Chapter 5

Entity Setup

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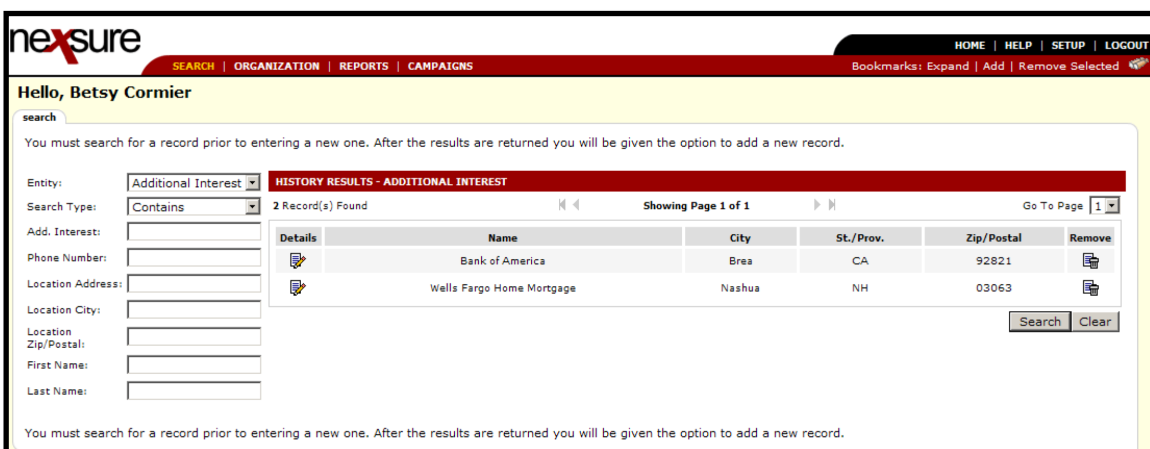
- Additional Interest
- Carrier
- Carrier Commissions
- Financial Entity
- Premium Finance Company
- Retail Agent
- Tax Authority
- Vendor

Additional Interest

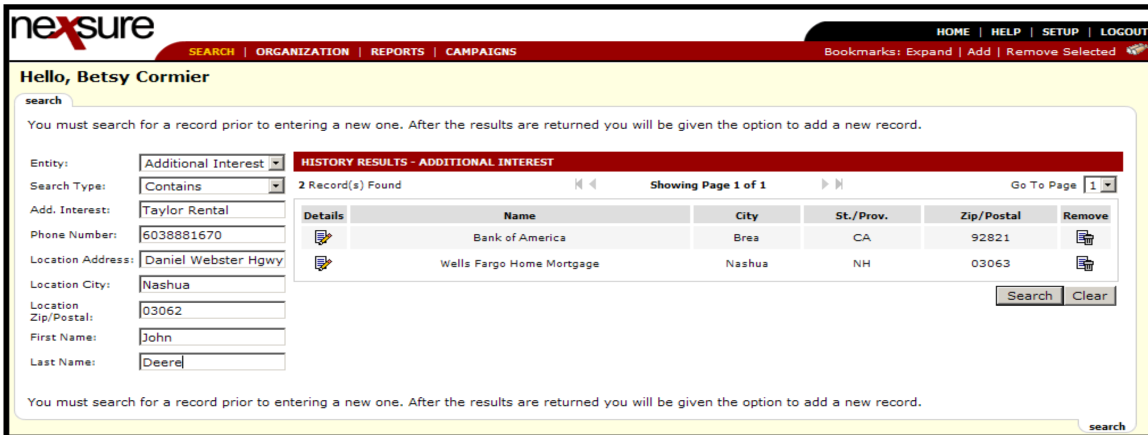
Adding, modifying and removing an **Additional Interest** in Nexsure is completed on the **Search** screen and is accessed by clicking the **SEARCH** link on the **Primary** menu. Begin by selecting the **Additional Interest** from the **Entity** drop-down box. Notice that the search fields change with the selection of Additional Interest. Nexsure provides several key fields for searching to help ensure accurate results. Enter less information for broader results or more information to return less data. To activate a search, click the **Search** button or press **Enter**. If the additional interest exists, click the **Details** icon to see the details.



Note: The First Name and Last Name fields are used to search for contacts. If multiple contacts are on an account, any of those contacts may be entered to return the association with the additional interest. Entering some of the contact name returns a broader result; enter most or all of the first and last name for a more specific result.

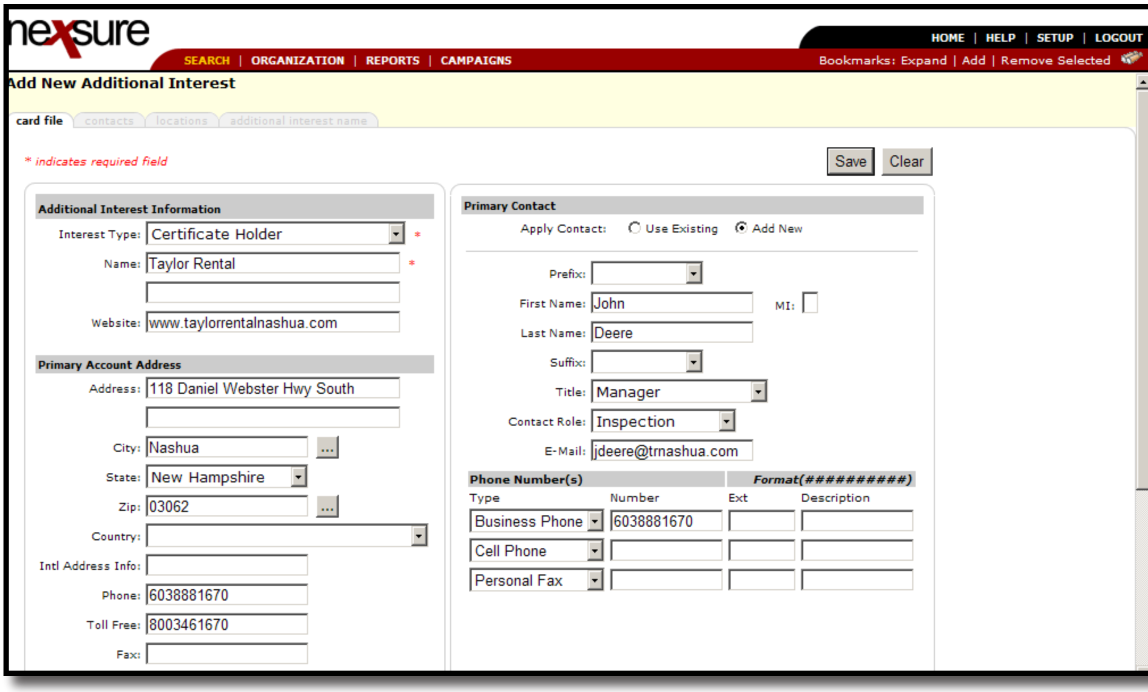
Adding Additional Interests

In the **Entity** drop-down box, select **Additional Interest**. Additional interests added here and not associated at the Territory level will be available for the entire organization. Prior to adding Additional Interests, a search must be done. Searching activates the availability of the **[Add New Record]** link. Click the **[Add New Record]** link to add the new interest.



Note: The **[Add New Record]** link is available each time a search is run. Make certain that the search criteria is correct and a match was not found prior to adding a new record by using the **Clear** button and retrying the search again.

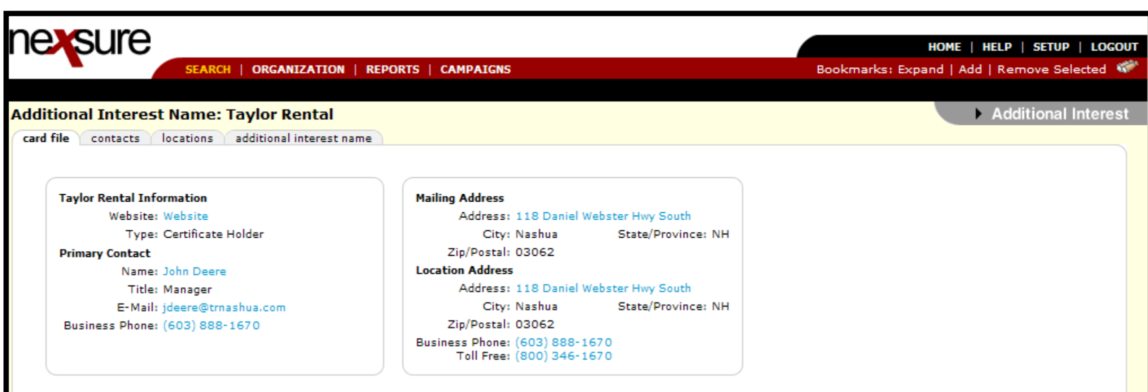
Any information entered in the search fields is automatically transferred to the newly added additional interest fields. Any field with a red asterisk * is a required field. Complete the balance of the fields and click the **Save** button in the upper right portion of the screen to add to Nexsure. To clear and start the entry over, click the **Clear** button.



How to Use the Contact Summary Screen

The contacts tab contains all the contacts added for this entity in a summary view. Unlimited contacts may be added for each entity, but only one is designated as the primary contact. The primary contact is identified with a check box in the Primary column on the Contacts Summary screen. The primary may be reassigned but deletion of a primary contact is not allowed.

Once the new entity is stored, additional information may be added after the **card file** tab is displayed.



Adding a New Contact

The contact added when the additional interest is first entered in Nexsure will automatically be designated as **Primary**. The **contacts** tab displays all contacts in a summary view for this entity. Unlimited contacts may be added for each entity but only one can be designated as the primary contact. The primary contact will be identified with a check box in the **Primary** column. The primary contact may be reassigned but deletion of a primary contact is not allowed.

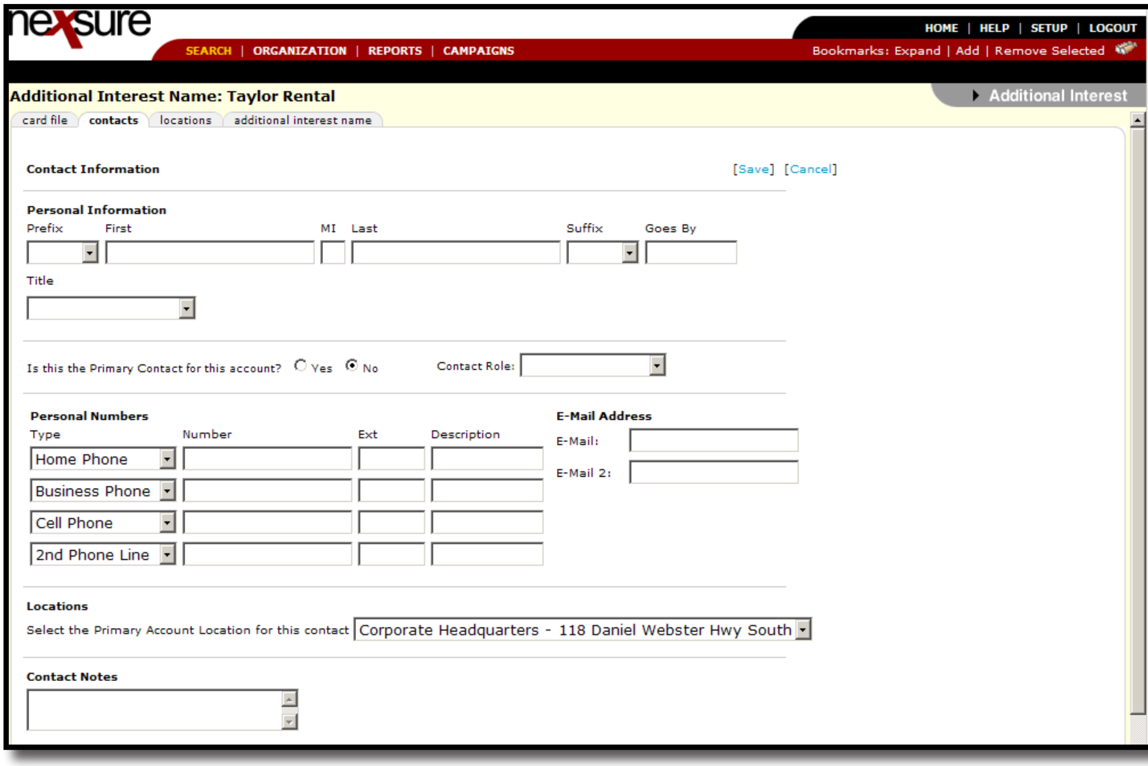
Click the **[Add New]** link in the upper right hand corner of the **Contacts Summary** screen. The **Search For Existing Contact Record** screen is displayed.

The **Search Contact** option is selected by default. This feature allows the global contacts database to be utilized so that duplicate contact records may be avoided.

Enter the last name for the contact in the space provided and then click the **Search** button. All contacts with the same matching last name are displayed along with the e-mail address. Scroll through and select the match if returned and click the **Use Selection** button to associate with this entity. Any field modified and saved on this record will affect the original record, so make sure you have the correct contact before modifying. There are four fields in each contact's detail that are unique to the contact's relationship to this entity. These four fields are: **Title**, **Primary Contact**, **Contact Role** and **Location**. Changing these four fields will not change the original record.

Note: All contacts added to Nexsure are stored in a global database. A contact should be entered in Nexsure only one time. The contact can then be related throughout Nexsure as needed.

After searching the existing contacts list and confirming the contact does not exist in Nexsure, select the **New Contact** option. The **Contact Details** screen is displayed. Enter the new contact information and click the **[Save]** link to store the record or the **[Cancel]** link to abort the entry.



Note: E-Mail Addresses should be obtained for all contacts. E-Mail addresses are placed in a global address book and made available on the Delivery screen.

