are populated with the range of acceptable general ledger numbers for the selected type.
7. In the **Account Number** box, enter the new six digit number for the general ledger account. As soon as the number is entered, a search is performed to see if the account already exists. A notation next to the **Account Number** box will indicate if the account exists or not.
8. In the **Account Name** box, enter the name of the new account.
9. In the **Description** box, enter an optional description of the new account. This description will only be displayed when editing the general ledger account.
10. In the **Status** list, select **Active** or Inactive to indicate the status of the account. The account cannot be set to inactive for mandatory general ledger numbers or accounts with balances.
11. Select the **Disable Access** check box to disable direct posting to the general ledger account. Individuals may be given the rights to override this setting in their security setup under **Resource Groups > General Ledger > Chart of Accounts > Allow Override**.
12. Select the **Propagate** check box to add the new general ledger account to all levels under the level where the new account was set up when a new level is added. This option is selected by default. If not selected, the new general ledger number will not be added when a new entity level is added.

13. Select the **Post Warning** check box to enable a warning message that says the account is restricted. On the warning dialog box, **OK** can be selected to ignore the warning or **Cancel** can be selected to make another account selection.
14. In the **Region** list, select the **Region** in which the new general ledger number will be used. If the general ledger number is being added at the region level, the region will already be set. Press and hold the **CTRL** key to select multiples.
15. In the **Territory** list, all territories under the selected region are displayed. The list of available selections contains only those territories that are subordinate to the selected region. If the new general ledger number is being added at the territory level, the territory selection will already be set. Press and hold the **CTRL** key to select multiples.

    **Note:** A territory does not have to be selected, the new general ledger number can remain at the region level and up.
16. In the **Branch** list, all branches under the selected territory are displayed. The list of available selections contains only those branches that are subordinate to the selected territory. If the new general ledger number is being added at the branch level, the branch selection will already be set. Press and hold the **CTRL** key to select multiples.

    **Note:** A branch does not have to be selected, the new general ledger number can remain at the territory level and up.
17. In the **Budget Figures** area, first select the year for the budget then enter the budgeted amount for each period in the numbered spaces provided. The numbers next to each **Budget** box correspond to each accounting period.
18. Click **OK** to save the new general ledger number. A confirmation dialog box will be displayed. Click **OK** again.

    Or

    Click **Cancel** to abort the addition of the new general ledger number and return to the chart of accounts tab.

**To Edit a General Ledger Number**

The following instructions show how to edit an existing general ledger number. The access to edit the general ledger number is through the steps to add a general ledger number. When in the **Add New General Ledger Number** dialog box the general ledger number to be edited is looked up. Then the options for the number can be edited.

1. On the Primary menu, click **ORGANIZATION**.
2. Click the **accounting > general ledger** tab. The **chart of accounts** tab is displayed with a summary of general ledger numbers.

   **Note:** If it is necessary to edit a general ledger account at any other level, click the correct level tab > **Details**  icon and then use the navigation path above to navigate to the **chart of accounts** tab for that level.

3. On the **chart of accounts** tab, click **[Add New]**. The **Add New General Ledger Number** dialog box is displayed. Make the following selections that match the account that needs to be edited.
4. In the **Account Classification** list, select the classification under which the current number belongs. The **Account Group** list becomes active. Selections in this list will filter the selections available in the Account Group list.
5. In the **Account Group** list, select the group under which the current number belongs. The **Account Type** list becomes active. Selections in this list will filter the selections available in the **Account Type** list.
6. In the **Account Type** list, select the type of account for the current number. Once an **Account Type** is selected, the **Number Range** boxes are populated with the range of acceptable general ledger numbers for the selected type.
7. In the **Account Number** box, enter the current six digit number for the general ledger account to be edited. As soon as the number is entered, a search is performed to find the account. A notation next to the **Account Number** box will indicate if the account exists or not.

   Once the account number is entered, the resulting details for that account are displayed. Use the instructions above for adding a new general ledger number to help alter selections as necessary.
8. Click **OK** to save the edits to the general ledger number. A confirmation dialog box will be displayed. Click **OK** again.

   Or

   Click **Cancel** to abort the editing process and return to the **chart of accounts** tab.

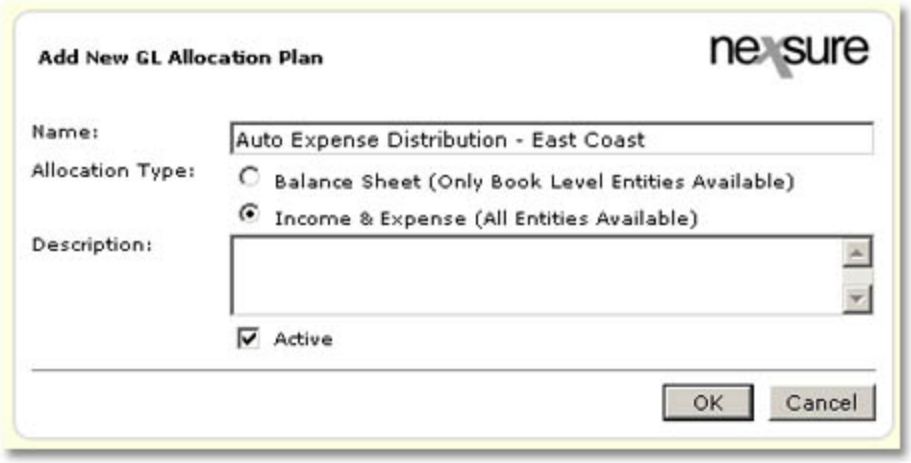
### *Allocation Plan Setup*

Organizations with multiple branches, departments and possible units may have a policy of dividing expenses during the course of an accounting transaction based on the organizational structure. Creating a general ledger allocation plan provides a template for easily dividing expenses within the organization. Allocation plans can be created for accounts payable and journal entries.

**To Create an Allocation Plan**

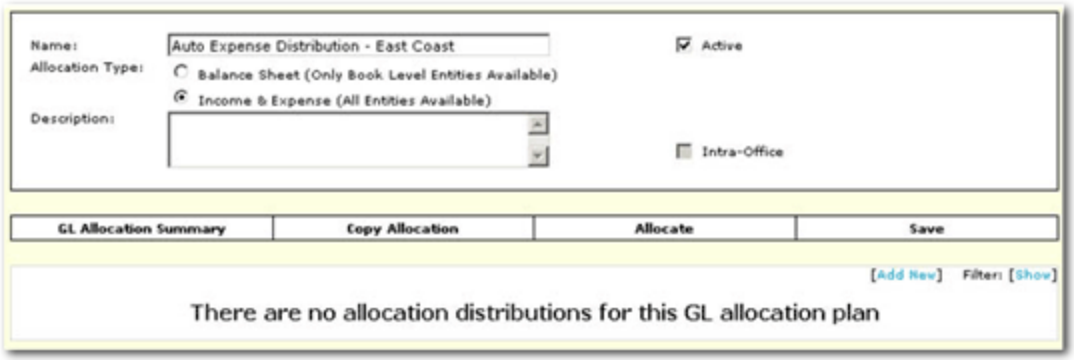
1. On the **Primary** menu, click **ORGANIZATION**.
2. Click the **territories** tab.
3. Select the territory to add the plan to by clicking its **Details** icon.
4. Click the **accounting** tab.
5. Select the **general ledger** tab.
6. Select the **gl allocation** tab. Any previously created allocation plans will be displayed on this screen.

   **Note**: The territory level is used in this example, but allocations can also be setup at the organization level. When created at the territory level, general ledger defaults will be based on that territory. Depending on user security to other territories, defaults may be overwritten.
7. Click the **[Add New]** link.



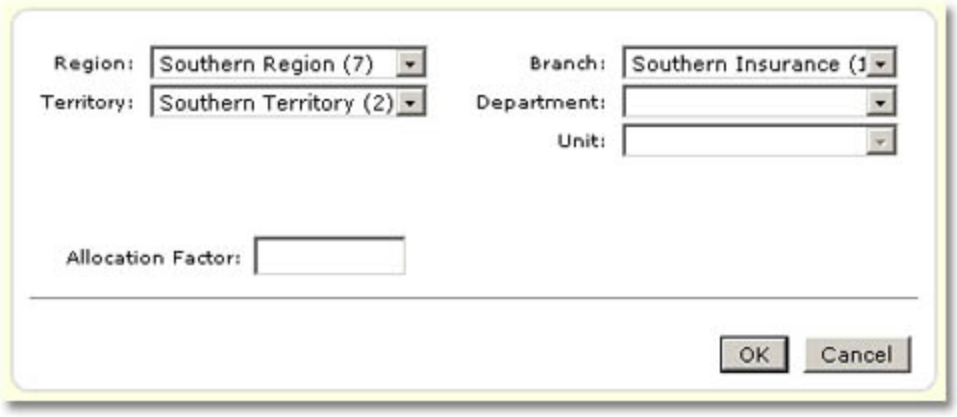

- **Name:** Enter a name for the allocation plan. Enter a name that can be easily recognized from a list of other possible allocation plans.
- **Allocation Type:** Select **Balance Sheet** or **Income & Expense**. Balance Sheet will restrict selection of organizational entities to Region and force a Territory. Income & Expense will permit all organizational entities as well as both income and expense accounts when allocation is used.
- **Description:** Add a description of the plan (optional).
- **Active:** This is selected by default. To create a plan to be used at a later time or to deactivate a current plan, clear this checkbox.

8. Click **OK**. The GL Plan screen appears:




- **Intra-Office:** Selected by default if the allocation uses multiple territories requiring intra-office transactions.
- **GL Allocation Summary:**Click to return to the GL Allocation list screen. Any line items added will be saved, but allocation factors will not be saved unless Save or Allocate has been clicked.
- **Copy Allocation:** Creates a new allocation screen displaying "copy of" in front of the original plan description.
- **Allocate:** Takes any allocation factor entered and creates appropriate percent values.
- **Save:** Saves the allocation information without closing the screen.

9. Click the **[Add New]** link.




- **Region:** Defaults based on territory but can be changed depending upon security to other entities.
- **Territory:** Available based on Region – defaulted based on entry level but can be changed
- **Branch:** Available based on previous territory selection.
- **Department:** Available if branch selected.
- **Unit:** Available if applicable for department.
- **Allocation Factor:** enter a percentage amount (numerical).

10. Click **OK**.

---

**Note**: After a line item has been added, Allocation Type **cannot** be edited. At this point, the Income and Expense has been designated as the selection which permits pulling all entities but will not be available for balance sheet accounts. To switch the allocation type, you must delete all org line items.

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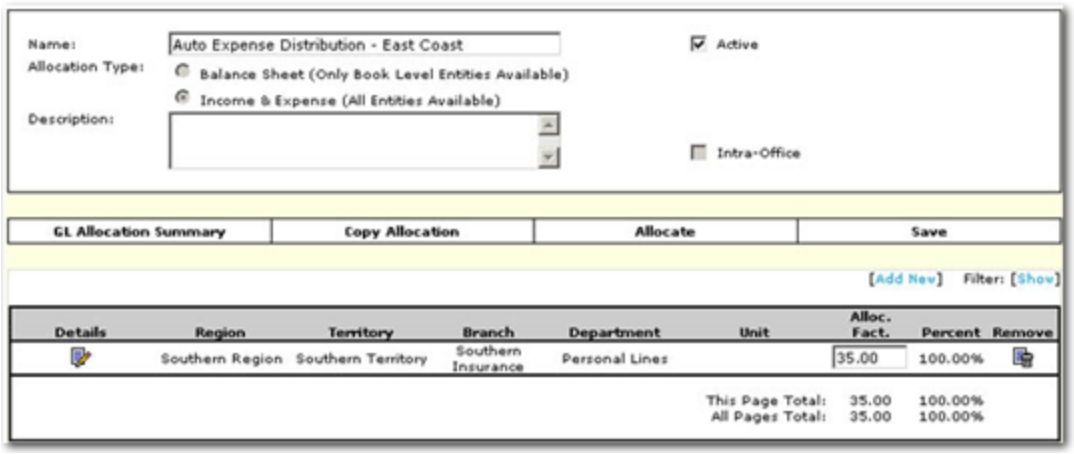



The plan name and description as entered and can be edited by clicking the **Details** icon.

---

**Note**: In this example, the Intra-office checkbox is unchecked. Adding a different territory to the allocation will automatically place a check in the box. You cannot check or uncheck the checkbox. Deleting the different territory in an allocation group will uncheck the checkbox.

---

Click **Add New** to continue adding desired groups

- Note there can be a single line item = to 100%.
- Click **Save**, **Allocate** or **OK**. Line items will be split per Allocation Factor percent to equal 100%.
- Clicking **Cancel** or **GL Allocation Summary** will return to the GL Allocation Summary list, saving changes as of the last "Save" or "Allocate".
- Clicking the **Remove** icon deletes the item selected.
- Note that if an allocation plan has been used, its use is held in the existing posted transaction.

**Intra-Office transaction capability**

With GL allocation permitting selection of multiple book levels (territories), subsequent use in accounts payable and journal entries permits intra-office transactions.

Allocation is complete.

## Copying an Allocation Plan

1. On the Primary menu, click **ORGANIZATION**.
2. Click the **territories** tab, select territory by clicking the **Details** icon.
3. Click the **accounting** tab, then select the **general ledger** tab.
4. Click the **gl allocation** tab and click the **Details** icon on the desired plan to copy.
5. Click **Copy Allocation**
6. Click **OK** and system returns to the original GL Allocation Plan details.
7. Click **GL Allocation Summary**.
   - The Plan is an exact copy of original with the following exceptions:
   - Active Status is unchecked
   - Date Created is the date copy was created
8. Click the **Details** icon to edit as needed. Select the **Active** checkbox to activate the plan when complete.

## *Trial Balance*

The trial balance sheet lists all general ledger numbers with a balance as of a given point in time. You can generate a trial balance for specific periods by using the search filter, then print the report or export the file.

**To View a Trial Balance Sheet**

1. On the Primary menu, click **ORGANIZATION**.
2. Click the **accounting** tab.
3. Click the **general ledger** tab.
4. Click the **trial balance** tab.
5. To view a specific accounting period, click **[Show]** to display the Search filter.

6. After the trial balance sheet has been generated, click **[Print]** to send it to a printer, or **[Export]** to save it to a file.

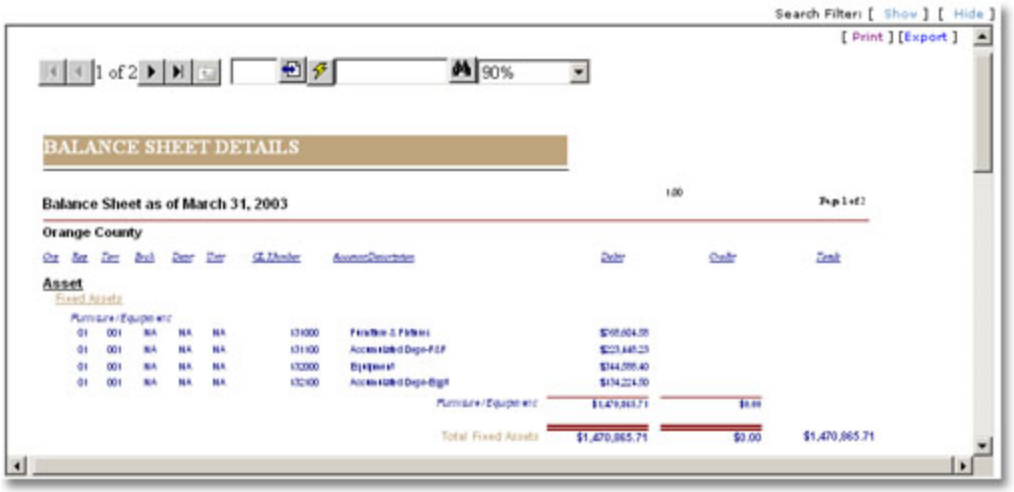



## *Balance Sheet*

You can generate a balance sheet for specific periods by using the search filter, then print the report or export the file. The balance sheet will only be active with an entity which has books assigned.

**To View a Balance Sheet**

1. On the Primary menu, click **ORGANIZATION**.
2. Click the **territories** tab and select a territory which has books assigned to it.
3. Click the **accounting** tab.
4. Select the **general ledger** tab.
5. Click the **balance sheet** tab.
6. To view a specific accounting period, click **[Show]** to display the Search filter.
7. After the balance sheet has been generated, click **[Print]** to send it to a printer, or **[Export]** to save it to a file.




## *General Ledger Transaction Look-Up*

The general ledger transaction look-up provides general ledger detail information at the territory level. A general ledger number can be clicked on to view all transactions that comprise the balance of the general ledger number for any given period.

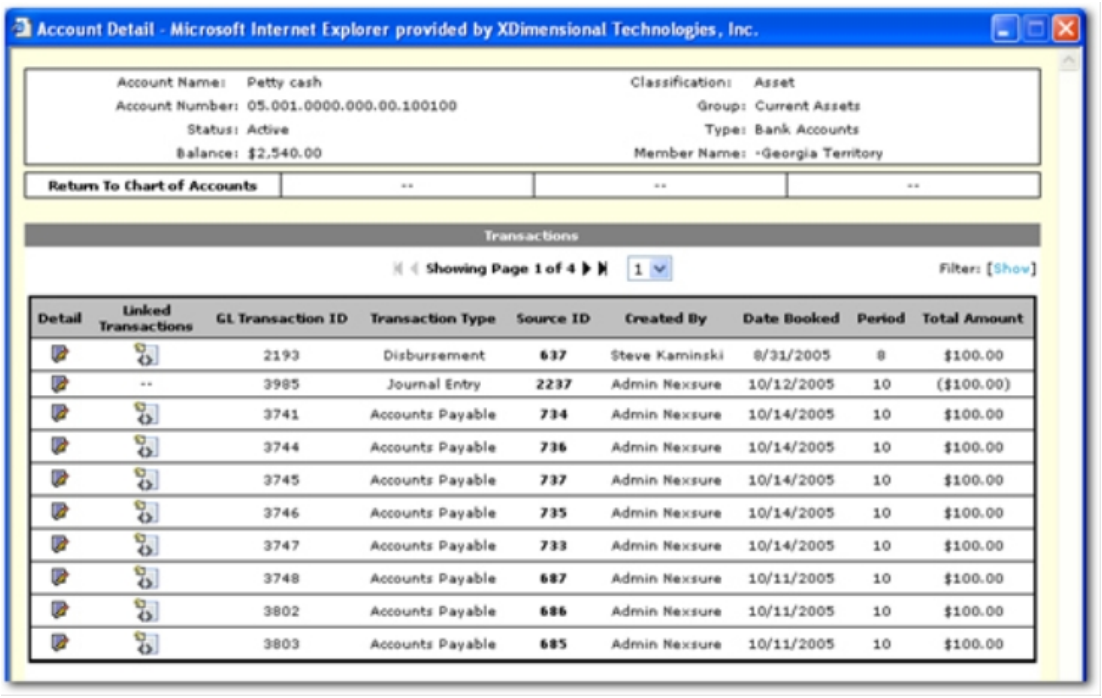
**Note:** Roll-up totals displayed at the organization level will not reflect transactions for subordinate entities that make up those totals.

**To Look-Up Transactions on a General Ledger Number**

1. On the Primary menu, click **ORGANIZATION**.
2. On the **organization** tab, click the **territories** tab.
3. In the **territories** tab, click the **Details** icon next to the territory desired.
4. On the **territory** tab, click the **accounting > general ledger** tab. The **chart of accounts** tab is displayed. In the **GL#** column, notice that the general ledger numbers are active links.

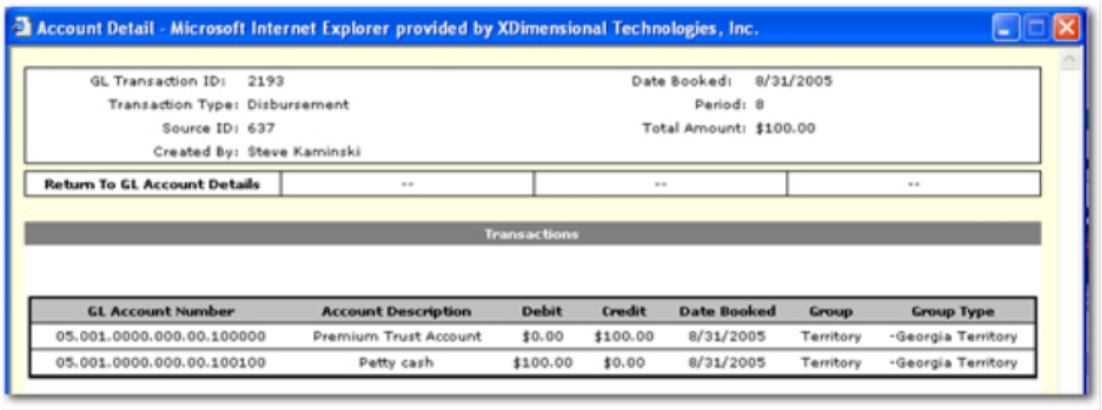



5. In the **GL#** column, click on any general ledger number (with a balance) to view the transactions on that general ledger number. The **Account Detail** screen is displayed showing all transactions affecting the general ledger number balance for the general ledger account selected.

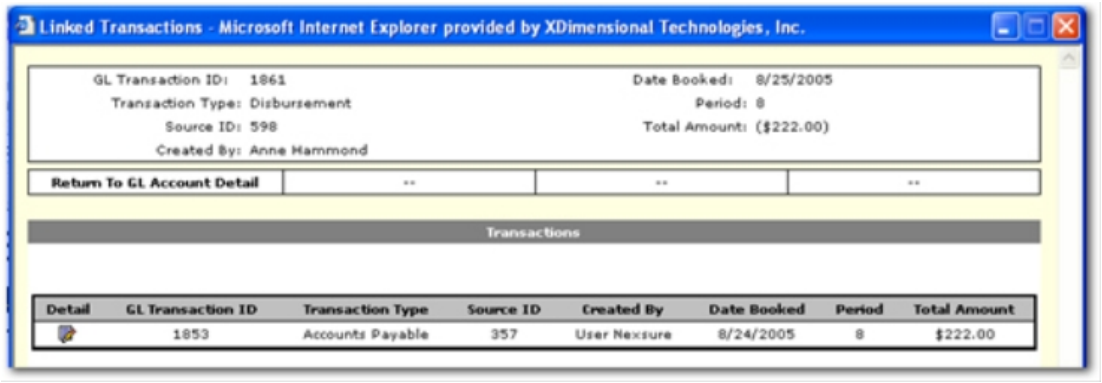



**Note:** Multiple use of the general ledger number within a transaction will display as a single item with a grand total amount for all items.

6. In the **Account Detail** screen, click the **Details** icon. All posting entries will be listed for the transaction selected.

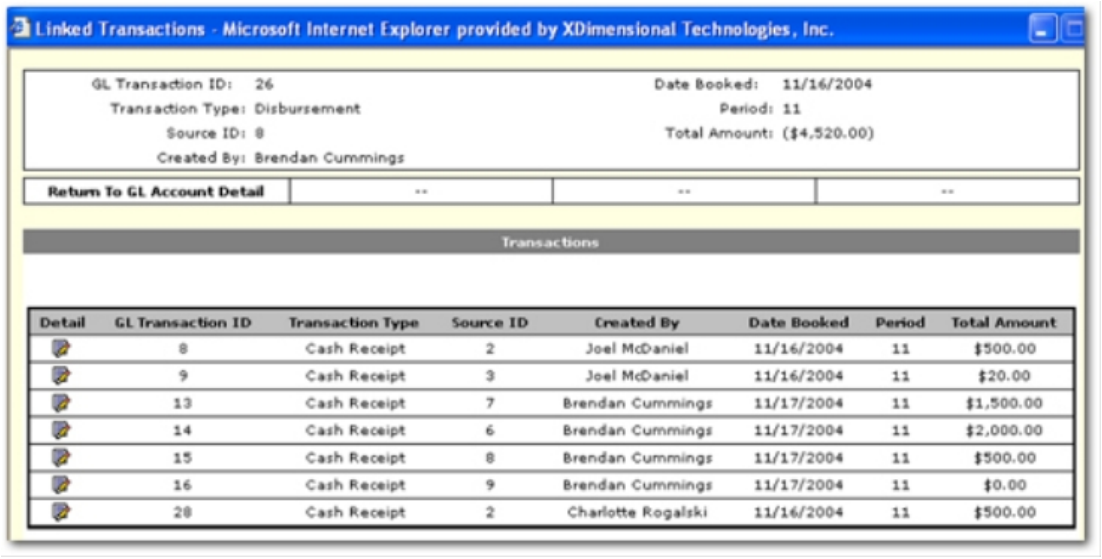



7. On the **navigation toolbar**, click **Return To GL Account Details**. The Account Details screen is again displayed.
8. In the **Account Details** screen, click the **Linked Transactions** icon. All transactions linked with the **GL Transaction ID** selected are displayed.

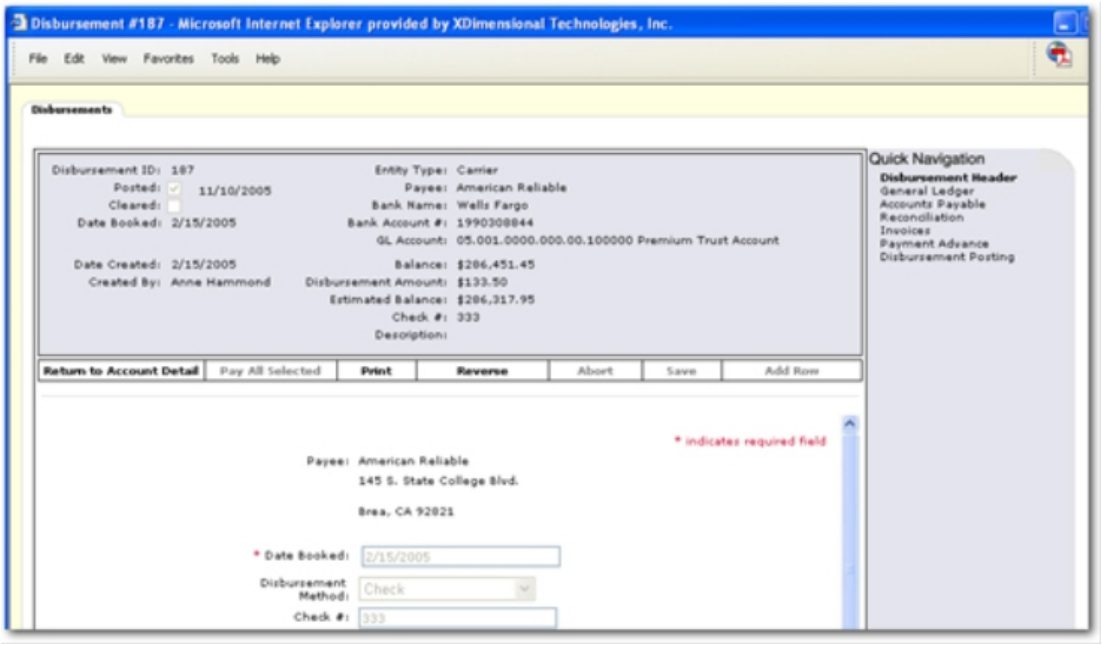



On the **Linked Transactions** screen, transactions will be listed according to the **Transaction Type**. The following table shows the **Transactions Types** that may be listed:

9. In the **Linked Transactions** screen, click the **Details** icon to show the related transactions.




10. Click **Return To GL Account Details** to return to the previous screen.
11. Click **Return To GL Account Details** again to return to the **Account Detail** screen.
12. In the **Account Detail** screen, click any number in the **Source ID** column to display the associated transaction.



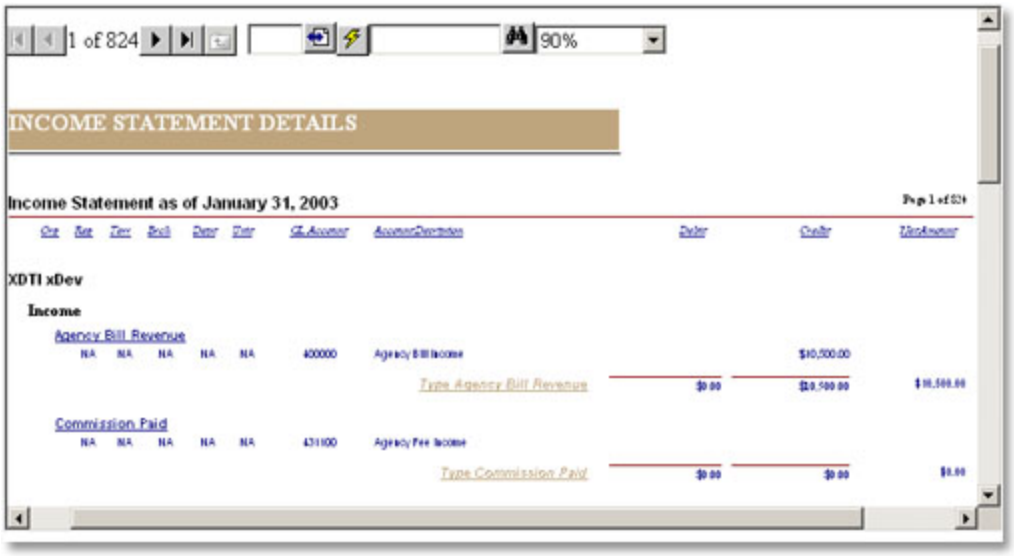

13. On the **navigation toolbar**, click **Return to Account Detail**.

## *Income Statement*

The Income Statement is a report which shows income and expenses for all entities. You can use the search filter to choose a specific accounting period to generate the statement for. Once the Income statement is generated, you have the option to print or export the file.

**To View an Income Statement**

1. On the Primary menu, click **ORGANIZATION**.
2. Click the **accounting** tab.
3. Click the **general ledger** tab.
4. Click the **income statement** tab. To view a specific accounting period, click **[Show]** to display the Search filter.
5. After the statement has been generated, click **[Print]** to send it to a printer, or **[Export]** to save it to a file.



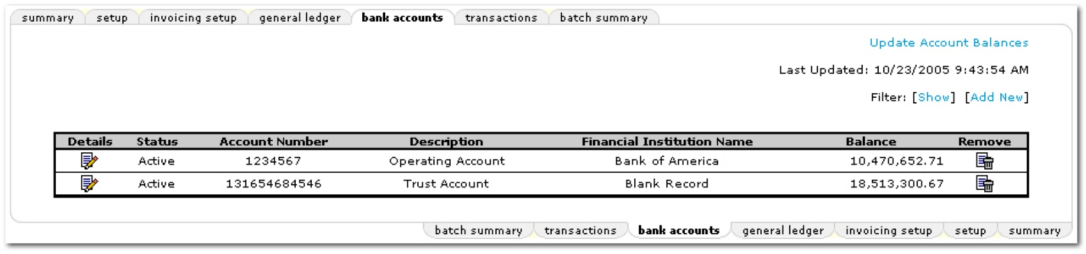

## *Bank Accounts*

The **bank accounts** tab lists all bank accounts that have been added at the respective levels (organization or territory). Bank accounts added at the organization level are for bank activity having to do with the operations for the organization and region. Adding a trust account at the organization level does not allow access to any premium-related activity.

Bank accounts for premium-related activities are added at the territory level. Bank account activity at the territory level includes both operations accounting and any premium accounting activity for the associated branches.

**To Navigate to the Bank Accounts Tab**

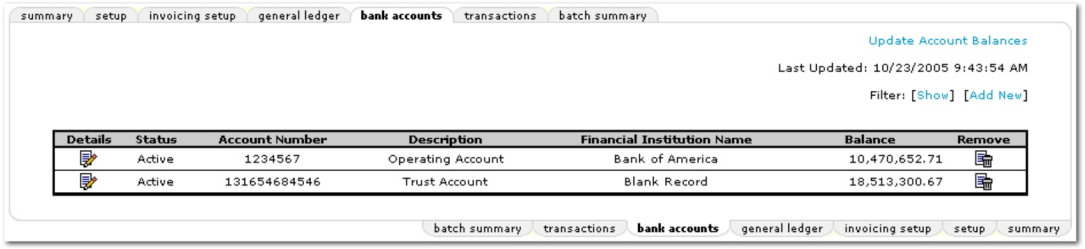
1. On the Primary menu, click **ORGANIZATION**.
2. If necessary, select the tab for the level that the bank account is located at, i.e. **territories** tab and then select the **Details** icon for entity.
3. Click the **accounting** tab.
4. Click the **bank accounts** tab. The bank account summary screen displays all bank accounts associated with the selected organization level.



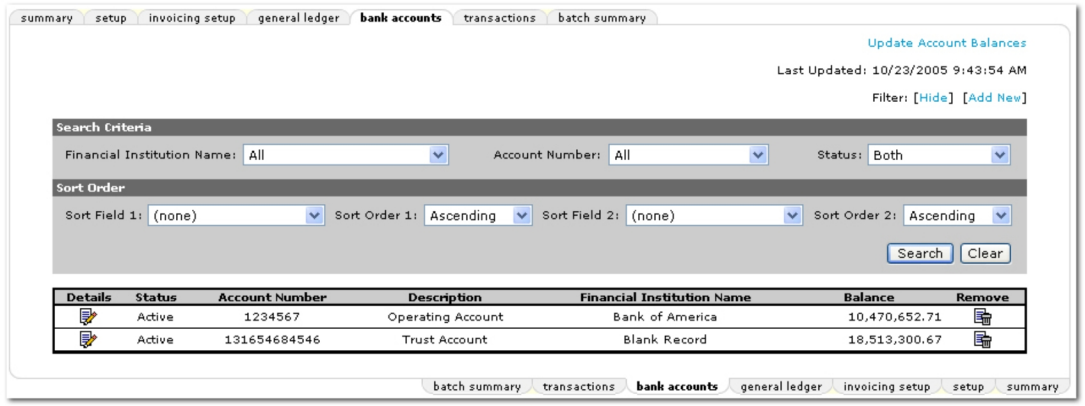

**To Search for an Existing Bank Account**

If there are more bank accounts added than will fit on the first screen, navigation arrows are available. The search filter may also be used to search for a specific account.

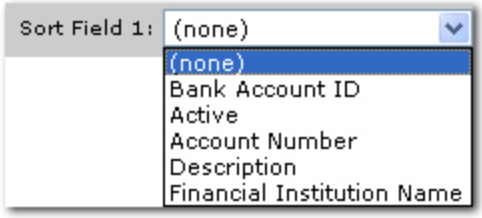
1. Navigate to the **bank accounts** tab using the guidelines above in To Navigate to the Bank Accounts Tab.



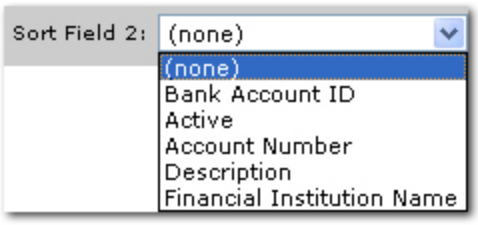

2. On the **bank accounts** tab, click **[Show]**. The **Search Criteria** and **Sort Order** screens are displayed.




3. In the **Search Criteria** area, the following options are available:
   - **Financial Institution Name:** Select the name of the financial institution from the list.
   - **Account Number:** Select the account number from the list.
   - **Status:** Select whether the financial institution is **Active**, **Inactive**, or **Both**.
4. In the **Sort Order** area, the following options are available:
   - **Sort Field 1:** Select a column heading from the **Sort Field 1** list. The search results will be sorted by the column selected in the **Sort Field 1** list. The available selections are:




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




5. Once all search and sort options have been selected, click **Search**. The search results are displayed.

   Or

   Click **Clear** to remove all search and sort selections.

---

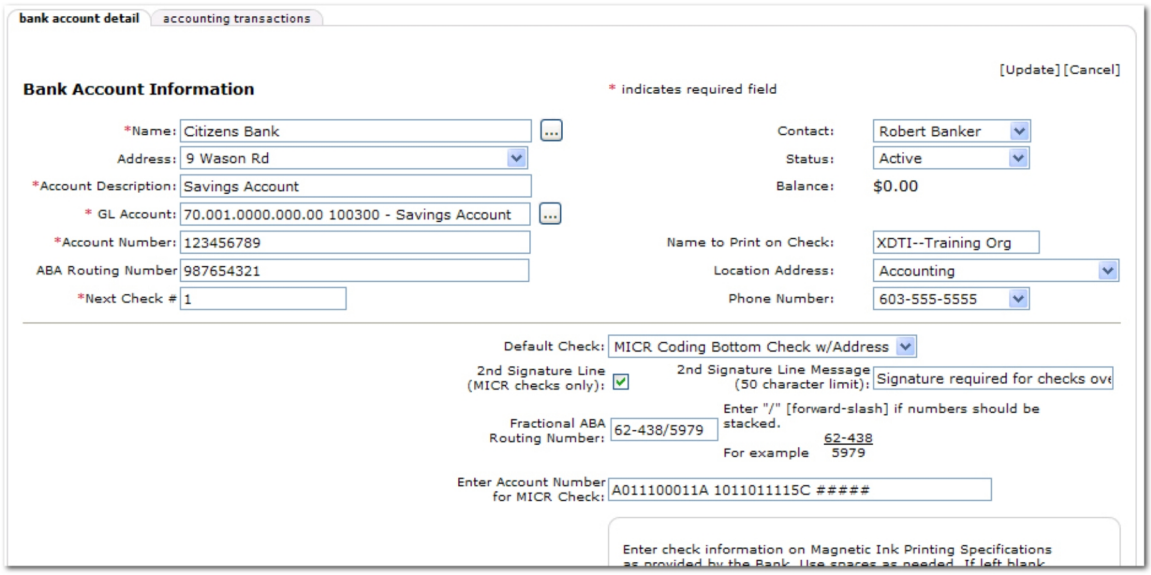
**Note:** Clicking **[Hide]** will close the search screen.

---

**To Add a New Bank Account**

Bank accounts can be associated with any level of the organization that has books. Financial entities must be added prior to adding a bank account, for detailed instructions refer to Financial Entity Setup.

1. Navigate to the **bank accounts** tab using the guidelines above in To Navigate to the Bank Accounts Tab.
2. Click **[Add New]**. The **bank account detail** tab is displayed.

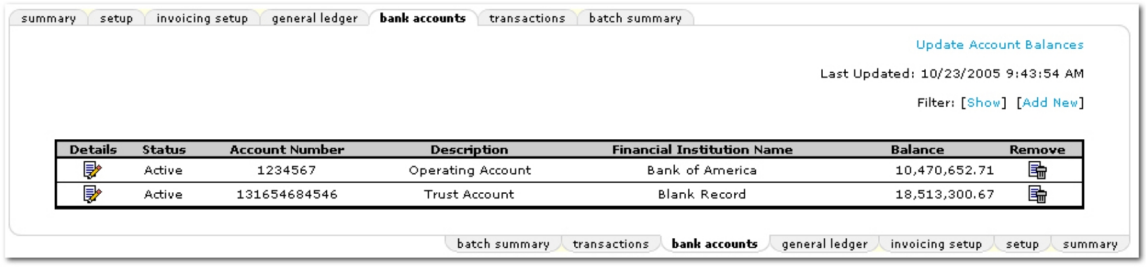



3. In the **Name** box, click the ellipsis button to search for and select a bank account that has been previously entered into the system. Bank accounts are entered as a Financial Entity on the search screen.
4. In the **Address** list, select the address of the Financial Entity that will hold the new bank account.
5. In the **Account Description** box, enter a description for the account, such as, Operating Account.
6. In the **GL Account** box, click the ellipsis button to search for and select a general ledger account number that has been previously entered into the system. General ledger numbers are assigned on the general ledger tab.
7. In the **Account Number** box, enter the account number for the bank selected.

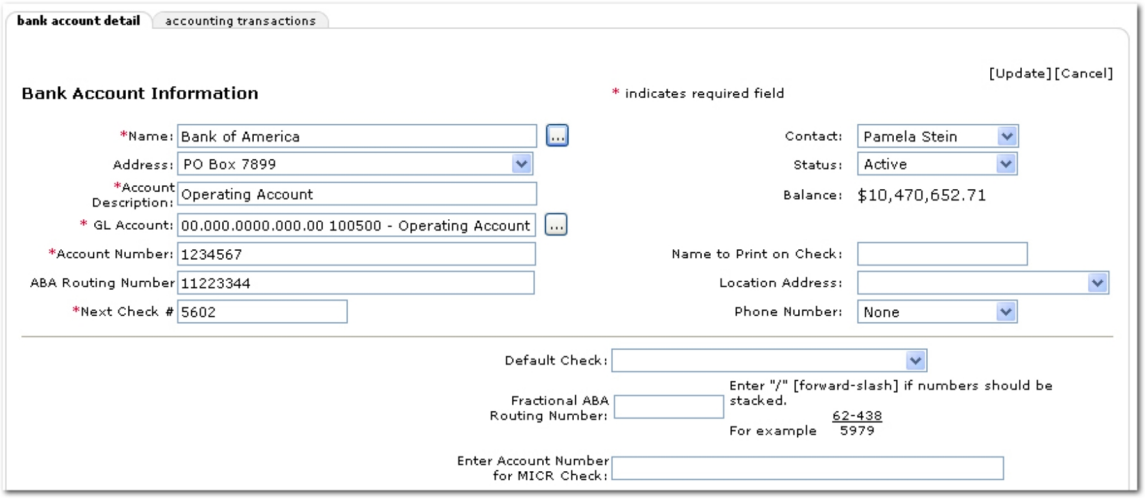
8. In the **ABA Routing Number** box, enter the ABA Routing Number found on the bottom of the check (Optional).
9. In the **Next Check #** box, enter the number for the next check to be issued.
10. In the **Contact** list, the contact will be automatically filled with the information supplied when the financial entity was entered into the system. If multiple contacts have been added to the financial entity, use the list to select the appropriate contact.
11. In the **Status** list, the status will be set automatically according to the status of the contact for the financial entity.
12. In the **Balance** area, the balance is automatically calculated based on entries for the account.
13. In the **Name to Print on Check** box, enter the name that prints on checks exactly as it will appear on the check.
14. In the **Location Address** list, select the address of the location that is issuing the check. The address is one that was added to the organization or territory level. If no location name has been added to the address, only the address is displayed in the list.
15. In the **Phone Number** list, select the phone number for the location issuing the check. Only the phone numbers added to the selected location are available for selection.
16. In the **Default Check** list, select the default check style. The default style can be changed when ready to print the check.
17. Select the **Add 2nd Signature Line** check box to indicate that a second signature line is necessary when a check is printed. If this checkbox is selected, the second signature line message described below will also be printed on the checks.
18. In the **2nd Signature Line Message** box, enter a memo for the check that relates to the second signature line.
19. In the **Fractional ABA Routing Number** box, enter the fractional ABA routing number to appear on the check. Enter a (/) forward-slash if numbers should be stacked.
20. In the **Enter Account Number for MICR Check** box, enter the account number necessary for MICR check coding.
21. Click **[Update]**.

**To View Bank Account Details**

1. Navigate to the **bank accounts** tab using the guidelines above in To Navigate to the Bank Accounts Tab.




2. Click the **Details** icon next to the bank account to view.




3. The **bank account detail** tab gives account information as well as the account numbers and contact information. If any information on this tab is changed, **[Update]** must be clicked for the changes to take effect.

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**Note:** Multiple financial entities with the same name can be distinguished by selecting a different address from the **Location Address** list.

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## *Bank Reconciliation*

Bank reconciliation creates a process to provide functionality for the clearing of checks, deposits, adjustments and provide a mechanism for the recording of bank interest and service charges.

**To Reconcile a Bank Account**

1. On the Primary menu, click **ORGANIZATION**.
2. Click the **territories** tab and search for the appropriate territory.
3. Click the **Details** icon next to the desired territory.
4. Click the **accounting > bank accounts** tab.
5. On the **bank accounts** tab, click the **Details** icon next to the appropriate bank account.
6. Click the **bank reconciliation** tab. The **Bank Reconciliation Statements** screen is displayed.
7. Click the **Details** icon next to an existing statement, or **[Add New]** to start a new statement. The **bank reconciliation** tab is displayed.

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**Note:** Bank statements must be completed and posted in chronological order. The previous statement must be posted before the **[Add New]** link becomes available again.

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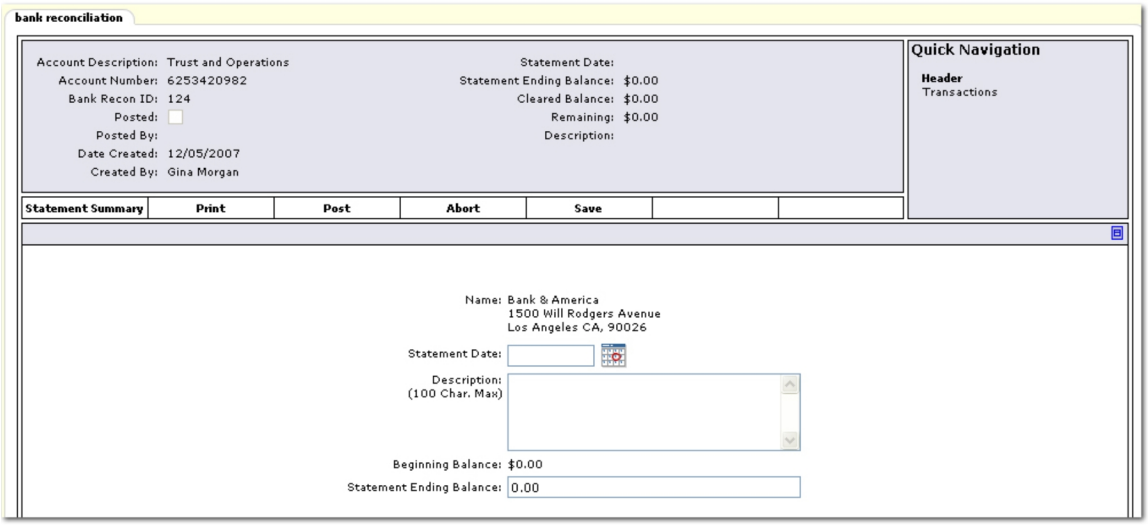
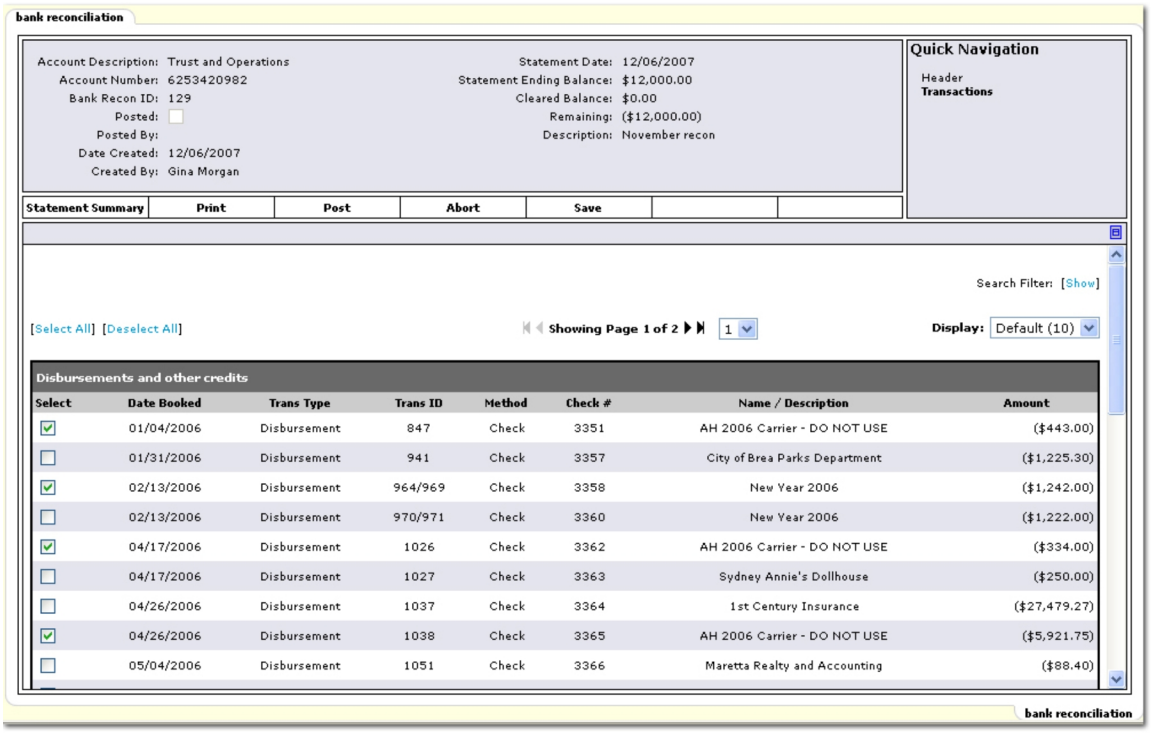



- The following information is available on the bank reconciliation header:
  - **Account Description:** Defaults from the **bank account detail** tab **> Account Description** box.
  - **Account Number:** Defaults from the **bank account detail** tab **> Account Number** box.
  - **Bank Recon ID:** Sequential ID number assigned by Nexsure.
  - **Posted:** Selected when the bank reconciliation is posted. The date of the posting is also added upon post.
  - **Posted By:** The name of the staff member that posted the reconciliation.
  - **Date Created:** The date that the **[Add New]** link is clicked to start the reconciliation.
  - **Created By:** The name of the staff member that clicked the **[Add New]** link.
  - **Statement Date:** The date entered in the **Statement Date** box when editing the bank reconciliation header.
  - **Statement Ending Balance:** The ending balance entered in the **Statement Ending Balance** box when editing the bank reconciliation Header.
  - **Cleared Balance:** The cleared balance is equal to; beginning balance - disbursements and other credits + deposits and other debits.
  - **Remaining:** The remaining amount is equal to (**Cleared Balance** - **Statement Ending Balance**).
  - **Description:** The entry made in the **Description** box when editing the bank reconciliation header.
- The following options are available on the Navigation Toolbar:
  - **Statement Summary:** To return to the list of **Bank Reconciliation Statement** screen.
  - **Print:** Lists reconciliation activity including:
    - All transactions falling within a specified date range.
    - Cleared vs. uncleared activity.
    - Balancing information.

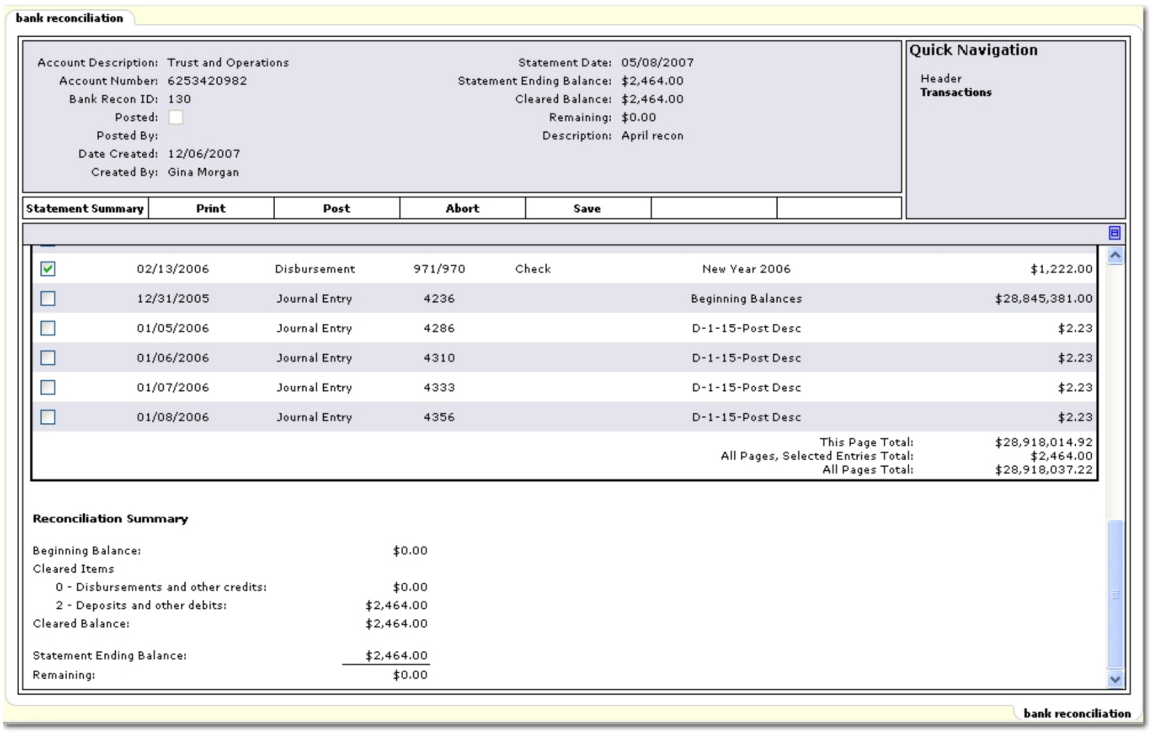
- **Post:** Posts the bank reconciliation. The post option is unavailable until the reconciliation **Remaining** amount is equal to $0.00. The **Beginning Balance** + / - **Cleared Balance** must equal the **Statement Ending Balance**.
- **Abort:** Cancel the reconciliation.
- **Save:** Saves entries without exiting the screen.

8. Complete the following information on the bank reconciliation header:
   - **Statement Date:** This date defaults to the date that the reconciliation is added. This date can be edited to match the date of the statement received from the bank.
   - **Description:** Enter up to a 100 character description that will be displayed in the bank reconciliation header.
   - **Beginning Balance:** This is the balance from the previous bank reconciliation and is also displayed **Reconciliation Summary > Transactions** link.
   - **Statement Ending Balance:** Enter the ending balance amount from the bank statement to balance against cleared activity.
9. On the **Navigation Toolbar**, click **Save**.
10. In the **Quick Navigation** panel, click **Transactions**. The transaction selection results are displayed.




11. Select the transactions that can be reconciled with the bank statement. Below the listing of transactions, the **Reconciliation Summary** is available.

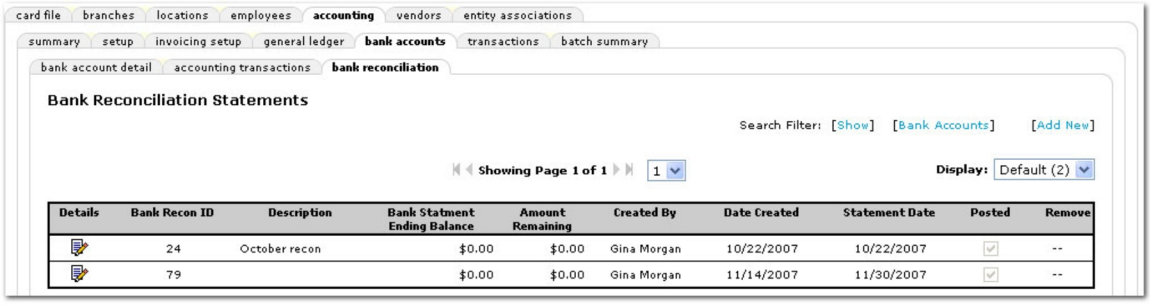
**Tip:** A summary report can be generated by clicking **Print** on the **Navigation Toolbar**.




12. Verify that the **Remaining** amount is $0.00 and click **Post**.
13. On the **Navigation Toolbar**, click **Statement Summary** to return to the **Bank Reconciliation Statement** screen.

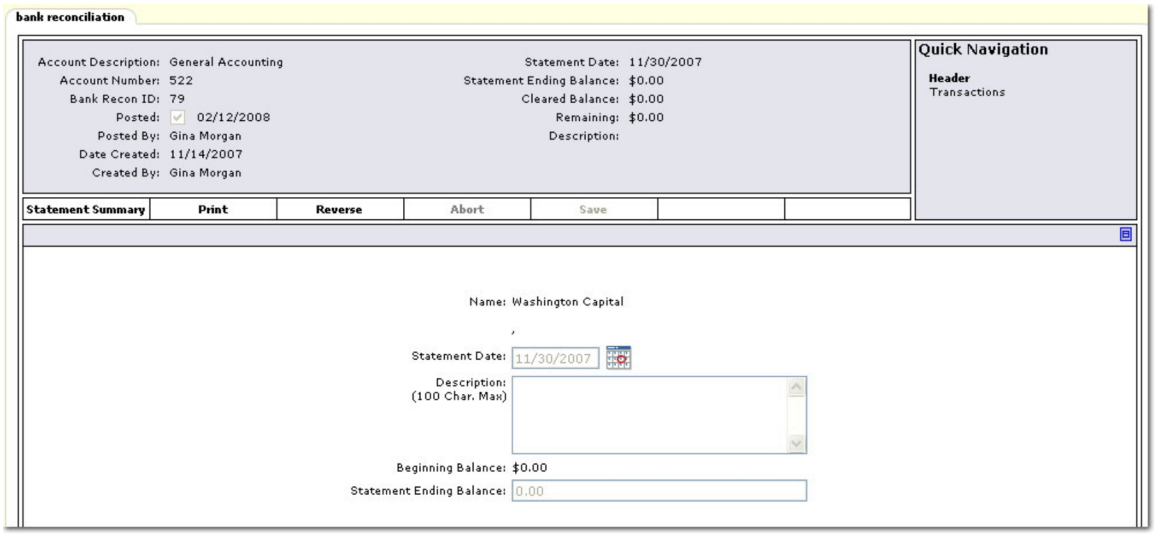
**To Reverse a Bank Reconciliation**

1. On the Primary menu, click **ORGANIZATION**.
2. Click the **territories** tab and search for the appropriate territory.
3. Click the **Details** icon next to the desired territory.
4. Click the **accounting > bank accounts** tab.
5. On the **bank accounts** tab, click the **Details** icon next to the appropriate bank account.
6. Click the **bank reconciliation** tab. The **Bank Reconciliation Statements** screen is displayed.




7. Click the **Details** icon next to the reconciliation to reverse. The **bank reconciliation** tab is displayed.

**Important:** Reversals must be completed on the newest bank statements first working back in time. For example, if the February statement must be reversed and March / April statements exist, the April statement must be reversed first, then the March, then the February.




8. On the **Navigation Toolbar**, click **Reverse**. A confirmation dialog is displayed.
9. Click **OK**. The reconciliation is reversed and the reversed entry is recalculated.

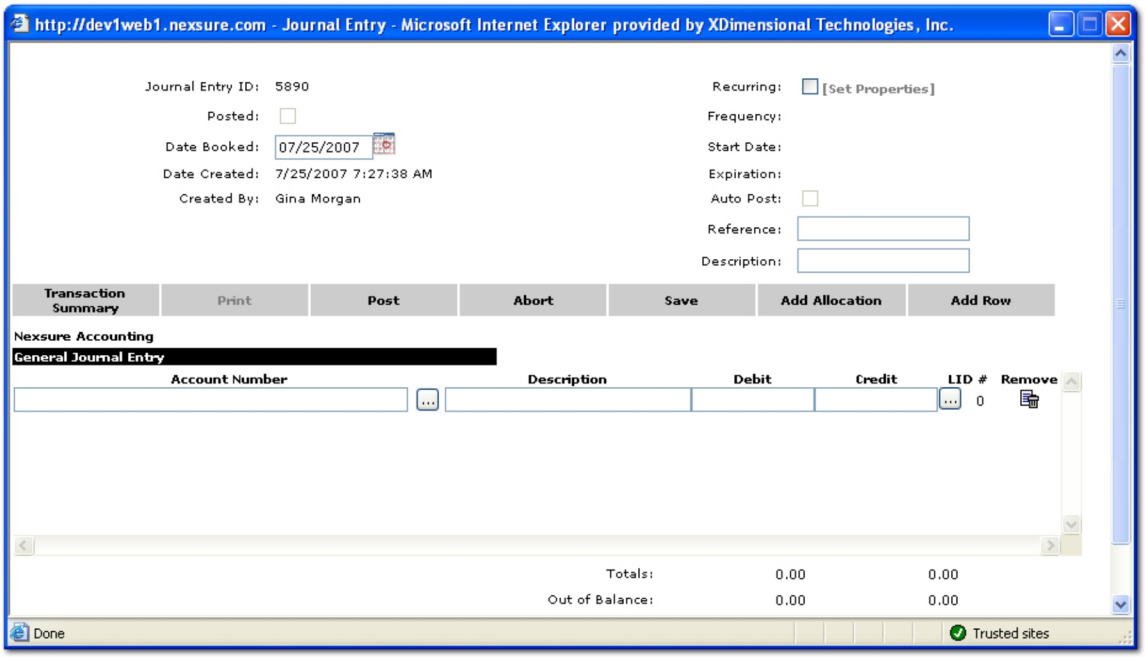
**Note:** The **Beginning Balance** of any subsequent posted bank statements is updated to reflect the last posted bank statement. The **Remaining** value is the difference between pre-reversal **Beginning Balance** and the replacement **Beginning Balance**.

## *Journal Entry*

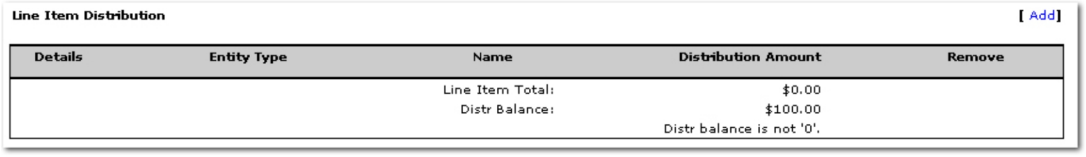
A journal entry is an entry made directly to specific general ledger accounts. Journal entries must balance before posting is allowed. If a particular entry is made on a consistent basis, it can be created as a recurring entry.

**To Add a Journal Entry**

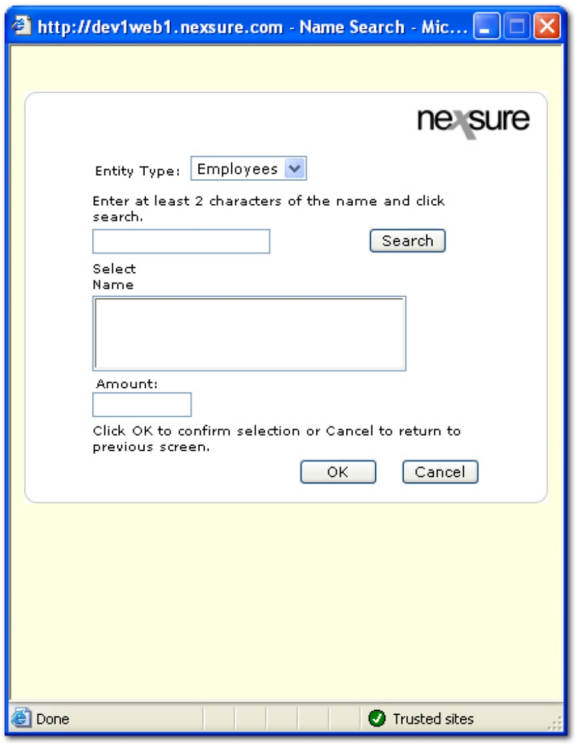
1. On the Primary menu, click **ORGANIZATION**.
2. Click the **territories** tab.
3. Click the **Details** icon of the appropriate territory.
4. Select the **accounting > transactions > journal entry** tab.
5. On the **journal entry** tab, click **[Add New]**. The **Journal Entry** dialog box is displayed.



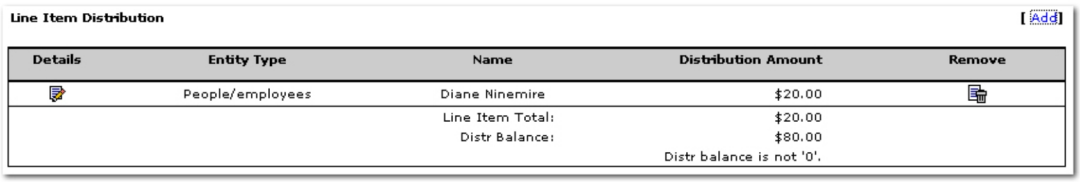

6. In the **Date Booked** box, enter the date that the journal entry will post to the general ledger. This date can be changed back or forward, however, the date booked can not be posted to a locked month unless the staff member has the security rights to override a locked month. The date booked can never be posted to a closed month.
7. Select the **Recurring** check box to make the entry a template for new entries. Posting will be disabled. Since this template will not post it can be edited or removed at any time. The template will be available for manual selection whenever desired and can also be used by Nexsure to automatically create entries.
8. In the **Reference** box, enter an internal note.
9. In the **Description** box, enter a description that will be reflected in the journal entry line item description and will display on general ledger reports.
10. In the **Account Number** box, click the **Ellipsis** button to select the appropriate general ledger account number.
11. In the **Description** box, enter a new description. The entry in this box defaults from the **Description** entered in the journal entry header. This description will display in the **General Ledger Detail** report.
12. In the **Debit** and **Credit** boxes, enter the offsetting amount.
13. In the **LID** column, click the **Ellipsis** button to open the **Line Item Distribution** area of the screen. Line item distribution (LID) is used to track employee's expenses that do not need to display on the general ledger.




14. In the **Line Item Distribution** area, click **[Add]**. The **Name Search** dialog box is displayed.




15. In the **Name Search** dialog box, search for and select the employee that will be added to the line item distribution.
16. In the **Amount** box, enter the amount of the line item distribution for the employee.
17. Click **OK**. A new entry line is added to the **Journal Entry** screen.




18. Return again to the **General Journal Entry** area, click the **LID Ellipsis** button again to add the number of line item distributions to the journal entry. Notice the count under the **#** column is updated.
19. In the **Navigation Toolbar**, click **Save**. Once the journal entry is complete and saved the entry may be posted.
20. In the **Navigation Toolbar**, click **Post**. A confirmation dialog box is displayed.

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**Note:** When posting to locked periods, keep the following in mind. If the staff member has rights to post to a locked period a dialog box is displayed letting the staff member know they are posting to a locked period. If the staff member does not have rights to post to a locked period, the only option is to change the date booked to an unlocked period. More information on rights for staff members to post to locked periods can be found at Transactions > Reconciliation Security.

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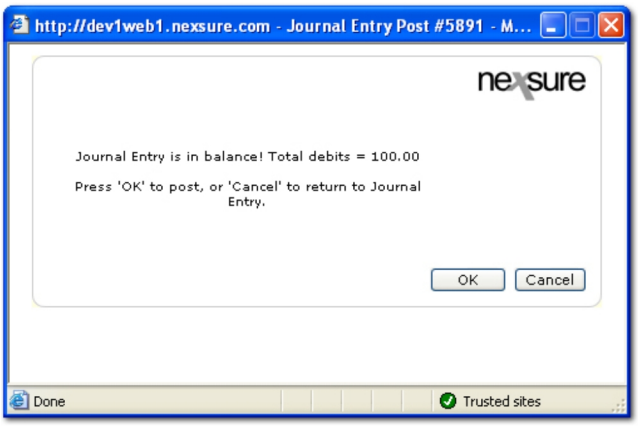


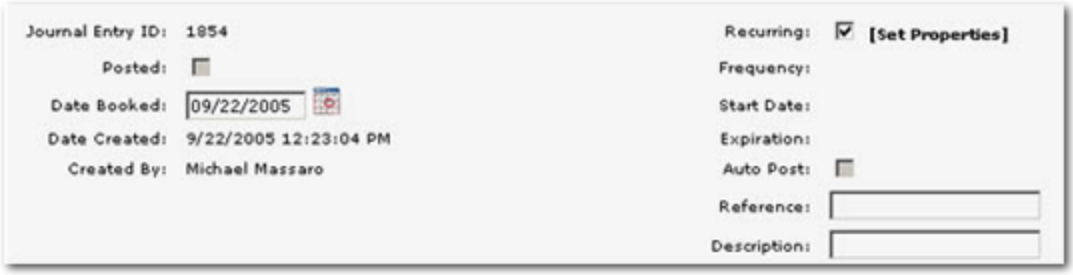

21. The confirmation dialog box gives verification that the account is in balance. Click **OK** to post the entry to the general ledger. Posting makes the entry permanent and allows a check to be printed. If an entry is posted in error, it must be reversed and re-entered as a new item.

## Recurring Journal Entries

If a particular journal entry is made on a consistent basis, it can be created as a "recurring" entry. Recurring entries can be created on any recurring schedule needed. Recurring entries can also be scheduled to automatically post.

**To Create a Recurring Journal Entry**

1. On the Primary menu, click **ORGANIZATION**.
2. Select the **accounting** tab.
3. Select the **transactions** tab.
4. Click the **journal entry** tab.
5. Click **[Add New]**.




- **Journal Entry ID**: This number will be automatically assigned once the entry is made.
- **Posted**: Checkbox will populate once entry is posted.
- **Date Booked**: Displays the date entry was booked. Enter the date manually or click the calendar icon to select a date.
- **Date Created**: Displays the date entry was created.
- **Created By**: User that created the entry.

6. Select the **Recurring** option.
7. Click **Set Properties**.

**Note**: If not selected, previous recurring journal entries will apply and the entry will be available through **[Add Recurring]** on the Journal Entry screen.

8. Select the Recurring Schedule:

**Daily**



**Daily Recurrence Schedule**

- Every number of days will create journal entry on that number of days.
- Every weekday will create journal entry Monday to Friday.

**Recurrence Range**

- Start date – defaults from Journal Entry screen and determines the first occurrence.
- Continuous – journal entry will be created until end is defined.
- Continue for number of occurrences – journal entry will be created for set number of occurrences.
- End by specific date – journal entry will be created until date is reached.
    - If end by date = the prescribed occurrence of a journal entry, the entry will be created. For example, end by date = July 21, 2006 the journal entry will occur on July 21. If end by date = July 23, 2006 then the last journal entry will also occur on July 21 since July 23 is not a weekday.

**Automatically Post**

- If checked, journal entry will post during a night process automatically (12:40 AM).
- If unchecked, journal entry will be created but will not post.

**Weekly**

**Monthly**



**Monthly Recurrence Schedule**

- Day ## of every # month(s) – specific date the number of months designated.
    - Example – Day 15 of every 1 month will create the journal entry on the 15th of each month beginning in August.
    - Example – Day 15 of every 3 months will create the journal entry on the 15th of every 3rd month. In this example, with 7/21/2005 as start date, the first entry will be August with subsequent entries occurring in November, February 2006, May 2006, August 2006 and so on.
    - To effect a different month, "Start" could be changed to later month to begin the series in that month.

**Recurrence Range**

- Start date – defaults from Journal Entry screen and determines the first occurrence.
- Continuous – journal entry will be created until end is defined.
- Continue for number of occurrences – journal entry will be created for set number of occurrences.
- End by specific date – journal entry will be created until date is reached.

**Automatically Post**

- If checked, journal entry will post during a night process automatically (12:40 AM).
- If unchecked, journal entry will be created but will not post.

**Yearly**




**Weekly Recurrence Schedule**

- Every # of week(s) on a specific day (or days) will create journal entry on that day every designated number of weeks.
    - Example – every 1 week on Tuesday will create the journal entry every Tuesday.
    - Example – every 2 weeks on Tuesday will create the journal entry every other Tuesday.

**Recurrence Range**

- Start date – defaults from Journal Entry screen and determines the first occurrence.
- Continuous – journal entry will be created until end is defined.
- Continue for number of occurrences – journal entry will be created for set number of occurrences.
    - Example – 24 occurrences will result in 24 weeks of Tuesday journal entry.
- End by specific date – journal entry will be created until date is reached.

**Automatically Post**

- If checked, journal entry will post during a night process automatically(12:40 AM).
- If unchecked, journal entry will be created but will not post.

9. Click **OK**.




**Yearly Recurrence Schedule**

- Only option is “Occurs” with the specific day designated.

**Recurrence Range**

- Start date – defaults from Journal Entry screen and determines the first occurrence.
    - Defaults from “Date Booked” but may be changed based on rules for using “Date Booked” in a journal entry.

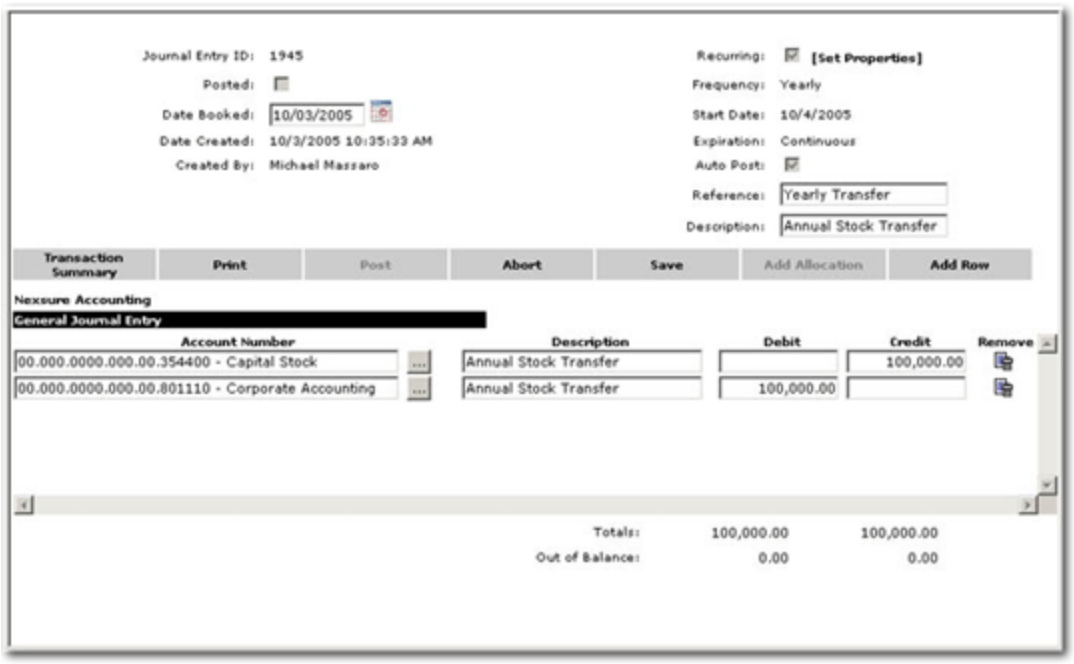
Today’s date is the default.

**Date may not be in a closed or locked period**

- Continuous – journal entry will be created until end is defined.
- Continue for number of occurrences – journal entry will be created for set number of occurrences.
- End by specific date – journal entry will be created until date is reached.

**Automatically Post**

- If checked, journal entry will post during a night process automatically (12:40 AM).
- If unchecked, journal entry will be created but will not post.




- **Journal Entry Summary:** Saves the entry and returns to Journal Entry transaction list view. Recurring entries must be in balance, clicking Transaction Summary while not in balance will prompt a message notifying you to balance the journal entry.
- Print: Prints journal entry line items.

**Note: Post** is not available for a recurring entry.

- **Abort:** Deletes the entry.
- **Save:** Saves the entry, remaining in the journal entry screen.
- **Add Allocation:** Displays available allocations for entry, see Using Allocations.
- **Add Row:** Adds general ledger line items.




**Note:** In the example above, items cannot be selected since they are recurring journal entries and are not posted. Only Journal Entries created from recurring journal entries that are unposted or single journal entries created and unposted can be selected for the **Post Selected** process.

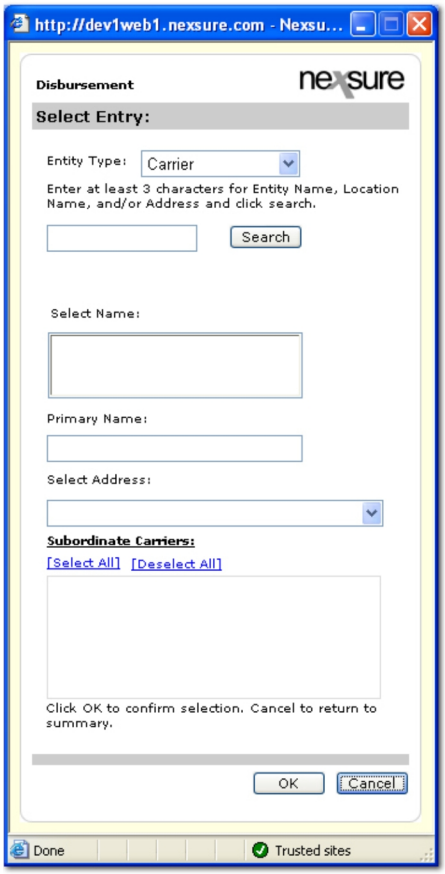
## *Disbursements*

**To Create a Disbursement (Post / Print a Check)**

1. On the Primary menu, click **ORGANIZATION**.
2. Select the book level tab (such as **territories**) and click the **Details** icon next to the appropriate entity.
3. Click the **accounting** > **transactions** > **disbursements** tab.




5. Select a bank account from the list.
6. Click **[Add New Disbursement]**. The **Disbursement** dialog box is displayed.



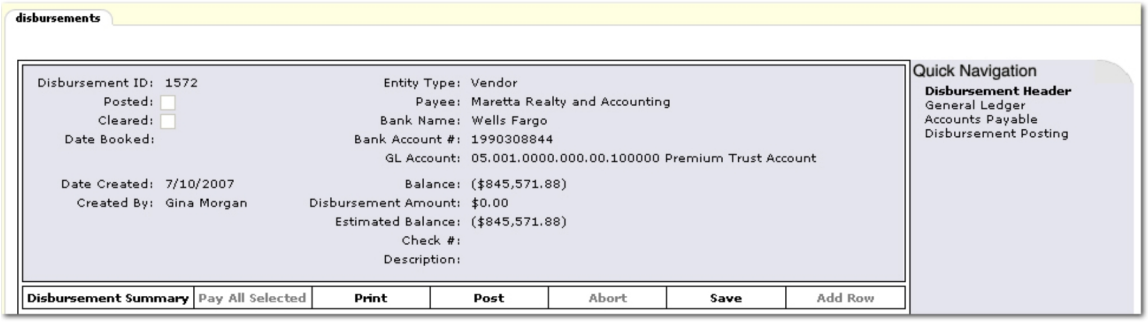

7. Select an **Entity Type** from the list.

**Note:** Only carriers that are associated to the territory will be available in the search. For more information about carrier associations, see the Carrier Associations topic.

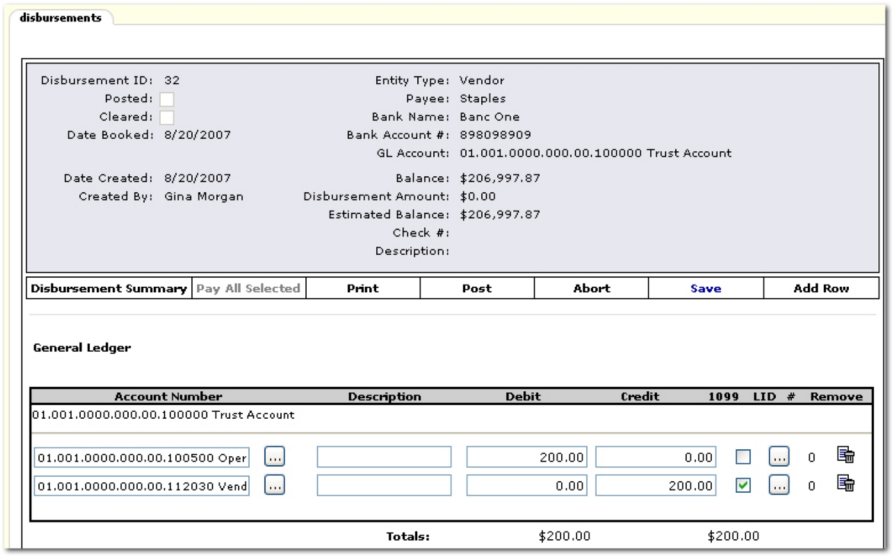
8. Enter at least two characters of the name for the entity to disburse to and click **Search**.

**Note:** If the entity has an alternate payment address, it can be selected from the **Select Address** list.

9. Select the entity in the search results and click **OK**. The **disbursements** tab is displayed.
10. Complete the **Disbursement Header** information.
11. In the **Payee** area, click the **Ellipsis** button to select another address for the payee if necessary.
12. In the **Navigation Toolbar**, click **Save**.




13. In the **Quick Navigation** panel, click **General Ledger**. **Quick Navigation** links vary by entity selected but the **General Ledger** link is available in all entity types.
14. In the **Navigation Toolbar**, click **Add Row** to distribute general ledger activity.



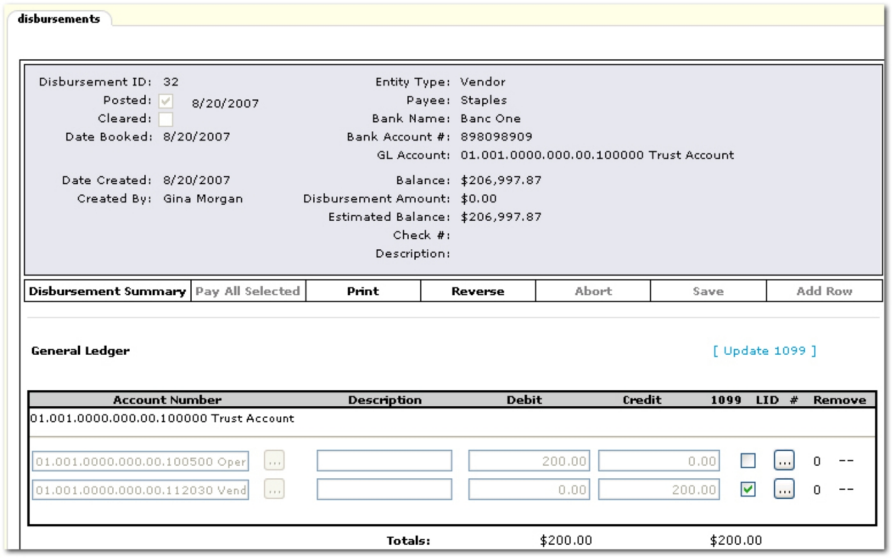

15. In the **Navigation Toolbar**, click **Post**. A confirmation message is displayed to confirm the post, click **OK**. The posted and printed from the **Disbursement Summary** screen.

**Note:** Only the **Disbursement Summary** can be printed before a disbursement is posted. After post, the summary and various check styles can be printed.

**Important:** When posting to locked periods, keep the following in mind. If the staff member has rights to post to a locked period a dialog box is displayed letting the staff member know they are posting to a locked period. If the staff member does not have rights to post to a locked period, the only option is to

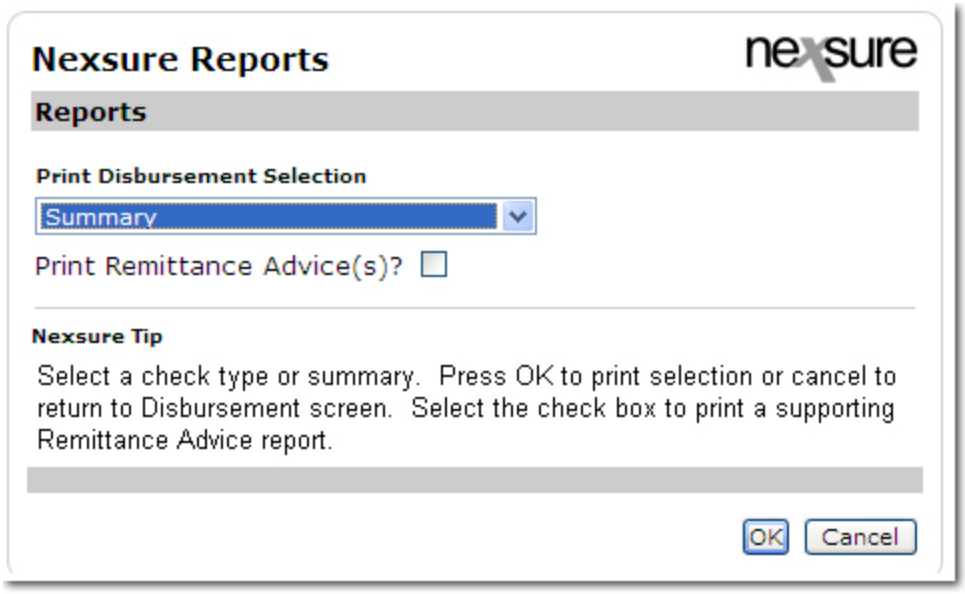
change the date booked to an unlocked period. More information on rights for staff members to post to locked periods can be found at Transactions > Reconciliation Security.

16. Once the disbursement has been posted, only the 1099 check boxes are editable. If it is necessary to update a 1099 selection, make the new selection and click **[Update 1099]**.




**To Print the Disbursement Checks**

1. On the **Navigation Toolbar**, click **Print**. The **Print Disbursement Selection** dialog box is displayed.




2. In the **Print Disbursement Selection** list, select the appropriate check style or a summary.
3. Select the **Print Remittance Advice** check box to open a separate PDF containing the remittance advice(s) for printing.
4. Click **OK**. The check is then printed to Adobe® PDF format.
5. On the Adobe PDF toolbar, click the **File > Print**. The **Print** dialog box is opened for print options.

*Posting a Zero Disbursement*

A zero disbursement can be done to clear open items on a client's account.

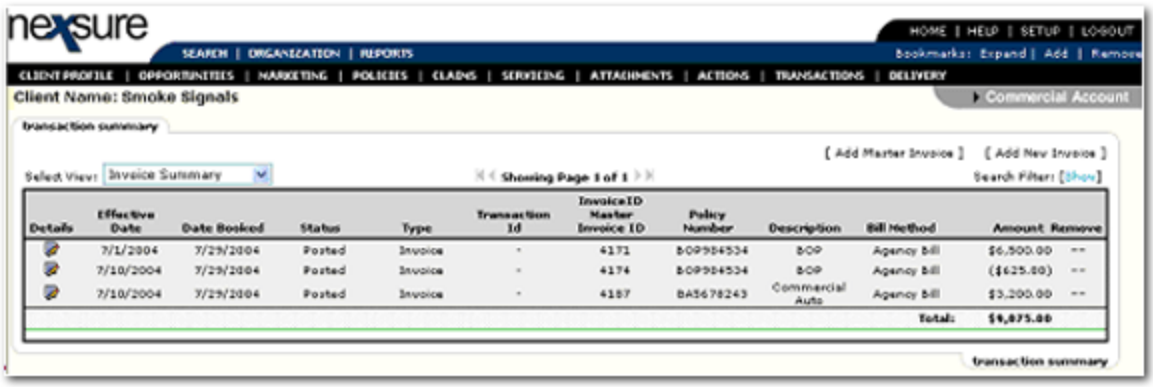
**Note:** The preferred method of clearing open items on a client's account is client reconciliation.