Editing a Contact

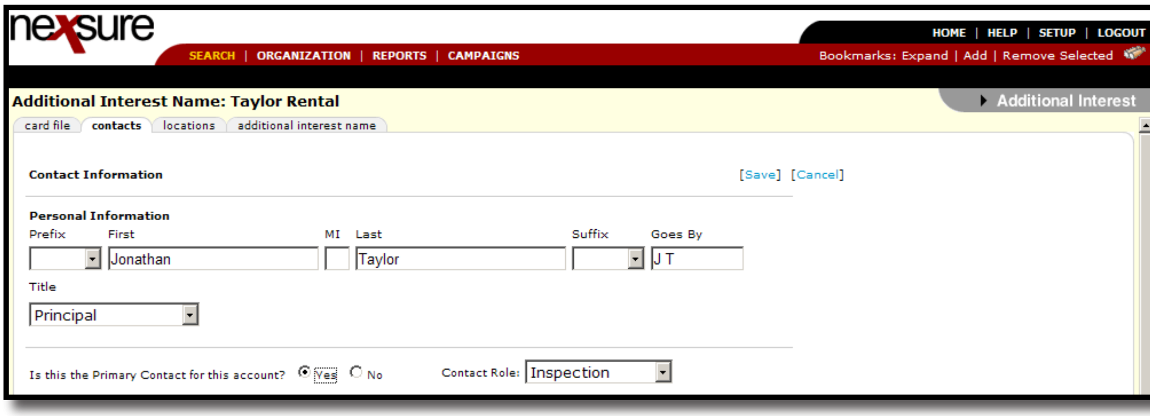
Contact information may be changed or updated as needed. There are four fields in the contact's details that are unique to their relationship to an entity and if updated, will only affect this record. The four unique fields are: **Title**, **Primary Contact**, **Contact Role** and **Location**. All other fields apply to the contact globally and if updated, will affect all records for this contact throughout Nexsure.

After accessing the additional interest through **Search**, click the **contacts** tab for access to all contacts. Each contact has its own **Details** icon.

Clicking the **Details** icon for a contact will bring up the detail screen. Make the necessary changes to the record and click the **[Update]** link to save the changes.

Changing a Primary Contact

When adding a new entity, the first contact entered is designated as the primary contact. A primary contact cannot be deleted but a new primary contact may be selected. To change the primary, click the **Details** icon on the **Contact Summary** screen of the new primary contact. On the **Contact Details** screen under the **Contact Role**, click the **Yes** option beside **Is this the Primary Contact for this account?**. Click the **[Update]** link in the upper right of the screen to complete the primary contact change process.

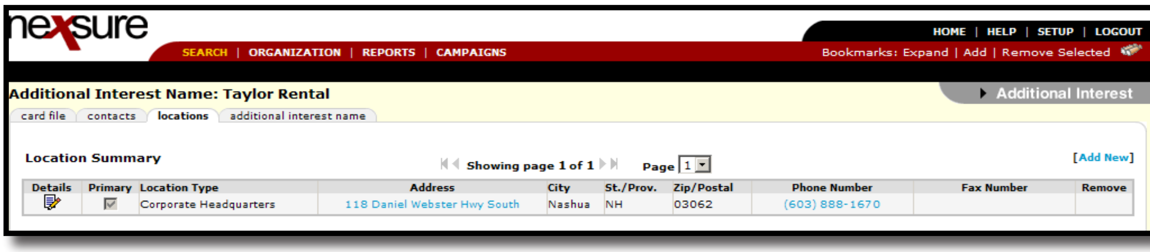


Deleting a Contact

If the original primary contact needs to be removed, it is now possible since the primary contact has been changed. To remove a contact, click the **Remove** icon on the **Contact Summary** screen and confirm deletion on the confirmation pop-up window.

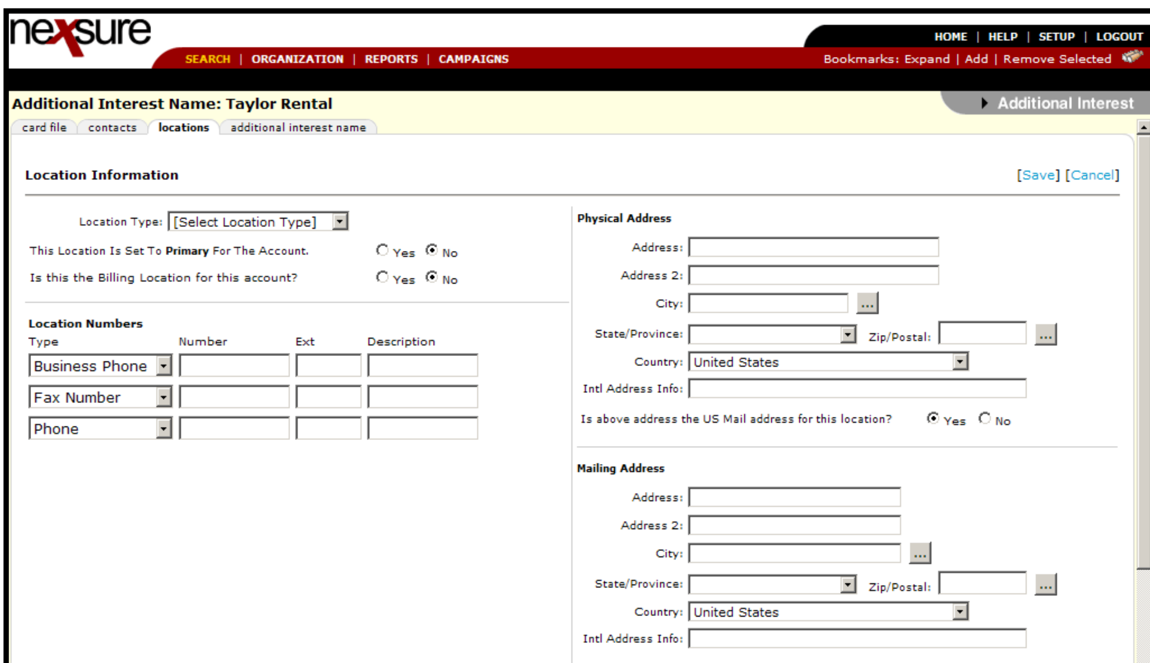
Locations – Additional Interest

The location added when the additional interest is first entered in Nexsure will automatically be designated as the primary location. The **locations** tab contains all locations in a summary view for this entity. Unlimited locations may be added for each entity but only one can be designated as the primary location. The primary location is identified with a check in the **Primary** column on the **Location Summary** screen. The primary location may be reassigned but deletion of a primary location is not allowed.



Adding a Location

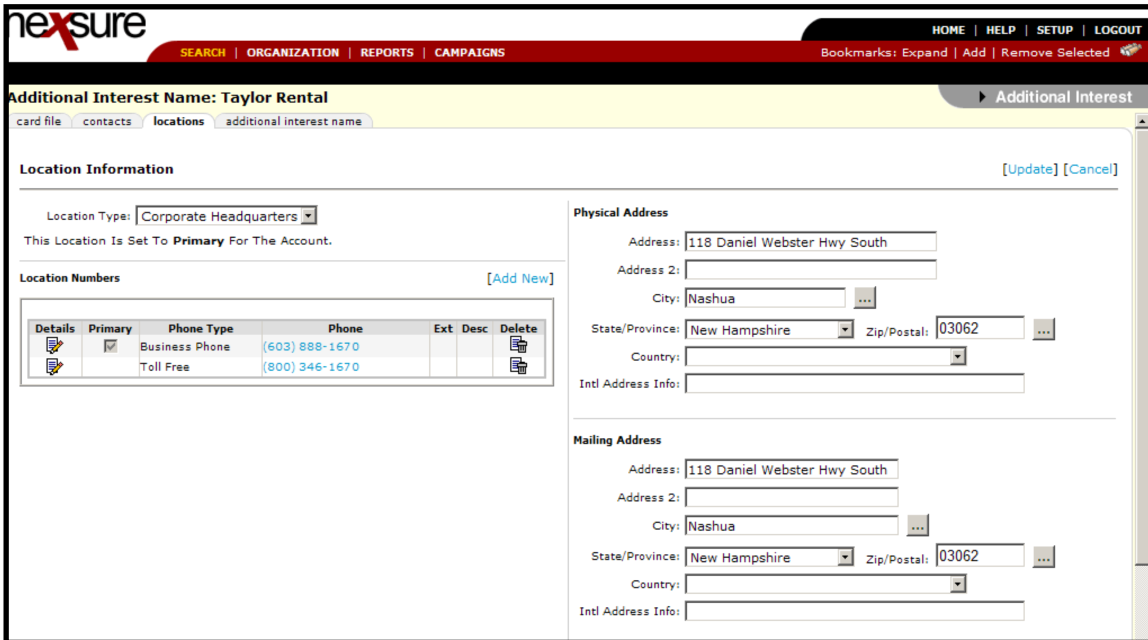
To add a new location, click the [Add New] link in the upper right part of the screen. Complete the location details on the screen and click the [Save] link to store or the [Cancel] link to abort.



Note: The Location Type drop-down box is populated by each organization to ensure that the list fits all needs.

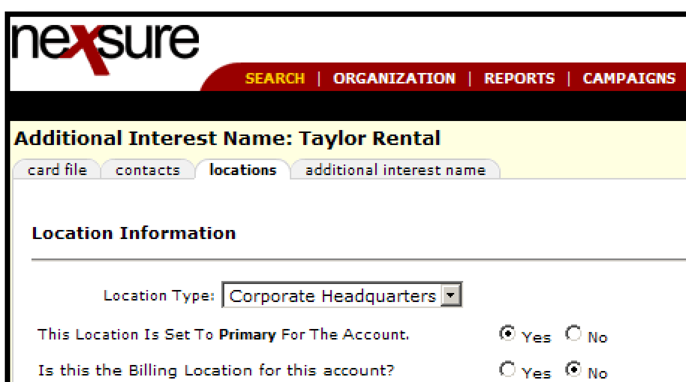
Modifying a Location

Location information may be changed or updated as needed by clicking the **Details** icon for the location on the **Location Summary** screen. After completing the modifications, click the **[Update]** link to save the changes or the **[Cancel]** link to abort.



Changing the Primary Location

When adding a new entity, the first location entered is designated as the primary. A primary location cannot be deleted but a new primary may be selected. To change the primary, click the **Details** icon on the **Location Summary** screen of the new primary location. On the **Location Details** screen, click the **Yes** option beside **Is this the Primary Location for this account?**. Click the **[Update]** link in the upper right of the screen to complete the primary location change process.



In the **locations** tab summary view, the newly appointed primary location will be displayed with a check mark in the **Primary** check box. The old primary location will now have a **Remove** icon.

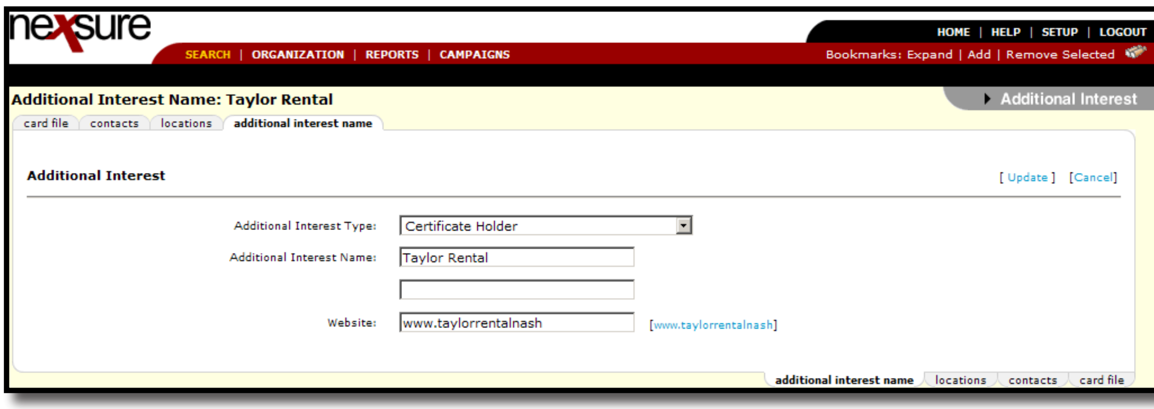
Deleting a Location

After accessing the appropriate additional interest **locations** tab, click the **Remove** icon on the **Location Summary** screen to remove the location. Click **OK** to confirm the removal of the location or click **Cancel** to abort the process.

If the **Remove** icon is not available and the location is not identified as primary, the necessary security to remove locations has not been granted.

Modifying the Additional Interest Name

To modify the additional interest name, click the **additional interest name** tab. Enter the correction and click the **[Update]** link on the upper right of the screen or click the **[Cancel]** link to abort the change.



Notes

Carrier

The carrier records are used for invoicing, accounting and carrier downloads. It is required that carriers be added to Nexsure prior to using any of these features and also prior to receiving a data conversion. Make sure to enter **all** required information in order to help speed up user processes. Use the information in this section to assist in completing all required information.

Carriers in Nexsure are identified as parent, issuing and billing carrier types. The parent identification is given to the first carrier added, but this type may be modified as needed when subordinate carriers are added. The type of issuing indicates that the carrier is an issuing carrier for insurance policies but may also be identified as the billing carrier if necessary. The type of billing indicates that the carrier is where payments are sent and received by the agency (in Nexsure, known as the branch).

Prior to adding any carriers, it is a good idea to complete a worksheet of how the carriers will be added to make the process quicker. When determining how to add carriers, keep in mind that if an issuing carrier is used with more than one billing carrier, the issuing carrier is added one time under its parent. Note that this situation occurs typically with non-standard markets such as business placed through general agents or brokerage firms. Brokerage firms or general agents are added as an Intermediary carrier and do not have Issuing Carriers. Issuing Carriers that Brokers or General Agents may use will be selected from the Issuing Carrier list when the policy is added. The Broker or General Agent is separately selected as the Billing Carrier.

If the agency does not have a contract with the parent of an Issuing Carrier, the parent is added without checking the billing box. When adding parent carriers solely for the purpose of properly adding an Issuing Carrier, use the carrier Note field to identify why the parent is not an issuing or billing carrier. If the agency secures a contract with the parent in the future, all subsidiary issuing carriers are properly associated with the parent.

Example: Your agency was unable to place coverage for a client through one of your licensed carriers. You submitted the risk to your favorite Excess & Surplus Lines broker. The broker, ABC Brokers, secured a quote through Lexington Insurance Co., an AIG company.

Carrier	Traditional	Intermediary	Issuing	Billing
ABC Brokers		X - Parent	N/A	X
Lexington	X		X	N/A
AIG	X - Parent		N/A	N/A

Carrier NAIC Code

The NAIC Code is required for each Issuing carrier that will download. Any carriers that the organization receives downloads from must have an NAIC code added to the Issuing carrier name record. It is good practice to add the NAIC Code to all Issuing carrier name records as the code will flow to all forms that use the code. Due to the fact that the NAIC code identifies where downloaded data should go in Nexsure, an NAIC code cannot be used on more than one carrier name record.

Unique download situations may require the use of an Integration Code in lieu of an Issuing Carrier's NAIC Code. The use of an Integration Code is rare. An Issuing Carrier that downloads will have either an NAIC Code or an Integration Code, never both. The NAIC Code identifies the Issuing Carrier when it is used within its own Parent/Billing group of affiliated carriers. An Integration Code identifies the Issuing Carrier when it is used by an unrelated Parent/Billing/Issuing group of carriers. Your Account Manager or Nexsure Support will help you determine if an Integration Code applies to any of your Issuing Carriers that download.

Carrier Commissions

Nexsure requires each carrier name to be associated to the Territory(ies) of the Branch(es) where it will be used. For a carrier name to be available for selection at policy underwriting, Nexsure requires at least one commission for that carrier in each Branch where it will be used. Carrier names must first be associated to the Branch's Territory before a commission may be added for the carrier name and Branch combination.

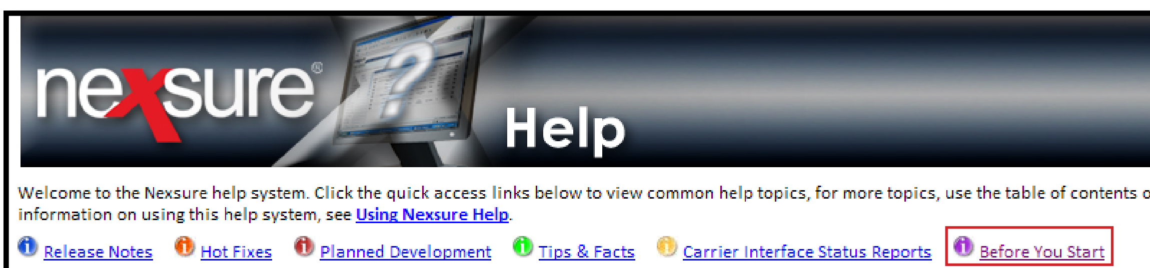
Download also requires at least one commission for each carrier name and Branch combination that will download. However, to have all the proper commission amounts flow to the policy info screens in Nexsure, a commission for each combination of Line of Business, carrier name and Branch that downloads should be added.

Sections of this chapter provide detailed steps for adding carriers and commissions. A carrier worksheet is provided below to assist with entering carriers and commissions. Print or copy the worksheet as needed and complete these basic required fields prior to entering your carriers in Nexsure. All the fields available in Nexsure for carriers are not on this worksheet (such as phone numbers), but they can be added later or added to your own version of the worksheet for completion.

Note: Prior to receiving downloads from carriers, in addition to carrier setup covered in this chapter, refer to "Employee Record Maintenance", in Chapter 2, *Admin Training Manual*, to setup employee commission defaults.

Carrier Worksheet

Use the **Carrier Worksheet** to set up carriers and commissions. The **Carrier Worksheet** is located for download in the Help System by clicking the Before You Start link.



Below is an example of the **Carrier Worksheet**:

Adding Carriers

Step 1: Add Carriers > Step 2: Associate Carriers to Territory(ies) > Step 3: Add commissions for each Branch where Carriers will be used

PARENT Carrier Name and Address *> Parent is added through Search*	Category	Type	Carrier DB Rule	Territory(ies)
☐ NAIC Code:	☑ Parent ☐ Traditional ☐ Intermediary	☐ Issuing ☐ Billing ☐ Internal	☐ Post Direct Bill invoicing to General Ledger	☐ ____________ ☐ ____________ ☐ ____________ ☐ ____________
Affiliated Subordinate Carriers *> Add to Carrier Names tab of Parent*	**Category**	**Type**	**Carrier DB Rule**	**Territory(ies)**
☐ NAIC Code:	☐ Traditional	☐ Issuing ☐ Billing ☐ Internal	☐ Post Direct Bill invoicing to General Ledger	☐ ____________ ☐ ____________ ☐ ____________ ☐ ____________
☐ NAIC Code:	☐ Traditional	☐ Issuing ☐ Billing ☐ Internal	☐ Post Direct Bill invoicing to General Ledger	☐ ____________ ☐ ____________ ☐ ____________ ☐ ____________
☐ NAIC Code:	☐ Traditional	☐ Issuing ☐ Billing ☐ Internal	☐ Post Direct Bill invoicing to General Ledger	☐ ____________ ☐ ____________ ☐ ____________ ☐ ____________
☐ NAIC Code:	☐ Traditional	☐ Issuing ☐ Billing ☐ Internal	☐ Post Direct Bill invoicing to General Ledger	☐ ____________ ☐ ____________ ☐ ____________ ☐ ____________

Note 1: Parent Intermediary will not have subordinate issuing carriers. The issuing carriers used by an intermediary are added under their own parent.
Note 2: Carrier CD Rule for Commission Downloads only applies at carrier level if Org default is not established in Setup > Download Defaults
Note 3: Integration Code for Interface is rarely used. Discuss with your Account Manager or Nexsure Support to see if this code applies to any of your carriers.

Adding Commissions

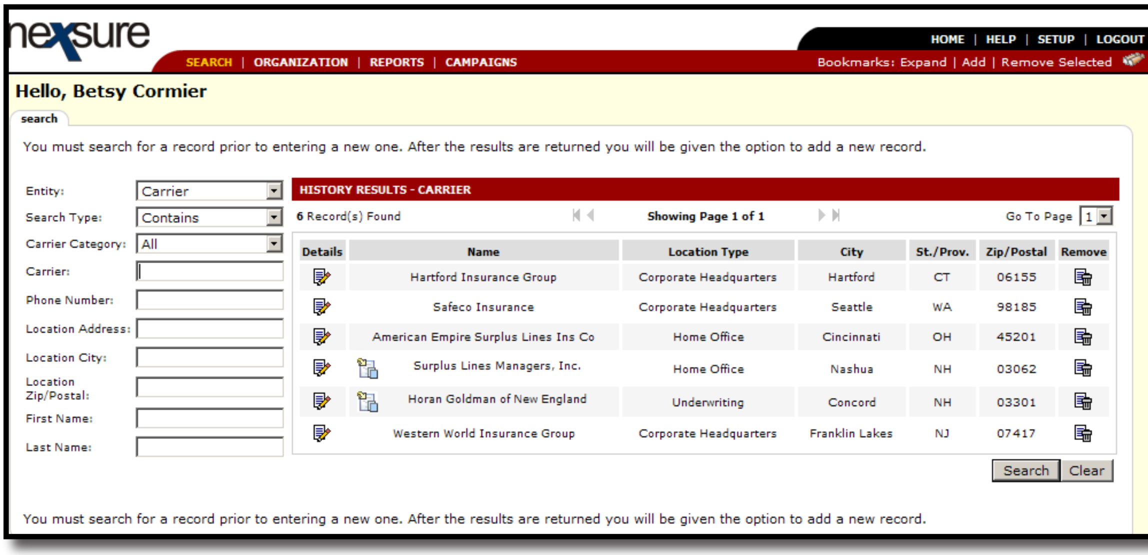
COMMISSIONS FOR BRANCH >		*Note: Carrier Names must be associated to the Branch's Territory to be available for adding commissions. A carrier name must have at least one commission line for each Branch where it will be used.*				LOB/Dept/ Carrier/Org
CARRIER NAME	**Branch Code**	**Line of Business**	**New %**	**Renew %**	**Rew %**	**DEFAULT**

Default Rules

- You may establish one Line of Business (LOB) Default for each LOB in a Branch. The LOB Default will apply if Nexsure does not find a commission that matches the policy's Branch, Carrier, Department and LOB exactly.
- You may establish a Department Default for each Department in a Branch. The Department's default commission will apply if Nexsure does not find an exact match or a LOB Default for the policy's Branch.
- You may establish one Carrier Default for each group of carriers in a Branch. If an exact match, LOB or Department Default commission is not found for the policy's Branch, Nexsure will use the Carrier Default of the policy's Issuing Carrier if it exists. A Carrier Default established on a billing carrier will be used only if a policy's Issuing Carrier is Unassigned.
- You may establish one commission line as the Org default for your entire Organization. If Nexsure does not find an exact match, LOB, Department or Carrier Default for the Branch, it will use the Org Default or display a commission not found message if an Org Default does not exist.

Searching Carriers

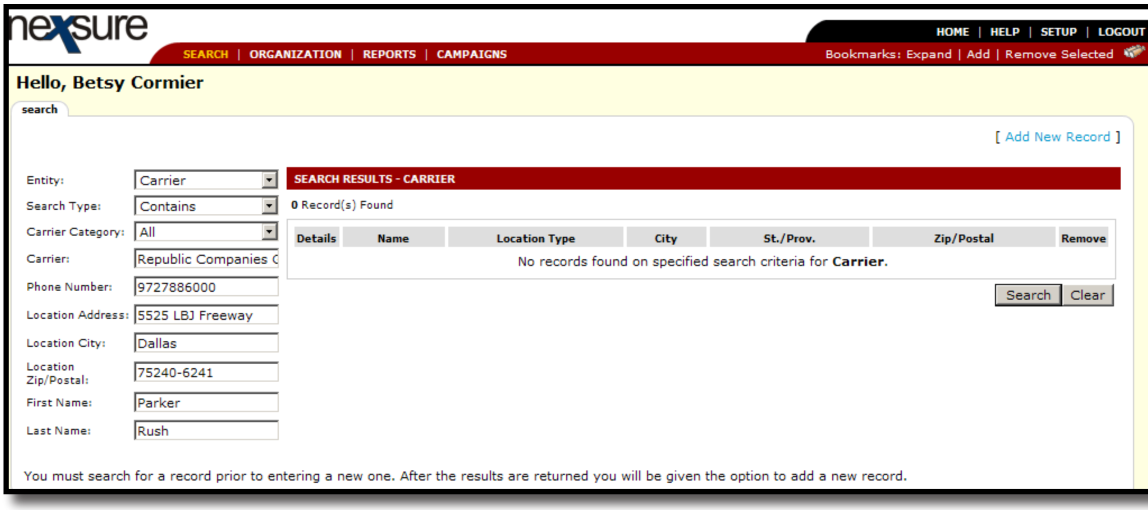
Adding, modifying and removing carriers in Nexsure is done from the **Search** screen on the **Primary** menu. Begin by selecting **Carrier** from the **Entity** drop-down box on the **Search** screen. Notice that the search fields change with the selection of carrier. Nexsure provides several key fields for searching to help ensure accurate results. Enter less information for broader results or more information to return less data. To activate a search, click the **Search** button or press **Enter**. If the carrier exists, click the **Details** icon to see the details.



Note: The First Name and Last Name fields are to search by contacts. If multiple contacts are on an account, any of those contacts may be entered to return the association with the carrier. Entering some of the contact name returns a broader result, enter most or full first and last name for a more specific result.

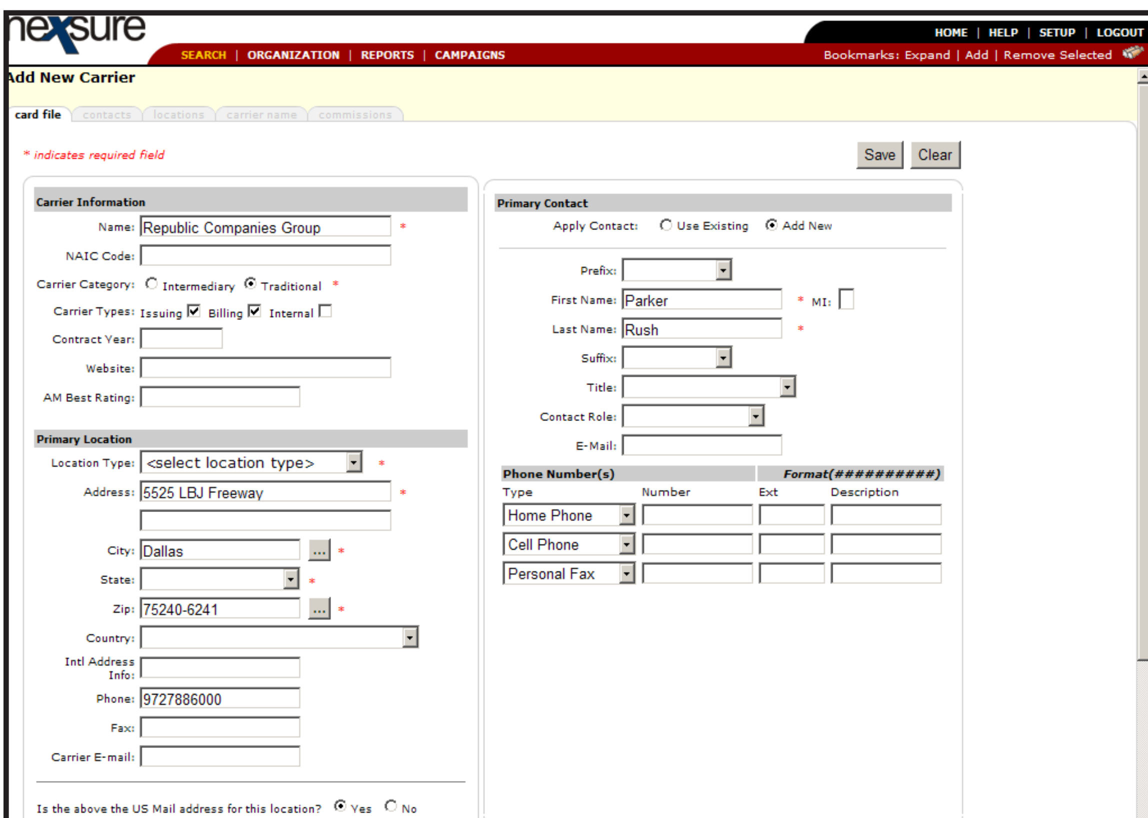
Adding Carriers

In the **Entity** drop-down box, select **Carrier**. Prior to adding carriers, searching is required to help prevent duplication. After a search has been done, the **[Add New Record]** link is automatically activated. To understand how searching for a carrier works, it is important to note that all associations with a carrier will be displayed. These type of results allow a clear picture of what has been added for a particular carrier. After confirming that the desired carrier does not already exist, click the **[Add New Record]** link in the upper right portion of the screen.