**Important:** User rights must be granted to post a $0 disbursement; see Disbursements Security.htm

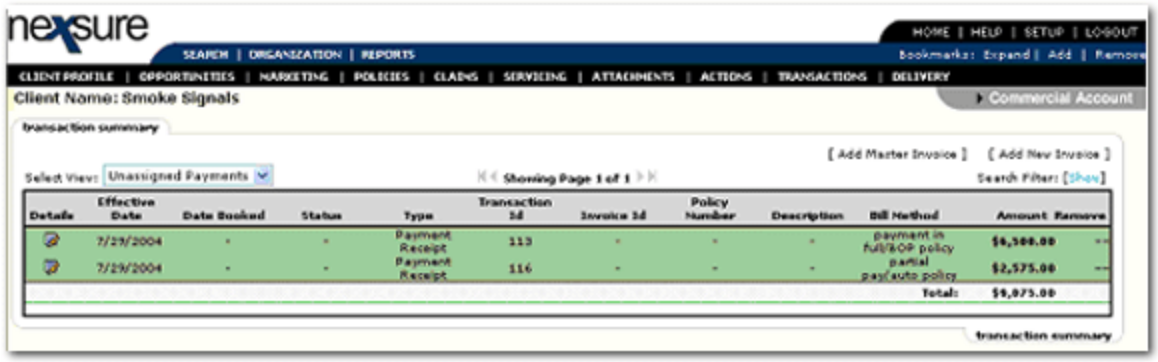
Scenario: Client is invoiced for full payment of new business BOP policy. Full payment of BOP policy received on client's account, (unapplied to invoice resulting) in a residual amount.

Endorsement processed on BOP policy resulting in a return premium. Client is invoiced for full payment of new business Auto policy. Payment received on client's account, (unapplied to invoice) resulting in a residual amount. (Amount received was Auto premium minus return premium from BOP endorsement). The disbursement process can be used to clear open items for the client in one transaction process.

Client level Invoice Summary view:

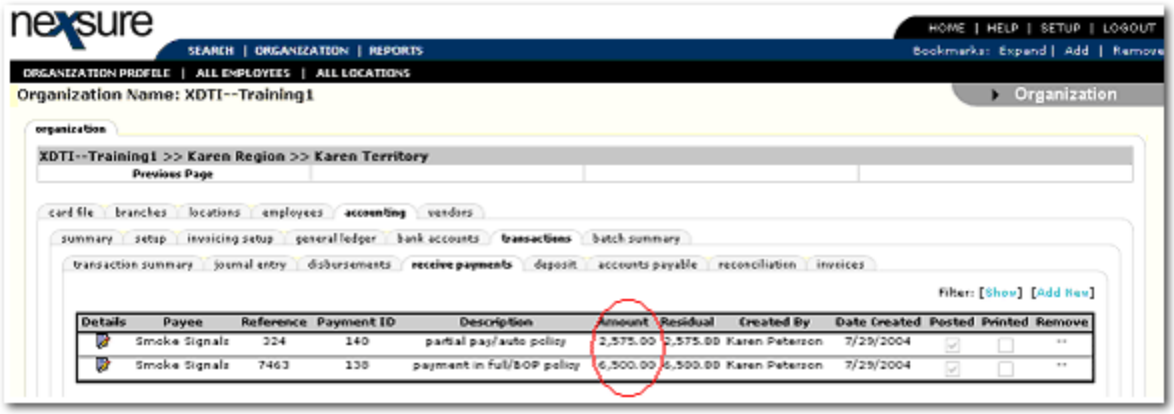



Client level Unassigned Payments view:



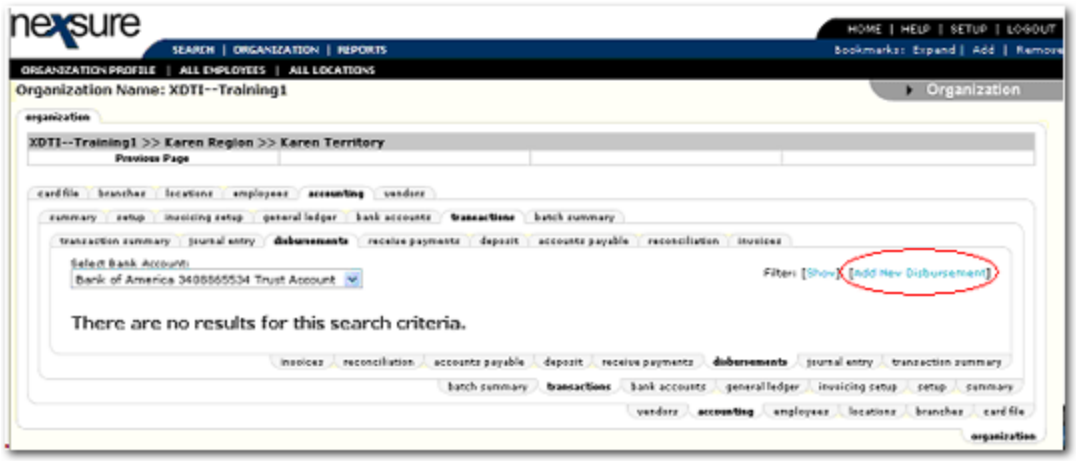

Receive Payment tab summary view:

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

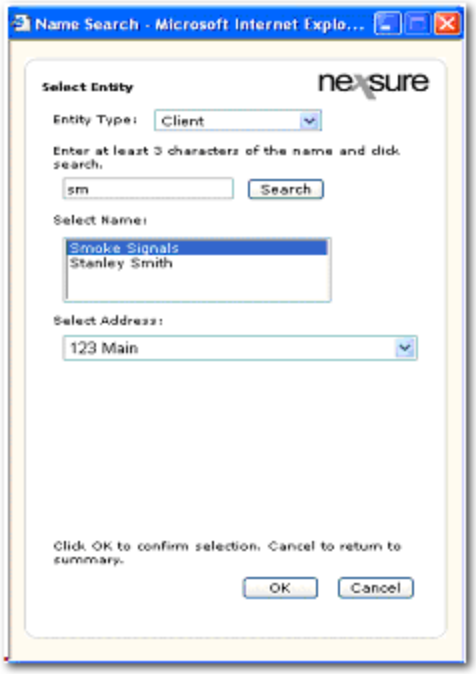



**To Process a Zero Disbursement**

1. On the Primary Menu, click **ORGANIZATION**.
2. Click the **territories** tab.
3. Click the **Details** icon of the appropriate territory.
4. Click the **accounting** tab.
5. Click the **transactions** tab.
6. Click the **disbursements** tab.
7. Select appropriate bank account from the drop down list.
8. Click **[Add New Disbursement]** link.

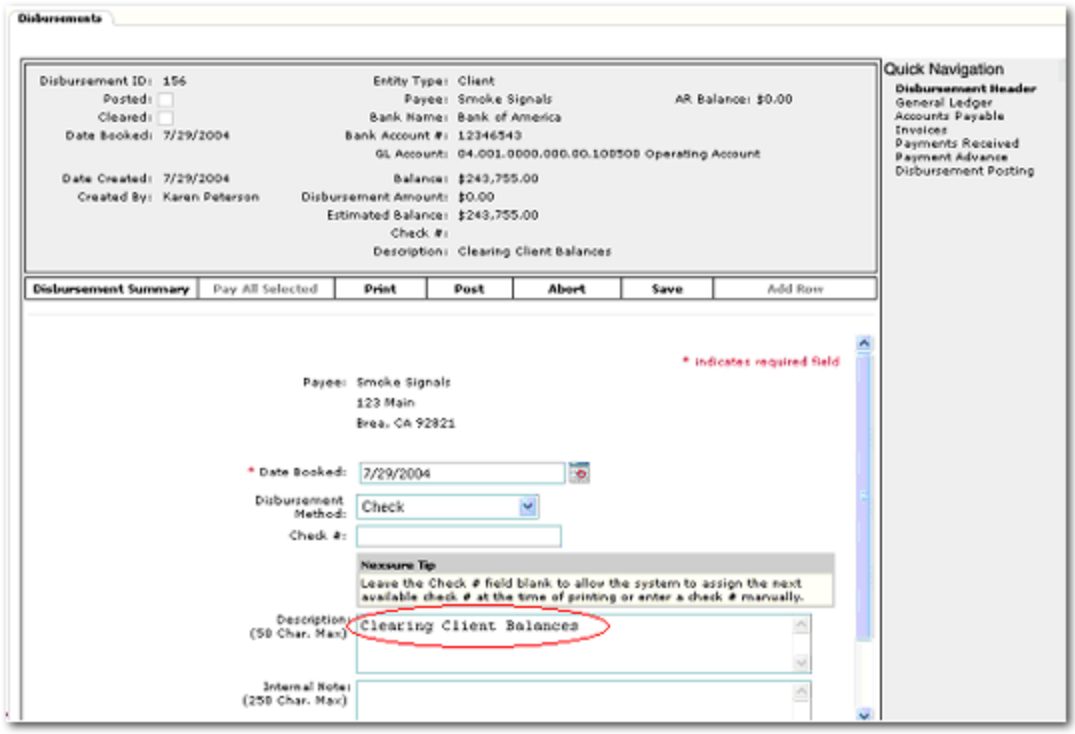



9. Select **Client** as entity type from the drop-down list.
10. Enter at least two characters of the name of the client you wish to disburse to and click **Search**.
11. Select the client in the search results and click **OK**.

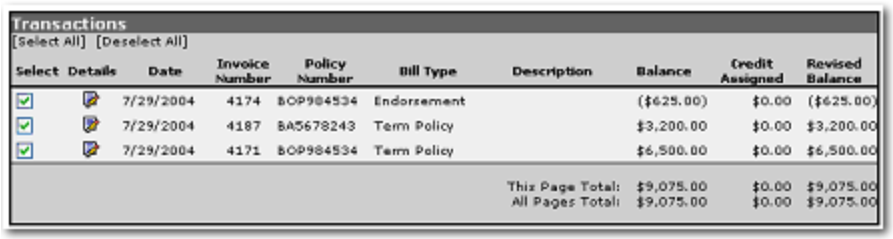



12. Complete disbursement header as appropriate and enter description.

**Note:** To avoid a check number from being assigned, the Disbursement Method should be set to EFT.




13. Click on the **Invoices** link in Quick Navigation.
14. Select all applicable invoices to pull into the disbursement.




**Scenario:**

- Invoice # 4171 full pay BOP policy.
- Invoice # 4174 return premium - BOP endorsement.
- Invoice # 4187 full pay Auto policy.

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

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**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.

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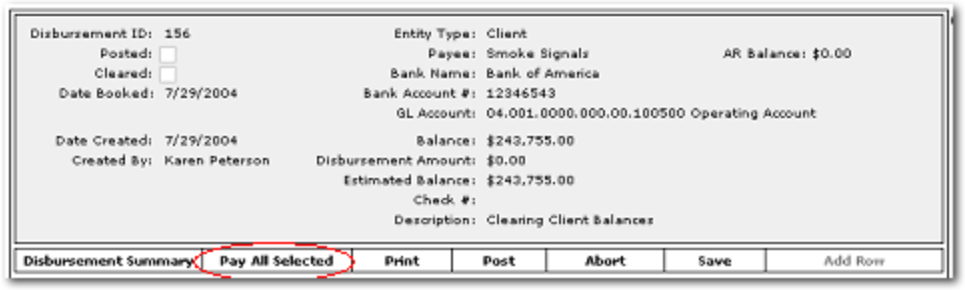
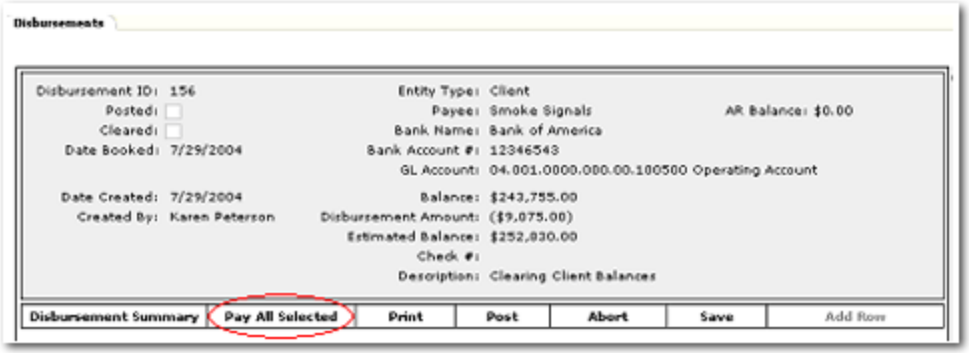



16. Click on **Payments Received** link in Quick Navigation.
17. Select applicable payments received on clients account to pull into the disbursement.
18. Click the **Save** link under Disbursement header to activate **Pay All Selected** link.



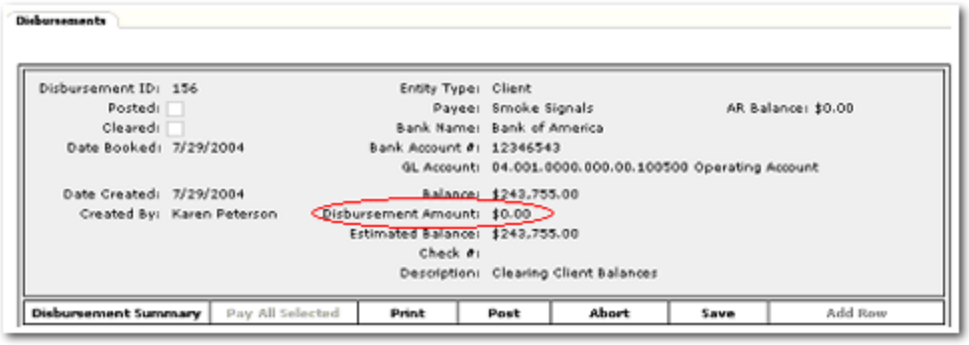

19. Click **Pay All Selected** link under disbursement header.




**Note:** Selected items are calculated into the disbursement when the Balance column is zero and the Return Amount column shows an amount. The details icon can be used to apply a partial amount of a receipt into the overall disbursement.

20. Click **Save** link under disbursement header.

**Note:** Notice Disbursement header is updated and reflects a $0.00 disbursement amount.




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

## *Retail Agent Disbursements*

**To Create a Disbursement (Post / Print a Check)**

1. On the Primary menu, click **ORGANIZATION**.
2. Select the book level tab (such as **territories**) and click the **Details** icon next to the appropriate entity.
3. Click the **accounting** > **transactions** > **disbursements** tab.



5. Select a bank account from the list.
6. Click **[Add New Disbursement]**. The **Disbursement** dialog box is displayed.
7. Select the Retail Agent **Entity Type** from the list.
8. Enter at least two characters of the name for the entity or the **Enterprise Code** and click **Search**.

**Note:** If the entity has an alternate payment address, it can be selected from the **Select Address** list.

9. Select the entity in the search results and click **OK**. The **disbursements** tab is displayed.
10. In the **Payee** area, click the **Ellipsis** button to select another address for the payee if necessary.
11. Complete the **Disbursement Header** information.
12. In the **Navigation Toolbar**, click **Save**. The following links are available in the **Quick Navigation** panel:

General Ledger

a. In the **Quick Navigation** panel, click **General Ledger**. **Quick Navigation** links vary by entity selected but the **General Ledger** link is available in all entity types.
b. In the **Navigation Toolbar**, click **Add Row** to distribute general ledger activity.
c. Click the **Ellipsis** button next to the **Account Number** box. Select the account number that will receive the payment until the funds are deposited.
d. In the **Debit** box, enter the amount owed.
e. In the **Credit** box, enter the amount being paid.
f. Select the **1099** check box if the entity is 1099 reportable.
g. Click the **Ellipsis** button in the **LID #** column to add a general ledger line item distribution for an employee. Line item distribution (LID) is used to track employee's expenses that do not need to display on the general ledger.
h. On the **Navigation Toolbar**, click **Add Row** if more than one payment to the same vendor must be made.

Accounts Payable

The Accounts Payable link, when selected, gives the opportunity to include any previous accounts payable entries in a disbursement.

a. Select the transactions to pay.
b. On the **Navigation Toolbar**, click **Pay All Selected**.

Reconciliation

The Reconciliation link, when selected, gives the opportunity to pull in any previous Retail Agent Payable Reconciliation that were created and posted.

a. On the **Quick Navigation** panel, click **Reconciliations**.
b. In the **Reconciliations** screen, click **[Add New Reconciliation]**. The selection screen is displayed.

Only posted Retail Agent Payable reconciliations will be available for selection. The amount can be a debit or a credit.

a. Use the check boxes to select the appropriate reconciliation.

b. Click **OK**.

Invoices

The Invoices link, when selected, gives the opportunity to pull in retail agent invoices that have created a retail agent receivable balance.

a. Select the invoices to pay.

Payments Received

The Payments Received link, when selected, gives the opportunity to refund or combine existing retail agent receive payments not previously applied to invoices.

a. After Invoices are selected, click Receive Payment Details. Each line item is displayed.

Disbursement Posting

The Disbursement Posting link, when selected, gives the opportunity to create the final posting of the receive payment.

13. In the **Navigation Toolbar**, click **Post**. A confirmation message is displayed to confirm the post, click **OK**. The posted and printed from the **Disbursement Summary** screen.

14. In the **Navigation Toolbar**, click **Post**. A confirmation message is displayed to confirm the post, click **OK**. The posted and printed from the **Disbursement Summary** screen.

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**Note:** Only the **Disbursement Summary** can be printed before a disbursement is posted. After post, the summary and various check styles can be printed.

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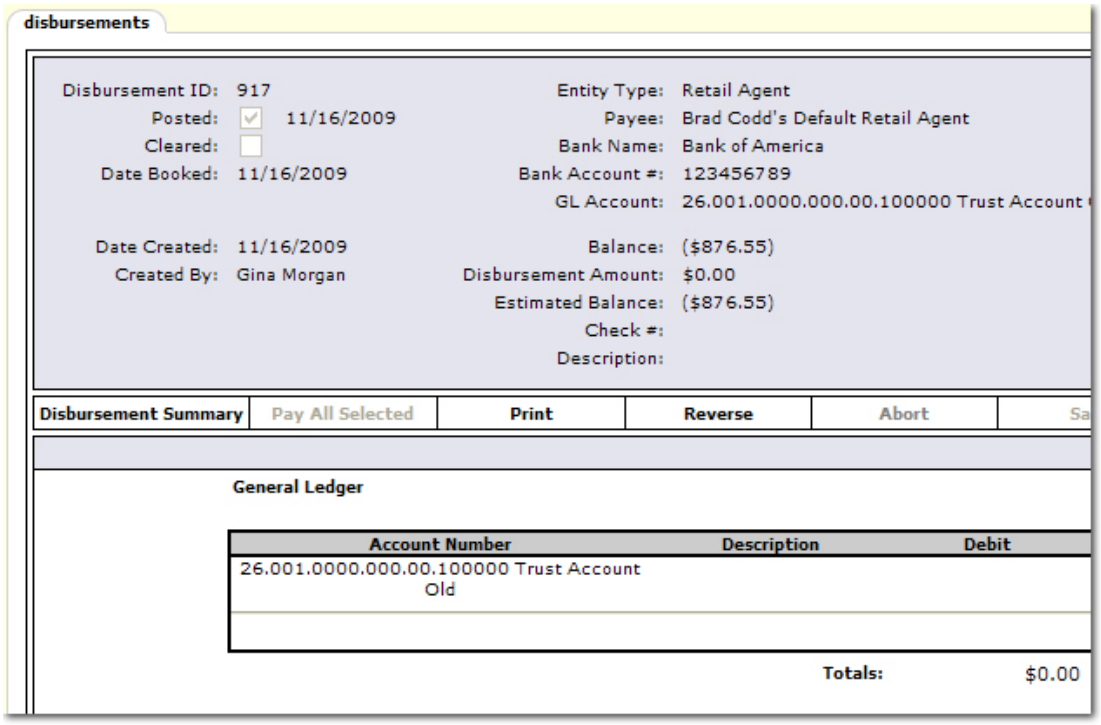
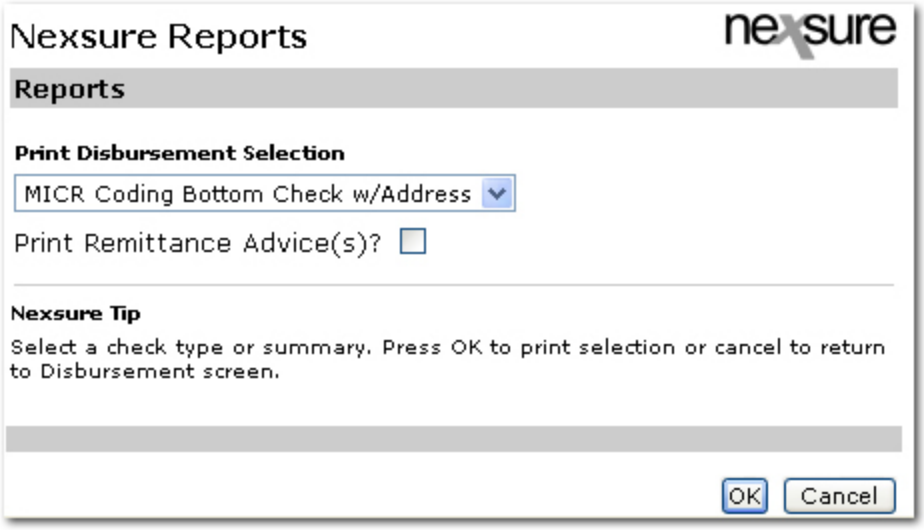
**Important:** When posting to locked periods, keep the following in mind. If the staff member has rights to post to a locked period a dialog box is displayed letting the staff member know they are posting to a locked period. If the staff member does not have rights to post to a locked period, the only option is to change the date booked to an unlocked period. More information on rights for staff members to post to locked periods can be found at Transactions > Reconciliation Security.

15. Once the disbursement has been posted, only the 1099 check boxes are editable. If it is necessary to update a 1099 selection, make the new selection and click **[Update 1099]**.




**To Print the Disbursement Checks**

1. On the **Navigation Toolbar**, click **Print**. The **Print Disbursement Selection** dialog box is displayed.




2. In the **Print Disbursement Selection** list, select the appropriate check style.
3. Select the **Print Remittance Advice** check box to open a separate PDF containing the remittance advice(s) for printing.
4. Click **OK**. The check is then printed to Adobe® PDF format.
5. On the Adobe PDF toolbar, click the **File > Print**. The **Print** dialog box is opened for print options.

## *Receive Payments*

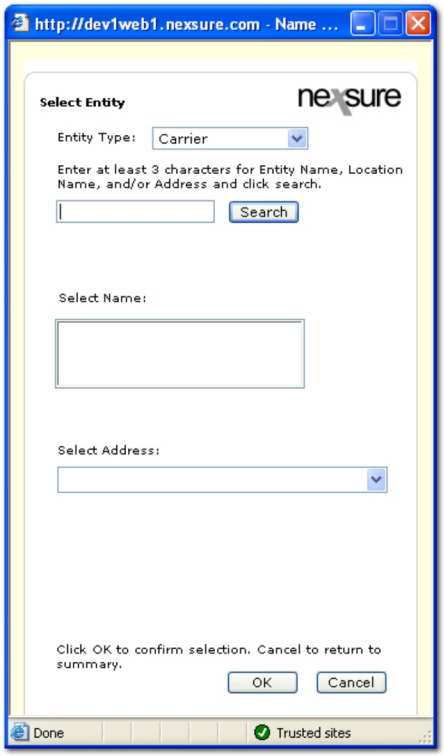
Use the **receive payment** tab to post received payments to the general ledger. They will then be available for deposit.

**To Receive a Payment**

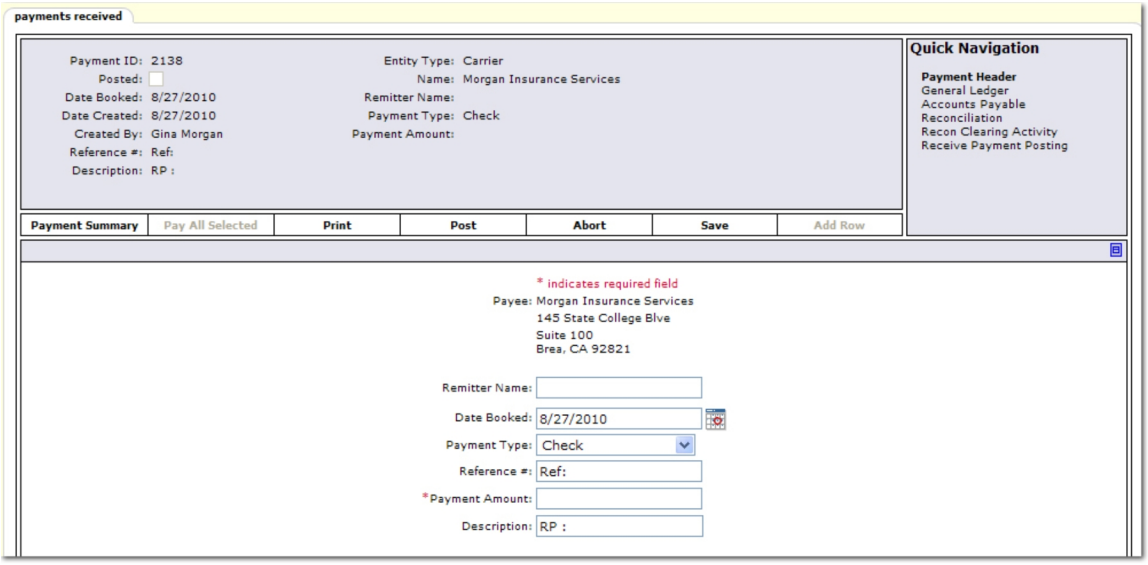
1. On the Primary Menu, click **ORGANIZATION**.
2. Select the **territories** tab.

   **Note:** The **territories** tab does not have to be selected, receive payments can be done at the organization (book) level.

3. Select the appropriate **Details** icon for the territory that will be receiving a payment.
4. Select the **accounting > transactions > receive payments** tab.
5. Click **[Add New]**. The **Select Entity** dialog box is displayed.



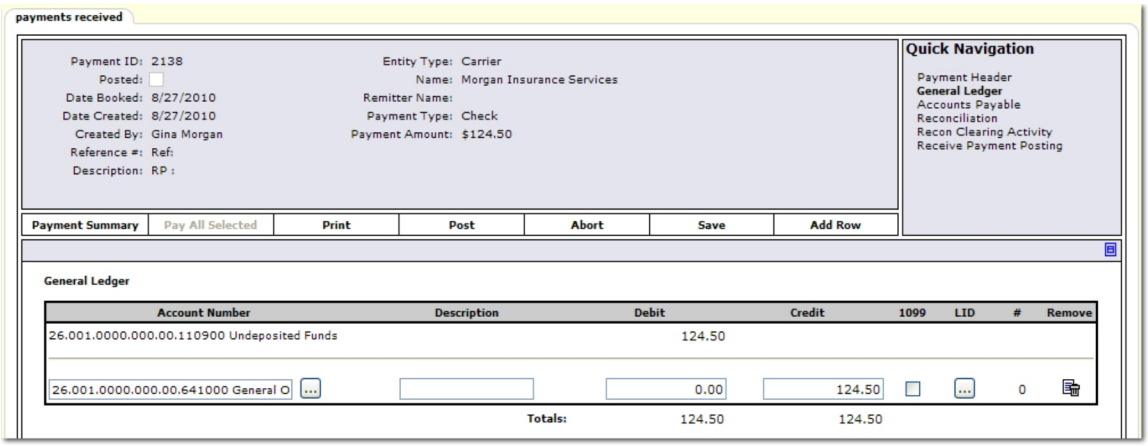

6. Select the **Entity Type** (the default is Client) and search for the entity name.
7. Select the entity name and click **OK**. The **payments received** tab is displayed.




- Enter the **Remitter Name**; the name of the entity.
- Enter the **Date Booked** (current date is default).
- Select the **Payment Type** from the list.
- Enter a **Reference** number. If payment is by check, enter the check number.
- Enter the **Payment Amount**.
- Enter a **Description** (optional).

8. In the **Navigation Toolbar**, click **Save**.
9. In the **Quick Navigation** panel, select the **General Ledger** link. **Quick Navigation** links vary by entity selected but the **General Ledger** link is available in all entity types.

**Tip:** To search for specific invoices, click the **[Show]** link and use the lists to enter search criteria. When making selections to pay, Nexsure will automatically select the closest matching invoice based on payment and date. Automatic selection is dependent upon the invoice setup at **ORGANIZATION >accounting > invoicing setup > receive payment defaults**.



a. Click the **Ellipsis** button next to the **Account Number** box. Select the account number that will receive the payment until the funds are deposited.

**Note:** The client level receive payment assumes a credit to accounts receivable unless the payment is offset to another link.

b. In the **Debit** box, enter the amount owed.

c. In the **Credit** box, enter the amount being paid.

d. Select the **1099** check box if the entity is 1099 reportable.

e. Click the **Ellipsis** button in the **LID #** column to add a general ledger line item distribution for an employee. Line item distribution (LID) is used to track employee's expenses that do not need to display on the general ledger.

f. On the **Navigation Toolbar**, click **Add Row** if more than one payment to the same vendor must be made.

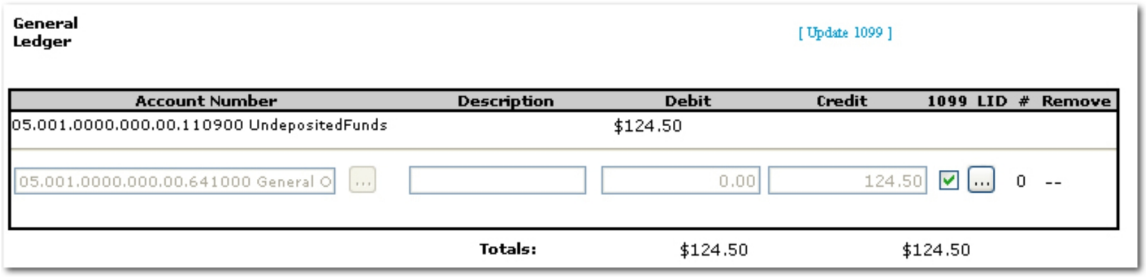
g. On the **Navigation Toolbar**, click **Save** to save the receivable information.

h. On the **Navigation Toolbar**, click **Post**. Once received payments are posted, they will be available on the **Receipts** screen of the **deposit** tab.

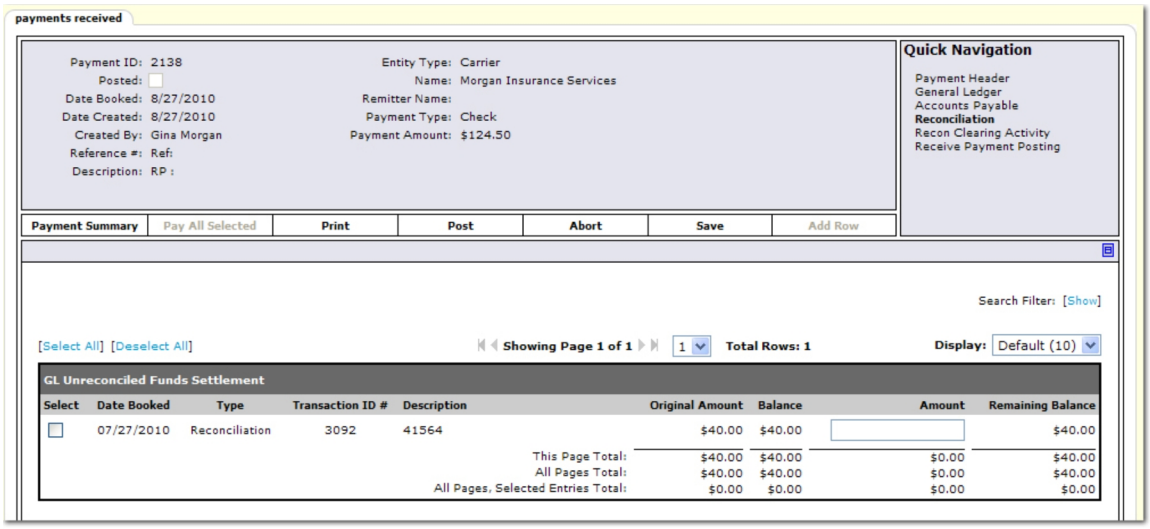
**Note:** When posting to locked periods, keep the following in mind. If the staff member has rights to post to a locked period a dialog box is displayed letting the staff member know they are posting to a locked period. If the staff member does not have rights to post to a locked period, the only option is to change the date booked to an unlocked period. More information on rights for staff members to post to locked periods can be found at Transactions > Reconciliation Security.

i. Once the receipt has been posted, only the 1099 check boxes are editable. If it is necessary to update a 1099 selection, make the new selection and click **[Update 1099]**. The system records are then updated to match the selection.

**Note:** Only a staff member with **Accounts Payable > Modify** rights can change 1099 selections. Changes to locked or closed months can only be made by a staff member with **Accounts Payable > Post Locked** rights can change 1099 selections in a locked or closed month. For more information on security settings see 1099 Security.




10. In the **Quick Navigation** panel, select the **Reconciliation** link. The available reconciliations are displayed.




11. In the **Amount** box, enter the amount of the reconciliation to be applied.
12. On the **Navigation Toolbar**, click **Save**.
13. In the **Quick Navigation** panel, click **Recon Clearing Activity**. This link is available to track offsets to entries against the Reconciliation Clearing account.

## NSF / Receive Payment Reversal

If a client's receive payment has been returned to the agency after it was included in a deposit, you have to remove the money from the bank account and reverse the application of the receive payment to specific invoices. This process also allows for the creation of a charge back to the client for the returned payment. Charging a fee back for NSF is available ONLY for clients. NSF flag functionality is available for the following entities but is for information purposes only and will not create a fee:

- Employee
- Retail Agent
- Carrier
- Additional Interest
- Finance Company
- Tax Authority
- Vendor

**To Reverse a Received Payment**

1. Locate the original receive payment and click the **Details** icon.
2. Click **Reverse**.




3. In the **Reverse Payment** pop up, select NSF from the drop-down list. Enter a note in the Reversal Reason field (up to 20 characters).
4. Click **OK** to complete process.

**Note:** Both the reversing entry and the original entry will have "Reversal Reason" displayed.

5. Click **Payment Summary** to view the reversal on the receive payments tab:




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

- Client's transaction summary will reflect the reversal of all associated applications to invoices.
- Client invoice receivables tab will reflect the reversal of all associated applications to invoices.
- Client's transaction summary will reflect the charge invoice created, if applicable.

**Note:** To remove the amount from the bank account, add a negative Deposit picking up the reversed receipt by clicking the Receipt link on the deposit.

## *Claim Payments*

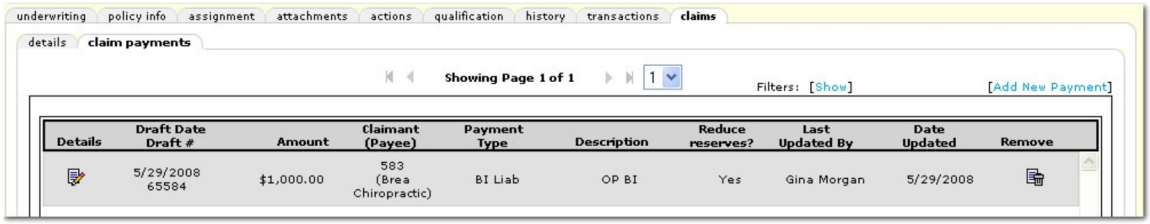
Payments made to the claimant can be created on the claim payments tab. The Total Paid Amount on the claims **details** tab is only updated by adding payments on the **claim payments** tab.

**Important:** Once a claim payment exists on the claim, the claim may not be aborted.

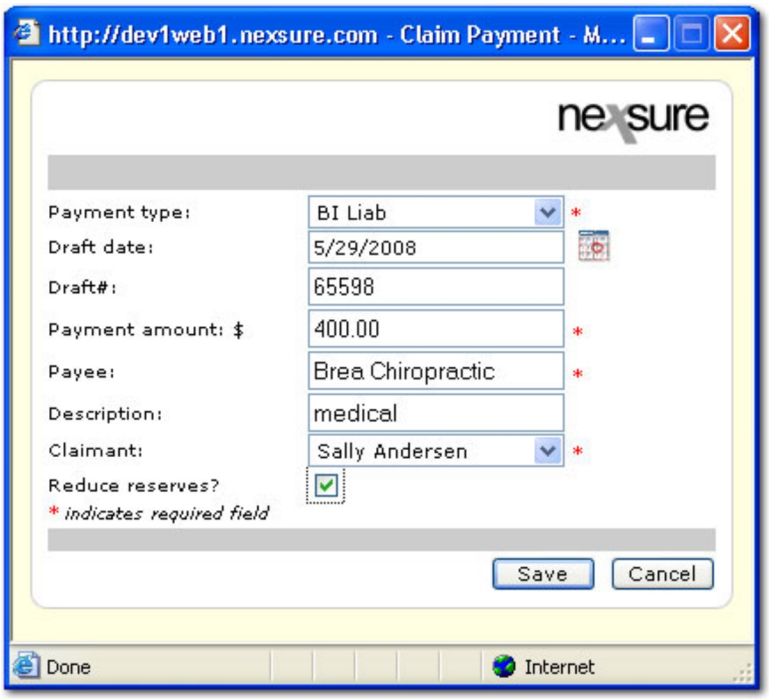
**To Add Claim Payments**

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

3. On the Client menu, click **CLAIMS**. The claims **details** tab is displayed.
4. Click the **claim payments** tab. The summary of claim payments for the client is displayed.

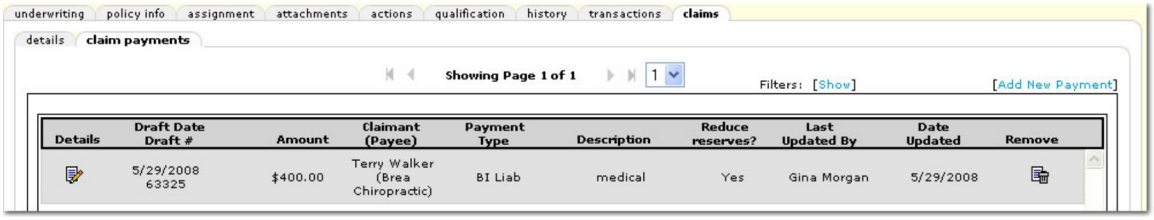



5. Click **[Add New Payment]**. The **Claim Payment** dialog box is displayed.




6. In the **Payment type** list, select the payment type. Payment type selections can be customized in Lookup Management.
   a. Payment types can be added to Nexsure by navigating to **SETUP > Lookup Management**.
   b. In the **Category** list, select **Policy**.
   c. In the **Types** box, select **Claim Payment Types**.
   d. In the **Select Item** list, select **Add New**.
   e. In the **Payment Type** box, enter a name for the new **Payment Type**.
   f. Click **[Add New]**. The new **Payment Type** is added.
7. In the **Draft Date** box, accept the default **Date of Loss** or click the **Calendar** icon to select a date.
8. In the **Draft #** box, enter the check number for the payment.
9. In the **Payment amount** box, enter the amount to be paid on this payment.
10. In the **Payee** box, enter the name of the entity receiving the payment on behalf of the claimant.

11. In the **Description** box, enter an optional description.
12. In the **Claimant** list, select the name of the claimant. The options in the list are added through the **claims > details** tab in the **Claimant Summary** area.
13. Select the **Reduce reserves?** option to subtract the payment from the **Reserved Amount** shown on the **claims > details** tab.
14. Click **Save**. The payment is then recorded on the **claim payments** tab.




## *Retail Agent Receive Payments*

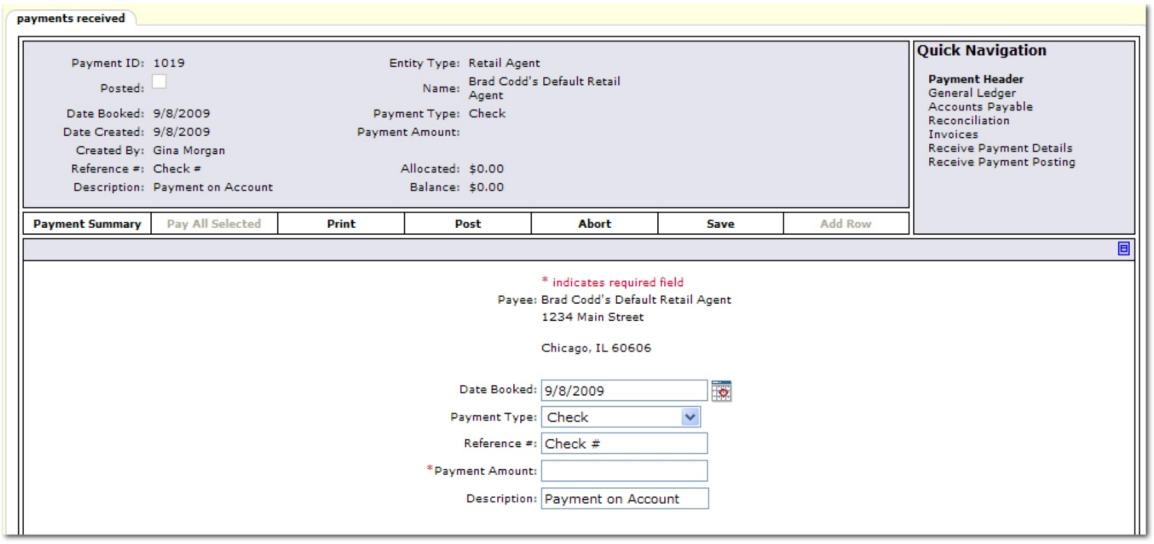
Use the **receive payment** tab to accommodate retail agent client billing.

**To Receive a Payment**

1. On the Primary menu, click **ORGANIZATION**.
2. Select the **territories** tab.

   **Note:** The **territories** tab does not have to be selected, receive payments can be done at the organization (book) level. To access retail agent related invoices, lowest book level (territory at the present time) would need to be selected.

3. Select the appropriate **Details** icon for the territory that will be receiving a payment.
4. Select the **accounting > transactions > receive payments** tab.
5. Click **[Add New]**. The **Select Entity** dialog box is displayed.
6. Select the **Entity Type > Retail Agent** (the default is Client) and search for the entity name. Enter at least two characters of the name for the entity or the Enterprise Code and click **Search**.
7. Select the entity name and click **OK**. The payments received tab is displayed.




- Enter the **Date Booked** (current date is default).
- Select the **Payment Type** from the list.
- Enter a **Reference** number. If payment is by check, enter the check number.
- Enter the **Payment Amount**.
- Enter a **Description** (optional).

8. On the **Navigation Toolbar**, click **Save**.
9. In the **Quick Navigation** panel, the following links are available:

   General Ledger

   The General Ledger link, when selected, gives the opportunity to offset to a general ledger number.

   a. Select the **General Ledger** link. **Quick Navigation** links vary by entity selected but the **General Ledger** link is available in all entity types.

   b. Click the **Ellipsis** button next to the **Account Number** box. Select the account number that will receive the payment until the funds are deposited.

   **Note:** The retail agent level receive payment assumes a credit to retail agent accounts receivable unless the payment is offset to another link.

   c. In the **Debit** box, enter the amount owed.

   d. In the **Credit** box, enter the amount being paid.

   e. Select the **1099** check box if the entity is 1099 reportable.

   f. Click the **Ellipsis** button in the **LID #** column to add a general ledger line item distribution for an employee. Line item distribution (LID) is used to track employee's expenses that do not need to display on the general ledger.

g. On the **Navigation Toolbar**, click **Add Row** if more than one payment to the same vendor must be made.

Accounts Payable

The Accounts Payable link, when selected, gives the opportunity to include any previous accounts payable entries in a disbursement.

a. Select the transactions to pay.

b. On the **Navigation Toolbar**, click **Pay All Selected**.

Reconciliation

The Reconciliation link, when selected, gives the opportunity to pull in any previous Retail Agent Payable Reconciliation that were created and posted.

a. On the **Quick Navigation** panel, click **Reconciliations**.

b. In the **Reconciliations** screen, click **[Add New]**. The selection screen is displayed.

Only posted Retail Agent Payable reconciliations will be available for selection. The amount can be a debit or a credit.

a. Use the check boxes to select the appropriate reconciliation.

b. Click **OK**.

Invoices

The Invoices link, when selected, gives the opportunity to pull in retail agent invoices that have created a retail agent receivable balance.

**Tip:** To search for specific invoices, click the **[Show]** link and use the lists to enter search criteria. When making selections to pay, Nexsure will automatically select the closest matching invoice based on payment and date. Automatic selection is dependent upon the invoice setup at **ORGANIZATION >accounting > invoicing setup > receive payment defaults**.

a. Select the invoices to pay.

Receive Payment Details

After Invoices are selected for payment, the **Receive Payment Details** link can be clicked to view money applied to invoices.

a. After Invoices are selected, click **Receive Payment Details**. Each line item is displayed.

Receive Payment Posting

The Receive Payment Posting link, when selected, gives the opportunity to create the final posting of the receive payment.

10. On the **Navigation Toolbar**, click **Save** to save the receivable information.

11. On the **Navigation Toolbar**, click **Post**. Once received payments are posted, they will be available on the **Receipts** screen of the **deposit** tab.

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**Note:** When posting to locked periods, keep the following in mind. If the staff member has rights to post to a locked period a dialog box is displayed letting the staff member know they are posting to a locked period. If the staff member does not have rights to post to a locked period, the only option is to change the

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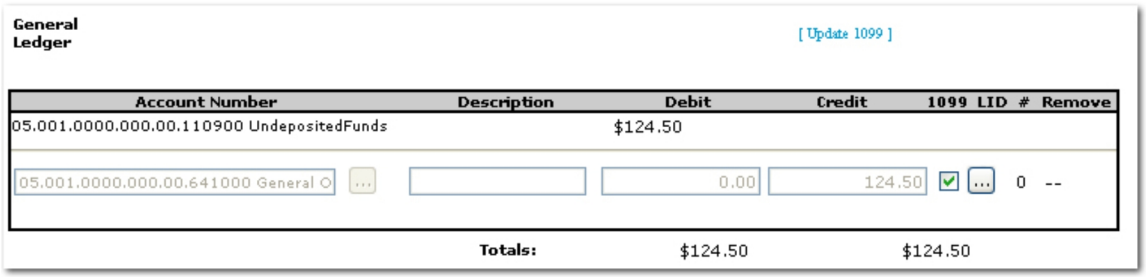
date booked to an unlocked period. More information on rights for staff members to post to locked periods can be found at Transactions > Receive Payment Security.

12. Once the receipt has been posted, only the 1099 check boxes are editable. If it is necessary to update a 1099 selection, make the new selection and click **[Update 1099]**. The system records are then updated to match the selection.

**Note:** Only a staff member with **Accounts Payable > Modify** rights can change 1099 selections. Changes to locked or closed months can only be made by a staff member with **Accounts Payable > Post Locked** rights can change 1099 selections in a locked or closed month. For more information on security settings see 1099 Security.

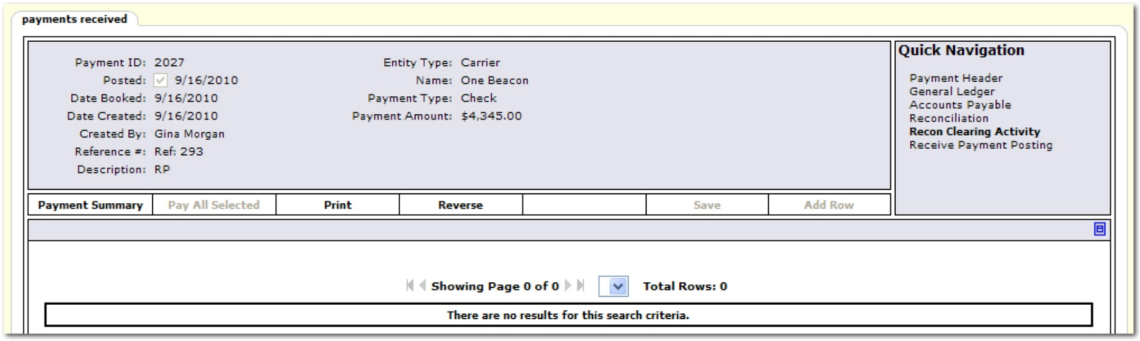



## *Carrier Reconciliation for Receive Payment*

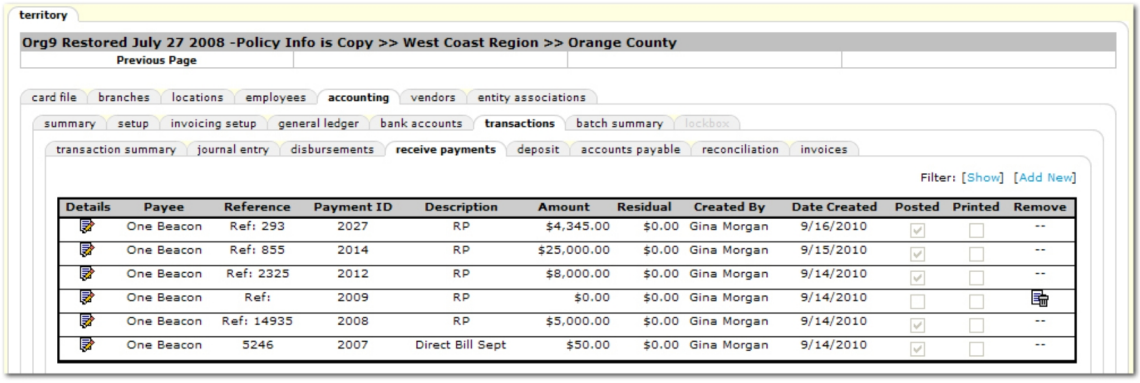
Use these guidelines to complete a carrier reconciliation from a receive payment. Partial amounts from the Recon Clearing Activity account can be used from or to carriers.

**To Reconcile a Carrier Receive Payment**

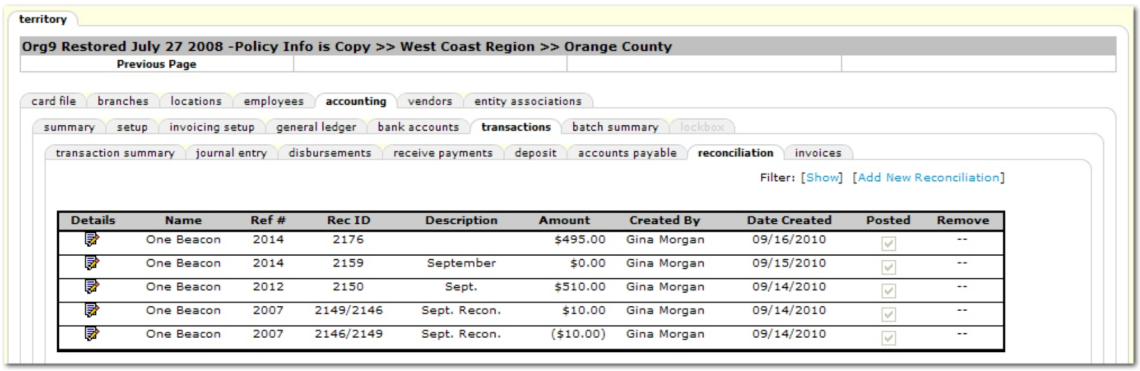
1. On the Primary menu, click **ORGANIZATION**.
2. Click the **territory >** territory **Details** icon **> accounting > transactions > receive payment** tab.
3. Once a payment has been received, on the **payments received** tab in the **Quick Navigation** panel, click the **Recon Clearing Activity** link. Notice the **Recon Clearing Activity** link does not have any entries yet. These entries will be added as the receive payment is used from the **Recon Clearing Activity** account.



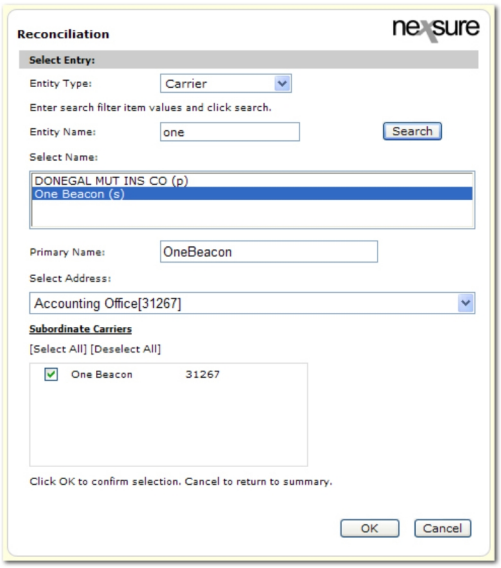

4. On the **payments received** tab, click **Payment Summary** on the **Navigation Toolbar**. The receive payments summary is displayed. In this example, the Payment ID 2027 for $4,345.00 was posted.



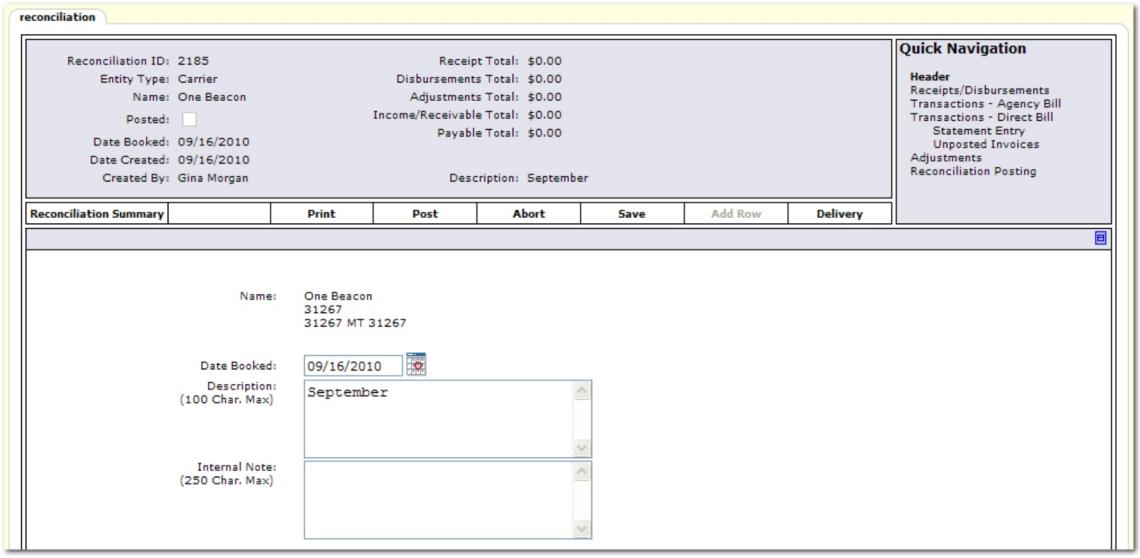

5. Click the **reconciliation** tab. The summary of previous reconciliations is displayed.



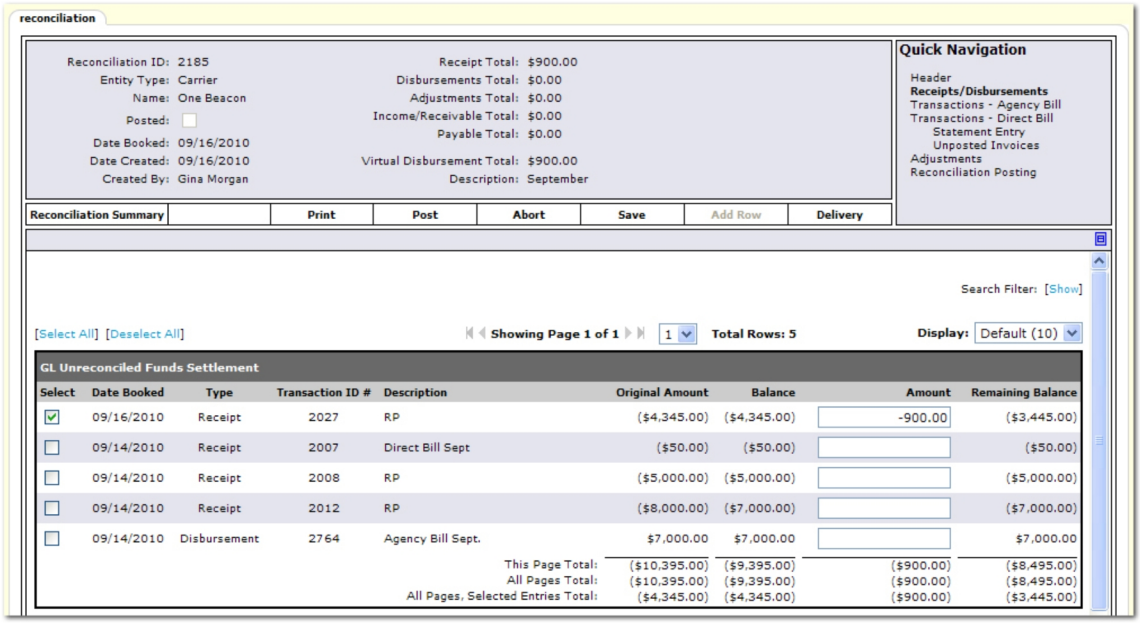

6. On the **reconciliation** tab, click **[Add New Reconciliation]**. The **Reconciliation** dialog box is displayed.




7. In the **Reconciliation** dialog box, search for and select the appropriate **Carrier**. Click **OK**. The **reconciliation** tab is displayed.

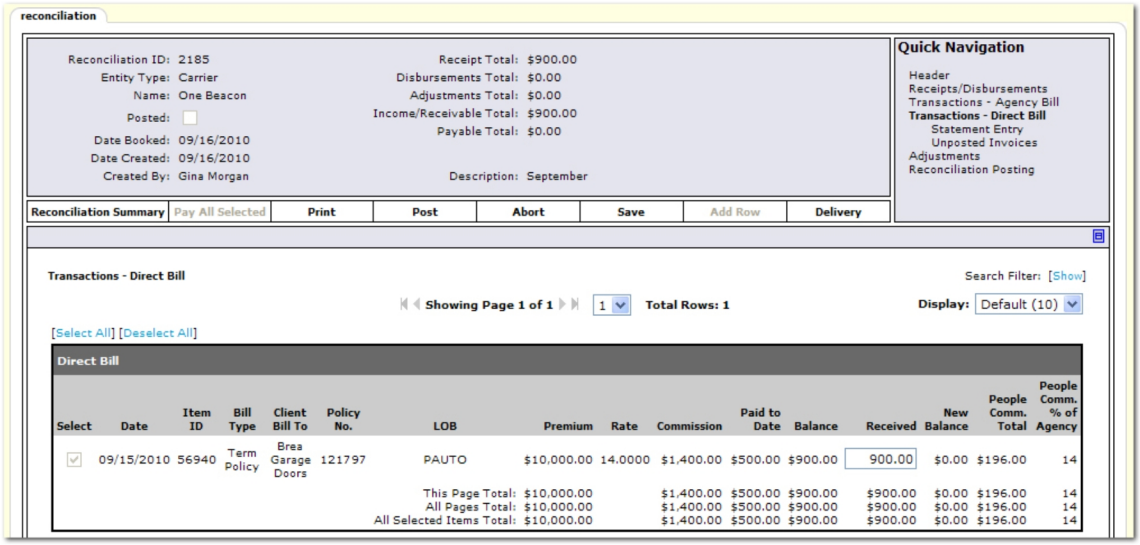



8. In the **Quick Navigation** panel, click **Receipts / Disbursements**. The receipt added for this example, ($4345.00) is shown in the summary.

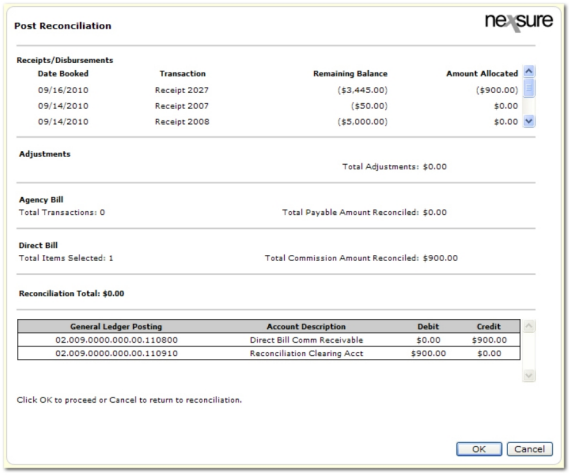



9. For this example, we will use $900.00 of the receipt for the reconciliation. Once the amount to use has been added to this screen, click **Save** on the **Navigation Toolbar**. The reconciliation header is updated with the **Receipt Total** of $900.00 and a **Virtual Disbursement** of $900.00.

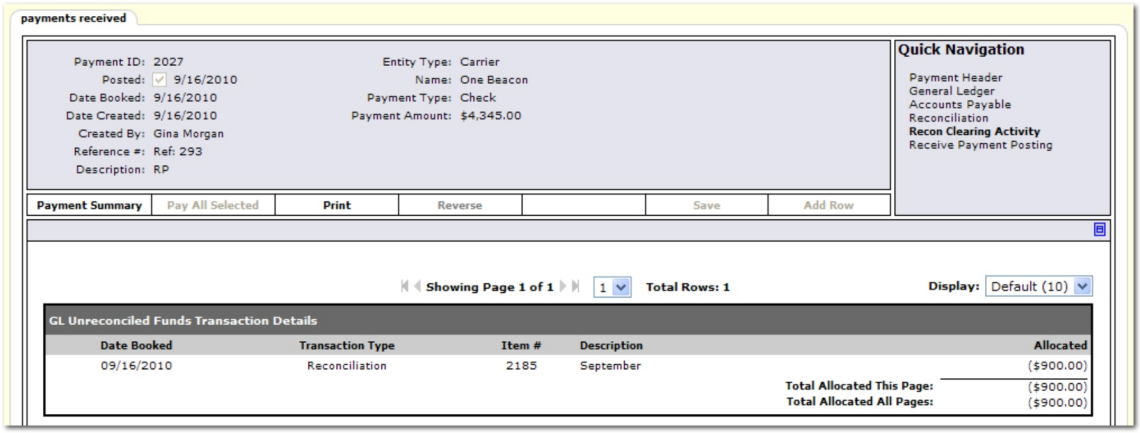
10. In the **Quick Navigation** panel, click **Transactions - Direct Bill**. The direct bill invoice is displayed for payment. In this example, the invoice will be fully paid with $900.00. However, a partial payment can also be made. Click **Save** on the **Navigation Toolbar**. The reconciliation header is updated. Notice the **Virtual Disbursement** is gone and the $900.00 has been added to the **Income / Receivable Total**.




11. On the **Navigation Toolbar**, click **Post**. The **Post Reconciliation** dialog box is displayed. Notice the totals available for viewing on this dialog box. Click **OK**.

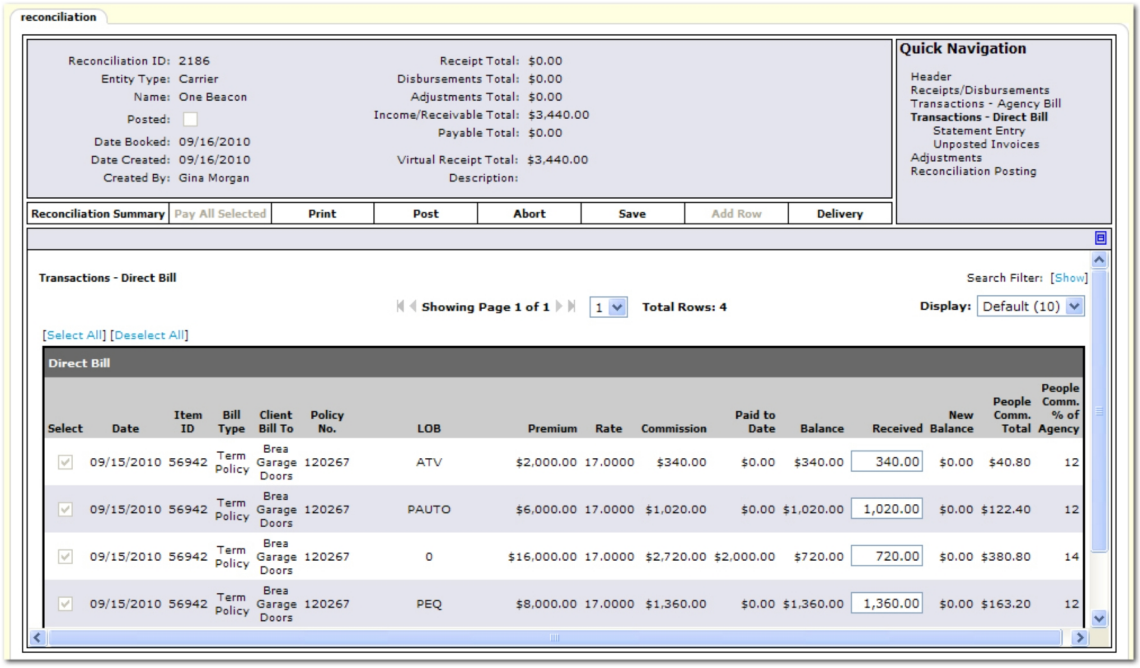



12. Once the reconciliation is posted, click **Reconciliation Summary** in the **Navigation Toolbar**. The reconciliation summary screen is displayed. To check the **Recon Clearing Account** activity, click the **receive payments** tab > **Details** icon for the receive payment.
13. In the **Quick Navigation** panel, click **Recon Clearing Activity**. A summary is displayed showing how much of the received payment has been allocated.



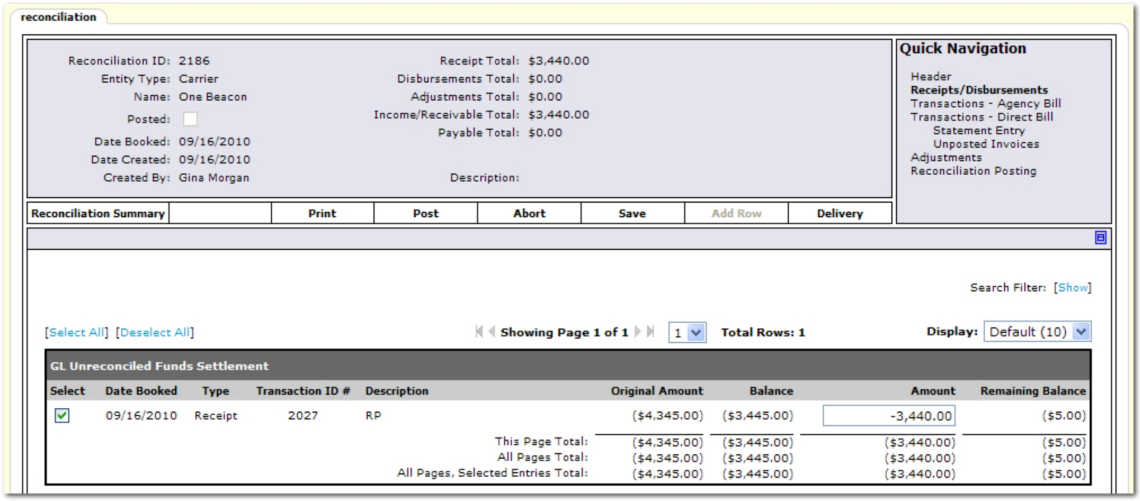

14. To complete the use of the receive payment, click on **Payment Summary** in the **Navigation Toolbar** and then on the **reconciliation** tab.

15. Click **[Add New Reconciliation]** and search for the appropriate **Carrier**. Once the **reconciliation** tab is displayed, click **Transactions - Direct Bill** in the **Quick Navigation** panel.

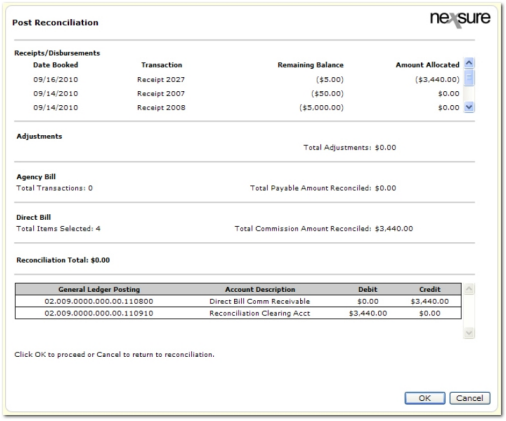



16. In the **Direct Bill** list, for this example, four invoices are paid to use most of the receive payment. Partial amounts can be used. Click **Save** on the **Navigation Toolbar**. Notice a new **Virtual Receipt Total** of $3440.00.

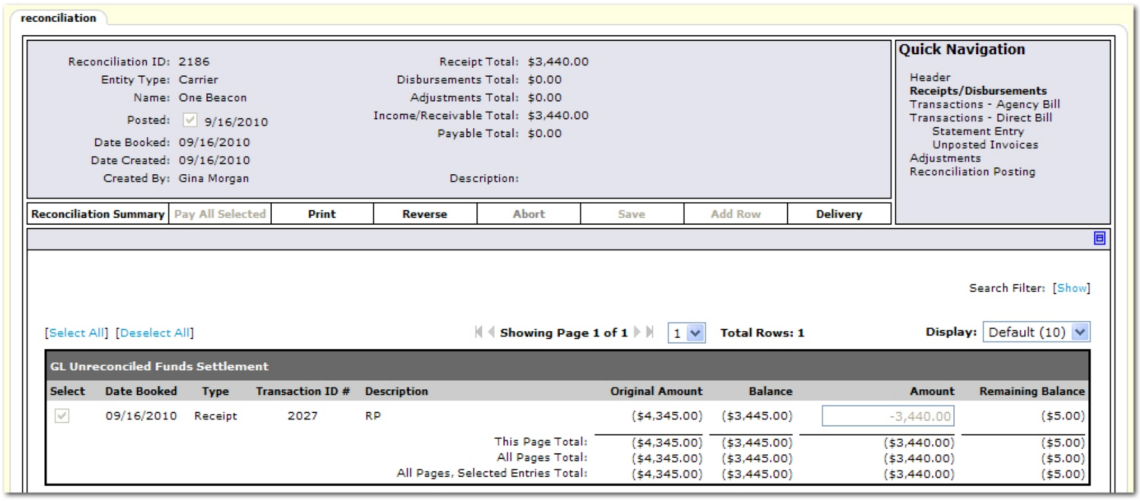
17. In the **Quick Navigation** panel, click **Receipts / Disbursements**. Enter the amount of the receipt to be used in this reconciliation. Click **Save**. The **Receipt Total** of $3440.00 is removed from the total of the original receipt.



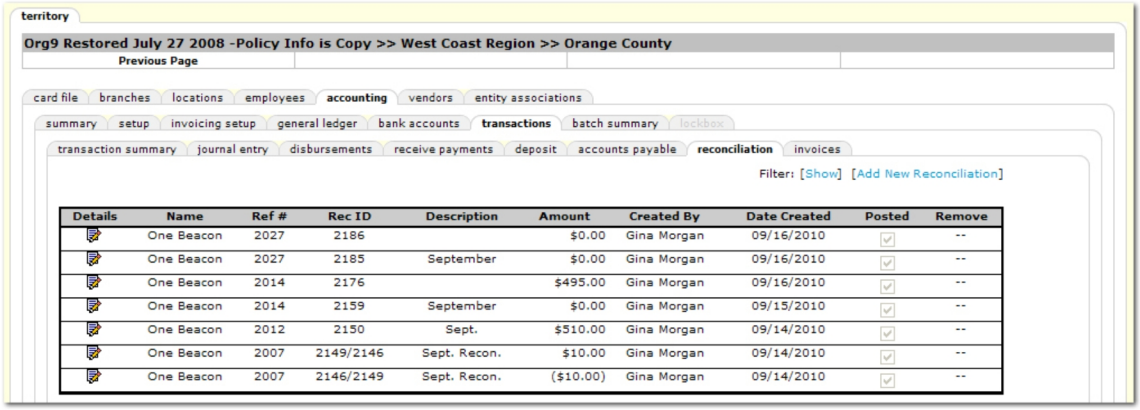

18. On the **Navigation Toolbar**, click **Post**. The **Post Reconciliation** dialog box is displayed. Notice the totals that are displayed.




19. In the **Post Reconciliation** dialog box, click **OK**. The **reconciliation** tab is again displayed. For this example, notice there is a $5.00 balance from the original receive payment.

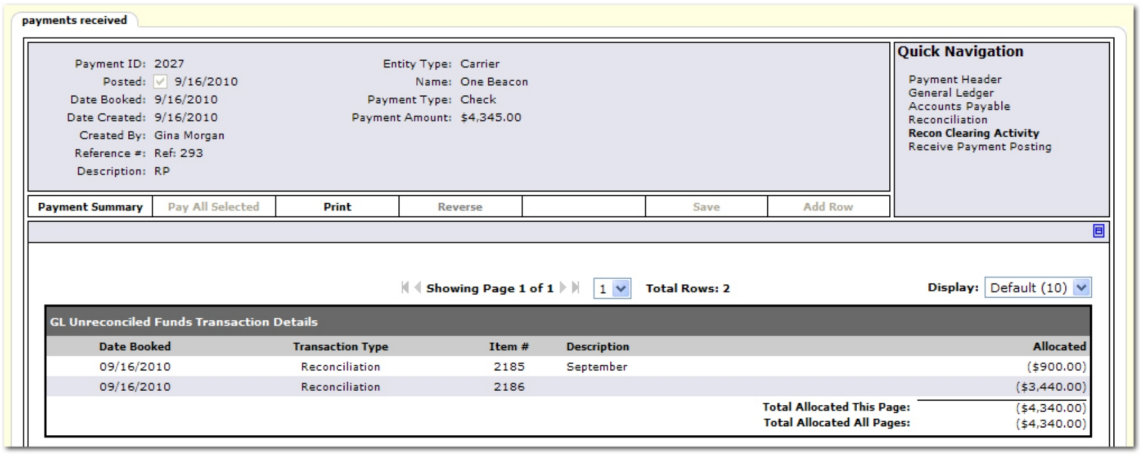


20. On the **Navigation Toolbar**, click **Reconciliation Summary**. Notice the reconciliation is balanced for Recon ID 2186. The total is $0.00.



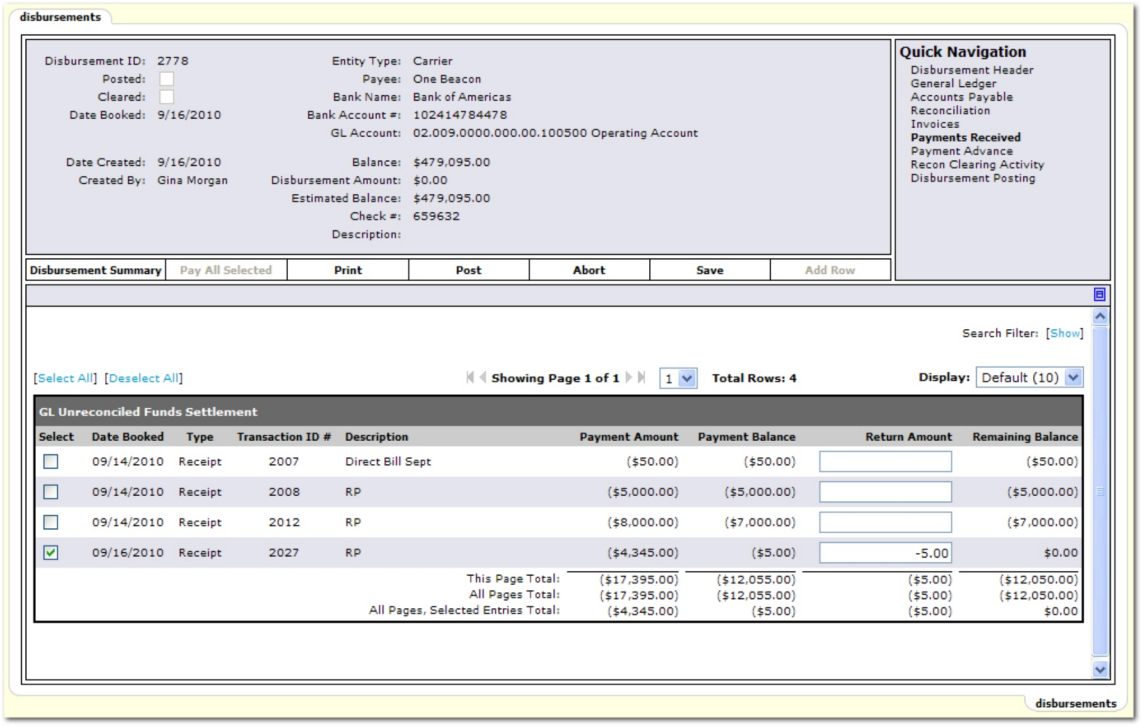

| Details | Name | Ref # | Rec ID | Description | Amount | Created By | Date Created | Posted | Remove |
|---|---|---|---|---|---|---|---|---|---|
| | One Beacon | 2027 | 2186 | | $0.00 | Gina Morgan | 09/16/2010 | | -- |
| | One Beacon | 2027 | 2185 | September | $0.00 | Gina Morgan | 09/16/2010 | | -- |
| | One Beacon | 2014 | 2176 | | $495.00 | Gina Morgan | 09/16/2010 | | -- |
| | One Beacon | 2014 | 2159 | September | $0.00 | Gina Morgan | 09/15/2010 | | -- |
| | One Beacon | 2012 | 2150 | Sept. | $510.00 | Gina Morgan | 09/14/2010 | | -- |
| | One Beacon | 2007 | 2149/2146 | Sept. Recon. | $10.00 | Gina Morgan | 09/14/2010 | | -- |
| | One Beacon | 2007 | 2146/2149 | Sept. Recon. | ($10.00) | Gina Morgan | 09/14/2010 | | -- |

21. To again verify how the receive payment allocations are affecting the **Recon Clearing Activity** account, click the **receive payments** tab. Click the **Details** icon next to the original receive payment record. The **Allocated** amounts from the **Recon Clearing Activity** account are displayed.



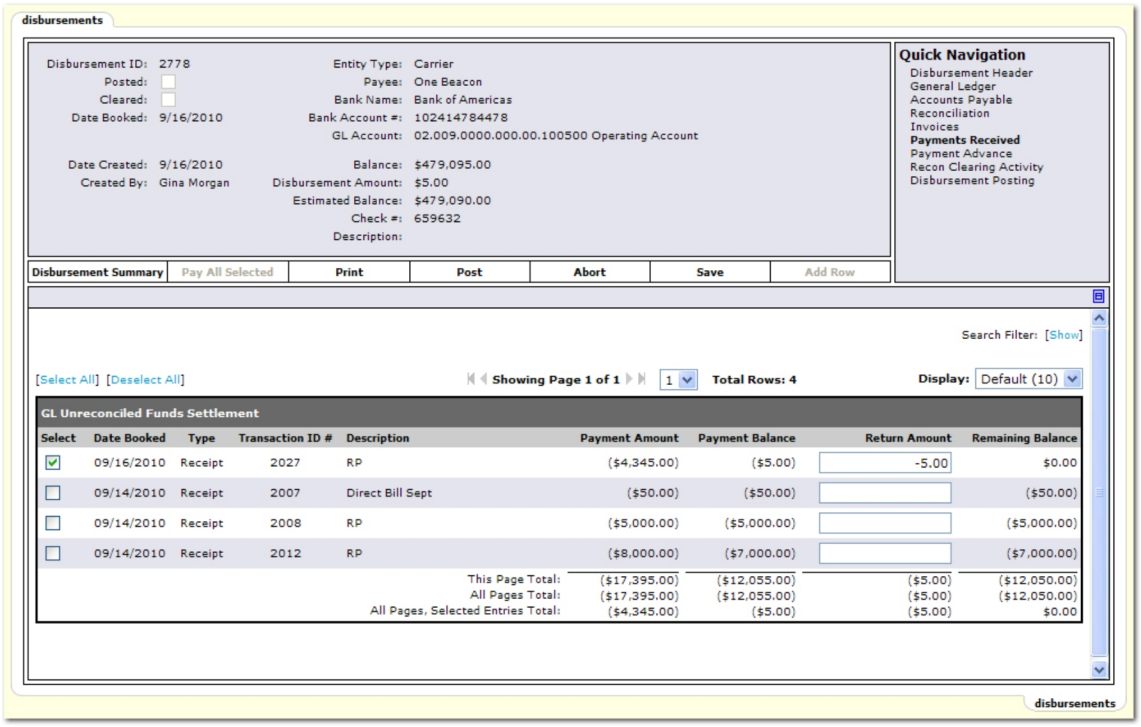

22. In the graphic above, notice the allocated amounts leave $5.00 in the **Recon Clearing Activity** account. For this example, the $5.00 is an overpayment from the carrier. A disbursement can now be created for the overpayment to go back to the carrier. Click the **disbursements** tab.

23. Click **[Add New Disbursement]**. The **disbursements** tab is displayed. In the **Quick Navigation** panel, click **Payments Received**. In this example, the $5.00 is deducted from the receive payment.

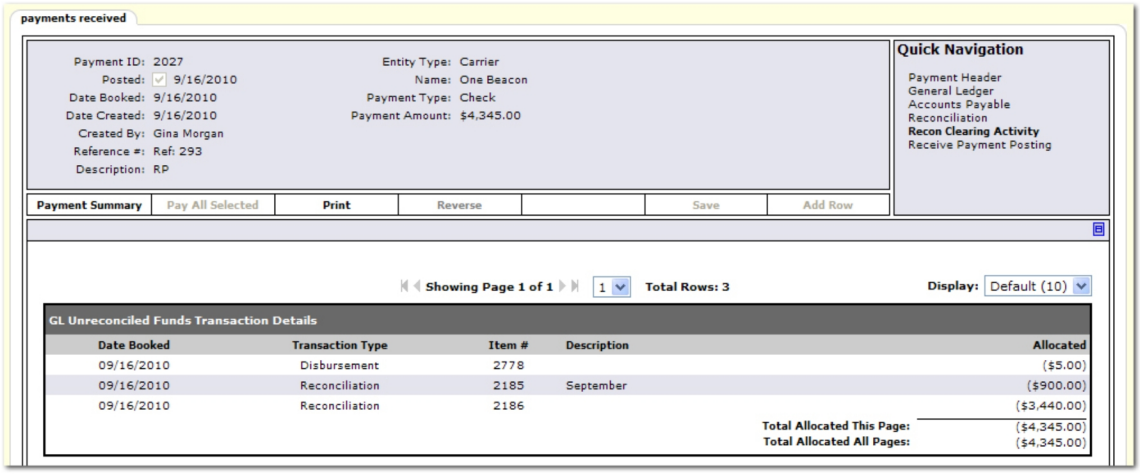



24. On the **Navigation Toolbar**, click **Save**. The **Disbursement Amount** is displayed in the disbursement header.

25. On the **Navigation Toolbar**, click **Post**.



26. A confirmation dialog box is displayed showing whether or not the disbursement is in balance. Once in balance, click **OK**. The disbursement is posted.
27. To review the **Recon Clearing Activity** account to see where the total amount of the original receipt has been allocated, click the **receive payments** tab and the **Details** icon next to the original receive payment of $4,345.00.
28. On the **Quick Navigation** panel, click **Recon Clearing Activity**. The transaction details are displayed.

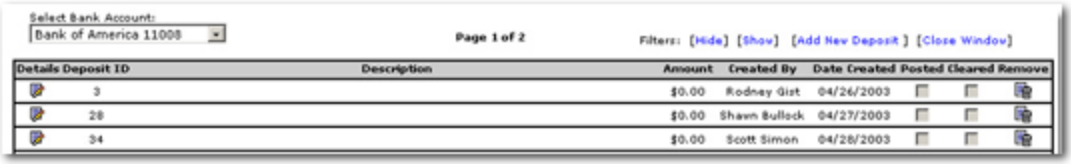



29. In the **Total Allocated All Pages** line the full receive payment has now been removed from the **Recon Clearing Activity** account. There are two reconciliations showing use of partial amounts of the receive payment and then the final disbursement back to the carrier.

## *Deposits*

### To Make a Deposit

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




6. Click **[Add New Deposit]**.




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

7. Enter the **Date Booked** (current date is default).
8. Select the **Deposit Method**, such as EFT (electronic file transfer).
9. Enter the **Anticipated Total** dollar amount.
10. Enter a description and internal note (optional) to help identify the deposit.
11. In the Quick Navigation panel, click **Receipt**. This will show a list of existing received payments.
12. Select the payments you wish to deposit, or click **Select All**.
13. Click **Post** to post the deposit to the general ledger, or click **Abort** to cancel the deposit.

**Note:** When posting to locked periods, keep the following in mind. If the staff member has rights to post to a locked period a dialog box is displayed letting the staff member know they are posting to a locked period. If the staff member does not have rights to post to a locked period, the only option is to change the date booked to an unlocked period. More information on rights for staff members to post to locked periods can be found at Transactions > Reconciliation Security.