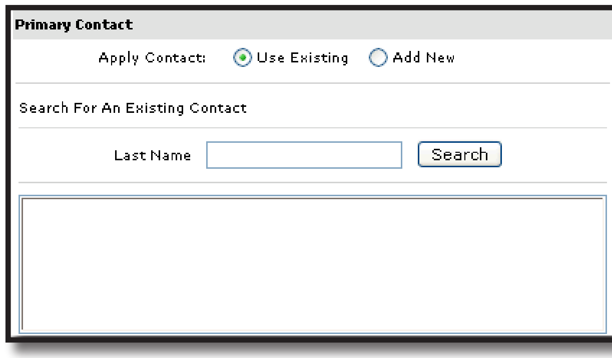


Note: The [Add New Record] link is available each time a search is run. Make certain that the search criteria is correct and a match was not found prior to adding a new record by using the Clear button and retrying the search again.

Any information entered in the search fields are automatically transferred to the newly added carrier fields. Any field with a red asterisk * is a required field. Complete the balance of the fields and click the **Save** button in the upper right portion of the screen to complete the addition. To clear and start entry over, click the **Clear** button.



Fields	Description
Carrier Name	This is a required field indicated by the red * asterisk. Enter the name of the carrier to be used at both client and accounting levels.
NAIC Code	NAIC codes cannot be repeated (because each NAIC code is used to identify where downloaded data should go). Make sure to add the NAIC code to the carrier from which downloads will be received. Any carriers that the organization receives downloads from must have an NAIC code added to the carrier record. Parent/Billing Carriers that issue and download policies with unrelated carriers require entry of an Integration Code in lieu of the NAIC code on the Issuing Carrier. The Integration Code field is available on the Carrier Name record.
Carrier Category	This is a required field indicated by the red * asterisk. To identify the carrier relationship at this level, click the appropriate option button. Select **Traditional** when the carrier is a **Standard** market or **Intermediary** for third parties. Intermediaries are typically managing general agents (MGA's), general agents (GA's) or brokerage firms used to access markets for hard to place risks, specialty risks or unattainable carrier appointments. An icon is added at the carrier Search view if the carrier is identified as an Intermediary. Carriers designated as Intermediaries will only be shown in the billing carrier drop-down in policy headers.
Carrier Types	Carrier Types identify the carrier as **Issuing**, **Billing** or **Internal**. The carrier actually writing the policy is identified as the **Issuing Carrier**. Carriers where payments are received from or paid to are identified as the **Billing Carrier**. Both options of Issuing and Billing are used at the policy level. Selecting **Internal** with the Carrier Category of **Intermediary** is only a flag that indicates the affiliation is a carrier which is internal to the organization. Internal carriers could be either part of the organization or have a contractual relationship. **Issuing**, **Billing** and **Internal** may all be selected. However, if the Carrier Category is marked as **Intermediary**, **Issuing** will not be a Carrier Type option.
Contract Year	If desired, enter the contract year to identify the inception of the contract.
Web site	Enter the web site address for the carrier.
AM Best Rating	Enter the AM Best Rating if desired.
Primary Location	Complete the location address for the main location of the carrier. Other addresses may be added later by clicking the **locations** tab at the carrier level. The Location Type selection list may be personalized in **SETUP** > **Lookup Management**.

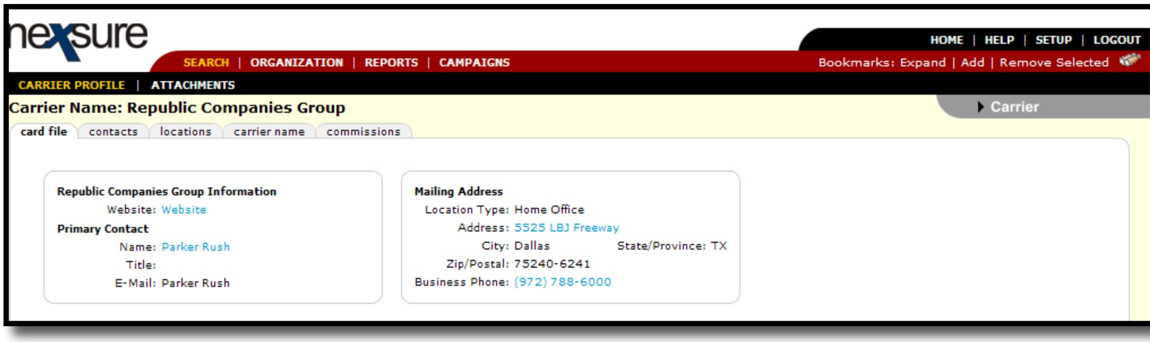
Fields	Description
Primary Contact	Before adding any contact, use the search option to make sure the contact does not already exist in your organization. Click the **Use Existing** option, enter the last name in the **Last Name** box and click **Search**. If no matches are displayed, click the **Add New** option button to add the new contact. A Primary Contact is required. If the Primary Contact is unknown at the time the carrier is added, a unique Unknown contact for the carrier may be added. When the carrier's Primary Contact is identified, a new Contact is to be added before the Unknown contact record is removed from the carrier record. Refer to **Changing a Primary Contact** in this section. 
Personal Numbers	Click the **Add New** link to add new phone numbers. Click the **Details** icon to edit the number or details. Click the **Remove** icon to remove numbers not designated as primary. **Type:** The types in the drop-down box are added in **Setup** under Lookup Management under the category of **Miscellaneous**. **Number:** Enter the phone number in the **Number** field, without formatting. Formatting is applied after saving the screen. **Ext.:** Enter up to 6 digits in the **Ext.** field. **Description:** Enter up to 15 characters to help describe the phone number, such as "After 5:00 PM".

After the first carrier of a group of carriers is added, refer to the sections "Adding Carriers to a Group of Carriers" and "Modifying the Carrier Name", in this chapter to add or modify carriers within this group of carriers.

How to Use the Contact Summary Screen

The contacts tab contains all the contacts added for this entity in a summary view. Unlimited contacts may be added for each entity, but only one is designated as the primary contact. The primary contact is identified with a check box in the **Primary** column on the **Contacts Summary** screen. The primary may be reassigned but deletion of a primary contact is not allowed.

Once the new entity is stored, additional information may be added after the **card file** tab is displayed.



Adding a New Contact

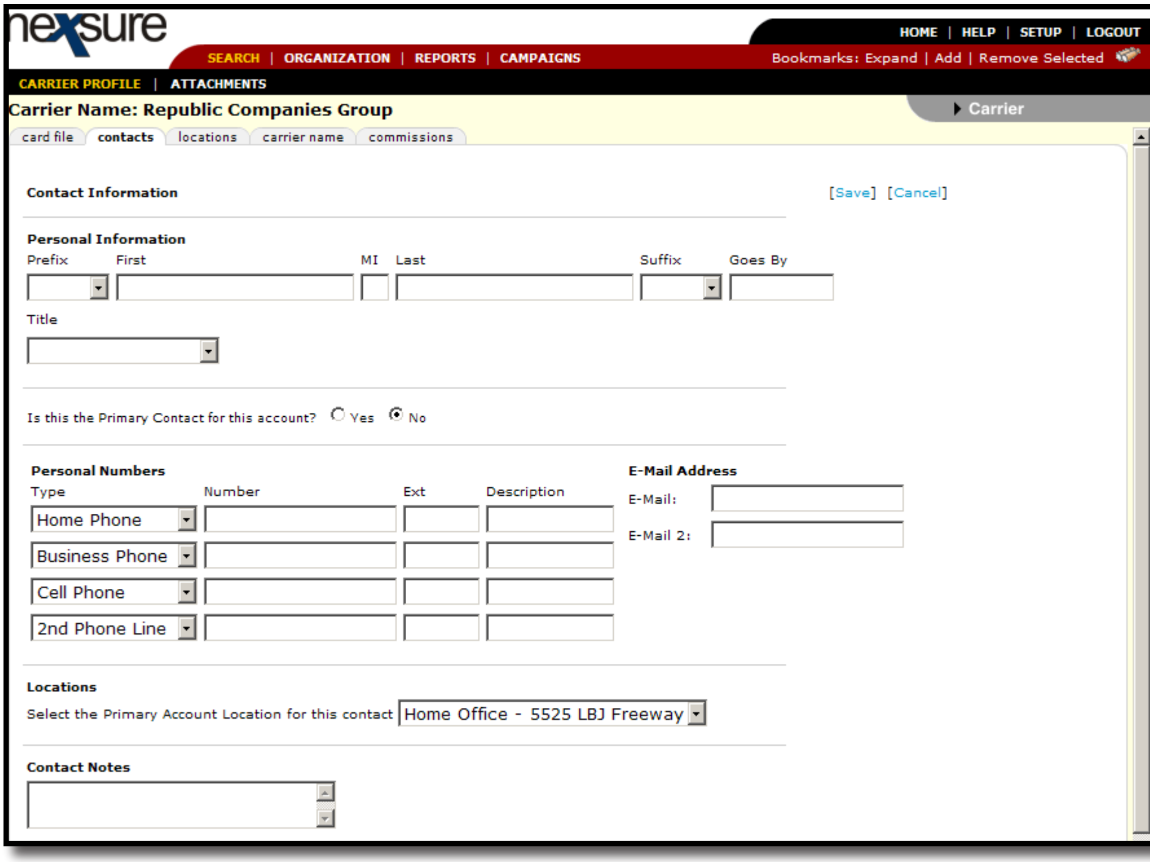
Click the [Add New] link in the upper right hand corner of the Contacts Summary screen. The Search For Existing Contact Record screen is displayed.

The **Search Contact** option is selected by default. This feature allows the global contacts database to be utilized so that duplicate contact records may be avoided.

Enter the last name for the contact in the space provided and then click the **Search** button. All contacts with the same matching last name are displayed along with their corresponding e-mail addresses. If a match is returned, scroll through to select it and click the **Use Selection** button to associate with this entity. Any field modified and saved on this record will affect the original record, so make sure you have the correct contact before modifying. There are four fields in the contact's details that are unique to their relationship to this entity. These four fields are: **Title**, **Primary Contact**, **Contact Role** and **Location**. Changing these four fields will not change the original record. If the contact does not exist in Nexsure, select the **New Contact** option.

> **Note:** All contacts added to Nexsure are stored in a global database. A contact should be entered in Nexsure only one time. The contact can then be related throughout Nexsure as needed.

The Contact Details screen is displayed. Enter the new contact information and click the [Save] link to store the record or the [Cancel] link to abort the entry.



Note: E-mail addresses should be obtained for all contacts as they make searching an easier process and allow contact information to be used in Nexsure's Delivery address book.

Editing a Contact

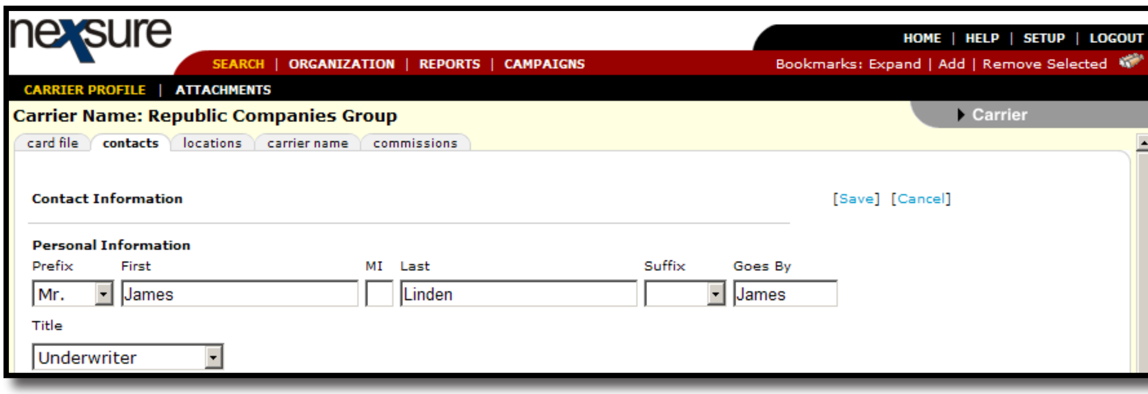
Contact information may be changed or updated as needed. There are four fields in the contact's details that are unique to their relationship to an entity and if updated, will only affect this record. The four unique fields are: **Title**, **Primary Contact**, **Contact Role** and **Location**. All other fields apply to the contact globally and when updated will change all associated contact records throughout Nexsure.

After accessing the appropriate carrier through **Search**, click the **contacts** tab. All contacts are available on the summary screen. Each contact will have its own **Details** icon. Clicking the **Details** icon of a contact brings up the **Contact Details** screen. Make the necessary changes to the record and click the **[Update]** link to save the changes.

Changing a Primary Contact

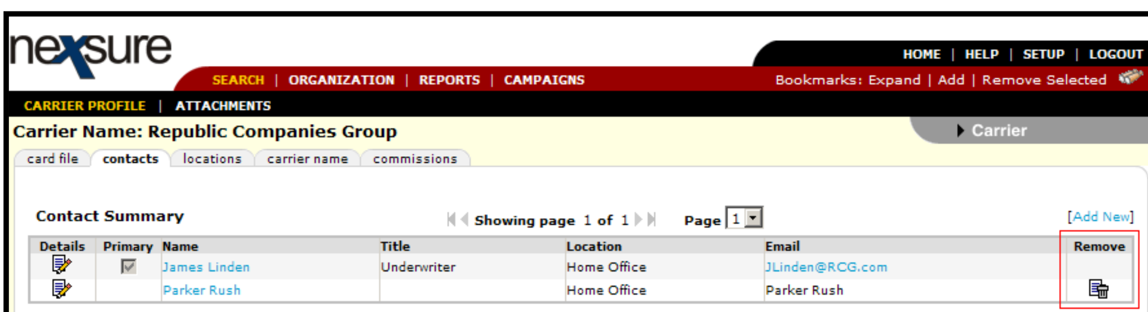
When adding a new entity, the first contact entered is designated as the primary contact. A primary contact cannot be deleted but a new primary may be selected. To change the primary, click the **Details** icon on the **Contact Summary** screen of the new primary contact. On the **Contact Details** screen under the **Contact Role**, click the **Yes** option beside **Is this the Primary Contact for this account?**. Click the **[Update]** link in the upper right of the screen to complete the primary contact change process.