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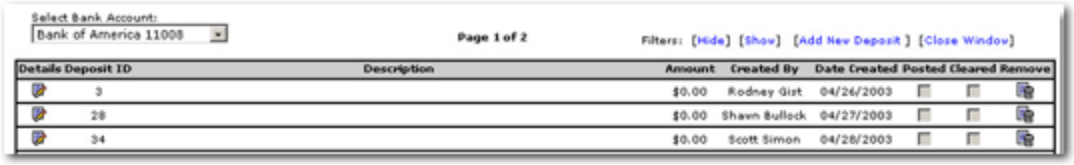


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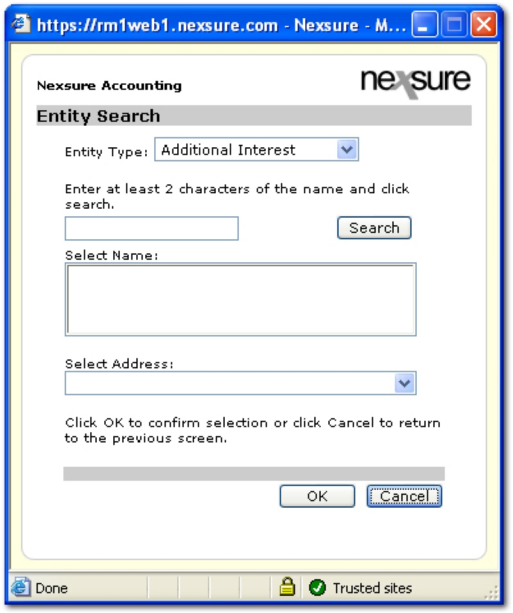
## *Accounts Payable*

Accounts payable entries can be made at the organization level if necessary but are more typically made at the territory level. Most agencies enter accounting transactions at the territory level where client receivables and carrier payables reside. The following instructions are for adding accounts payable at the territory level.

**To Make an Accounts Payable Entry**

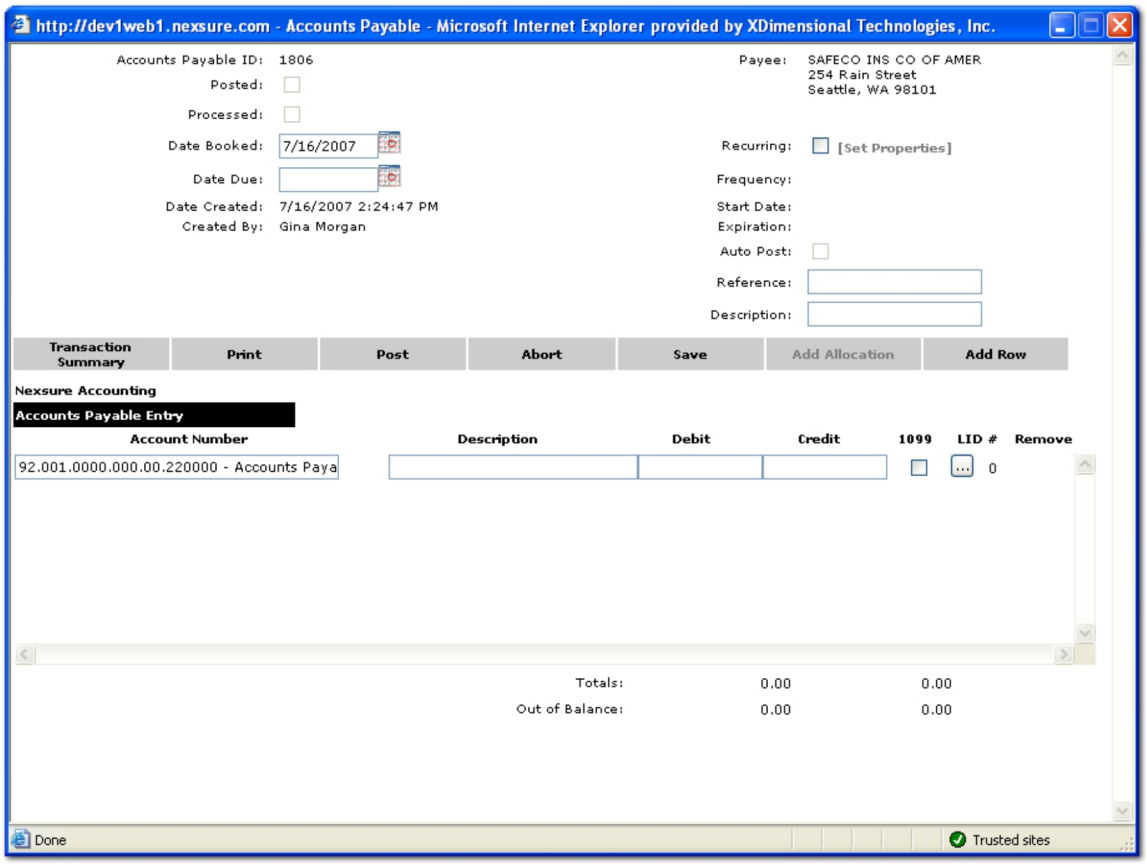
1. On the Primary menu, click **ORGANIZATION**.
2. Select the organization level where the bank accounts are located, for example the **territories** tab.
3. At the accounting level (ex. **territories**) tab, click the **Details** icon next to the territory or other accounting level.
4. Select the **accounting > transactions > accounts payable** tab.
5. Click **[Add New]**. The **Entity Search** dialog box is displayed.




6. In the **Entity Search** dialog box, search for the entity to pay.

**Note:** If the entity has an alternate payment address, it can be selected from the **Select Address** list.

7. After selecting the appropriate entity, click **OK**. The **Accounts Payable** entry window is displayed.



8. Enter the **Date Booked** (current date is default). The accounts payable entry will post to the general ledger on this date. This date can be changed, however, the date booked cannot be posted to a locked month unless the staff member has the security rights to override a locked month. The date booked can never be posted to a closed month.
9. Enter the payable **Date Due**. Enter the date the payable item is due to be paid.
10. Select **Recurring** to setup a recurring account payable entry. The current entry will become a template for recurrences and the **Post** link will be disabled. Since this entry will not post it can be edited or removed at any time. The template will be available for manual selection whenever desired and will also be used by Nexsure to automatically create entries.
11. Click **[Set Properties]** in conjunction with the **Recurring** check box to set up an automatic Daily, Weekly, Monthly, or Yearly recurrence schedule for the accounts payable entry. For more information about setting up recurrences see Recurring Accounts Payable.
12. Enter an internal **Reference** and **Description** for the payable transaction.
13. On the **Navigation Toolbar**, click **Save**. All of the above accounts payable header information will be saved.
14. The **Account Number** box defaults to the **Accounts Payable** account automatically as it is the temporary holding account for money due. When an accounts payable entry is processed a disbursement is created and posted that automatically reverses the entry to the accounts payable account and offsets the selected bank account.
15. In the **Debit** box, enter the amount owed.
16. In the **Credit** box, enter the amount being refunded.
17. Select the **1099** check box if line items subsequent to the accounts payable line item are 1099 reportable.
18. Click the **Ellipsis**  button in the **LID #** column to add a general ledger line item distribution for an employee. Line item distribution (LID) is used to track employee's expenses that do not need to display on the general ledger.
19. On the **Navigation Toolbar**, click **Add Row** if more than one payment to the same vendor must be made.
20. On the **Navigation Toolbar**, click **Save** to save the payable information.
21. On the **Navigation Toolbar**, click **Post** to post the payable information to the general ledger. A confirmation dialog is displayed showing whether or not the account is in balance. The **Posted** check box is then automatically selected. Once a disbursement has been made, the **Processed** checkbox will be selected as well.

---

**Note:** When posting to locked periods, keep the following in mind. If the staff member has rights to post to a locked period a dialog box is displayed letting the staff member know they are posting to a locked period. If the staff member does not have rights to post to a locked period, the only option is to change the date booked to an unlocked period. More information on rights for staff members to post to locked periods can be found at Transactions > Reconciliation Security.

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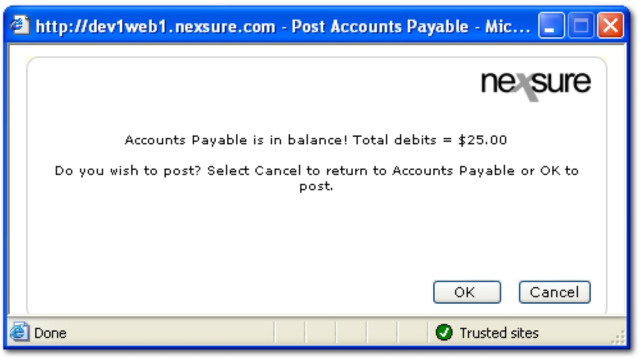


22. In the **Post Accounts Payable** dialog box, verify that the account is in balance and click **OK**. The transaction is then displayed on the accounts payable summary screen.




23. Once the transaction has been posted, only the 1099 check boxes are editable. If it is necessary to update a 1099 selection, make the new selection and click **[Update 1099]**. The system records are then updated to match the selection.

---

**Note:** Only a staff member with **Accounts Payable > Modify** rights can change 1099 selections. Changes to locked or closed months can only be made by a staff member with **Accounts Payable > Post Locked** rights can change 1099 selections in a locked or closed month. For more information on security settings see 1099 Security.

---

## 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.

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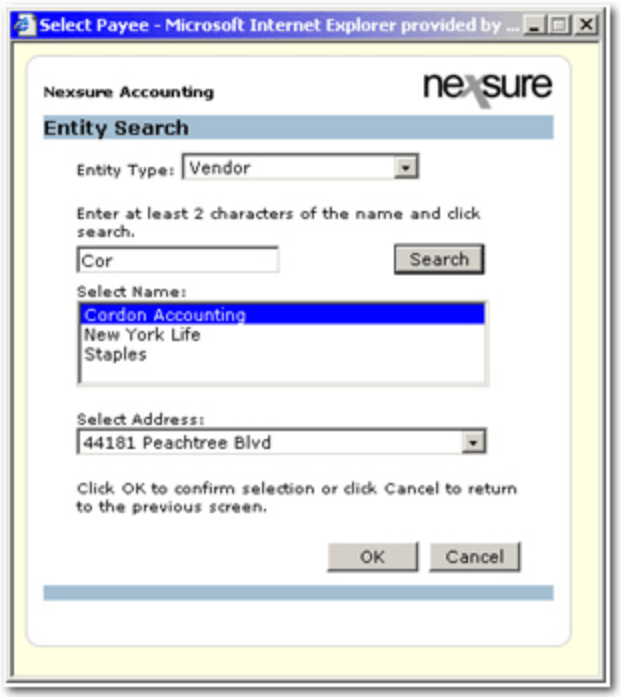
**Note:** Accounts payable items that anticipate a refund and require a receive payment entry cannot be selected for auto processing.

---

**To Auto-Process AP Items**

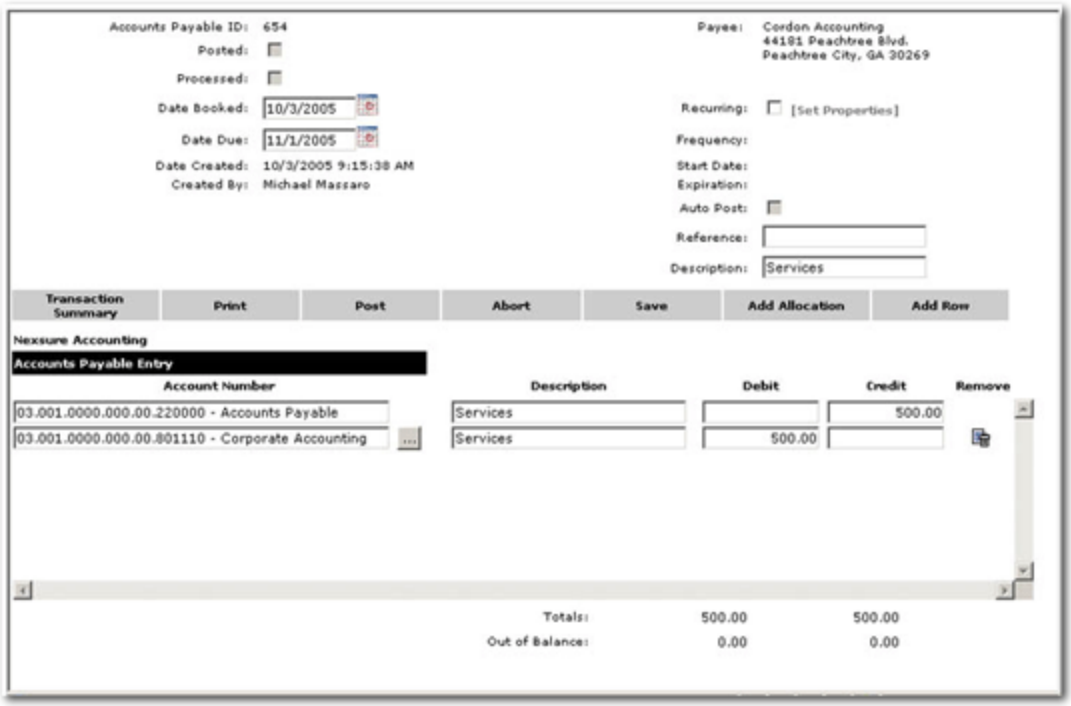
1. On the Primary menu, click **ORGANIZATION**.
2. Select the accounting **territory** by clicking the **Details** icon.
3. Select the **accounting** tab.
4. Select the **transactions** tab.
5. Click **accounts payable**.
6. Click **[Add New]**.




7. Search for the Entity to pay.

**Note:** If the entity has an alternate payment address, it can be selected from the **Select Address** drop-down list.

8. Click **OK**.



9. Enter the **Date Booked** (current date is default).
10. Enter payable **Date Due**.
11. Enter an internal **Reference** and **Description** for the payable transaction (optional).
12. Accounts Payable should be the credit amount that will be paid. Enter the amount owed in the **Credit** field. The difference will be displayed below.

---

**Note:** If you are making more than one payment to the same vendor, click **Add Row** to add another line item.

---

13. The second line item will be the expense or offset detail related to the amount that is owed. Enter that amount into the **Debit** field. The difference, unless an additional row is needed, should be "0".
14. Click **Save** to save the payable information, then click **Post** to return to the **Accounts Payable Summary**.
15. Click **Auto Process Accounts Payable**. A list of the posted, unprocessed AP items will be displayed.

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**Note:** Items creating a debit to accounts payable (expecting receive payment) will not be available for auto processing.

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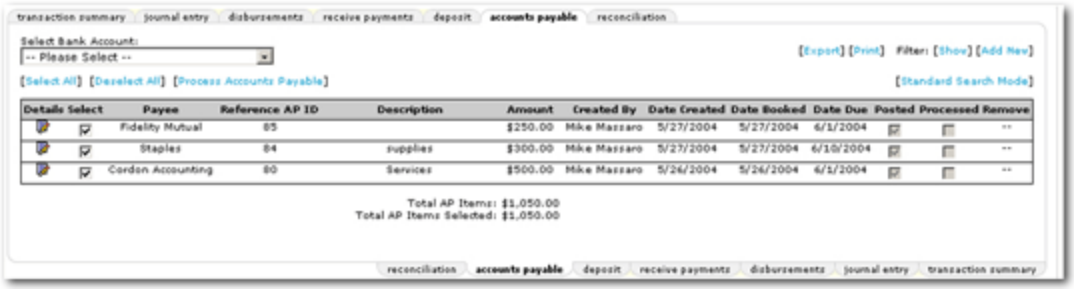


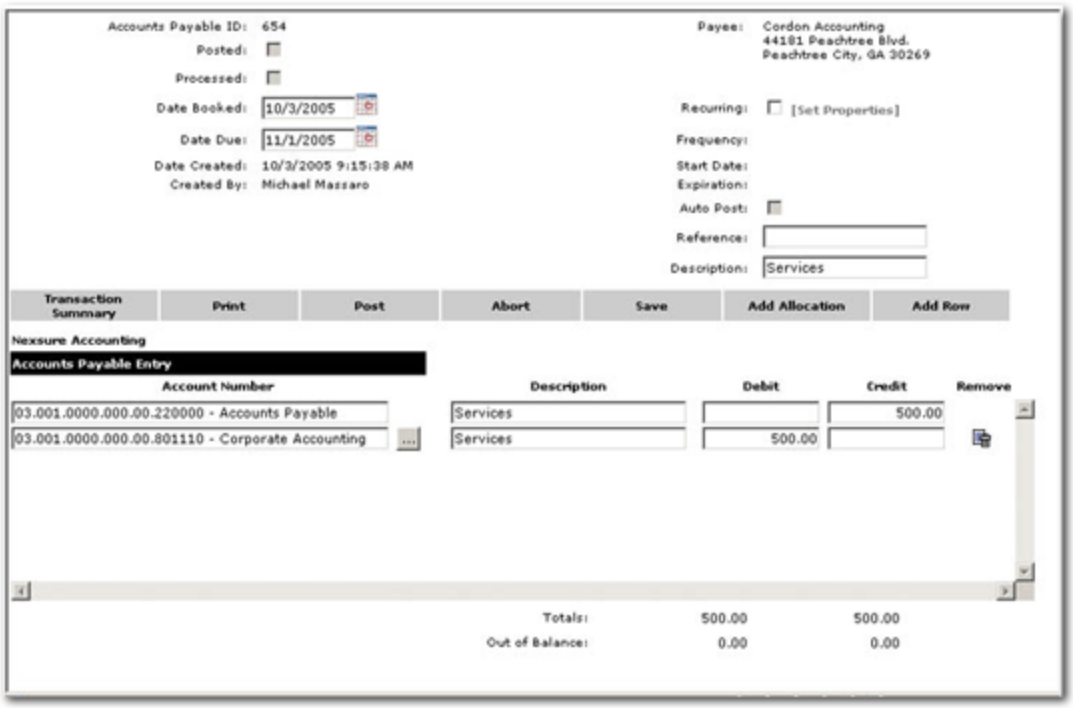

16. Select a bank account from the drop-down list.
17. Select AP items for auto processing by clicking in the **Select** box, or clicking the **[Select All]** link.
18. Click **[Process Accounts Payable]**. All selected AP items will be auto processed and will now appear on the **Disbursements** tab.




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

## Recurring Accounts Payable

The recurring accounts payable option fully automates the accounts payable process. This topic covers the Recurring option, for more information on AP functionality, see Accounts Payable.




**To Schedule Recurring Accounts Payable**

1. Once you have created a new accounts payable item, select the **Recurring** option.
2. Click **Set Properties**.
3. Select the Recurring Schedule:

   **Daily**




   **Daily Recurrence Schedule**

   - Every number of days will create accounts payable on that number of days. i.e. 1 would create an entry every day, 8 would create an entry every 8 days.
   - Every weekday will create accounts payable Monday to Friday.

   **Recurrence Range**

   - Start date – defaults from accounts payable screen and determines the first occurrence - Today's date plus one day.
   - Continuous – accounts payable will be created until end is defined.
   - Continue for number of occurrences – accounts payable will be created for set number of occurrences.
   - End by specific date – accounts payable will be created until date is reached.

- If end by date = the prescribed occurrence of a journal entry, the entry will be created. For example, end by date = July 21, 2006 the accounts payable will occur on July 21. If end by date = July 23, 2006 then the last accounts payable will also occur on July 21 since July 23 is not a week-day.

**Automatically Post**

- If checked, accounts payable will post during a night process automatically (12:40 AM).
- If unchecked, journal entry will be created but will not post.

**Weekly**




**Weekly Recurrence Schedule**

- Every # of week(s) on a specific day (or days) will create accounts payable on that day every designated number of weeks.
  - Example – every 1 week on Tuesday will create the accounts payable every Tuesday.
  - Example – every 2 weeks on Tuesday will create the accounts payable every other Tuesday.

**Recurrence Range**

- Start date – defaults from accounts payable screen and determines the first occurrence.
- Continuous – accounts payable will be created until end is defined.
- Continue for number of occurrences – accounts payable will be created for set number of occurrences.
  - Example – 24 occurrences will result in 24 weeks of Tuesday accounts payable.
- End by specific date – accounts payable will be created until date is reached.

**Automatically Post**

- If checked, accounts payable will post during a night process automatically(12:40 AM).
- If unchecked, accounts payable will be created but will not post.

**Monthly**




**Monthly Recurrence Schedule**

- Day ## of every # month(s) – specific date the number of months designated.
  - Example – Day 15 of every 1 month will create the journal entry on the 15th of each month beginning in August.
  - Example – Day 15 of every 3 months will create the accounts payable on the 15th of every 3rd month. In this example, with 7/21/2005 as start date, the first accounts payable will be August with subsequent accounts payables occurring in November, February 2006, May 2006, August 2006 and so on.
  - To effect a different month, "Start" could be changed to later month to begin the series in that month.

**Recurrence Range**

- Start date – defaults from accounts payable screen and determines the first occurrence.
- Continuous – accounts payable will be created until end is defined.
- Continue for number of occurrences – accounts payable will be created for set number of occurrences.
- End by specific date – accounts payable will be created until date is reached.

**Automatically Post**

- If checked, accounts payable will post during a night process automatically (12:40 AM).
- If unchecked, accounts payable will be created but will not post.

**Yearly**




**Yearly Recurrence Schedule**

- Only option is "Occurs" with the specific day designated.

**Recurrence Range**

- Start date – defaults from accounts payable screen and determines the first occurrence.
  - Defaults from "Date Booked" but may be changed based on rules for using "Date Booked" in a accounts payable.
- Today's date is the default.

**Date may not be in a closed or locked period**

- Continuous – accounts payable will be created until end is defined.
- Continue for number of occurrences – accounts payable will be created for set number of occurrences.
- End by specific date – accounts payable will be created until date is reached.

**Automatically Post**

- If checked, accounts payable will post during a night process automatically (12:40 AM).
- If unchecked, accounts payable will be created but will not post.

3. Click **OK**.
   - **Frequency** - establishes schedule
   - **Start Date** - establishes the point that the entry will begin
   - **Expiration** - establishes expiration of recurring entity
   - **Auto Post** - if checked, reflects that the accounts payable will post automatically. Otherwise, the accounts payable will be created based on rules and will be available to post, edit or delete.
   - **Transaction Summary -** Saves the entry and returns to Journal Entry transaction list view. Recurring entries must be in balance, clicking Transaction Summary while not in balance will prompt a message notifying you to balance the journal entry.
   - **Print -** Prints accounts payable line items.

     **Note:** Post is not available for a recurring entry.
   - **Abort -** Deletes the entry.
   - **Save -** Saves the entry, remaining in the accounts payable screen.
   - **Add Allocation -** Displays available allocations for entry, see Using Allocations.
   - **Add Row -** Adds general ledger line items.

## Using Allocations

Organizations with multiple branches, departments and possible units may have a policy of dividing expenses during the course of an accounting transaction based on the organizational structure. Creating a general ledger allocation plan provides a template for easily dividing expenses within the organization. Allocation plans can be created for accounts payable and journal entries. Before using an allocation template it must be created first, see Allocation Plan Setup.

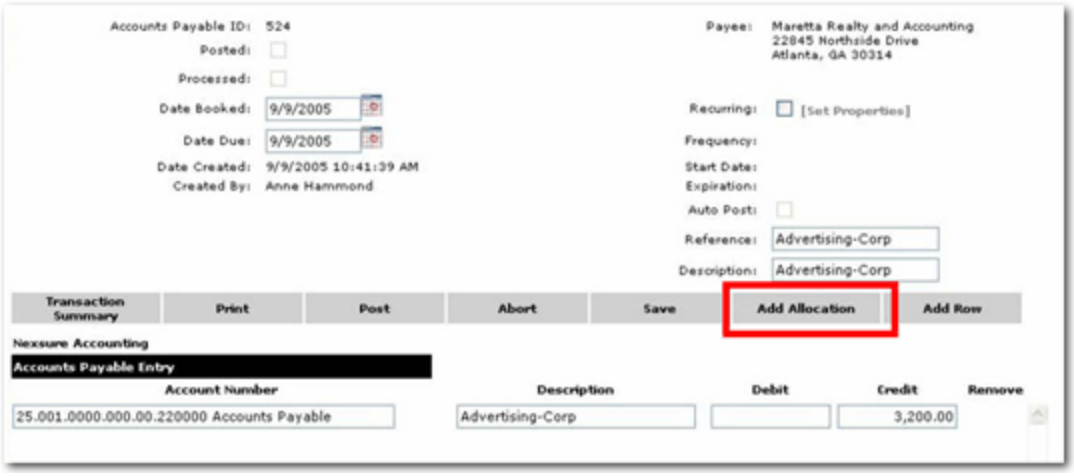
## Accounts Payable Allocations

### To Use Allocations with Accounts Payable

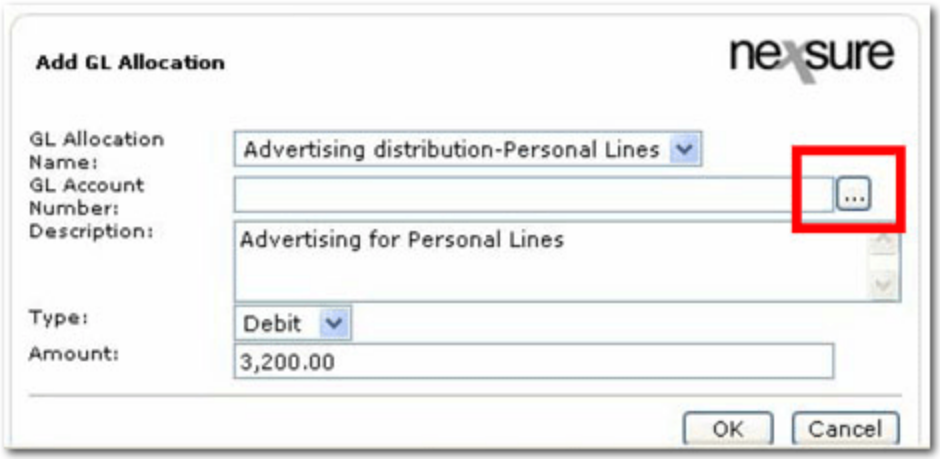
1. On the Primary menu, click **ORGANIZATION**.
2. Select the Org level where your bank accounts are located, for example - **Territories**.
3. Select the **accounting** tab.
4. Select the **transactions** tab
5. Click the **accounts payable** tab.
6. Click **[Add New]**. The Entity Search dialog appears.
7. Search for the Entity to pay.

   **Note:** If the entity has an alternate payment address, it can be selected from the **Select Address** drop-down list.

8. Click **OK**.

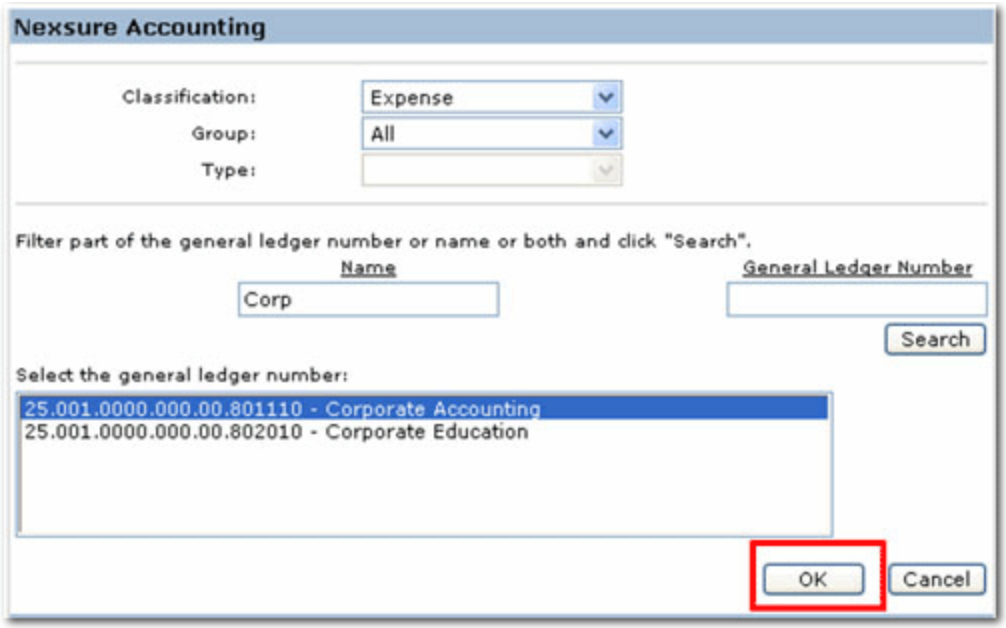



9. Enter the accounts payable information as covered in the accounts payable topic.
10. Click Add Allocation. An allocation plan must have been previously created to activate this link.




- **GL Allocation Name** - Select the allocation plan from the drop-down list. The Entity where the transaction is created must be part of the allocation plan to be available.
- **Description** - defaults from allocation plan.
- **Type** - Select debit or credit for fill in to accounts payable item.
- **Amount** - defaults from the first AP entry but can be changed. If the amount is changed, additional rows or allocation must be entered to balance.

11. Click the GL Account Number ellipsis.




- **Classification** - classification availability depends on the allocation plan's Type.
  - A Balance Sheet Type will display: Classification Asset, Liability and Equity
  - An Income & Expense Type will display: Classification Income, Expense, Under Ops Income and Under Ops Expense
- **Group** - selection is dependent upon the classification selected.
- **Type** - selection is dependent upon the classification selected.
- Enter a partial name or GL account number and click **Search**.

12. Select the general ledger number and click **OK**.
13. Click **OK** to close the Add GL Allocation pop-up window.




The allocation in this example divided items evenly across 2 organizational levels. Intra-territory angle creates additional entries to keep the books in balance.

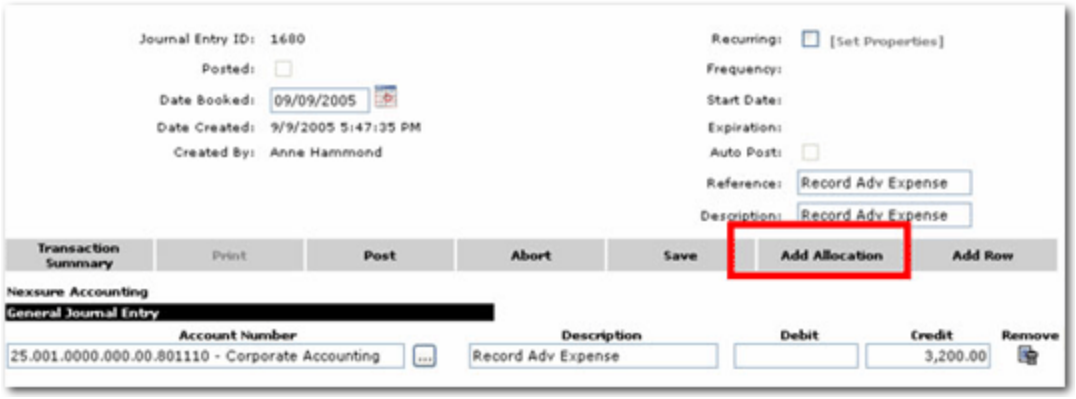
Processing the disbursement for the accounts payable item in this example will:

- Credit bank $3,200.00 (Territory 001)
- Debit accounts payable $3,200.00 (Territory 001)
- No additional entries via disbursement (accounts payable processing) need to occur to Territory 002
- Territory 002 may eventually repay territory 10, crediting the bank and debiting Intra-Office Secondary Offset.
- Territory 001 receipts repayment, debiting undeposited funds and crediting Intra-Office Primary Offset.

## Journal Entry Allocations

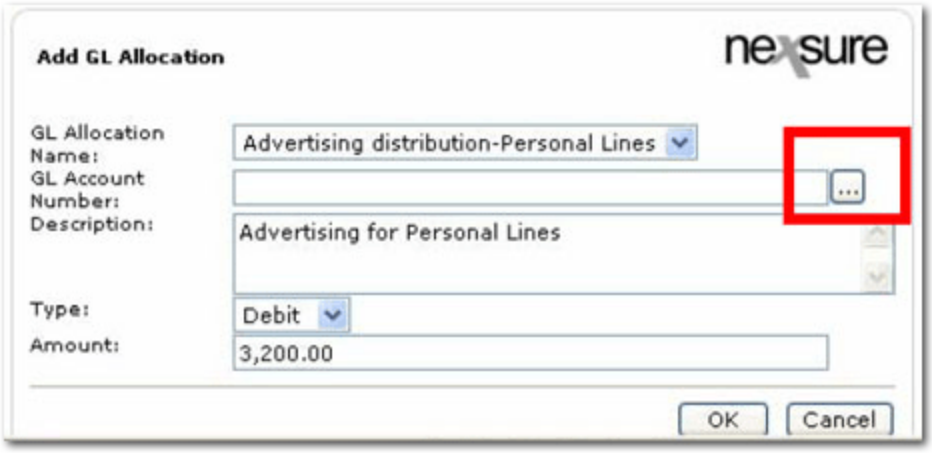
### To Use Allocations with Journal Entries

1. On the Primary menu, click **ORGANIZATION**. Select the Org level where your bank accounts are located, for example - **Territories**.
2. Select the **accounting** tab.
3. Select the **transactions** tab.
4. Click the **journal entry** tab.
5. Click **[Add New]**.

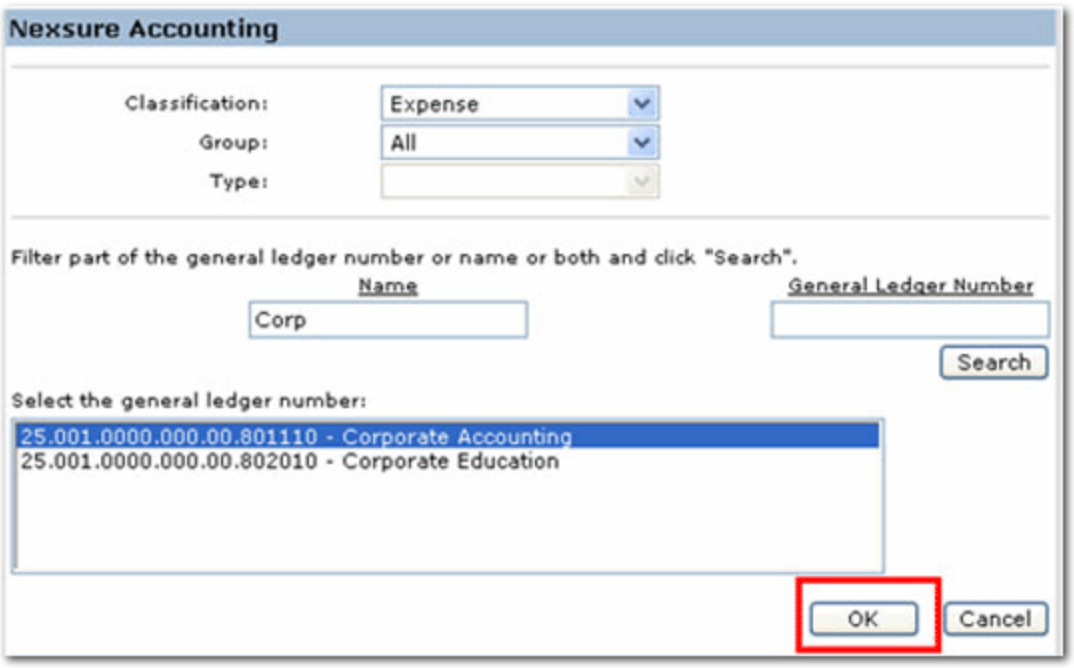



**Note**: The first General Journal Entry line must be completed with a general ledger number and debit or credit value before Add Allocation can be used.

6. Enter the journal entry information as covered in Journal Entry, and click **Add Allocation**.




- **GL Allocation Name** - Select the allocation plan from the drop-down list. The Entity where the transaction is created must be part of the allocation plan to be available.
- **Description** - defaults from allocation plan.
- **Type** - Select debit or credit for fill in to accounts payable item.
- **Amount** - defaults from the first AP entry but can be changed. If the amount is changed, additional rows or allocation must be entered to balance.



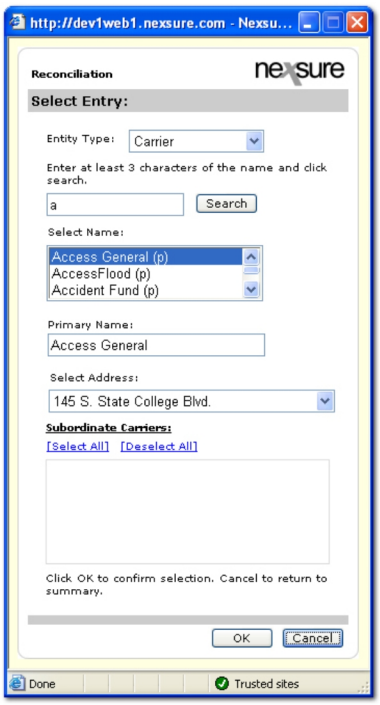

- **Classification** - classification availability depends on the allocation plan's Type.

## *Reconciliation*

The reconciliation process is used to select posted invoices and mark them for payment to carrier (agency bill invoices), payment received from carrier (direct bill invoices), payment due to people if commission is paid on posted invoices, or payment due to a tax authority as applicable. The general ledger results depend upon posting rules and whether or not the end result is offset by disbursements, receive payments, or adjustments. If an amount remains, then the offset will be to the reconciliation clearing account. The offset would then be cleared by the applicable disbursement or receive payment.

**To Perform a Reconciliation**

1. On the Primary menu, click **ORGANIZATION**.
2. Select the lowest book level tab, such as the **territories** tab and select the **Details** icon next to the entity to reconcile.
3. Select the **accounting > transactions > reconciliation** tab.
4. Click **[Add New Reconciliation]**. The **Reconciliation** dialog box is displayed.

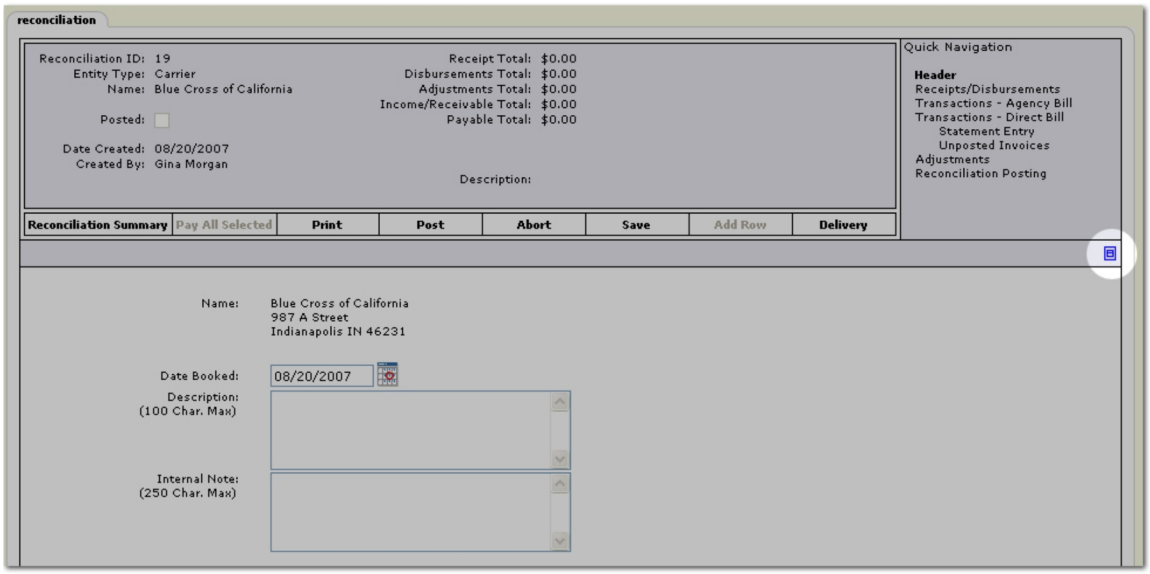



5. Select an **Entity Type** from the list and search for the entity.

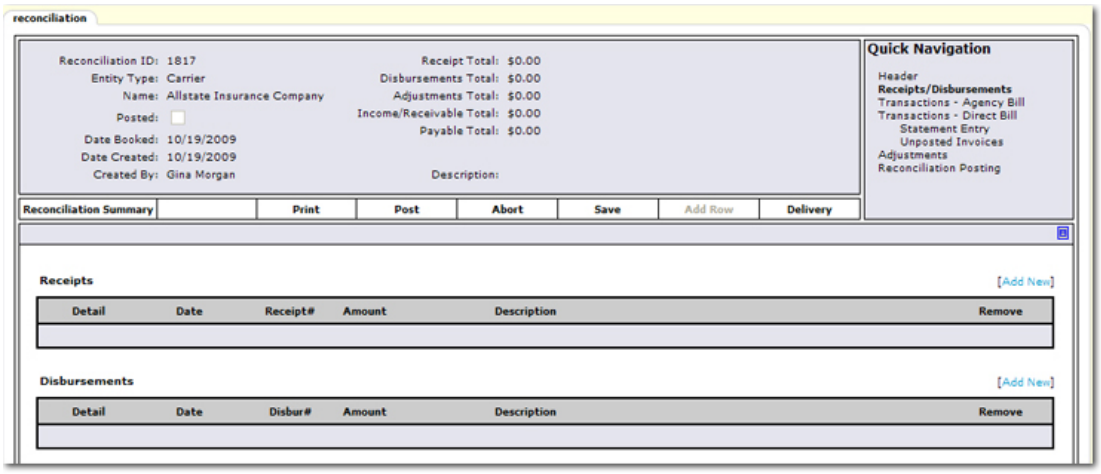
**Note:** Only carriers that are associated to the territory will be available in the search. For more information about carrier associations, see the Carrier Associations topic.

6. Once the entity is found, click **OK**. The **reconciliation** tab is displayed.

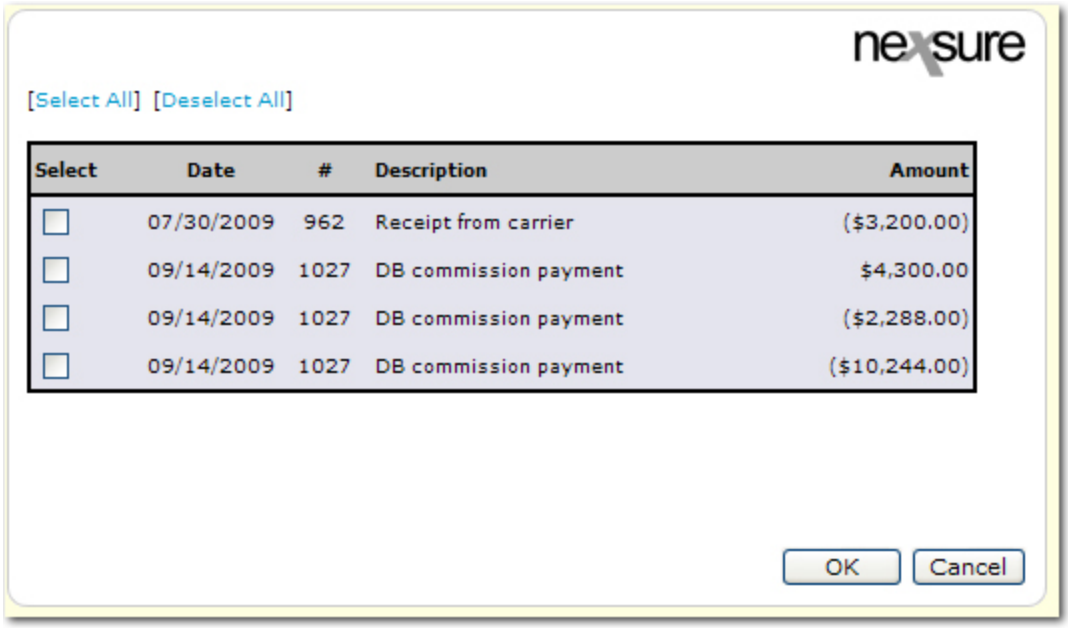
**Note:** Use the **Maximize / Minimize** icon to display the full screen view of the reconciliation.



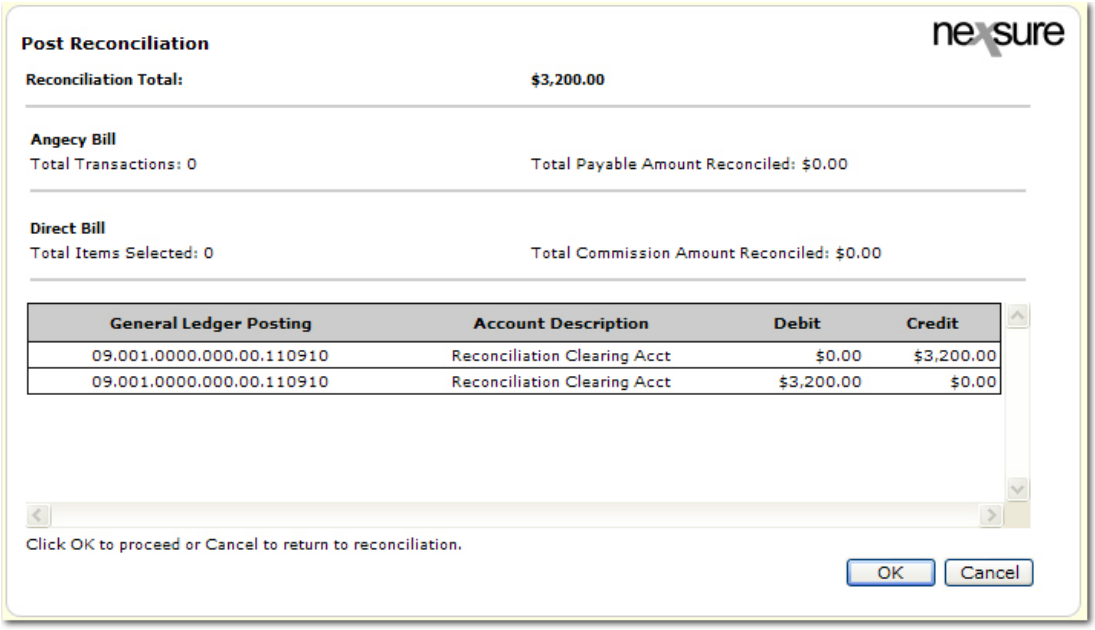

7. In the **Quick Navigation** panel, there are several reconciliation options. The following example is for reconciling by clicking **Receipts / Disbursements**.




8. In the **Receipts** area, click **[Add New]**. The selection dialog box is displayed.




9. Select the receipts to be included in the reconciliation and click **OK**. The receipts is added to the **reconciliation** tab.
10. If any disbursements are to be included, click **[Add New]** in the **Disbursements** area and select the disbursements to be included.
11. Once all **Receipts** and **Disbursements** are selected, click **Post**. The **Post Reconciliation** confirmation is displayed.




12. Click **OK** to confirm the **Post**. The **reconciliation** tab is again displayed.
13. In the **Quick Navigation** panel, there are several reconciliation options. The following example is for reconciling invoices by clicking **Transactions**.

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**Note:** When working with general ledger item under **Quick Navigation > Adjustments**, the **1099** check box is available. Once the reconciliation has been posted, only the **1099** check boxes are editable. If it is necessary to update a **1099** selection, make the new selection and click **[Update 1099]**. The system records are then updated to match the selection. Only a staff member with **Accounts Payable > Modify** rights can change **1099** selections. Changes to locked or closed months can only be made by a staff member with **Accounts Payable > Post Locked** rights can change **1099** selections in a locked or closed month. For more information on security settings see 1099 Security.

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14. In the **Select** column, select the check box next to each invoice to be reconciled.
15. If partial payments are to be made on an invoice, click the **Details** icon and enter the amount.

---

**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.

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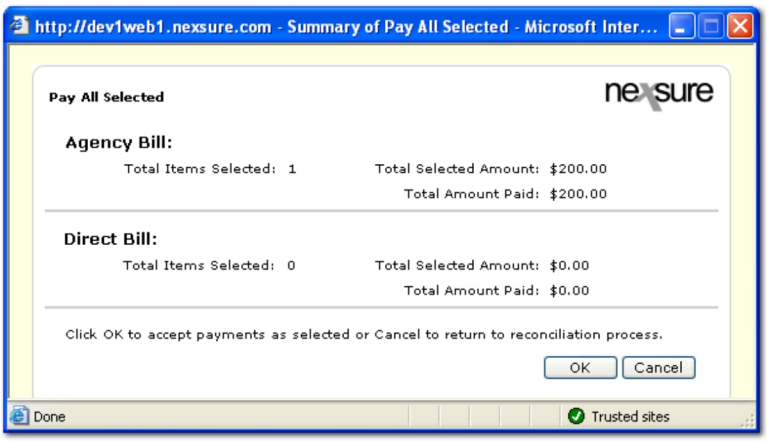
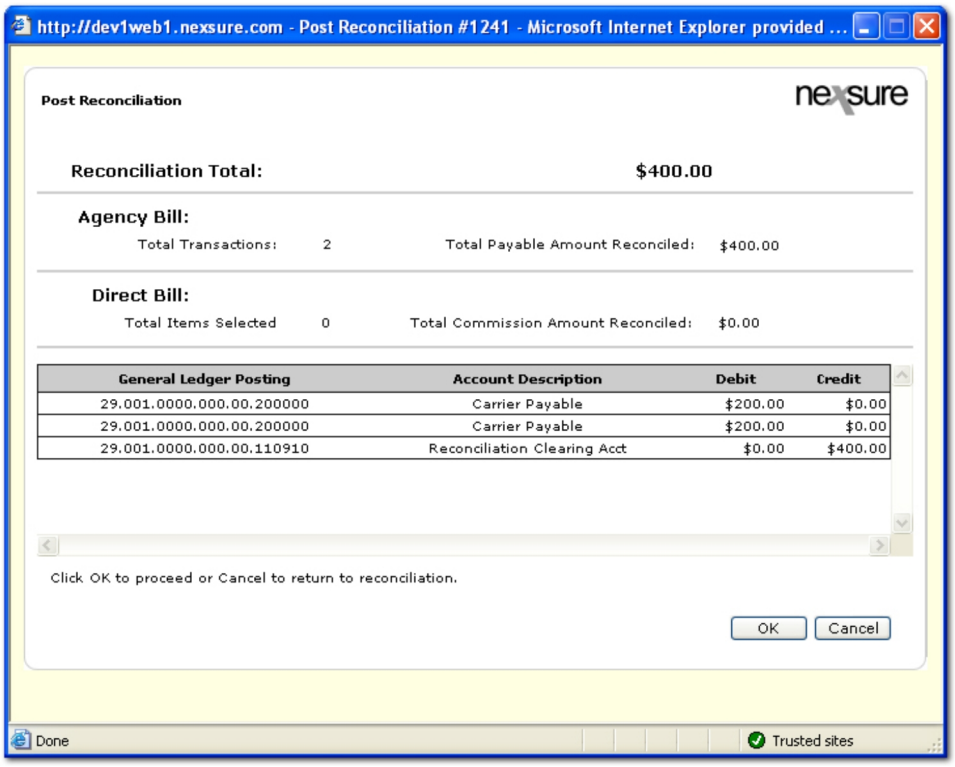
16. In the **Navigation Toolbar**, click **Save**.
17. In the **Navigation Toolbar**, click **Pay All Selected**. The **Pay All Selected** dialog box is displayed.




18. In the **Pay All Selected** dialog box, verify the amount to be paid on **Agency Bill** and **Direct Bill**. Click **OK**.

**Important:** The **Pay All Selected** option will bay all selected items on all pages.

19. On the **Navigation Toolbar**, click **Post**. The **Post Reconciliation** dialog box is displayed.




20. In the **Post Reconciliation** dialog box, verify that the general ledger postings are correct. Click **OK**. The **reconciliation** tab is again displayed showing any remaining invoices.

**Note:** When posting to locked periods, keep the following in mind. If the staff member has rights to post to a locked period a dialog box is displayed letting the staff member know they are posting to a locked period. If the staff member does not have rights to post to a locked period, the only option is to change the

date booked to an unlocked period. More information on rights for staff members to post to locked periods can be found at Transactions > Reconciliation Security.

21. On the **Navigation Toolbar**, click **Print** to print either the **Reconciliation Summary** or the **Remittance Advice**.

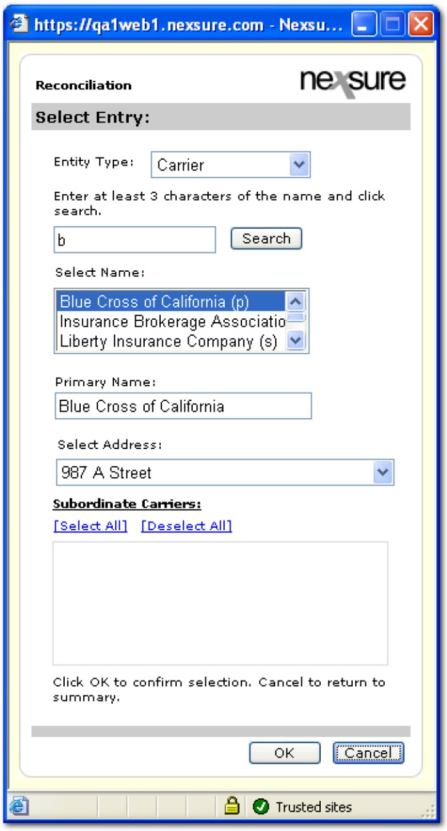
**Note:** The **Remittance Advice** can be printed prior to posting.

## Direct Bill Carrier Statement Entry

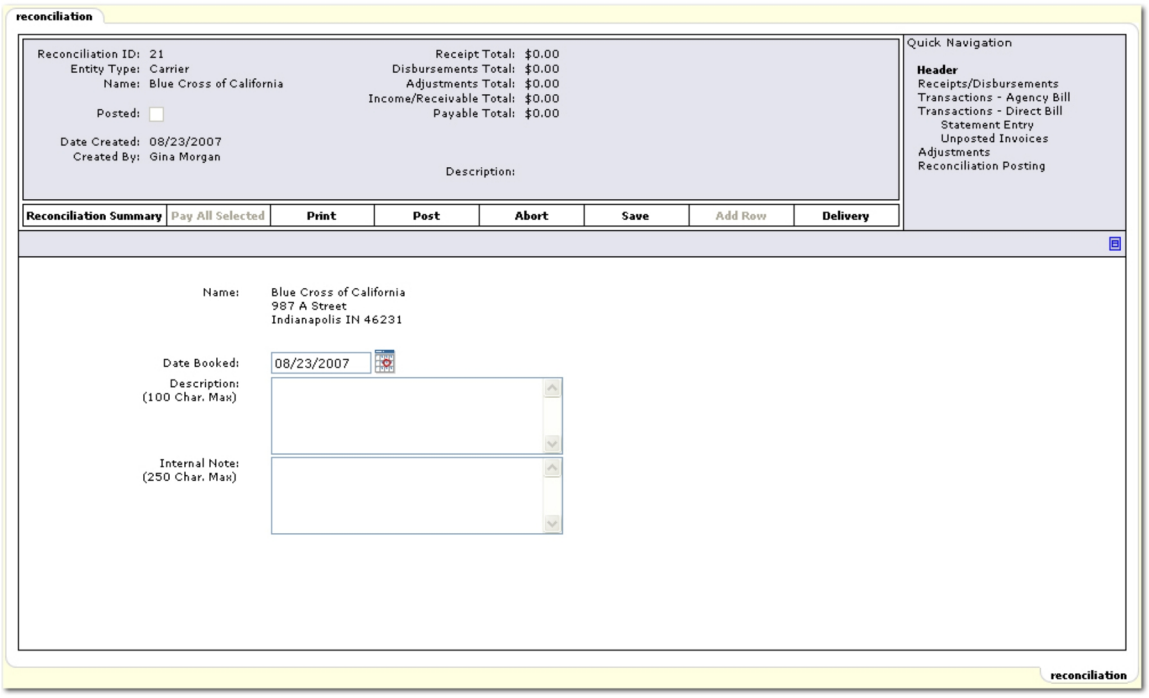
This process allows creating and posting invoices quickly from a carrier's direct bill commission statement, through reconciliation, without having to access individual clients. No invoicing is done at the client's policy level but the policy info tab does need to be completed with all applicable information.

**To Reconcile a Statement**

1. On the Primary menu, click **ORGANIZATION**.
2. Click the **territories** tab.
3. Click the **Details** icon of the appropriate territory.
4. Click the **accounting > transactions > reconciliation** tab.
5. Click **[Add New Reconciliation]**. The **Reconciliation** dialog box is displayed.

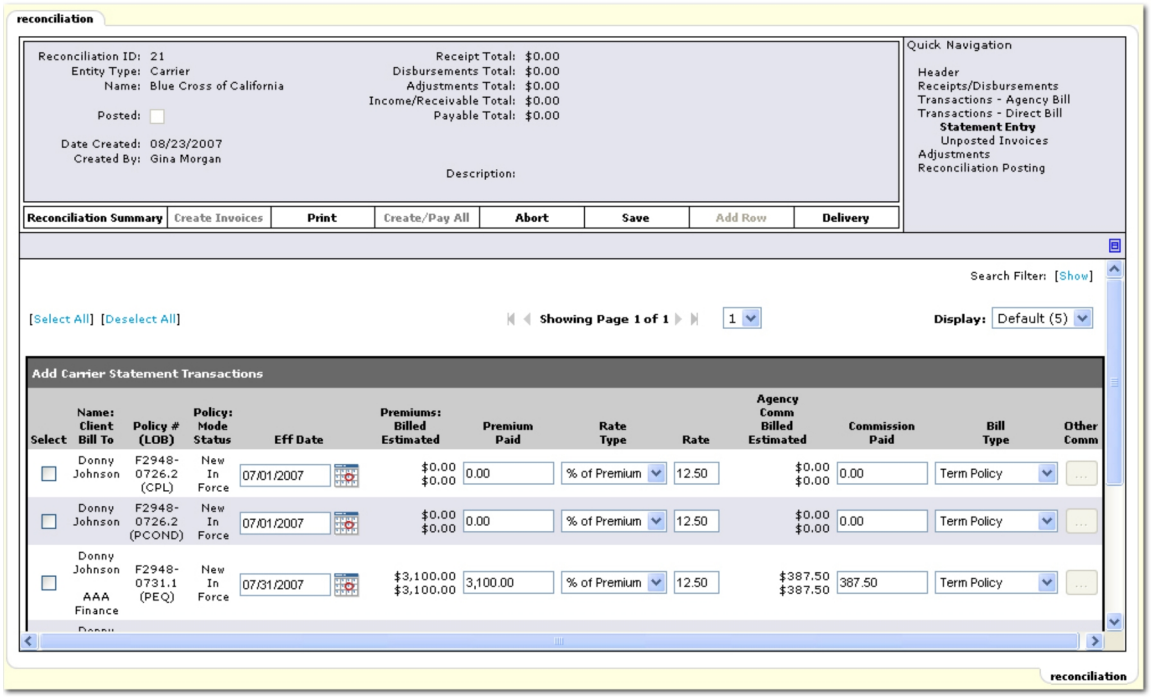


6. In the **Entity Type** list, select **Carrier**.
7. Search for the appropriate carrier and select a subordinate carrier if applicable.
8. In the **Select Name** list, select the name of the carrier.
9. In the **Primary Name** box, select the carrier. If there are more than one primary or subordinate names associated with the carrier selected, they are displayed.
10. In the **Select Address** list, select the appropriate address for the carrier. Multiple addresses may be displayed if the carrier has more than one location.
11. Click **OK**. The **reconciliation** tab is displayed.

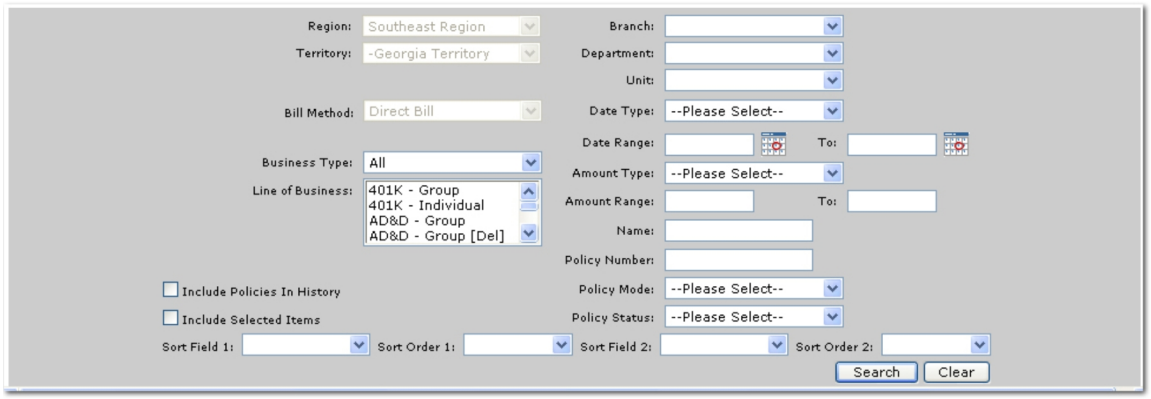



**Note:** Use the **Maximize / Minimize** icon to display the full screen view of the reconciliation.

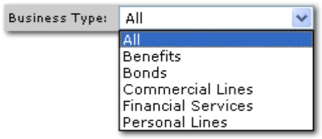
12. The **Date Booked** entry will default to the current date.
13. In the **Description** box, enter a description for the reconciliation if necessary.
14. In the **Internal Note** box, enter an internal note if necessary.
15. On the **Navigation Toolbar**, click **Save**.
16. On the **Quick Navigation** panel, click **Statement Entry**. The policies that are available for statement entry transactions are displayed according to the search criteria selected.




17. If policies to be used for statement entry transactions are not immediately displayed, click **[Show]** to open the search filters. The following options are available:



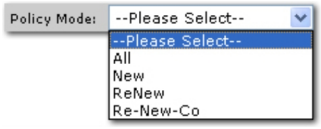

- **Business Type:** Select the business type for the transactions. The following selections are available:



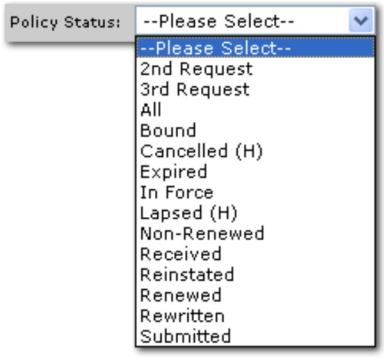

- **Line of Business:** Select the line of business for the policies available for statement entry.
- **Include Policies in History:** Select this check box to include any policies in the **policy** tab and the **history** tab. If this check box is clear, any policies residing in the history **policy** tab will be excluded.

- **Include Selected Items:** Select this check box to include all previously selected items. If this check box is clear, items previously selected will remain selected but will not be displayed in the search results.
- **Branch:** Select the branch where the policies available for statement entry reside.
- **Department:** Select the department where the policies available for statement entry reside.
- **Unit:** Select the unit where the policies available for statement entry reside.
- **Date Type:** Select the date type to be searched for after setting the date range. The following options are based on the dates found in the policy header:
  - **Coverage Term Effective Date**
  - **Policy Term Effective Date**
- **Date Range:** Enter the beginning and ending dates in the date range to search.
- **Amount Type:** Select one of the following amount types:
  - **Premium:** The premium amount per line item in the policy info.
  - **Commission:** The commission amount per line item in the policy info.
- **Amount Range:** Enter, in dollars, the amount range to search.
- **Name:** Enter the client bill to name.
- **Policy Number:** Enter the policy number to search.
- **Policy Mode:** Select the policy mode. The following selections are available:

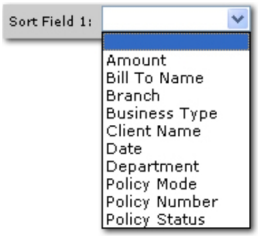
  See the Policy Code Definitions topic for more information about the **Policy Mode** selections.




- **Policy Status:** Select the policy status. The following options are available:

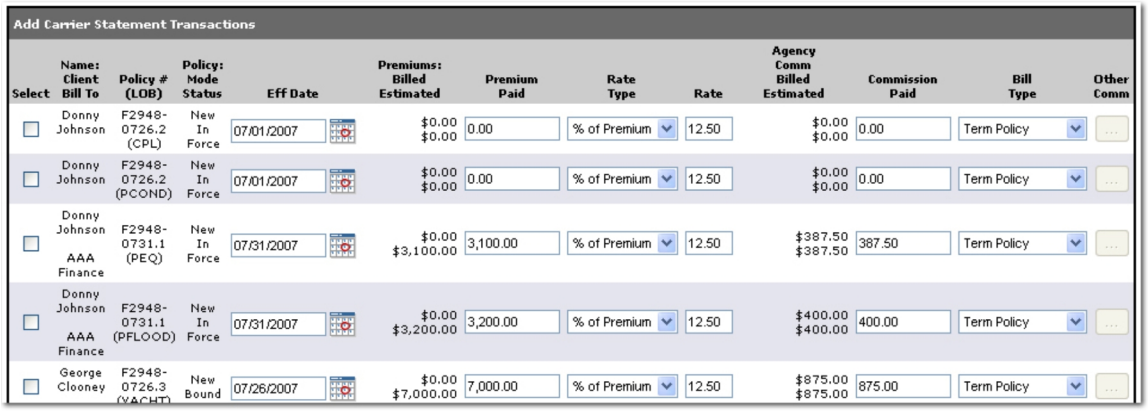



- **Sort Field 1 and 2:** The search results will be sorted by the column heading selected in the **Sort Field 1** and / or the **Sort Field 2** lists. The following selections are available in both sort field lists:




- **Sort Order 1 and 2:** Either **Ascending** or **Descending** may be selected to set the order of the policies available for statement entry returned. **Ascending** will set the order from A-Z. **Descending** will set the order from Z-A. The **Sort Field 1** will be the first sort and **Sort Field 2** will be the sub sort.
- **Search:** Click **Search**. The results of the **Search Filter** criteria and **Sort Filter** settings are displayed.
- **Clear:** Click **Clear** to remove all entries in the **Search Filter** and **Sort Filters** fields.

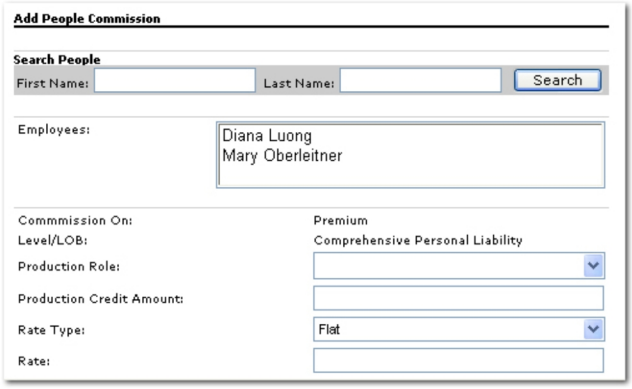
18. Once the search results are displayed, the following options are available:




- **Select: Select the transactions for which to create invoices.**
- **Name: Client / Bill To:** Displays the name of the client and the **Bill To** name. If the **Bill To** name is the same as the client's name, then only the client name is displayed.
- **Policy # / (LOB):** Displays the policy number assigned to the policy. Also displays the line of business assigned to the policy.
- **Policy: Mode / Status:** Displays the mode from the policy header. Also displays the status from the policy header.
- **Eff Date:** The default date is the coverage term effective date from the policy info. This date can be changed which will change the invoice effective date.
- **Premiums: Billed / Estimated:** Displays the total of premiums billed as updated by posted invoice entries. Also displays the estimated premium which will be used in the statement entry as the assumed invoice amount.
- **Premium Paid:** Enter the estimated premium from the policy info. This amount can be edited to reflect the amount of the invoice. This amount can affect the commission paid to the agency if % of Premium is the rate type. If this invoice is for an installment, the amount of the installment can be entered.

**Note:** The invoice must be re-entered each time an installment commission is received using **Installment** as the **Bill Type**.

- **Rate Type:** The default selection is the commission type from the policy info. This type can be changed if necessary. Change this selection to **Flat** if the amount to be entered in **Commission Paid** is a flat dollar amount and not based on a percent of the premium entered in the **Premium Paid** field.
- **Rate:** The default entry is the commission rate from the policy info. This rate can be changed if necessary but will automatically change the **Commission Paid** entry.
- **Agency Comm: Billed / Estimated:** Displays the total of commissions billed as updated by posted invoice entries. Also displays the estimated commission amount to be used in the statement entry as the assumed invoice amount.
- **Commission Paid:** The default entry is from the agency commission estimated in the policy info. This amount can be changed to reflect the amount of the invoice.
  - If **Rate** is **% of Premium** and **Commission Paid** is entered, the **Premium Paid** will be automatically altered.
  - If **Rate** is **Flat**, the amount will be the amount entered in **Commission Rate**. This amount will not alter the **Premium Paid**.
- **Bill Type:** The default selection is from the background servicing activity (such as endorsement, cancellation, audit or term policy). The following options are:
  - **Audit:** The policy has been audited. **Premium Paid** amount for the transaction will be added to the **Annualized** and **Billed** totals on the policy's **policy info** tab.
  - **Cancellation:** The policy has been cancelled. **Premium Paid** amount for the transaction will be added to the **Billed** premium on the policy's **policy info** tab. Cancellation **Premium Paid** does not change the **Annualized** premium field.
  - **Endorsement:** The policy has been endorsed. **Premium Paid** amount for the transaction will be added to the **Annualized** and **Billed** totals on the policy's **policy info** tab.
  - **Installment:** Exclusive to direct bill statement entry. The policy info result will be to add to annualized and billed during the policy term as determined by the transaction effective date. The master invoice together with the general invoice determines the annualized premium.
  - **Term Policy: Premium Paid** amount for term transactions is entered in the **Annualized** and **Billed** fields of the policy's **policy info** tab. Any previous totals for the policy term are replaced by the **Term Policy** transaction.
- **Other Commission:** The **Ellipsis**  button will become active if **Other Commission** has been added to the policy. Click the **Ellipsis**  button, the **[Add New Other Commission]** link in displayed at the bottom of the screen.
  a. Click **[Add New Other Commission]**. The **Add People Commission** entry boxes are displayed.




b. In the **Search People** area, enter some or all of the first and / or last names and click **Search**.

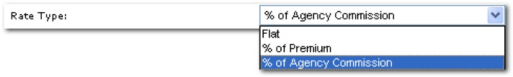
c. In the **Employees** list, select the employee. If commission defaults are already set for the carrier, those defaults are automatically entered in the boxes below. Selections can be altered.

d. The **Commission On** and **Level / LOB** selections are pulled from the policy. These selections cannot be altered.

e. In the **Production Role** list, select the select the production role of the employee.

f. In the **Production Credit Amount** box, enter the credit amount for the employee.

g. In the **Rate Type** list, select the type of rate for the credit. The available selections are:



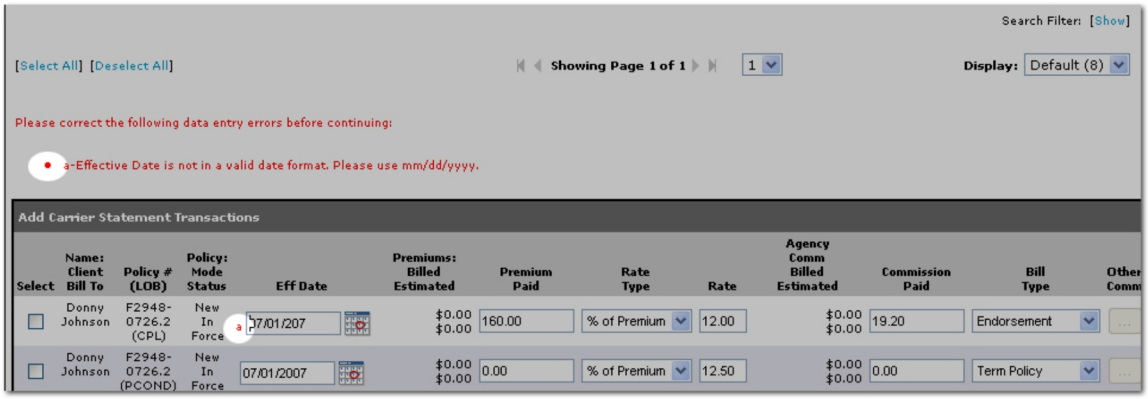

h. In the **Rate** box, enter the rate for the commission.

i. Click **OK**. The other commission is added to the **Add Carrier Statement Transactions** screen below the transactions.

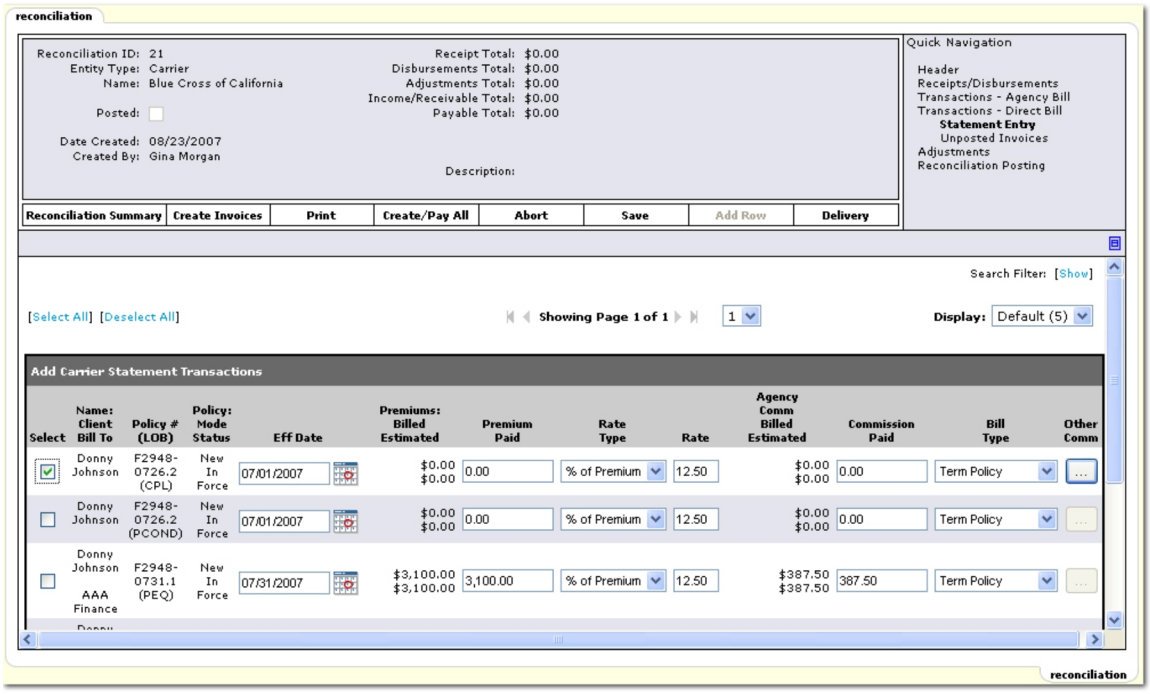
Or

Click **Cancel** to return to the **Add Carrier Statement Transactions** screen with out saving commissions additions.

19. Once all entries have been made, on the **Navigation Toolbar**, click **Save**. If any entry errors have been made, the errors are noted on screen.




20. On the **Navigation Toolbar** there are several options:



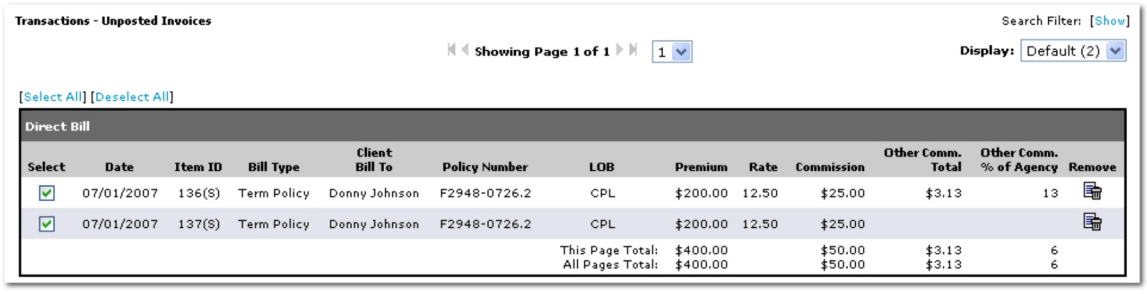

- **Reconciliation Summary:** Return to the **reconciliation** tab and save changes to the statement entry.
- **Create Invoices:** Gives confirmation that invoices will be created. Clicking **OK** in the confirmation dialog box will present the opportunity to click **Close** to exit the reconciliation process to continue other work in Nexsure while the invoices are being created.
- **Print:** Prints **Reconciliation Summary** screen results.
- **Create / Pay All:** For selected items, invoices are created, posted, and flagged as received.
- **Abort:** Reconciliation is aborted and invoices are not created.
- **Save:** Saves entries.
- **Delivery:** Once the Print option has been selected to return the Reconciliation Summary, the summary can be delivered.

21. On the **Navigation Toolbar**, click **Create Invoices**. A confirmation dialog box is displayed and the invoices are then displayed, ready for posting.

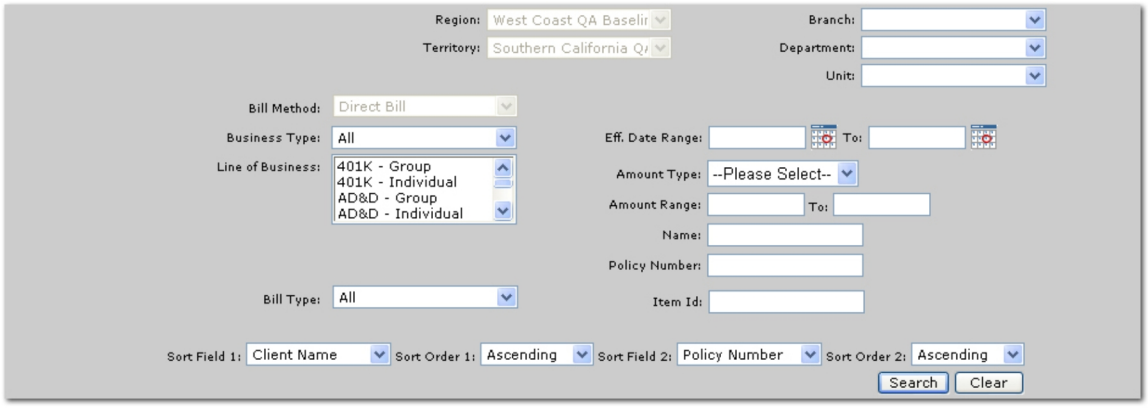
    Or

    On the **Navigation Toolbar**, click **Create / Pay All**. The invoices are then created, posted and paid.

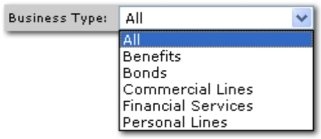
22. After clicking **Create Invoices**, the **Transactions - Unposted Invoices** screen is displayed.



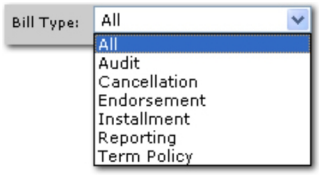
23. In the **Search Filter** area, click **[Show]** to view the search criteria and sort filter options. The following options are available:




- **Business Type:** Select the business type for the transactions. The following selections are available:

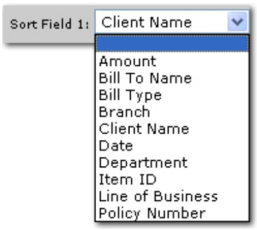



- **Line of Business:** Select the line of business for the transactions.
- **Bill Type:** Select the bill type used on the policy. The available selections are:



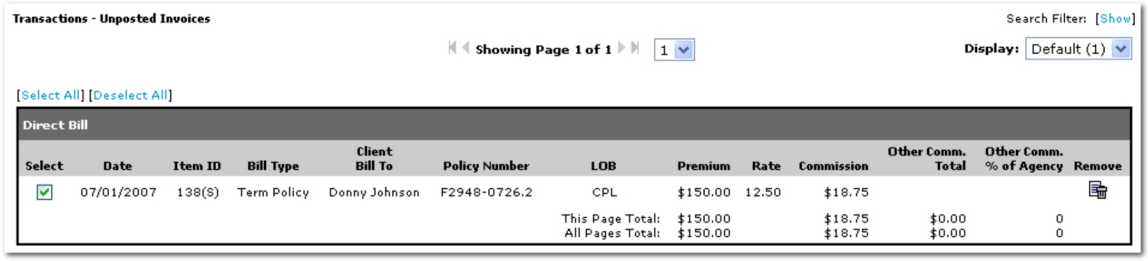

- **Branch:** Select the branch where the transactions reside.
- **Department:** Select the department where the transactions reside.
- **Unit:** Select the unit where the transactions reside.
- **Effective Date Range:** Enter the beginning and ending dates in the date range to search.
- **Amount Type:** Select one of the following amount types:
  - **Premium:** The premium amount per line item in the policy info.
  - **Commission:** The commission amount per line item in the policy info.
- **Amount Range:** Enter, in dollars, the amount range to search.
- **Name:** Enter the client bill to name.
- **Policy Number:** Enter the policy number to search.
- **Item ID:** Enter the invoice **Item ID** number to search.
- **Policy Mode:** Select the policy mode. The following selections are available:

- **Sort Field 1 and 2:** The search results will be sorted by the column heading selected in the **Sort Field 1** and / or the **Sort Field 2** lists. The following selections are available in both sort field lists:



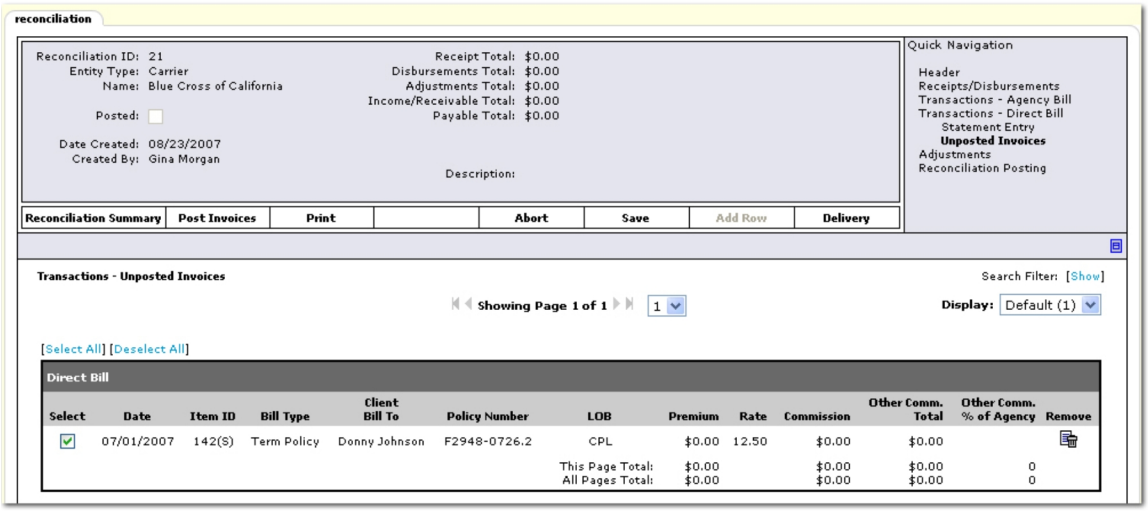

- **Sort Order 1 and 2:** Either **Ascending** or **Descending** may be selected to set the order of the transactions returned. **Ascending** will set the order from A-Z. **Descending** will set the order from Z-A. The **Sort Field 1** will be the first sort and **Sort Field 2** will be the sub sort.
- **Search:** Click **Search**. The results of the **Search Filter** criteria and **Sort Filter** settings are displayed.
- **Clear:** Click **Clear** to remove all entries in the **Search Filter** and **Sort Filters** fields.

24. Once the search results are displayed, the following options are available:



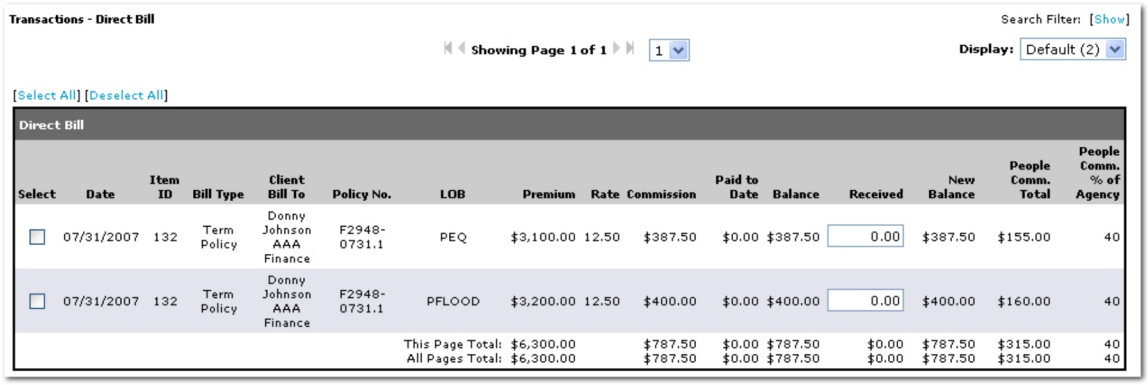

- **Select:** Select the invoices to be posted.
- **Date:** Displays the transaction effective date.
- **Item ID:** Displays the invoice ID number. The ID will be followed by an (S) denoting it is a statement entry item.
- **Bill Type:** Displays the bill type according to the policy servicing activity.
- **Client / Bill To:** Displays the client name and the bill to name. If the client name and bill to name are the same, only the client name will be displayed.
- **Policy Number:** Displays the policy number of the policy selected for invoicing.
- **LOB:** Displays the abbreviated LOB of the line item invoiced.
- **Premium / Rate / Commission:** Displays amounts previously entered for the invoice.
- **Other Comm. (Total / % of Agency):** Displays the net total of the other commissions paid and the calculated % of agency.
- **Remove:** Permits the removal of unposted invoices.

25. On the **Navigation Toolbar** there are several options:




- **Reconciliation Summary:** Return to the **reconciliation** tab and save changes.
- **Post Invoices:** Gives confirmation that invoices will be posted. Clicking **OK** in the confirmation dialog box will post selected invoices and move them to the **Transactions - Direct Bill** link on the **Quick Navigation** panel.
- **Print:** Prints selected invoices.
- **Abort:** Reconciliation is aborted and invoices are removed.
- **Save:** Saves entries.
- **Delivery:** Once invoices are printed, they can be delivered.

26. On the **Navigation Toolbar**, click **Post Invoices**. A confirmation dialog box is displayed and the invoices are then moved to the **Transactions - Direct Bill** link on the **Quick Navigation** panel.