Note: If an Unknown contact record was used to add a new Carrier, always **[Add New]** and search existing records for the Primary Contact when it is known. Changing the name on the Unknown contact record will change the name wherever the Unknown contact record is used. Remove the Unknown contact after the new contact is added and identified as the Primary Contact for the Carrier.



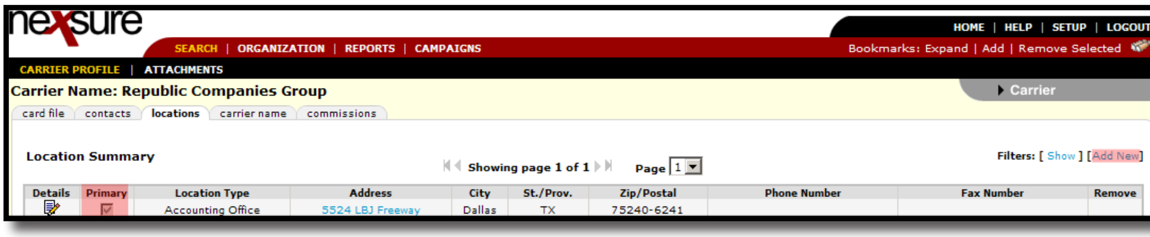
Deleting a Contact

If the original primary contact needs to be removed, it is now possible since the primary contact has been changed. To remove a contact, click the **Remove** icon on the **Contact Summary** screen and confirm deletion on the confirmation pop-up window.



Locations – Carrier

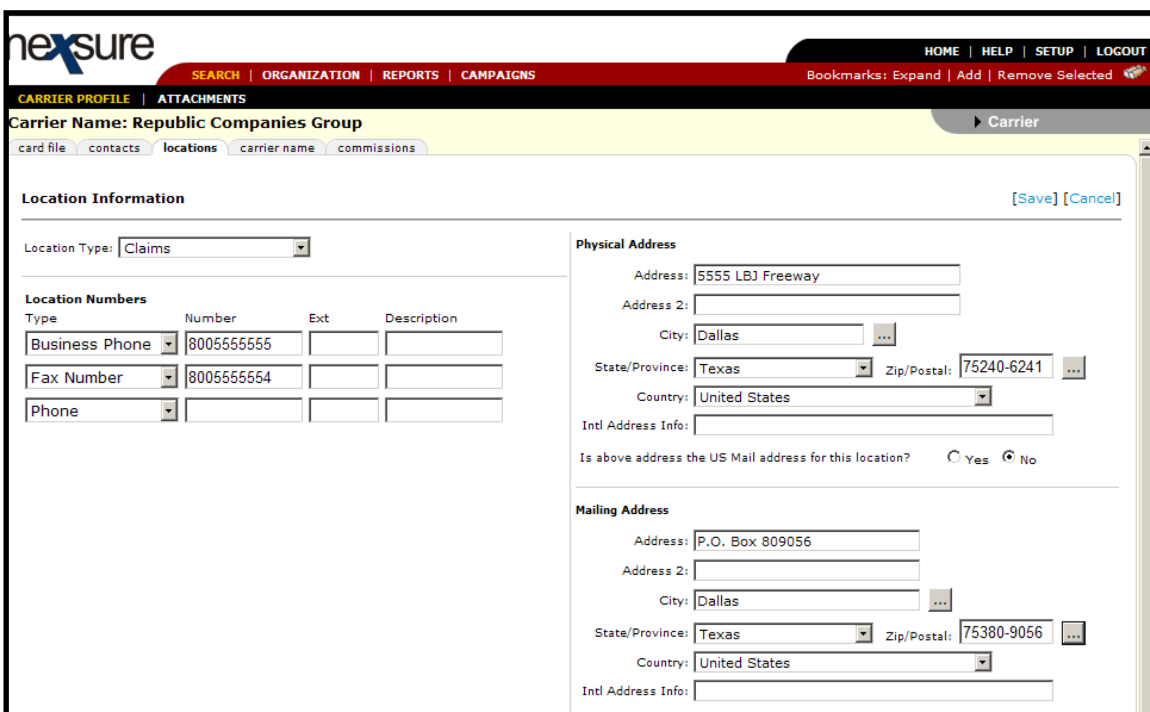
When adding a new carrier entity, the first location entered is designated as the primary location for that carrier. The **locations** tab contains all locations in a summary view for this entity. Unlimited locations may be added for each entity but only one can be designated as the primary locationfor the Parent Carrier. The Parent Carrier's primary location is identified with a check in the **Primary** column on the **Location Summary** screen. The primary location may be reassigned but deletion of a primary location is not allowed.



Add locations for the Parent and all subordinate carriers to the locations tab. Locations added will populate a drop-down selection list of locations used when adding subordinate carriers. For information on adding carriers to the group of carriers, see "Adding Carriers to a Group of Carriers" later in this chapter. Each carrier name added to the Parent group of carriers will designate a location as its primary location.

Adding a Location

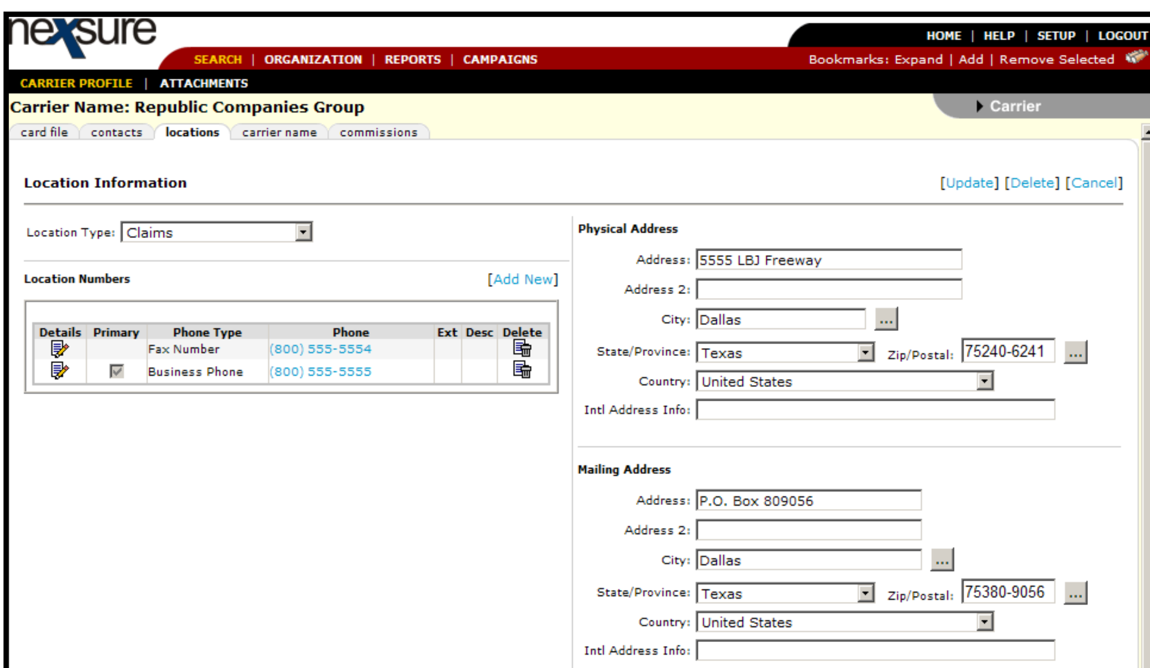
To add a new location, click the **[Add New]** link in the upper right part of the screen. Complete the location details on the screen.



- **Location Types** drop-down box is populated by each organization to ensure the list fits all needs. **Add Location Types** in **SETUP** > **Lookup Management** > **Carrier Category** > **Location Types (Carrier)**. **Location Types** assigned to carrier locations aids in the selection of locations when carrier names are added to the group of carriers.
- Phone numbers may be added for each location. First select the appropriate **Phone Type** from the drop-down box and enter the number, extension and internal description. **Additional Phone Types** may be added in **SETUP** > **Lookup Management** > **Miscellaneous Category** > **Phone Types**.
    - **Fax Number** phone type will be available for selection in **Delivery Address Book** search of **Carrier Locations**.
    - **Customer Service** phone type is used to designate the phone number that is to pre-fill to verification (Auto ID) cards of states that require a phone number. Nexsure will use the **Customer Service** phone number of the location associated to the Issuing carrier name and flagged as that carrier's primary location on Auto ID cards. If a **Customer Service** phone type does not exist, the primary phone number of the Issuing carrier's primary location will be used. For information on designating a carrier's primary location see "Changing the Carrier's Primary Location" and "Adding Carriers to a Group of Carriers" later in this chapter.
- Click the **[Save]** link to save the new location or the **[Cancel]** link to abort.

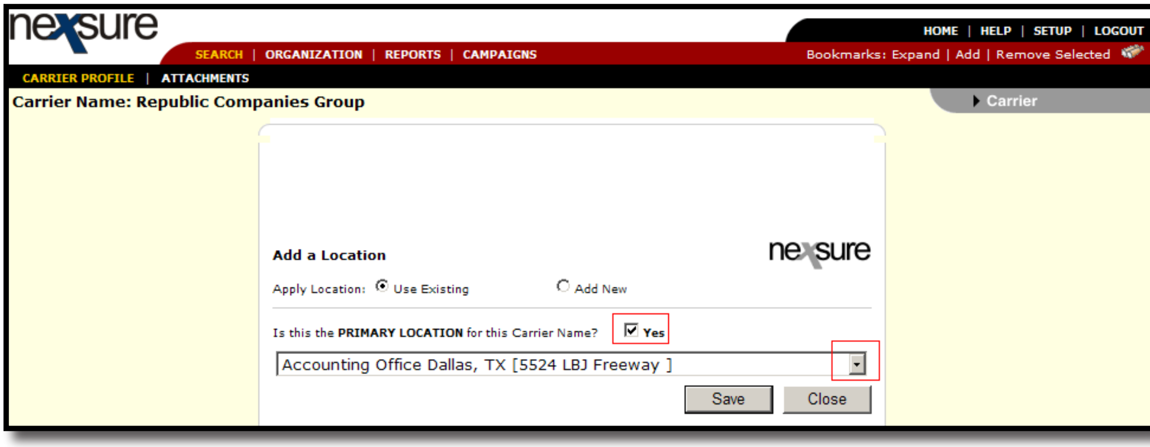
Modifying a Location

Location information may be changed or updated as needed by clicking the **Details** icon for the location on the **Location Summary** screen. A **Location Number** can be designated as the Primary phone number for the location by clicking the **Location Numbers Details** icon and selecting **Yes** to the question "Is this the **PRIMARY PHONE NUMBER** for this Location". Click the **Update** button to save changes to the **Location Number**. After completing modifications to the location, click the **[Update]** link to save the changes or the **[Cancel]** link to abort.

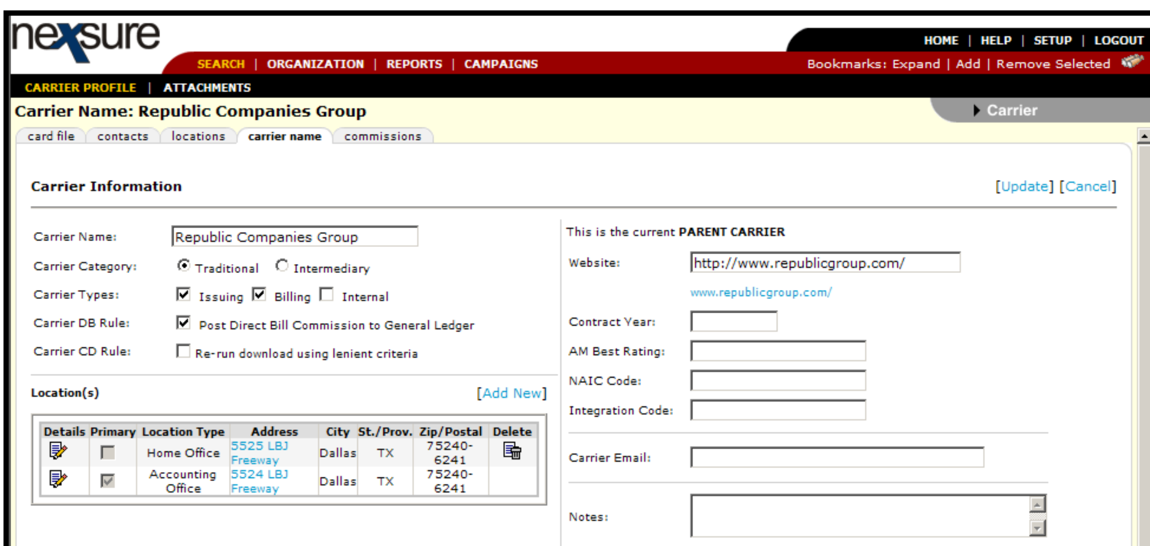


Changing the Carrier's Primary Location

When adding a new entity, the first location entered is designated as the primary. The new entity's primary location cannot be deleted but a new primary may be selected. After the new location has been added, click the **carrier names** tab and then click the **Details** icon for the carrier. At the bottom left under **locations**, click the **[Add New]** link. In the pop-up window, select the appropriate location and check the primary location for the carrier name. Click the **[Update]** link in the upper right of the screen to complete the primary location change process.



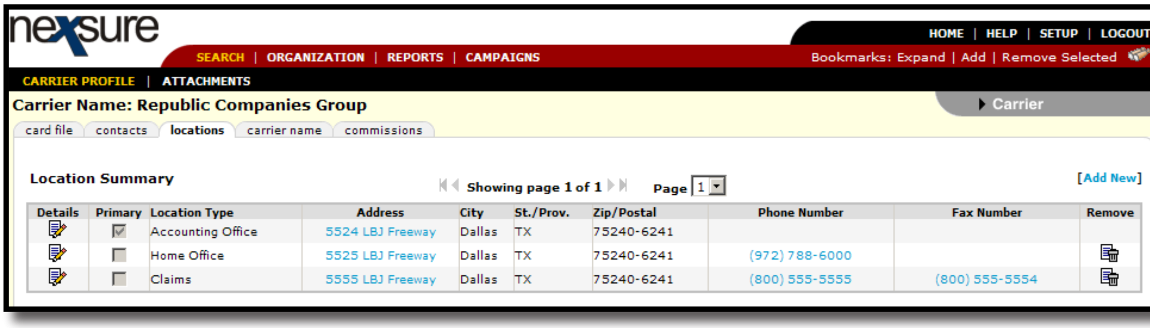
In the **locations** tab summary view the newly appointed primary location for the parent carrier will be displayed with a check mark in the **Primary** check box. The old primary location will now have a **Remove** icon. The primary location is also noted on the carrier name record in the **Location(s)** section of the screen.



Modifying the primary location for any carrier names other than the parent will only show on the carrier name locations section as being the primary for that name. It will not change the location summary view primary. That change must take place on the parent carrier to display on the Location summary screen.

Deleting a Location

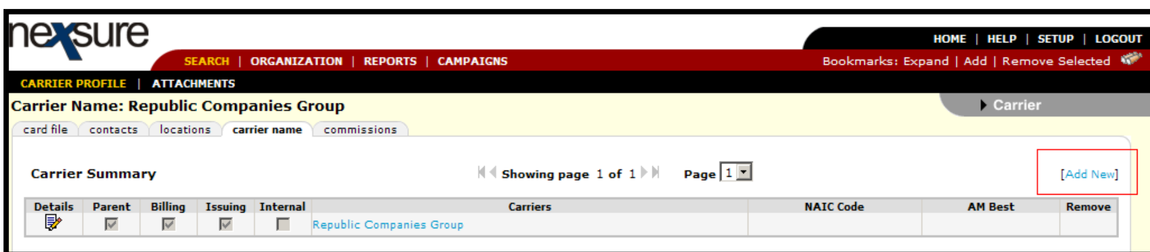
After accessing the appropriate carrier **locations** tab, click the **Remove** icon on the **Location Summary** screen to remove the location. Click **OK** to confirm the removal of the location or click **Cancel** to abort the process.



If the **Remove** icon is not available and the location is not identified as primary, the necessary security to remove locations has not been granted.

Adding Carriers to a Group of Carriers

To add a carrier to the same group of carriers, click the **carrier names** tab and **[Add New]**.



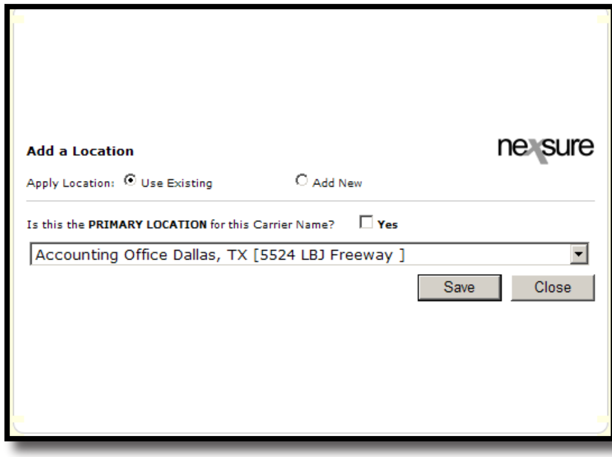
Enter the **Carrier Information** for this carrier name. The NAIC code is required for all Issuing Carriers that will download. If the carrier being added is the Parent of the group of carriers, select the **Yes** option in response to 'Is this current Parent Carrier' question.

Organizations that have Direct Bill Invoice General Ledger Posting rules set to "Post to the General Ledger" and "Override by Carrier" can choose to post on an individual carrier basis by selecting the **Carrier DB Rule**. If the **Carrier DB Rule** is unchecked, direct bill invoices will not post to the general ledger for that carrier. Direct bill invoices can still be entered, but they will have no effect on the general ledger and will not be available for reconciliation.

If direct bill invoice posting for a carrier name is desired, make certain the **Carrier DB Rule** is checked on the carrier name detail.

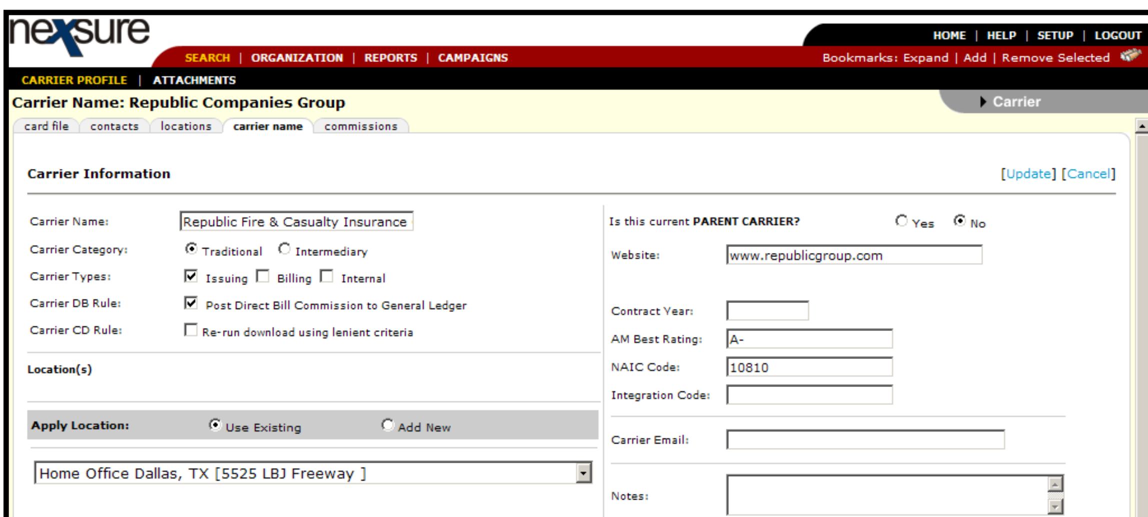
Commission download may be set to re-run using lenient criteria for all carriers in **SETUP** > **Downloads** > **Download Defaults** > **Exceptions Processing**. The **Carrier CD Rule** for commission download processing may be established for individual carriers by selecting the **Carrier CD Rule** at the carrier level in lieu of an Org level default in **SETUP**.

Add locations for the carrier by clicking the **Location(s) [Add New]** link. Locations added to the location summary are available for selection in the drop-down box. If the location has not been added, click the **Add New** option to display fields to enter a new location. Select the check box to designate this location as the carrier's **Primary Location**. Click the **Save** button to save the location or **Cancel** to abort.

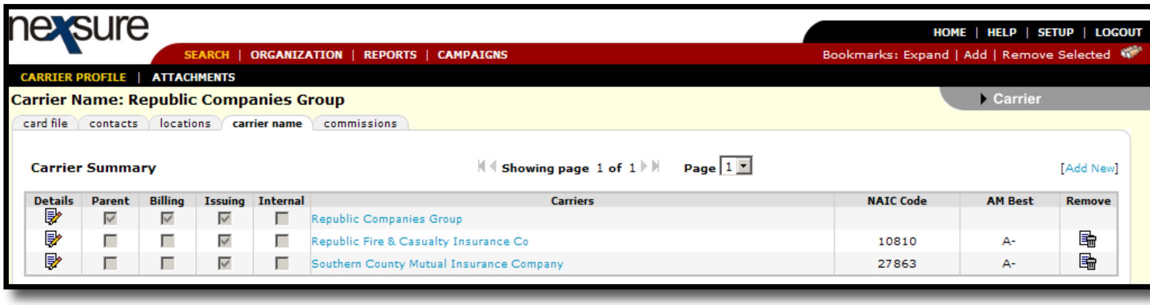


Note: The Issuing Carrier's primary location is used to pre-fill carrier phone and address information on Auto ID cards. The primary location's primary phone number will be used unless a **Customer Service** phone type has been added to the location.

Click **[Update]** to complete adding the new carrier name.

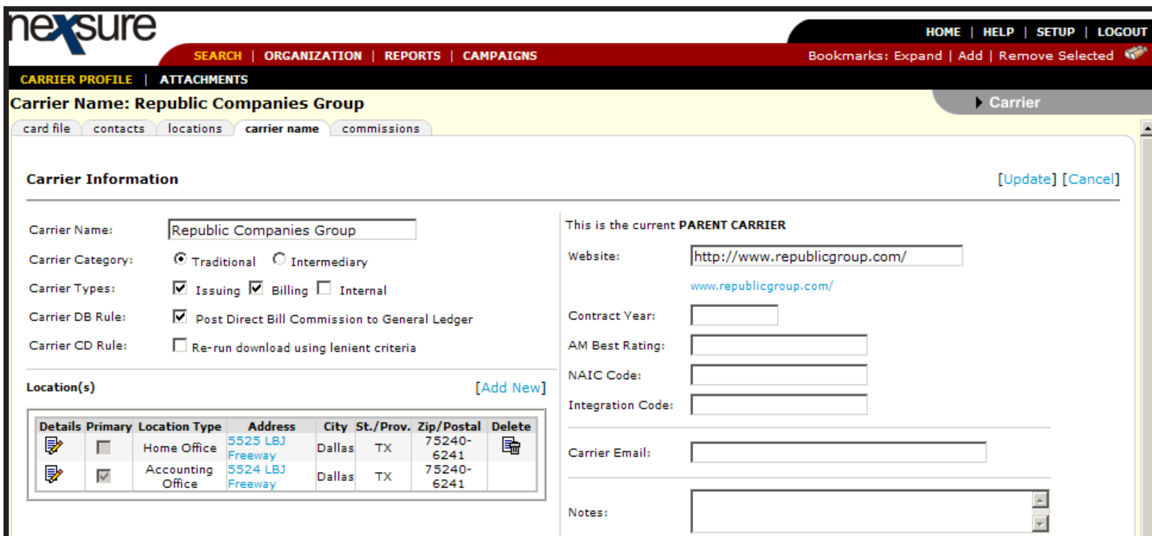


The Parent and its subordinate carriers display on the carrier names summary of the Parent carrier.



Modifying the Carrier Name

To modify the carrier name or other details such as NAIC code or to establish **Carrier DB** and **Carrier CD Rules** for individual carriers, click the **carrier names** tab and the **Details** icon of the carrier name to be modified. Enter the correction and click the **[Update]** link on the upper right of the screen or click the **[Cancel]** link to abort the change.



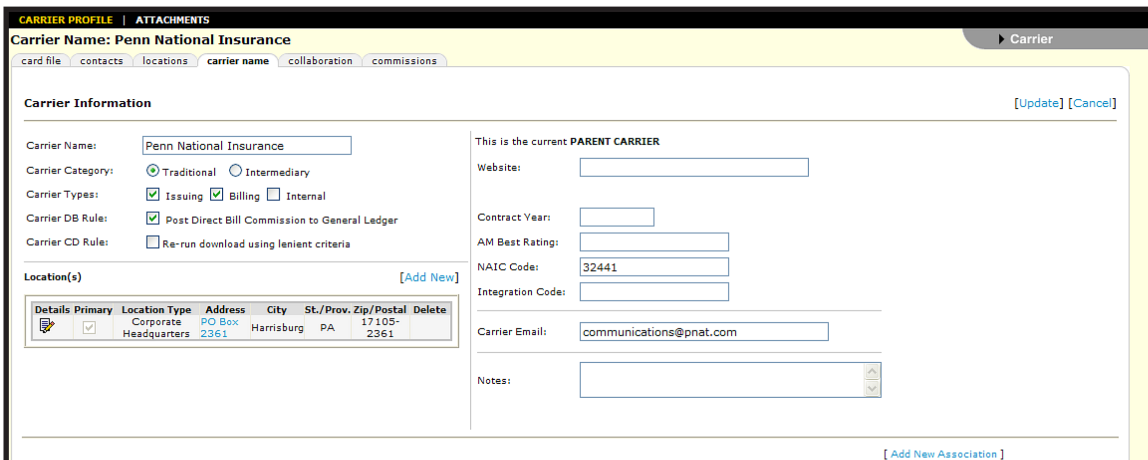
Notes

Carrier Commissions

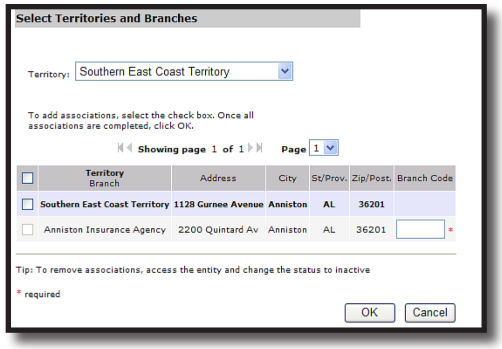
The **commissions summary** tab shows the commissions added for the carrier names. At least one commission line must be added for each carrier name in each Branch where the carrier name will be used. The carrier name must first be associated with the appropriate Territory before a branch may be selected to add a commission for the carrier name and branch combination.