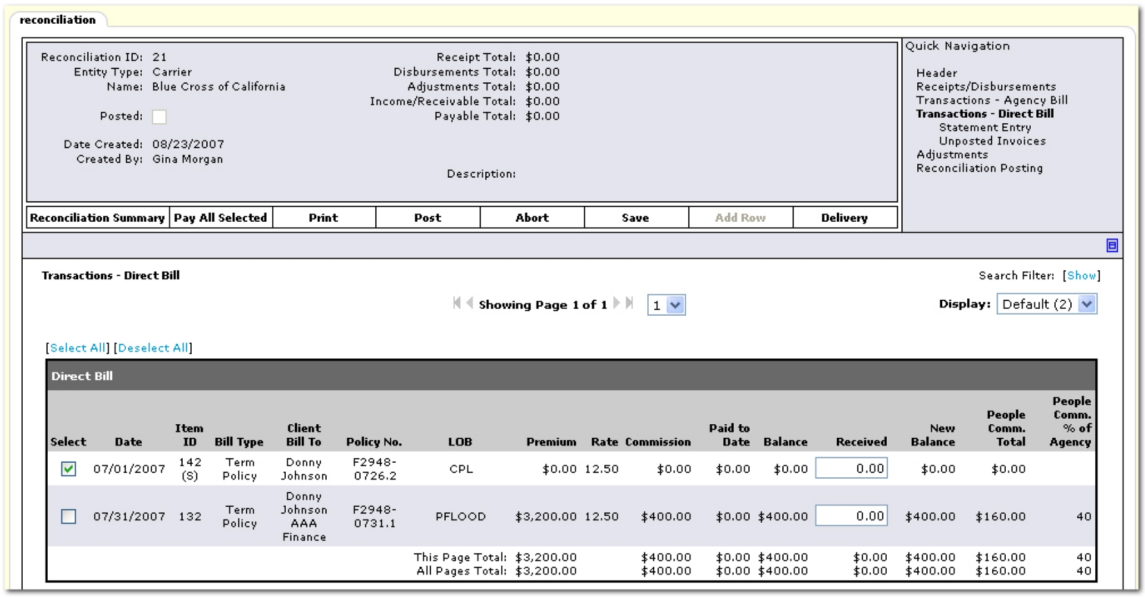



27. The following options are available:

- **Select:** Select this check box to fill the **Received** column with the total from the **Balance** column. Items selected will be included when **Pay All Selected** on the **Navigation Toolbar** is selected.
- **Date:** The transaction effective date is displayed.
- **Item ID:** The item ID number is followed by an (S) denoting the item is for statement entry. The **Item ID** number is also a link to the unposted invoice for adjustment purposes.

- **Bill Type:** Displays the bill type according to the policy servicing activity.
- **Client / Bill To:** Displays the client name and the bill to name. If the client name and bill to name are the same, only the client name will be displayed.
- **Policy Number:** Displays the policy number on the policy selected for invoicing.
- **LOB:** Displays the abbreviated LOB is the policy is monoline. PCKG is displayed if the policy is a package policy.
- **Premium / Rate / Commission:** Displays amounts previously entered for the invoice.
- **Paid to Date:** The commission entered or calculated from previous reconciliations as paid by carrier to agency.
- **Balance:** The balance of commission due on the invoice.
- **Received:** The amount received from the carrier. Can be altered.
- **New Balance:** The balance due for the commission based on payments received to date.
- **People Comm. (Total / % of Agency):** Displays the net total of the people commissions paid and the calculated % of agency.

28. On the **Navigation Toolbar** there are several options:




- **Reconciliation Summary:** Return to the **reconciliation** tab and save changes.
- **Pay All Selected:** Pays all selected invoices. A confirmation dialog will be displayed and the reconciliation header is updated.
- **Print:** Prints selected reconciliations.
- **Post:** Posts selected reconciliations.
- **Abort:** Reconciliation is aborted and invoices are not reconciled although they do remain posted.
- **Save:** Saves entries.
- **Delivery:** Once reconciliations are printed, they can be delivered.

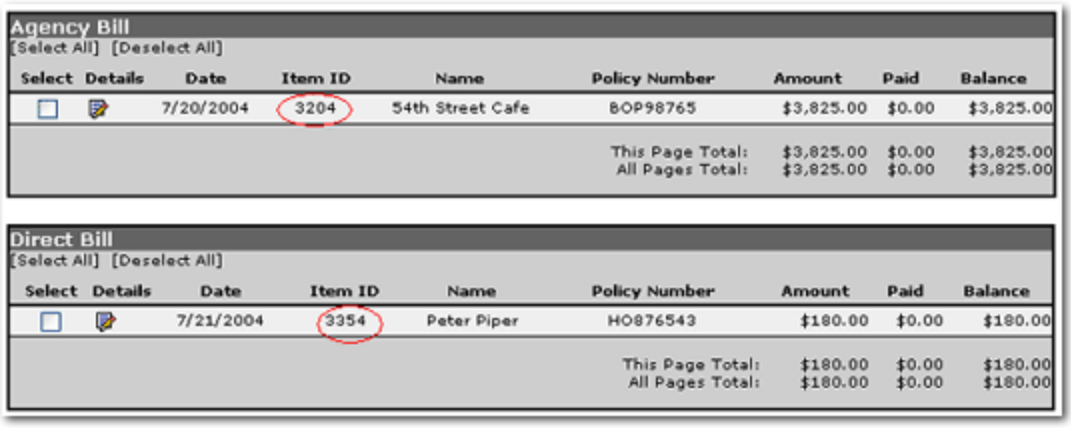
**Important:** Statement entry that requires invoicing of multiple iterations of the same policy see Alternate Statement Entry.

## Revising Commission During Reconciliation

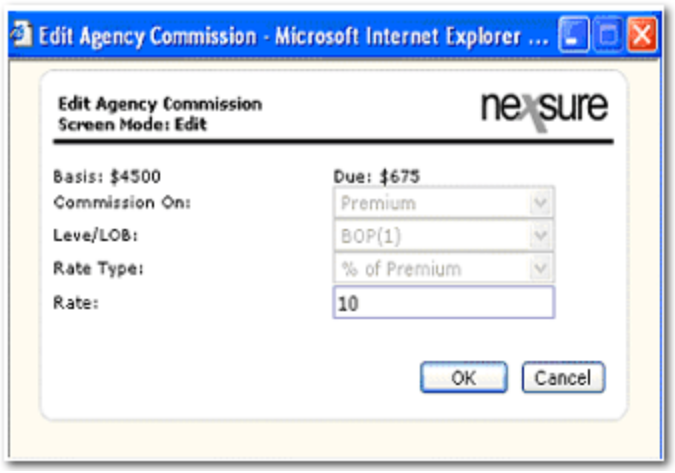
This process will allow the adjustment of commissions to be made during the reconciliation process without reversing or re-billing invoices. Adjustments to commission can be made to both Direct and Agency billed invoices.

**To Revise a Commission**

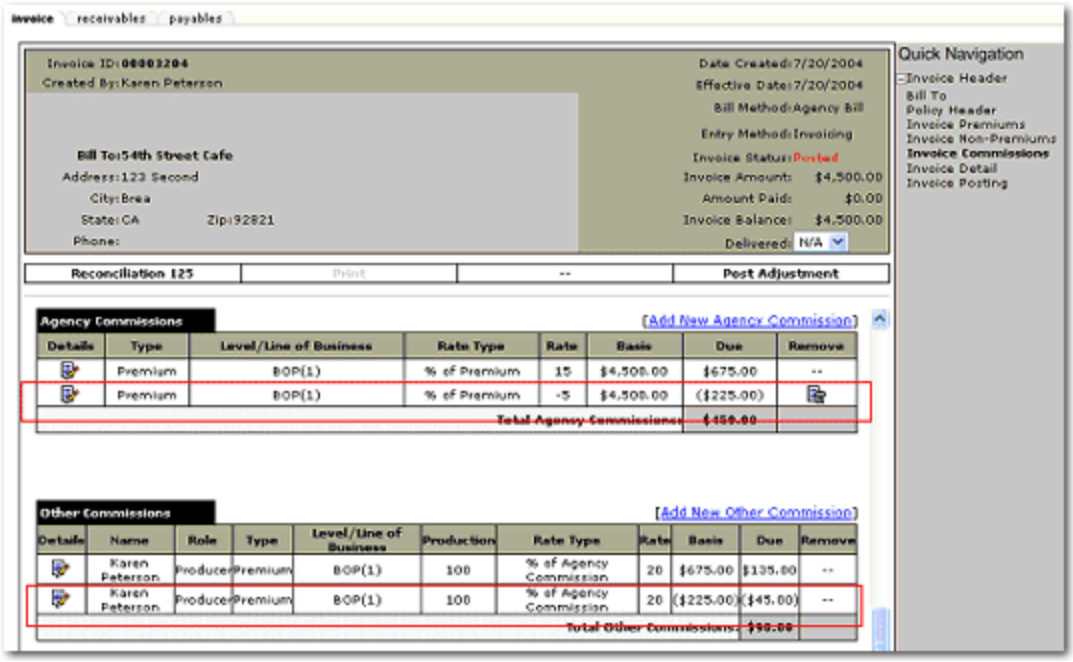
1. On the Primary menu, click **ORGANIZATION**.
2. Click the **territories** tab.
3. Click the **Details** icon of the appropriate territory.
4. Click the **accounting** tab.
5. Click the **transactions** tab.
6. Click the **reconciliation** tab.
7. Click the **Add New Reconciliation** link.
8. Select Carrier in the entity type drop-down box
9. Search for the appropriate Carrier, select Subordinate Carriers if applicable, and click **OK** to display the reconciliation header screen for the select Carrier. The Date Booked will default to today's date.
10. Enter Description.
11. Click the **Transactions** link in Quick Navigation.
12. Transactions screen defaults to posted Agency Bill invoices; click the Search filter [Show] link and search by Agency bill, Direct bill or both to pull them into the reconciliation. (Use the other search criteria for a more refined search).
13. Click the **Item ID** hotlink to launch the posted invoice into edit mode.



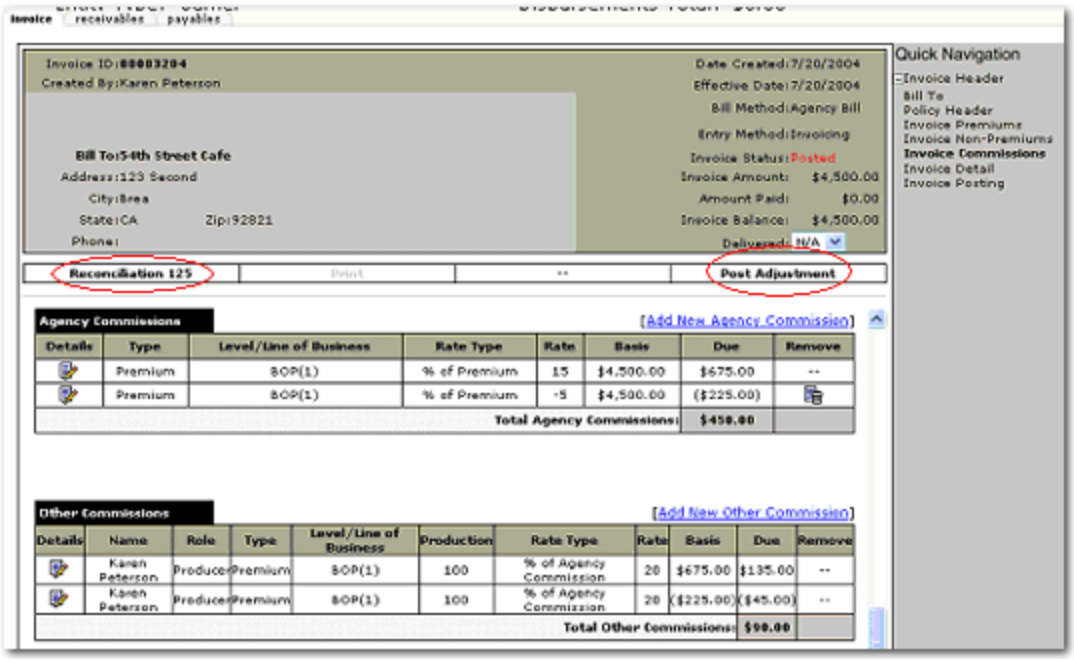

14. Click the **Details** icon of the Agency Commission to enter the correct commission rate and click **OK**.




15. If Agency commission is based on a percent of the premium, it will automatically display a second line item with the difference and the amount due (credit or debit). If people commission is based on a percent of the Agency commission, it will adjust automatically. The people commission can also be adjusted by clicking on the details icon. This will also generate a second line item based on the difference.




16. Click the **Post Adjustment** link to post the commission changes made to the invoice.
17. Click the **Reconciliation (ID)** link under the invoice header to return to the reconciliation.



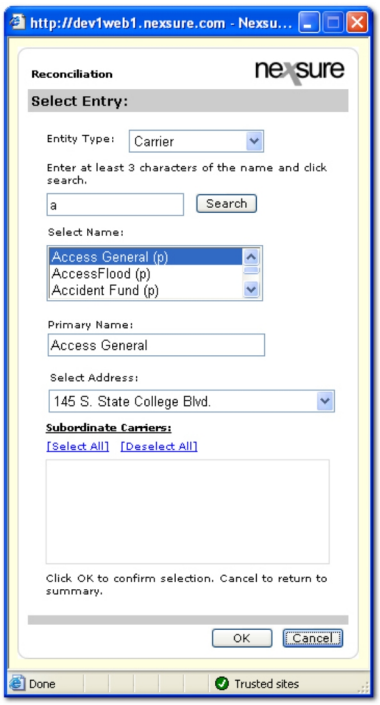

18. Repeat steps 14-18 for all invoices where the commission amount does not match the Carrier Statement.
19. Continue the Reconciliation process.
20. Once the reconciliation is completed and posted, click the **Print** link under the reconciliation header.
21. Select **Remittance Advice** in the Print Selection drop-down box.
22. Click **OK.**
23. Click the **Print** link in the Adobe toolbar to print out the remittance advice to compare to the Carrier's statement.
24. Click the **Delivery** link under the Reconciliation header to email or fax from Nexsure.

## *Agency Bill Reconciliation*

To confirm the accuracy of carrier statements, Nexsure provides the ability to compare posted invoices in Nexsure with the carrier statement.

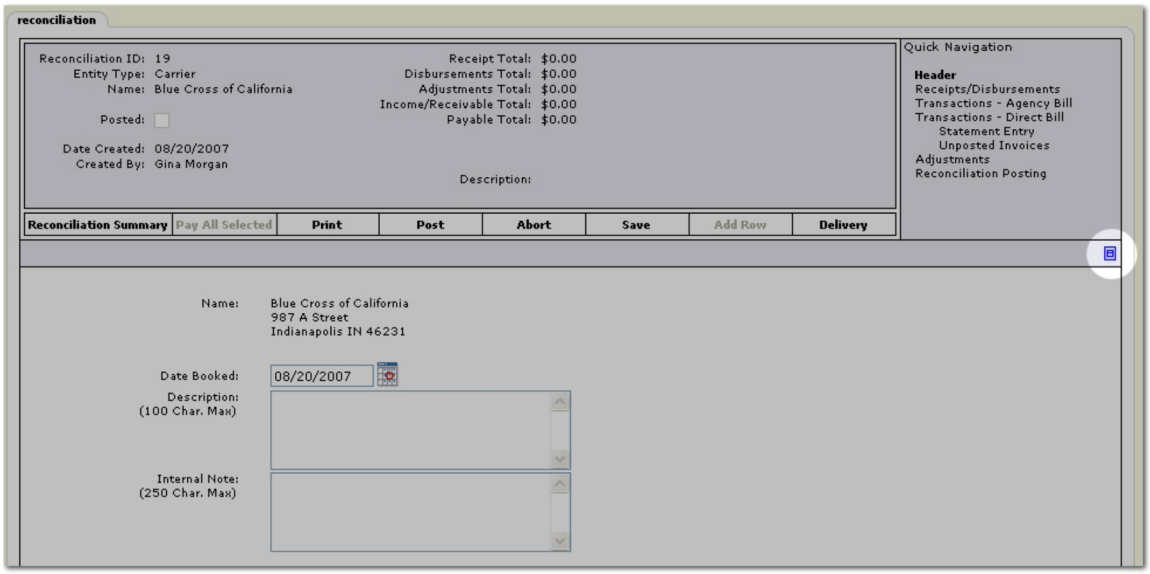
**To Perform a Reconciliation**

1. On the Primary menu, click **ORGANIZATION**.
2. Select the **territories** tab and select the **Details** icon next to the territory to reconcile.
3. Select the **accounting > transactions > reconciliation** tab.
4. Click **[Add New Reconciliation]**. The **Reconciliation** dialog box is displayed.

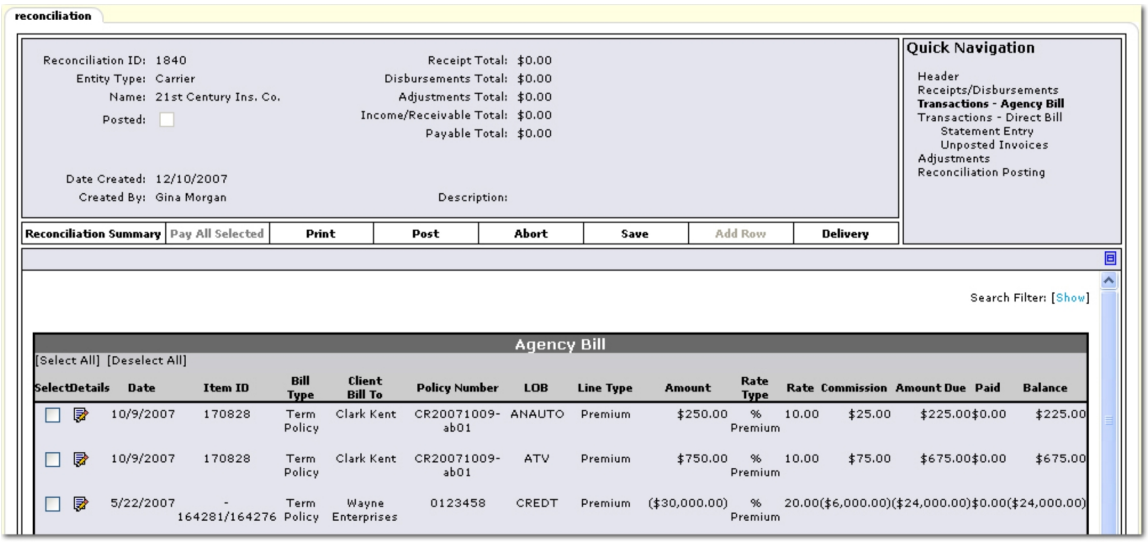



5. Select an **Entity Type** from the list and search for the entity.
6. Once the entity is found, click **OK**. The **reconciliation** tab is displayed.

**Note:** Use the **Maximize / Minimize** icon to display the full screen view of the reconciliation.



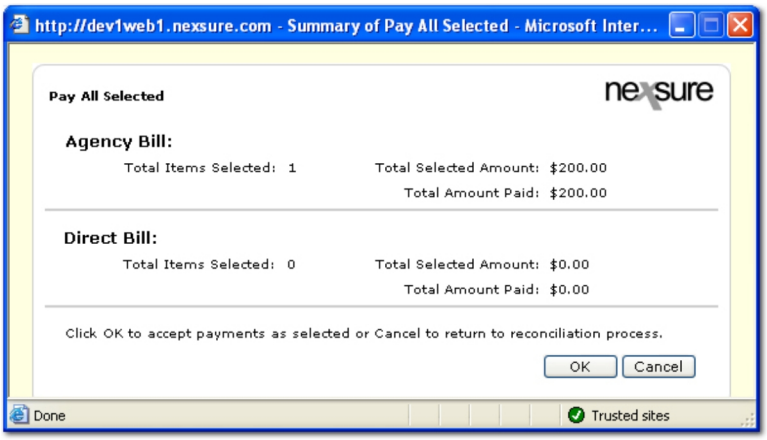

7. In the **Quick Navigation** panel, there are several reconciliation options. The following example is for reconciling agency bill invoices by clicking **Transactions - Agency Bill**.




8. In the **Select** column, select the check box next to each invoice to be reconciled.
9. If partial payments are to be made on an invoice, click the **Details** icon and enter the amount.

**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.

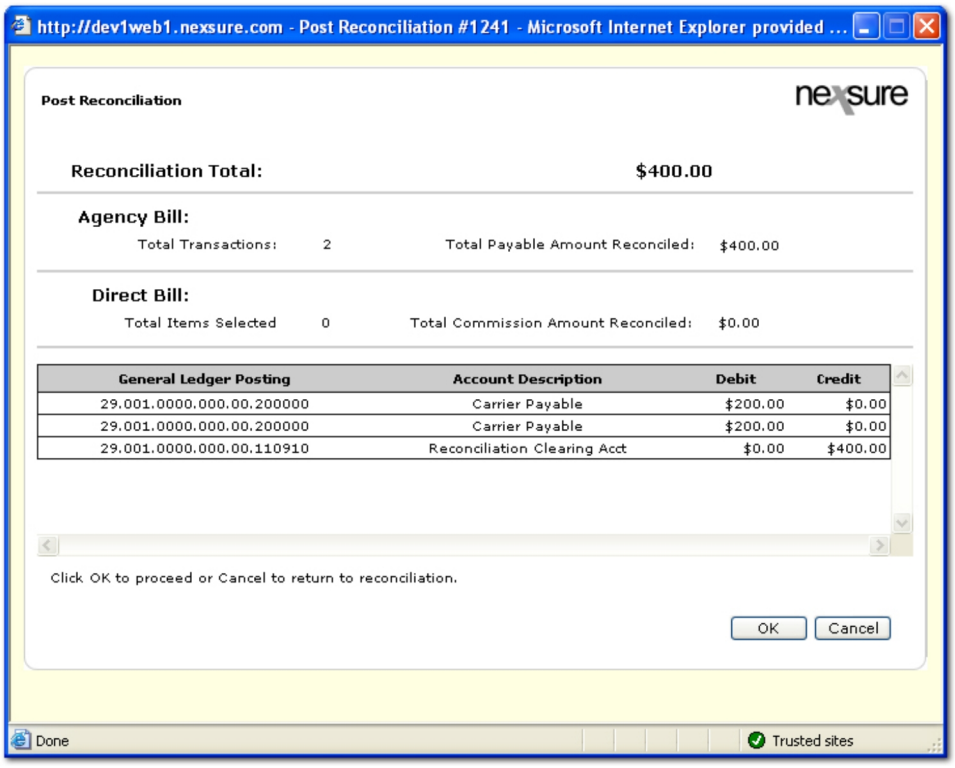
10. In the **Navigation Toolbar**, click **Save**.
11. In the **Navigation Toolbar**, click **Pay All Selected**. The **Pay All Selected** dialog box is displayed.




12. In the **Pay All Selected** dialog box, verify the amount to be paid on **Agency Bill**. Click **OK**.

**Important:** If there is more than one page (or screen) of invoices, clicking **Pay All Selected** will only pay the invoices that are displayed on the current page. Navigate to each page, select the invoices to be paid and click **Pay All Selected**.

13. On the **Navigation Toolbar**, click **Post**. The **Post Reconciliation** dialog box is displayed.



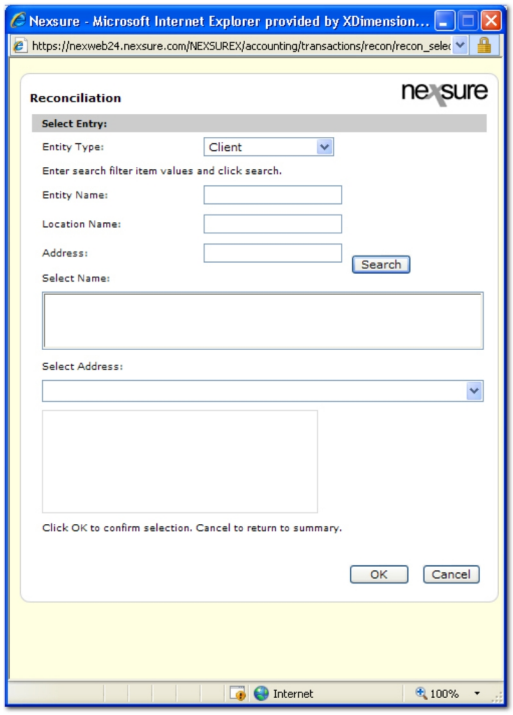

14. In the **Post Reconciliation** dialog box, verify that the general ledger postings are correct. Click **OK**. The **reconciliation** tab is again displayed showing any remaining invoices.
15. On the **Navigation Toolbar**, click **Reconciliation Summary** to return to the initial **reconciliation** tab.

## *Client Reconciliation*

Client reconciliation provides a means for writing off balances, clearing open activity, and transferring balances at the client level.

**To Perform a Reconciliation**

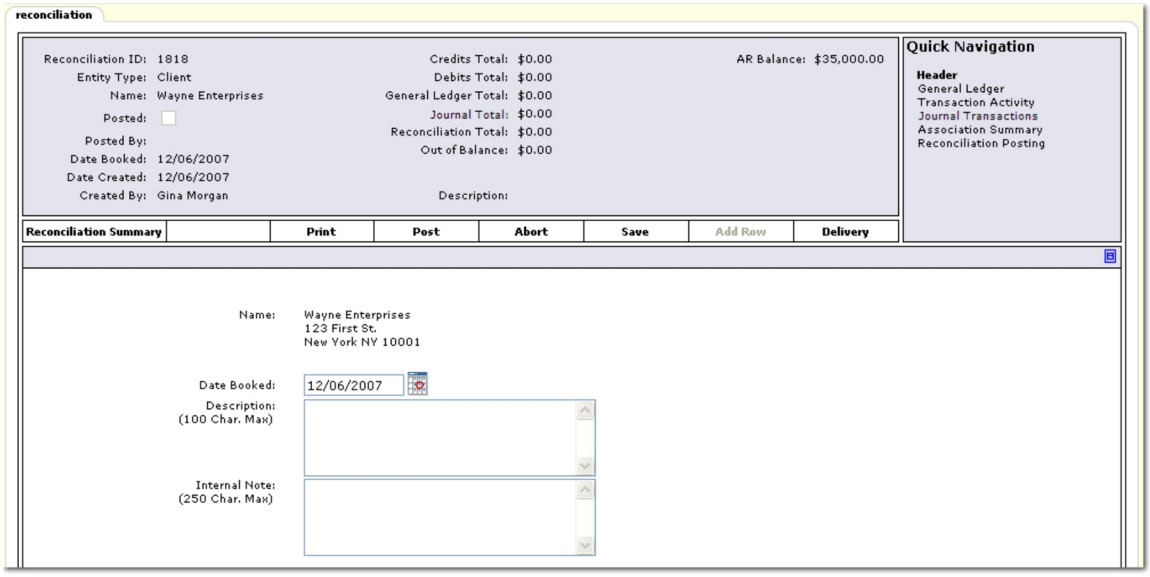
1. On the Primary menu, click **ORGANIZATION**.
2. Select the **territories** tab and select the **Details** icon next to the territory to reconcile.
3. Select the **accounting > transactions > reconciliation** tab.
4. Click **[Add New Reconciliation]**. The **Reconciliation** dialog box is displayed.




5. In the **Entity Type** list, select **Client**.
6. Enter at least three characters of the name for the client and click **Search**.

**Note:** If the client has an alternate address, it can be selected from the **Select Address** list.

7. Select the client in the search results and click **OK**. The **reconciliation** tab is displayed.




The following information is available in the client reconciliation header:

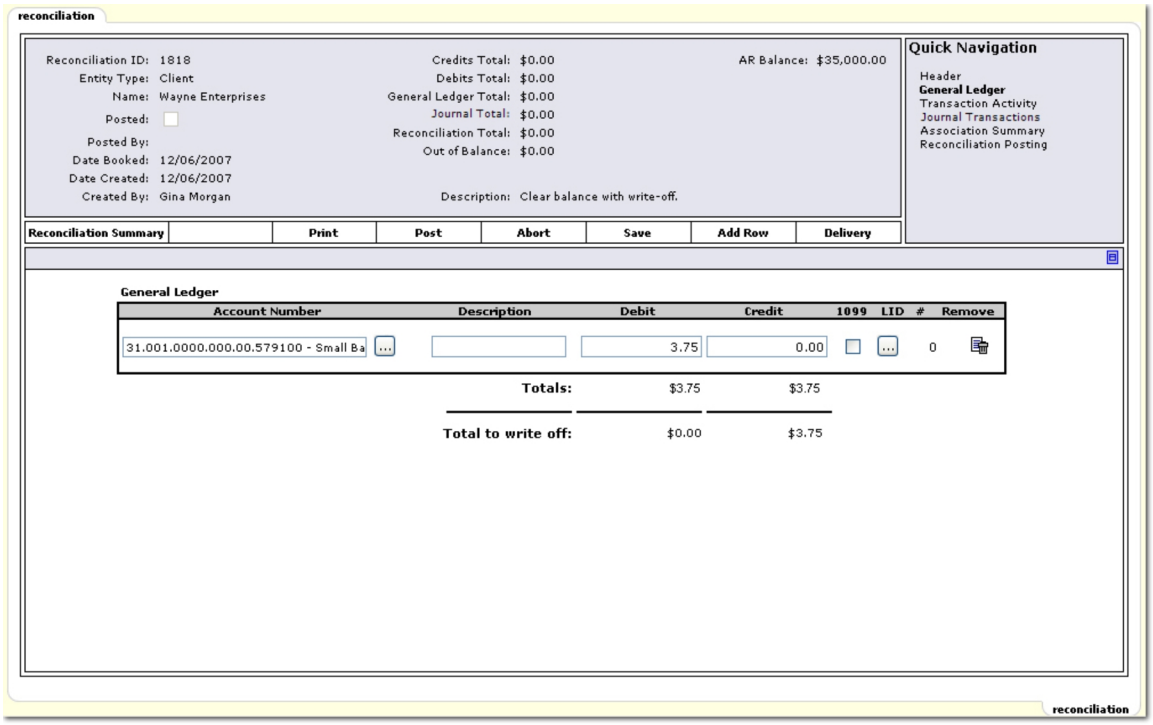
- **Reconciliation ID:** Sequential number assigned by Nexsure.
- **Entity Type:** Defaults to **Client**, the entity selected when starting the reconciliation.

- **Name:** The client name selected during the entity search.
- **Posted:** Selected when the reconciliation is posted. The date of the posting will also be displayed.
- **Posted By:** The name of the staff member that clicked **Post**.
- **Date Booked:** The date entered in the **Date Booked** box when editing the reconciliation header.
- **Date Created:** The date the **[Add New]** link was clicked on the **reconciliation** tab.
- **Created By:** The name of the staff member that clicked the **[Add New]** link.
- **Credits Total:** The total of the credit items selected in **Quick Navigation > Transaction Activity** during the reconciliation process.
- **Debits Total:** The total of the debit items selected in **Quick Navigation > Transaction Activity** during the reconciliation process.
- **General Ledger Total:** The net amount of the line items entered through the **Quick Navigation > General Ledger** link. The offset will be completed against accounts receivable in the **Client Journal Associations** screen.
- **Journal Total:** The total amount of entries in the **Journal Transactions** screen.
- **Reconciliation Total: Credit Total**, **Debit Total**, **General Ledger Total** and **Journal Total**. Must equal $0.00 to enable posting of client reconciliation.
- **Out of Balance:** Discrepancy total where the **Reconciliation Total** does not equal $0.00.
- **Description:** The description entered in the **Description** box when editing the reconciliation header.
- **AR Balance:** Total client accounts receivable balance including future items.

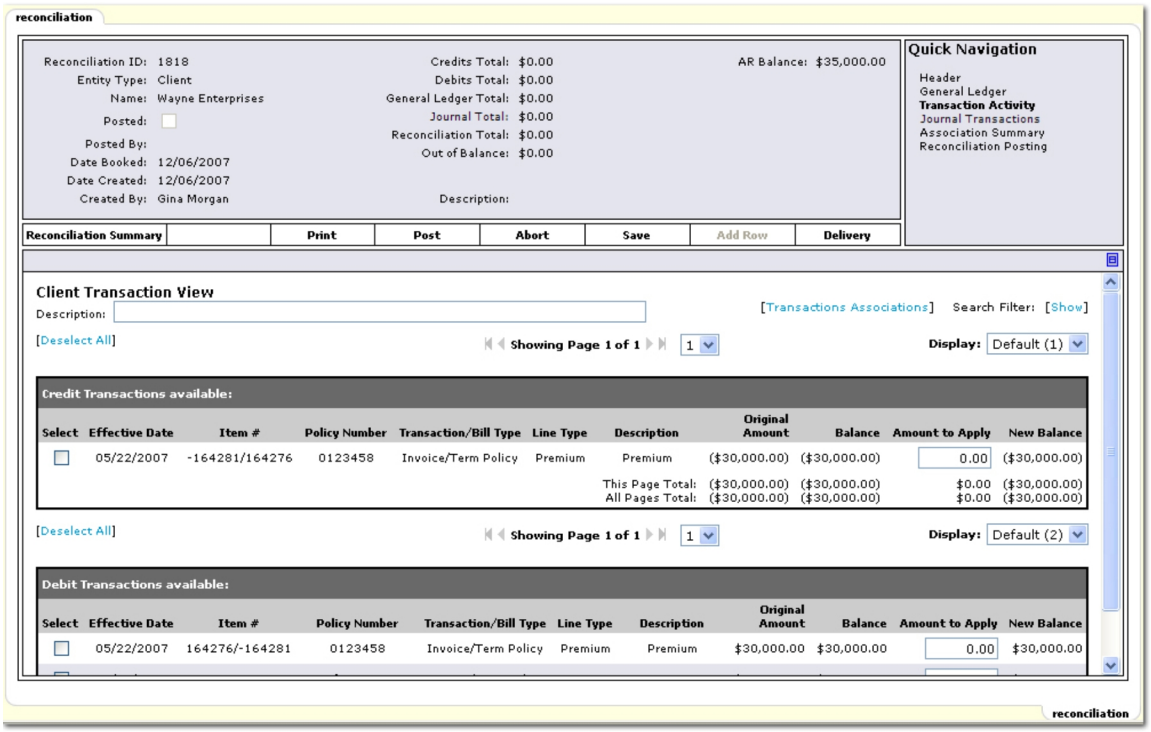
The following options are available on the **Navigation Toolbar**:

- **Reconciliation Summary:** Click to return to the **reconciliation** tab showing the transaction list.
- **Print:** Creates a PDF for the client reconciliation.
- **Post:** Can be clicked at any time to post the reconciliation. If the balance from the reconciliation is not $0.00 a warning message will be displayed.
- **Abort:** Cancels any activity and deletes the reconciliation.
- **Save:** Can be clicked at any point to save entries.
- **Add Row:** Enabled in the **Quick Navigation > General Ledger** screens.
- **Delivery:** Opens the **delivery** tab to email or fax the reconciliation summary information.

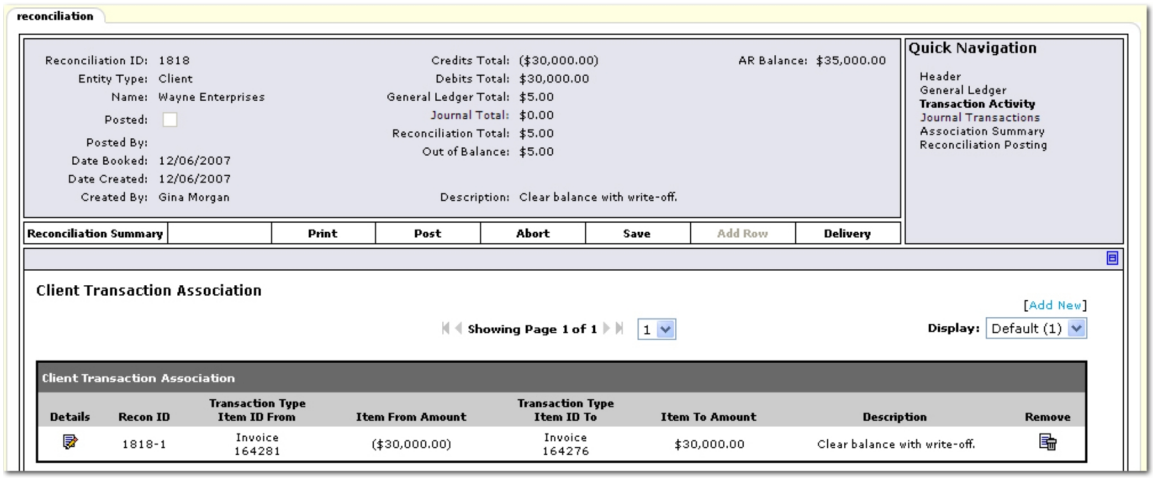
8. In the **Description** box, enter a description for the reconciliation.
9. In the **Internal Note** box, enter an internal note about the reconciliation if necessary.
10. On the **Navigation Toolbar**, click **Save**.
11. In the **Quick Navigation** panel, click the **General Ledger** link. The **General Ledger** screen is displayed.
12. On the **Navigation Toolbar**, click **Add Row**.



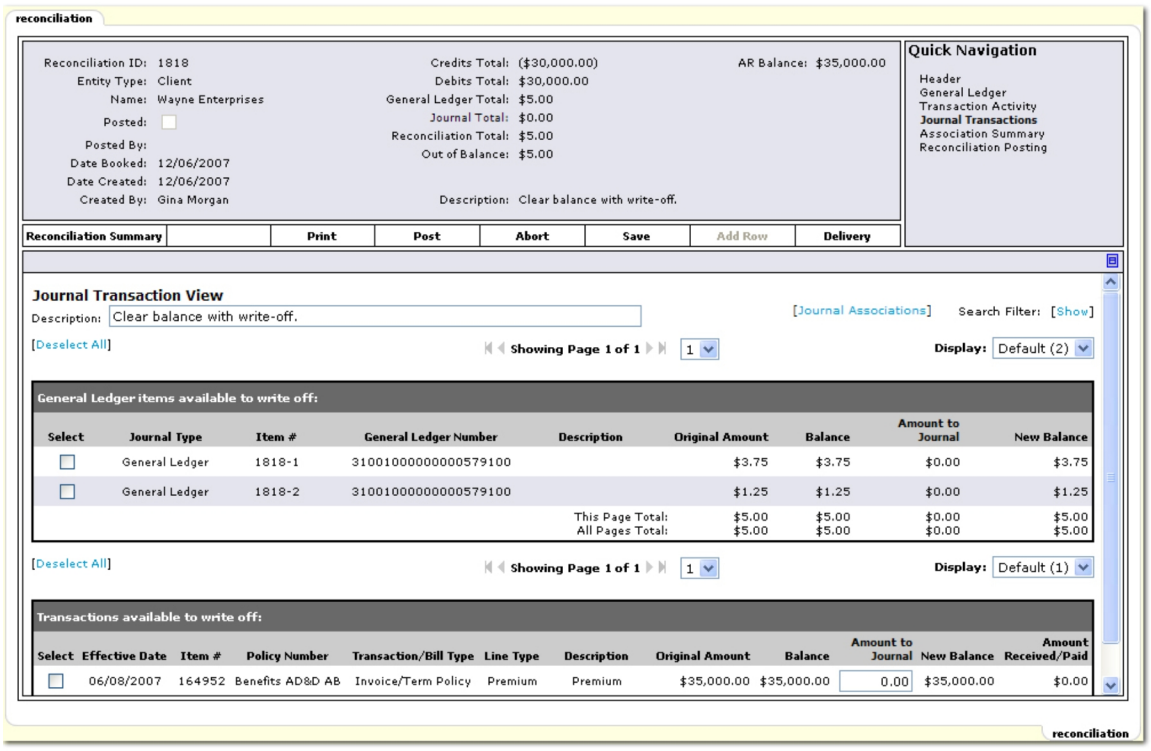

13. In the **Account Number** column, click the **Ellipsis** button to select a general ledger number. Add as many general ledger rows as necessary, the **Total to write off** amount is then added to the **Journal Total** in the reconciliation header.
14. In the **Navigation Toolbar**, click **Save**.
15. In the **Quick Navigation** panel, click **Transaction Activity**. The **Client Transaction Association** screen is displayed.
16. On the **Client Transaction Association** screen, click **[Add New]**. The **Client Transaction View** screen is displayed.




17. In the **Description** box, enter a description for the specific application if necessary.
18. Select a single **Credit** transaction to clear one or more **Debit** transactions or a single **Debit** to clear one or more **Credit** transactions. Selection of items to apply is a one to many scenario. The end result must equal $0.00.
19. On the **Client Transaction View** screen, click **[Transactions Associations]**. The **Client Transaction Association** screen is displayed with the association line item.



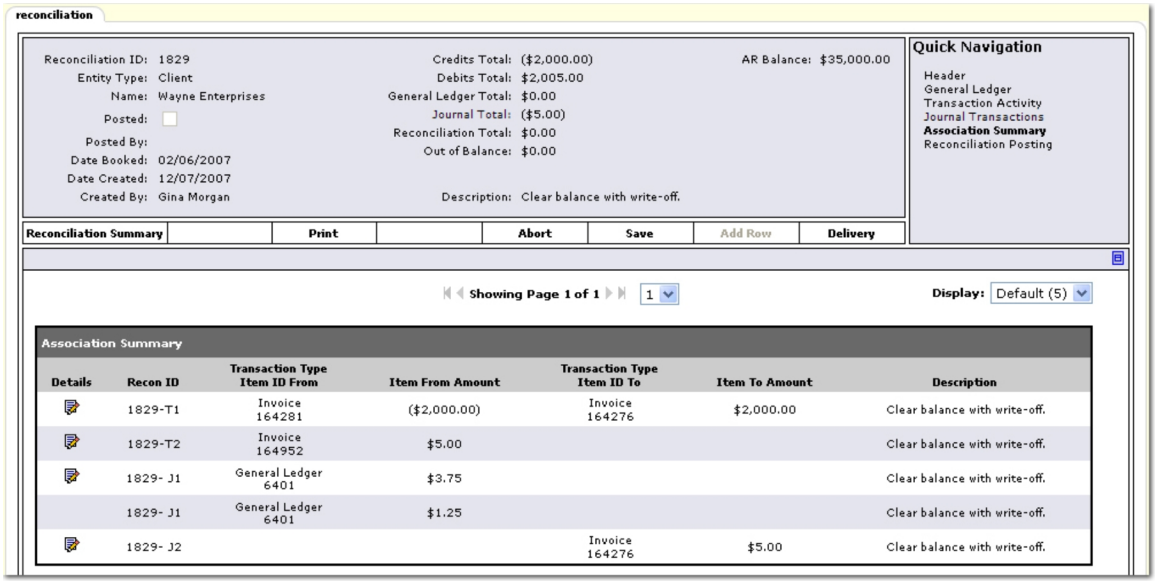

20. In the **Quick Navigation** panel, click **Journal Transactions**. The **Journal Associations** screen is displayed.
21. On the **Journal Associations** screen, click **[Add New]**. The items available to write-off are displayed.




22. Select one or more general ledger items to apply against a single transaction or a single general ledger item to apply against one or more transactions. Selection of items to apply is a one to many scenario. The end result must equal $0.00.

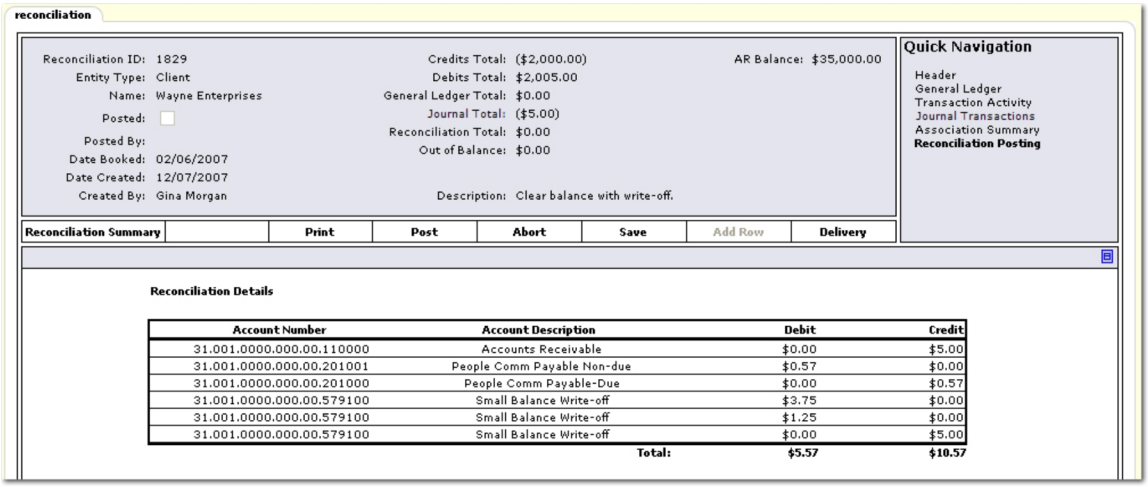
23. Click **Save** on the **Navigation Toolbar**. The reconciliation header will be updated to include the amounts selected.

24. On the **Quick Navigation** panel, click **Association Summary**. The **Association Summary** list is displayed.



**Note:** Individual line items cannot be removed from the **Association Summary** list. To remove line items, navigate to the **Transaction Activity** or **Journal Transactions** screen.

25. In the **Quick Navigation** panel, click **Reconciliation Posting**. The **Reconciliation Details** screen is displayed.



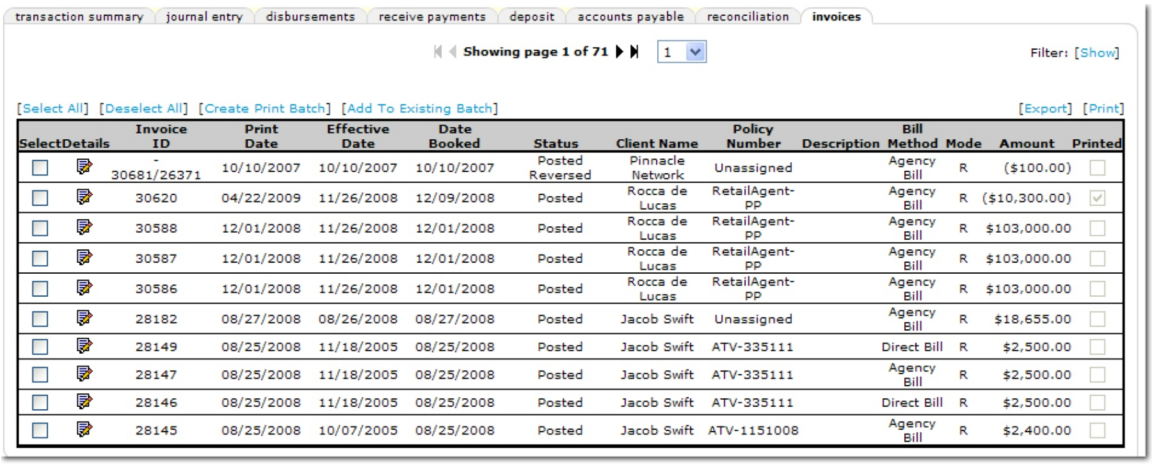

26. Review the **Reconciliation Details** and post the reconciliation.

## *Invoices Tab*

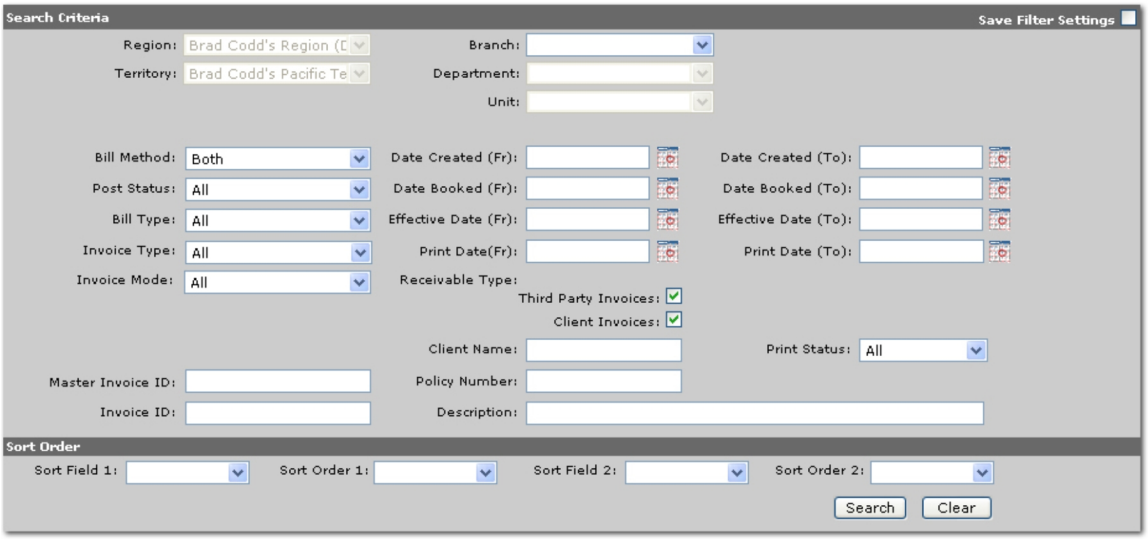
The **invoices** tab allows access to posted, unposted, reversed invoices, and installments.

**To Access the Invoices Tab**

1. On the Primary menu, click **ORGANIZATION**.
2. Click the **territories** tab.
3. Click the **Details** icon of the appropriate territory.
4. Click the **accounting > transactions > invoices** tab. A maximum of 1000 records are displayed.

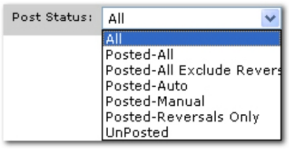



5. In the **Filter** area, click **[Show]** to open the **Search Criteria** screen.

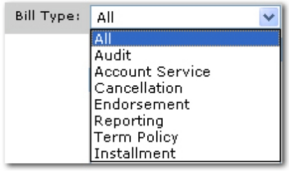



The options available on the **Search Criteria** screen are:

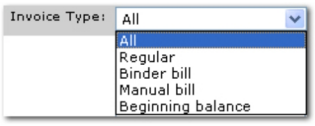
- **Save Filter Settings:** Selecting the **Save Filter Settings** check box on the **Search Criteria** screen and clicking **Search** will change the default **Search Filter** setting. The next time the **invoices** tab is opened, the invoices returned will be filtered by the saved setting. Exercise caution when using the **Save Filter Settings** check box with a date range as returned invoices will be restricted to that date range. As a general rule, check the filter settings each time this tab is accessed.
- **Branch:** The **Branch** list box can be used to select a branch to narrow the search results. Once a branch is selected only invoices associated with that branch will be displayed.
- **Bill Method:** Use the **Bill Method** list to select the type of billing method used when creating the invoice.
  - **Both**
  - **Agency Bill**
  - **Direct Bill**
- **Post Status:** Use the **Post Status** list, to select the posting status of the transaction. The default selection in this list is **All** which returns all posted transaction in the search results. The available selections are:



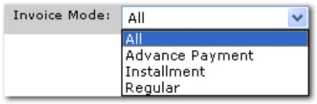

- **Bill Type:** Use the **Bill Type** list to select a bill type. The available selections are:




- **Invoice Type:** Use the **Invoice Type** list to select an invoice type. The available selections are:




- **Invoice Mode:** Use the **Invoice Mode** list to select an invoice mode. The available selections are:




- **Master Invoice ID:** Use the **Master Invoice ID** box to enter all or part of the ID from the master invoice used to create other invoices. Results found will include all invoices based on the master invoice.
- **Invoice ID:** Use the **Invoice ID** box to enter all or part of the **Invoice ID**.
- **Date Created (Fr):** Click the **Calendar** icon to select the beginning date in a date range. A date range can be selected to return all invoices that were created on a specific date in the date range.
- **Date Booked (Fr):** Click the **Calendar** icon to select the beginning date in a date range. A date range can be selected to return all invoices that were booked on a specific date in the date range.
- **Eff. Date (Fr):** Click the **Calendar** icon to select the beginning date in a date range. A date range can be selected to return invoices with term effective dates in the date range.
- **Print Date (Fr):** Click the **Calendar** icon to select the beginning date in a date range. A date range can be selected to return invoices that were printed on specific dates in the date range.

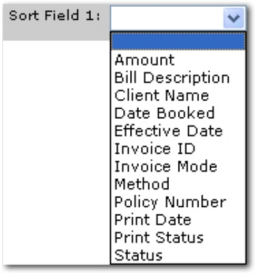
  **Tip:** The Print Date initially is the date that the invoice is available for printing; subsequent printing of the invoice will change the date.

- **Receivable Type:** Two options are available to filter third party and client invoices. By default both options are selected to return all invoices. By selecting only one option, the types of invoices returned are narrowed. The available options are:
  - **Third Party Invoices:** Select this option to return only third party invoices.
  - **Client Invoices:** Select this option to return only client invoices.
- **Client Name:** Use the **Client Name** box to enter all or part of the name of the client.
- **Policy Number:** Use the **Policy Number** box to enter the policy number. Enter at least one character to narrow the search results. Entering some of the **Policy Number** returns a broader result, enter most of the **Policy Number** for more specific results.
- **Description:** Use the **Description** box to enter all or part of the invoice description.
- **Date Created (To):** Click the **Calendar** icon to select the ending date in a date range. A date range can be selected to return all invoices that were created on a specific date in the date range.
- **Date Booked (To):** Click the **Calendar** icon to select the ending date in a date range. A date range can be selected to return all invoices that were booked on a specific date in the date range.

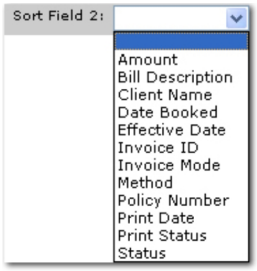
- **Eff. Date (To):** Click the **Calendar** icon to select the ending date in a date range. A date range can be selected to return invoices with term effective dates in the date range.
- **Print Date (To):** Click the **Calendar** icon to select the ending date in a date range. A date range can be selected to return invoices that were printed on specific dates in the date range.
- **Print Status:** Use the **Print Status** list to select one of the following options:
  - **All**
  - **Printed**
  - **Unprinted**

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

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




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




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

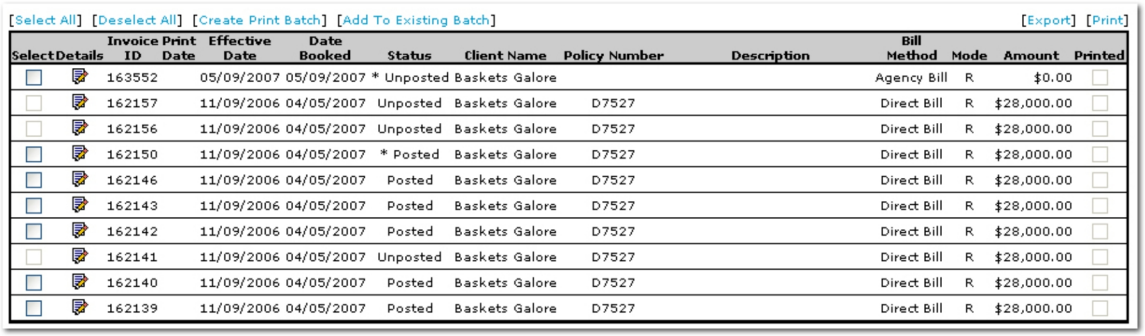
  **Important:** Clicking **Clear** does not remove the **Save Filter Settings** selection.

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

6. Clicking the **Details** icon will display the invoice for review.

**Note:** In the **Status** column, an asterisk * indicates an internal note has been entered. Pause the pointer over the asterisk to view the internal note.

7. After reviewing the invoice, on the **Navigation Toolbar**, click **Transaction Summary** to return to the invoices summary view.

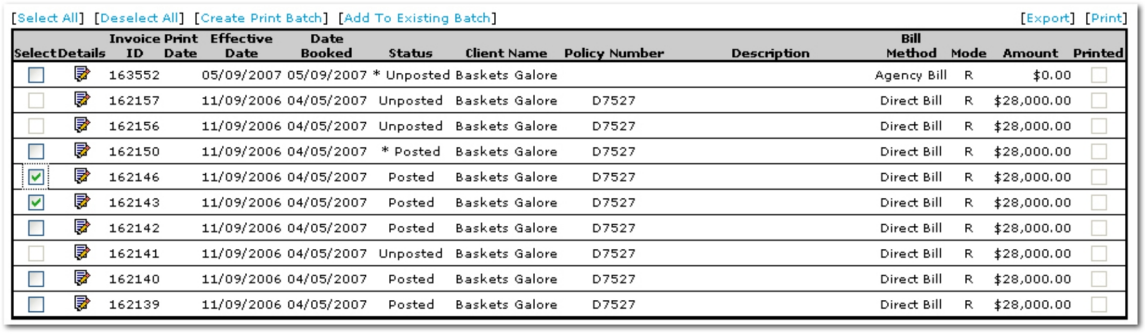


[Select All] [Deselect All] [Create Print Batch] [Add To Existing Batch] [Export] [Print]

| Select | Details | Invoice ID | Print Date | Effective Date | Date Booked | Status | Client Name | Policy Number | Description | Bill Method | Mode | Amount | Printed |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| ☐ | | 163552 | | 05/09/2007 | 05/09/2007 | * Unposted | Baskets Galore | | | Agency Bill | R | $0.00 | ☐ |
| ☐ | | 162157 | | 11/09/2006 | 04/05/2007 | Unposted | Baskets Galore | D7527 | | Direct Bill | R | $28,000.00 | ☐ |
| ☐ | | 162156 | | 11/09/2006 | 04/05/2007 | Unposted | Baskets Galore | D7527 | | Direct Bill | R | $28,000.00 | ☐ |
| ☐ | | 162150 | | 11/09/2006 | 04/05/2007 | * Posted | Baskets Galore | D7527 | | Direct Bill | R | $28,000.00 | ☐ |
| ☐ | | 162146 | | 11/09/2006 | 04/05/2007 | Posted | Baskets Galore | D7527 | | Direct Bill | R | $28,000.00 | ☐ |
| ☐ | | 162143 | | 11/09/2006 | 04/05/2007 | Posted | Baskets Galore | D7527 | | Direct Bill | R | $28,000.00 | ☐ |
| ☐ | | 162142 | | 11/09/2006 | 04/05/2007 | Posted | Baskets Galore | D7527 | | Direct Bill | R | $28,000.00 | ☐ |
| ☐ | | 162141 | | 11/09/2006 | 04/05/2007 | Unposted | Baskets Galore | D7527 | | Direct Bill | R | $28,000.00 | ☐ |
| ☐ | | 162140 | | 11/09/2006 | 04/05/2007 | Posted | Baskets Galore | D7527 | | Direct Bill | R | $28,000.00 | ☐ |
| ☐ | | 162139 | | 11/09/2006 | 04/05/2007 | Posted | Baskets Galore | D7527 | | Direct Bill | R | $28,000.00 | ☐ |

**To Print Invoices**

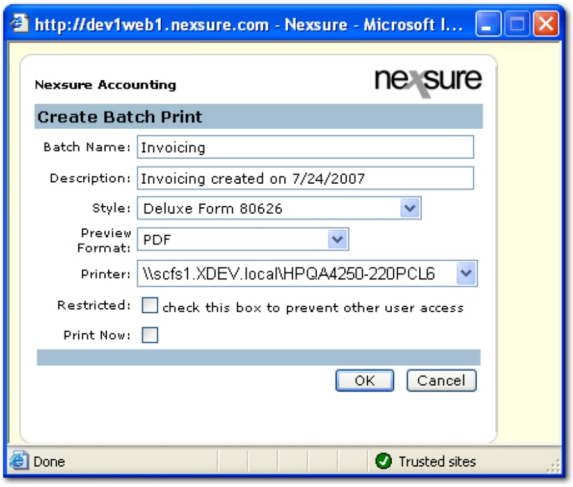
1. On the Primary menu, click **ORGANIZATION**.
2. Click the **territories** tab.
3. Click the **Details** icon of the appropriate territory.
4. Click the **accounting > transactions > invoices** tab.
5. In the **Select** column, select all invoices to be printed.



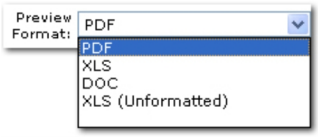
[Select All] [Deselect All] [Create Print Batch] [Add To Existing Batch] [Export] [Print]

| Select | Details | Invoice ID | Print Date | Effective Date | Date Booked | Status | Client Name | Policy Number | Description | Bill Method | Mode | Amount | Printed |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| ☐ | | 163552 | | 05/09/2007 | 05/09/2007 | * Unposted | Baskets Galore | | | Agency Bill | R | $0.00 | ☐ |
| ☐ | | 162157 | | 11/09/2006 | 04/05/2007 | Unposted | Baskets Galore | D7527 | | Direct Bill | R | $28,000.00 | ☐ |
| ☐ | | 162156 | | 11/09/2006 | 04/05/2007 | Unposted | Baskets Galore | D7527 | | Direct Bill | R | $28,000.00 | ☐ |
| ☐ | | 162150 | | 11/09/2006 | 04/05/2007 | * Posted | Baskets Galore | D7527 | | Direct Bill | R | $28,000.00 | ☐ |
| ☑ | | 162146 | | 11/09/2006 | 04/05/2007 | Posted | Baskets Galore | D7527 | | Direct Bill | R | $28,000.00 | ☐ |
| ☑ | | 162143 | | 11/09/2006 | 04/05/2007 | Posted | Baskets Galore | D7527 | | Direct Bill | R | $28,000.00 | ☐ |
| ☐ | | 162142 | | 11/09/2006 | 04/05/2007 | Posted | Baskets Galore | D7527 | | Direct Bill | R | $28,000.00 | ☐ |
| ☐ | | 162141 | | 11/09/2006 | 04/05/2007 | Unposted | Baskets Galore | D7527 | | Direct Bill | R | $28,000.00 | ☐ |
| ☐ | | 162140 | | 11/09/2006 | 04/05/2007 | Posted | Baskets Galore | D7527 | | Direct Bill | R | $28,000.00 | ☐ |
| ☐ | | 162139 | | 11/09/2006 | 04/05/2007 | Posted | Baskets Galore | D7527 | | Direct Bill | R | $28,000.00 | ☐ |

6. Once all invoices have been selected for printing, click **[Create Print Batch]**. The **Create Batch Print** dialog box is displayed.



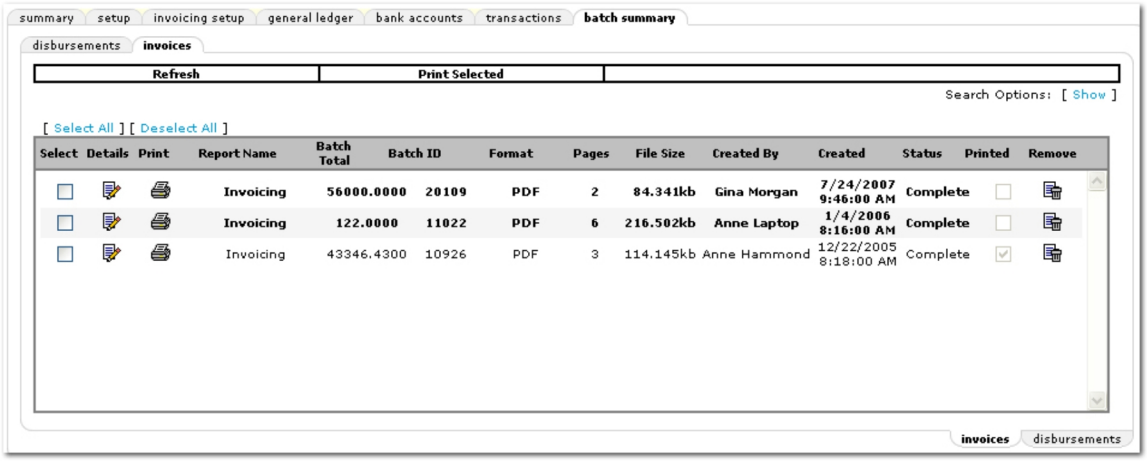

7. In the **Batch Name** box, enter a name for the new batch. The default entry is **Invoicing**.
8. In the **Description** box, accept the default description or add a new description.
9. In the **Style** list, select the style of the invoice to be printed.
10. In the **Preview Format** list, select the type of preview for the batch. The selections are:




11. In the **Printer** list, select the printer to which the batch is sent.
12. Select the **Restricted** check box to restrict others from accessing the batch.
13. Select the **Print Now** check box to send the batch directly to the printer.
14. Click **OK**. A confirmation message is displayed.



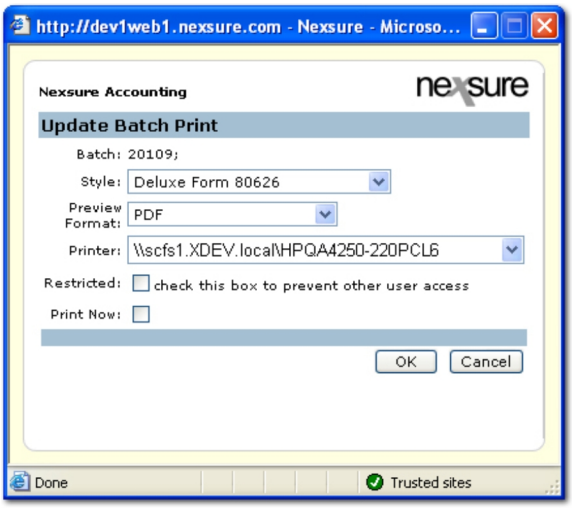

15. Click **OK**. The batch is added to the **invoices** tab within the **batch summary** tab..
16. To navigate to the **invoices** tab containing the batch, click the **batch summary** tab that is one level of tabs up.
17. On the **batch summary** tab, click the **invoices** tab. The **invoices** tab is displayed.



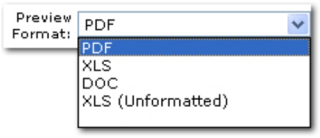

18. Click the **Print** icon to print a single batch.

    Or

    In the **Select** column, select one or more batches to print or use the **[Select All]** option. On the **Navigation Toolbar**, click **Print Selected**. The **Create Batch Print** dialog box is displayed.



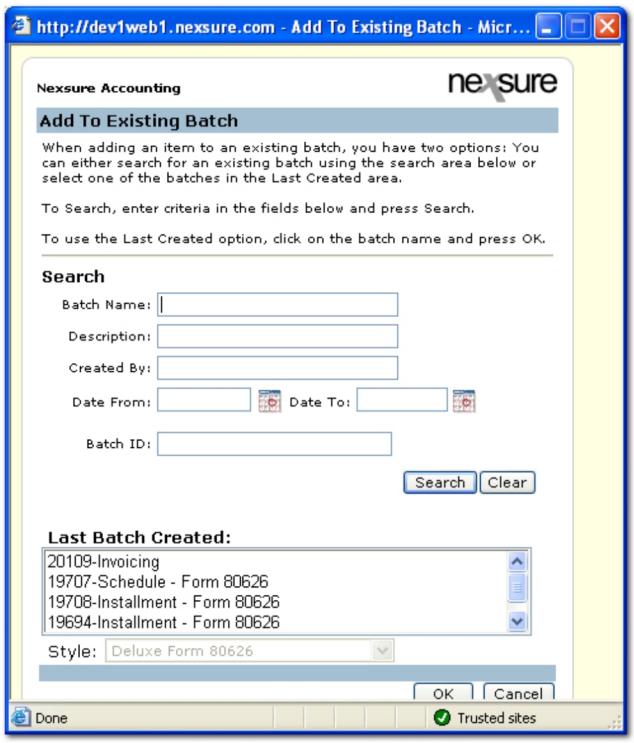

19. In the **Style** list, select the style of the invoice to be printed.
20. In the **Preview Format** list, select the type of preview for the batch. The selections are:




21. In the **Printer** list, select the printer to which the batch is sent.
22. Select the **Restricted** check box to restrict others from accessing the batch.
23. Select the **Print Now** check box to send the batch directly to the printer.
24. Click **OK**. A confirmation dialog box is displayed, click **OK** and the batch is sent to the printer.

**To Add an Invoice to an Existing Batch**

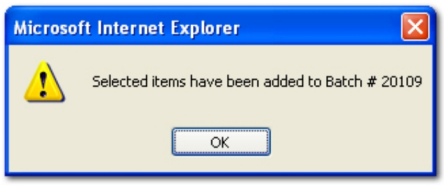
1. On the Primary menu, click **ORGANIZATION**.
2. Click the **territories** tab.
3. Click the **Details** icon of the appropriate territory.
4. Click the **accounting > transactions > invoices** tab. The **invoices** tab is displayed.
5. In the **Select** column, select all invoices to be added to an existing batch.
6. Click **[Add to Existing Batch]**. The **Add to Exiting Batch** dialog box is displayed.




7. Use the options in the **Search** area to search for an existing batch.

   Or

   In the **Last Batch Created** area, select the batch to add the new invoices.
8. Click **OK**. A confirmation is displayed verifying to which batch the new invoices were added.



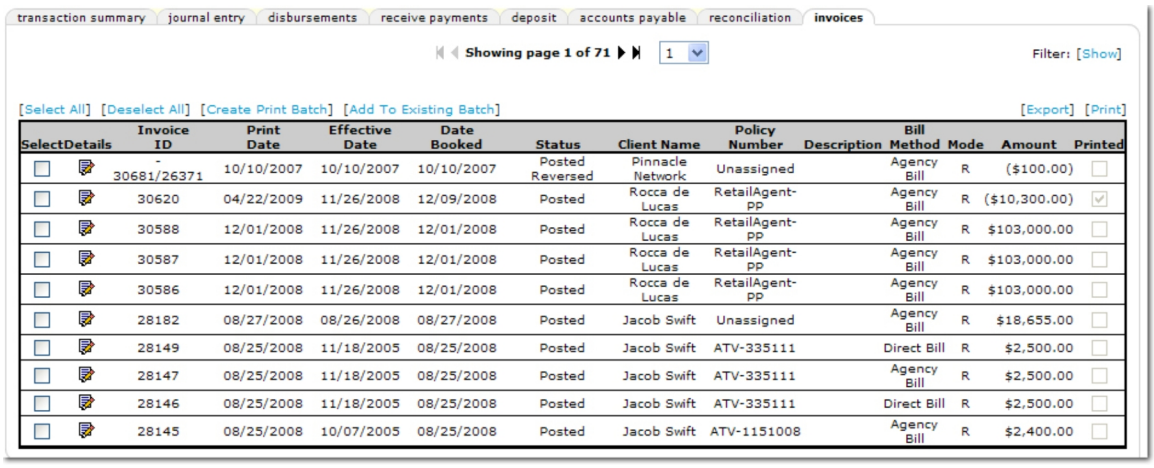

9. Click **OK**. The updated batch can be found by navigating to the **batch summary > invoices** tab.

## *Invoices Tab*

The **invoices** tab allows access to posted, unposted, reversed invoices, and installments.

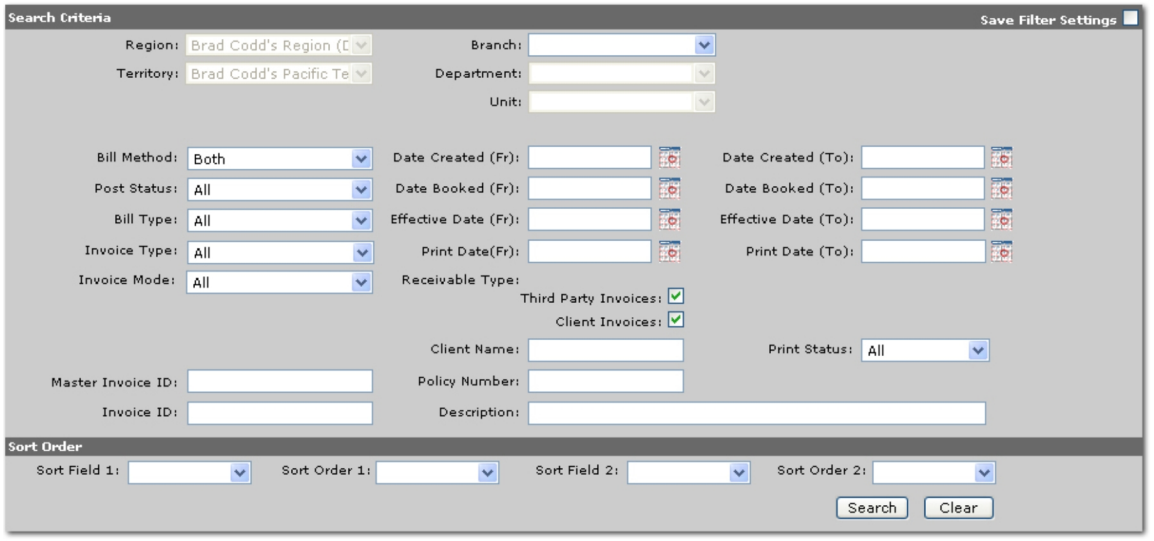
**To Access the Invoices Tab**

1. On the Primary menu, click **ORGANIZATION**.
2. Click the **territories** tab.
3. Click the **Details** icon of the appropriate territory.
4. Click the **accounting > transactions > invoices** tab. A maximum of 1000 records are displayed.




| Select | Details | Invoice ID | Print Date | Effective Date | Date Booked | Status | Client Name | Policy Number | Description | Bill Method | Mode | Amount | Printed |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| ☐ | | - 30681/26371 | 10/10/2007 | 10/10/2007 | 10/10/2007 | Posted Reversed | Pinnacle Network | Unassigned | | Agency Bill | R | ($100.00) | ☐ |
| ☐ | | 30620 | 04/22/2009 | 11/26/2008 | 12/09/2008 | Posted | Rocca de Lucas | RetailAgent-PP | | Agency Bill | R | ($10,300.00) | ☑ |
| ☐ | | 30588 | 12/01/2008 | 11/26/2008 | 12/01/2008 | Posted | Rocca de Lucas | RetailAgent-PP | | Agency Bill | R | $103,000.00 | ☐ |
| ☐ | | 30587 | 12/01/2008 | 11/26/2008 | 12/01/2008 | Posted | Rocca de Lucas | RetailAgent-PP | | Agency Bill | R | $103,000.00 | ☐ |
| ☐ | | 30586 | 12/01/2008 | 11/26/2008 | 12/01/2008 | Posted | Rocca de Lucas | RetailAgent-PP | | Agency Bill | R | $103,000.00 | ☐ |
| ☐ | | 28182 | 08/27/2008 | 08/26/2008 | 08/27/2008 | Posted | Jacob Swift | Unassigned | | Agency Bill | R | $18,655.00 | ☐ |
| ☐ | | 28149 | 08/25/2008 | 11/18/2005 | 08/25/2008 | Posted | Jacob Swift | ATV-335111 | | Direct Bill | R | $2,500.00 | ☐ |
| ☐ | | 28147 | 08/25/2008 | 11/18/2005 | 08/25/2008 | Posted | Jacob Swift | ATV-335111 | | Agency Bill | R | $2,500.00 | ☐ |
| ☐ | | 28146 | 08/25/2008 | 11/18/2005 | 08/25/2008 | Posted | Jacob Swift | ATV-335111 | | Direct Bill | R | $2,500.00 | ☐ |
| ☐ | | 28145 | 08/25/2008 | 10/07/2005 | 08/25/2008 | Posted | Jacob Swift | ATV-1151008 | | Agency Bill | R | $2,400.00 | ☐ |

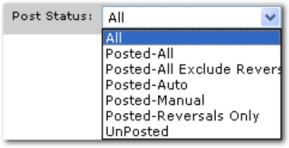
5. In the **Filter** area, click **[Show]** to open the **Search Criteria** screen.



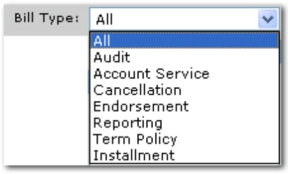

The options available on the **Search Criteria** screen are:

- **Save Filter Settings:** Selecting the **Save Filter Settings** check box on the **Search Criteria** screen and clicking **Search** will change the default **Search Filter** setting. The next time the **invoices** tab is opened, the invoices returned will be filtered by the saved setting. Exercise caution when using the **Save Filter Settings** check box with a date range as returned invoices will be restricted to that date range. As a general rule, check the filter settings each time this tab is accessed.
- **Branch:** The **Branch** list box can be used to select a branch to narrow the search results. Once a branch is selected only invoices associated with that branch will be displayed.

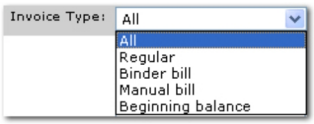
- **Bill Method:** Use the **Bill Method** list to select the type of billing method used when creating the invoice.
  - **Both**
  - **Agency Bill**
  - **Direct Bill**
- **Post Status:** Use the **Post Status** list, to select the posting status of the transaction. The default selection in this list is **All** which returns all posted transaction in the search results. The available selections are:



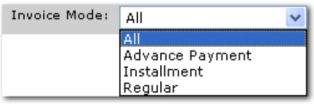

- **Bill Type:** Use the **Bill Type** list to select a bill type. The available selections are:




- **Invoice Type:** Use the **Invoice Type** list to select an invoice type. The available selections are:




- **Invoice Mode:** Use the **Invoice Mode** list to select an invoice mode. The available selections are:




- **Master Invoice ID:** Use the **Master Invoice ID** box to enter all or part of the ID from the master invoice used to create other invoices. Results found will include all invoices based on the master invoice.
- **Invoice ID:** Use the **Invoice ID** box to enter all or part of the **Invoice ID**.
- **Date Created (Fr):** Click the **Calendar** icon to select the beginning date in a date range. A date range can be selected to return all invoices that were created on a specific date in the date range.
- **Date Booked (Fr):** Click the **Calendar** icon to select the beginning date in a date range. A date range can be selected to return all invoices that were booked on a specific date in the date range.
- **Eff. Date (Fr):** Click the **Calendar** icon to select the beginning date in a date range. A date range can be selected to return invoices with term effective dates in the date range.

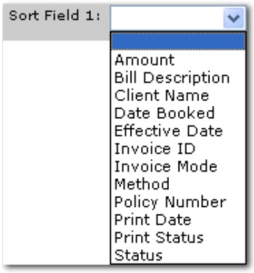
- **Print Date (Fr):** Click the **Calendar** icon to select the beginning date in a date range. A date range can be selected to return invoices that were printed on specific dates in the date range.

  **Tip:** The Print Date initially is the date that the invoice is available for printing; subsequent printing of the invoice will change the date.

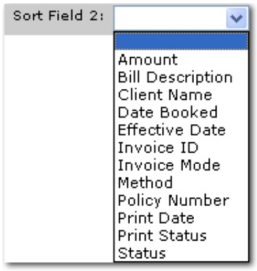
- **Receivable Type:** Two options are available to filter third party and client invoices. By default both options are selected to return all invoices. By selecting only one option, the types of invoices returned are narrowed. The available options are:
  - **Third Party Invoices:** Select this option to return only third party invoices.
  - **Client Invoices:** Select this option to return only client invoices.
- **Client Name:** Use the **Client Name** box to enter all or part of the name of the client.
- **Policy Number:** Use the **Policy Number** box to enter the policy number. Enter at least one character to narrow the search results. Entering some of the **Policy Number** returns a broader result, enter most of the **Policy Number** for more specific results.
- **Description:** Use the **Description** box to enter all or part of the invoice description.
- **Date Created (To):** Click the **Calendar** icon to select the ending date in a date range. A date range can be selected to return all invoices that were created on a specific date in the date range.
- **Date Booked (To):** Click the **Calendar** icon to select the ending date in a date range. A date range can be selected to return all invoices that were booked on a specific date in the date range.
- **Eff. Date (To):** Click the **Calendar** icon to select the ending date in a date range. A date range can be selected to return invoices with term effective dates in the date range.
- **Print Date (To):** Click the **Calendar** icon to select the ending date in a date range. A date range can be selected to return invoices that were printed on specific dates in the date range.
- **Print Status:** Use the **Print Status** list to select one of the following options:
  - **All**
  - **Printed**
  - **Unprinted**

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

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



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




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

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

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

6. Clicking the **Details** icon will display the invoice for review.

**Note:** In the **Status** column, an asterisk * indicates an internal note has been entered. Pause the pointer over the asterisk to view the internal note.

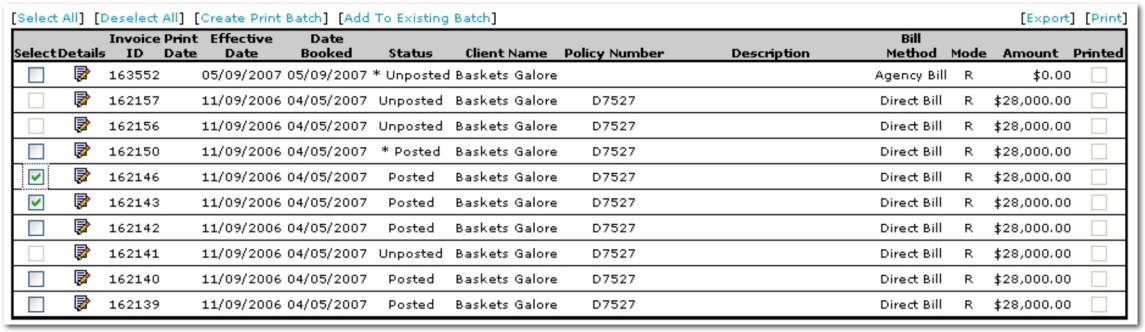
7. After reviewing the invoice, on the **Navigation Toolbar**, click **Transaction Summary** to return to the invoices summary view.

[Select All] [Deselect All] [Create Print Batch] [Add To Existing Batch] [Export] [Print]

| Select | Details | Invoice ID | Print Date | Effective Date | Date Booked | Status | Client Name | Policy Number | Description | Bill Method | Mode | Amount | Printed |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| ☐ | | 163552 | | 05/09/2007 | 05/09/2007 | * Unposted | Baskets Galore | | | Agency Bill | R | $0.00 | ☐ |
| ☐ | | 162157 | | 11/09/2006 | 04/05/2007 | Unposted | Baskets Galore | D7527 | | Direct Bill | R | $28,000.00 | ☐ |
| ☐ | | 162156 | | 11/09/2006 | 04/05/2007 | Unposted | Baskets Galore | D7527 | | Direct Bill | R | $28,000.00 | ☐ |
| ☐ | | 162150 | | 11/09/2006 | 04/05/2007 | * Posted | Baskets Galore | D7527 | | Direct Bill | R | $28,000.00 | ☐ |
| ☐ | | 162146 | | 11/09/2006 | 04/05/2007 | Posted | Baskets Galore | D7527 | | Direct Bill | R | $28,000.00 | ☐ |
| ☐ | | 162143 | | 11/09/2006 | 04/05/2007 | Posted | Baskets Galore | D7527 | | Direct Bill | R | $28,000.00 | ☐ |
| ☐ | | 162142 | | 11/09/2006 | 04/05/2007 | Posted | Baskets Galore | D7527 | | Direct Bill | R | $28,000.00 | ☐ |
| ☐ | | 162141 | | 11/09/2006 | 04/05/2007 | Unposted | Baskets Galore | D7527 | | Direct Bill | R | $28,000.00 | ☐ |
| ☐ | | 162140 | | 11/09/2006 | 04/05/2007 | Posted | Baskets Galore | D7527 | | Direct Bill | R | $28,000.00 | ☐ |
| ☐ | | 162139 | | 11/09/2006 | 04/05/2007 | Posted | Baskets Galore | D7527 | | Direct Bill | R | $28,000.00 | ☐ |

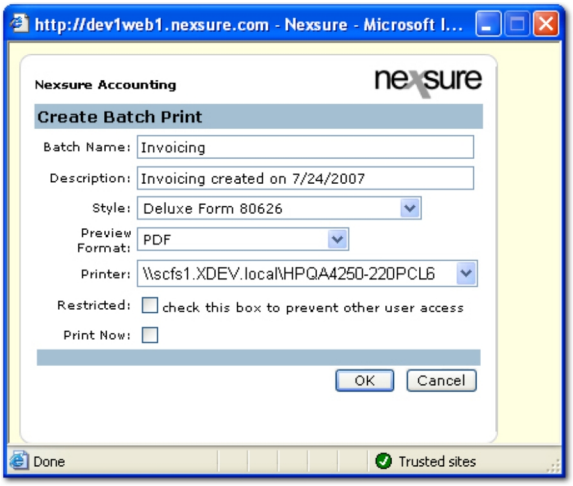
**To Print Invoices**

1. On the Primary menu, click **ORGANIZATION**.
2. Click the **territories** tab.
3. Click the **Details** icon of the appropriate territory.
4. Click the **accounting > transactions > invoices** tab.
5. In the **Select** column, select all invoices to be printed.

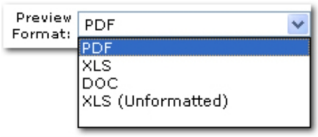

[Select All] [Deselect All] [Create Print Batch] [Add To Existing Batch] [Export] [Print]

| Select | Details | Invoice ID | Print Date | Effective Date | Date Booked | Status | Client Name | Policy Number | Description | Bill Method | Mode | Amount | Printed |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| ☐ | | 163552 | | 05/09/2007 | 05/09/2007 | * Unposted | Baskets Galore | | | Agency Bill | R | $0.00 | ☐ |
| ☐ | | 162157 | | 11/09/2006 | 04/05/2007 | Unposted | Baskets Galore | D7527 | | Direct Bill | R | $28,000.00 | ☐ |
| ☐ | | 162156 | | 11/09/2006 | 04/05/2007 | Unposted | Baskets Galore | D7527 | | Direct Bill | R | $28,000.00 | ☐ |
| ☐ | | 162150 | | 11/09/2006 | 04/05/2007 | * Posted | Baskets Galore | D7527 | | Direct Bill | R | $28,000.00 | ☐ |
| ☑ | | 162146 | | 11/09/2006 | 04/05/2007 | Posted | Baskets Galore | D7527 | | Direct Bill | R | $28,000.00 | ☐ |
| ☑ | | 162143 | | 11/09/2006 | 04/05/2007 | Posted | Baskets Galore | D7527 | | Direct Bill | R | $28,000.00 | ☐ |
| ☐ | | 162142 | | 11/09/2006 | 04/05/2007 | Posted | Baskets Galore | D7527 | | Direct Bill | R | $28,000.00 | ☐ |
| ☐ | | 162141 | | 11/09/2006 | 04/05/2007 | Unposted | Baskets Galore | D7527 | | Direct Bill | R | $28,000.00 | ☐ |
| ☐ | | 162140 | | 11/09/2006 | 04/05/2007 | Posted | Baskets Galore | D7527 | | Direct Bill | R | $28,000.00 | ☐ |
| ☐ | | 162139 | | 11/09/2006 | 04/05/2007 | Posted | Baskets Galore | D7527 | | Direct Bill | R | $28,000.00 | ☐ |

6. Once all invoices have been selected for printing, click **[Create Print Batch]**. The **Create Batch Print** dialog box is displayed.



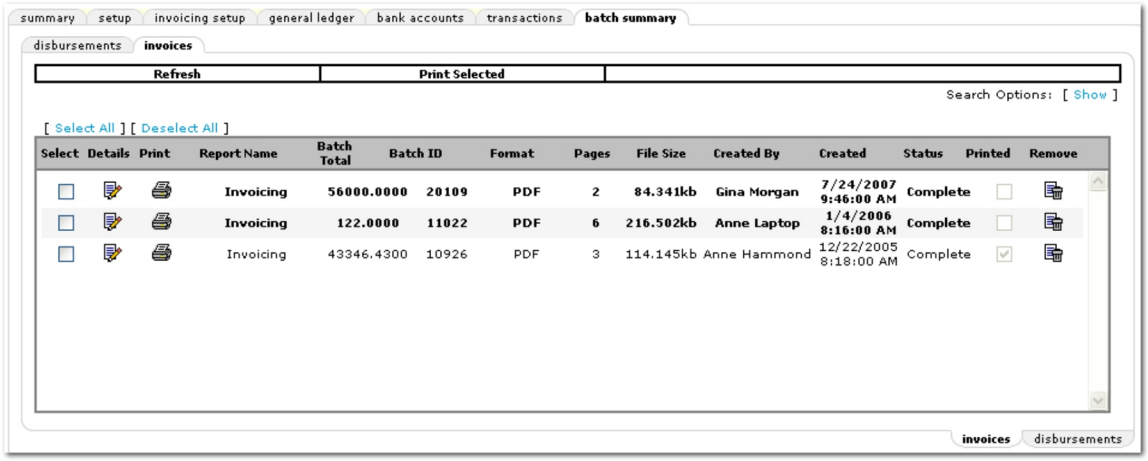

7. In the **Batch Name** box, enter a name for the new batch. The default entry is **Invoicing**.
8. In the **Description** box, accept the default description or add a new description.
9. In the **Style** list, select the style of the invoice to be printed.
10. In the **Preview Format** list, select the type of preview for the batch. The selections are:




11. In the **Printer** list, select the printer to which the batch is sent.
12. Select the **Restricted** check box to restrict others from accessing the batch.
13. Select the **Print Now** check box to send the batch directly to the printer.
14. Click **OK**. A confirmation message is displayed.



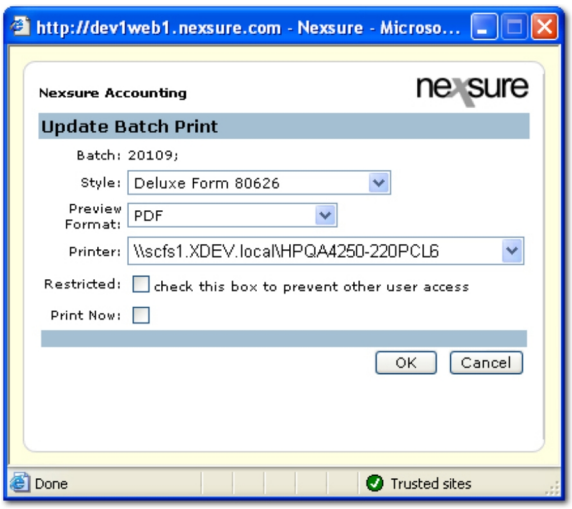
15. Click **OK**. The batch is added to the **invoices** tab within the **batch summary** tab..
16. To navigate to the **invoices** tab containing the batch, click the **batch summary** tab that is one level of tabs up.
17. On the **batch summary** tab, click the **invoices** tab. The **invoices** tab is displayed.



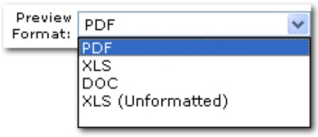

18. Click the **Print** icon to print a single batch.

    Or

    In the **Select** column, select one or more batches to print or use the **[Select All]** option. On the **Navigation Toolbar**, click **Print Selected**. The **Create Batch Print** dialog box is displayed.



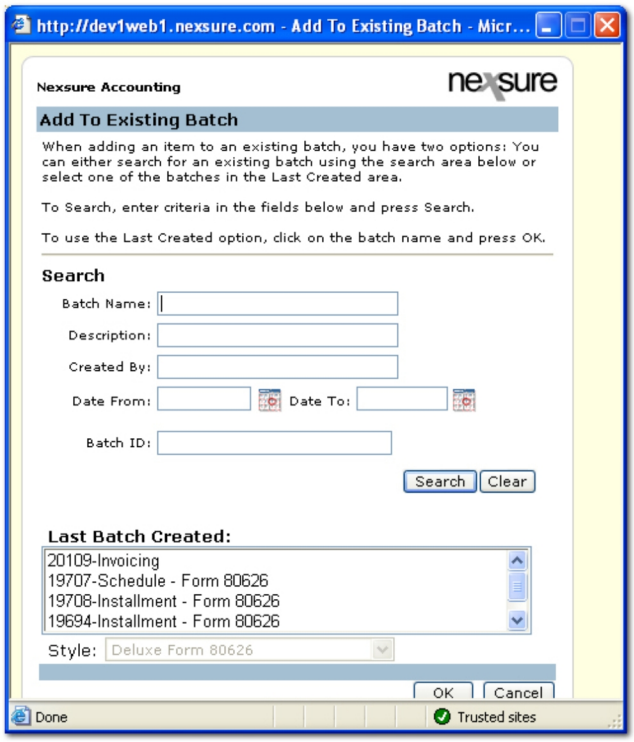

19. In the **Style** list, select the style of the invoice to be printed.
20. In the **Preview Format** list, select the type of preview for the batch. The selections are:



21. In the **Printer** list, select the printer to which the batch is sent.
22. Select the **Restricted** check box to restrict others from accessing the batch.
23. Select the **Print Now** check box to send the batch directly to the printer.
24. Click **OK**. A confirmation dialog box is displayed, click **OK** and the batch is sent to the printer.

**To Add an Invoice to an Existing Batch**

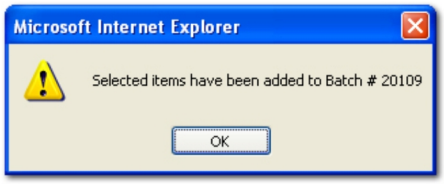
1. On the Primary menu, click **ORGANIZATION**.
2. Click the **territories** tab.
3. Click the **Details** icon of the appropriate territory.
4. Click the **accounting > transactions > invoices** tab. The **invoices** tab is displayed.
5. In the **Select** column, select all invoices to be added to an existing batch.
6. Click **[Add to Existing Batch]**. The **Add to Exiting Batch** dialog box is displayed.




7. Use the options in the **Search** area to search for an existing batch.

   Or

   In the **Last Batch Created** area, select the batch to add the new invoices.
8. Click **OK**. A confirmation is displayed verifying to which batch the new invoices were added.



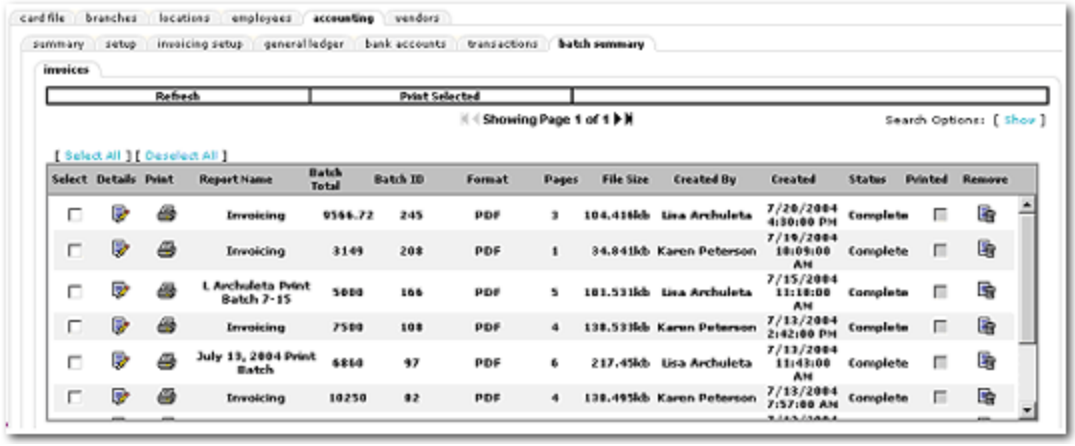
9. Click **OK**. The updated batch can be found by navigating to the **batch summary > invoices** tab.

## *Batch Summary Tab*

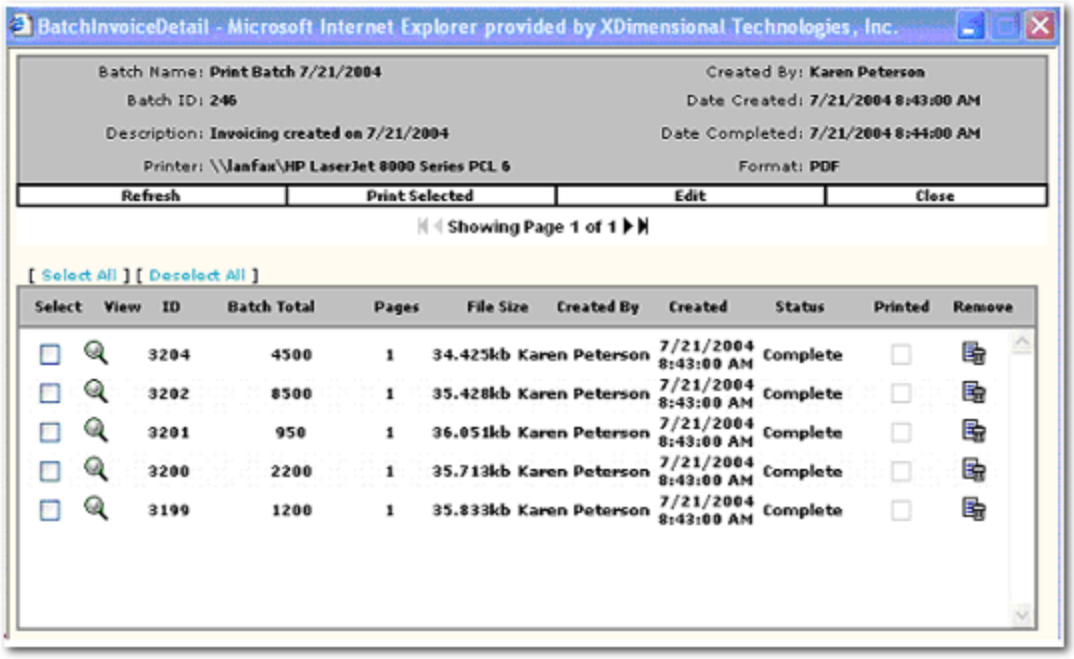
Invoices and disbursements can be printed in batches from the **Batch Summary** tab.

**Invoices Tab**

1. On the Primary menu, click **ORGANIZATION**.
2. Click the **territories** tab.
3. Click the **Details** icon of the appropriate territory.
4. Click the **Accounting** tab.
5. Click the **Batch Summary** tab. Any batches that have been generated will appear.




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




7. Click the **Refresh** link to refresh the view.
8. Click the **Print** Selected link to print individual items selected.

---

**Note:** If a password has been set at the organization level. The password will be required to print the batch.

---

7. Click the **Edit** link to edit the batch name, description, check, preview format and printer selected.
8. Click the **Close** link to close the window.
9. Click the **Close** link to return to the Batch summary view.
10. 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.
11. Click the **Print Selected** link.
12. Click **OK**.

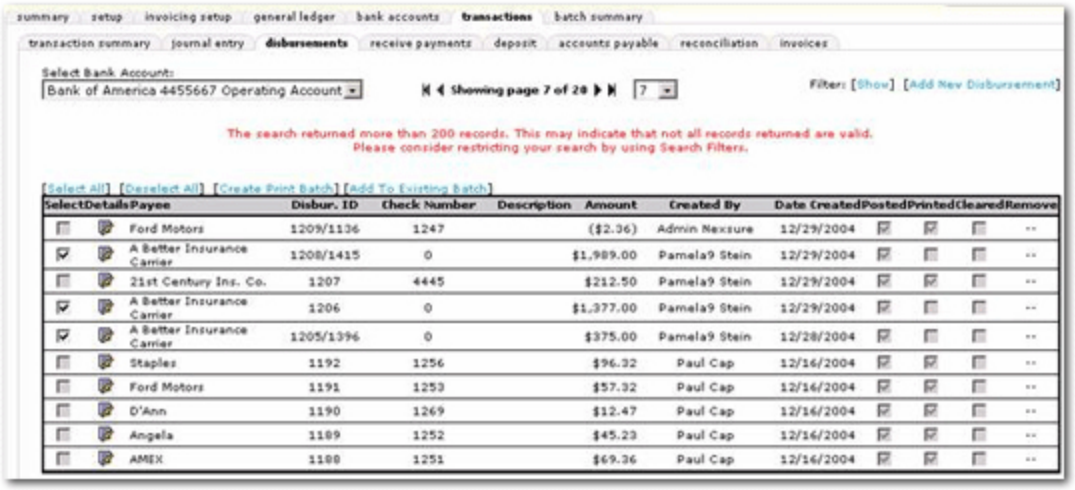
## *Batch Printing*

Batch printing allows you to select multiple disbursements and print a batch of checks for those disbursements.

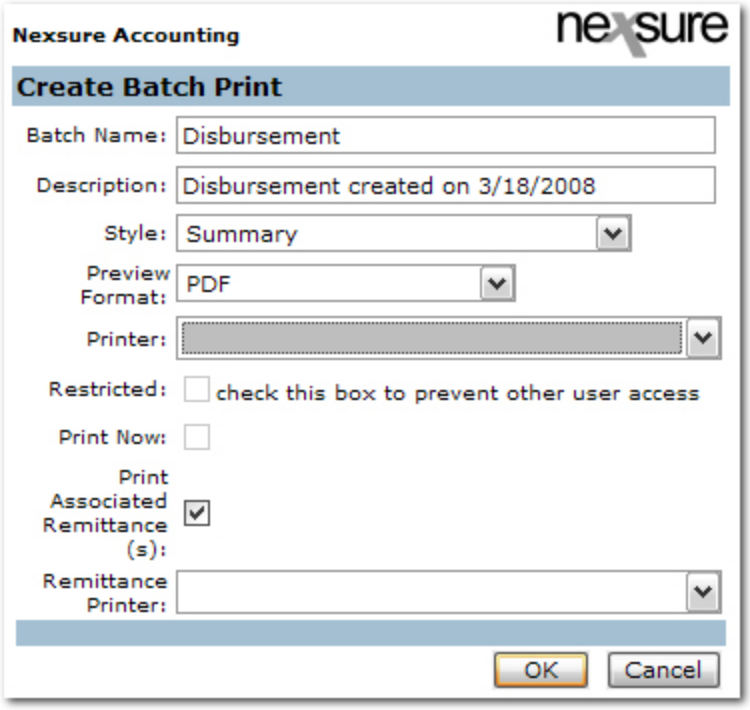
**Important:** To use the batch printing feature, you must have Adobe® Reader® or Professional **version 6** or higher. Click here to get the latest version of Adobe® Reader®.

**To Batch Print Checks**

1. On the Primary menu, click **ORGANIZATION**.
2. Click the **territories** tab.
3. Click the **Details** icon of the appropriate territory.
4. Click the **accounting > transactions > disbursements**tab.




5. Select the disbursements to add to the batch print job by clicking the **Select** check boxes.
6. Click **[Create Print Batch]**.

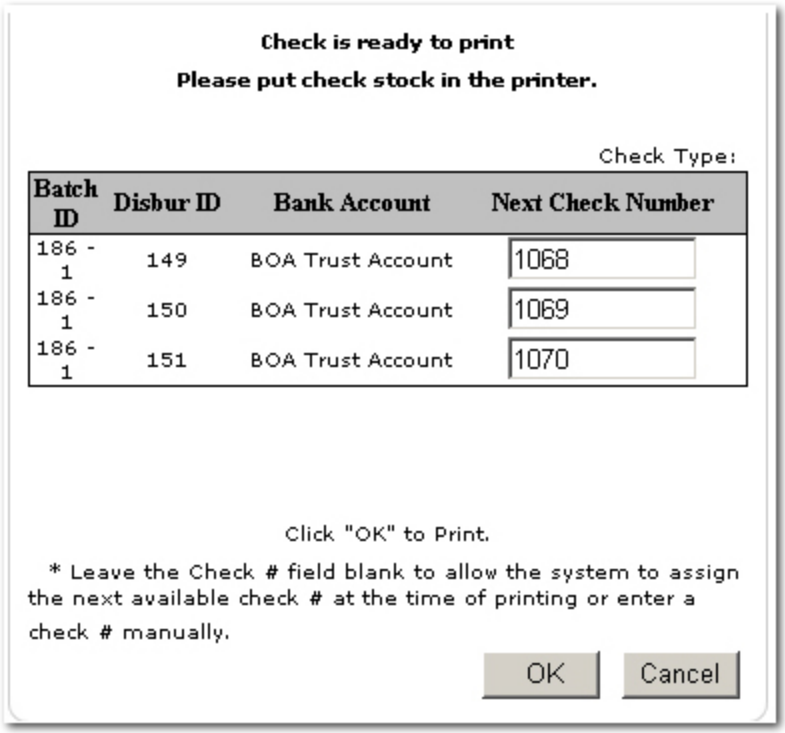



- In the **Batch Name** box, enter a name for the batch. *Disbursement* appears by default.
- In the **Description** box, enter a description for the batch. *Disbursement created on (current date)* appears by default.
- In the **Style** list, select a style of check to print or the summary.
- In the **Preview Format** list, select a program to preview the checks in (**PDF**, **DOC**, **XLS**).
- In the **Printer** list, select a printer to print the checks..
- Selecting **Restricted** check box will deny access to the print batch to any other Nexsure user.

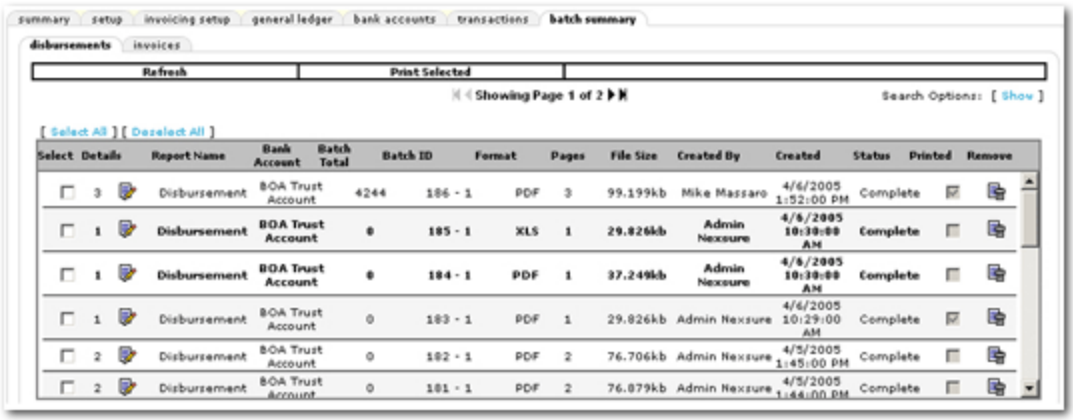
- Select the **Print Now** check box to immediately send the checks to the printer. Leaving this option blank will send the print batch to the Batch Summary screen.
- Select the **Print Associated Remittance(s)** check box to print the associated remittance(s). The remittance(s) will be displayed in a separate PDF from the checks to be printed.
- In the **Printer** list, select a separate printer to which to send the remittance(s).

9. Click **OK**.

**Note:** Make sure that the proper check stock is loaded in the printer.




10. Accept the Nexsure generated check numbers or enter check numbers manually and click **OK**. The checks will be sent to the selected printer.
11. Once checks have been printed the print batch can be located on the Batch Summary screen:

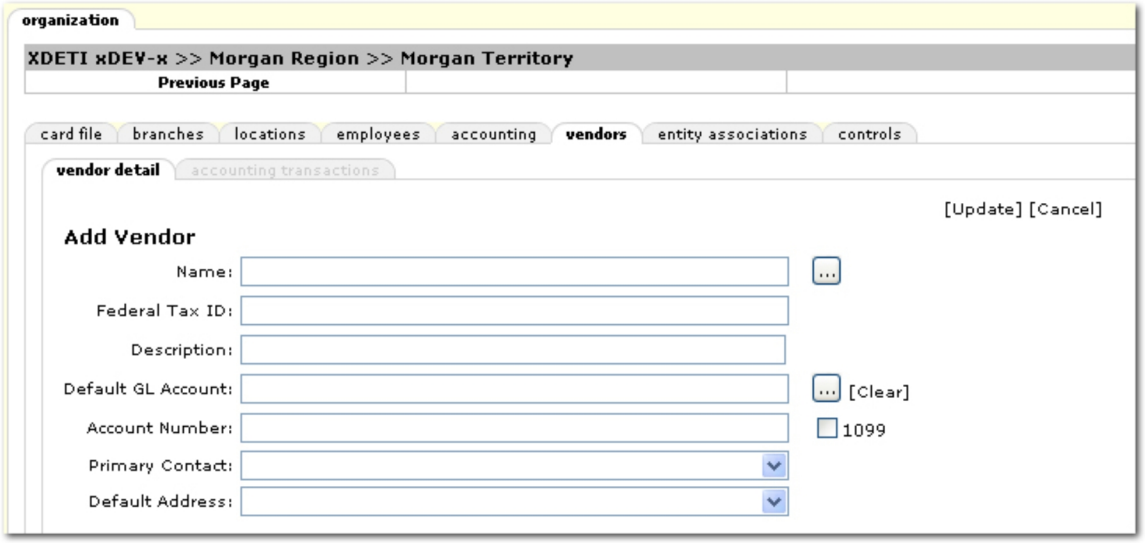


## *Working with Vendors*

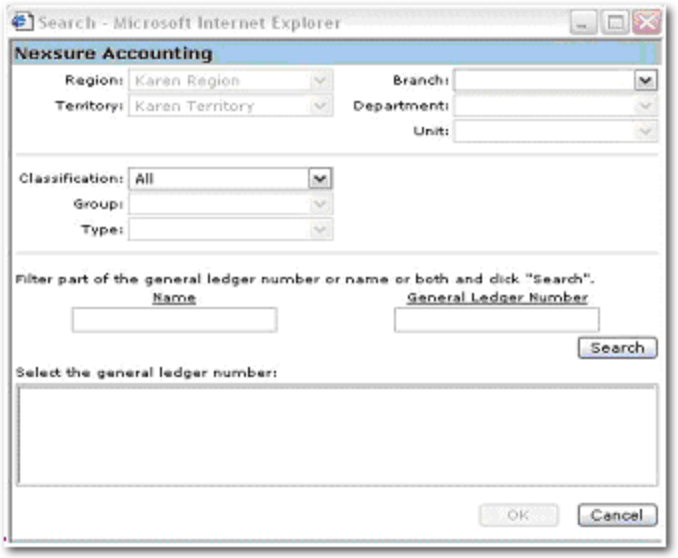
The vendor entity must be entered in Search, see Adding a Vendor, to be able to associate it to a general ledger account at the territory level. Associating the vendor to a general ledger account at the territory level will make it available for setting up account payable records.

**Note:** An accounts payable record must be created prior to the disbursement. The default general ledger number will be pulled into the accounts payable record.

1. On the Primary menu, click **ORGANIZATION**.
2. Click the **territories** tab.
3. Click the **Details** icon of the appropriate territory.
4. Click the **vendors** tab.
5. Click the **[Add New]** link.




6. Click the **Ellipsis** button next to the **Name** field. The **Nexsure Accounting** screen will be displayed.
7. In the **Search** box, enter at least three characters of the vendor name and click **Search**.
8. Select the vendor name and click **OK**.
9. In the **Federal Tax ID** box, enter the tax identification number for the vendor. The **Federal Tax ID** defaults from the vendor **Federal Tax ID** added when searching for the vendor. However if a different ID is necessary at the territory level, the default can be overwritten.
10. Enter a **Description** for the vendor.
11. Click the **Ellipsis** button next to the Default GL Account field.
12. 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.

13. The **Branch**, **Department** and **Unit**, if applicable, may be selected from the lists. This information may be left blank.
14. The **Classification**, **Group** and **Type**, may be selected from the lists. This information may be left blank.
15. Enter at least two characters in the general ledger name or number boxes and click **Search**.
16. All general ledger accounts will be displayed. Select the appropriate general ledger number and click **OK**.
17. 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.

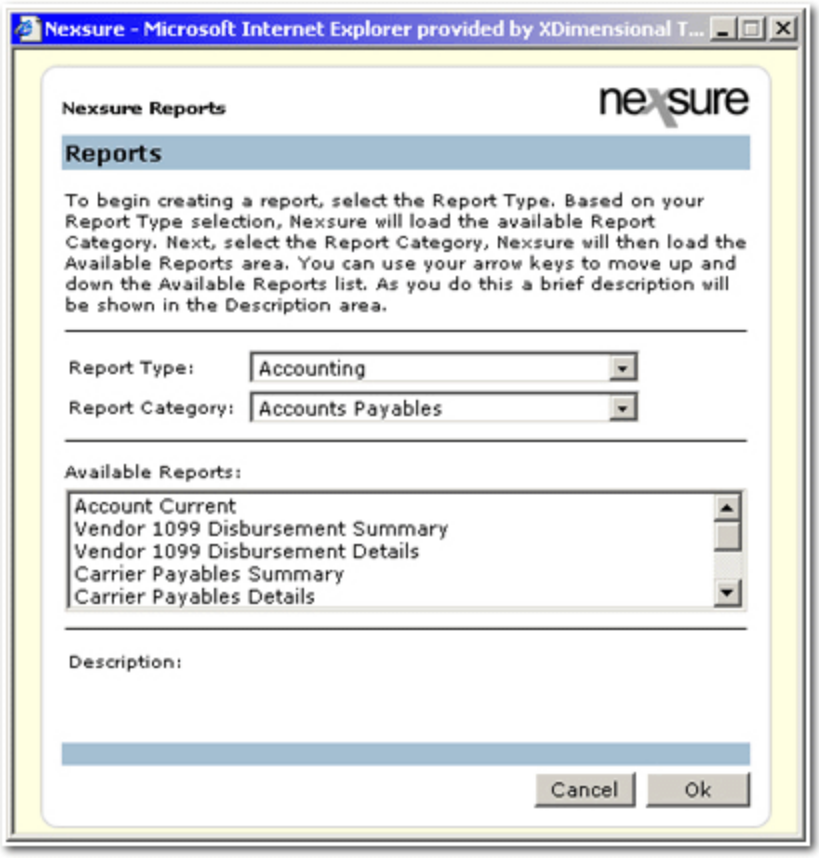
18. Enter the **Account Number** for this vendor.
19. In the **Primary Contact** list, select a contact, if applicable.
20. In the **Default Address** list, select an address, if applicable.
21. Click **Update**. The vendor will appear in the **vendor** tab summary view.

# Reports Overview

Nexsure offers a comprehensive list of over 40 reports covering all areas of Nexsure. Nexsure also offers Ad Hoc reporting (Ad Hoc reporting must be purchased separately, contact your Nexsure sales rep. for details). Using the report criteria screens you can sort and select only the report criteria you need. After the results are displayed they can be saved or printed as a MS Word, Excel or Adobe Acrobat pdf file.

**To Access the Reports Screen**

1. On the Primary menu, click **Reports**.
2. On the Report menu, click **Reports**.




3. Select a Report Type from the drop-down list.

   **Report Types:**

   - Accounting
   - Management
   - Clients/Contacts
   - Organization
   - Marketing
   - Opportunities

- Policies
- Ad-Hoc

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

   **Accounting Report Categories:**

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

5. Select a report from the Available Reports box.

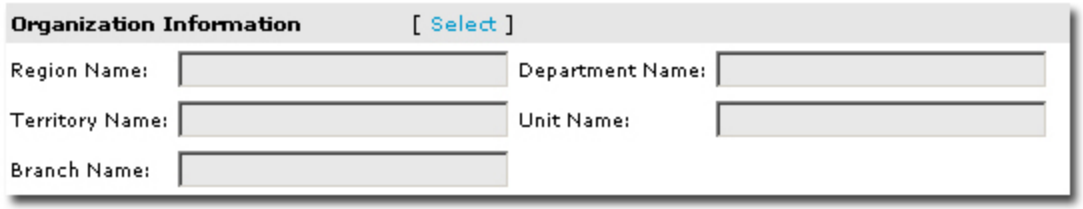
   **Note:** A description of each report will be displayed when it is selected.

6. Click **OK**. The report summary screen is displayed.




7. All previous reports of that type and category will be displayed. Existing reports can be modified by selecting the report and clicking the New Report Criteria link. If this is the first time the report has been generated click New Report Criteria.
8. Enter the Organization Information.

   **Note:** These fields can not be populated directly. You must click the **[Select]** link to enter the organization information.



9. Click **[Select]**. The Nexsure Organization Criteria dialog box will appear. Using the drop-down lists, select the desired organization information (Region, Territory, Branch, Department, Unit) you wish to query for the report and click **Add**. This feature allows you to add as many regions, territories, etc. to the report as needed. Once information has been added to the Include box, it can be removed by selecting the item and clicking the **Del** button or **Clear** to remove all items. If the organization information is correct, click **OK**.
10. Enter the remaining report criteria.
11. In the **Report Format Options** drop-down list select how the report should be saved as (PDF, Word or Excel file).
12. Click **Ok**. The report will appear on the report summary screen.

---

**Note:** Some reports may take a few minutes to generate depending on the size of the report. The **Status** will display a percentage of completion until the report is complete. Click the **Refresh** link to update the progress.

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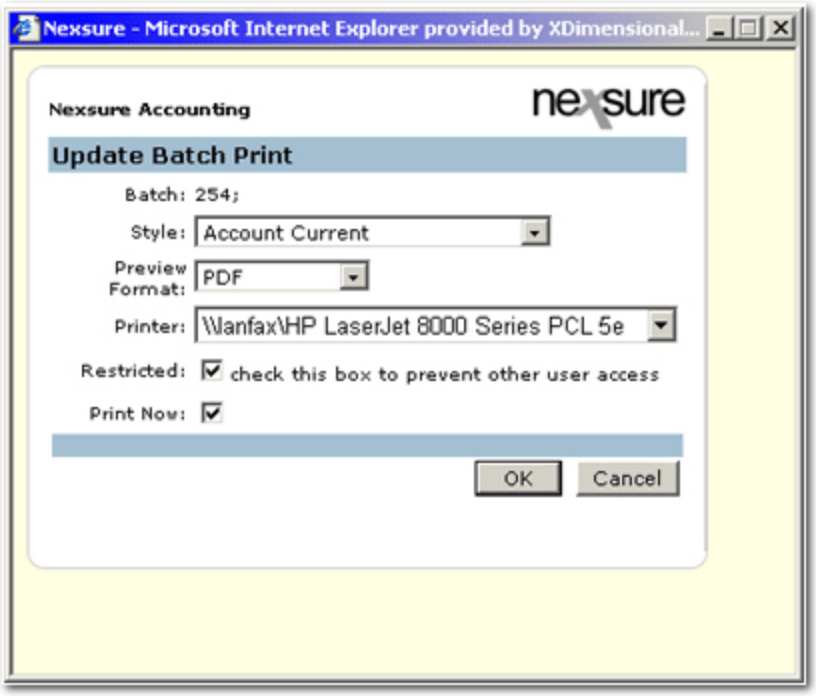
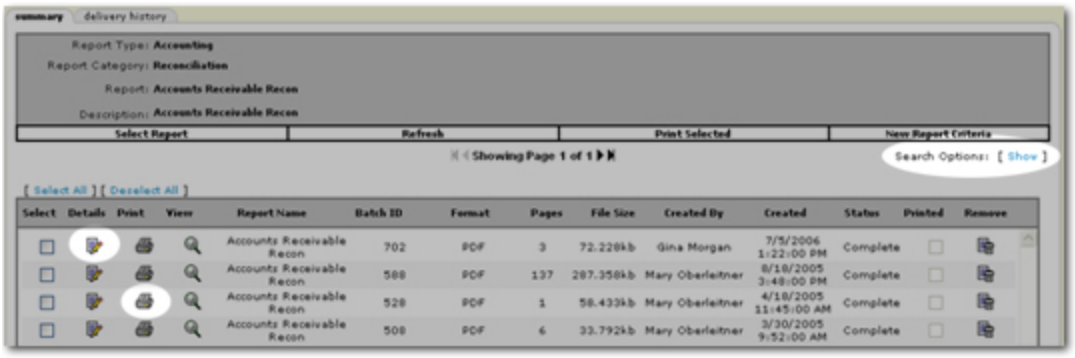
13. Once a report is complete, click the **Print** icon.




14. Select the default printer.
15. The **Restricted** option prevents other users from viewing the report.
16. Selecting **Print Now** will send the report to the printer immediately.

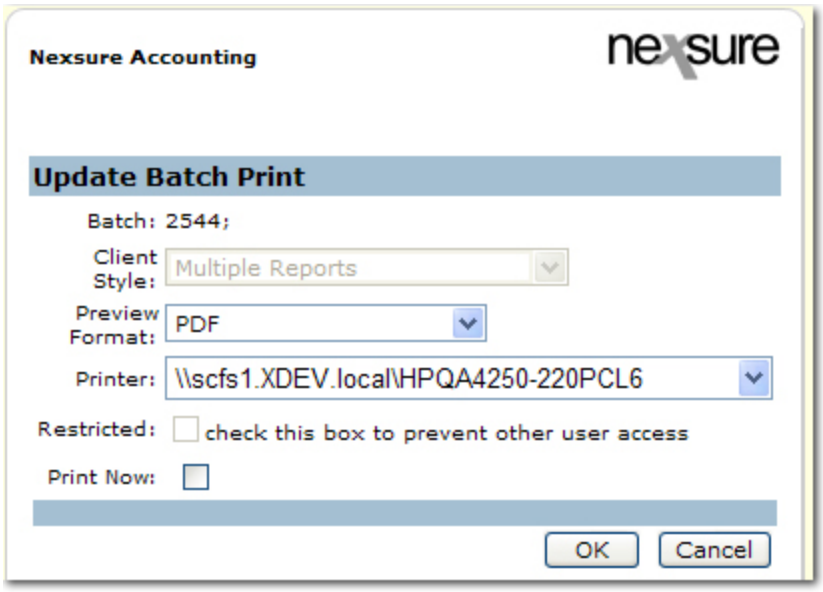
## Working with Reports

Once a report has been generated there are several ways to work with the report to get the information needed.




**To Print a Report**

1. Click the **Print** icon next to the report name. Or, to print more than one report at a time, **Select** all reports to print and click **Print Selected** in the **navigation toolbar**.

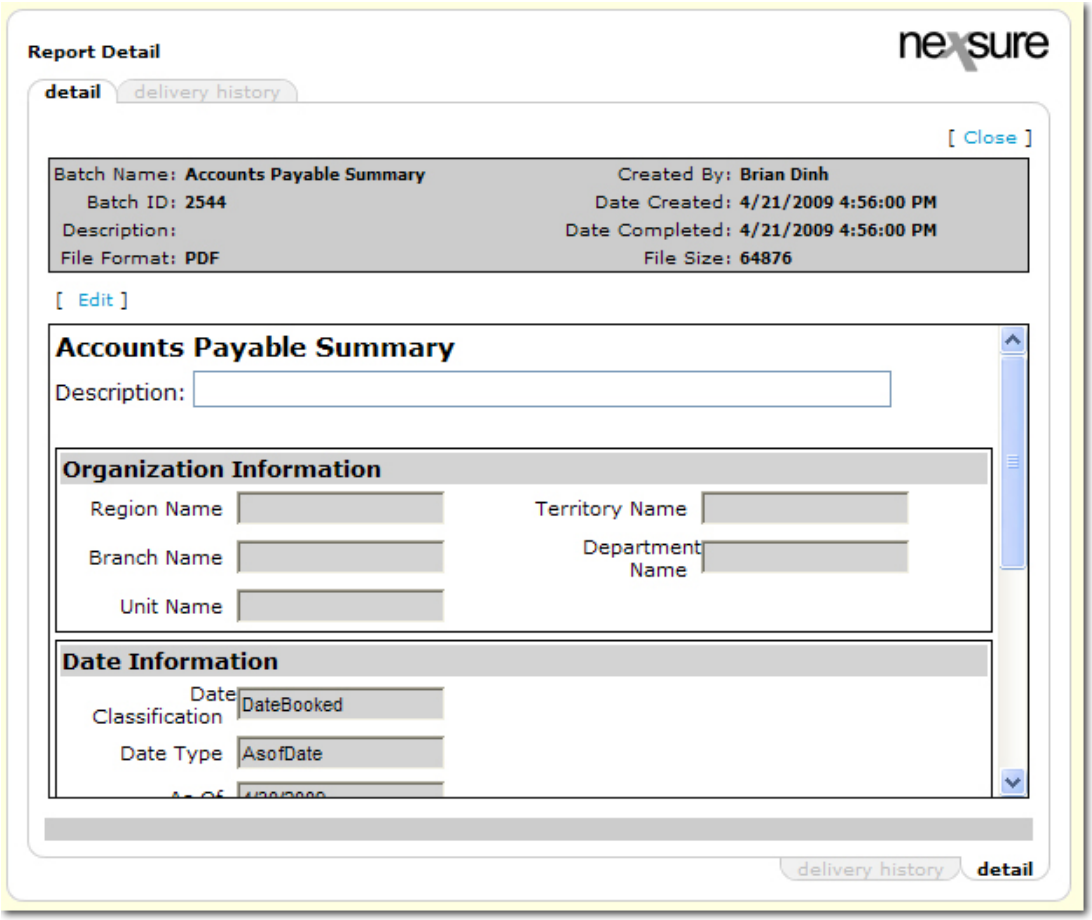



2. In the **Nexsure Accounting > Update Batch Print** dialog box, make selections in the following:
   - **Preview Format:** The format in which the report is displayed.
   - **Printer:** The printer from which the report will print.
   - **Restricted:** To prevent other personnel from accessing the report.
   - **Print Now:** Must be selected to print report immediately.
3. Click **OK**. The report or report batch is printed.

**To Alter the Criteria of a Report**

Once a report has been created the criteria can be altered to create another new report.

1. Click the **Details** icon next to the report to alter. The **Nexsure Reports > Report Criteria** screen is displayed.

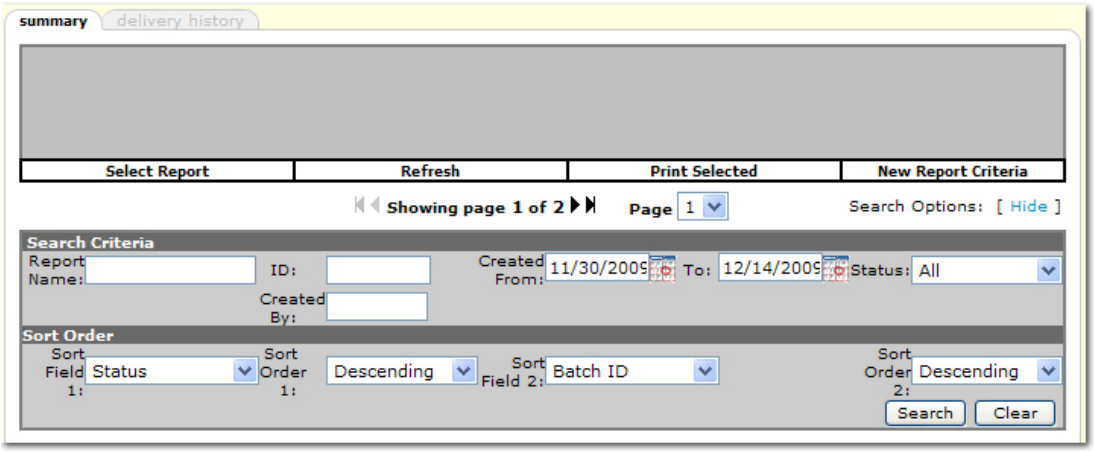



2. In the **Report Detail > detail** tab, click **[Edit]**. Update the report criteria as needed.
3. Click **OK**. A new report is generated.

**To Filter the Report Results**

The list of generated reports on the **summary** tab can be filtered to help search for the report needed.

1. On the **Reports > summary** tab, click **[Show]**. The **Search Criteria** and **Sort Order** areas are displayed.




2. In the **Search Criteria** area, the following filter options are available:

- **Report Name:** Use this field in conjunction with searches from the **Global Activity** screens.
- **ID:** Enter the **Batch ID** of the report that is being searched for.
- **Created By:** Enter a minimum of one character of the employee first or last name to find all reports created by that employee.
- **Created From:** Click the **Calendar**  icon to select the beginning of the date range in which the report was created.
- **To:** Click the **Calendar**  icon to select the end of the date range in which the report was created.

  **Important:** Select a **To** date that is one day after the date range of the report to search for.

- **Status:** Select **All** or one of the status types: **Failed**, **Generating**, **% Complete**, **Complete**, **Printed** or **Viewed**.

3. Sorting selections are available to sort the search results similar to the way a spreadsheet can be sorted. In the **Sort Order** area, the following sorting selections are available:
   - **Sort Field 1:** Select the first field to sort the search results by. The selections include:
     - **Status:** Current status of the report as noted in the **Status** column. The results will be in alphabetical order.
     - **Batch ID:** Report batch ID as noted in the **Batch ID** column. The results will be in numerical order.
     - **Submitted:** Date and time the report was submitted as noted in the **Created** column.
     - **Complete:** Reports with a status of **Complete**. The results will be in order of the **Created** date and time.
     - **Report Name:** Used when searching from **Global Activity**. The results will be in alphabetical order.
   - **Sort Order 1:** Select either **Descending** or **Ascending** order.
   - **Sort Field 2:** Select the second field to sort the search results by. The selections include:
     - **Status:** Current status of the report as noted in the **Status** column. The results will be in alphabetical order.
     - **Batch ID:** Report batch ID as noted in the **Batch ID** column. The results will be in numerical order.
     - **Submitted:** Date and time the report was submitted as noted in the **Created** column.
     - **Complete:** Reports with a status of **Complete**. The results will be in order of the **Created** date and time.
     - **Report Name:** Used when searching from **Global Activity**. The results will be in alphabetical order.
   - **Sort Order 2:** Select either **Descending** or **Ascending** order.

   **Note:** To sort on only one selection, repeat the selection in **Sort Field 2** so there are no conflicting sort selections.

4. Click **Search**.

**Note:** Click **Clear** to remove all search settings.

## Clients and Contacts Reports

For help generating one of the following reports, click on the name of the report.

Client Contact List

A list of contacts for clients.

**To Generate a Client Contact List Report**

1. On the Primary menu, click **Reports**.
2. On the Reports menu, click **Clients/Contacts**.
3. Locate **Client Contact List** and click **Enter Report Criteria**.
4. Enter the Organization Information.

**Note:** These fields can not be populated directly. You must click the **[Select]** link to enter the organization information.




5. Click **[Select]**. The Nexsure Organization Criteria dialog box will appear. Using the drop-down lists, select the desired organization information (Region, Territory, Branch, Department, Unit) you wish to query for the report and click **Add**. This feature allows you to add as many regions, territories, etc. to the report as needed. Once information has been added to the Include box, it can be removed by selecting the item and clicking the **Del** button or **Clear** to remove all items. If the organization information is correct, click **OK**.
6. Enter the remaining report criteria.
7. Click **Submit Report Criteria**. The report viewer will open.
8. Click the **Print** icon to send the report to your printer or the **Export** icon to save the file as one of the supported file formats.

Client Mailing Labels

Print client mailing labels.

**Note:** Be sure to load your printer with label stock before printing. Use Avery 5162 labels.

**To Generate Client Mailing Labels**

1. On the Primary menu, click **Reports**.
2. On the Reports menu, click **Clients/Contacts**.
3. Locate **Client Mailing Labels** and click **Enter Report Criteria**.
4. Enter the Organization Information.

**Note:** These fields can not be populated directly. You must click the **[Select]** link to enter the organization information.




5. Click **[Select]**. The Nexsure Organization Criteria dialog box will appear. Using the drop-down lists, select the desired organization information (Region, Territory, Branch, Department, Unit) you wish to query for the report and click **Add**. This feature allows you to add as many regions, territories, etc. to the report as needed. Once information has been added to the Include box, it can be removed by selecting the item and clicking the **Del** button or **Clear** to remove all items. If the organization information is correct, click **OK**.
6. Enter the remaining report criteria.

**Tip:** Select the **Avery** drop-down list to select from a list of Avery label sheet numbers.

7. Click **Submit Report Criteria**. The report viewer will open.
8. Click the **Print** icon to send the report to your printer or the **Export** icon to save the file as one of the supported file formats.

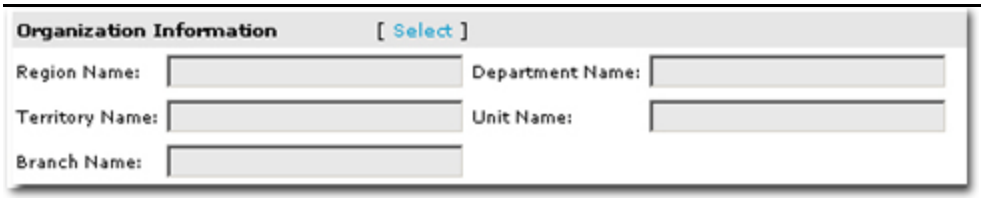
Client Listing

List of clients.

**To Generate a Client Listing Report**

1. On the Primary menu, click **Reports**.
2. On the Reports menu, click **Clients/Contacts**.
3. Locate **Client Listing** and click **Enter Report Criteria**.
4. Enter the Organization Information.

**Note:** These fields cannot be populated directly. You must click the **[Select]** link to enter the organization information.




5. Click **[Select]**. The Nexsure Organization Criteria dialog box will appear. Using the drop-down lists, select the desired organization information (Region, Territory, Branch, Department, Unit) you wish to query for the report and click **Add**. This feature allows you to add as many regions, territories, etc. to the report as needed. Once information has been added to the Include box, it can be removed by selecting the item and clicking the **Del** button or **Clear** to remove all items. If the organization information is correct, click **OK**.
6. Enter the remaining report criteria.
7. Click **Submit Report Criteria**. The report viewer will open.
8. Click the **Print** icon to send the report to your printer or the **Export** icon to save the file as one of the supported file formats.

## Management Reports

For help generating one of the following reports, click on the name of the report.

Book of Business Report

Displays the total value of an account by carrier or people.

**To Generate a Book of Business Report**

1. On the Primary menu, click **REPORTS**.
2. On the Reports menu, click **Management**.
3. Locate **Book of Business** and click **Enter Report Criteria**.
4. Enter the Organization Information.

**Note:** These fields can not be populated directly. You must click the **[Select]** link to enter the organization information.




5. Click **[Select]**. The Nexsure Organization Criteria dialog box will appear. Using the drop-down lists, select the desired organization information (Region, Territory, Branch, Department, Unit) you wish to query for

the report and click **Add**. This feature allows you to add as many regions, territories, etc. to the report as needed. Once information has been added to the Include box, it can be removed by selecting the item and clicking the **Del** button or **Clear** to remove all items. If the organization information is correct, click **OK**.

6. Enter the remaining report criteria.
7. Click **Submit Report Criteria**. The report viewer will open.
8. Click the **Print** icon to send the report to your printer or the **Export** icon to save the file as one of the supported file formats.

New Business Report

New business including lines of business, client type, policy number, policy mode and type, effective and expiration dates.

**To Generate a New Business Report**

1. On the Primary menu, click **REPORTS**.
2. On the Reports menu, click **Management**.
3. Locate **New Business** and click **Enter Report Criteria**.
4. Enter the Organization Information.

**Note:** These fields can not be populated directly. You must click the **[Select]** link to enter the organization information.




5. Click **[Select]**. The Nexsure Organization Criteria dialog box will appear. Using the drop-down lists, select the desired organization information (Region, Territory, Branch, Department, Unit) you wish to query for the report and click **Add**. This feature allows you to add as many regions, territories, etc. to the report as needed. Once information has been added to the Include box, it can be removed by selecting the item and clicking the **Del** button or **Clear** to remove all items. If the organization information is correct, click **OK**.
6. Enter the remaining report criteria.
7. Click **Submit Report Criteria**. The report viewer will open.
8. Click the **Print** icon to send the report to your printer or the **Export** icon to save the file as one of the supported file formats.

Lost Business Report

Includes all policies canceled, lapsed or non-renewed for a selected date range.

**To Generate a Lost Business Report**

1. On the Primary menu, click **REPORTS**.
2. On the Reports menu, click **Management**.
3. Locate **Lost Business** and click **Enter Report Criteria**.
4. Enter the Organization Information.

**Note:** These fields can not be populated directly. You must click the **[Select]** link to enter the organization information.




5. Click **[Select]**. The Nexsure Organization Criteria dialog box will appear. Using the drop-down lists, select the desired organization information (Region, Territory, Branch, Department, Unit) you wish to query for the report and click **Add**. This feature allows you to add as many regions, territories, etc. to the report as needed. Once information has been added to the Include box, it can be removed by selecting the item and clicking the **Del** button or **Clear** to remove all items. If the organization information is correct, click **OK**.
6. Enter the remaining report criteria.
7. Click **Submit Report Criteria**. The report viewer will open.
8. Click the **Print** icon to send the report to your printer or the **Export** icon to save the file as one of the supported file formats.

Active Policies Report

Lists Active Policies Expired in the System.

**To Generate a Active Policies Expired Report**

1. On the Primary menu, click **REPORTS**.
2. On the Reports menu, click **Management**.
3. Locate **Active Policies Expired** and click **Enter Report Criteria**.
4. Enter the Organization Information.

**Note:** These fields can not be populated directly. You must click the **[Select]** link to enter the organization information.



5. Click **[Select]**. The Nexsure Organization Criteria dialog box will appear. Using the drop-down lists, select the desired organization information (Region, Territory, Branch, Department, Unit) you wish to query for the report and click **Add**. This feature allows you to add as many regions, territories, etc. to the report as needed. Once information has been added to the Include box, it can be removed by selecting the item and clicking the **Del** button or **Clear** to remove all items. If the organization information is correct, click **OK**.
6. Enter the remaining report criteria.
7. Click **Submit Report Criteria**. The report viewer will open.
8. Click the **Print** icon to send the report to your printer or the **Export** icon to save the file as one of the supported file formats.

Coverage Rounding

A list of client and contact information for mailings and telemarketing.

**To Generate a Active Policies Expired Report**

1. On the Primary menu, click **Reports**.
2. On the Reports menu, click **Management**.
3. Locate **Coverage Rounding** and click **Enter Report Criteria**.
4. Enter the Organization Information.

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**Note:** These fields can not be populated directly. You must click the **[Select]** link to enter the organization information.




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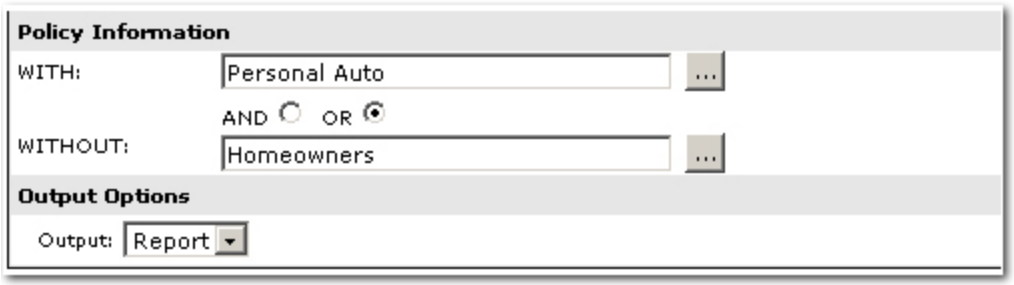
5. Click **[Select]**. The Nexsure Organization Criteria dialog box will appear. Using the drop-down lists, select the desired organization information (Region, Territory, Branch, Department, Unit) you wish to query for the report and click **Add**. This feature allows you to add as many regions, territories, etc. to the report as needed. Once information has been added to the Include box, it can be removed by selecting the item and clicking the **Del** button or **Clear** to remove all items. If the organization information is correct, click **OK**.
6. In the **Policy Information fields**, click the ellipsis buttons to add up to 2 lines of business and select "And Or" from the drop down list to complete the logic of the selection.




7. In the **Output Options** drop-down list, select either **Report** or **Excel**.
8. Click **Submit Report Criteria**. The report viewer will open.
9. Click the **Print** icon to send the report to your printer or the **Export** icon to save the file as one of the supported file formats.

## Marketing Reports

For help generating one of the following reports, click on the name of the report.

Marketing Results

Use to determine Source of New Business written. (Note: Results are obtained from the 'Referred By' field on the Profiling screen and a Policy Mode of 'New' for selected date range entered in criteria).

**To Generate a Marketing Results Report**

1. On the Primary menu, click **REPORTS**.
2. On the Reports menu, click **Marketing**.
3. Locate **Marketing Results** and click **Enter Report Criteria**.
4. Enter the Organization Information.

---

**Note:** These fields can not be populated directly. You must click the **[Select]** link to enter the organization information.




---

5. Click **[Select]**. The Nexsure Organization Criteria dialog box will appear. Using the drop-down lists, select the desired organization information (Region, Territory, Branch, Department, Unit) you wish to query for the report and click **Add**. This feature allows you to add as many regions, territories, etc. to the report as needed. Once information has been added to the Include box, it can be removed by selecting the item and clicking the **Del** button or **Clear** to remove all items. If the organization information is correct, click **OK**.
6. Enter the remaining report criteria.

7. Click **Submit Report Criteria**. The report viewer will open.
8. Click the **Print** icon to send the report to your printer or the **Export** icon to save the file as one of the supported file formats.

Marketing Policies

Complete listing of all policies in the marketing stage for a selected date range.

**To Generate a Marketing Policies Report**

1. On the Primary menu, click **REPORTS**.
2. On the Reports menu, click **Marketing**.
3. Locate **Marketing Results** and click **Enter Report Criteria**.
4. Enter the Organization Information.

---

**Note:** These fields can not be populated directly. You must click the **[Select]** link to enter the organization information.




---

5. Click **[Select]**. The Nexsure Organization Criteria dialog box will appear. Using the drop-down lists, select the desired organization information (Region, Territory, Branch, Department, Unit) you wish to query for the report and click **Add**. This feature allows you to add as many regions, territories, etc. to the report as needed. Once information has been added to the Include box, it can be removed by selecting the item and clicking the **Del** button or **Clear** to remove all items. If the organization information is correct, click **OK**.
6. Enter the remaining report criteria.
7. Click **Submit Report Criteria**. The report viewer will open.
8. Click the **Print** icon to send the report to your printer or the **Export** icon to save the file as one of the supported file formats.

## Opportunities Reports

For help generating one of the following reports, click on the name of the report.

Opportunity Details

Customizable report of Opportunities showing complete detail including a total summary page.

**To Generate an Opportunity Details Report**

1. On the Primary menu, click **REPORTS**.
2. On the Reports menu, click **Opportunities**.

3. Locate **Opportunity Details** and click **Enter Report Criteria**.
4. Enter the Organization Information.

**Note:** These fields can not be populated directly. You must click the **[Select]** link to enter the organization information.




5. Click **[Select]**. The Nexsure Organization Criteria dialog box will appear. Using the drop-down lists, select the desired organization information (Region, Territory, Branch, Department, Unit) you wish to query for the report and click **Add**. This feature allows you to add as many regions, territories, etc. to the report as needed. Once information has been added to the Include box, it can be removed by selecting the item and clicking the **Del** button or **Clear** to remove all items. If the organization information is correct, click **OK**.
6. Enter the remaining report criteria.
7. Click **Submit Report Criteria**. The report viewer will open.
8. Click the **Print** icon to send the report to your printer or the **Export** icon to save the file as one of the supported file formats.

Opportunity Summary

Customizable report summarizing individual Opportunities.

**To Generate an Opportunity Summary Report**

1. On the Primary menu, click **REPORTS**.
2. On the Reports menu, click **Opportunities**.
3. Locate **Opportunity Summary** and click **Enter Report Criteria**.
4. Enter the Organization Information.

**Note:** These fields can not be populated directly. You must click the **[Select]** link to enter the organization information.




5. Click **[Select]**. The Nexsure Organization Criteria dialog box will appear. Using the drop-down lists, select the desired organization information (Region, Territory, Branch, Department, Unit) you wish to query for

the report and click **Add**. This feature allows you to add as many regions, territories, etc. to the report as needed. Once information has been added to the Include box, it can be removed by selecting the item and clicking the **Del** button or **Clear** to remove all items. If the organization information is correct, click **OK**.

6. Enter the remaining report criteria.

## Organization Reports

For help generating one of the following reports, click on the name of the report.

Organization Hierarchy

Shows the structure of all entities in the organization.

**To Generate an Organization Hierarchy Report**

1. On the Primary menu, click **REPORTS**.
2. On the Reports menu, click **Organization**.
3. Locate **Organization Hierarchy** and click **Enter Report Criteria**.
4. Enter the Organization Information.

**Note:** These fields can not be populated directly. You must click the **[Select]** link to enter the organization information.




5. Click **[Select]**. The Nexsure Organization Criteria dialog box will appear. Using the drop-down lists, select the desired organization information (Region, Territory, Branch, Department, Unit) you wish to query for the report and click **Add**. This feature allows you to add as many regions, territories, etc. to the report as needed. Once information has been added to the Include box, it can be removed by selecting the item and clicking the **Del** button or **Clear** to remove all items. If the organization information is correct, click **OK**.
6. Enter the remaining report criteria.
7. Click **Submit Report Criteria**. The report viewer will open.
8. Click the **Print** icon to send the report to your printer or the **Export** icon to save the file as one of the supported file formats.

Carrier Listing

A complete listing of all Carriers.

**To Generate a Carrier Listing Report**

1. On the Primary menu, click **REPORTS**.
2. On the Reports menu, click **Organization**.
3. Locate **Carrier Listing** and click **Enter Report Criteria**.
4. Enter the Organization Information.

---

**Note:** These fields can not be populated directly. You must click the **[Select]** link to enter the organization information.

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5. Click **[Select]**. The Nexsure Organization Criteria dialog box will appear. Using the drop-down lists, select the desired organization information (Region, Territory, Branch, Department, Unit) you wish to query for the report and click **Add**. This feature allows you to add as many regions, territories, etc. to the report as needed. Once information has been added to the Include box, it can be removed by selecting the item and clicking the **Del** button or **Clear** to remove all items. If the organization information is correct, click **OK**.
6. Enter the remaining report criteria.
7. Click **Submit Report Criteria**. The report viewer will open.
8. Click the **Print** icon to send the report to your printer or the **Export** icon to save the file as one of the supported file formats.

Employee Listing

Listing of employees by organization, region, territory, and branch.

**To Generate an Employee Listing Report**

1. On the Primary menu, click **REPORTS**.
2. On the Reports menu, click **Organization**.
3. Locate **Employee Listing** and click **Enter Report Criteria**.
4. Enter the Organization Information.

---

**Note:** These fields can not be populated directly. You must click the **[Select]** link to enter the organization information.




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5. Click **[Select]**. The Nexsure Organization Criteria dialog box will appear. Using the drop-down lists, select the desired organization information (Region, Territory, Branch, Department, Unit) you wish to query for the report and click **Add**. This feature allows you to add as many regions, territories, etc. to the report as needed. Once information has been added to the Include box, it can be removed by selecting the item and clicking the **Del** button or **Clear** to remove all items. If the organization information is correct, click **OK**.
6. Enter the remaining report criteria.
7. Click **Submit Report Criteria**. The report viewer will open.
8. Click the **Print** icon to send the report to your printer or the **Export** icon to save the file as one of the supported file formats.

## Accounting Reports

Nexsure offers an extensive list of accounting reports. For help generating one of the following reports, click on the name of the report.

### *Accounts Payable Reports*

Account Current

A listing of Invoices billed for specified carriers in a given month. Displays both gross and net amounts.

**To Generate an Account Current Report**

1. On the Primary menu, click **Reports**.
2. On the Reports menu, click **Accounting**.
3. On the accounts payable tab, locate **Account Current** and click **Enter Report Criteria**.
4. Enter the Organization Information.

---

**Note:** These fields can not be populated directly. You must click the **[Select]** link to enter the organization information.




---

5. Click **[Select]**. The Nexsure Organization Criteria dialog box will appear. Using the drop-down lists, select the desired organization information (Region, Territory, Branch, Department, Unit) you wish to query for the report and click **Add**. This feature allows you to add as many regions, territories, etc. to the report as needed. Once information has been added to the Include box, it can be removed by selecting the item and clicking the **Del** button or **Clear** to remove all items. If the organization information is correct, click

**OK**.

6. Enter the remaining report criteria.
7. Click **Submit Report Criteria**. The report viewer will open.
8. Click the **Print** icon to send the report to your printer or the **Export** icon to save the file as one of the supported file formats.

Vendor 1099 Disbursement

Lists Disbursements that require a 1099.

**To Generate a Vendor 1099 Disbursement Report**

1. On the Primary menu, click **Reports**.
2. On the Reports menu, click **Accounting**.
3. On the accounts payable tab, locate **Vendor 1099 Disbursement** and click **Enter Report Criteria**.
4. Enter the Organization Information.

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**Note:** These fields cannot be populated directly. You must click the **[Select]** link to enter the organization information.




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5. Click **[Select]**. The Nexsure Organization Criteria dialog box will appear. Using the drop-down lists, select the desired organization information (Region, Territory, Branch, Department, Unit) you wish to query for the report and click **Add**. This feature allows you to add as many regions, territories, etc. to the report as needed. Once information has been added to the Include box, it can be removed by selecting the item and clicking the **Del** button or **Clear** to remove all items. If the organization information is correct, click **OK**.
6. Enter the remaining report criteria.
7. Click **Submit Report Criteria**. The report viewer will open.
8. Click the **Print** icon to send the report to your printer or the **Export** icon to save the file as one of the supported file formats.

Carrier Payables

**To Generate a Carrier Payables Report**

1. On the Primary menu, click **Reports**.
2. On the Reports menu, click **Accounting**.
3. On the accounts payable tab, locate **Carrier Payables** and click **Enter Report Criteria**.
4. Enter the Organization Information.

**Note:** These fields cannot be populated directly. You must click the **[Select]** link to enter the organization information.




5. Click **[Select]**. The Nexsure Organization Criteria dialog box will appear. Using the drop-down lists, select the desired organization information (Region, Territory, Branch, Department, Unit) you wish to query for the report and click **Add**. This feature allows you to add as many regions, territories, etc. to the report as needed. Once information has been added to the Include box, it can be removed by selecting the item and clicking the **Del** button or **Clear** to remove all items. If the organization information is correct, click **OK**.
6. Enter the remaining report criteria.
7. Click **Submit Report Criteria**. The report viewer will open.
8. Click the **Print** icon to send the report to your printer or the **Export** icon to save the file as one of the supported file formats.

People Payables

**To Generate a People Payables Report**

1. On the Primary menu, click **Reports**.
2. On the Reports menu, click **Accounting**.
3. On the accounts payable tab, locate **People Payables** and click **Enter Report Criteria**.
4. Enter the Organization Information.

**Note:** These fields cannot be populated directly. You must click the **[Select]** link to enter the organization information.




5. Click **[Select]**. The Nexsure Organization Criteria dialog box will appear. Using the drop-down lists, select the desired organization information (Region, Territory, Branch, Department, Unit) you wish to query for the report and click **Add**. This feature allows you to add as many regions, territories, etc. to the report as needed. Once information has been added to the Include box, it can be removed by selecting the item and clicking the **Del** button or **Clear** to remove all items. If the organization information is correct, click **OK**.
6. Enter the remaining report criteria.

7. Click **Submit Report Criteria**. The report viewer will open.
8. Click the **Print** icon to send the report to your printer or the **Export** icon to save the file as one of the supported file formats.

Tax Authority Payables

**To Generate a Tax Authority Payables Report**

1. On the Primary menu, click **Reports**.
2. On the Reports menu, click **Accounting**.
3. On the accounts payable tab, locate **Tax AuthorityPayables** and click **Enter Report Criteria**.
4. Enter the Organization Information.

**Note:** These fields cannot be populated directly. You must click the **[Select]** link to enter the organization information.




5. Click **[Select]**. The Nexsure Organization Criteria dialog box will appear. Using the drop-down lists, select the desired organization information (Region, Territory, Branch, Department, Unit) you wish to query for the report and click **Add**. This feature allows you to add as many regions, territories, etc. to the report as needed. Once information has been added to the Include box, it can be removed by selecting the item and clicking the **Del** button or **Clear** to remove all items. If the organization information is correct, click **OK**.
6. Enter the remaining report criteria.
7. Click **Submit Report Criteria**. The report viewer will open.
8. Click the **Print** icon to send the report to your printer or the **Export** icon to save the file as one of the supported file formats.

Vendor Payables

**To Generate a Vendor Payables Report**

1. On the Primary menu, click **Reports**.
2. On the Reports menu, click **Accounting**.
3. On the accounts payable tab, locate **Vendor Payables** and click **Enter Report Criteria**.
4. Enter the Organization Information.

**Note:** These fields cannot be populated directly. You must click the **[Select]** link to enter the organization information.




5. Click **[Select]**. The Nexsure Organization Criteria dialog box will appear. Using the drop-down lists, select the desired organization information (Region, Territory, Branch, Department, Unit) you wish to query for the report and click **Add**. This feature allows you to add as many regions, territories, etc. to the report as needed. Once information has been added to the Include box, it can be removed by selecting the item and clicking the **Del** button or **Clear** to remove all items. If the organization information is correct, click **OK**.
6. Enter the remaining report criteria.
7. Click **Submit Report Criteria**. The report viewer will open.
8. Click the **Print** icon to send the report to your printer or the **Export** icon to save the file as one of the supported file formats.

## *Accounts Receivable Reports*

Accounts Receivable Detail

Summary of balances paid, unpaid, or due from a client.

**To Generate an Accounts Receivable Detail Report**

1. On the Primary menu, click **Reports**.
2. On the Reports menu, click **Accounting**.
3. On the accounts receivable tab, locate **Accounts Receivable Detail** and click **Enter Report Criteria**.
4. Enter the Organization Information.

**Note:** These fields cannot be populated directly. You must click the **[Select]** link to enter the organization information.




5. Click **[Select]**. The Nexsure Organization Criteria dialog box will appear. Using the drop-down lists, select the desired organization information (Region, Territory, Branch, Department, Unit) you wish to query for the report and click **Add**. This feature allows you to add as many regions, territories, etc. to the report as needed. Once information has been added to the Include box, it can be removed by selecting the item

and clicking the **Del** button or **Clear** to remove all items. If the organization information is correct, click **OK**.

6. Enter the remaining report criteria.
7. Click **Submit Report Criteria**. The report viewer will open.
8. Click the **Print** icon to send the report to your printer or the **Export** icon to save the file as one of the supported file formats.

Direct Bill Commission Receivables

Commissions in a receivable status.

**To Generate a Direct Bill Commission Receivables Report**

1. On the Primary menu, click **Reports**.
2. On the Reports menu, click **Accounting**.
3. On the accounts receivable tab, locate **Direct Bill Commission Receivables** and click **Enter Report Criteria**.
4. Enter the Organization Information.

**Note:** These fields cannot be populated directly. You must click the **[Select]** link to enter the organization information.




5. Click **[Select]**. The Nexsure Organization Criteria dialog box will appear. Using the drop-down lists, select the desired organization information (Region, Territory, Branch, Department, Unit) you wish to query for the report and click **Add**. This feature allows you to add as many regions, territories, etc. to the report as needed. Once information has been added to the Include box, it can be removed by selecting the item and clicking the **Del** button or **Clear** to remove all items. If the organization information is correct, click **OK**.
6. Enter the remaining report criteria.
7. Click **Submit Report Criteria**. The report viewer will open.
8. Click the **Print** icon to send the report to your printer or the **Export** icon to save the file as one of the supported file formats.

Aged Accounts Receivable

Summary of balances paid, unpaid, or due from a client displayed in aging categories.

**To Generate an Aged Account Receivables Report**

1. On the Primary menu, click **Reports**.
2. On the Reports menu, click **Accounting**.

3. On the accounts receivable tab, locate **Aged Account Receivables** and click **Enter Report Criteria**.
4. Enter the Organization Information.

**Note:** These fields cannot be populated directly. You must click the **[Select]** link to enter the organization information.




5. Click **[Select]**. The Nexsure Organization Criteria dialog box will appear. Using the drop-down lists, select the desired organization information (Region, Territory, Branch, Department, Unit) you wish to query for the report and click **Add**. This feature allows you to add as many regions, territories, etc. to the report as needed. Once information has been added to the Include box, it can be removed by selecting the item and clicking the **Del** button or **Clear** to remove all items. If the organization information is correct, click **OK**.
6. Enter the remaining report criteria.
7. Click **Submit Report Criteria**. The report viewer will open.
8. Click the **Print** icon to send the report to your printer or the **Export** icon to save the file as one of the supported file formats.

## *General Ledger Reports*

GL Account Details

Displays beginning balances, ending balances, and any activity in between for general ledger accounts selected for a given date range.

**To Generate a GL Account Details Report**

1. On the Primary menu, click **Reports**.
2. On the Reports menu, click **Accounting**.
3. Click the general ledger tab, locate **GL Account Details** and click **Enter Report Criteria**.
4. Enter the Organization Information.

**Note:** These fields cannot be populated directly. You must click the **[Select]** link to enter the organization information.



5. Click **[Select]**. The Nexsure Organization Criteria dialog box will appear. Using the drop-down lists, select the desired organization information (Region, Territory, Branch, Department, Unit) you wish to query for the report and click **Add**. This feature allows you to add as many regions, territories, etc. to the report as needed. Once information has been added to the Include box, it can be removed by selecting the item and clicking the **Del** button or **Clear** to remove all items. If the organization information is correct, click **OK**.
6. Enter the remaining report criteria.
7. Click **Submit Report Criteria**. The report viewer will open.
8. Click the **Print** icon to send the report to your printer or the **Export** icon to save the file as one of the supported file formats.

Balance Sheet

Balance sheet for org levels.

**To Generate a Balance Sheet Report**

1. On the Primary menu, click **Reports**.
2. On the Reports menu, click **Accounting**.
3. Click the general tab, locate **Balance Sheet** and click **Enter Report Criteria**.
4. Enter the Organization Information.

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**Note:** These fields cannot be populated directly. You must click the **[Select]** link to enter the organization information.




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5. Click **[Select]**. The Nexsure Organization Criteria dialog box will appear. Using the drop-down lists, select the desired organization information (Region, Territory, Branch, Department, Unit) you wish to query for the report and click **Add**. This feature allows you to add as many regions, territories, etc. to the report as needed. Once information has been added to the Include box, it can be removed by selecting the item and clicking the **Del** button or **Clear** to remove all items. If the organization information is correct, click **OK**.
6. Enter the remaining report criteria.
7. Click **Submit Report Criteria**. The report viewer will open.
8. Click the **Print** icon to send the report to your printer or the **Export** icon to save the file as one of the supported file formats.

Journal Entries

A listing of Journal Entries posted in a given date range.

**To Generate a Journal Entries Report**

1. On the Primary menu, click **Reports**.
2. On the Reports menu, click **Accounting**.
3. Click the general ledger tab, locate **Journal Entries** and click **Enter Report Criteria**.
4. Enter the Organization Information.

**Note:** These fields cannot be populated directly. You must click the **[Select]** link to enter the organization information.




5. Click **[Select]**. The Nexsure Organization Criteria dialog box will appear. Using the drop-down lists, select the desired organization information (Region, Territory, Branch, Department, Unit) you wish to query for the report and click **Add**. This feature allows you to add as many regions, territories, etc. to the report as needed. Once information has been added to the Include box, it can be removed by selecting the item and clicking the **Del** button or **Clear** to remove all items. If the organization information is correct, click **OK**.
6. Enter the remaining report criteria.
7. Click **Submit Report Criteria**. The report viewer will open.
8. Click the **Print** icon to send the report to your printer or the **Export** icon to save the file as one of the supported file formats.

Trial Balance

Trial Balance for org levels.

**To Generate a Trial Balance Report**

1. On the Primary menu, click **Reports**.
2. On the Reports menu, click **Accounting**.
3. Click the general ledger tab, locate **Trial Balance** and click **Enter Report Criteria**.
4. Enter the Organization Information.

**Note:** These fields cannot be populated directly. You must click the **[Select]** link to enter the organization information.



5. Click **[Select]**. The Nexsure Organization Criteria dialog box will appear. Using the drop-down lists, select the desired organization information (Region, Territory, Branch, Department, Unit) you wish to query for the report and click **Add**. This feature allows you to add as many regions, territories, etc. to the report as needed. Once information has been added to the Include box, it can be removed by selecting the item and clicking the **Del** button or **Clear** to remove all items. If the organization information is correct, click **OK**.
6. Enter the remaining report criteria.
7. Click **Submit Report Criteria**. The report viewer will open.
8. Click the **Print** icon to send the report to your printer or the **Export** icon to save the file as one of the supported file formats.

Income Statement

Income statement for org levels.

**To Generate a Income Statement Report**

1. On the Primary menu, click **Reports**.
2. On the Reports menu, click **Accounting**.
3. Click the general ledger tab, locate **Income Statement** and click **Enter Report Criteria**.
4. Enter the Organization Information.

**Note:** These fields cannot be populated directly. You must click the **[Select]** link to enter the organization information.




5. Click **[Select]**. The Nexsure Organization Criteria dialog box will appear. Using the drop-down lists, select the desired organization information (Region, Territory, Branch, Department, Unit) you wish to query for the report and click **Add**. This feature allows you to add as many regions, territories, etc. to the report as needed. Once information has been added to the Include box, it can be removed by selecting the item and clicking the **Del** button or **Clear** to remove all items. If the organization information is correct, click **OK**.
6. Enter the remaining report criteria.
7. Click **Submit Report Criteria**. The report viewer will open.
8. Click the **Print** icon to send the report to your printer or the **Export** icon to save the file as one of the supported file formats.

Budget Report

General Ledger Budget Report.

**To Generate a Budget Report**

1. On the Primary menu, click **Reports**.
2. On the Reports menu, click **Accounting**.
3. Click the general ledger tab, locate **Budget Report** and click **Enter Report Criteria**.
4. Enter the Organization Information.

**Note:** These fields cannot be populated directly. You must click the **[Select]** link to enter the organization information.




5. Click **[Select]**. The Nexsure Organization Criteria dialog box will appear. Using the drop-down lists, select the desired organization information (Region, Territory, Branch, Department, Unit) you wish to query for the report and click **Add**. This feature allows you to add as many regions, territories, etc. to the report as needed. Once information has been added to the Include box, it can be removed by selecting the item and clicking the **Del** button or **Clear** to remove all items. If the organization information is correct, click **OK**.
6. Enter the remaining report criteria.
7. Click **Submit Report Criteria**. The report viewer will open.
8. Click the **Print** icon to send the report to your printer or the **Export** icon to save the file as one of the supported file formats.

## *Additional Accounting Reports*

Nexsure offers an extensive list of accounting reports. For help generating one of the following reports, click on the name of the report.

Production Reports

Production (Summary or Detail)

A listing of invoices created in a given time period.

**To Generate a Production (Summary or Detail) Report**

1. On the Primary menu, click **Reports**.
2. On the Reports menu, click **Accounting**.
3. Click the production tab, locate **Production (Summary or Detail)** and click **Enter Report Criteria**.
4. Enter the Organization Information.

**Note:** These fields cannot be populated directly. You must click the **[Select]** link to enter the organization information.




5. Click **[Select]**. The Nexsure Organization Criteria dialog box will appear. Using the drop-down lists, select the desired organization information (Region, Territory, Branch, Department, Unit) you wish to query for the report and click **Add**. This feature allows you to add as many regions, territories, etc. to the report as needed. Once information has been added to the Include box, it can be removed by selecting the item and clicking the **Del** button or **Clear** to remove all items. If the organization information is correct, click **OK**.
6. Enter the remaining report criteria.
7. Click **Submit Report Criteria**. The report viewer will open.
8. Click the **Print** icon to send the report to your printer or the **Export** icon to save the file as one of the supported file formats.

Production Analysis by Year

Production figures for a given time-frame compared to the same time-frame of a previous year.

**To Generate a Production Analysis by Year Report**

1. On the Primary menu, click **Reports**.
2. On the Reports menu, click **Accounting**.
3. Click the production tab, locate **Production Analysis by Year** and click **Enter Report Criteria**.
4. Enter the Organization Information.

**Note:** These fields cannot be populated directly. You must click the **[Select]** link to enter the organization information.




5. Click **[Select]**. The Nexsure Organization Criteria dialog box will appear. Using the drop-down lists, select the desired organization information (Region, Territory, Branch, Department, Unit) you wish to query for the report and click **Add**. This feature allows you to add as many regions, territories, etc. to the report as needed. Once information has been added to the Include box, it can be removed by selecting the item and clicking the **Del** button or **Clear** to remove all items. If the organization information is correct, click **OK**.
6. Enter the remaining report criteria.

7. Click **Submit Report Criteria**. The report viewer will open.
8. Click the **Print** icon to send the report to your printer or the **Export** icon to save the file as one of the supported file formats.

Production Analysis by Month

A listing of invoices created in a given month.

**To Generate a Production Analysis by Month Report**

1. On the Primary menu, click **Reports**.
2. On the Reports menu, click **Accounting**.
3. Click the production tab, locate **Production Analysis by Month** and click **Enter Report Criteria**.
4. Enter the Organization Information.

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**Note:** These fields cannot be populated directly. You must click the **[Select]** link to enter the organization information.




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5. Click **[Select]**. The Nexsure Organization Criteria dialog box will appear. Using the drop-down lists, select the desired organization information (Region, Territory, Branch, Department, Unit) you wish to query for the report and click **Add**. This feature allows you to add as many regions, territories, etc. to the report as needed. Once information has been added to the Include box, it can be removed by selecting the item and clicking the **Del** button or **Clear** to remove all items. If the organization information is correct, click **OK**.
6. Enter the remaining report criteria.
7. Click **Submit Report Criteria**. The report viewer will open.
8. Click the **Print** icon to send the report to your printer or the **Export** icon to save the file as one of the supported file formats.

## *Profitability Reports*

Profitability Each Assignment Unit

Shows profit by unit.

**To Generate a Profitability Each Assignment Unit Report**

1. On the Primary menu, click **Reports**.
2. On the Reports menu, click **Accounting**.
3. Click the profitability tab and click **Enter Report Criteria**.
4. Enter the Organization Information.

**Note:** These fields cannot be populated directly. You must click the **[Select]** link to enter the organization information.




5. Click **[Select]**. The Nexsure Organization Criteria dialog box will appear. Using the drop-down lists, select the desired organization information (Region, Territory, Branch, Department, Unit) you wish to query for the report and click **Add**. This feature allows you to add as many regions, territories, etc. to the report as needed. Once information has been added to the Include box, it can be removed by selecting the item and clicking the **Del** button or **Clear** to remove all items. If the organization information is correct, click **OK**.
6. Enter the remaining report criteria.
7. Click **Submit Report Criteria**. The report viewer will open.
8. Click the **Print** icon to send the report to your printer or the **Export** icon to save the file as one of the supported file formats.

## *Reconciliation Reports*

Invoice Transaction Register

List of invoices over a specified period of time.

**To Generate an Invoice Transaction Register Report**

1. On the Primary menu, click **Reports**.
2. On the Reports menu, click **Accounting**.
3. Click the reconciliation tab, locate **Invoice Transaction Register** and click **Enter Report Criteria**.
4. Enter the Organization Information.

**Note:** These fields cannot be populated directly. You must click the **[Select]** link to enter the organization information.




5. Click **[Select]**. The Nexsure Organization Criteria dialog box will appear. Using the drop-down lists, select the desired organization information (Region, Territory, Branch, Department, Unit) you wish to query for

the report and click **Add**. This feature allows you to add as many regions, territories, etc. to the report as needed. Once information has been added to the Include box, it can be removed by selecting the item and clicking the **Del** button or **Clear** to remove all items. If the organization information is correct, click **OK**.

6. Enter the remaining report criteria.
7. Click **Submit Report Criteria**. The report viewer will open.
8. Click the **Print** icon to send the report to your printer or the **Export** icon to save the file as one of the supported file formats.

Cash Disbursements

A listing of cash disbursed in a given date range.

**To Generate a Cash Disbursements Report**

1. On the Primary menu, click **Reports**.
2. On the Reports menu, click **Accounting**.
3. Click the reconciliation tab, locate **Cash Disbursements** and click **Enter Report Criteria**.
4. Enter the Organization Information.

**Note:** These fields cannot be populated directly. You must click the **[Select]** link to enter the organization information.




5. Click **[Select]**. The Nexsure Organization Criteria dialog box will appear. Using the drop-down lists, select the desired organization information (Region, Territory, Branch, Department, Unit) you wish to query for the report and click **Add**. This feature allows you to add as many regions, territories, etc. to the report as needed. Once information has been added to the Include box, it can be removed by selecting the item and clicking the **Del** button or **Clear** to remove all items. If the organization information is correct, click **OK**.
6. Enter the remaining report criteria.
7. Click **Submit Report Criteria**. The report viewer will open.
8. Click the **Print** icon to send the report to your printer or the **Export** icon to save the file as one of the supported file formats.

Cash Receipts

A listing of payments received in a given date range.

**To Generate a Cash Receipts Report**

1. On the Primary menu, click **Reports**.
2. On the Reports menu, click **Accounting**.
3. Click the reconciliation tab, locate **Cash Receipts** and click **Enter Report Criteria**.
4. Enter the Organization Information.

**Note:** These fields cannot be populated directly. You must click the **[Select]** link to enter the organization information.




5. Click **[Select]**. The Nexsure Organization Criteria dialog box will appear. Using the drop-down lists, select the desired organization information (Region, Territory, Branch, Department, Unit) you wish to query for the report and click **Add**. This feature allows you to add as many regions, territories, etc. to the report as needed. Once information has been added to the Include box, it can be removed by selecting the item and clicking the **Del** button or **Clear** to remove all items. If the organization information is correct, click **OK**.
6. Enter the remaining report criteria.
7. Click **Submit Report Criteria**. The report viewer will open.
8. Click the **Print** icon to send the report to your printer or the **Export** icon to save the file as one of the supported file formats.

## *Entities Reports*

Financial Entities

List of Financial Entities.

**To Generate a Financial Entities Report**

1. On the Primary menu, click **Reports**.
2. On the Reports menu, click **Accounting**.
3. Click the entities tab and click **Enter Report Criteria**.
4. Enter the Organization Information.

**Note:** These fields cannot be populated directly. You must click the **[Select]** link to enter the organization information.




5. Click **[Select]**. The Nexsure Organization Criteria dialog box will appear. Using the drop-down lists, select the desired organization information (Region, Territory, Branch, Department, Unit) you wish to query for the report and click **Add**. This feature allows you to add as many regions, territories, etc. to the report as needed. Once information has been added to the Include box, it can be removed by selecting the item and clicking the **Del** button or **Clear** to remove all items. If the organization information is correct, click **OK**.
6. Enter the remaining report criteria.
7. Click **Submit Report Criteria**. The report viewer will open.
8. Click the **Print** icon to send the report to your printer or the **Export** icon to save the file as one of the supported file formats.
    - Accounts Receivable Reconciliation Report - Detail and summary of accounts receivable reconciliation report including general ledger#, total client detail, balance per general ledger, difference.
    - Accounting Budget - Commission and Fees - Monthly actual vs. budget with YTD and prior year totals and variance to compare by unit.
    - Accounting Budget - Unit - Budget for Unit by month for actual and budget amount including variance. Budget includes commissions, fees, investments, revenues for monthly budget/actual totals.
    - Accounting Financial Statements - Compare to Budget and In-Force business
    - Accounting Income Statement - Current Yr YTD and Last Yr YTD and current month comparisons to same period in prior year.
    - Accounting GL-Balancing - Balance sheet
    - Accounting GL-Balancing - Invoice Transactions carrier to general ledger payable
    - Accounting GL-Balancing - Invoice Transactions people to general ledger payable
    - Accounting GL-Balancing - Invoice Transactions tax authority to general ledger payable
    - Accounting - People Payables Non-Due Reconciliation
    - Management Book of Business - Enhanced sorting capabilities includes issuing co, billing co, producer, servicer, department.