Associate Carrier to Territory and Branch from Carrier Name Tab

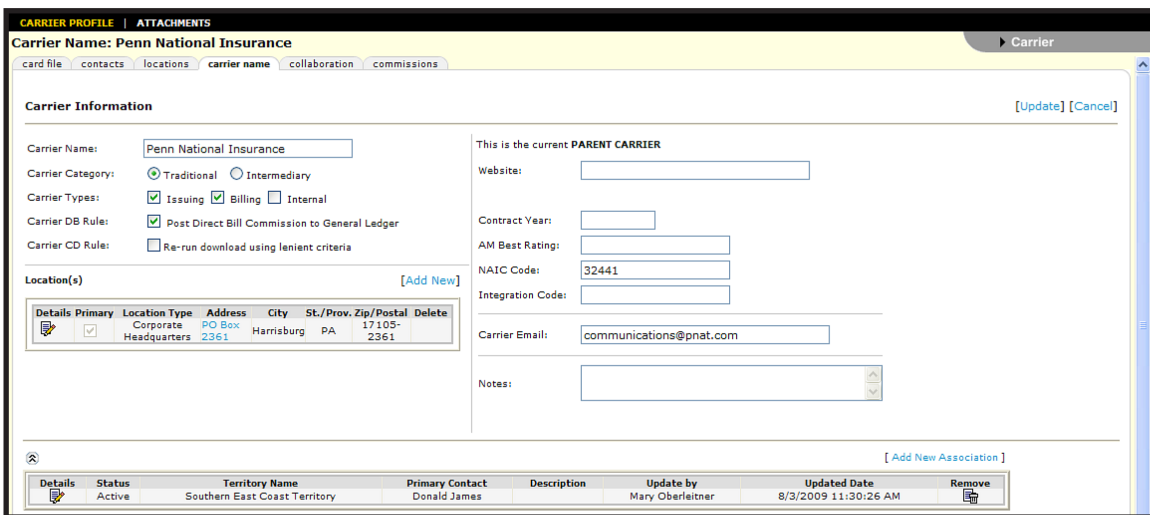
Carrier association may be done at Organization level one territory at a time or on the **carrier name** tab to all or selected territories and branches at one time. To associate carriers at Carrier level, click **SEARCH** on the **Primary** menu, change the **Entity** to **Carrier**, click **Search** and click the **Details** icon, select the **carrier name** tab and click on the **Details** icon beside the carrier's name to be associated with the branch.



At the bottom right of the Carrier Name detail screen there is a link called **[Add New Association]**. Click this link to add the territories and branches to associate with the carrier. This process must be done in order to select a carrier at policy level for identification and billing purposes, the carrier must be associated to the branch. Carriers may also be associated at the Organization level if desired. On the **Select Territories and Branches** screen, all territories display by default. To change to one territory, select from the **Territory** list. Clicking the check box in the gray header selects and deselects all territories and branches. To select a specific branch, first click the box beside the **Territory** name and select the check box beside the **Branch**. There is a red * asterisk beside the **Branch Code** box which indicates that the field must be populated to proceed with the association. After selecting all territories and branches to associate, click the **OK** button. The association has been added and a zero commission line item for each branch so that the carrier may be used immediately upon association. If the association is added at Territory level, the user must add the commission for each branch on the Carrier's **commissions** tab in order to make the carrier available at Client level.



Now added to the bottom of the screen is a collapsible display showing the associations added. Use the **Open/Closed** icon to open and close this display. This portion of the screen will default to closed upon accessing the carrier name detail. Once the carrier has been associated, make sure to update and add default commissions as needed. Commission must be added for the associated carrier in order to select the carrier at policy level. For instructions on adding commissions, see "Adding Carrier Commission" in this chapter.



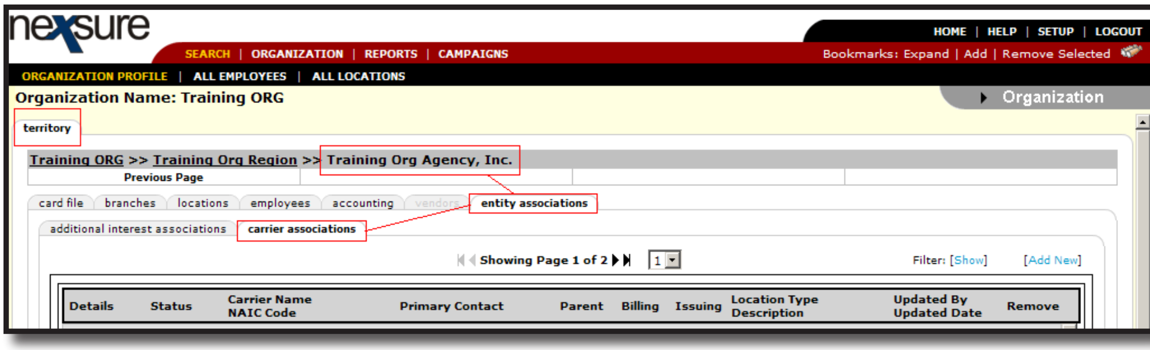
Note: If more than one page of territories and branches exist, after selecting **Territories** and **Branches** on the first screen, use the navigation tools to navigate to the next screen and select all needed before clicking **OK**. Following this process will add all associations without having to click the **[Add New Association]** link more than once.

To associate carriers at Organization level, see "Associate Carrier with a Territory at Organization Level" in this chapter.

Associate Carrier with a Territory at Organization Level

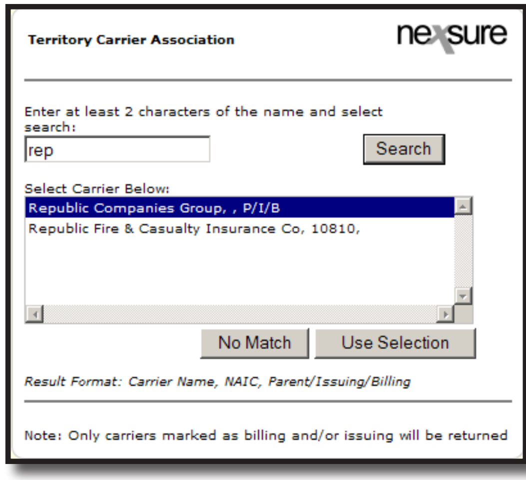
On the **Primary** Menu, click **ORGANIZATION**. Click the **territories** tab and select the appropriate territory by clicking the **Details** icon.

Click the **entities association** tab and then the **carrier associations** tab. Any existing carrier associations will display. Page navigation links will display if there is more than one page of existing carrier associations for the Territory. Search filters may be used to search for an existing carrier association.



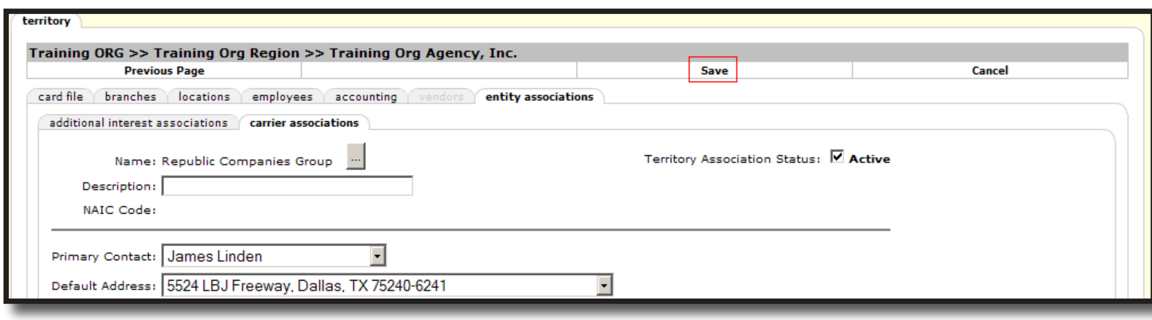
To add a new carrier association to the Territory, click **[Add New]** on the territory's **carrier associations** tab. The **carrier associations** tab displays with entry options for a new association.

In the **Name** area, click the **Ellipsis** button. The **Territory Carrier Association** dialog box is displayed. Search for the desired carrier and select the carrier name from the carriers listed. Click the **Use Selection** button. If the desired carrier is not displayed, click the **No Match** button to clear the search criteria and start a new search. Carrier names that are already associated with the Territory will not display in search results.



When the carrier name is selected, enter a brief **Description** for the association. This description will display on the **Carrier Association Summary** screen. The NAIC Code automatically displays if one is available. The **Territory Association Status** must be Active for the carrier to be available for selection at the **carrier commissions** tab.

Once all entries have been made for the carrier on the **carrier associations** tab, click **Save** to complete the association of the carrier name to the Territory.

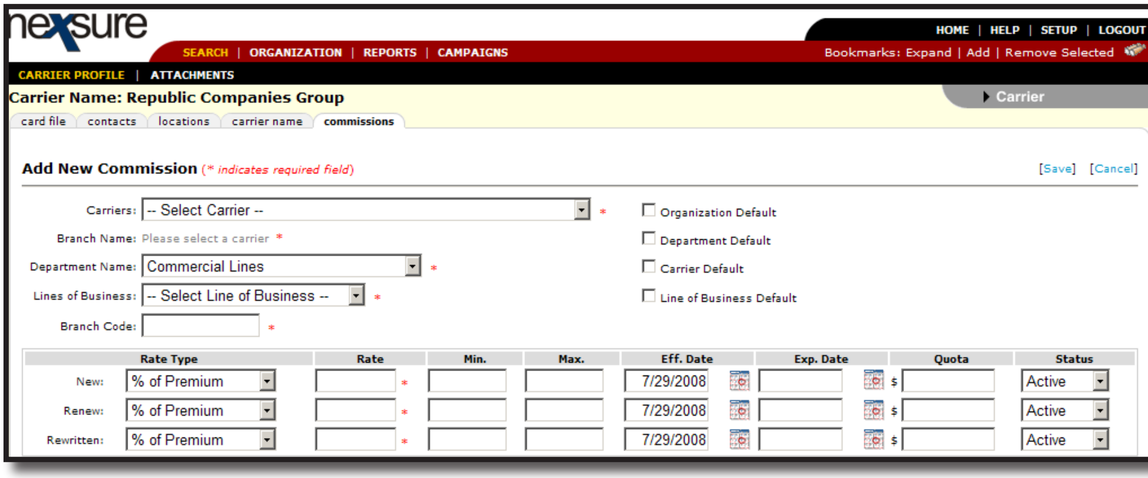


Existing associations may be edited by clicking the **Details** icon of the carrier name on the **carrier associations** summary. Once all edits have been made, click **Update** to save the changes.

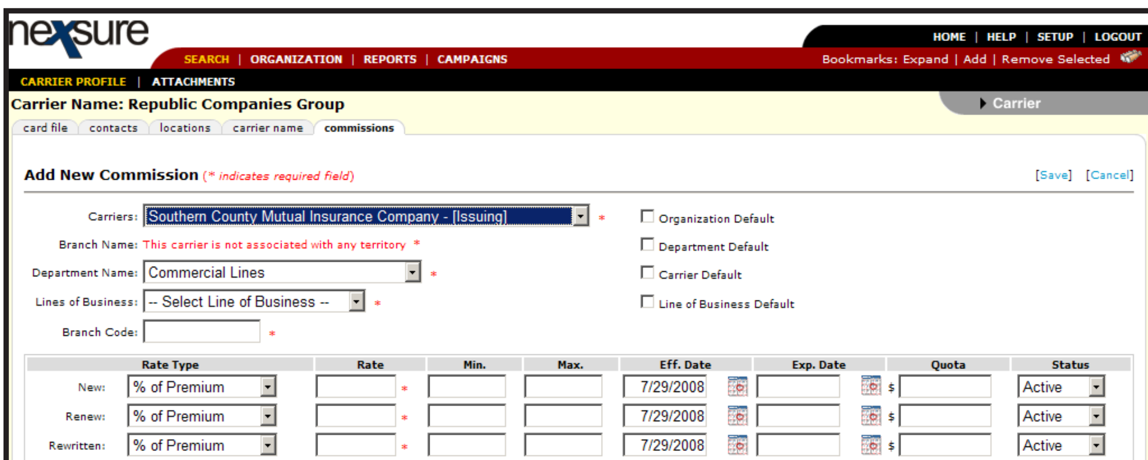
After carriers have been associated to the Territory of the Branches where they will be used, at least one commission line must be added for each carrier name in each Branch where they will be used at policy underwriting.

Carrier Commission Default Setup

Carrier commission defaults can be created after accessing the carrier from the **Search** screen. Click the **commissions** tab and the **[Add New]** link to add the new commission default.



Select the **Carrier**, **Branch Name**, **Department Name** and **Line of Business** using the drop-down boxes for the new commission. Each of these selections is required. If the carrier name was not associated to the branch's territory, the carrier name may be selected, but the branch selection drop down will not be available for the carrier.

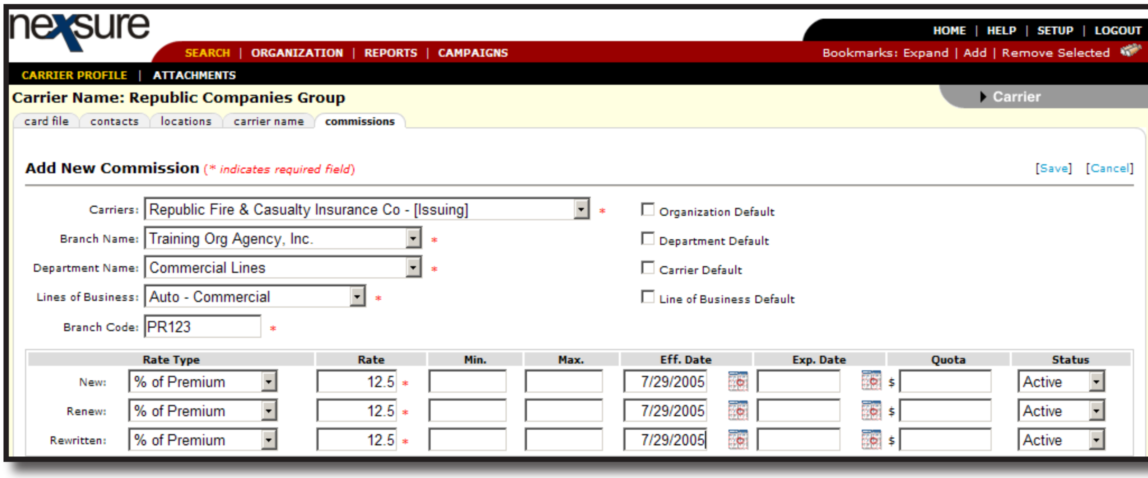


The **Branch Code** is a required field and is typically identified as the code number assigned to the agency by the carrier. The code is also known as the **Producer Code** or **Agency Code** and is a requirement for adding a commission as well as receiving download.