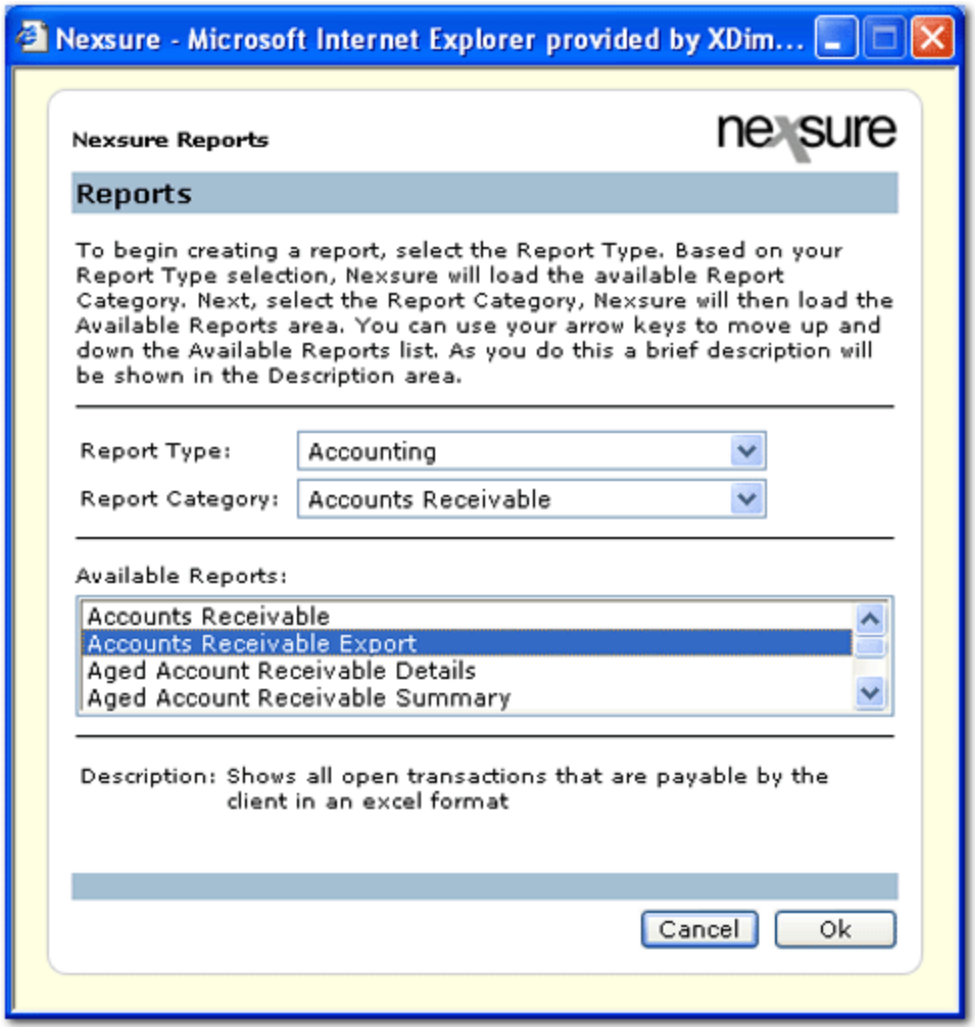
## *Accounts Receivable Export Report*

The Accounts Receivable Export report is a detailed listing of all open transactions that are due and payable to the agency from clients.

If a transaction amount is zero, the transaction will not appear on the report since no receivable balance is due to the agency. If a transaction is partially paid it will appear on the report with the original amount billed. This format provides a running total of the balances due rather than the ending balance due for each line item.

**To Generate an Accounts Receivable Export Report**

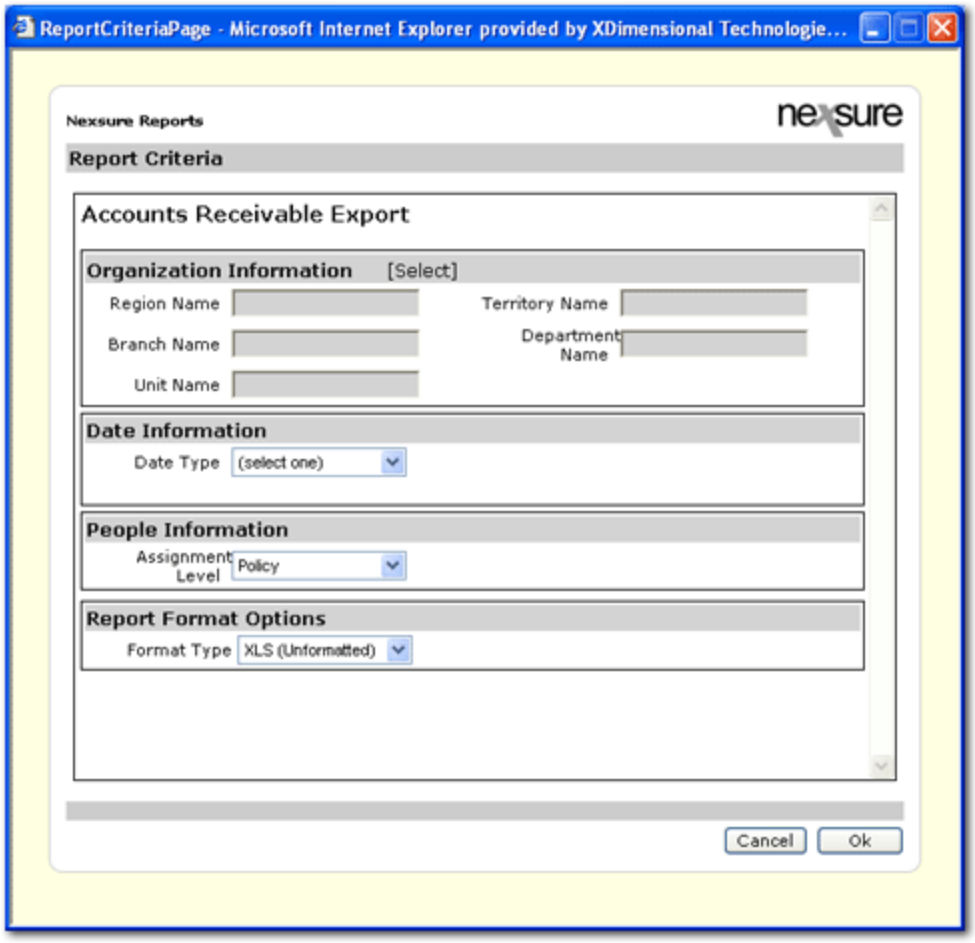
1. On the Primary menu, click **REPORTS**.
2. On the **REPORTS** menu, click **Reports**. The **Nexsure Reports** dialog box is displayed.



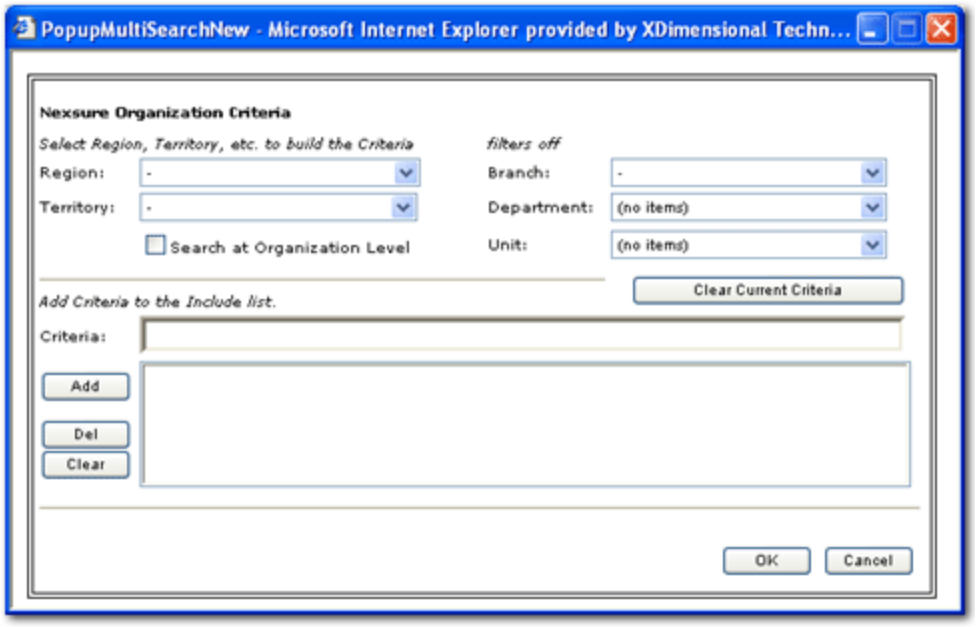

3. In the **Report Type** list, select **Accounting**.
4. In the **Report Category** list, select **Accounts Receivable**.
5. In the **Available Reports** list, select **Accounts Receivable Export**.
6. Click **OK**. The **summary** tab is displayed showing the report selected in the header area.



7. On the **navigation toolbar**, click **New Report Criteria** to go to the **Nexsure Reports > Report Criteria** dialog box.




8. Under **Organization Information**, click **[Select]**. The **Nexsure Organization Criteria** dialog box is displayed.




9. In the **Nexsure Organization Criteria** dialog box, select the desired organization information (in the Region, Territory, Branch, Department, and Unit lists) to query for the report and click **Add**.

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**Note:** If the report is being run for the entire organization it is not necessary to make a selection in the Nexsure Organization Criteria dialog box. Only one Region, Territory, or Branch may be selected for each report. When filtering by Department or Unit, add the Branch first then add the Department or Unit.

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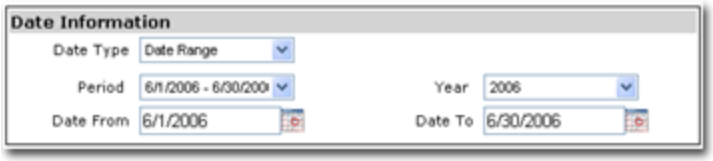
Once information has been added to the Include list, it can be removed by selecting the item and clicking **Del** to remove individual items or **Clear** to remove all items.

10. If the organization information is correct, click **OK**. The organization information selected is added to the **Nexsure Reports > Report Criteria** screen.

11. In the **Date Information** area, select date filters. Date filters are used to set the beginning and ending date of the report.




The available options are:

- **Date Type:** Select either **As Of Date** or **Date Range**.
- **As Of:** Set the end date of the report by using either the calendar dialog box or entering a date in the box.

- **Period:** Periods can be selected from the Period list, which are based on agency accounting periods or can be entered manually if the desired date range does not fall within the standard accounting periods. Period range filters will return all transactions with a balance due within the date range of the report regardless of the transaction date booked.
- **Year:** Fiscal years based on the general ledger periods and default to current year.
- **Date From:** Start date for a selected period.
- **Date To:** End date for the selected period.

**Note:** As Of Date and Date Range options will return the same results since the report will pull invoices based on their payment status within the date range of the report, not date booked of the invoice.

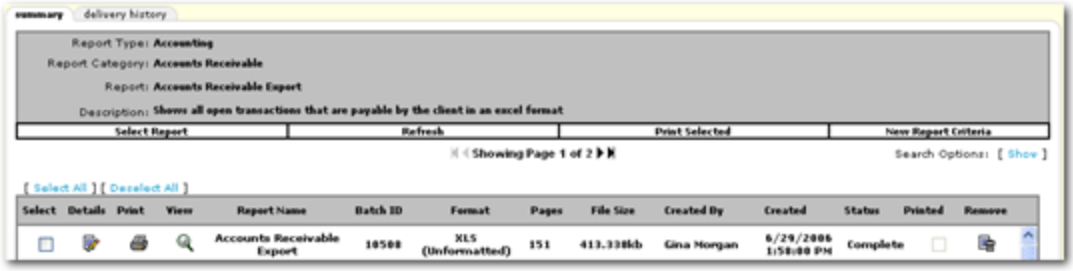
12. In the **People Information** area, select the assignment level to appear in the report. The available selections in the **Assignment Level** list display assignments from either the **Client** or **Policy** level.




13. In the **Nexsure Reports > Report Criteria** dialog box, click **OK**. The **Accounts Receivable Export** report will start compiling.




14. To update the compiling status, click **Refresh** on the **navigation toolbar**.




15. Once the report **Status** is **Complete**, click the **View** icon to view the report.

## *Accounts Receivable Reconciliation Report*

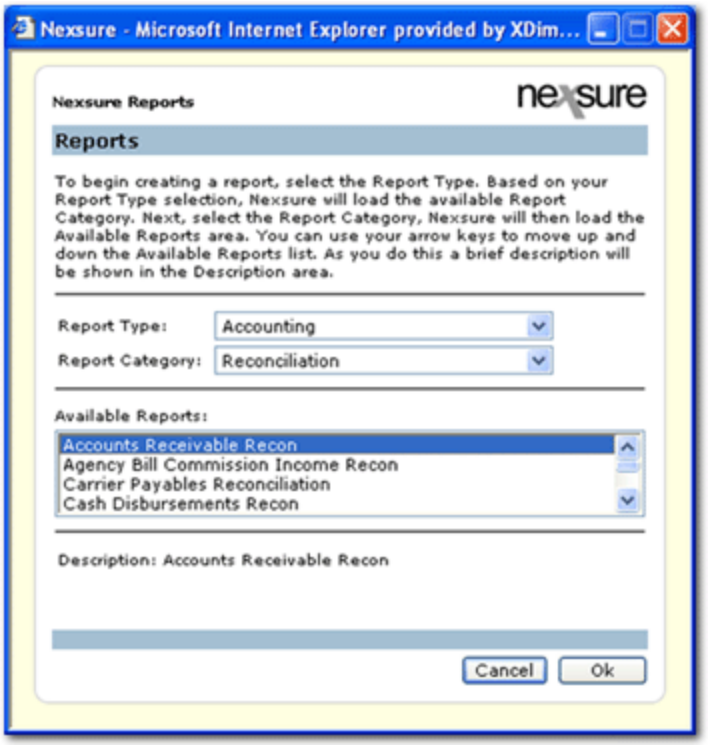
The Accounts Receivable Reconciliation report is used to prove the balance of the mandatory general ledger account for accounts receivable. The Accounts Receivable Reconciliation shows all transactions that make up the balance of the mandatory general ledger account for accounts receivable.

The purpose of this report is to show the ending balance of the accounts receivable balances compared to the mandatory general ledger account for accounts receivables. The report shows all accounts receivable transactions with an ending balance due to the agency within the date range selected on the report. The report also shows journal entry transactions booked to the mandatory general ledger account for accounts receivable not automatically

posted to the general ledger. The balancing totals section of this report shows the total of the report minus the ending total of the mandatory general ledger account for accounts receivable and the out of balance amount.

**To Generate an Accounts Receivable Reconciliation Report**

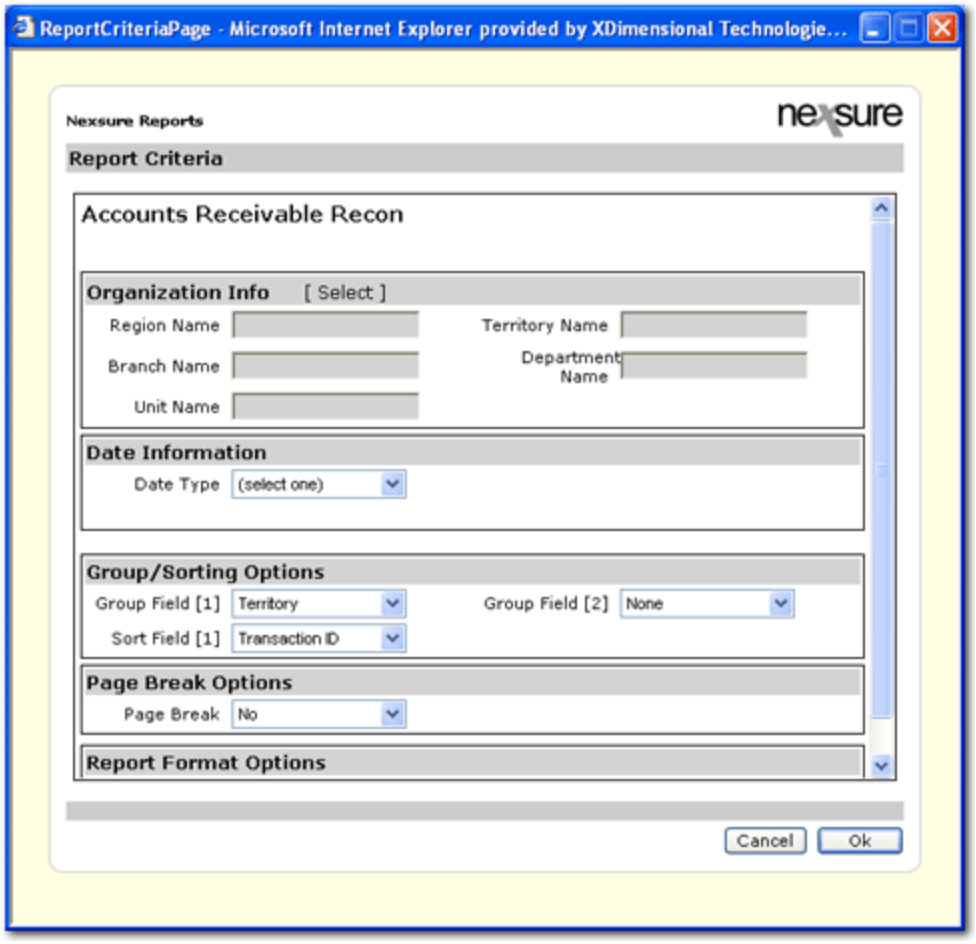
1. On the Primary menu, click **REPORTS**.
2. On the **REPORTS** menu, click **Reports**. The **Nexsure Reports** dialog box is displayed.



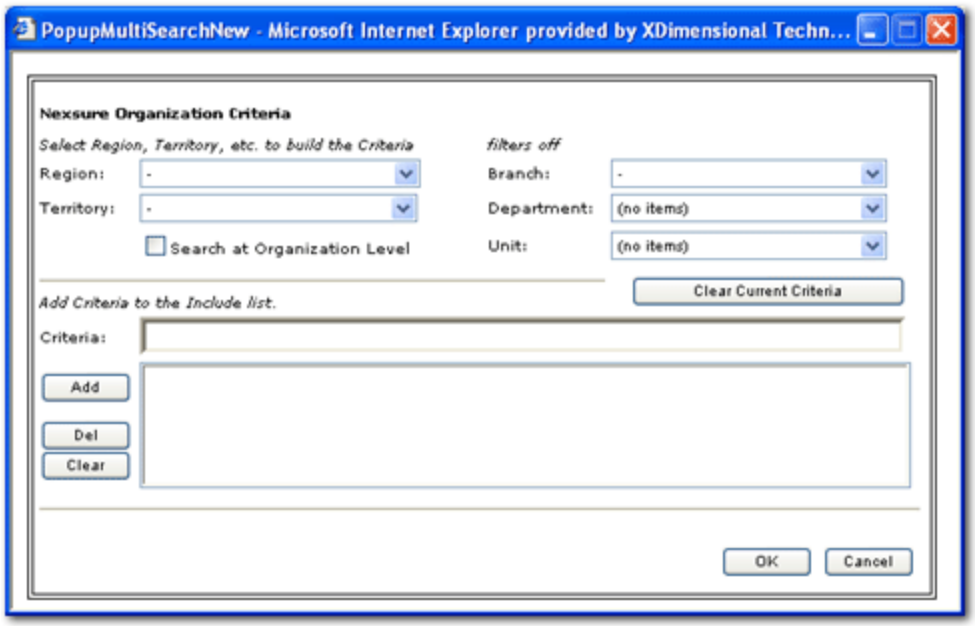

3. In the **Report Type** list, select **Accounting**.
4. In the **Report Category** list, select **Reconciliation**.
5. In the **Available Reports** list, select **Accounts Receivable Recon**.
6. Click **OK**. The **summary** tab is displayed showing the report selected in the header area.




7. On the **navigation toolbar**, click **New Report Criteria** to go to the **Nexsure Reports > Report Criteria** dialog box.




8. Under **Organization Info**, click **[Select]**. The **Nexsure Organization Criteria** dialog box is displayed.



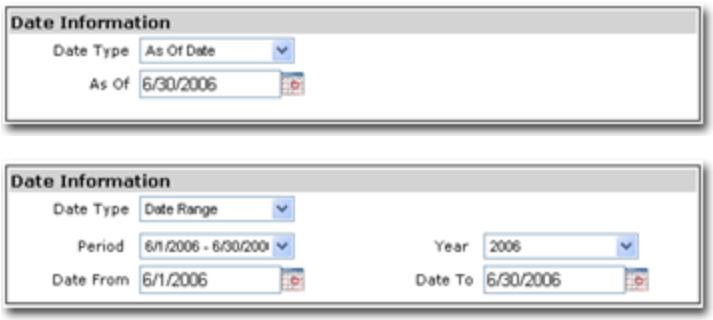
9. In the **Nexsure Organization Criteria** dialog box, select the desired organization information (in the Region, Territory, Branch, Department, and Unit lists) to query for the report and click **Add**.

   **Note:** If the report is being run for the entire organization it is not necessary to make a selection in the Nexsure Organization Criteria dialog box. Only one Region, Territory, or Branch may be selected for each report. When filtering by Department or Unit, add the Branch first then add the Department or Unit.

   Once information has been added to the Include list, it can be removed by selecting the item and clicking **Del** to remove individual items or **Clear** to remove all items.

10. If the organization information is correct, click **OK**. The organization information selected is added to the **Nexsure Reports > Report Criteria** screen.

11. In the **Date Information** area, select date filters. Date filters are used to set the beginning and ending date of the report.




   The available options are:

   - **Date Type:** Select either **As Of Date** or **Date Range**.
   - **As Of:** Set the end date of the report by using either the calendar dialog box or entering a date in the box.
   - **Period:** Periods can be selected from the Period list, which are based on agency accounting periods or can be entered manually if the desired date range does not fall within the standard accounting periods. Period range filters will return all transactions with a balance due within the date range of the report regardless of the transaction date booked.
   - **Year:** Fiscal years based on the general ledger periods and default to current year.
   - **Date From:** Start date for a selected period.
   - **Date To:** End date for the selected period.

     **Note:** As Of Date and Date Range options will return the same results since the report will pull invoices based on their payment status within the date range of the report, not date booked of the invoice.

12. In the **Group/Sorting Options** area, select the grouping and sorting options that affect the layout of the report.




   The available options are:

- **Group Field [1]:** Apply a primary grouping by **Client Name** or **Territory** (default).
- **Group Field [2]:** Apply a secondary grouping. Group Field [2] will group transactions within the Group Field [1] selected. Available selections are **None** (default) and **Client Name**.
- **Sort Field [1]:** Sort transactions in ascending order within groups. Available selections are **Amount Due**, **Balance Due**, **Client Name**, **Date Booked**, **Description**, **Policy No**, **Prev Paid**, and **Transaction ID** (default).

13. In the **Page Break Options** area, select whether or not a page break is desired between Group Field [1] headers.




14. In the **Report Format Options** area, select one of the options in the **Format Type** list.



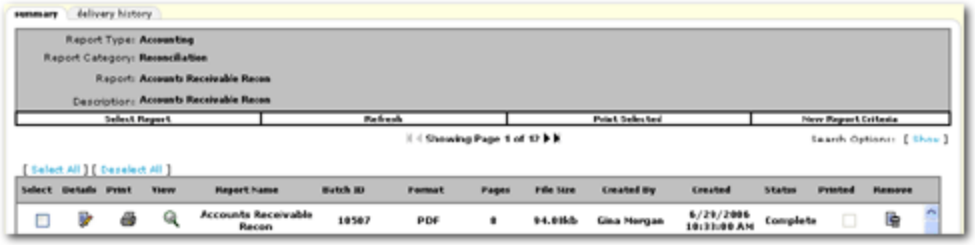

The available formats are:

- **PDF:** This is the default setting that creates the report in a PDF format. The report data is static and cannot be manipulated.
- **XLS:** Microsoft® Excel® document that can be manipulated as an .xls file. The report is generated with the same formatting used in the PDF format so cells are merged and data may not be stored in individual cells.
- **DOC:** Microsoft® Word document that can be manipulated as a .doc file.
- **XLS (unformatted):** Microsoft® Excel® document that can be manipulated as an .xls file. The report is generated with no formatting so cells are not merged and data is stored in individual cells, however column headers do not appear and page breaks are not inserted.

15. In the **Nexsure Reports > Report Criteria** dialog box, click **OK**. The **Accounts Receivable Reconciliation** report will start compiling.




16. To update the compiling status, click **Refresh** on the **navigation toolbar**.



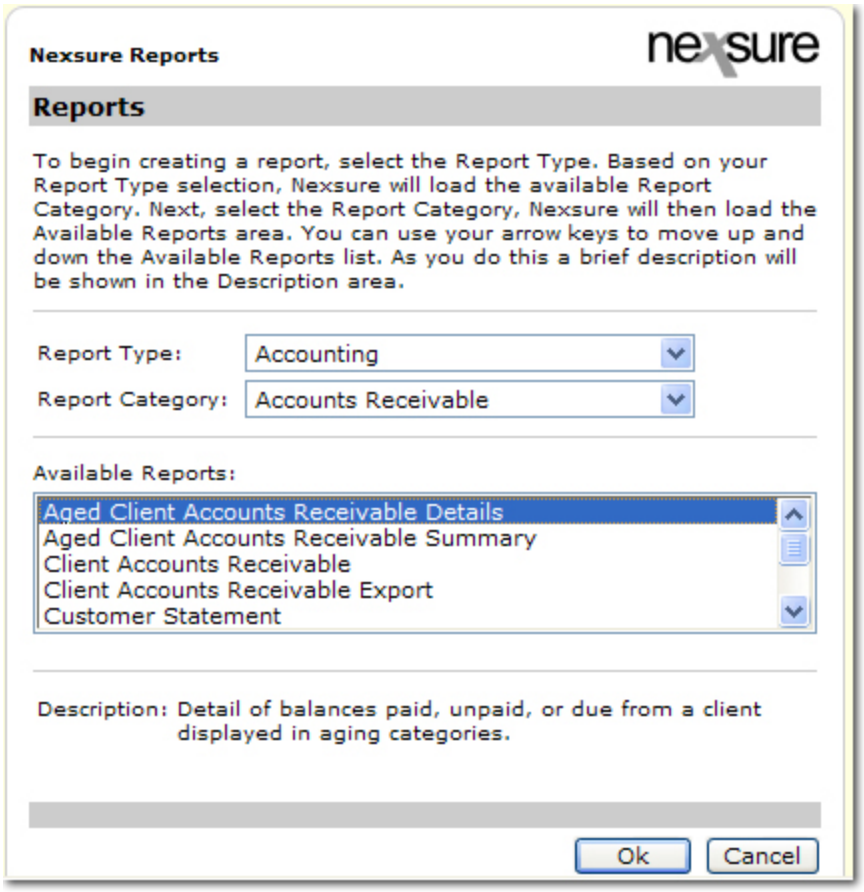

17. Once the report **Status** is **Complete**, click the **View** icon to view the report.

## *Aged Accounts Receivable Details Report*

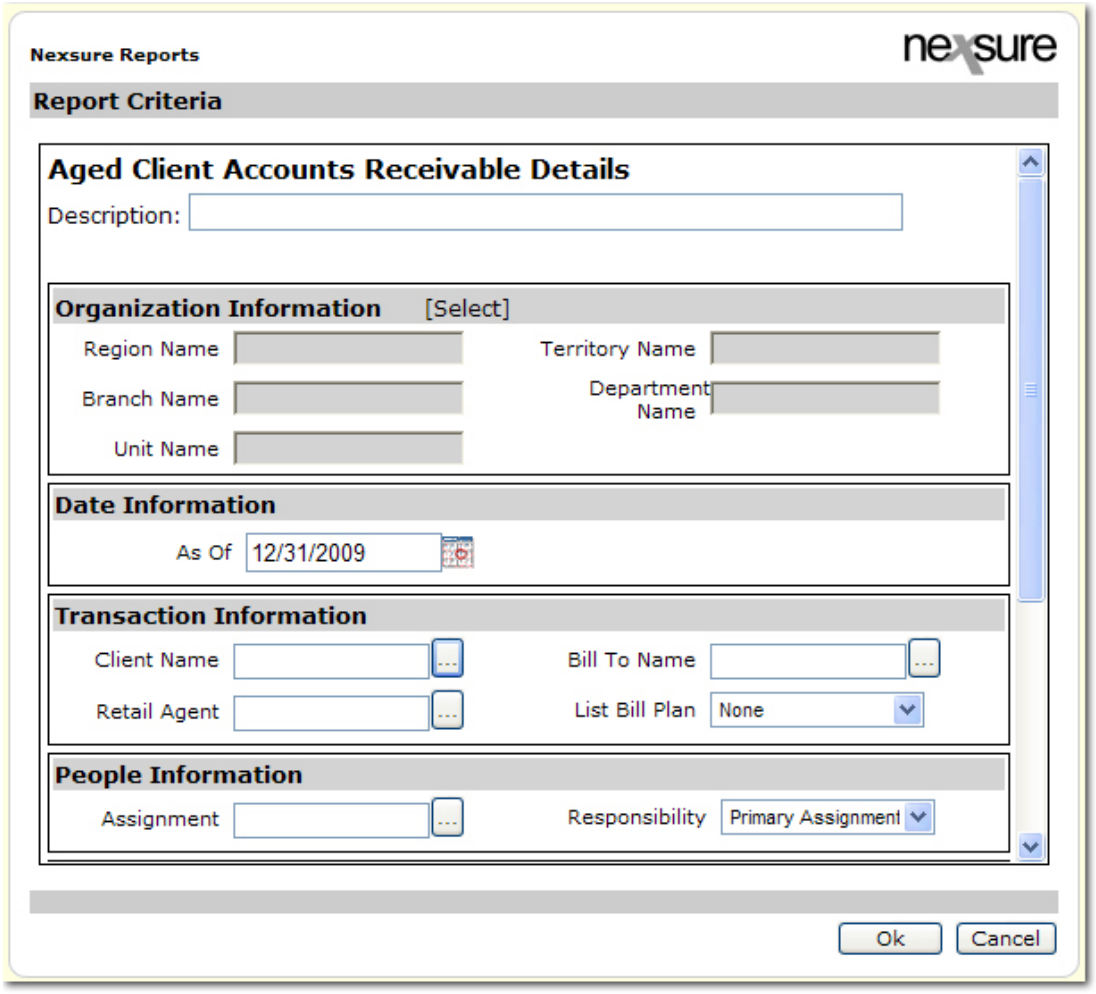
The Aged Accounts Receivable Details report is a detailed listing of all open transactions (as of the end date of the report) that are due and payable to the agency from clients. Transactions will appear in aging columns based on the date booked of the invoice, receive payment or disbursement that makes up the client receivable balance.

**To Generate an Aged Accounts Receivable Details Report**

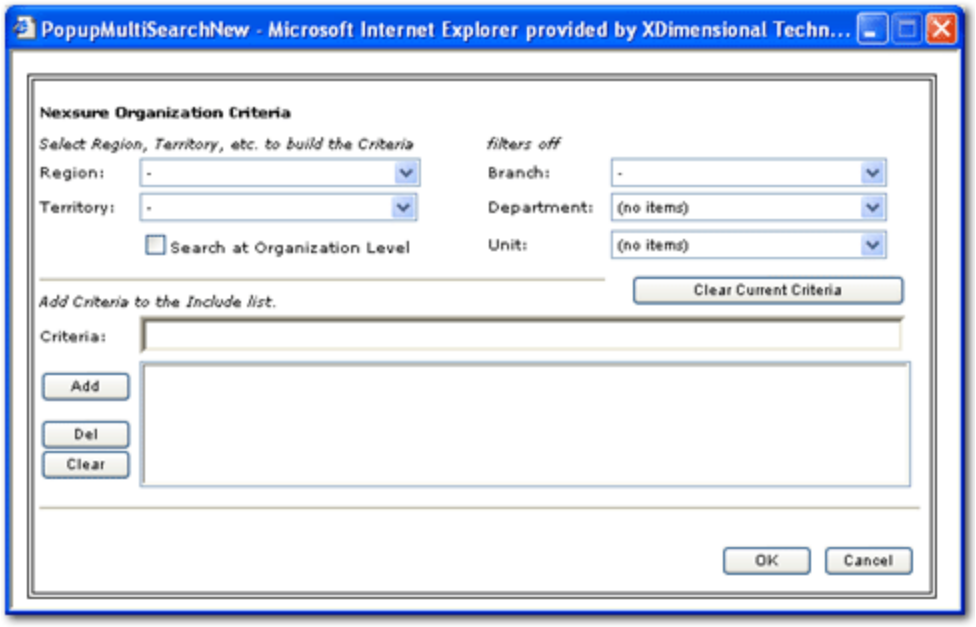
1. On the Primary menu, click **REPORTS**.
2. On the **REPORTS** menu, click **Reports**. The **Nexsure Reports** dialog box is displayed.




3. In the **Report Type** list, select **Accounting**.
4. In the **Report Category** list, select **Accounts Receivable**.
5. In the **Available Reports** list, select **Aged Account Receivable Details**.
6. Click **OK**. The **summary** tab is displayed.
7. On the **navigation toolbar**, click **New Report Criteria** to go to the **Nexsure Reports > Report Criteria** dialog box.




8. Under **Organization Information**, click **[Select]**. The **Nexsure Organization Criteria** dialog box is displayed.




9. In the **Nexsure Organization Criteria** dialog box, select the desired organization information (in the Region, Territory, Branch, Department, and Unit lists) to query for the report and click **Add**.

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**Note:** If the report is being run for the entire organization it is not necessary to make a selection in the Nexsure Organization Criteria dialog box. Only one Region, Territory, or Branch may be selected for each report. When filtering by Department or Unit, add the Branch first then add the Department or Unit.

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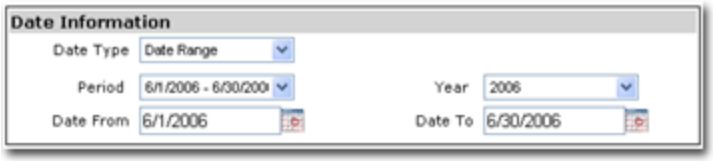
Once information has been added to the Include list, it can be removed by selecting the item and clicking **Del** to remove individual items or **Clear** to remove all items.

10. If the organization information is correct, click **OK**. The organization information selected is added to the **Nexsure Reports > Report Criteria** screen.

11. In the **Date Information** area, select date filters. Date filters are used to set the beginning and ending date of the report.



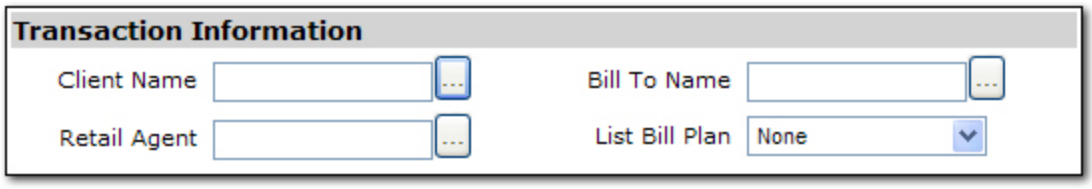

The available options are:

- **Date Type:** Select either **As Of Date** or **Date Range**.
- **As Of:** Set the end date of the report by using either the calendar dialog box or entering a date in the box.

- **Period:** Periods can be selected from the Period list, which are based on agency accounting periods or can be entered manually if the desired date range does not fall within the standard accounting periods. Period range filters will return all transactions with a balance due within the date range of the report regardless of the transaction date booked.
- **Year:** Fiscal years based on the general ledger periods and default to current year.
- **Date From:** Start date for a selected period.
- **Date To:** End date for the selected period.

**Note:** As Of Date and Date Range options will return the same results since the report will pull invoices based on their payment status within the date range of the report, not date booked of the invoice.

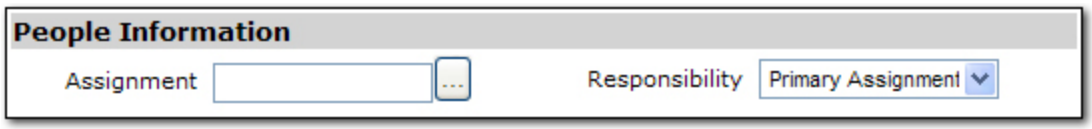
12. In the **Transaction Information** area, make selections to filter the report by entity name information.




The available options are:

- **Client Name:** Select one or more client names by clicking the button. The report will return only those open invoices due from the client selected.
- **Retail Agent:** Select one or more retail agents by clicking the button. The report will return only those open invoices for clients where the retail agent is assigned.
- **Bill To Name:** Select one or more bill to names by clicking the button. The report will return only those open invoices for clients where the bill to name appears on invoices.
- **List Bill Plan:** Filter the report by **List Bill Plan**. The report will return only those open invoices associated with the **List Bill Plan** and any open residual balances.

13. In the **People Information** area, make selections to filter the report by assignment information at the client level.

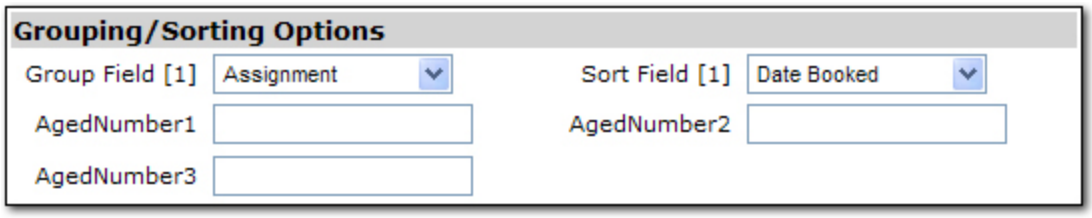



The available options are:

- **Assignment:** Select one or more assignments by clicking the button. The report will return only those open invoices due where the person is assigned at the client level.
- **Responsibility:** Select a responsibility type that will appear on the report. List options will be dynamic based on responsibility types. If duplicate responsibility types are assigned to a policy the

report will return the person assigned as primary. If the responsibility type selected is not designated as primary, the report will return the top responsibility type.

14. In the **Grouping / Sorting Options** area, make selections to group and sort the report to change the report layout.




The available options are:

- **Group Field [1]:** Apply a primary grouping by **Assignment** (default), **Bill To**, **Client Name**, **List Bill Plan**, **Retail Agent** or **Territory**.
- **Sort Field [1]:** Sort transactions in ascending order within groups. Options include **Date Booked** (default), **Description** or **Transaction ID**.
- **Aged Number 1:** Set the number of days to age open invoices. If left blank, will default to 30 days.
- **Aged Number 2:** Set the number of days to age open invoices. If left blank, will default to 60 days.
- **Aged Number 3:** Set the number of days to age open invoices. If left blank, will default to 90 days.

15. In the **Page Break Options** area, select whether or not a page break is desired between the **Group By [1]** headers by selecting **Yes** or **No** in the **Page Break** list..




16. In the **Report Format Options** area, select one of the options in the **Format Type** list.




The available formats are:

- **PDF:** This is the default setting that creates the report in a PDF format. The report data is static and cannot be manipulated.
- **XLS:** Microsoft® Excel® document that can be manipulated as an .xls file. The report is generated with the same formatting used in the PDF format so cells are merged and data may not be stored in individual cells.
- **DOC:** Microsoft® Word document that can be manipulated as a .doc file.
- **XLS (unformatted):** Microsoft® Excel® document that can be manipulated as an .xls file. The report is generated with no formatting so cells are not merged and data is stored in individual cells, however column headers do not appear and page breaks are not inserted.

17. In the **Nexsure Reports > Report Criteria** dialog box, click **OK**. The **Aged Accounts Receivable Details** report will start compiling.
18. To update the compiling status, click **Refresh** on the **navigation toolbar**.

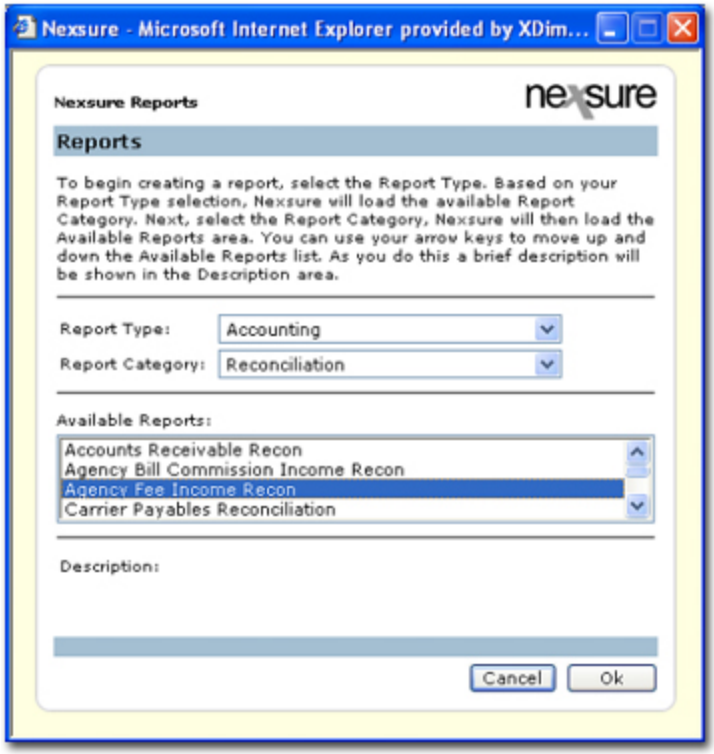
19. Once the report **Status** is **Complete**, click the **View** icon to view the report.

## *Agency Fee Income Reconciliation Report*

The Agency Fee Income Reconciliation report is a summary of Agency Fee income booked to the mandatory general ledger account for Agency Fee Income based on the posting rules for the agency. The report is used to prove the balance of the mandatory general ledger account for Agency Fee Income.

**To Generate an Agency Fee Income Reconciliation Report**

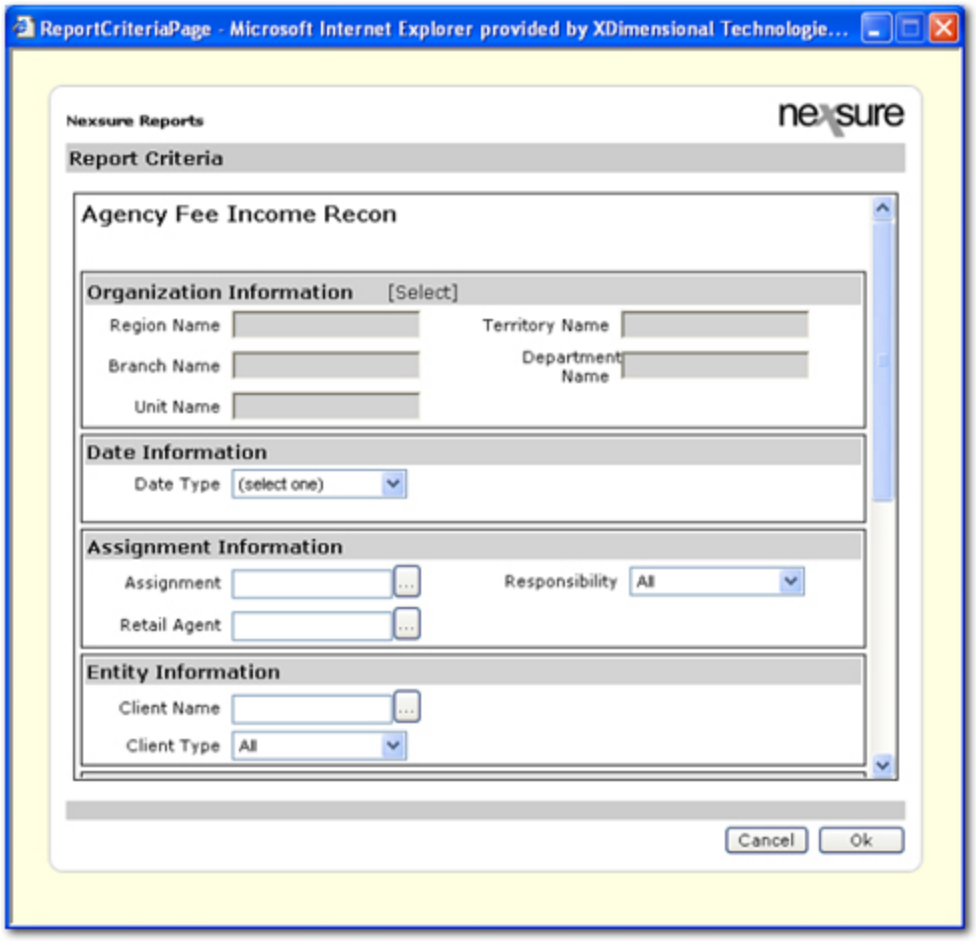
1. On the Primary menu, click **REPORTS**.
2. On the **REPORTS** menu, click **Reports**. The **Nexsure Reports** dialog box is displayed.



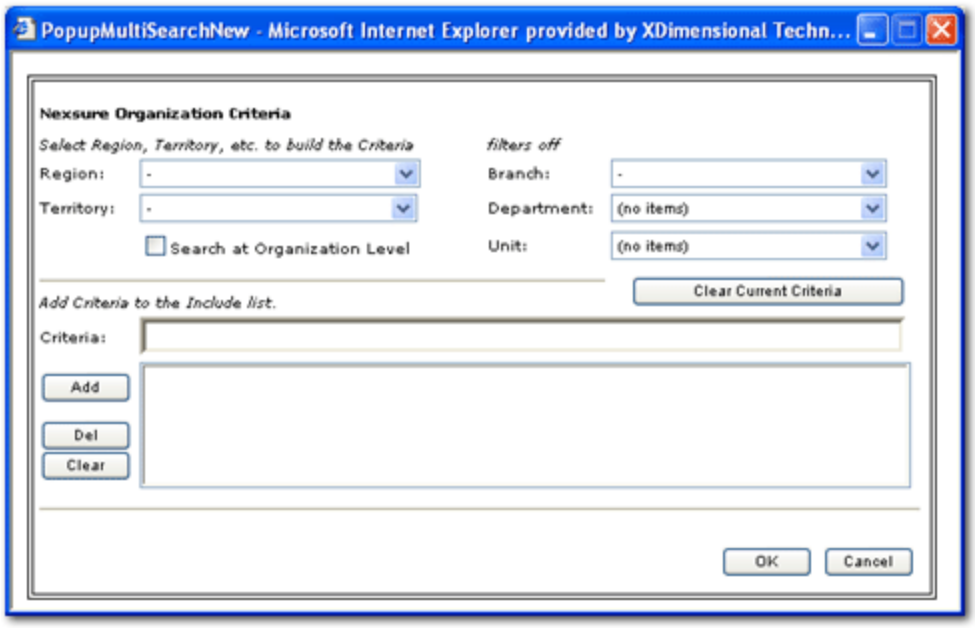

3. In the **Report Type** list, select **Accounting**.
4. In the **Report Category** list, select **Reconciliation**.
5. In the **Available Reports** list, select **Agency Fee Income Recon**.
6. Click **OK**. The **summary** tab is displayed showing the report selected in the header area.




7. On the **navigation toolbar**, click **New Report Criteria** to go to the **Nexsure Reports > Report Criteria** dialog box.




8. Under **Organization Information**, click **[Select]**. The **Nexsure Organization Criteria** dialog box is displayed.



9. In the **Nexsure Organization Criteria** dialog box, select the desired organization information (in the Region, Territory, Branch, Department, and Unit lists) to query for the report and click **Add**.

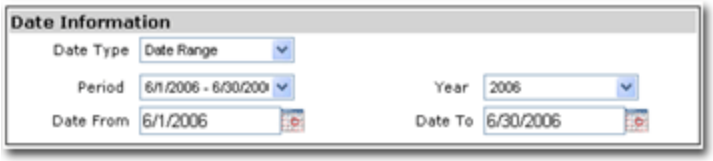
   **Note:** If the report is being run for the entire organization it is not necessary to make a selection in the Nexsure Organization Criteria dialog box. Only one Region, Territory, or Branch may be selected for each report. When filtering by Department or Unit, add the Branch first then add the Department or Unit.

   Once information has been added to the Include list, it can be removed by selecting the item and clicking **Del** to remove individual items or **Clear** to remove all items.

10. If the organization information is correct, click **OK**. The organization information selected is added to the **Nexsure Reports > Report Criteria** screen.

11. In the **Date Information** area, select date filters. Date filters are used to set the beginning and ending date of the report.




   The available options are:

   - **Date Type:** Select either **As Of Date** or **Date Range**.
   - **As Of:** Set the end date of the report by using either the calendar dialog box or entering a date in the box.
   - **Period:** Periods can be selected from the Period list, which are based on agency accounting periods or can be entered manually if the desired date range does not fall within the standard accounting periods. Period range filters will return all transactions with a balance due within the date range of the report regardless of the transaction date booked.
   - **Year:** Fiscal years based on the general ledger periods and default to current year.
   - **Date From:** Start date for a selected period.
   - **Date To:** End date for the selected period.

     **Note:** As Of Date and Date Range options will return the same results since the report will pull invoices based on their payment status within the date range of the report, not date booked of the invoice.

12. In the **Assignment Information** area, make selections to filter the report output by one or more people assignments and / or retail agents.




   The available options are:

- **Assignment:** Limit report output by clicking the button to select one or more people assignments at the invoice level.
- **Retail Agent:** Limit report output by clicking the button to select one or more retail agent names.
- **Responsibility:** Limit report output based on only the responsibility type selected or can be used to further limit output in conjunction with the **Assignment** sections.

13. In the **Entity Information** area, make selections to limit report output based on one or more client names and / or the client type.




The available options are:

- **Client Name:** Limit report output by clicking the button to select one or more client names.
- **Client Type:** Limit report output based on client type as designated in the client card file. From the **Client Type** list, select one of the following:
  - **All**
  - **Personal**
  - **Commercial**

14. In the **Policy Information** area, make selections to limit report output based on **Policy Type**, **Policy Status**, **Line of Business** and **Policy Mode**.




The available options are:

- **Policy Type:** Limit report output by selecting a **Policy Type** from the list. The available selections are:
  - **Empty**
  - **Monoline**
  - **Package**
  - **All**
- **Line of Business:** Limit report output by clicking the button to select one or more lines of business.
- **Policy Status:** Limit report output by selecting a **Policy Status** from the list. The **Policy Status** selections are unique to each organization.

- **Policy Mode:** Limit report output by selecting a **Policy Mode** from the list. The available selections are:
  - **All**
  - **New**
  - **New on Existing**
  - **Renew**
  - **Re-New-Co**

15. In the **Carrier Information** area, make selections to limit report output by one or more billing or issuing carriers.




The available options are:

- **Billing Carrier:** Limit report output by clicking the button to select one or more billing carriers.
- **Issuing Carrier:** Limit report output by clicking the button to select one or more issuing carriers.

16. In the **Grouping / Sorting Options** area, select the grouping and sorting options that affect the layout of the report.




The available options are:

- **Group Field [1]:** Apply a primary grouping by:
  - **Bill To Name**
  - **Bill Type**
  - **Billing Carrier**
  - **Branch**
  - **Client Name**
  - **Department**
  - **Issuing Carrier**
  - **People Last Name**
  - **Policy Status**
  - **Region**
  - **Responsibility**

- **Retail Agent**
- **Territory**
- **Unit**

- **Group Field [2]:** Apply secondary grouping by:
  - **Bill To Name**
  - **Bill Type**
  - **Billing Carrier**
  - **Branch Name**
  - **Client Name**
  - **Date Booked**
  - **Department**
  - **Issuing Carrier**
  - **None**
  - **People Last Name**
  - **Policy Number**
  - **Policy Status**
  - **Responsibility**
  - **Retail Agent**
  - **Territory**
  - **Unit**
- **Sort Field [1]:** Sort transactions in ascending order within groups. Available selections are:
  - **Agency Commission**
  - **Agency Fees**
  - **Bill To Name**
  - **Bill Type**
  - **Billing Carrier**
  - **Cleared By**
  - **Client Name**
  - **Date Booked**
  - **Invoice Amount**
  - **Invoice ID**
  - **Other Commissions**
  - **Other Fees**
  - **Policy Mode**

- **Policy Number**
- **Premium**
- **Taxes**
- **Transaction Eff Date**

- **Sort Order:** Select either **Ascending** or **Descending** to sort transactions within the group field selected. **Ascending** will set the order from A-Z. **Descending** will set the order from Z-A.

17. In the **Output Options** area, make selections to insert a page break or change report output to calculate by production credit.




The available options are:

- **Use Production Credit:** Change report output by recalculating premiums to show production credit as assigned at the invoice level.
- **Page Break:** Inserts a page break between each of the items selected in the **Group By [1]** option.

18. In the Report Format Options area, select one of the options in the **Format Type** list.



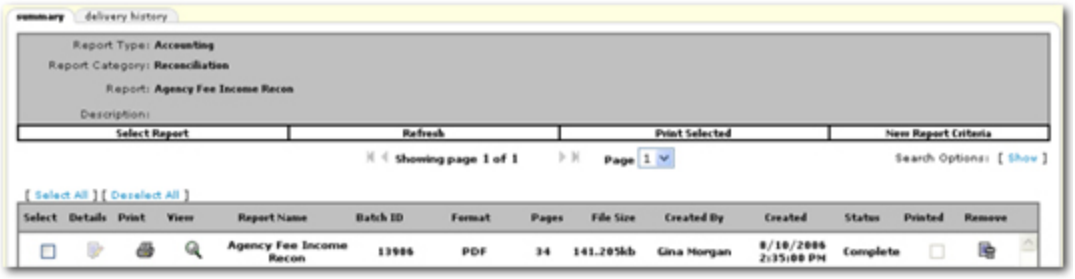

The available formats are:

- **PDF:** This is the default setting that creates the report in a PDF format. The report data is static and cannot be manipulated.
- **XLS:** Microsoft® Excel® document that can be manipulated as an .xls file. The report is generated with the same formatting used in the PDF format so cells are merged and data may not be stored in individual cells.
- **DOC:** Microsoft® Word® document that can be manipulated as a .doc file.
- **XLS (unformatted):** Microsoft Excel document that can be manipulated as an .xls file. The report is generated with no formatting so cells are not merged and data is stored in individual cells, however column headers do not appear and page breaks are not inserted.

19. In the **Nexsure Reports > Report Criteria** dialog box, click **OK**. The **Agency Fee Income Reconciliation** report will start compiling.




20. To update the compiling status, click **Refresh** on the **navigation toolbar**.




21. Once the report **Status** is **Complete**, click the **View** icon to view the report.

## *Balance Sheet Reports*

The Balance Sheet Details and Summary reports provide the ending balance of assets, liabilities and equity general ledger accounts. Standard accounting practices dictate that balance sheets should be run with an As Of date only, however Nexsure provides the flexibility of running these reports with a date range.

The Balance Sheet Summary report shows ending account balances summarized by account numbers, while the Balance Sheet Details report shows the breakdown of account number totals by region and territory .

**To Generate a Balance Sheet Report**

1. On the Primary menu, click **REPORTS**.
2. On the **REPORTS** menu, click **Reports**. The **Nexsure Reports** dialog box is displayed.
3. In the **Report Type** list, select **Accounting**.
4. In the **Report Category** list, select **General Ledger**.
5. In the **Available Reports** list, select either **Balance Sheet Details** or **Balance Sheet Summary**.

   **Tip:** Another way to access the balance sheet is to navigate from the **ORGANIZATION** menu. Use the following path: **ORGANIZATION> regions** tab **>** click the **Details** icon for a region **>territories** tab **>** click the **Details** icon for a territory **> accounting > general ledger > balance sheet tab**.
6. Click **OK**. The **summary** tab is displayed showing the report selected in the header area.
7. On the **navigation toolbar**, click **New Report Criteria** to go to the **Nexsure Reports > Report Criteria** dialog box.
8. Under **Organization Information**, click **[Select]**. The **Nexsure Organization Criteria** dialog box is displayed.
9. In the **Nexsure Organization Criteria** dialog box, select the desired organization information (in the Region, Territory, Branch, Department, and Unit lists) to query for the report and click **Add**.

   **Note:** If the report is being run for the entire organization it is not necessary to make a selection in the Nexsure Organization Criteria dialog box. Only one Region, Territory, or Branch may be selected for each report. When filtering by Department or Unit, add the Branch first then add the Department or Unit.

   Once information has been added to the Include list, it can be removed by selecting the item and clicking **Del** to remove individual items or **Clear** to remove all items.

10. If the organization information is correct, click **OK**. The organization information selected is added to the **Nexsure Reports > Report Criteria** screen.
11. In the **Date Information** area, select date filters. Date filters are used to set the beginning and ending date of the report.







The available options are:

- **Date Type:** Select either **As Of Date** or **Date Range**.
- **As Of:** Set the end date of the report by using either the calendar dialog box or entering a date in the box.
- **Period:** Periods can be selected from the Period list, which are based on agency accounting periods or can be entered manually if the desired date range does not fall within the standard accounting periods. Period range filters will return all transactions with a balance due within the date range of the report regardless of the transaction date booked.
- **Year:** Fiscal years based on the general ledger periods and default to current year.
- **Date From:** Start date for a selected period.
- **Date To:** End date for the selected period.

**Note:** As Of Date and Date Range options will return the same results since the report will pull invoices based on their payment status within the date range of the report, not date booked of the invoice.

12. In the **Report Format Options** area, select one of the options in the **Format Type** list.




The available formats are:

- **PDF:** This is the default setting that creates the report in a PDF format. The report data is static and cannot be manipulated.
- **XLS:** Microsoft® Excel® document that can be manipulated as an .xls file. The report is generated with the same formatting used in the PDF format so cells are merged and data may not be stored in individual cells.
- **DOC:** Microsoft® Word document that can be manipulated as a .doc file.

- **XLS (unformatted):** Microsoft® Excel® document that can be manipulated as an .xls file. The report is generated with no formatting so cells are not merged and data is stored in individual cells, however column headers do not appear and page breaks are not inserted.

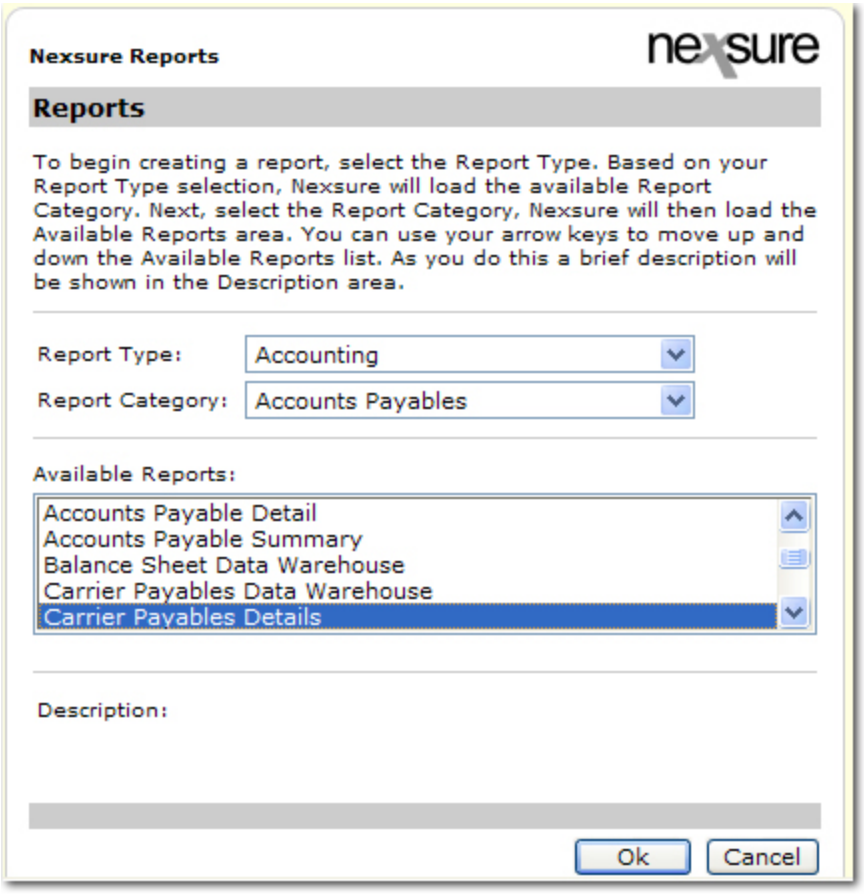
13. In the **Nexsure Reports > Report Criteria** dialog box, click **OK**. The **Balance Sheet Details** report will start compiling.
14. To update the compiling status, click **Refresh** on the **navigation toolbar**.
15. Once the report **Status** is **Complete**, click the **View** icon to view the report.

## *Carrier Payables Details Report*

The Carrier Payables Details report is used to show carrier payables booked through invoicing that are payable and due to carriers. When run with the default criteria this report will balance to the mandatory general ledger account for carrier payables.

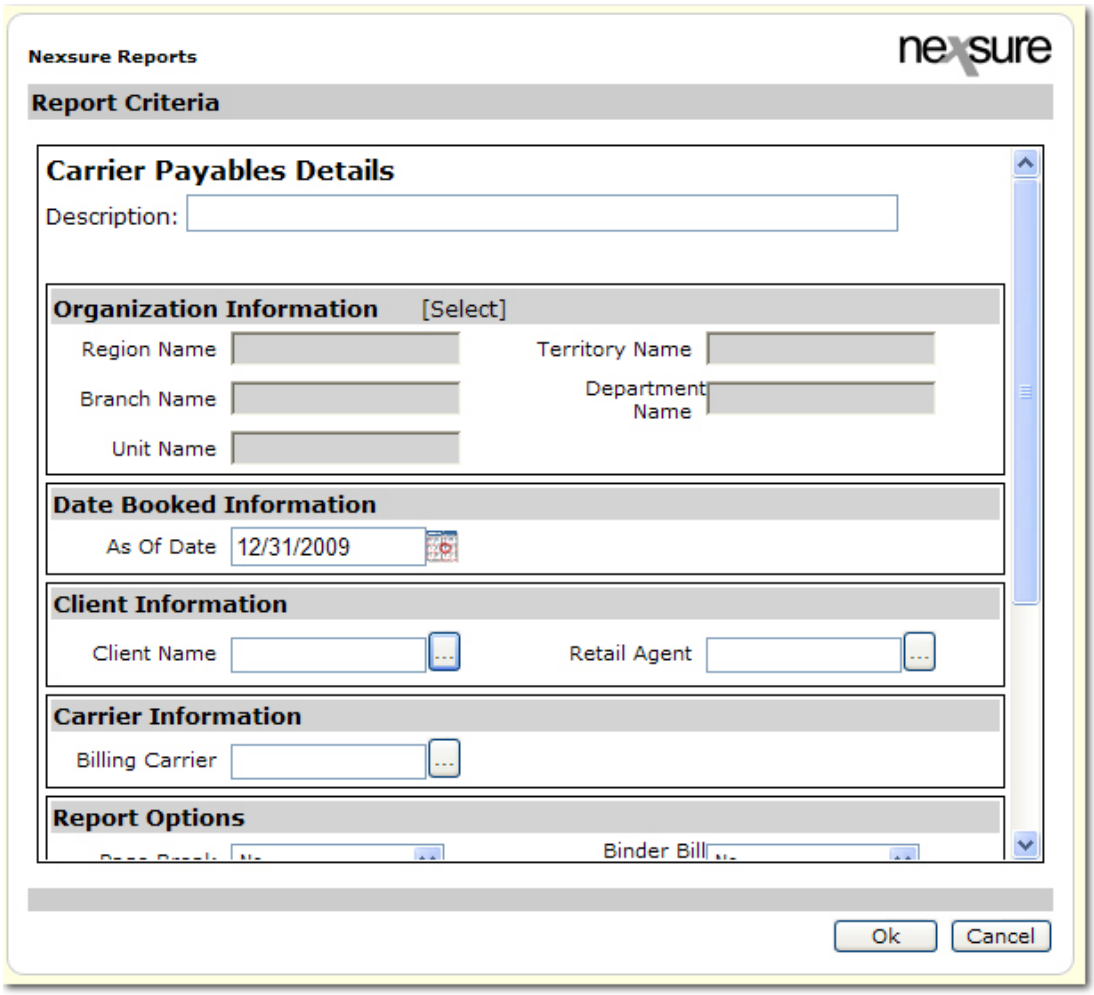
**To Generate a Carrier Payables Details Report**

1. On the Primary menu, click **REPORTS**.
2. On the **REPORTS** menu, click **Reports**. The **Nexsure Reports** dialog box is displayed.

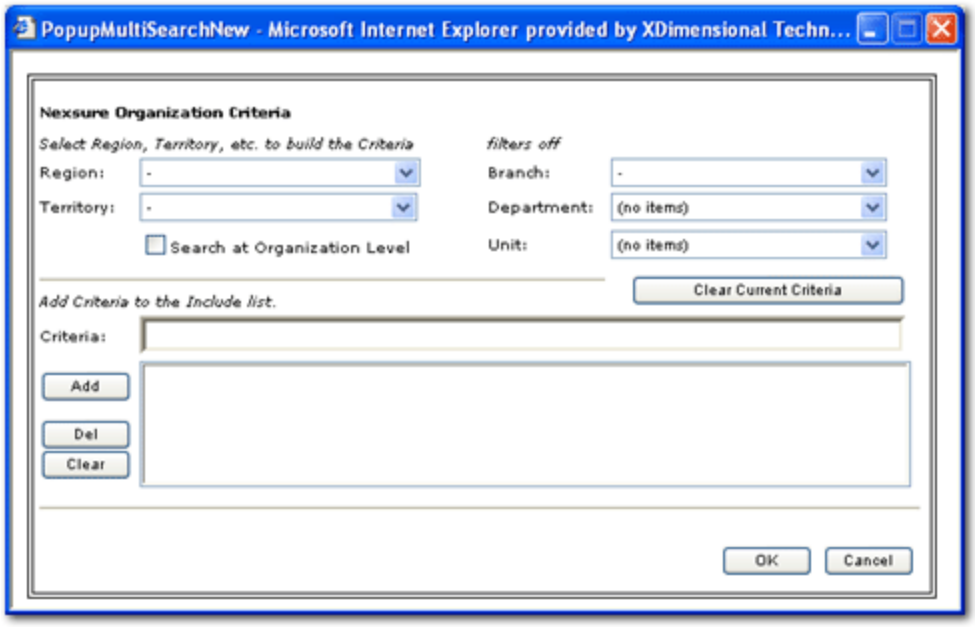



3. In the **Report Type** list, select **Accounting**.
4. In the **Report Category** list, select **Accounts Payables**.

5. In the **Available Reports** list, select **Carrier Payables Details**.
6. Click **OK**. The **summary** tab is displayed.
7. On the **navigation toolbar**, click **New Report Criteria** to go to the **Nexsure Reports > Report Criteria** dialog box.




8. Under **Organization Information**, click **[Select]**. The **Nexsure Organization Criteria** dialog box is displayed.




9. In the **Nexsure Organization Criteria** dialog box, select the desired organization information (in the Region, Territory, Branch, Department, and Unit lists) to query for the report and click **Add**.

---

**Note:** If the report is being run for the entire organization it is not necessary to make a selection in the Nexsure Organization Criteria dialog box. Only one Region, Territory, or Branch may be selected for each report. When filtering by Department or Unit, add the Branch first then add the Department or Unit.

---

Once information has been added to the Include list, it can be removed by selecting the item and clicking **Del** to remove individual items or **Clear** to remove all items.

10. If the organization information is correct, click **OK**. The organization information selected is added to the **Nexsure Reports > Report Criteria** screen.
11. In the **Date Booked Information** area, select the **As Of Date** to set the end date of the report.




12. In the **Client Information** area, make selections to filter report output by Client Name or Retail Agent assigned to the client.




The available options are:

- **Client Name:** Select one or more client names by clicking the  button. Report output will be limited to the client(s) selected if carrier payables are applicable to the client(s) selected. This

filter will cause the report to be out of balance to the general ledger.

- **Retail Agent:** Select one or more retail agent names by clicking the button. Report output will be limited to the retail agent(s) selected if carrier payables are applicable to the client (s) where the retail agent is assigned. This filter will cause the report to be out of balance to the general ledger.

13. In the **Carrier Information** area, make selections to filter the report by a specific billing carrier(s). Select one or more billing carriers from by clicking the button. Report output will be limited to the client(s) selected if carrier payables are applicable to the client(s) selected. This filter will cause the report to be out of balance to the general ledger.



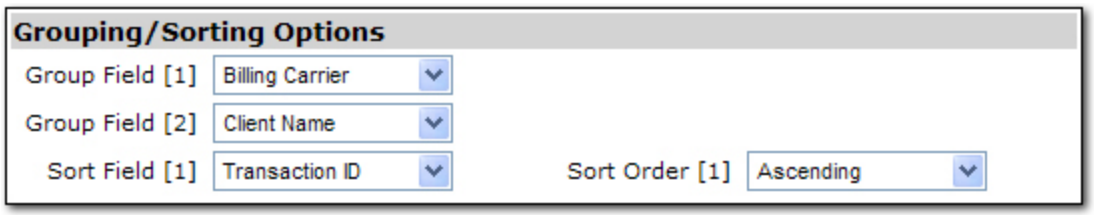

14. In the **Report Options** area, make selections to filter the report based on invoice payable status and type.




The available options are:

- **Page Break:** Insert a page break between **Group Field [1]** option selected in the **Grouping / Sorting Options** area.
- **Carrier Fully Paid:** Show fully paid, partially paid or unpaid carrier invoices.
- **Binder Bill Invoices:** Show or eliminate binder bill invoices from the report. Binder bill invoices are not booked to the general ledger so if this filter is set to **Yes**, the report will not balance to the general ledger.
- **Agency Paid?:** Filter the report by the account receivable balance of the invoice. **All** is default and will return all invoices payable to the carrier regardless of the receivable status. When **No**, **Paid in Full** or **Partially Paid** is selected the report will not balance to the general ledger.

15. In the **Grouping / Sorting Options** area, make selections to group and sort the report to change the report layout.




The available options are:

- **Group Field [1]:** Apply a primary grouping by **Billing Carrier**, **Carrier Category**, **Client Name**, **Retail Agent**, or **Territory** (default).
- **Group Field [2]:** Apply a secondary grouping. This option will group transactions within the **Group Field [1]** selected. Selections include **Bill Type**, **Billing Carrier**, **Carrier Category**, **Client Name**, **Retail Agent**, and **None** (default).
- **Sort Field [1]:** Sort transactions in ascending order within groups. Selections include **Amount Paid**, **Bill Type**, **Billing Carrier**, **Branch Comm Amount**, **Branch Comm Type**,**Client Name**, **Date Booked**, **Description**, **Invoice Amount**, **Net to Carrier**, **Payable Balance**, **Policy No**,**Transaction ID** (default).
- **Sort Order [1]:** Sort within the lowest grouping option selected in ascending or descending order.

16. In the **Report Format Options** area, select one of the options in the **Format Type** list.




The available formats are:

- **PDF:** This is the default setting that creates the report in a PDF format. The report data is static and cannot be manipulated.
- **XLS:** Microsoft® Excel® document that can be manipulated as an .xls file. The report is generated with the same formatting used in the PDF format so cells are merged and data may not be stored in individual cells.
- **DOC:** Microsoft Word document that can be manipulated as a .doc file.
- **XLS (unformatted):** Microsoft® Excel® document that can be manipulated as an .xls file. The report is generated with no formatting so cells are not merged and data is stored in individual cells, however column headers do not appear and page breaks are not inserted.

17. In the **Nexsure Reports > Report Criteria** dialog box, click **OK**. The **Carrier Payables Details** report will start compiling.
18. To update the compiling status, click **Refresh** on the **navigation toolbar**.
19. Once the report **Status** is **Complete**, click the **View** icon to view the report.

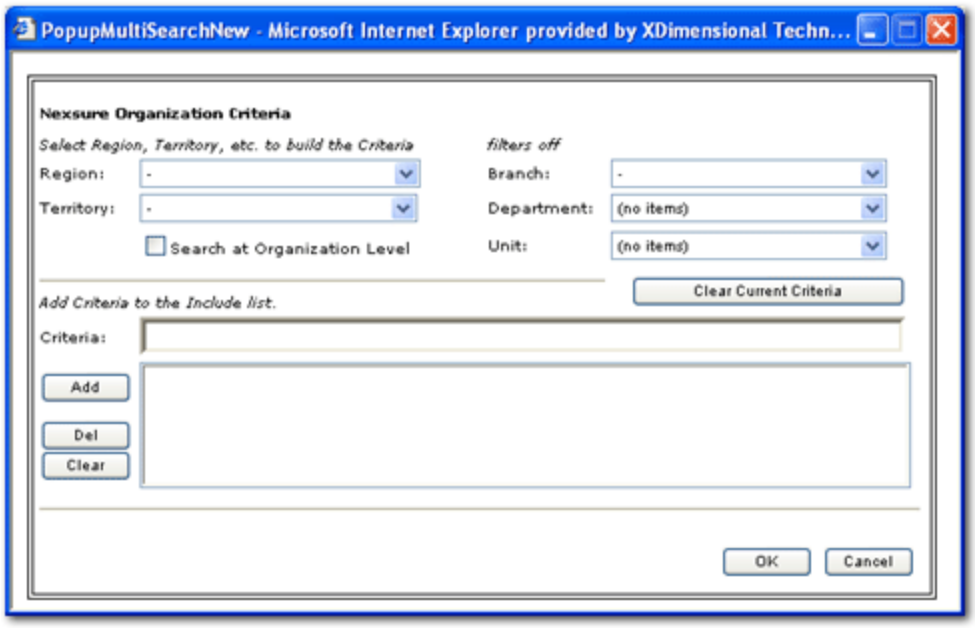
## *Carrier Payables Reconciliation Report*

The Carrier Payables Reconciliation report shows the ending balance of carrier payables transactions compared to the mandatory general ledger account for carrier payables. The report also shows journal entry transactions booked to the mandatory general ledger account for carrier payables. The balancing totals section shows the total of the report minus the ending total of the mandatory general ledger account for carrier payables and the out of balance amount.

**To Generate a Carrier Payables Reconciliation Report**

1. On the Primary menu, click **REPORTS**.
2. On the **REPORTS** menu, click **Reports**. The **Nexsure Reports** dialog box is displayed.

3. In the **Report Type** list, select **Accounting**.
4. In the **Report Category** list, select **Reconciliation**.
5. In the **Available Reports** list, select **Carrier Payables Reconciliation**.
6. Click **OK**. The **summary** tab is displayed showing the report selected in the header area.
7. On the **navigation toolbar**, click **New Report Criteria** to go to the **Nexsure Reports > Report Criteria** dialog box.
8. Under **Organization Information**, click **[Select]**. The **Nexsure Organization Criteria** dialog box is displayed.




9. In the **Nexsure Organization Criteria** dialog box, select the desired organization information (in the Region, Territory, Branch, Department, and Unit lists) to query for the report and click **Add**.

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**Note:** If the report is being run for the entire organization it is not necessary to make a selection in the Nexsure Organization Criteria dialog box. Only one Region, Territory, or Branch may be selected for each report. When filtering by Department or Unit, add the Branch first then add the Department or Unit.

---

Once information has been added to the Include list, it can be removed by selecting the item and clicking **Del** to remove individual items or **Clear** to remove all items.

10. If the organization information is correct, click **OK**. The organization information selected is added to the **Nexsure Reports > Report Criteria** screen.
11. In the **Date Information** area, select date filters. Date filters are used to set the beginning and ending date of the report.






The available options are:

- **Date Type:** Select either **As Of Date** or **Date Range**.
- **As Of:** Set the end date of the report by using either the calendar dialog box or entering a date in the box.
- **Period:** Periods can be selected from the Period list, which are based on agency accounting periods or can be entered manually if the desired date range does not fall within the standard accounting periods. Period range filters will return all transactions with a balance due within the date range of the report regardless of the transaction date booked.
- **Year:** Fiscal years based on the general ledger periods and default to current year.
- **Date From:** Start date for a selected period.
- **Date To:** End date for the selected period.

**Note:** As Of Date and Date Range options will return the same results since the report will pull invoices based on their payment status within the date range of the report, not date booked of the invoice.

12. In the **Grouping / Sorting Options** area, make selections to group and sort the report to change the report layout.

    The available options are:

    - **Group Field [1]:** Apply a primary grouping by **Billing Carrier**, **Client Name** or **Territory** (default).
    - **Group Field [2]:** Apply a secondary grouping. This option will group transactions within the **Group Field [1]** selected. Selections include **Billing Carrier**, **None** (default) and **Client Name**.
    - **Sort Field [1]:** Sort transactions in ascending order within groups. Selections include **Amount Paid**, **Billing Carrier**, **Branch Comm Amt**,**Client Name**, **Date Booked**, **Invoice Amount**, **Net to Carrier**, **Payable Balance**, **Policy Number**,and **Transaction ID** (default).
    - **Sort Order [1]:** Sort within the lowest grouping option selected in ascending or descending order.

13. In the **Report Format Options** area, select one of the options in the **Format Type** list.




    The available formats are:

    - **PDF:** This is the default setting that creates the report in a PDF format. The report data is static and cannot be manipulated.
    - **XLS:** Microsoft® Excel® document that can be manipulated as an .xls file. The report is generated with the same formatting used in the PDF format so cells are merged and data may not be stored in individual cells.
    - **DOC:** Microsoft® Word document that can be manipulated as a .doc file.

- **XLS (unformatted):** Microsoft® Excel® document that can be manipulated as an .xls file. The report is generated with no formatting so cells are not merged and data is stored in individual cells, however column headers do not appear and page breaks are not inserted.

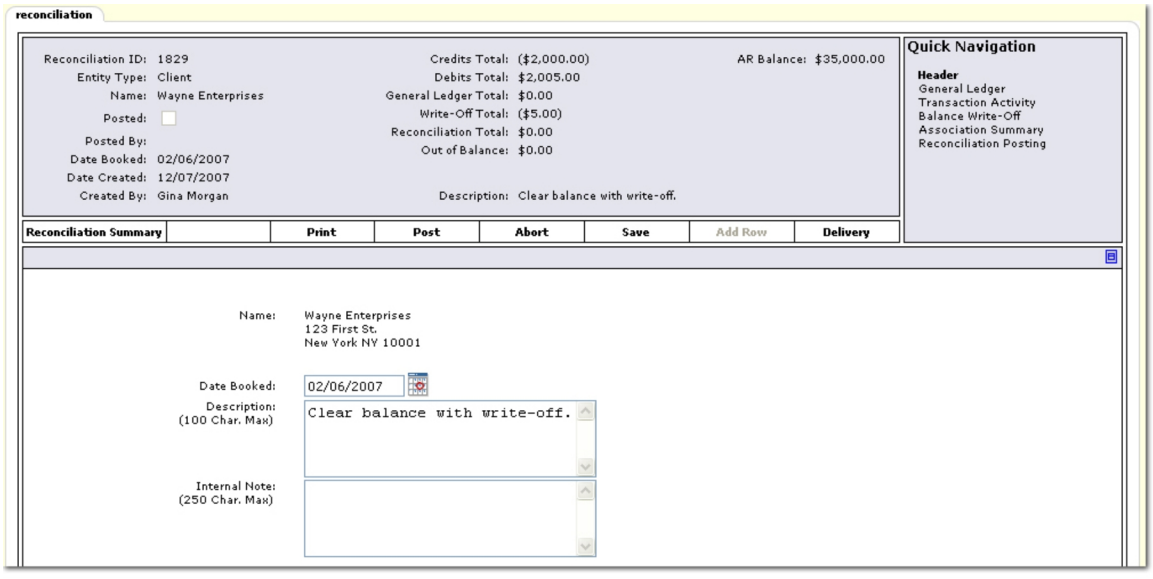
14. In the **Nexsure Reports > Report Criteria** dialog box, click **OK**. The **Carrier Payables Reconciliation** report will start compiling.
15. To update the compiling status, click **Refresh** on the **navigation toolbar**.
16. Once the report **Status** is **Complete**, click the **View** icon to view the report.

## *Client Reconciliation Summary Report*

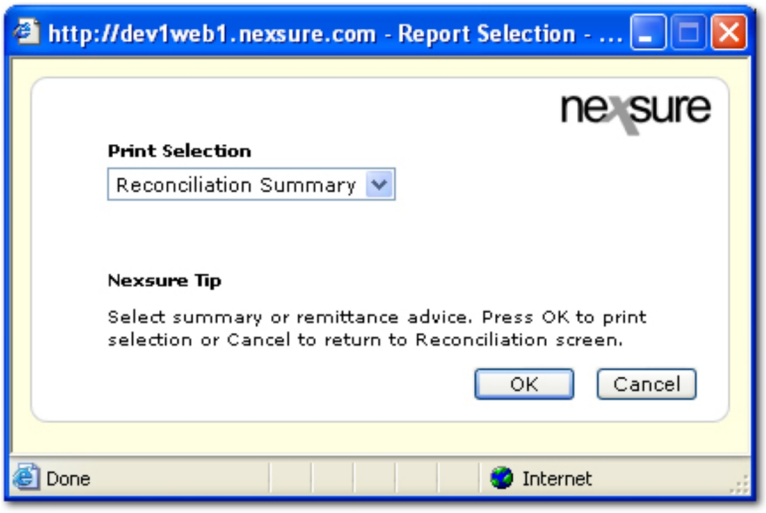
The Client Reconciliation Summary Report displays debits and credits that result from the clean up and write off of client account balances.

**To Generate an Client Reconciliation Summary Report**

1. On the Primary menu, click **ORGANIZATION**.
2. Select the **territories** tab and select the **Details** icon next to the appropriate territory.
3. Select the **accounting > transactions > reconciliation** tab.
4. On the **reconciliation** tab, click **[Show]**. Use the **Search Criteria** screen to find the appropriate reconciliation record.
5. In the criteria **Name** box, click the **Ellipsis** button. The **Entity Name Search** dialog box is displayed.
6. In the **Entity Type** list, select **Client**. Search for the appropriate client.
7. Select the resulting client name and click **OK**.
8. In the **Search Criteria** screen, complete any remaining search criteria options and click **Search**.
9. In the search results, click the **Details** icon next to the appropriate reconciliation record. The reconciliation record is displayed.



10. On the **Navigation Toolbar**, click **Print**. The **Report Selection** dialog box is displayed.



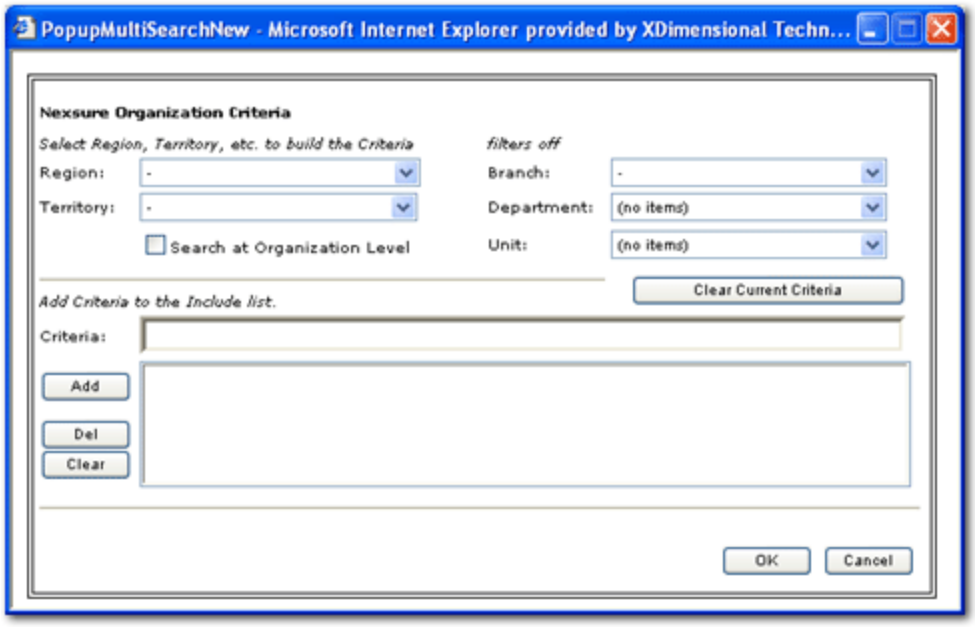

11. In the **Report Selection** dialog box, click **OK**. The report is displayed in PDF format.

## *Customer Statement - Top Perforation*

The Customer Statement Top Perforation report is a summary of all open invoices due from a client to the agency. This report can be used a means of collecting accounts receivable balances. This report can be forwarded directly to the client. When run using system defaults, this report will show all open transactions with an ending balance due from the client as of the end date of the report.

**To Generate a Customer Statement - Top Perforation Report**

1. On the Primary menu, click **REPORTS**.
2. On the **REPORTS** menu, click **Reports**. The **Nexsure Reports** dialog box is displayed.
3. In the **Report Type** list, select **Accounting**.
4. In the **Report Category** list, select **Accounts Receivable**.
5. In the **Available Reports** list, select **Customer Statement Top Perf**.
6. Click **OK**. The **summary** tab is displayed showing the report selected in the header area.
7. On the **navigation toolbar**, click **New Report Criteria** to go to the **Nexsure Reports > Report Criteria** dialog box.
8. Under **Organization Information**, click **[Select]**. The **Nexsure Organization Criteria** dialog box is displayed.




9. In the **Nexsure Organization Criteria** dialog box, select the desired organization information (in the Region, Territory, Branch, Department, and Unit lists) to query for the report and click **Add**.

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**Note:** If the report is being run for the entire organization it is not necessary to make a selection in the Nexsure Organization Criteria dialog box. Only one Region, Territory, or Branch may be selected for each report. When filtering by Department or Unit, add the Branch first then add the Department or Unit.

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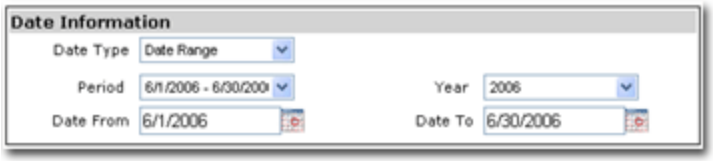
Once information has been added to the Include list, it can be removed by selecting the item and clicking **Del** to remove individual items or **Clear** to remove all items.

10. If the organization information is correct, click **OK**. The organization information selected is added to the **Nexsure Reports > Report Criteria** screen.

11. In the **Date Information** area, select date filters. Date filters are used to set the beginning and ending date of the report.




The available options are:

- **Date Type:** Select either **As Of Date** or **Date Range**.
- **As Of:** Set the end date of the report by using either the calendar dialog box or entering a date in the box.

- **Period:** Periods can be selected from the Period list, which are based on agency accounting periods or can be entered manually if the desired date range does not fall within the standard accounting periods. Period range filters will return all transactions with a balance due within the date range of the report regardless of the transaction date booked.
- **Year:** Fiscal years based on the general ledger periods and default to current year.
- **Date From:** Start date for a selected period.
- **Date To:** End date for the selected period.

**Note:** As Of Date and Date Range options will return the same results since the report will pull invoices based on their payment status within the date range of the report, not date booked of the invoice.

12. In the **Transaction Information** area, make selections to return data for one client and filter the report by the client types of **Personal** or **Commercial**.

    The available options are:

    - **Client Name:** Select one or more client names by clicking the  button. The report will return only those open invoices due from the client selected.
    - **Client Type:** Select from the available **Client Type** list. The list is dynamic based on the **Client Types** in the organization.
    - **Retail Agent:** Select one or more retail agents by clicking the  button. The report will return only those open invoices for clients where the retail agent is assigned.

13. In the **Assignment Information** area, make selections to limit report output based on the people assignments and responsibility types at the client level.

    The available options are:

    - **Assignment Name:** Limit report output by clicking the  button to select one or more people assignments.
    - **Responsibility:** Limit report output based on only the responsibility type selected or can be used to further limit output in conjunction with the **Assignment Name**.
    - **Group By:** Group report with options of **None** (default), **Assignment Name** or **Responsibility Type.**

14. In the **Classified Information** area, make selections to filter the report based on **Code Class** and **Code Designation** as entered by the agency in **SETUP**.

    The available options are:

    - **Code Class:** Limit report output by one or more code classes by clicking the  button.
    - **Code Designation:** Limit report output by one or more code designations by clicking the  button.

15. In the **Output Options** area, make selections to display all transactions within the date range so that account history can be provided to the client. The report criteria can also be utilized to hide or show credit balances on the report.

    **Note:** Using the credit balances filter may affect the ending balance of the report.

    The available options are:

    - **Exclude Zero Balance Invoices:** Select **Yes** to exclude invoices with a zero balance due. Select **No** to include invoices with a zero balance due.
    - **Exclude Credit Balance:** Limit report output to those transactions with ending balances greater than zero. The selections are **Yes** and **No** (default).
    - **Credit Balances Only:** Limit report output to those transactions with credit balances only. The selections are **Yes** and **No** (default).
    - **Show Branch in Header:** Print the branch address in the header or a blank header. The selections are **Yes** and **No** (default).

16. In the **Statement Message** area, enter a message that will appear at the bottom of each client's statement. Enter a message of up to 250 characters.
17. In the **Report Format Options** area, select one of the options in the **Format Type** list.

    The available formats are:

    - **PDF:** This is the default setting that creates the report in a PDF format. The report data is static and cannot be manipulated.
    - **XLS:** Microsoft® Excel® document that can be manipulated as an .xls file. The report is generated with the same formatting used in the PDF format so cells are merged and data may not be stored in individual cells.
    - **DOC:** Microsoft® Word® document that can be manipulated as a .doc file.
    - **XLS (unformatted):** Microsoft® Excel® document that can be manipulated as an .xls file. The report is generated with no formatting so cells are not merged and data is stored in individual cells, however column headers do not appear and page breaks are not inserted.

18. In the **Nexsure Reports > Report Criteria** dialog box, click **OK**. The **Customer Statement - Top Perforation** report will start compiling.
19. To update the compiling status, click **Refresh** on the **navigation toolbar**.
20. Once the report **Status** is **Complete**, click the **View** icon to view the report.

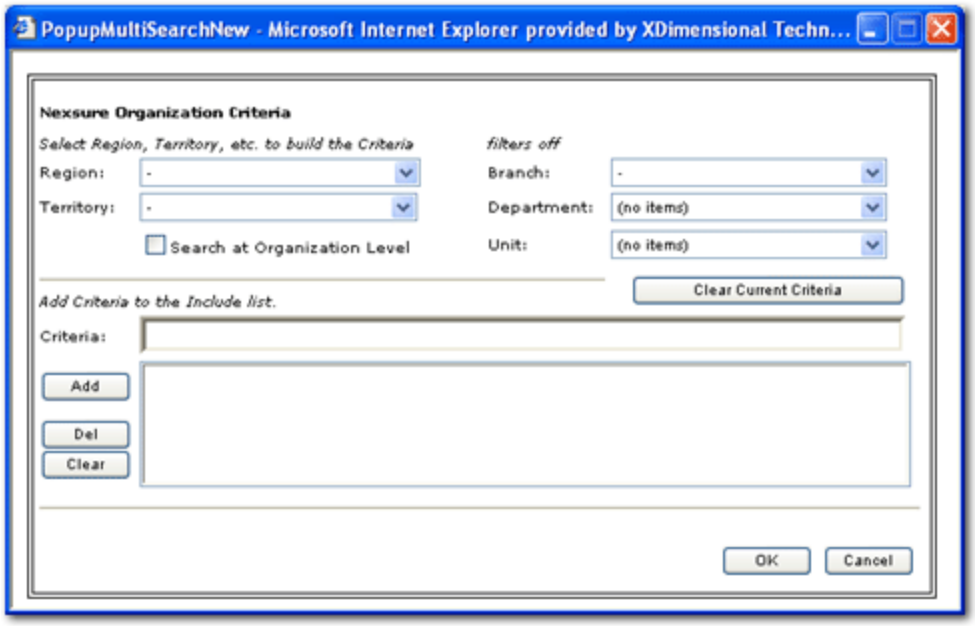
## *Income Production Credit Report*

The purpose of the Income Production Credit report is to provide agencies a way to analyze transactions that have affected income during a specified time period and determine who / what has produced that income for the agency. The report will return income generating items related to invoices that have affected income during the time period specified and use the Production Credit values for those items to "allocate" the amounts to individual producers.

The report will also balance to the general ledger income accounts, divide records into Allocated and Unallocated for reconciliation and include a balancing block to account for discrepancies in balancing Production Credit records to the income accounts.

**To Generate a Income Production Credit Report**

1. On the Primary menu, click **REPORTS**.
2. On the **REPORTS** menu, click **Reports**. The **Nexsure Reports** dialog box is displayed.
3. In the **Report Type** list, select **Accounting**.
4. In the **Report Category** list, select **Production**.
5. In the **Available Reports** list, select **Income Production Credit**.
6. Click **OK**. The **summary** tab is displayed.
7. On the **Navigation Toolbar**, click **New Report Criteria** to go to the **Nexsure Reports > Report Criteria** dialog box.
8. In the **Description** box, enter a description for the report that will be displayed on the **summary** tab in the **Report Name** column and in the report header preceded by **Income Production Credit**.
9. Under **Organization Info**, click **[Select]**. The **Nexsure Organization Criteria** dialog box is displayed.

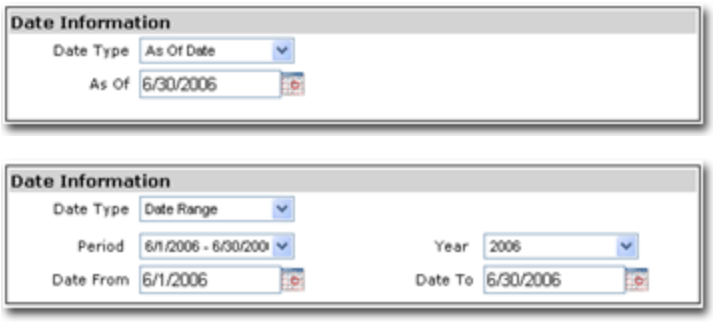



10. In the **Nexsure Organization Criteria** dialog box, select the desired organization information (in the Region, Territory, Branch, Department, and Unit lists) to query for the report. The selection of a **Branch** enables the subsequent Department and Unit selections.
11. Once the organization criteria has been selected, click **Add**.

**Note:** If the report is being run for the entire organization it is not necessary to make a selection in the Nexsure Organization Criteria dialog box. Only one Region, Territory, or Branch may be selected for each report. When filtering by Department or Unit, add the Branch first then add the Department or Unit.

Once information has been added to the **Include** list, it can be removed by selecting the item and clicking **Del** to remove individual items or **Clear** to remove all items.

12. If the organization information is correct, click **OK**. The organization information selected is added to the **Nexsure Reports > Report Criteria** screen.
13. In the **Date Information** area, select date filters. Date filters are used to set the beginning and ending date of the report.




The available options are:

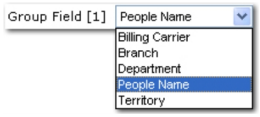
- **Date Type:** Select either **As Of Date** or **Date Range**.
- **As Of:** Set the end date of the report by using either the calendar dialog box or entering a date in the box.
- **Period:** Periods can be selected from the **Period** list, which are based on agency accounting periods or can be entered manually if the desired date range does not fall within the standard accounting periods. Period range filters will return all transactions with a balance due within the date range of the report regardless of the transaction date booked.
- **Year:** Fiscal years based on the general ledger periods and default to current year.
- **Date From:** Start date for a selected period.
- **Date To:** End date for the selected period.

14. In the **Group / Sorting Options** area, select the grouping and sorting options that affect the layout of the report.

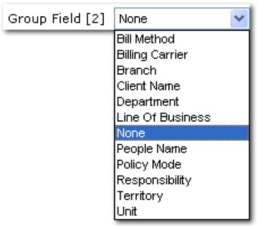



The available options are:

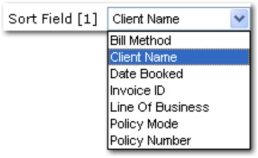
- **Group Field [1]:** Apply a primary grouping by **People Name** or select one of the following options:




- **Group Field [2]:** Apply a primary grouping by **None** or select one of the following options:




- **Sort Field [1]:** Select an item in the **Sort Field [1]** list to sort the report results by the selected column header. Available selections are:




- **Sort Order:** By default **Sort Order** is set to **Ascending**. However, either **Ascending** or **Descending** may be selected to set the order of the records returned. **Ascending** will set the order from A-Z. **Descending** will set the order from Z-A.

15. In the **Page Break Options** area, the following options are available:




   - **Page Break:** Select from the following options for page breaks in the report:
     - **Group Field [1]**
     - **Group Field [2]**
     - **No**

16. In the **Output Options** area, the following options are available:




   - **Yes:** The policy details are displayed on the report.
   - **No:** Suppress the details from the report and gives a summary only.

17. In the **Report Format Options** area, select one of the options in the **Format Type** list.




The available formats are:

- **PDF:** This is the default setting that creates the report in a PDF format. The report data is static and cannot be manipulated.
- **XLS:** Microsoft® Excel® document that can be manipulated as an .xls file. The report is generated with the same formatting used in the PDF format so cells are merged and data may not be stored in individual cells.
- **DOC:** Microsoft Word document that can be manipulated as a .doc file.

- **XLS (unformatted):** Microsoft Excel document that can be manipulated as an .xls file. The report is generated with no formatting so cells are not merged and data is stored in individual cells, however column headers do not appear and page breaks are not inserted.

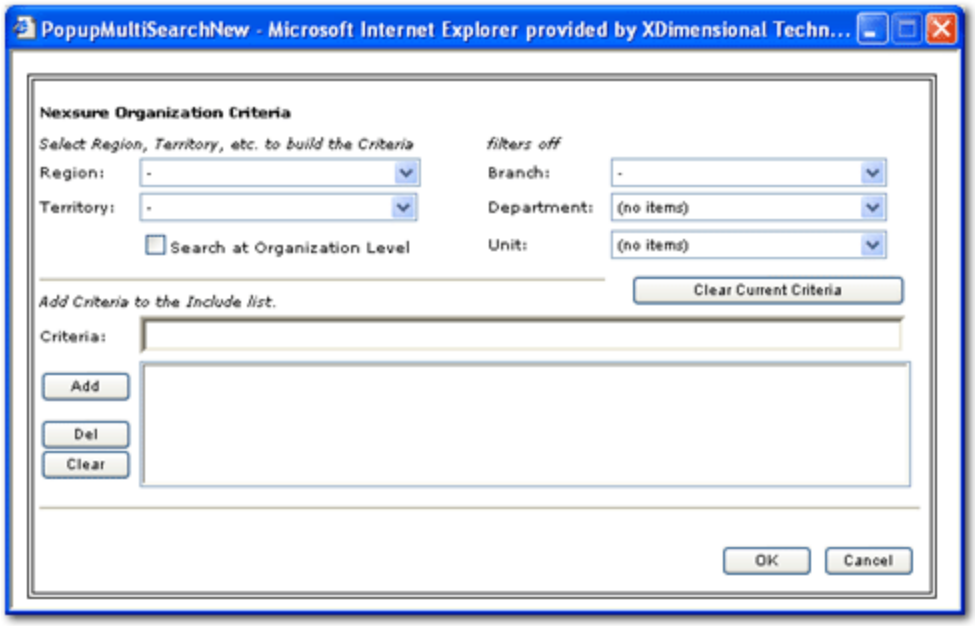
18. In the **Nexsure Reports > Report Criteria** dialog box, click **OK**. The **Income Production Credit** report will start compiling.
19. To update the compiling status, click **Refresh** on the **Navigation Toolbar**.
20. Once the report **Status** is **Complete**, click the **View** icon to view the report.

## *Reconciliation Clearing Account Reconciliation Report*

The Reconciliation Clearing Account Reconciliation report is used to show cash receipts and disbursements in reconciliation clearing that do not have a matching reconciliation. Conversely, the report also shows reconciliations in reconciliation clearing that do not have a matching cash receipt or disbursement.

**To Generate an Reconciliation Clearing Account Reconciliation Report**

1. On the Primary menu, click **REPORTS**.
2. On the **REPORTS** menu, click **Reports**. The **Nexsure Reports** dialog box is displayed.
3. In the **Report Type** list, select **Accounting**.
4. In the **Report Category** list, select **Reconciliation**.
5. In the **Available Reports** list, select **Reconciliation Clearing Account Reconciliation**.
6. Click **OK**. The **summary** tab is displayed showing the report selected in the header area.
7. On the **Navigation Toolbar**, click **New Report Criteria** to go to the **Nexsure Reports > Report Criteria** dialog box.
8. Under **Organization Info**, click **[Select]**. The **Nexsure Organization Criteria** dialog box is displayed.



9. In the **Nexsure Organization Criteria** dialog box, select the desired organization information (in the Region, Territory, Branch, Department, and Unit lists) to query for the report and click **Add**.

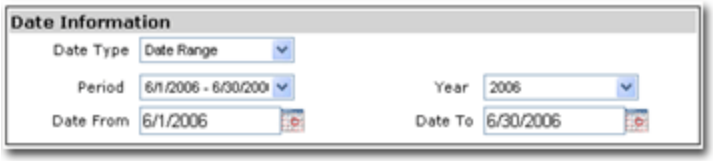
   **Note:** If the report is being run for the entire organization it is not necessary to make a selection in the Nexsure Organization Criteria dialog box. Only one Region, Territory, or Branch may be selected for each report. When filtering by Department or Unit, add the Branch first then add the Department or Unit.

   Once information has been added to the **Include** list, it can be removed by selecting the item and clicking **Del** to remove individual items or **Clear** to remove all items.

10. If the organization information is correct, click **OK**. The organization information selected is added to the **Nexsure Reports > Report Criteria** screen.

11. In the **Date Information** area, select date filters. Date filters are used to set the beginning and ending date of the report.




   The available options are:

   - **Date Type:** Select either **As Of Date** or **Date Range**.
   - **As Of:** Set the end date of the report by using either the calendar dialog box or entering a date in the box.
   - **Period:** Periods can be selected from the **Period** list, which are based on agency accounting periods or can be entered manually if the desired date range does not fall within the standard accounting periods. Period range filters will return all transactions with a balance due within the date range of the report regardless of the transaction date booked.
   - **Year:** Fiscal years based on the general ledger periods and default to current year.
   - **Date From:** Start date for a selected period.
   - **Date To:** End date for the selected period.

12. In the **Group/Sorting Options** area, select the grouping and sorting options that affect the layout of the report.




   The available options are:

- **Group Field [1]:** Apply a primary grouping by **Region Name** or select another option.
- **Sort Field [1]:** Sort transactions in ascending order within groups. Available selections are **Date Booked**, **Payor Name**, **and Payor Type**.

14. In the **Report Format Options** area, select one of the options in the **Format Type** list.




The available formats are:

- **PDF:** This is the default setting that creates the report in a PDF format. The report data is static and cannot be manipulated.
- **XLS:** Microsoft® Excel® document that can be manipulated as an .xls file. The report is generated with the same formatting used in the PDF format so cells are merged and data may not be stored in individual cells.
- **DOC:** Microsoft® Word document that can be manipulated as a .doc file.
- **XLS (unformatted):** Microsoft® Excel® document that can be manipulated as an .xls file. The report is generated with no formatting so cells are not merged and data is stored in individual cells, however column headers do not appear and page breaks are not inserted.

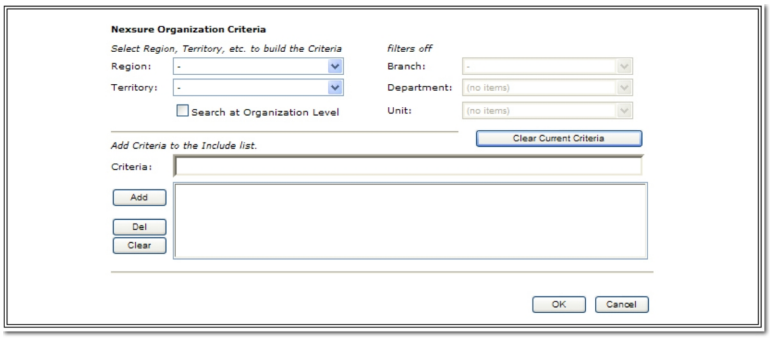
15. In the **Nexsure Reports > Report Criteria** dialog box, click **OK**. The **Reconciliation Clearing Account Reconciliation** report will start compiling.
16. To update the compiling status, click **Refresh** on the **Navigation Toolbar**.
17. Once the report **Status** is **Complete**, click the **View** icon to view the report.

## *Trial Balance Report*

The purpose of the Trial Balance report is to provide management personnel with the ability to run a report that summarizes the debit and credit activity for all accounts for a specified time frame or particular “as of” time frame.

**To Generate a Trial Balance Report**

1. On the Primary menu, click **REPORTS**.
2. On the **REPORTS** menu, click **Reports**. The **Nexsure Reports** dialog box is displayed.
3. In the **Report Type** list, select **Accounting**.
4. In the **Report Category** list, select **General Ledger**.
5. In the **Available Reports** list, select **Trial Balance**.
6. Click **OK**. The **summary** tab is displayed.
7. On the **Navigation Toolbar**, click **New Report Criteria** to go to the **Nexsure Reports > Report Criteria** dialog box.
8. In the **Description** box, enter a description for the report that will be displayed on the **summary** tab in the **Report Name** column and in the report header preceded by **Trial Balance**.
9. Under **Organization Info**, click **[Select]**. The **Nexsure Organization Criteria** dialog box is displayed.




10. In the **Nexsure Organization Criteria** dialog box, select the desired organization information (in the Region and Territory lists) to query for the report.
11. Once the organization criteria has been selected, click **Add**.

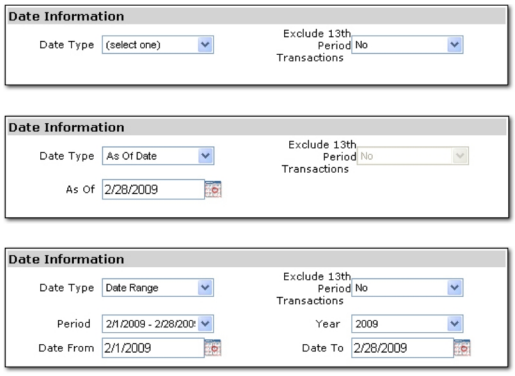
---

**Note:** If the report is being run for the entire organization it is not necessary to make a selection in the Nexsure Organization Criteria dialog box. Only one Region or Territory may be selected for each report.

---

After information has been added to the **Include** list, it can be removed by selecting the item and clicking **Del** to remove individual items or **Clear** to remove all items.

12. If the organization information is correct, click **OK**. The organization information selected is added to the **Nexsure Reports > Report Criteria** screen.
13. In the **Date Information** area, select date filters. Date filters are used to set the beginning and ending date of the report.



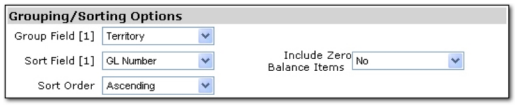

The available options are:

- **Date Type:** Select either **As Of Date** or **Date Range**.
- **As Of:** Set the end date of the report by using either the Calendar icon or entering a date in the box. This date defaults to the last day of the current month but can be changed.
- **Period:** Periods can be selected from the **Period** list, which are based on agency accounting periods or can be entered manually if the desired date range does not fall within the standard accounting periods. Period range filters will return all transactions within the date range of the report regardless of the transaction date booked. Use this option to help complete the date range entry.

**Tip:** The 13th period is selected by choosing the last date of the year; 12/31/2008 as an example. When this date option is selected, the exclude 13th period transactions will be unavailable for selection.

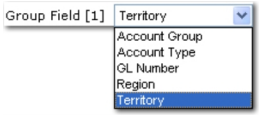
- **Exclude 13th Period Transactions:** For pre and post closing Trial Balance instances, an option is available to allow the report to exclude entries that have been made in the 13th (adjusting) period. The selection option default is **No** to include entries from the 13th period. When **Yes** is selected, this option excludes the transactions from the debit and credit column data entries, but not from the beginning balance column entries. The suppression of the 13th period transactions is only available in conjunction with the **Date Type - Date Range** selection.
- **Year:** Fiscal years based on the general ledger periods and default to current year. Use this option to help complete the date range entry.
- **Date From:** Start date for a selected period.
- **Date To:** End date for the selected period.

14. In the **Group / Sorting Options** area, select the grouping and sorting options that affect the layout of the report.

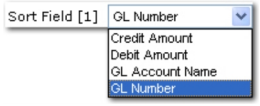



The available options are:

- **Group Field [1]:** Apply a grouping by **Territory** or select one of the following options:




- **Sort Field [1]:** Select an item in the **Sort Field [1]** list to sort the report results by the selected column header. Available selections are:




- **Sort Order:** By default **Sort Order** is set to **Ascending**. However, either **Ascending** or **Descending** may be selected to set the order of the records returned. **Ascending** will set the order from A-Z. **Descending** will set the order from Z-A.
- **Include Zero Balance Items:** Select **Yes** or **No** to indicate whether items with a zero balance should be included on the report.

16. In the **Output Options** area, the following options are available:




- **Yes:** The report will be detailed.
- **No:** The report will be summarized.

17. In the **Report Format Options** area, select one of the options in the **Format Type** list.




The available formats are:

- **PDF:** This is the default setting that creates the report in a PDF format. The report data is static and cannot be manipulated.
- **XLS:** Microsoft® Excel® document that can be manipulated as an .xls file. The report is generated with the same formatting used in the PDF format so cells are merged and data may not be stored in individual cells.
- **DOC:** Microsoft Word document that can be manipulated as a .doc file.
- **XLS (unformatted):** Microsoft Excel document that can be manipulated as an .xls file. The report is generated with no formatting so cells are not merged and data is stored in individual cells, however column headers do not appear and page breaks are not inserted.

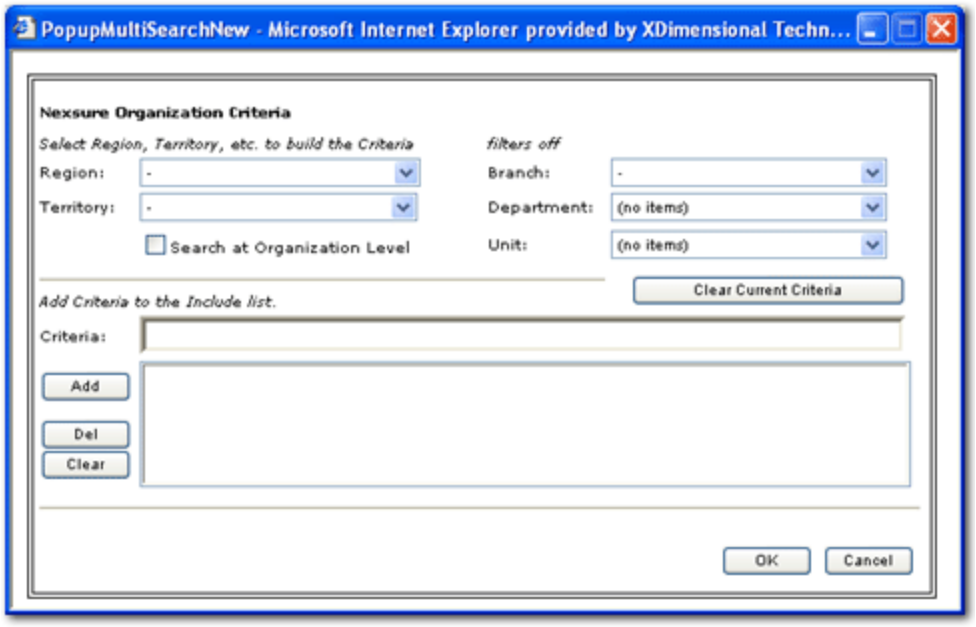
18. In the **Nexsure Reports > Report Criteria** dialog box, click **OK**. The **Trial Balance** report will start compiling.
19. To update the compiling status, click **Refresh** on the **Navigation Toolbar**.
20. Once the report **Status** is **Complete**, click the **View** icon to view the report.

## *Undeposited Funds Reconciliation Report*

The Undeposited Funds Reconciliation report is used to supply a report that will show cash receipts that are currently not related to a posted deposit at any point in time. This report displays transactions which are listed in the detail of the General Ledger Undeposited Funds account.

**To Generate an Undeposited Funds Reconciliation Report**

1. On the Primary menu, click **REPORTS**.
2. On the **REPORTS** menu, click **Reports**. The **Nexsure Reports** dialog box is displayed.
3. In the **Report Type** list, select **Accounting**.
4. In the **Report Category** list, select **Reconciliation**.
5. In the **Available Reports** list, select **Undeposited Funds Reconciliation**.
6. Click **OK**. The **summary** tab is displayed showing the report selected in the header area.
7. On the **navigation toolbar**, click **New Report Criteria** to go to the **Nexsure Reports > Report Criteria** dialog box.
8. Under **Organization Info**, click **[Select]**. The **Nexsure Organization Criteria** dialog box is displayed.




9. In the **Nexsure Organization Criteria** dialog box, select the desired organization information (in the Region, Territory, Branch, Department, and Unit lists) to query for the report and click **Add**.

---

**Note:** If the report is being run for the entire organization it is not necessary to make a selection in the Nexsure Organization Criteria dialog box. Only one Region, Territory, or Branch may be selected for each report. When filtering by Department or Unit, add the Branch first then add the Department or Unit.

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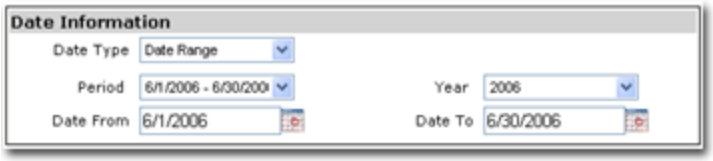
Once information has been added to the **Include** list, it can be removed by selecting the item and clicking **Del** to remove individual items or **Clear** to remove all items.

10. If the organization information is correct, click **OK**. The organization information selected is added to the **Nexsure Reports > Report Criteria** screen.

11. In the **Date Information** area, select date filters. Date filters are used to set the beginning and ending date of the report.




The available options are:

- **Date Type:** Select either **As Of Date** or **Date Range**.
- **As Of:** Set the end date of the report by using either the calendar dialog box or entering a date in the box.

- **Period:** Periods can be selected from the **Period** list, which are based on agency accounting periods or can be entered manually if the desired date range does not fall within the standard accounting periods. Period range filters will return all transactions with a balance due within the date range of the report regardless of the transaction date booked.
- **Year:** Fiscal years based on the general ledger periods and default to current year.
- **Date From:** Start date for a selected period.
- **Date To:** End date for the selected period.

12. In the **Group/Sorting Options** area, select the grouping and sorting options that affect the layout of the report.




The available options are:

- **Group Field [1]:** Apply a primary grouping by **Region Name** or select another option.
- **Sort Field [1]:** Sort transactions in ascending order within groups. Available selections are **Date Booked**, **Payor Name**, **and Payor Type**.
- **Sort Order:** By default **Sort Order** is set to **Ascending**. However, either **Ascending** or **Descending** may be selected to set the order of the records returned. **Ascending** will set the order from A-Z. **Descending** will set the order from Z-A.

14. In the **Report Format Options** area, select one of the options in the **Format Type** list.




The available formats are:

- **PDF:** This is the default setting that creates the report in a PDF format. The report data is static and cannot be manipulated.
- **XLS:** Microsoft® Excel® document that can be manipulated as an .xls file. The report is generated with the same formatting used in the PDF format so cells are merged and data may not be stored in individual cells.
- **DOC:** Microsoft® Word document that can be manipulated as a .doc file.
- **XLS (unformatted):** Microsoft® Excel® document that can be manipulated as an .xls file. The report is generated with no formatting so cells are not merged and data is stored in individual cells, however column headers do not appear and page breaks are not inserted.

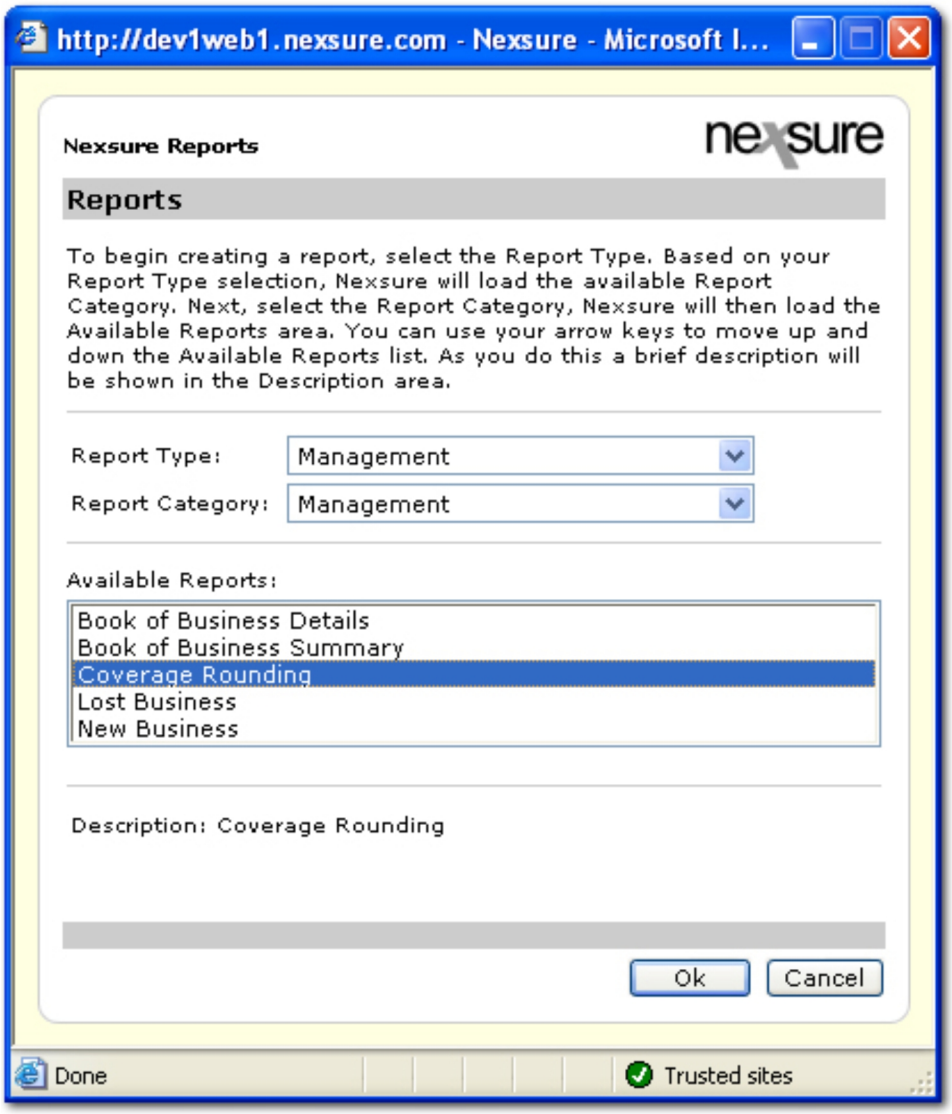
15. In the **Nexsure Reports > Report Criteria** dialog box, click **OK**. The **Undeposited Funds Reconciliation** report will start compiling.
16. To update the compiling status, click **Refresh** on the **navigation toolbar**.
17. Once the report **Status** is **Complete**, click the **View** icon to view the report.

## Coverage Rounding Report

The Coverage Rounding report returns a list of all clients that have a particular line of business with and / or without the support of any one or more other line of business while targeting those clients as prospects for cross-selling or account rounding opportunities.

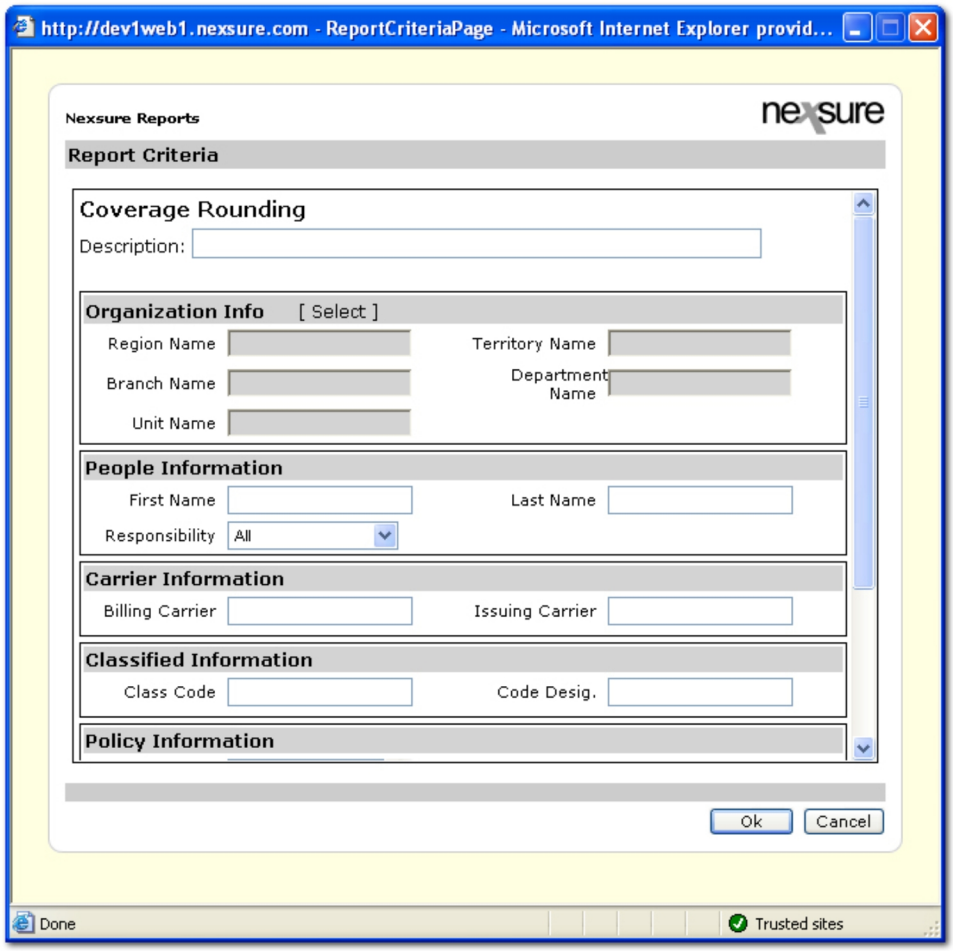
**To Generate a Coverage Rounding Report**

1. On the Primary menu, click **REPORTS**.
2. On the **REPORTS** menu, click **Reports**. The **Nexsure Reports** dialog box is displayed.

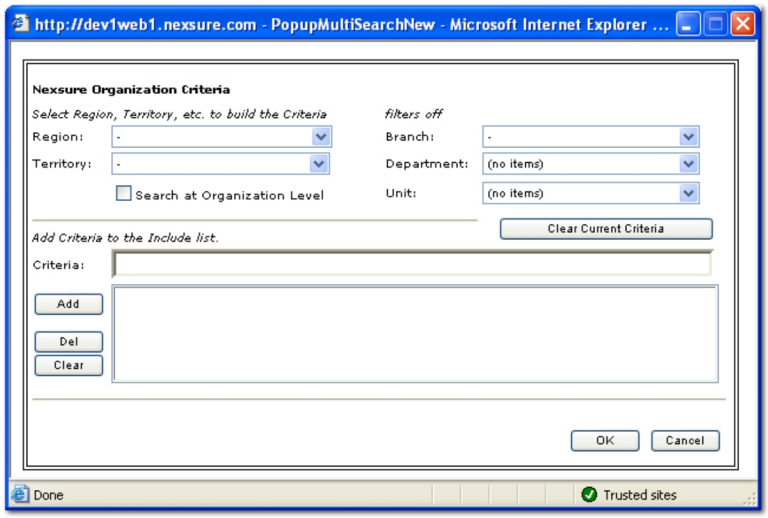



3. In the **Report Type** list, select **Management**.
4. In the **Report Category** list, select **Management**.

5. In the **Available Reports** list, select **Coverage Rounding**.
6. Click **OK**. The **summary** tab is displayed.
7. On the **navigation toolbar**, click **New Report Criteria** to go to the **Nexsure Reports > Report Criteria** dialog box.




8. In the **Description** box, enter a description for the report.
9. Under **Organization Information**, click **[Select]**. The **Nexsure Organization Criteria** dialog box is displayed.




10. In the **Nexsure Organization Criteria** dialog box, select the desired organization information (in the Region, Territory, Branch, Department, and Unit lists) to query for the report and click **Add**.

---

**Note:** If the report is being run for the entire organization it is not necessary to make a selection in the Nexsure Organization Criteria dialog box. Only one Region, Territory, or Branch may be selected for each report. When filtering by Department or Unit, add the Branch first then add the Department or Unit.

---

Once information has been added to the Include list, it can be removed by selecting the item and clicking **Del** to remove individual items or **Clear** to remove all items.

11. If the organization information is correct, click **OK**. The organization information selected is added to the **Nexsure Reports > Report Criteria** screen.
12. In the **People Information** area, the following are available:




- In the **First Name** and **Last Name** boxes, enter the name of the staff member (exactly as it is entered in Nexsure) that is the primary assigned to the clients to be captured on the report.
- In the **Responsibility** list, select the responsibility of the staff member. The selections are based on the responsibilities set up in the organization.

13. In the **Carrier Information** area, enter the billing or issuing carrier name. The exact name of the billing or issuing carrier must be used. Use the **Issuing Carrier** to find out where business is being placed. Use the **Billing Carrier** to find the volume of premium with a particular carrier.




14. In the **Classified Information** area, enter the **Class Code** or the **Code Designation**.



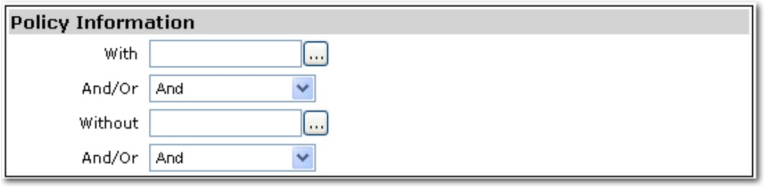
15. In the **Policy Information** area, a Boolean type string can be set up to include or exclude lines of business. To set up the string, make selections in the following:

    - **With:** Click the **Ellipsis** button and select a line of business to include in the report.
    - **And / Or:** Select the AND or the OR Boolean operator to be used if multiple LOBs have been selected in the With box above.

      **Boolean operators:**

      **AND:** Narrow search and retrieve records containing all of the LOBs that have been selected.

      **OR:** Broaden search and retrieve records containing any of the LOBs that have been selected.
    - **Without:** Click the **Ellipsis** button and select a line of business to exclude in the report.
    - **And / Or:** Select the AND or the Or Boolean operator to be used if multiple LOB's have been selected in the Without box above.

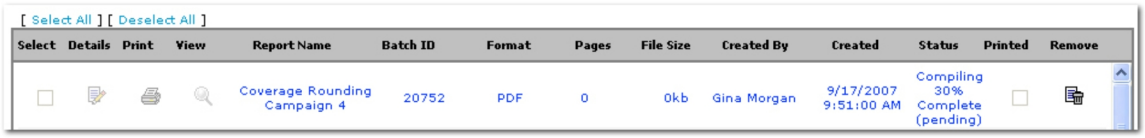



16. In the Report Format Options area, select one of the options in the **Format Type** list.

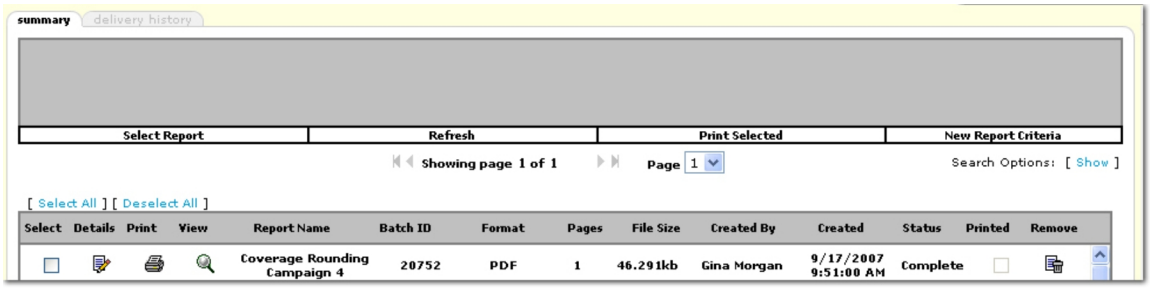
    - **PDF:** This is the default setting that creates the report in a PDF format. The report data is static and cannot be manipulated.
    - **XLS:** Microsoft® Excel® document that can be manipulated as an .xls file. The report is generated with the same formatting used in the PDF format so cells are merged and data may not be stored in individual cells.
    - **DOC:** Microsoft® Word® document that can be manipulated as a .doc file.
    - **XLS (unformatted):** Microsoft Excel document that can be manipulated as an .xls file. The report is generated with no formatting so cells are not merged and data is stored in individual cells, however column headers do not appear and page breaks are not inserted.




17. In the **Nexsure Reports > Report Criteria** dialog box, click **OK**. The **Coverage Rounding** report will start compiling.




18. To update the compiling status, click **Refresh** on the **navigation toolbar**.




19. Once the report **Status** is **Complete**, click the **View** icon to view the report. The **Details** icon can be clicked to view and edit the criteria of the report. Use the results of the report to create a campaign. See the Campaign Wizard topic for more information.

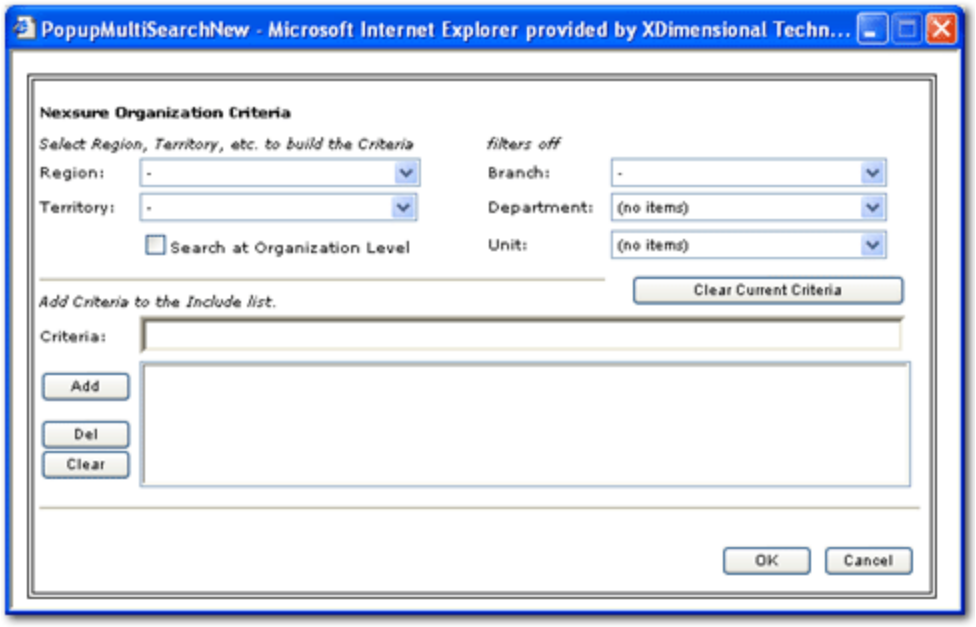
**Note:** When setting up the **Coverage Rounding** report for a campaign, be sure to select an LOB that is associated with the appropriate document template for the campaign. Otherwise, no campaign documents will be available for selection when setting up the campaign.

## *Book of Business Report*

The purpose of the Book of Business report is to provide agencies a high level tool to monitor and manage their policy data. The Book of Business report will show each active policy and the associated policy info data. The report displays policy counts and the total on premium and commission for each. It allows the suppression of the detail so that summary data, based upon the groupings, can be shown. This report excludes all inactive client data.

**To Generate a Book of Business Report**

1. On the Primary menu, click **REPORTS**.
2. On the **REPORTS** menu, click **Reports**. The **Nexsure Reports** dialog box is displayed.
3. In the **Report Type** list, select **Management**.
4. In the **Report Category** list, select **Management**.
5. In the **Available Reports** list, select **Book of Business**.
6. Click **OK**. The **summary** tab is displayed.
7. On the **navigation toolbar**, click **New Report Criteria** to go to the **Nexsure Reports > Report Criteria** dialog box.
8. In the **Description** box, enter a description for the report that will be displayed on the **summary** tab in the **Report Name** column and at the top of the generated report preceded by **Book of Business**.
9. Under **Organization Info**, click **[Select]**. The **Nexsure Organization Criteria** dialog box is displayed.




10. In the **Nexsure Organization Criteria** dialog box, select the desired organization information (in the Region, Territory, Branch, Department, and Unit lists) to query for the report. The selection of a **Branch** enables the subsequent Department and Unit selections.
11. Once the organization criteria has been selected, click **Add**.

---

**Note:** If the report is being run for the entire organization it is not necessary to make a selection in the Nexsure Organization Criteria dialog box. Only one Region, Territory, or Branch may be selected for each report. When filtering by Department or Unit, add the Branch first then add the Department or Unit.

---

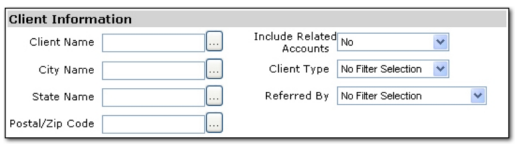
Once information has been added to the **Include** list, it can be removed by selecting the item and clicking **Del** to remove individual items or **Clear** to remove all items.

12. If the organization information is correct, click **OK**. The organization information selected is added to the **Nexsure Reports > Report Criteria** screen.
13. In the **Policy Assignment Information** area, the following options are available:




- **Assignment Name:** Click the **Ellipsis**  button to select from the list of assignment names.
- **Retail Agent:** Click the **Ellipsis**  button to select from the list of retail agents.
- **Responsibility Type:** Select from the responsibility types that have been previously entered in Nexsure in the **SETUP > Lookup Management** area.

13. In the **Client Information** area, the following options are available:



- **Client Name:** Click the **Ellipsis** button to select the client's name.
- **City Name:** Click the **Ellipsis** button to select the city.
- **State Name:** Click the **Ellipsis** button to select the state.
- **Postal / Zip Code:** Click the **Ellipsis** button to select the **Postal / Zip Code**.
- **Include Related Accounts:** Select either **Yes** or **No** to indicate whether the accounts related to this client should be included. Accept the default selection of **No** to exclude the related client data for premium allocated policies.
- **Client Type:** Select the client types to include in the report. Accept the default selection of **No Filter Selection** to return and display both personal and commercial policy records.
- **Referred By:** Select the item by which the client was referred. The selections are based on those set up in **SETUP > Lookup Management**.

14. In the **Classified Information** area, the following options are available to retrieve data from the client profile:




- **Code Class:** Click the **Ellipsis** button to select the code class from the available client profile information.
- **Code Designation:** Click the **Ellipsis** button to select the **Code Designation**.
- **Classified Type:** Select the appropriate **Classified Type**.

15. In the **NAICS / SIC Code Information** area, the following options are available to retrieve data from the client profile > named insured:




- **NAICS Code:** Click the **Ellipsis** button to select an NAICS code.
- **SIC Code:** Click the **Ellipsis** button to select an SIC code.

16. In the **Policy Information** area, the following options are available:




- **Line of Business:** Click the **Ellipsis** button to select an LOB. The LOBs available for selection are pulled from the policy **underwriting** tab.
- **Show Future Status:** Select either **Yes** or **No** to determine whether future status should be included.
- **Policy Mode:** Select the mode of the policies to display on the report. The available options are:

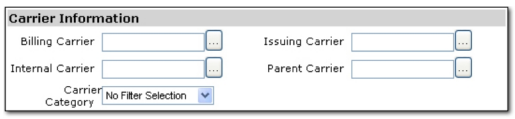
- **All**
- **New**
- **New on Existing**
- **Renew**
- **Re-New-Co**

17. In the **Premium / Commission Information** area, the following options are available:




   - **Prem / Comm Type:** Select the premium / commission type to be displayed on the report. The available selections are:
     - **Annualized Commission**
     - **Annualized Premium**
     - **Billed Commission**
     - **Billed Premium**
     - **Estimated Commission**
     - **Estimated Premium**
   - **Comparison Operators:** Select a comparison operator to identify or isolate policy premiums/commissions under or over a specific amount. The available selections are:
     - **< (less than sign)**
     - **<= (less than or equal to sign)**
     - **= (equal sign)**
     - **> (greater than sign)**
     - **>= (greater than or equal to sign)**
     - **All**
   - **Amount:** Enter the premium / commission amount by which the comparison of the policies will be made. Enter the amount in the following format: $0,000.00

18. In the **Carrier Information** area, the following options are available to retrieve data from the **carrier names** tab:




   - **Billing Carrier:** Click the **Ellipsis**  button to select billing carriers.
   - **Internal Carrier:** Click the **Ellipsis**  button to select internal carriers.
   - **Carrier Category:** Select a carrier category to include. The following options are available:

- **All**
- **Intermediary**
- **Traditional**

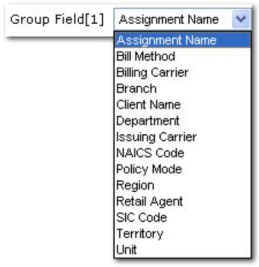
- **Issuing Carrier:** Click the **Ellipsis** button to select issuing carriers.
- **Parent Carrier:** Click the **Ellipsis** button to select parent carriers.

19. In the **Group / Sorting Options** area, select the grouping and sorting options that affect the layout of the report.

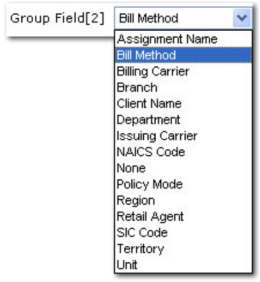



The available options are:

- **Group Field [1]:** Apply a primary grouping by **Assignment Last Name** or select one of the following options:




- **Group Field [2]:** Apply a primary grouping by **Bill Method** or select one of the following options:




- **Sort Field [1]:** Sort transactions in ascending order within groups. Available selections are
  - **Annualized Commission**
  - **Annualized Premium**
  - **Billed Commission**
  - **Billed Premium**
  - **Client Name**
  - **Effective Date**
  - **Estimated Commission**
  - **Estimated Premium**

- **Expiration Date**
- **Line of Business**
- **Policy Number**
- **Policy Status**

- **Sort Order:** By default **Sort Order** is set to **Ascending**. However, either **Ascending** or **Descending** may be selected to set the order of the records returned. **Ascending** will set the order from A-Z. **Descending** will set the order from Z-A.

20. In the **Page Break Options** area, the following options are available:




- **Page Break:** Select from the following options for page breaks in the report:
  - **Group Field [1]**
  - **Group Field [2]**
  - **No**

21. In the **Output Options** area, the following options are available:




- **Show Details:** Select **Yes** to display the policy details on the report. Or, select **No** to suppress the details from the report.

22. In the **Report Format Options** area, select one of the options in the **Format Type** list.




The available formats are:

- **PDF:** This is the default setting that creates the report in a PDF format. The report data is static and cannot be manipulated.
- **XLS:** Microsoft® Excel® document that can be manipulated as an .xls file. The report is generated with the same formatting used in the PDF format so cells are merged and data may not be stored in individual cells.
- **DOC:** Microsoft Word document that can be manipulated as a .doc file.
- **XLS (unformatted):** Microsoft Excel document that can be manipulated as an .xls file. The report is generated with no formatting so cells are not merged and data is stored in individual cells, however column headers do not appear and page breaks are not inserted.

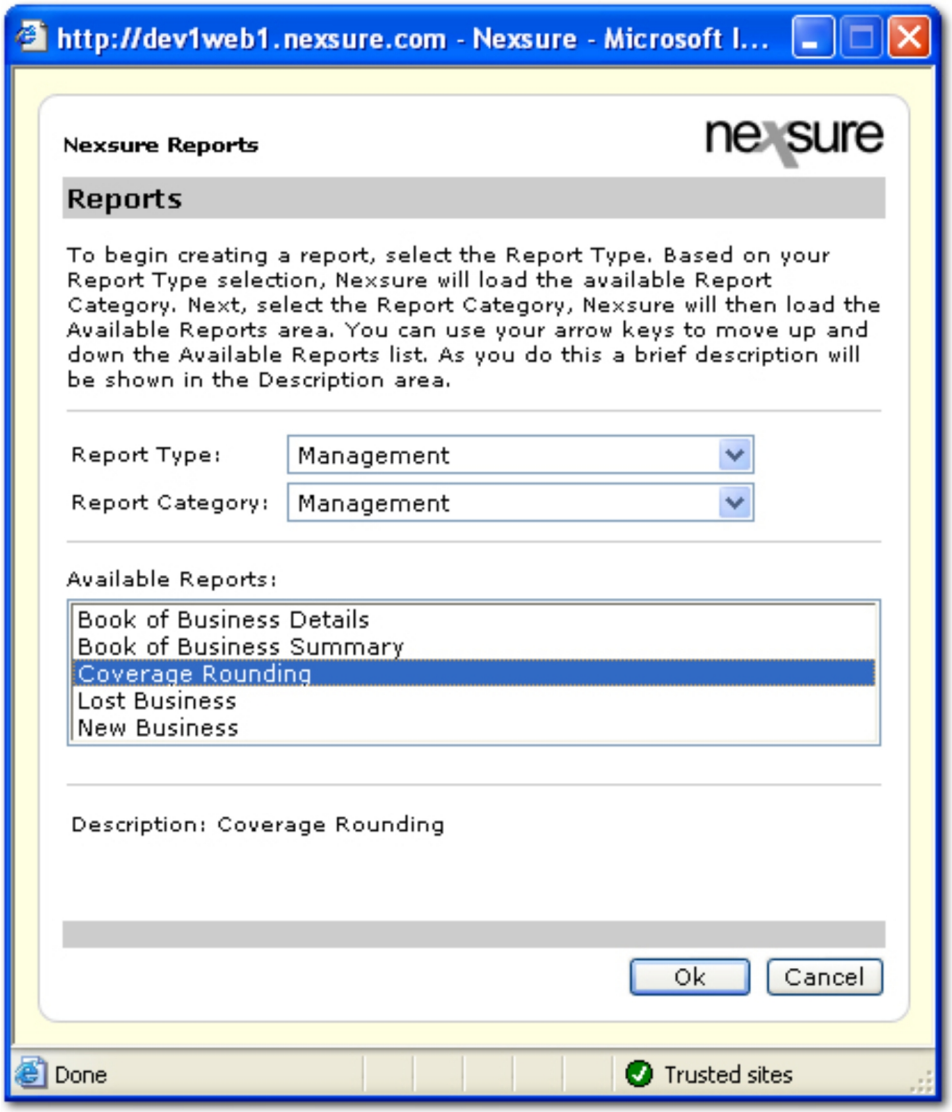
23. In the **Nexsure Reports > Report Criteria** dialog box, click **OK**. The **Book of Business** report will start compiling.
24. To update the compiling status, click **Refresh** on the **Navigation Toolbar**.
25. Once the report **Status** is **Complete**, click the **View** icon to view the report.

## *Coverage Rounding Report*

The Coverage Rounding report returns a list of all clients that have a particular line of business with and / or without the support of any one or more other line of business while targeting those clients as prospects for cross-selling or account rounding opportunities.

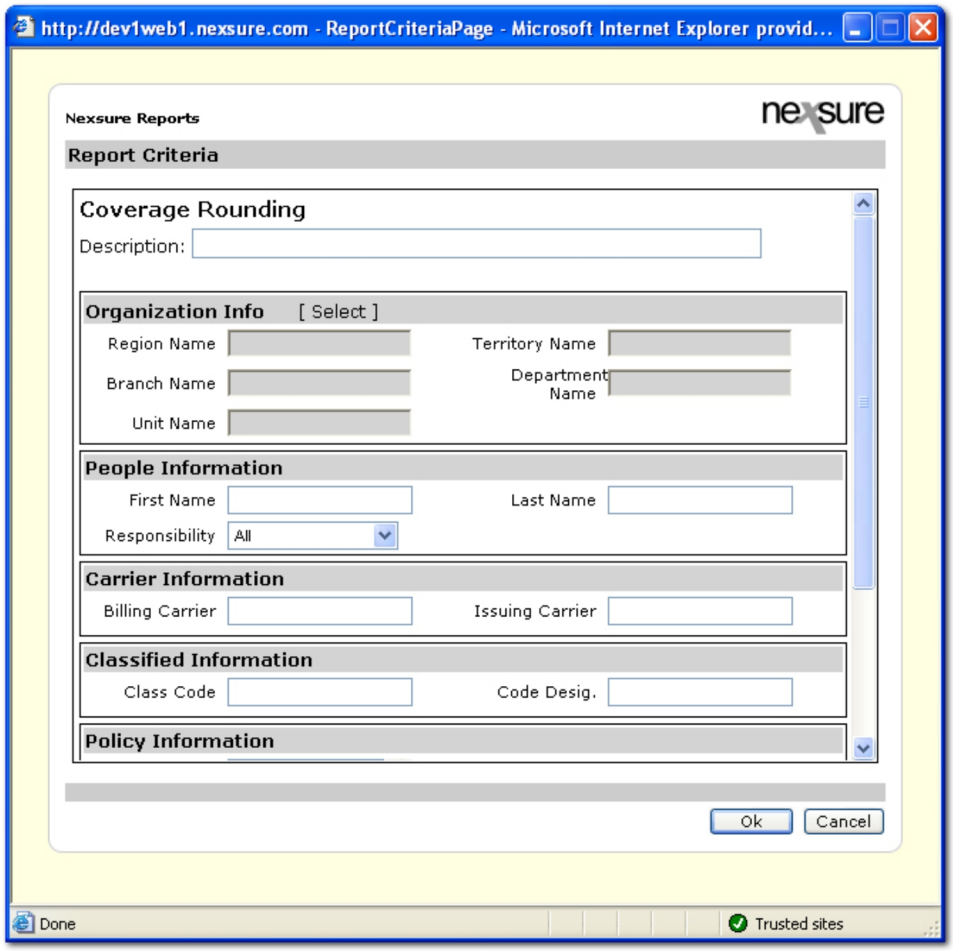
**To Generate a Coverage Rounding Report**

1. On the Primary menu, click **REPORTS**.
2. On the **REPORTS** menu, click **Reports**. The **Nexsure Reports** dialog box is displayed.



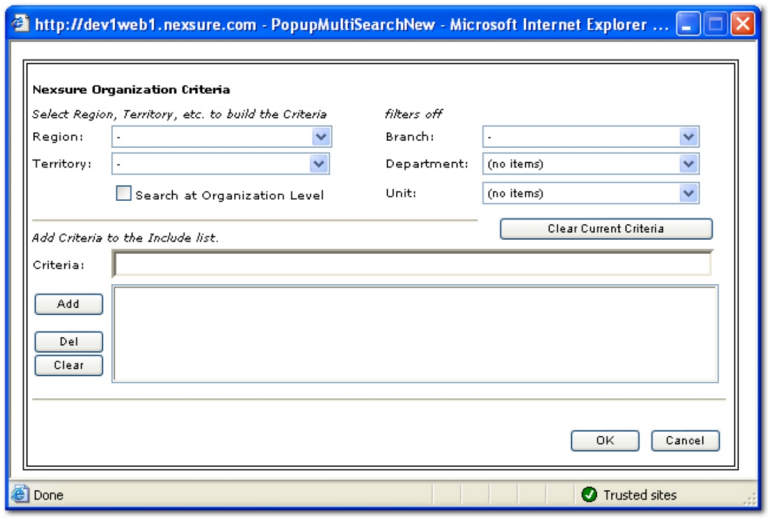

3. In the **Report Type** list, select **Management**.
4. In the **Report Category** list, select **Management**.
5. In the **Available Reports** list, select **Coverage Rounding**.
6. Click **OK**. The **summary** tab is displayed.

7. On the **navigation toolbar**, click **New Report Criteria** to go to the **Nexsure Reports > Report Criteria** dialog box.




8. In the **Description** box, enter a description for the report.

9. Under **Organization Information**, click **[Select]**. The **Nexsure Organization Criteria** dialog box is displayed.



10. In the **Nexsure Organization Criteria** dialog box, select the desired organization information (in the Region, Territory, Branch, Department, and Unit lists) to query for the report and click **Add**.

    **Note:** If the report is being run for the entire organization it is not necessary to make a selection in the Nexsure Organization Criteria dialog box. Only one Region, Territory, or Branch may be selected for each report. When filtering by Department or Unit, add the Branch first then add the Department or Unit.

    Once information has been added to the Include list, it can be removed by selecting the item and clicking **Del** to remove individual items or **Clear** to remove all items.

11. If the organization information is correct, click **OK**. The organization information selected is added to the **Nexsure Reports > Report Criteria** screen.

12. In the **People Information** area, the following are available:




    - In the **First Name** and **Last Name** boxes, enter the name of the staff member (exactly as it is entered in Nexsure) that is the primary assigned to the clients to be captured on the report.
    - In the **Responsibility** list, select the responsibility of the staff member. The selections are based on the responsibilities set up in the organization.

13. In the **Carrier Information** area, enter the billing or issuing carrier name. The exact name of the billing or issuing carrier must be used. Use the **Issuing Carrier** to find out where business is being placed. Use the **Billing Carrier** to find the volume of premium with a particular carrier.




14. In the **Classified Information** area, enter the **Class Code** or the **Code Designation**.




15. In the **Policy Information** area, a Boolean type string can be set up to include or exclude lines of business. To set up the string, make selections in the following:

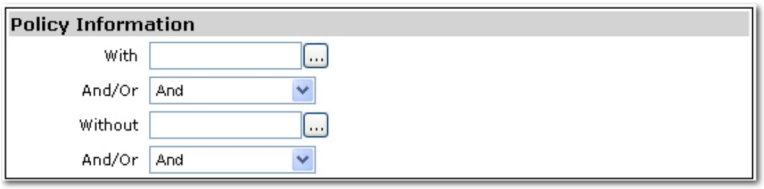
    - **With:** Click the **Ellipsis** button and select a line of business to include in the report.
    - **And / Or:** Select the AND or the OR Boolean operator to be used if multiple LOBs have been selected in the With box above.

      **Boolean operators:**

      **AND:** Narrow search and retrieve records containing all of the LOBs that have been selected.

      **OR:** Broaden search and retrieve records containing any of the LOBs that have been selected.

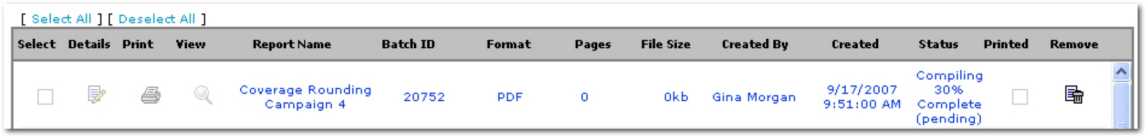
    - **Without:** Click the **Ellipsis** button and select a line of business to exclude in the report.
    - **And / Or:** Select the AND or the Or Boolean operator to be used if multiple LOB's have been selected in the Without box above.



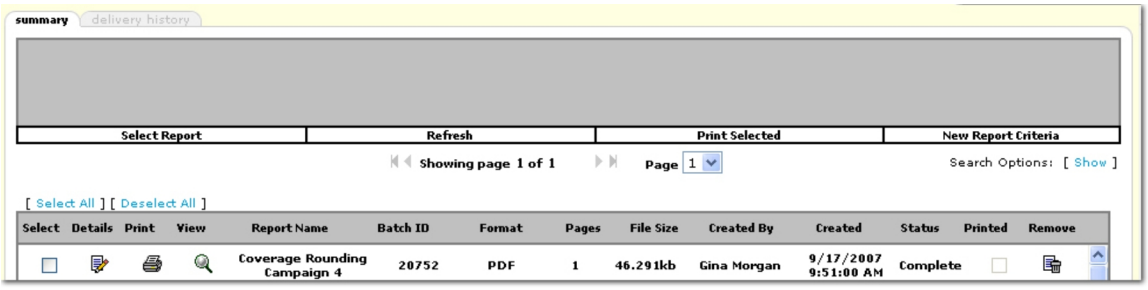

16. In the Report Format Options area, select one of the options in the **Format Type** list.
    - **PDF:** This is the default setting that creates the report in a PDF format. The report data is static and cannot be manipulated.
    - **XLS:** Microsoft® Excel® document that can be manipulated as an .xls file. The report is generated with the same formatting used in the PDF format so cells are merged and data may not be stored in individual cells.
    - **DOC:** Microsoft® Word® document that can be manipulated as a .doc file.
    - **XLS (unformatted):** Microsoft Excel document that can be manipulated as an .xls file. The report is generated with no formatting so cells are not merged and data is stored in individual cells, however column headers do not appear and page breaks are not inserted.




17. In the **Nexsure Reports > Report Criteria** dialog box, click **OK**. The **Coverage Rounding** report will start compiling.




18. To update the compiling status, click **Refresh** on the **navigation toolbar**.




19. Once the report **Status** is **Complete**, click the **View** icon to view the report. The **Details** icon can be clicked to view and edit the criteria of the report. Use the results of the report to create a campaign. See the Campaign Wizard topic for more information.

---

**Note:** When setting up the **Coverage Rounding** report for a campaign, be sure to select an LOB that is associated with the appropriate document template for the campaign. Otherwise, no campaign documents will be available for selection when setting up the campaign.

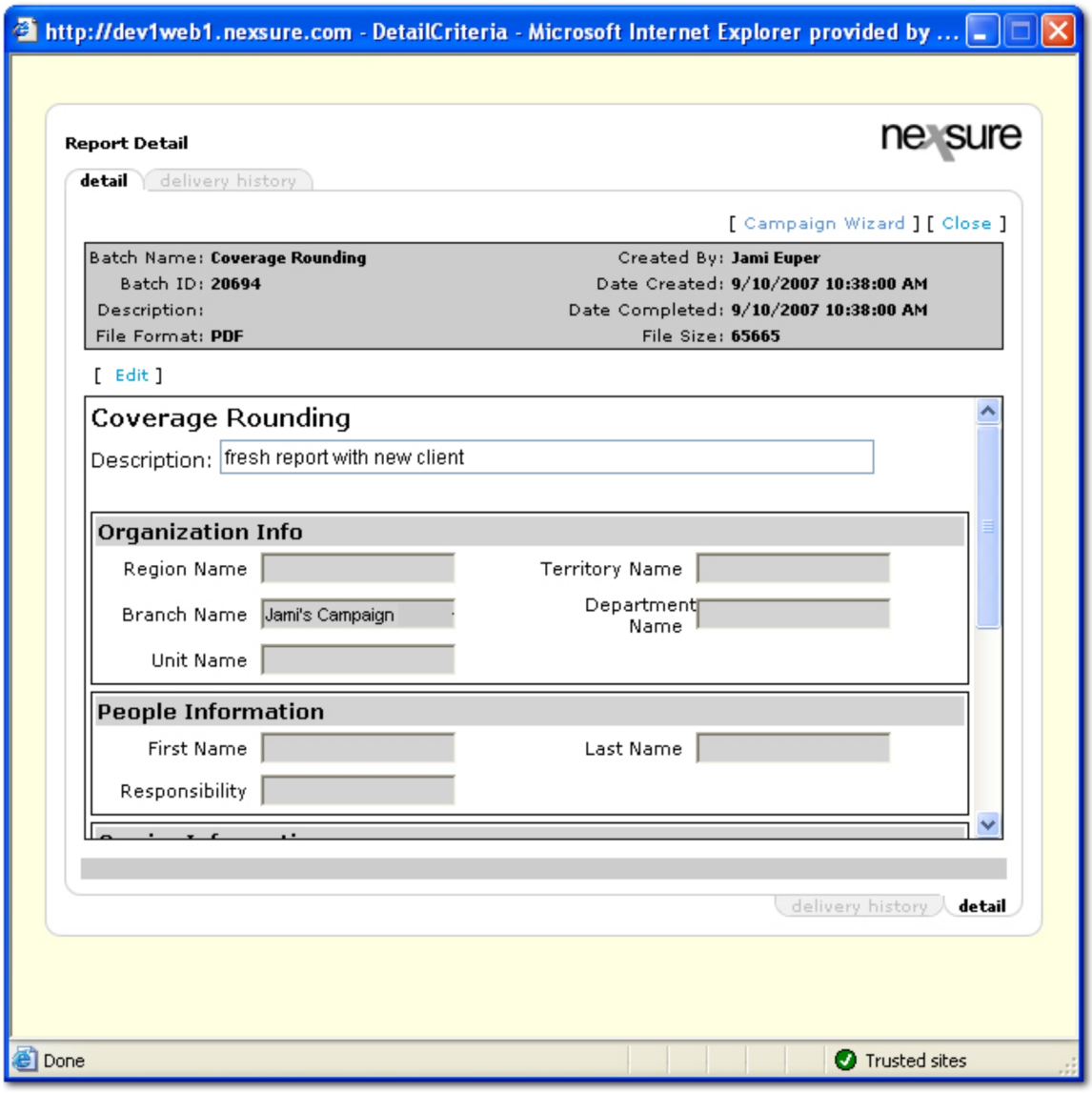
---

## *Campaign Wizard*

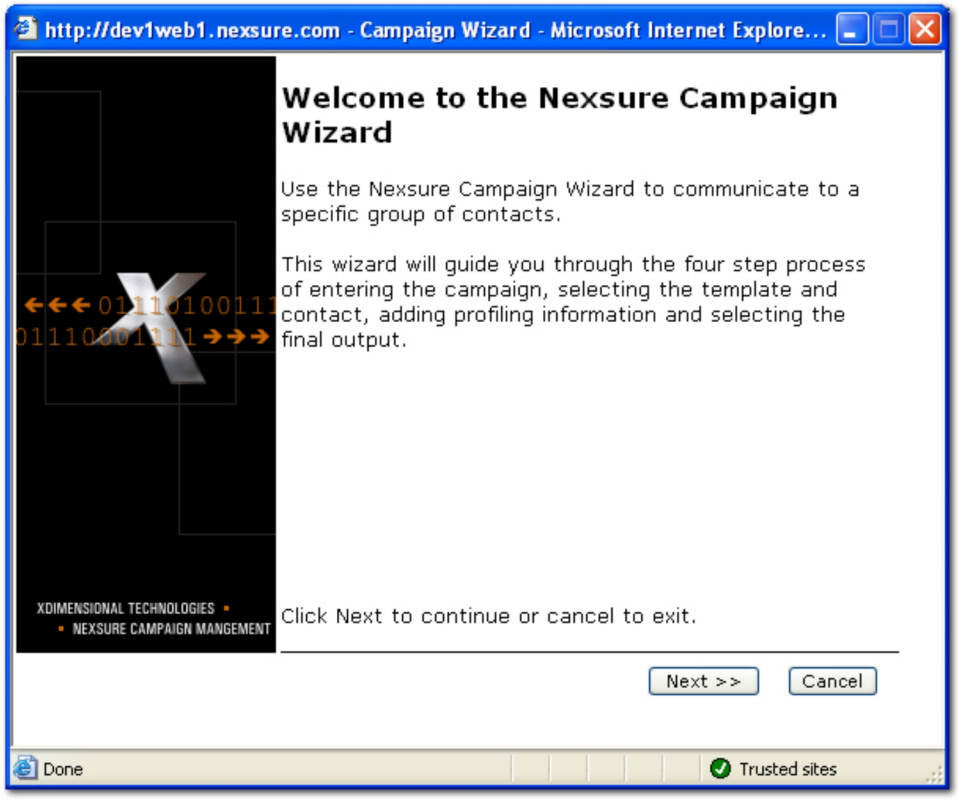
The **Campaign Wizard** can be used in conjunction with the **Coverage Rounding** report as a means of reaching out to the organization client base for the purpose of cross selling, processing mass mailings etc.

**To Access the Campaign Wizard**

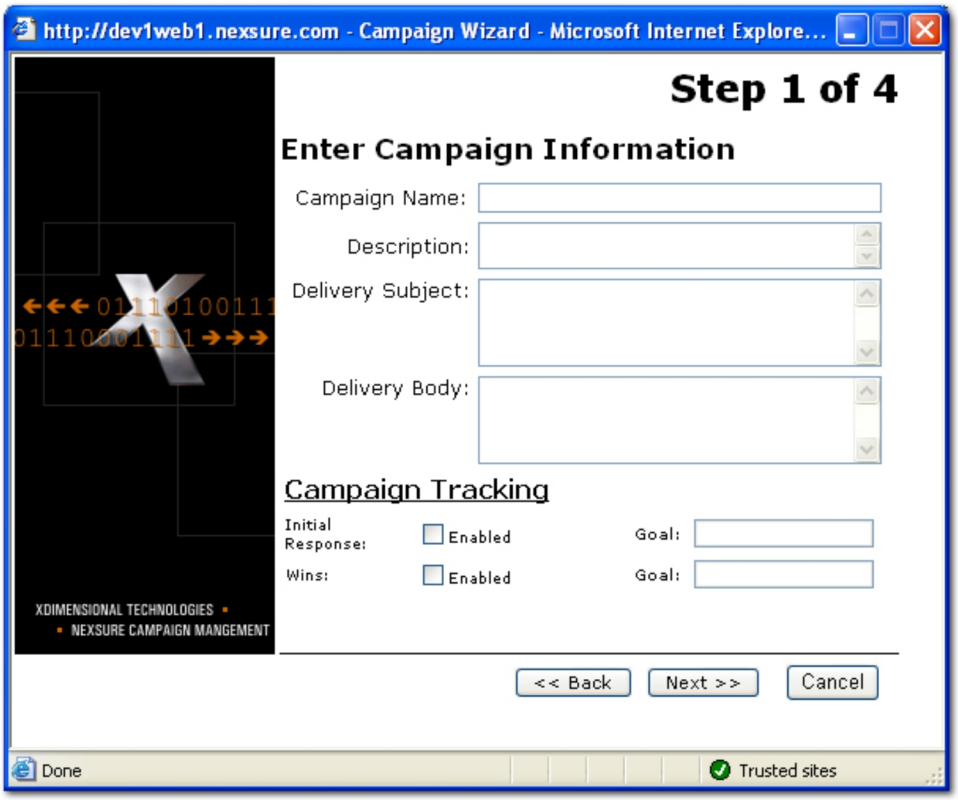
1. Run the **Coverage Rounding Report** as shown in the Coverage Rounding Report topic.
2. Once the report has been run, click the **Details** icon to access. The **detail** tab is displayed.



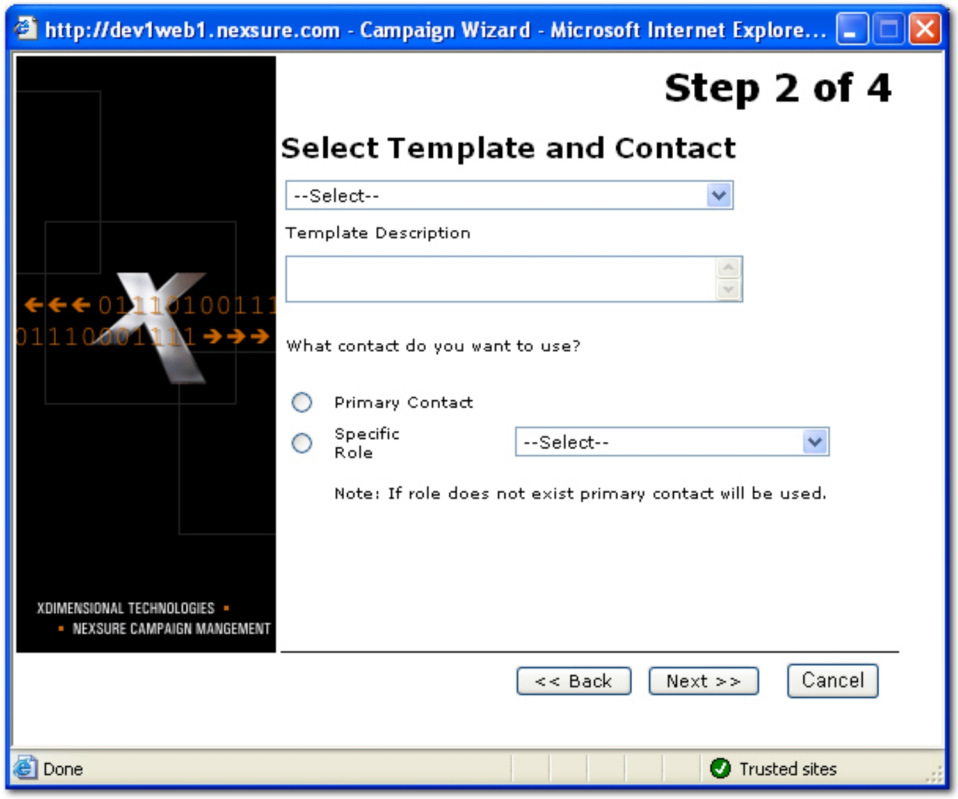

3. On the **detail** tab, click **[Campaign Wizard]**. The wizard is displayed.




4. In the welcome screen of the wizard, click **Next** to continue. The **Enter Campaign Information** dialog box is displayed.

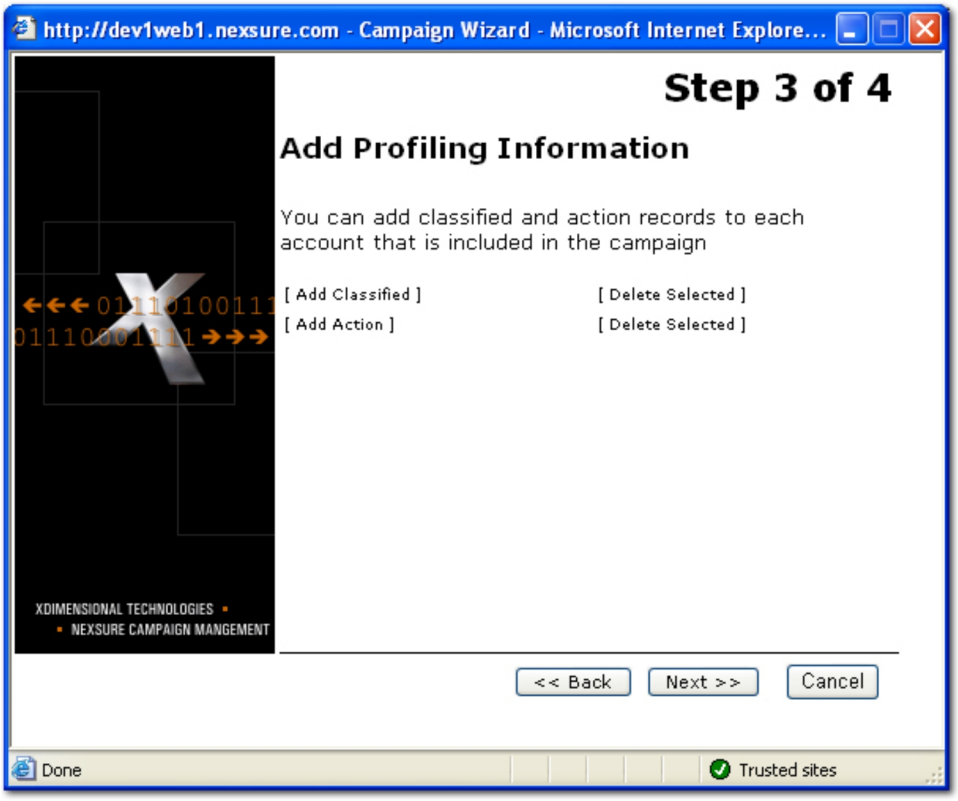


5. In the **Campaign Name** box, enter a name for the campaign. This is a required entry.
6. In the **Description** box, enter a description for the campaign. This is a required entry.
7. In the **Delivery Subject** box, enter a subject line for the fax or email campaign deliveries.
8. In the **Delivery Body** box, enter information to appear in the body of the fax cover sheets or email messages.
9. In the **Campaign Tracking** area, make the following optional selections:
   - **Initial Response:** These selections are used to track the number of customers who responded to the campaign solicitation. The tracking is completed on the **Primary menu > CAMPAIGNS > campaigns** tab.
     - Select the **Enabled** check box to add a count function to the campaign.
     - Once enabled, enter a **Goal** amount to indicate the number of desired or expectedresponses.
   - **Wins:** These selections are used to track the number of actual sales made as a result of the campaign.
     - Select the **Enabled** check box to add a count function to the campaign.
     - Once enabled, enter a **Goal** amount to indicate the number of sales to attain for the campaign.
10. Click **Next** to continue. The **Select Template and Contact** dialog box is displayed.

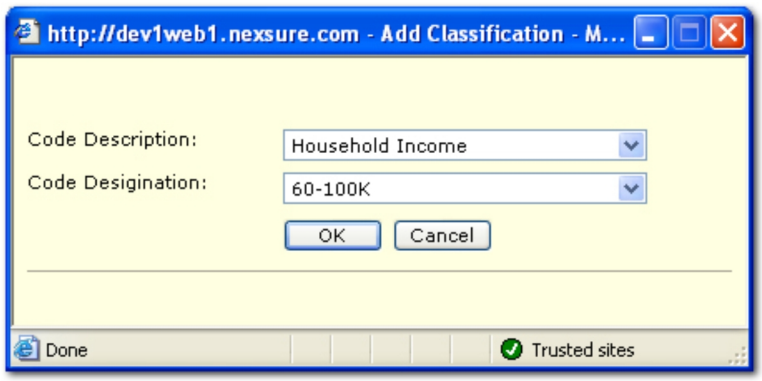



11. In the select document template list, templates that contain the lines of business that correspond with the policies returned in the **Coverage Rounding Report** will be available for selection. The templates available have been added through **SETUP > Document Templates** during template creation.

12. In the **Template Description** box, a description is displayed for the selected template. Descriptions are added during the template creation process that can be accessed in **SETUP > Document Templates**.
13. In the **What contact do you want to use?** area, select either the **Primary Contact** or select **Specific Role** of the contact. The campaign letters will be addressed to the desired contact. If no selections are made, the letters will be addressed to the primary contact by default.
14. Click **Next** to continue. The **Add Profiling Information** dialog box is displayed.

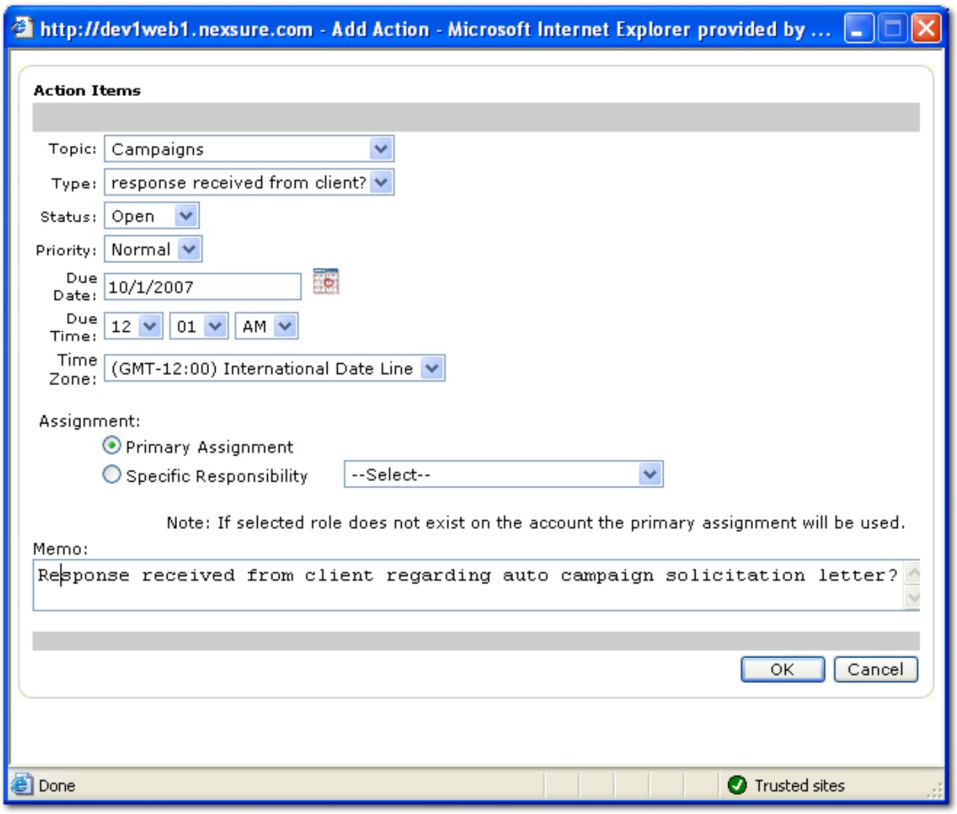



15. Optionally, in the **Add Profiling Information** dialog box, click **[Add Classified]**. The **Add Classification** dialog box is displayed. The classified information will be added at the client level on the **classified** tab for all clients participating in the campaign. Only one classified will be added per client.

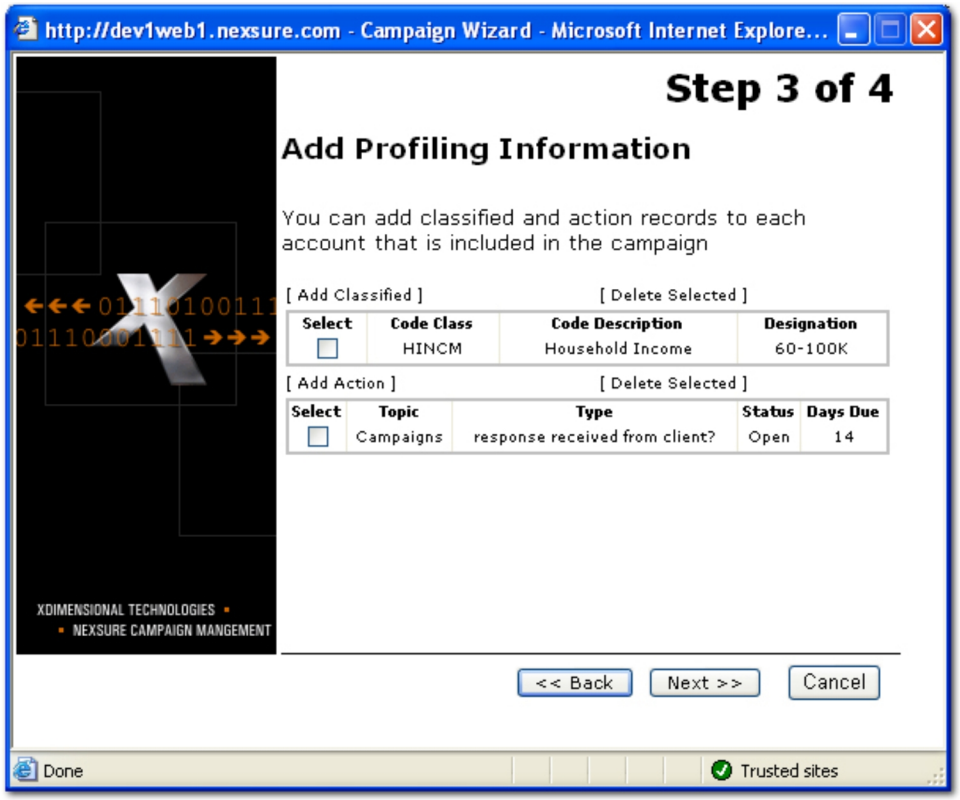



16. In the **Code Description** list, select the classified code to add. These options are populated from the client class codes / designations in **SETUP > Lookup Management**.

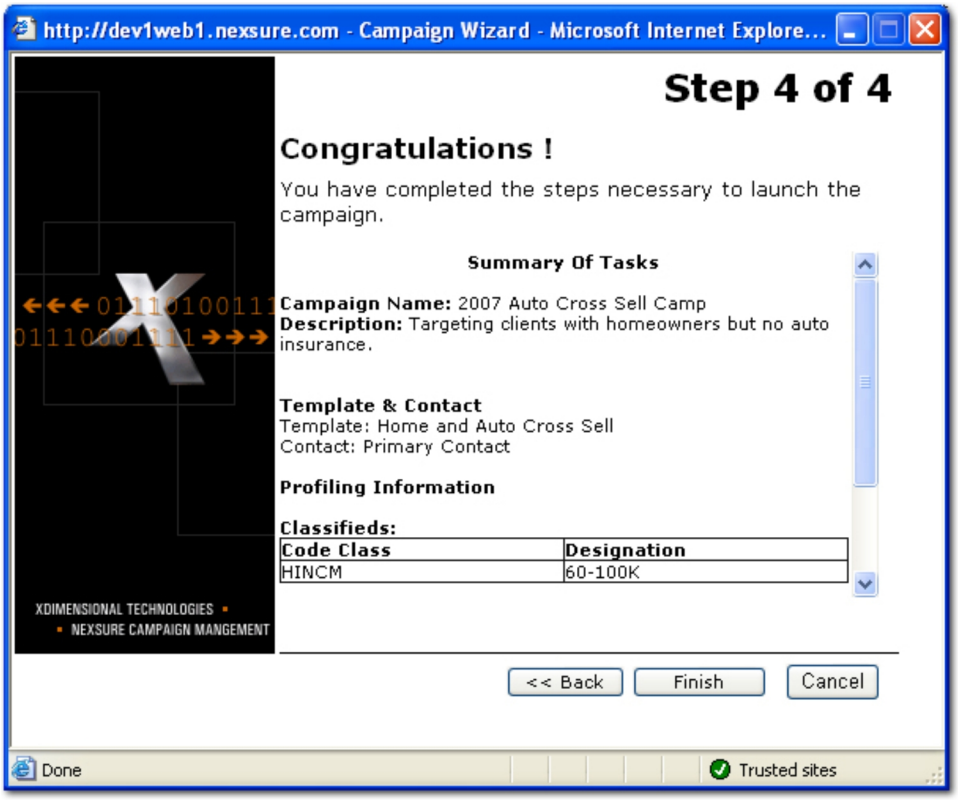
17. In the **Code Designation** list, select the code designation for the classified information.
18. Click **OK**. The classification is added to the **Add Profiling Information** dialog box.
19. Optionally, in the **Add Profiling Information** dialog box, click **[Add Action]**. The **Action Items** dialog box is displayed.




20. In the **Action Items** dialog box, complete the options as explained in the Creating Actions topic. Be sure to select to whom the action will be assigned. The campaign name and the memo will be added to the action at the client level. An action containing the selected information will be added to each client who participated in the campaign. Only one action will be added per client for each campaign.
21. In the **Action** Items dialog box, click **OK**. The new action is added to the **Add Profiling Information** dialog box.




22. In the **Add Profiling Information** dialog box, the classifieds and actions are available for review. If a classified or action must be removed, select the item and click **[Delete Selected]** to remove.
23. In the **Add Profiling Information** dialog box, click **Next**. The final summary of the campaign is displayed.




24. Review the **Summary of Tasks** to confirm all selections made during the wizard process. Click **Finish** to complete the campaign wizard process.

    Once **Finish** is clicked, the actions and classified selected, if any, will be scheduled to add to the specific clients within 24 hours of the campaign being finished.

    Or

    Click **Cancel** to cancel the entire process.

    Or

    Click **Back** to return to the previous wizard screen to make modifications.

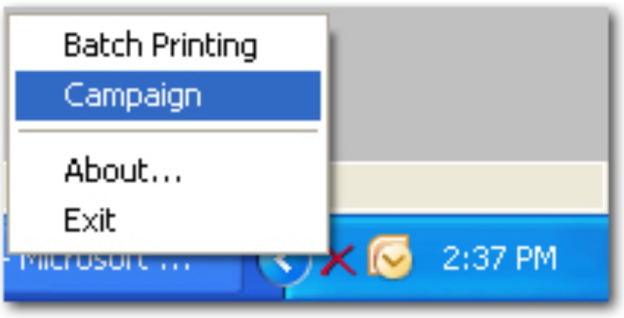
25. Once the **Campaign Wizard** is completed, **Nexsure Agent** will open in the notification area.

    ---

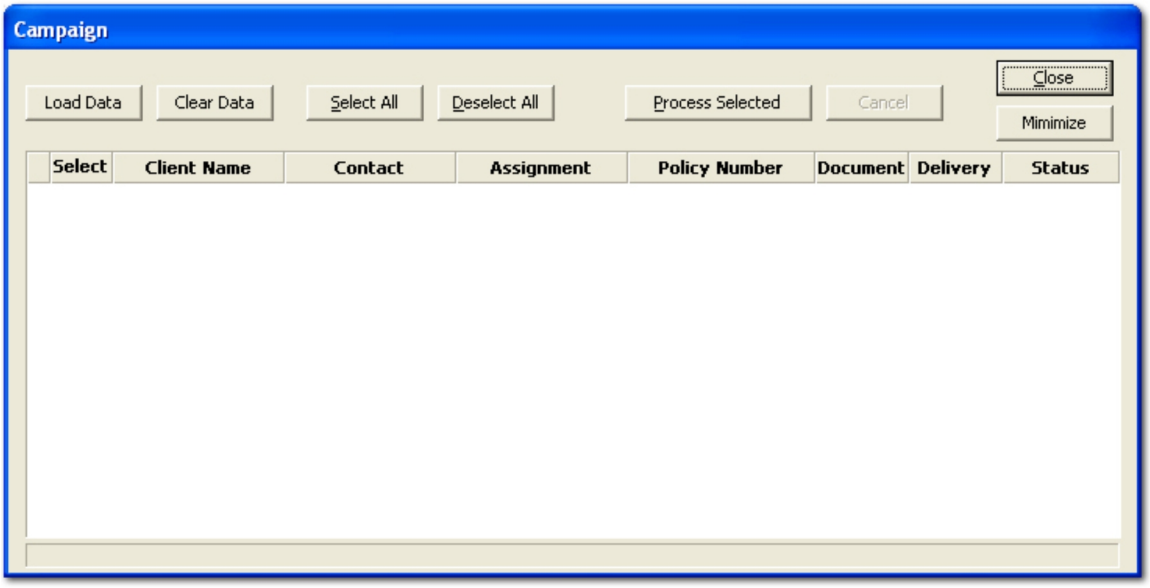
    **Note:** If a newer version of **Nexsure Agent** is available, prompts are displayed to download the newer version.

    ---

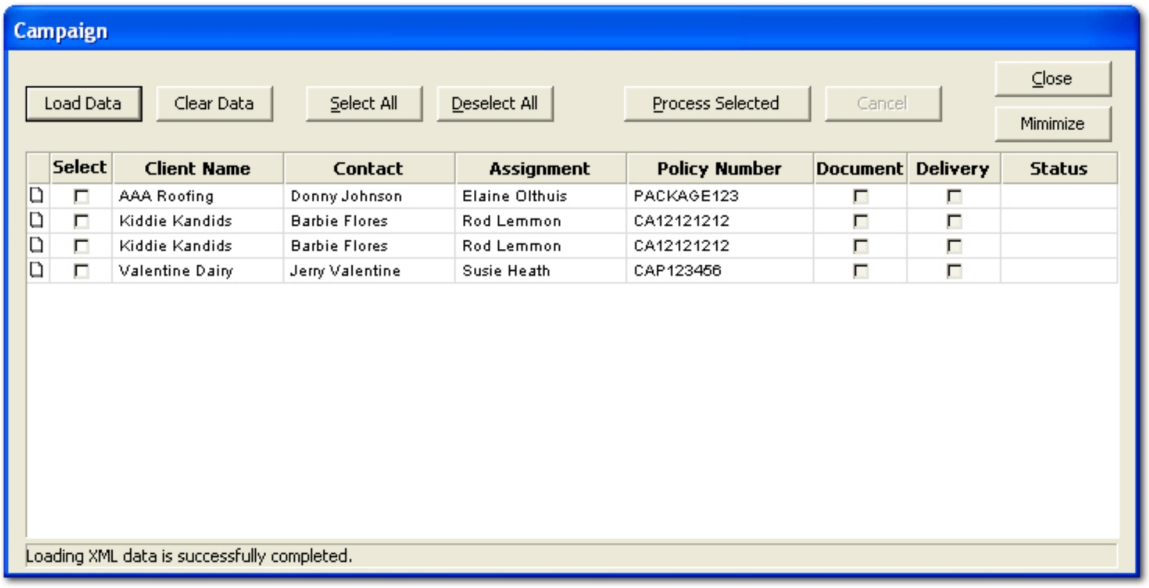
26. From the notification area, right-click on the **Nexsure Agent** icon. The **Nexsure Agent** menu is displayed.




27. In the **Nexsure Agent** menu, select **Campaign**. The **Campaign** dialog box is displayed.




28. In the **Campaign** dialog box, click **Load Data**. The data from the **Coverage Rounding** report is added to the **Campaign** dialog box.



29. Once the data is loaded, clients may be chosen to participate in the campaign by selecting the **Select** check box.

---

**Note:** Data loaded in the **Campaign** dialog box may differ from the **Coverage Rounding** report. The **Coverage Rounding** report data is organized by client name whereas the campaign may return several matches per client and is organized by policy.

---

30. The following options are available in the **Campaign** dialog box:
    - **Load Data:** Loads all clients according to the criteria from the **Coverage Rounding** report.
    - **Clear Data:** Clears the **Campaign** dialog box.
    - **Select All:** Select all check boxes for all clients returned.
    - **Deselect All:** Clears all selected check boxes.
    - **Process Selected:** Begins the campaign process for selected clients. At his point in the process the actual campaign documents will be created.
    - **Cancel:** After the **Process Selected** button has been clicked, the **Cancel** button may be used to stop the process.
    - **Close:** Closes the **Campaign** dialog box.
    - **Minimize:** Minimizes the **Campaign** dialog box back to the notification area.

---

**Note:** At this point the initial setup for the campaign is complete. The **Campaign** dialog can be minimized and opened again at a later time by right-clicking on the **Nexsure Agent** icon and selecting **Campaign**.

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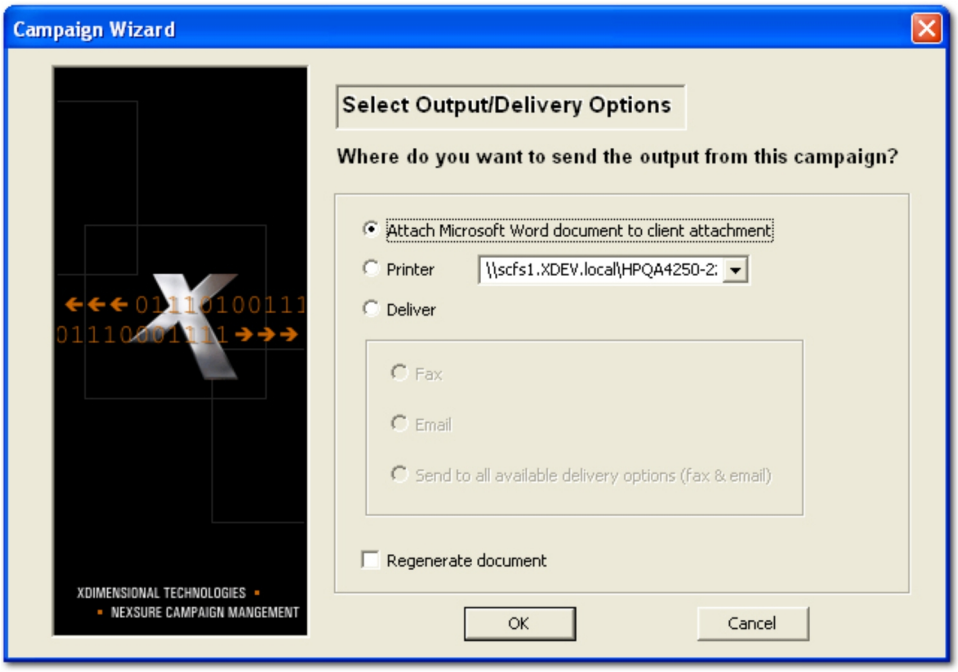
31. Once **Process Selected** has been clicked, The **Select Output / Delivery Options** dialog box is displayed.




32. The following options are available in the **Where do you want to send the output from this campaign?** area:

- **Attach Microsoft Word document to client attachment:** Generates all campaign documents in Microsoft® Word. The documents can be found on the client level **attachments** tab.
- **Printer:** Sends all campaign documents to the selected printer.
- **Deliver:** Automatically sends campaign documents via the delivery method selected below.
  - **Fax:** Faxes all campaign documents to the selected contact's fax number.
  - **Email:** Emails all campaign documents to the selected contact's email address.
  - **Send to all available delivery options (fax & email):** Emails and faxes all campaign documents to the selected contact. If only an email or fax number are available, the available delivery method will be used.
- **Regenerate document:** Nexsure is programmed to add only one instance of the campaign document to the client **attachments** tab. If the campaign document template has been updated or changed, **Regenerate document** can be selected to add the newer version of the campaign document to the client **attachments** tab. The older version will also remain available.

33. Click **OK**. The campaign documents are generated and the deliveries are processed. Since this can be a large process if many clients are selected, running this process on a secondary workstation is recommended.

    Or

    Click **Cancel** to return to the **Campaign** dialog box.

34. Once the process is complete, in the **Campaign** dialog box, click **Close**.

---

Note: Once a client participates in a campaign, the campaign is recorded on the **campaigns** tab in the client profile. When a client responds to the campaign, their response can be recorded on this **campaigns** tab. Once responses are recorded in each client record, the total response numbers for the entire campaign are displayed on the **Primary menu > CAMPAIGNS > campaigns** tab. If **Nexsure Agent** has been exited, clicking the **Details** icon next to the campaign and clicking the **Reload Campaign** button can be used to again access the campaign.

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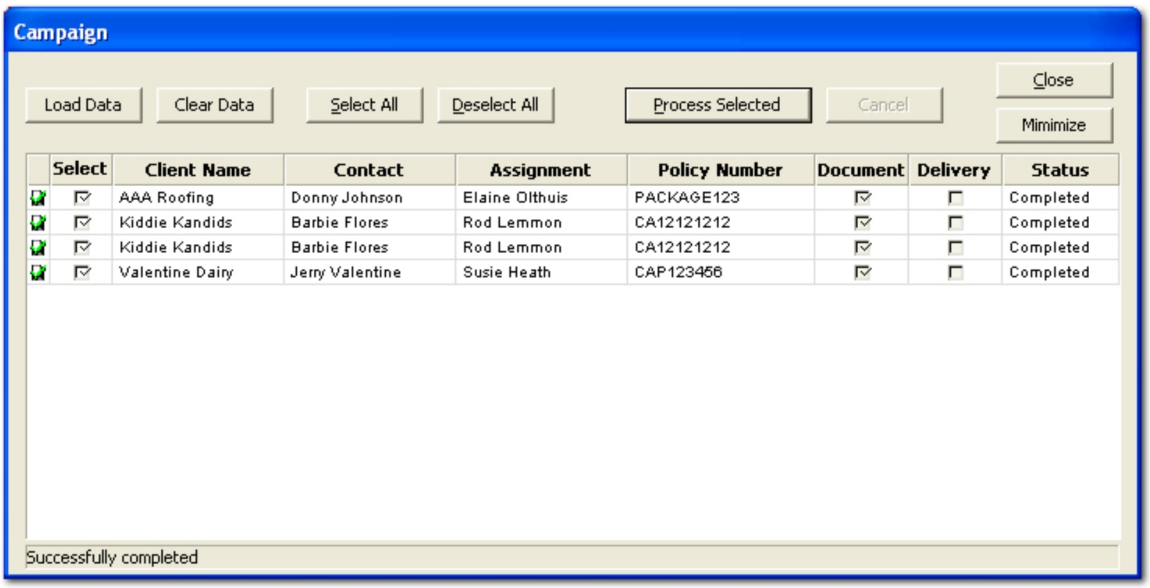


## Policies Reports

For help generating one of the following reports, click on the name of the report.

Actions

A listing of Actions due in a specified time period.

**To Generate an Actions Report**

1. On the Primary menu, click **REPORTS**.
2. Click **Reports** to display the Reports pop-up window.
3. From the Report Type drop-down menu, select **Policies**.
4. Locate **Actions** and click **Enter Report Criteria**.
5. Enter the Organization Information.

---

**Note:** These fields can not be populated directly. You must click the **[Select]** link to enter the organization information.




---

6. Click **[Select]**. The Nexsure Organization Criteria dialog box will appear. Using the drop-down lists, select the desired organization information (Region, Territory, Branch, Department, Unit) you wish to query for the report and click **Add**. This feature allows you to add as many regions, territories, etc. to the report as needed. Once information has been added to the Include box, it can be removed by selecting the item and clicking the **Del** button or **Clear** to remove all items. If the organization information is correct, click **OK**.
7. Enter the remaining report criteria.
8. Click **Submit Report Criteria**. The report viewer will open.
9. Click the **Print** icon to send the report to your printer or the **Export** icon to save the file as one of the supported file formats.

Expirations

A listing of policies with expiration dates in a specified date range along with associated Actions.

**To Generate a Expirations Report**

1. On the Primary menu, click **REPORTS**.
2. Click **Reports** to display the Reports pop-up window.
3. From the Report Type drop-down menu, select **Policies**.
4. Click on **Expirations** and click **Ok**.

5. Click **New Report Criteria**.
6. Enter the Organization Information.

**Note:** These fields can not be populated directly. You must click the **[Select]** link to enter the organization information.




7. Click **[Select]**. The Nexsure Organization Criteria dialog box will appear. Using the drop-down lists, select the desired organization information (Region, Territory, Branch, Department, Unit) you wish to query for the report and click **Add**. This feature allows you to add as many regions, territories, etc. to the report as needed. Once information has been added to the Include box, it can be removed by selecting the item and clicking the **Del** button or **Clear** to remove all items. If the organization information is correct, click **OK**.
8. Enter the remaining report criteria.
9. Click **Submit Report Criteria**. The report viewer will open.
10. Click the **Print** icon to send the report to your printer or the **Export** icon to save the file as one of the supported file formats.

Claims

**To Generate a Claims Report**

1. On the Primary menu, click **REPORTS**.
2. Click **Reports** to display the Reports pop-up window.
3. From the Report Type drop-down menu, select **Policies**.
4. Locate **Claims** and click **Enter Report Criteria**.
5. Enter the Organization Information.

**Note:** These fields can not be populated directly. You must click the **[Select]** link to enter the organization information.




6. Click **[Select]**. The Nexsure Organization Criteria dialog box will appear. Using the drop-down lists, select the desired organization information (Region, Territory, Branch, Department, Unit) you wish to query for the report and click **Add**. This feature allows you to add as many regions, territories, etc. to the report as

needed. Once information has been added to the Include box, it can be removed by selecting the item and clicking the **Del** button or **Clear** to remove all items. If the organization information is correct, click **OK**.

7. Enter the remaining report criteria.
8. Click **Submit Report Criteria**. The report viewer will open.
9. Click the **Print** icon to send the report to your printer or the **Export** icon to save the file as one of the supported file formats.

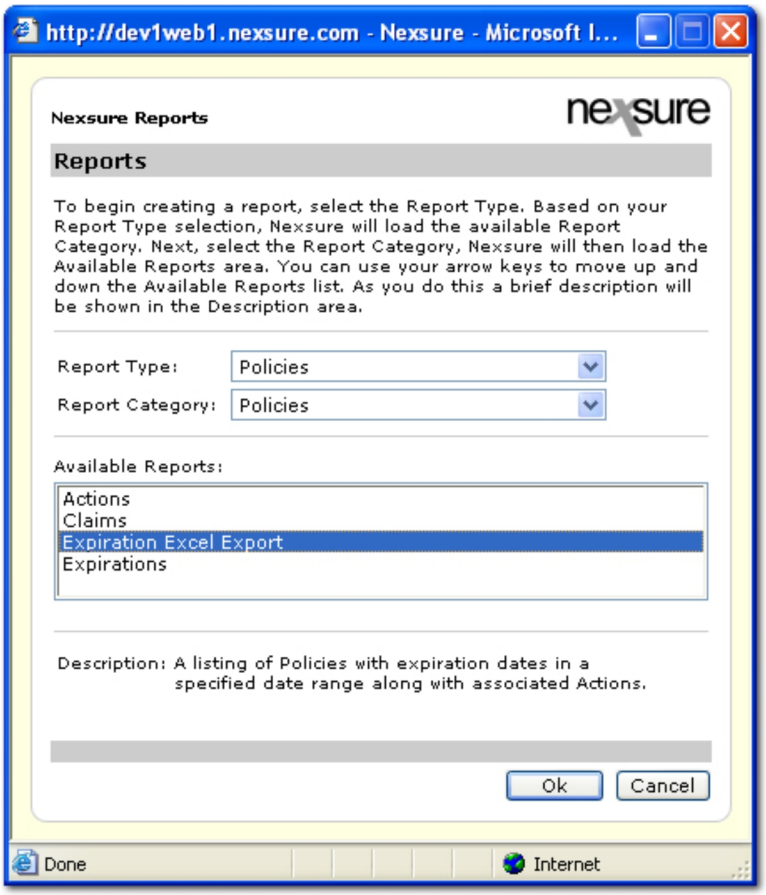
## *Expirations Excel Export Report*

This report can be used by both office management and other staff members:

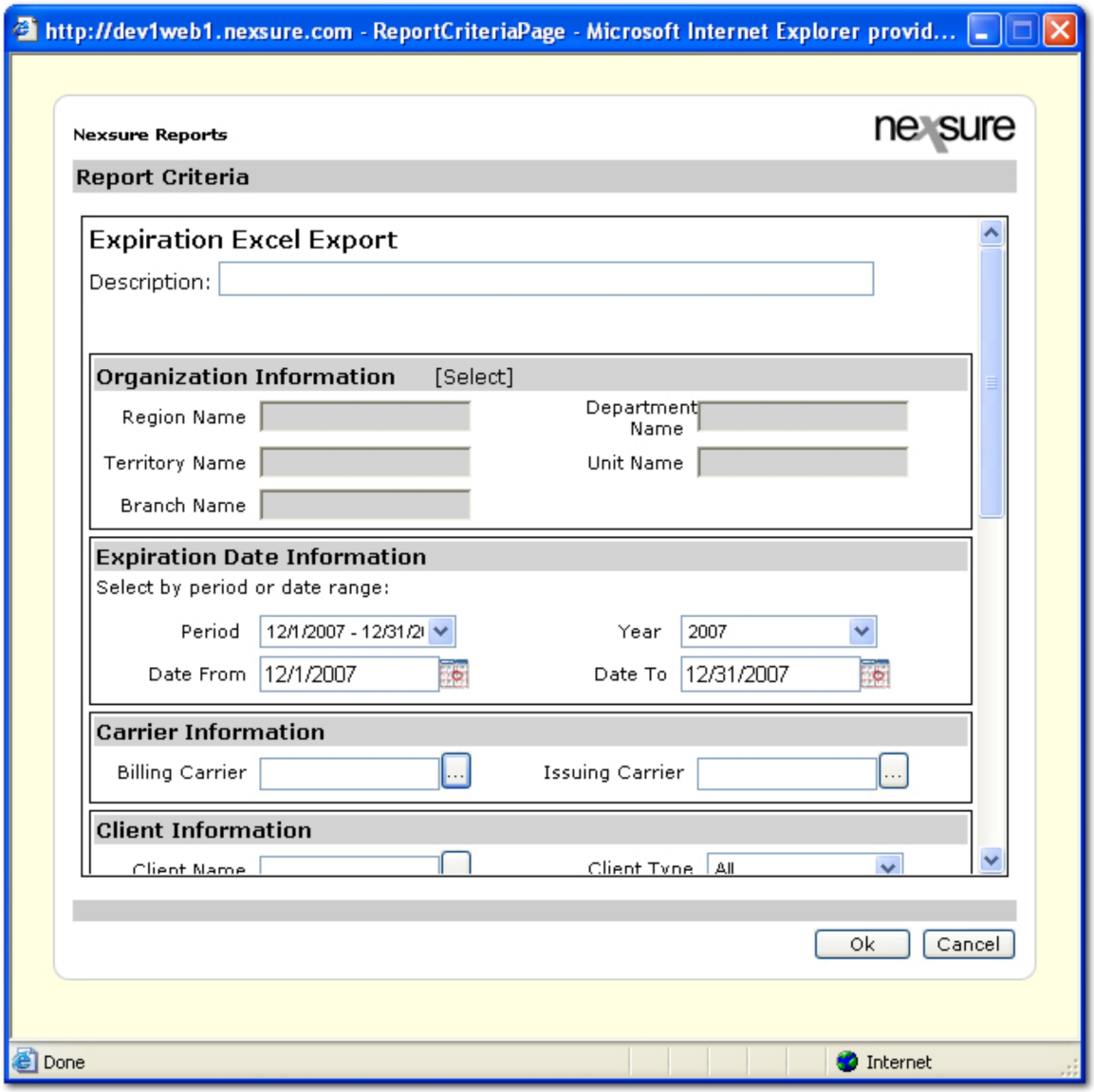
- **Management:** Used for workload assessment and by individual staff members for forecasting upcoming renewal responsibilities and managing account teams.
- **All Staff Members:** Used to manage upcoming policy expirations and team workload and assignments. Can also be used with the capabilities of Microsoft® Excel® to further manipulate the data to reach the desired view of the data.

**To Generate an Expirations Excel Export Report**

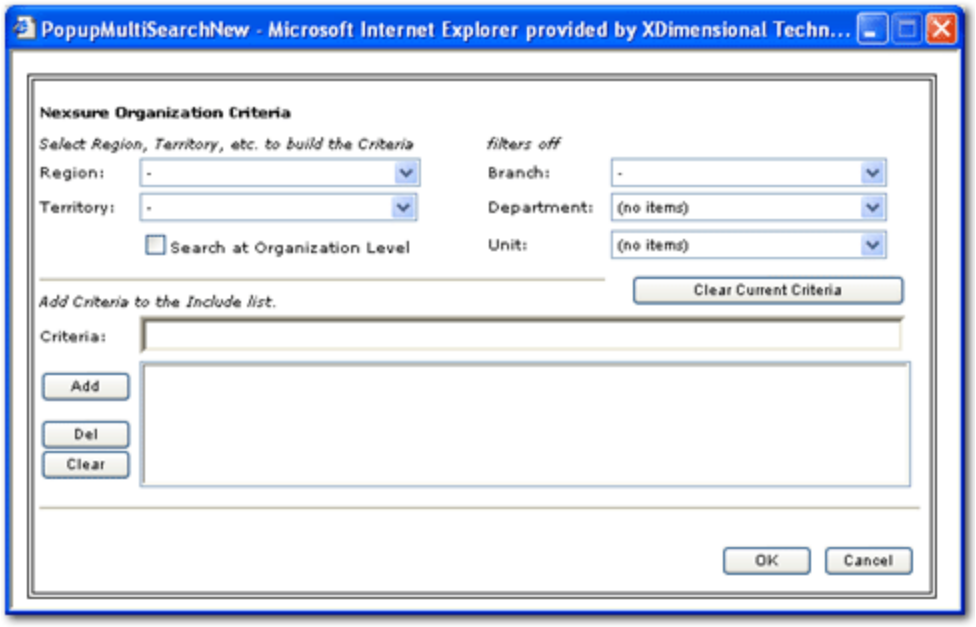
1. On the Primary menu, click **REPORTS**.
2. On the **REPORTS** menu, click **Reports**. The **Nexsure Reports** dialog box is displayed.



3. In the **Report Type** list, select **Policies**.
4. In the **Report Category** list, select **Policies**.
5. In the **Available Reports** list, select **Expiration Excel Export**.
6. Click **OK**. The **summary** tab is displayed.
7. On the **navigation toolbar**, click **New Report Criteria** to go to the **Nexsure Reports > Report Criteria** dialog box.




8. Under **Organization Info**, click **[Select]**. The **Nexsure Organization Criteria** dialog box is displayed.




9. In the **Nexsure Organization Criteria** dialog box, select the desired organization information (in the Region, Territory, Branch, Department, and Unit lists) to query for the report and click **Add**.

---

**Note:** If the report is being run for the entire organization it is not necessary to make a selection in the Nexsure Organization Criteria dialog box. Only one Region, Territory, or Branch may be selected for each report. When filtering by Department or Unit, add the Branch first then add the Department or Unit.

---

Once information has been added to the Include list, it can be removed by selecting the item and clicking **Del** to remove individual items or **Clear** to remove all items.

10. If the organization information is correct, click **OK**. The organization information selected is added to the **Nexsure Reports > Report Criteria** screen.

11. In the **Expiration Date Information** area, select date filters. Date filters are used to set the beginning and ending date of the report.




The available options are:

- **Period:** Periods can be selected from the **Period** list, which are based on agency accounting periods or can be entered manually if the desired date range does not fall within the standard accounting periods.
- **Year:** Fiscal years based on the general ledger periods and default to current year.
- **Date From:** Start date for a selected period.
- **Date To:** End date for the selected period.

12. In the **Carrier Information** area, enter the billing or issuing carrier name. The exact name of the billing or issuing carrier must be used. Use the **Issuing Carrier** to find out where business is being placed. Use the **Billing Carrier** to find the volume of premium with a particular carrier.



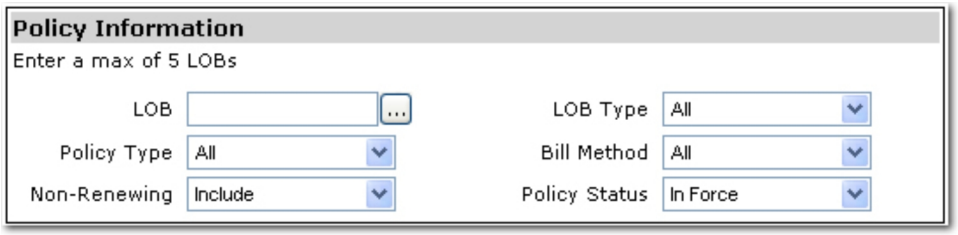

13. In the **Client Information** area, select the client information:




The available options are:

- **Client Name:**Click the **Ellipsis**  button to open a selection dialog box containing all client names associated with the organization.
- **Retail Agent:** Click the **Ellipsis**  button to open a selection dialog box containing all retail agent names associated with the organization.
- **Client Type:** Select the corresponding client type for the client selected in the **Client Name** box.
- **Entity Type:** Select the corresponding entity type for the entity selected in the **Retail Agent** box.

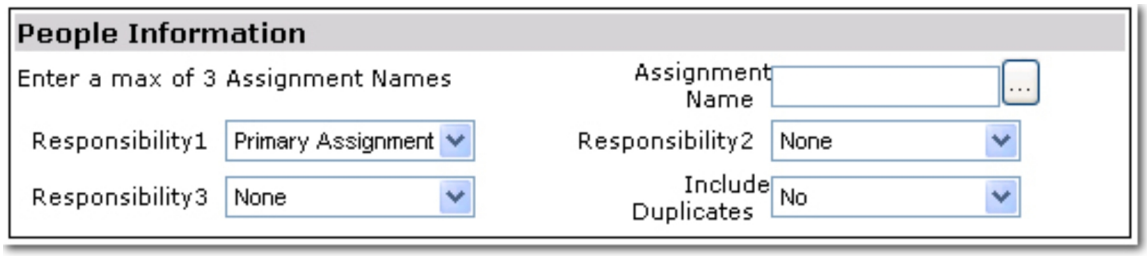
14. In the **Policy Information** area, select the appropriate policy information for the report.




The available options are:

- **LOB:** Click the **Ellipsis**  button to open the LOB selection dialog box. Select up to five LOBs.
- **Policy Type:** Select the type of policy on which to report.
- **Non-Renewing:** Select whether to include, exclude or find only the non-renewing policies.
- **LOB Type:** Select the types of LOBs to be included on the report.
- **Bill Method:** Select whether the bill method to include is agency, direct, or all.
- **Policy Status:** Select the status of the policies to include on the report.

15. In the **People Information** area, select the appropriate people information to be include on the report.




The available options are:

- **Assignment Name:** Click the **Ellipsis** button to open a selection dialog box. Select the names of up to three staff members.
- **Responsibility 1 - 3:** Select the responsibility role for each assignment name selected. The responsibility must be selected in order for the header description to be returned on the report.
- **Include Duplicates:** Select **Yes** or **No**.
  - **Yes:** If more than one instance of a responsibility is found, the duplicates will be displayed on the following line.
  - **No:** If more than one instance of a responsibility is found, only the first instance is returned.

16. In the **Report Format Options** area, only the XLS (unformatted) option is available. The report output will be a Microsoft Excel document that can be manipulated as an .xls file. The report is generated with no formatting so cells are not merged and data is stored in individual cells, however column headers do not appear and page breaks are not inserted.




17. In the **Nexsure Reports > Report Criteria** dialog box, click **OK**. The **Expiration Excel Export** report will start compiling.



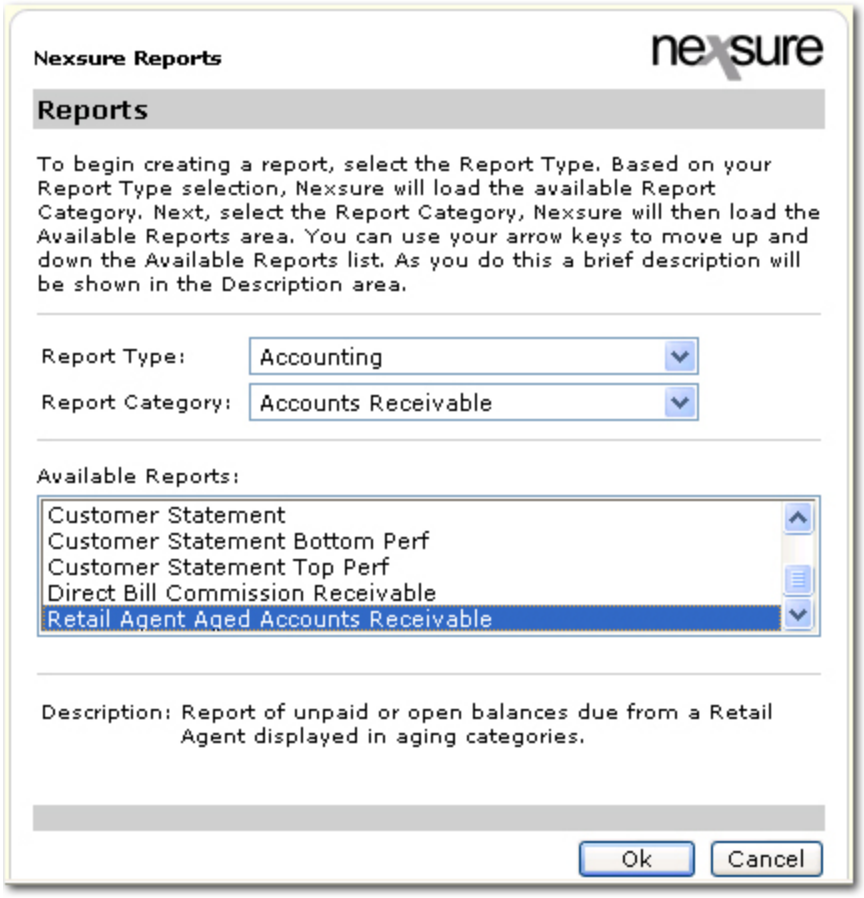

18. To update the compiling status, click **Refresh** on the **navigation toolbar**.
19. Once the report **Status** is **Complete**, click the **View** icon to view the report.

## *Retail Agent Aged Accounts Receivable Report*

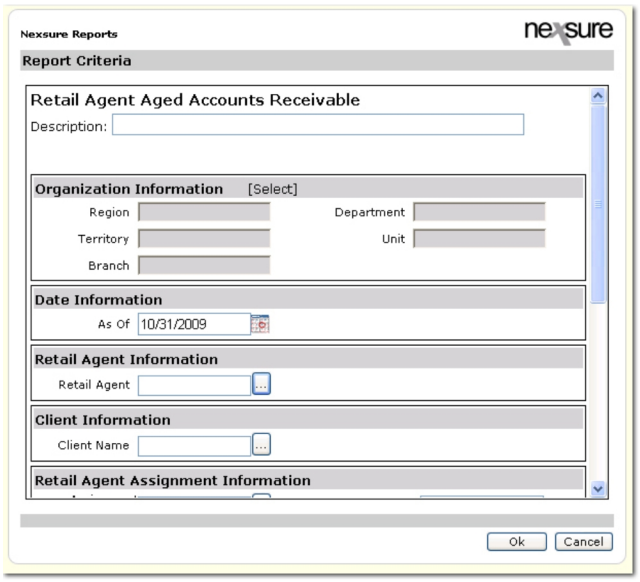
The Retail Agent Aged Accounts Receivable report will show transactions that are unpaid or due from a Retail Agent displayed in aging categories, in detailed or summarized format.

**To Generate an Aged Accounts Receivable Details Report**

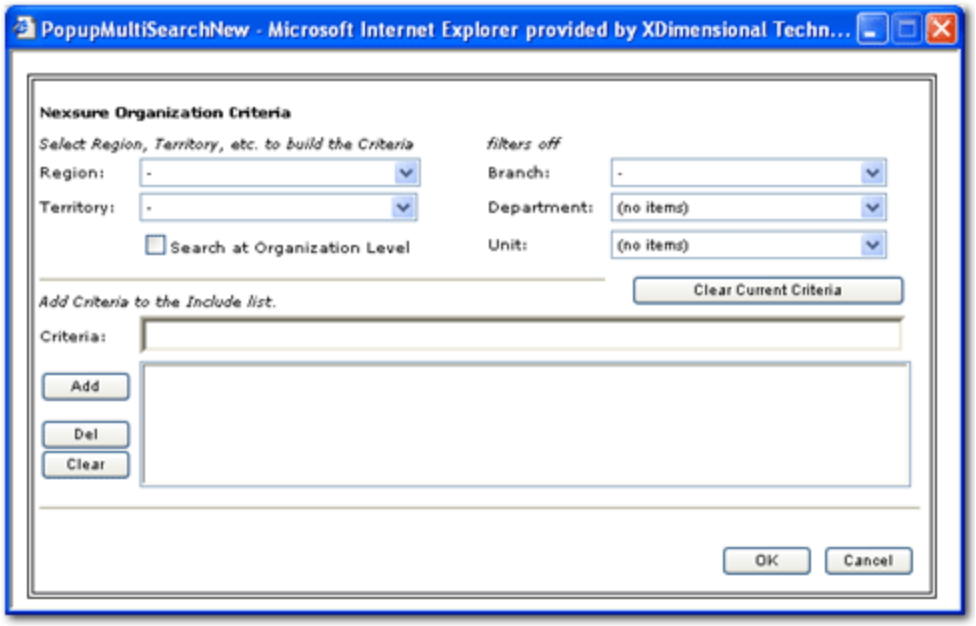
1. On the Primary menu, click **REPORTS**.
2. On the **REPORTS** menu, click **Reports**. The **Nexsure Reports** dialog box is displayed.




3. In the **Report Type** list, select **Accounting**.
4. In the **Report Category** list, select **Accounts Receivable**.
5. In the **Available Reports** list, select **Retail Agent Aged Account Receivable**.
6. Click **OK**. The **summary** tab is displayed showing the report selected in the header area.
7. On the **Navigation Toolbar**, click **New Report Criteria** to go to the **Nexsure Reports > Report Criteria** dialog box.




8. Under **Organization Information**, click **[Select]**. The **Nexsure Organization Criteria** dialog box is displayed.




9. In the **Nexsure Organization Criteria** dialog box, select the desired organization information (in the Region, Territory, Branch, Department, and Unit lists) to query for the report and click **Add**.

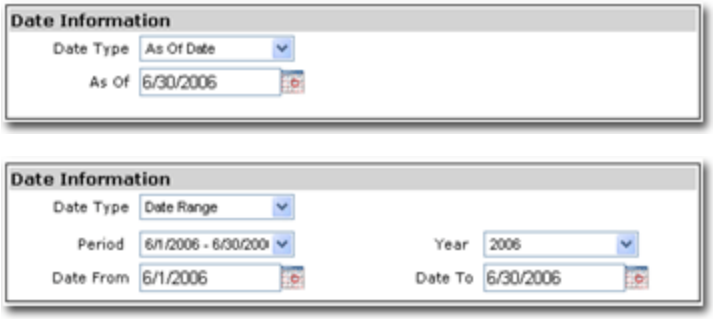
---

**Note:** If the report is being run for the entire organization it is not necessary to make a selection in the Nexsure Organization Criteria dialog box. Only one Region, Territory, or Branch may be selected for each report. When filtering by Department or Unit, add the Branch first then add the Department or Unit.

---

Once information has been added to the Include list, it can be removed by selecting the item and clicking **Del** to remove individual items or **Clear** to remove all items.

10. If the organization information is correct, click **OK**. The organization information selected is added to the **Nexsure Reports > Report Criteria** screen.
11. In the **Date Information** area, select date filters. Date filters are used to set the beginning and ending date of the report.




The available options are:

- **Date Type:** Select either **As Of Date** or **Date Range**.
- **As Of:** Set the end date of the report by using either the calendar dialog box or entering a date in the box.
- **Period:** Periods can be selected from the Period list, which are based on agency accounting periods or can be entered manually if the desired date range does not fall within the standard accounting periods. Period range filters will return all transactions with a balance due within the date range of the report at that time.
- **Year:** Fiscal years based on the general ledger periods and default to current year.
- **Date From:** Start date for a selected period.
- **Date To:** End date for the selected period.

12. In the **Retail Agent Information** area, click the **Ellipsis** button to open a list of retail agents to make a selection.

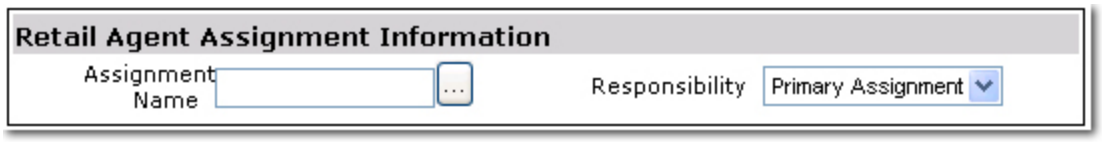



12. In the **Client Information** area, click the **Ellipsis** button to open the **Client Name** dialog box. Select the client or multiple clients and click the **[Select]** link to return to the Report Criteria dialog box.




12. In the **Retail Agent Assignment Information** area, use the **Ellipsis** button to open the **Assignment Name** dialog box. Select the appropriate name.

    In the **Responsibility** list, select the responsibility for the selected assignment name.



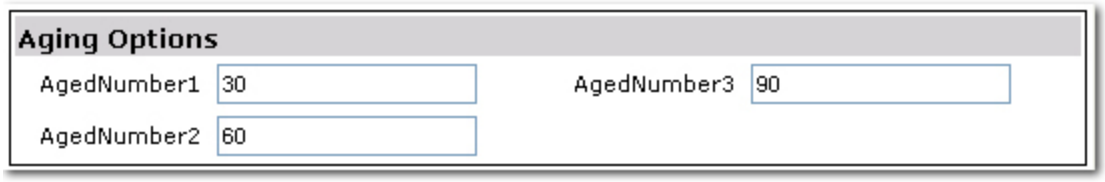

14. In the **Grouping / Sorting Options** area, make selections to group and sort the report to change the report layout.




The available options are:

- **Group Field [1]:** Apply a primary grouping by **RA Assignment Name** (default), **Territory, Region, Branch, Department, and Unit**.
- **Sort Field [1]:** Sort transactions in ascending order within groups. Options include **Client Name** (default), **Date Booked**, **Invoice Number**, **Line of Business**, **Policy Number**, and **Receivable Type**.
- **Sort Order: Sort Order:** Select either **Ascending** or **Descending** to sort transactions within the group field selected. **Ascending** will set the order from A-Z. **Descending** will set the order from Z-A.

15. In the **Aging Options** area, select from the following options:




- **Aged Number 1:** Set the number of days to age open invoices. If left blank, will default to 30 days.
- **Aged Number 2:** Set the number of days to age open invoices. If left blank, will default to 60 days.
- **Aged Number 3:** Set the number of days to age open invoices. If left blank, will default to 90 days.

15. In the **Page Break Options** area, select whether or not a page break is desired between the **Group By [1]** headers by selecting **Yes** or **No** in the **Page Break** list..




16. In the **Output Options** area, make a selection in the following:




In the **Summarize By** list, the available options are:

- Client
- Invoice
- Retail Agent

4. In the **Report Format Options** area, select one of the options in the **Format Type** list.




The available formats are:

- **PDF:** This is the default setting that creates the report in a PDF format. The report data is static and cannot be manipulated.
- **XLS:** Microsoft® Excel® document that can be manipulated as an .xls file. The report is generated with the same formatting used in the PDF format so cells are merged and data may not be stored in individual cells.
- **DOC:** Microsoft® Word document that can be manipulated as a .doc file.
- **XLS (unformatted):** Microsoft® Excel® document that can be manipulated as an .xls file. The report is generated with no formatting so cells are not merged and data is stored in individual cells, however column headers do appear and page breaks are not inserted.

17. In the **Nexsure Reports > Report Criteria** dialog box, click **OK**. **Retail Agent Aged Accounts Receivable** report will start compiling.
18. To update the compiling status, click **Refresh** on the **navigation toolbar**.
19. Once the report **Status** is **Complete**, click the **View** icon to view the report.

## *Retail Agent Clearing Account Reconciliation Report*

The Retail Agent Clearing Account Reconciliation report is used for clearing Retail Agent receivables and payables through accounting transactions such as Retail Agent Reconciliations, Receive Payments and Disbursements.

This report shows the details of the transactions that make up the balance of the retail agent clearing account. Only transactions that do not have an off-setting debit or credit are included, i.e. “outstanding” transactions. Once an off-setting entry has been posted, (given the report is requested with an As Of date to include both the initial transaction and the off-setting transaction) the initial transaction that was once “outstanding” will no longer appear on the report.

**To Generate a Retail Agent Clearing Account Reconciliation Report**

1. On the Primary menu, click **REPORTS**.
2. On the **REPORTS** menu, click **Reports**. The **Nexsure Reports** dialog box is displayed.
3. In the **Report Type** list, select **Accounting**.
4. In the **Report Category** list, select **Reconciliation**.
5. In the **Available Reports** list, select **Retail Agent Clearing Account Reconciliation**.
6. Click **OK**. The **summary** tab is displayed.

7. On the **Navigation Toolbar**, click **New Report Criteria** to go to the **Nexsure Reports > Report Criteria** dialog box.
8. Under **Organization Info**, click **[Select]**. The **Nexsure Organization Criteria** dialog box is displayed.
9. In the **Nexsure Organization Criteria** dialog box, select the desired organization information (in the Region and Territory lists) to query for the report and click **Add**.

   **Note:** If the report is being run for the entire organization it is not necessary to make a selection in the Nexsure Organization Criteria dialog box. Multiple Regions or Territories may be selected for each report. First select the regions to determine the available territories. All territories for all selected regions will be displayed for selection.

   Once information has been added to the **Include** list, it can be removed by selecting the item and clicking **Del** to remove individual items or **Clear** to remove all items.
10. If the organization information is correct, click **OK**. The organization information selected is added to the **Nexsure Reports > Report Criteria** screen.
11. In the **Date Information** area, select the "As Of" date for the report. Set the end date of the report by using either the calendar dialog box or entering a date in the box.




12. In the **Group/Sorting Options** area, select the grouping and sorting options that affect the layout of the report.




The available options are:

- **Group Field [1]:** Apply a primary grouping by **Territory** or select another option. Available selections are **Date Booked**, **Region**, **Retail Agent**,and **Transaction Type**.
- **Sort Field [1]:** Sort transactions in ascending or descending order within groups. Available selections are **Retail Agent Name**, **Amount**, **Date Booked** and **Transaction Type**.
- **Sort Order:** Select either **Ascending** or **Descending** to sort transactions within the group field selected. **Ascending** will set the order from A-Z. **Descending** will set the order from Z-A.

13. In the **Report Format Options** area, select one of the options in the **Format Type** list.




The available formats are:

- **PDF:** This is the default setting that creates the report in a PDF format. The report data is static and cannot be manipulated.
- **XLS:** Microsoft® Excel® document that can be manipulated as an .xls file. The report is generated with the same formatting used in the PDF format so cells are merged and data may not be stored in individual cells.
- **XLS (unformatted):** Microsoft® Excel® document that can be manipulated as an .xls file. The report is generated with no formatting except for the inclusion of column headers.

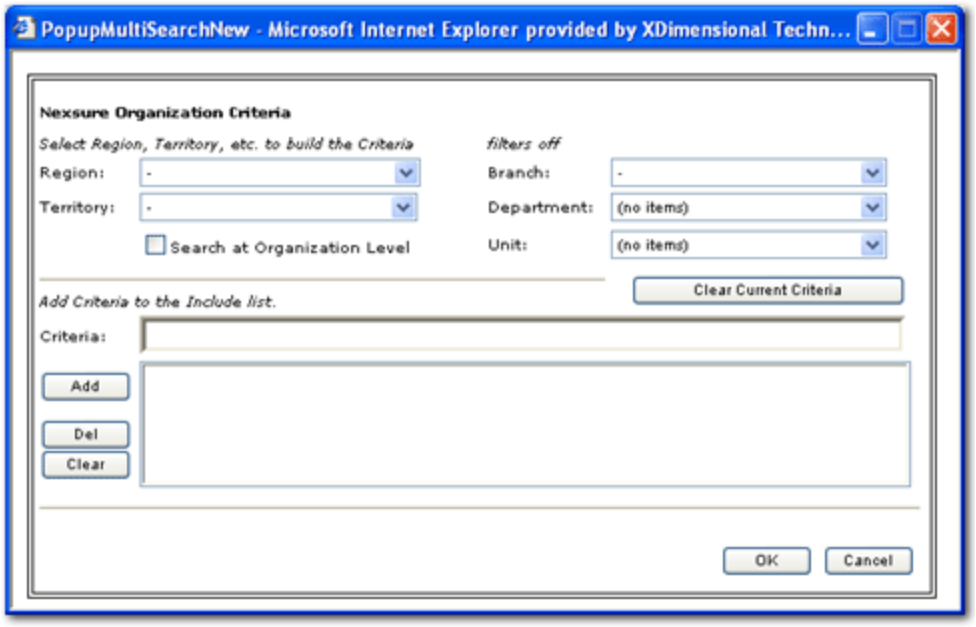
14. In the **Nexsure Reports > Report Criteria** dialog box, click **OK**. The **Retail Agent Clearing Account Reconciliation** report will start compiling.
15. To update the compiling status, click **Refresh** on the **Navigation Toolbar**.
16. Once the report **Status** is **Complete**, click the **View** icon to view the report.

## *Retail Agent Cost Account Reconciliation Report*

This report will gather debit and credit line items from transactions that have posted to the retail agent cost accounts. Report line item data originates from retail agent invoices. The transaction types that cause the retail agent cost to be recognized in the retail agent cost accounts are limited to Invoices, Reconciliations, Cash Receipts, and Disbursements when using normal retail agent workflows.

**To Generate a Retail Agent Cost Account Reconciliation Report**

1. On the Primary menu, click **REPORTS**.
2. On the **REPORTS** menu, click **Reports**. The **Nexsure Reports** dialog box is displayed.
3. In the **Report Type** list, select **Accounting**.
4. In the **Report Category** list, select **Reconciliation**.
5. In the **Available Reports** list, select **Retail Agent Cost Account Reconciliation**.
6. Click **OK**. The **summary** tab is displayed.
7. On the **navigation toolbar**, click **New Report Criteria** to go to the **Nexsure Reports > Report Criteria** dialog box.
8. Under **Organization Information**, click **[Select]**. The **Nexsure Organization Criteria** dialog box is displayed.




9. In the **Nexsure Organization Criteria** dialog box, select the desired organization information (in the Region, Territory, Branch, Department, and Unit lists) to query for the report and click **Add**.

---

**Note:** If the report is being run for the entire organization it is not necessary to make a selection in the Nexsure Organization Criteria dialog box. Multiple entities may be selected for each report. First select the regions to determine the available territories. All territories for all selected regions will be displayed for selection.

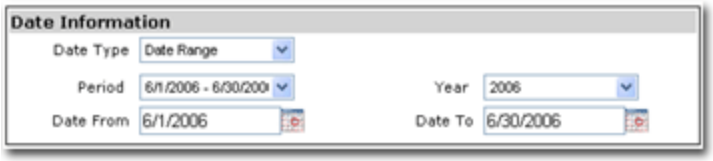
---

Once information has been added to the Include list, it can be removed by selecting the item and clicking **Del** to remove individual items or **Clear** to remove all items.

10. If the organization information is correct, click **OK**. The organization information selected is added to the **Nexsure Reports > Report Criteria** screen.

11. In the **Date Information** area, select date filters. Date filters are used to set the beginning and ending date of the report.




The available options are:

- **Date Type:** Select either **As Of Date** or **Date Range**.
- **As Of:** Set the end date of the report by using either the calendar dialog box or entering a date in the box.
- **Period:** Periods can be selected from the Period list, which are based on agency accounting periods.
- **Year:** Fiscal years based on the general ledger periods and default to current year.

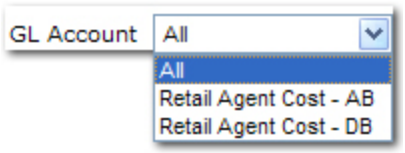
  **Note:** The **Period** and **Year** selections are available to pre-fill the **Date From** and **Date To** boxes. The report will use only the **Date From** and **Date To** date range when compiling data, regardless of what is selected in the **Period** and **Year** lists.

- **Date From:** Start date for a selected period.
- **Date To:** End date for the selected period.

  **Note:** The date parameters set in the report criteria refer to the date the retail agent cost is recognized, not the date the invoice is booked. Although in Accrual accounting these occur on the same date, in Cash accounting they are commonly not the same date.

12. In the **General Ledger Information** area, select the GL account.

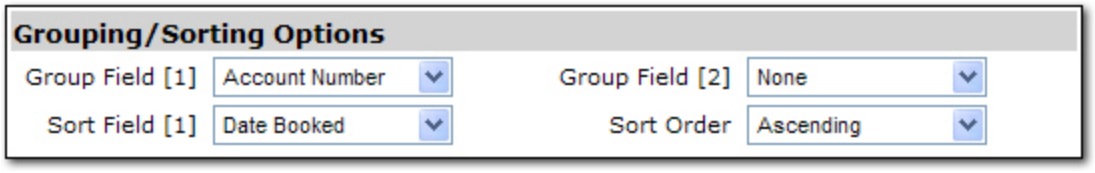



13. In the **Assignment Information** area, select a **Retail Agent** by clicking the **Ellipsis** button and selecting one or more retail agents. The default for this selection is blank which will return results for all retail agents.

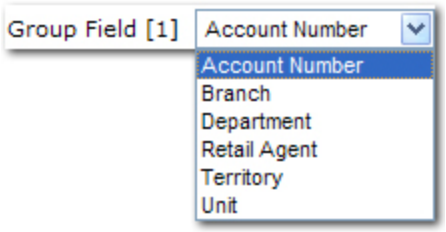



14. In the **Grouping / Sorting Options** area, select the grouping and sorting options that affect the layout of the report.

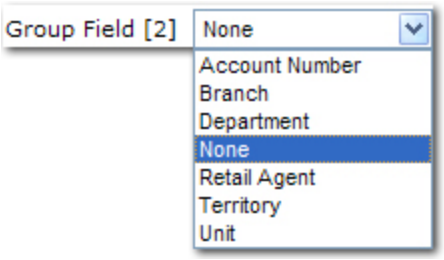



The available options are:

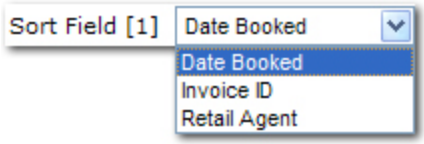
- **Group Field [1]:** Apply a primary grouping by:




- **Group Field [2]:** Apply a secondary grouping by:




- **Sort Field [1]:** Sort transactions in ascending or descending order within groups. Available selections are:




- **Sort Order:** Select either **Ascending** or **Descending** to sort transactions within the group field selected. **Ascending** will set the order from A-Z. **Descending** will set the order from Z-A.

15. In the **Report Format Options** area, select one of the options in the **Format Type** list.




The available formats are:

- **PDF:** This is the default setting that creates the report in a PDF format. The report data is static and cannot be manipulated.
- **XLS (unformatted):** Microsoft Excel document that can be manipulated as an .xls file. The report is generated with no formatting so cells are not merged and data is stored in individual cells. Column headers appear but page breaks are not inserted.

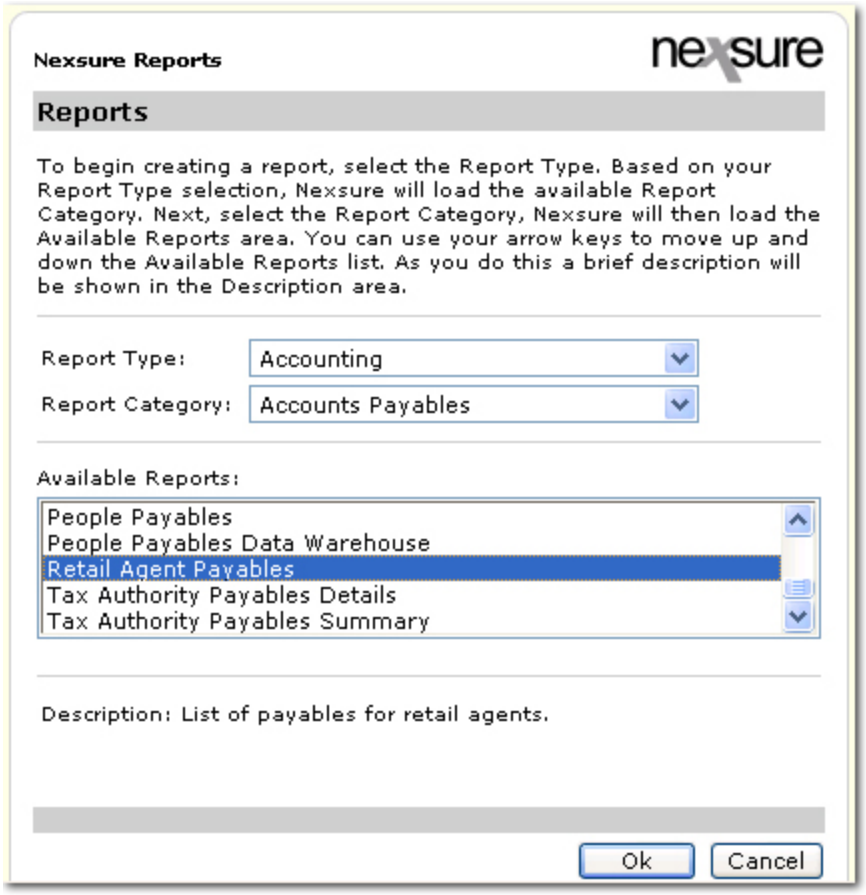
16. In the **Nexsure Reports > Report Criteria** dialog box, click **OK**. The **Retail Agent Cost Account** report will start compiling.
17. To update the compiling status, click **Refresh** on the **navigation toolbar**.
18. Once the report **Status** is **Complete**, click the **View** icon to view the report.

## *Retail Agent Payables Report*

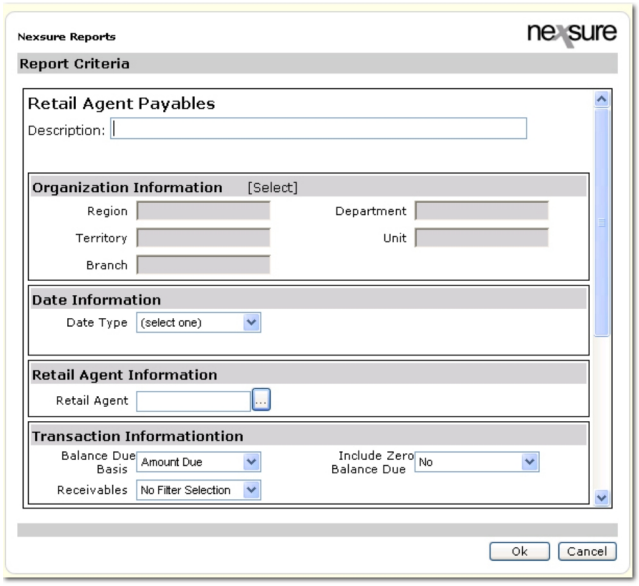
The Retail Agent Payables Report allows an agency to keep track of what is due to their retail agents; what is payable and what has been collected.

**To Generate a Retail Agent Payables Report**

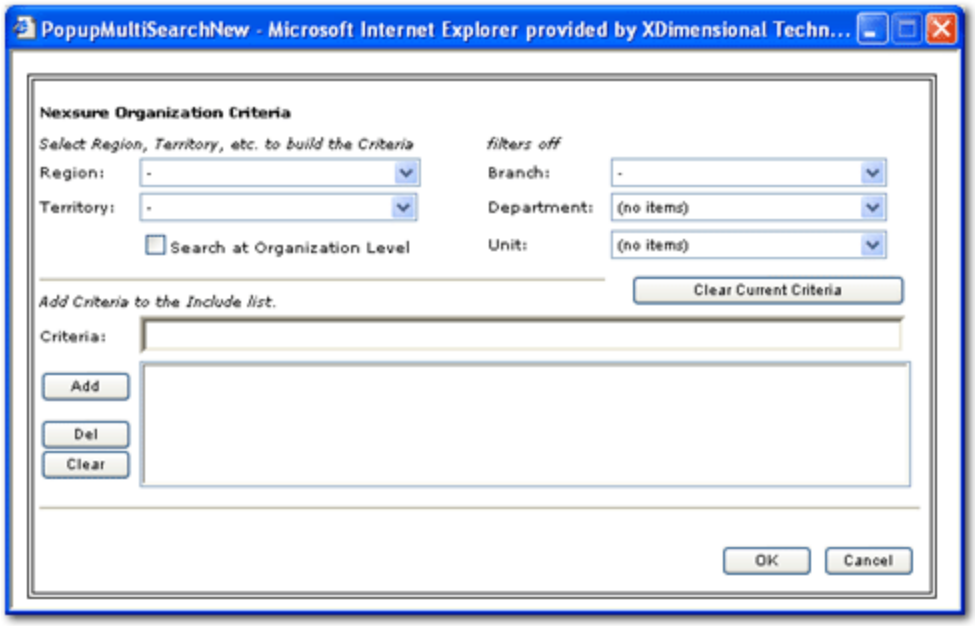
1. On the Primary menu, click **REPORTS**.
2. On the **REPORTS** menu, click **Reports**. The **Nexsure Reports** dialog box is displayed.




3. In the **Report Type** list, select **Accounting**.
4. In the **Report Category** list, select **Accounts Payables**.
5. In the **Available Reports** list, select **Retail Agent Payables**.
6. Click **OK**. The **summary** tab is displayed showing the report selected in the header area.
7. On the **navigation toolbar**, click **New Report Criteria** to go to the **Nexsure Reports > Report Criteria** dialog box.




8. Under **Organization Information**, click **[Select]**. The **Nexsure Organization Criteria** dialog box is displayed.




9. In the **Nexsure Organization Criteria** dialog box, select the desired organization information (in the Region, Territory, Branch, Department, and Unit lists) to query for the report and click **Add**.

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**Note:** If the report is being run for the entire organization it is not necessary to make a selection in the Nexsure Organization Criteria dialog box. Only one Region, Territory, or Branch may be selected for each report. When filtering by Department or Unit, add the Branch first then add the Department or Unit.

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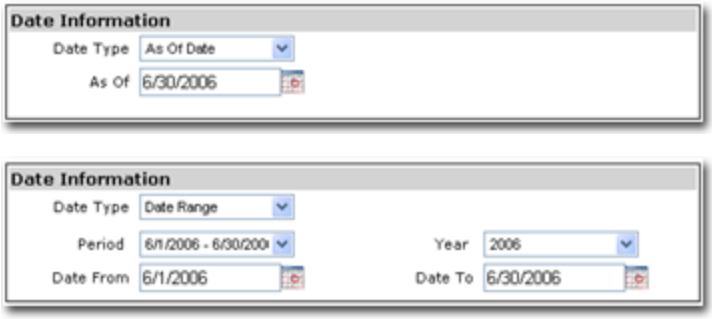
Once information has been added to the Include list, it can be removed by selecting the item and clicking **Del** to remove individual items or **Clear** to remove all items.

10. If the organization information is correct, click **OK**. The organization information selected is added to the **Nexsure Reports > Report Criteria** screen.
11. In the **Date Information** area, select date filters. Date filters are used to set the beginning and ending date of the report.



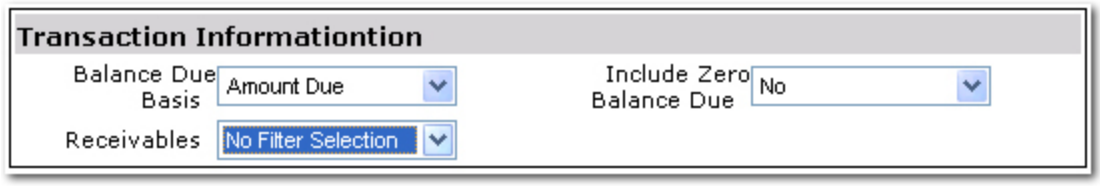

The available options are:

- **Date Type:** Select either **As Of Date** or **Date Range**.
- **As Of:** Set the end date of the report by using either the calendar dialog box or entering a date in the box.
- **Period:** Periods can be selected from the Period list, which are based on agency accounting periods or can be entered manually if the desired date range does not fall within the standard accounting periods. Period range filters will return all transactions with a balance due within the date range of the report.
- **Year:** Fiscal years based on the general ledger periods and default to current year.
- **Date From:** Start date for a selected period.
- **Date To:** End date for the selected period.

12. In the **Retail Agent Information** area, click the **Ellipsis** button to open a list of retail agents to make a selection.



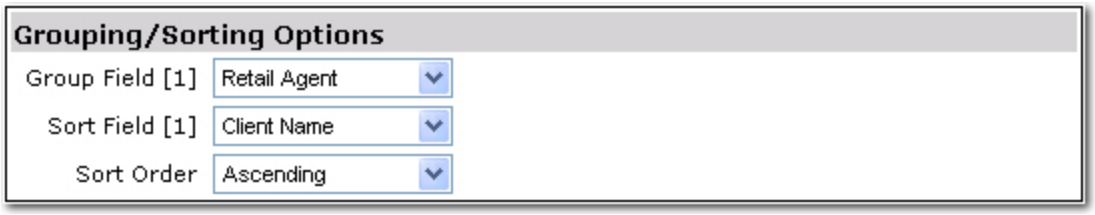

12. In the **Transaction Information** area, make selections for the following:




- **Balance Due Basis:** Two options are available:
  - **Amount Collected**
  - **Amount Due**

- **Receivables:** Select the status of the receivables:
  - **Paid in Full**
  - **Partially Paid**
  - **Unpaid**
- **Include Zero Balance Due:**
  - **No:** Default, this option excludes zeros in Balance Due column on the report output.
  - **Yes:** Include zeros on the Balance Due column on the report output.

13. In the **Grouping / Sorting Options** area, select the grouping and sorting options that affect the layout of the report.




The available options are:

- **Group Field [1]:** Apply a primary grouping by:
  - **Region**
  - **Retail Agent**
  - **Territory**
- **Sort Field [1]:** Sort transactions in ascending order within groups. Available selections are:
  - **Client Name**
  - **Date Booked**
  - **Invoice Number**
  - **Line Item Type**
  - **Line of Business**
  - **Policy Eff Date**
  - **Policy Number**
- **Sort Order:** Select either **Ascending** or **Descending** to sort transactions within the group field selected. **Ascending** will set the order from A-Z. **Descending** will set the order from Z-A.

17. In the **Output Options** area, make selections to show the details of the report.




The available options are:

- **Yes:** Will show the details of the report.
- **No:** Will suppress the details – will show subtotals with grand total.

18. In the **Page Break Options** area, select where the page breaks in the report will occur.




18. In the **Report Format Options** area, select one of the options in the **Format Type** list.



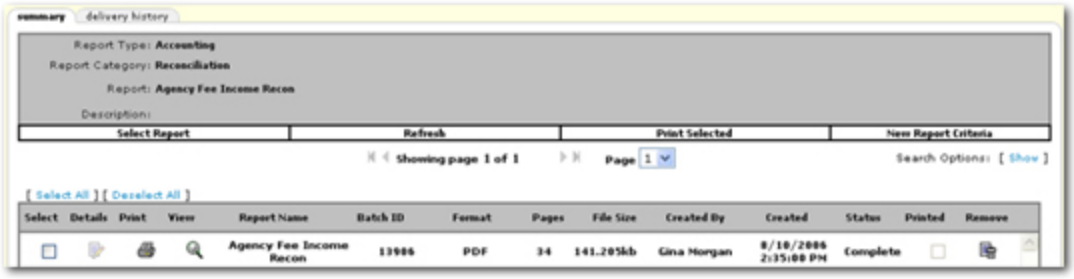

The available formats are:

- **PDF:** This is the default setting that creates the report in a PDF format. The report data is static and cannot be manipulated.
- **XLS:** Microsoft® Excel® document that can be manipulated as an .xls file. The report is generated with the same formatting used in the PDF format so cells are merged and data may not be stored in individual cells.
- **DOC:** Microsoft® Word® document that can be manipulated as a .doc file.
- **XLS (unformatted):** Microsoft Excel document that can be manipulated as an .xls file. The report is generated with no formatting so cells are not merged and data is stored in individual cells. Column headers appear but page breaks are not inserted.

19. In the **Nexsure Reports > Report Criteria** dialog box, click **OK**. The **Retail Agent Payables** report will start compiling.




20. To update the compiling status, click **Refresh** on the **navigation toolbar**.




21. Once the report **Status** is **Complete**, click the **View** icon to view the report.

# Accounting FAQs

The following Accounting frequently asked questions are available in this topic:

Beginning Balances

Carrier Payables

Paying Carriers – Agency Bill

Paying Carriers – Direct Bill

Production Credit

## Beginning Balances

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Typically, the month prior to the first live month on Nexsure will be the month for beginning balance entry.

Accounting entries can begin with beginning balance entry can be held until balances are validated. The beginning balance entry month should be locked to prevent inadvertent entry to the month and then unlocked for beginning balance entry.

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1. Copy Nexsure chart of accounts per Territory (lowest book level) into an excel spreadsheet.
2. Revise as directed by XDTI, including adding a debit and credit column to enter beginning balances per general ledger number.

   **Note:** Accounts receivable general ledger number will not be used; rather the mandatory general ledger number for "Client Beginning balances" will be used.
3. Accounts Receivable will have been set by adding the specific client beginning balance entries.
4. Validate that total debits = credits per territory entry

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When an agency converts to a new accounting system, there are generally balances brought forward from the previous system that will have to be paid over a 30 to 90 day period. Depending upon how the beginning balances are entered, it should simply be a matter of applying amounts due from previous system invoices to a general ledger number with the balance applying to Nexsure invoiced items.

## Carrier Payables

**Statement – Apply to Old Balance**

In this scenario, a statement is received that consists exclusively of previously invoiced items. Simply access Disbursement, select Carrier as the entity, select the correct carrier, select General Ledger link, and use the general ledger link to offset the payment to the beginning balance general ledger number.

**Note:** If items have been incorrectly invoiced, the reversing and correct invoice entry will have to be entered into Nexsure and the two items reconciled for payment.

**Statement – Combination Old Balance and Nexsure Invoices**

In another example, a statement is received where part of the items were invoiced on the previous system and the balance of items were invoiced on Nexsure. This can be handled in a number of ways.

1. Reconcile the Nexsure invoiced items, selecting the Adjustment link to include the previous system items and offsetting to the old balance general ledger number. A virtual disbursement (or receipt) for the total will be created.
    - Issue the Disbursement, selecting the Reconciliation which should equal the statement.
2. Reconcile the Nexsure invoiced items, creating a virtual disbursement or receipt for the invoiced items.
    - Issue the Disbursement and use the General Ledger link to offset the appropriate amount to the carrier beginning balance.
    - Select the Nexsure Reconciliation to equal the total amount due the carrier.
3. Issue the Disbursement to carrier.
    - Use the General Ledger link to offset to the old carrier balance.
    - Use the Invoice link to select Nexsure invoiced items.

## Paying Carriers – Agency Bill

Nexsure does not make a distinction between account current and company statement. With the "Select All" feature, any carrier payable can be completed from the disbursement, selecting invoices to pay and reconcile as an aspect of disbursement issuance. As an alternative, reconciliation can be completed first followed by the disbursement, selecting the reconciliation to include in the payment.

**Account Current**

1. Go to Reconciliation
2. Select [Show] link in transactions and set the date range appropriately
3. Use [Select All] to chose all items
4. Save – Pay all Selected – Post Reconciliation
5. Go to Disbursement, select Carrier, and add the Reconciliation from the Reconciliation link.

**Company Statement**

Company statement might be handled by reconciling the statement first and then issuing the disbursement. Alternatively, the reconciliation might be created and then the disbursement issued, selecting the reconciliation from the reconciliation link.

**Company Statement with Fees or Credits**

1. Reconcile and add Fee or Credit
2. Go to reconciliation and select applicable invoices – pay all selected. Note the virtual disbursement or receipt created.
3. Select the Adjustment link and "Add Row" creating an entry to offset to the appropriate general ledger number. For example, if MVR credit has been given reducing the amount due the carrier, you will credit the general ledger number for MVR expense. The result will be a reduction in the virtual disbursement or increase in the virtual receipt.

**Post the Reconciliation.**

Go to Disbursement, select carrier, and select the appropriate reconciliation.

1. Pay Carrier Prior to Issuing Invoice
2. Go to Disbursement
3. Select General Ledger link and offset to Reconciliation Clearing Account
4. Invoice policy
5. Access Reconciliation and select Receipt / Disbursement link

**Add appropriate disbursement**

1. Select Transaction link
2. Select appropriate invoice and pay all selected
3. Post Reconciliation

**Receive / Deposit Commission Check Prior to Reconciliation**

1. Go to Receive Payment
2. Select General Ledger link and offset to Reconciliation Clearing Account
3. Access Reconciliation and select Receipt / Disbursement link
4. Add appropriate receipt
5. Select Transaction link
6. Select appropriate invoice and pay all selected
7. Post Reconciliation

## Paying Carriers – Direct Bill

There are a number of situations where an agency will pay a carrier for a direct bill policy on behalf of an insured. Regardless of the terminology, it is important that the definition of direct bill is clear. For Nexsure, direct bill is that policy where payment is presumed to occur between the customer and the carrier and the carrier subsequently sends the agency direct bill commission.

**Payment to Carrier – Direct Bill Payment Advance**

Any time an insured is going to pay or has paid an agency for a direct bill policy and the agency is going to transfer the funds to the carrier with one of their checks, Payment Advance will be used.

1. Issue a disbursement, select Carrier, select Payment Advance in the disbursement Quick Navigation links.
2. Select appropriate customer to charge with the payment advance.
3. Receive payment to record the customer payment – select Invoice in the Quick Navigation links to apply against the payment advance previously entered.
4. Ultimately deposit the funds.

**Payment to Carrier – Sweep Processing**

Carriers often "sweep" agency bank accounts for funds paid by clients. The process to record the sweep (disbursement) from the agency account is the same as Payment Advance except instead of issuing a check, EFT (electronic funds transfer) or ACH (automatic check handling) can be used which creates an invoice to the insured.

Receive payments is again used to apply the insured payment against the sweep record entered previously.

**Receive Payment Recorded before Payment to Carrier**

Residual funds are cleared using the Client Reconciliation function.

If Receive Payment is recorded, simply leave on account without applying to any invoice, general ledger, or other Quick Navigation Link. You will note a Residual Amount remains.

After generating the disbursement to carrier (whether check, EFT or CH) as an Advance Payment, add a new Client Reconciliation to apply the residual payment to the Advance Payment Invoice.

**Premium Finance by Carrier**

1. Establish a Carrier fee called "Premium Finance"
2. Allow Override
3. Not taxable
4. Do not allow override of general ledger number
5. Select no commission
6. Use Flat Rate – 0.00
7. Associate to appropriate branch(es)
8. Policy is added with policy info detailed with appropriate premium, fees and taxes.
9. Add a new invoice which copies policy info estimated premium, fees and taxes.
10. Add new "Premium Finance" carrier fee to invoice.
11. Enter credit using "-" amount for carrier premium finance. Net amount should be down payment less full commission.

**Premium Finance by Finance Company**

Nexsure does not currently handle "Bill to" Premium Finance that moves the balance from the insured's account to a premium finance entity. Handling depends upon the information that an agency needs to retain at the insured level.

1. Invoice to Insured and Premium Finance Company
2. Invoice the correct premium to the insured as it will be paid to the carrier with commissions.
3. Create two more invoices – selecting “Manual” as invoice type

   One is for the amount of the down payment sent to the insured

   The other will be for the amount due from the Premium Finance Company. Be sure and change “Bill to” in the Quick Navigation Link to the Premium Finance Company.
4. Client payment forwarded to Finance Company
5. Show activity on insured account
6. Setup
7. Add (using Search) a Carrier with the Premium Finance Company name

**Workflow**

It is easier to issue the disbursement first

1. Select Carrier (Premium Finance Company)
2. Complete header
3. Go to payment advance
4. Add Payment advance
5. Click details and complete
6. Save and Post
7. Receive Payment, selecting “Client” from the entity drop-down
8. Enter the amount received from the client in the Header
9. Description should indicate money will go to the Premium Finance Company which will then default into the general ledger information
10. Select Invoice – payment advance from 1 will be included
11. Apply to item
12. Save and post
13. Make Deposit (when all related receive payments are entered and ready to be deposited)
14. Enter anticipated amount of the deposit based on the money that will make up the deposit
15. Select Payments in the Quick Navigation link on the right
16. To review at client level, go to client account, transactions and select payment summary or assigned payments from the “View” drop-down.

## Production Credit

Nexsure v2.0 introduces validation at Policy Info and Invoice with regards to Production Credit values. As this feature can be a bit confusing at first to understand, Nexsure Support has formulated the following FAQs. Please

review the FAQs shown below.

**Do I have to use this feature?**

No. This item is controlled by a setup option at Territory > Invoicing Setup > Invoice Defaults. Agency administrators can turn off the feature by selecting "Production Credit line item total has no restrictions". Agencies should be advised that turning off validation may increase the amount of Unallocated line items on the Income Production Credit report, a report used for detailing Production numbers from Income.

**What does this feature validate?**

This feature validates whether income bearing line items at Policy Info have corresponding items in Other Commission that add up to 100% associating who produced the income. What is an "income bearing line item"? An income bearing line item is defined as any agency commission line of business or any branch level fee. For example, if an invoice was to have General Liability and Commercial Property and the agency earns commission on both lines, the user must place records in Other Commission that add up to 100% for each line, whether the agency is paying a producer commission or not.

**I have added a branch Fee on my Policy Info, but when I go to add an Other Commission record to allocate production credit why does my Fee not show in the list to choose?**

This is almost always due to the Commission Type on the Fee itself. Click on the Details icon of the Fee and look for the option for Commission Type. This drop-down should be set to Branch and People. As this is likely defaulted in from the Setup option for Fees, administrators should go to Fee Setup at Territory > Invoicing Setup > Fees, select the Fee and click on each Details icon listed under Service Providers and change their defaults to Branch and People to avoid this problem in the future.

**I have Unallocated items on my Income Production Credit report, what can I do to fix these?**

Nexsure Support recommends running the Income Production Credit report and reviewing weekly. This report gives you the best indicator of Production in the agency. Should you find an Unallocated item, you can go to the posted invoice and correct the Unallocated condition by clicking the Details icon on the Other Commission records in the invoice and correcting the Production Credit, or you may add a line for Production Credit by clicking Add New Other Commission. You may do this even while the invoice is in a posted state.

**I've run the Income Production Credit report, why am I still seeing Unallocated items even though the validation is on?**

Since there may be invoices in play that have yet to recognize income (Cash basis invoices, future installments, etc.) that were entered prior to the February 5, 2010 deployment of v2.0, it is possible that you may see invoices showing in Unallocated. Review the previous FAQ to see how to resolve these going forward.

**I have just billed a Package policy and entered information for the Lines of Business. I do not have income on the Package line but I show it on the invoice as a 0 and in Agency Commission as a 0. I have updated my Production Credit on all the lines I am getting a commission amount on and the system is still giving me the message. How do I resolve?**

To resolve, remember that Nexsure needs you to bill either the Package line or the individual lines of business themselves. To maintain accurate reports, both should not be used in the same invoice. Remove the Package line in this instance (or the lines of business if you wish to have a single line saying "Package") and the associated Agency Commission lines will remove as well.

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**I have added a branch Fee on my Policy Info, but when I go to add an Other Commission record to allocate production credit why does my Fee not show in the list to choose?**

This is almost always due to the Commission Type on the Fee itself. Click on the Details icon of the Fee and look for the option for Commission Type. This drop-down should be set to Branch and People. As this is likely defaulted in from the Setup option for Fees, administrators should go to Fee Setup at Territory > Invoicing Setup > Fees, select the Fee and click on each Details icon listed under Service Providers and change their defaults to Branch and People to avoid this problem in the future.

**I have Unallocated items on my Income Production Credit report, what can I do to fix these?**

Nexsure Support recommends running the Income Production Credit report and reviewing weekly. This report gives you the best indicator of Production in the agency. Should you find an Unallocated item, you can go to the posted invoice and correct the Unallocated condition by clicking the Details icon on the Other Commission records in the invoice and correcting the Production Credit, or you may add a line for Production Credit by clicking Add New Other Commission. You may do this even while the invoice is in a posted state.

**I've run the Income Production Credit report, why am I still seeing Unallocated items even though the validation is on?**

Since there may be invoices in play that have yet to recognize income (Cash basis invoices, future installments, etc.) that were entered prior to the February 5, 2010 deployment of v2.0, it is possible that you may see invoices showing in Unallocated. Review the previous FAQ to see how to resolve these going forward.

**I have just billed a Package policy and entered information for the Lines of Business. I do not have income on the Package line but I show it on the invoice as a 0 and in Agency Commission as a 0. I have updated my Production Credit on all the lines I am getting a commission amount on and the system is still giving me the message. How do I resolve?**

To resolve, remember that Nexsure needs you to bill either the Package line or the individual lines of business themselves. To maintain accurate reports, both should not be used in the same invoice. Remove the Package line in this instance (or the lines of business if you wish to have a single line saying "Package") and the associated Agency Commission lines will remove as well.

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