Complete the corresponding commission rate information by selecting the **Rate Type**, entering the **Rate**, entering a **Min**(imum) and **Max**(imum) rate (if desired), entering the **Eff**(ective) **Date** and **Exp**(iration) **Date** (if applicable), and entering a **Quota** amount. The **Min**, **Max** and **Quota** boxes are for reference only and therefore optional. The **Eff. Date** box automatically populates with the current date and may be changed as needed. If the **Eff. Date** is outside the Policy Term effective date, the commission will not populate the policy info screen. Leaving the **Exp. Date** box blank allows the commission rate to not expire.

The **Active** status may be changed to Inactive if the commission is no longer needed.

To finalize the new commission default, click the **[Save]** link to save changes or click the **[Cancel]** link to abort. Nexsure does not allow saving separate commission defaults that duplicate combinations of a carrier name, line of business and Branch Code.

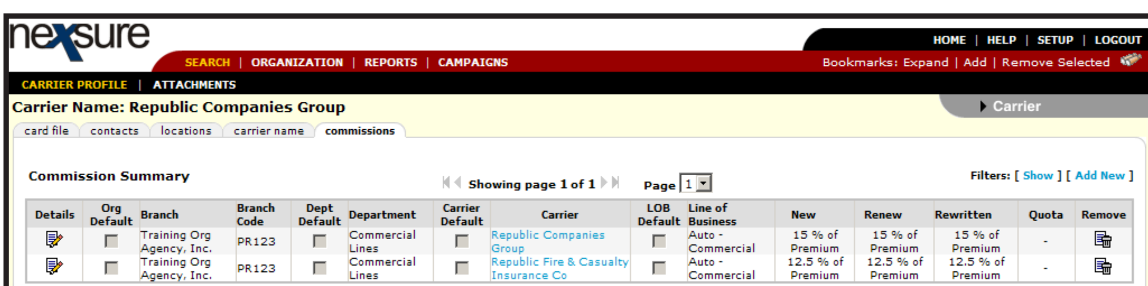


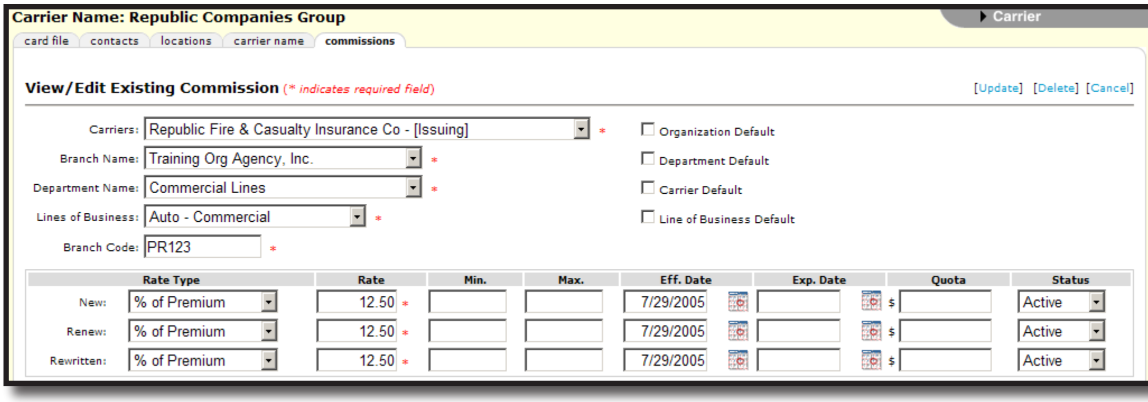
Set the defaults by using the check boxes beside each default type and are used as follows:

- **Organization Default**: One organization default for the entire organization.
- **Department Default:** One department default for each department within a branch.
- **Carrier Default**: One carrier default for each carrier within a branch.
- **Line of Business Default**: One line of business default for each specific line of business within a branch.

If a default exists within the branch and another default is selected, it will overwrite the existing default and become the current default within that branch only. Only the **Carrier Default** and exact commission entered for this **Branch**, **Department**, **Carrier** and **Line of Business** apply to the carrier. The **Department** and **Line of Business** defaults apply to the branch.

To edit an added commission, from the **commission summary**, click the **Details** icon of the commission to be edited. Make the necessary changes and click the **[Update]** link on the commission detail screen or **[Cancel]** to abort the change. Click the **[Delete]** link on the commission detail screen to remove the commission.

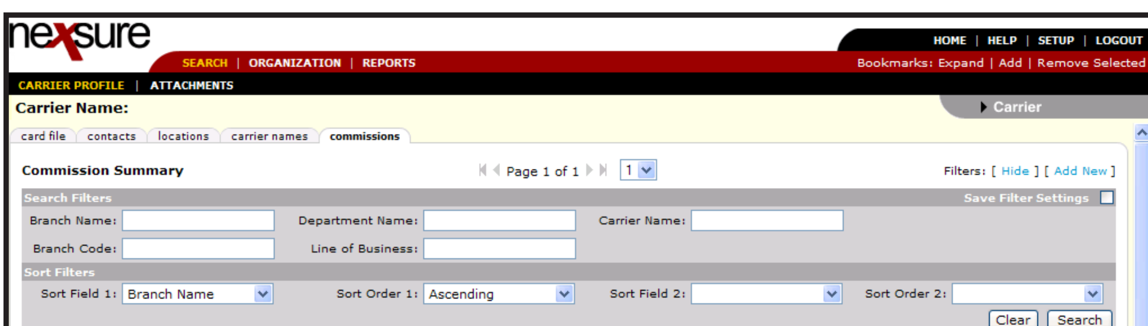




To Search for Carrier Commissions

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 the [Show] or [Hide] link to toggle the Search Filters screen.
    - Use Search Filters options to search for a specific commission within a group of carriers.
    - Use Sort Filters options to display search results in a specific order.
    - To change the default Search Filter settings, select the Save Filter Settings check box on the Search Filters screen and click Search. The next time the commissions tab is opened, the items returned will be filtered by the saved settings.



How Nexsure Determines the Invoicing Carrier Commission Default

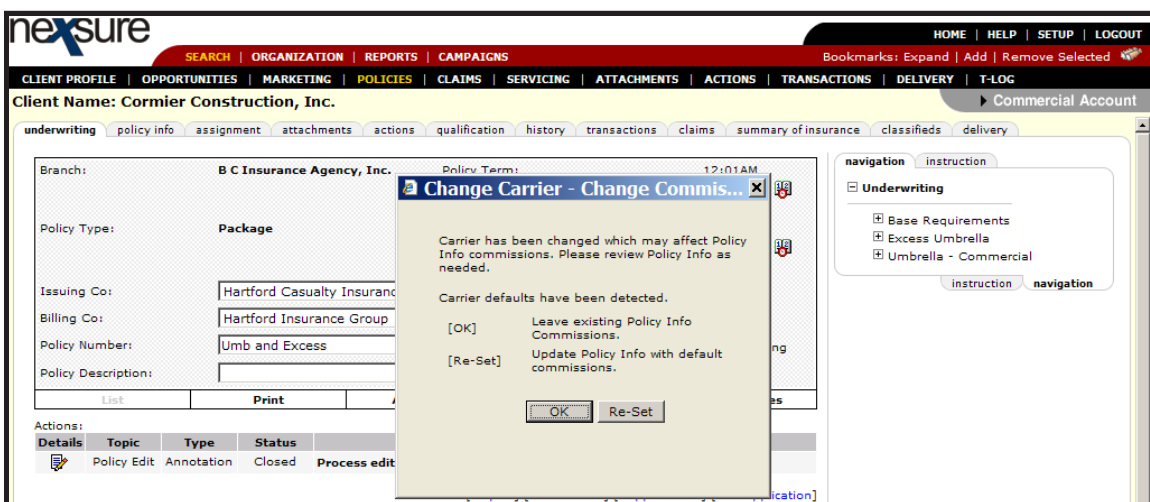
When invoicing, Nexsure determines the proper carrier commission default by first attempting to match the line of business, specific department, carrier and organization. If the match is not exact, the system will search for a default line of business within the branch. If no default line of business exists within the branch, the system will search for the specific department default within the branch. If there is no specific department default within the branch, the system will search for the carrier default within the branch. Finally, if no carrier default is found, the system will search for the organization default. If no organization default exists, the system will display the message **No valid default commissions exist** and the user must add the commission entries manually on the **policy info** tab. Commissions that default to the **policy info** tab may always be edited to accurately reflect the commission for a policy.

Branch Name is selected to identify the branch to which the commission is being added. Department, carrier and line of business defaults should be setup per branch.

Carriers are selected to identify the carrier where the commission is being added. If desired, one carrier may be selected as the commission default per parent and associated subordinate carriers within a branch. One carrier default may be setup per branch for each carrier (parent and its associated subordinate carriers = one carrier) by clicking in the check box beside **Carrier Default**.

The **Line of Business** is selected to identify the line of business to which the commission is being added. If desired, a commission for each line of business within a branch may be selected as the commission default by clicking in the check box beside **Line of Business Default**. Only one parent or subordinate carrier's commission for a specific line of business may be set as the default for that line of business within the branch. A default may be established for each line of business within a branch.

When the carrier is changed on a policy, the carrier commission defaults can be re-set on the **policy info** tab if commission schedules exist for the new carrier.

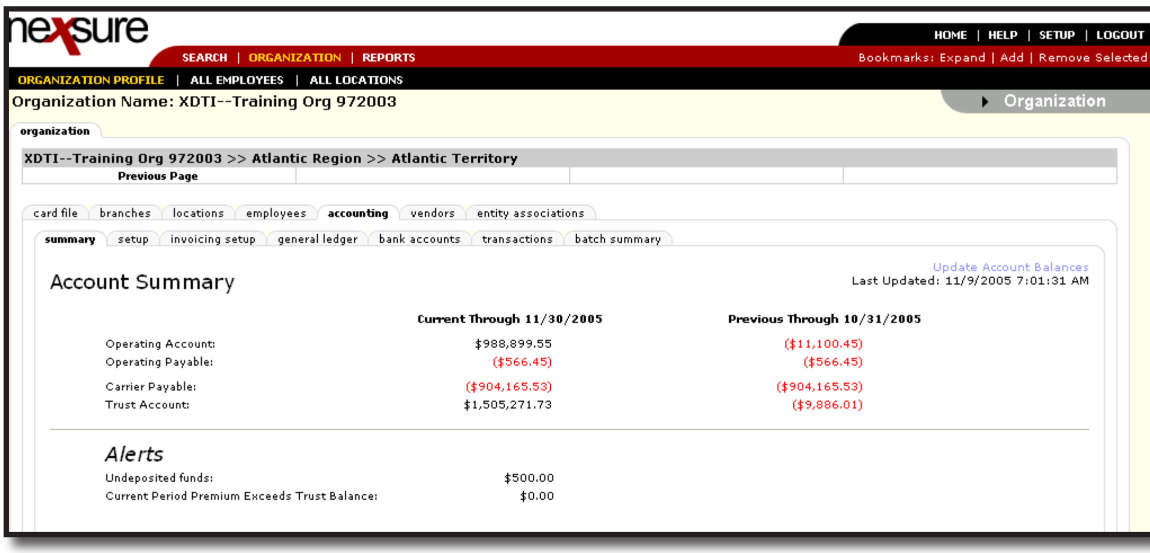


Note: The **Change Carrier** - **Change Commission** dialog box will only display when the policy is in a pliable state, i.e. marketing, future, edit, endorsements etc.

Financial Entity

The **Financial Entity** records are used in Nexsure accounting when associating the bank accounts at the Organization and Territory levels. It is required that the financial entity be added to Nexsure prior to adding the bank accounts to the Organization or Territory levels. It is important to note that bank accounts are not necessarily needed at the Organization level but are necessary at Territory levels to keep track of client, carrier and employee accounting. Use the information in this section to assist in completing all the required information.

At Organization and Territory levels, clicking on the **accounting** tab brings up the Account Summary screen. This page contains the balances of the Operating and Trust accounts. Many bank accounts may be added, but only one Operating and one Trust account (assigned in the mandatory accounts) will be tracked on the Account Summary screen. Each Territory has a separate Account Summary screen to keep track of these balances.

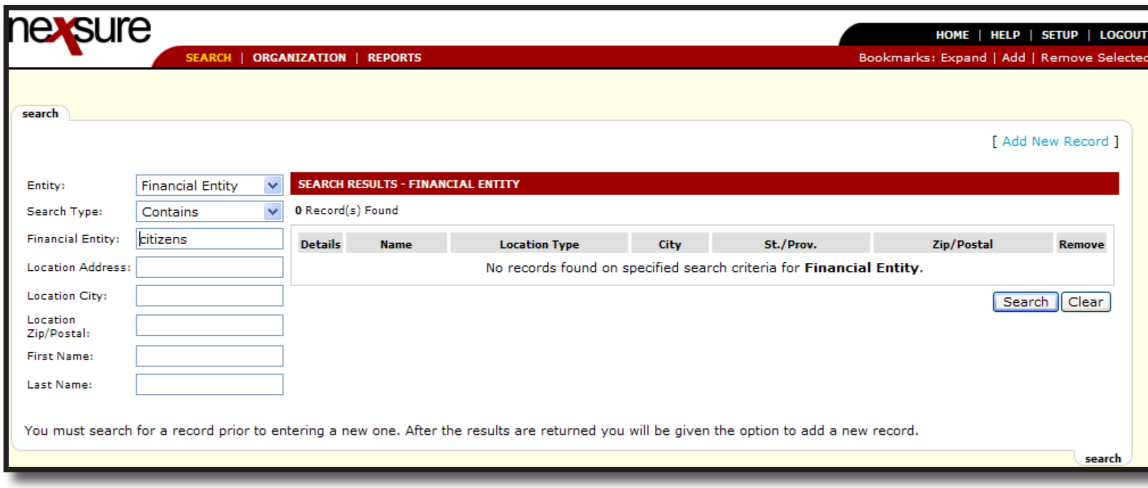


Searching for Financial Entities

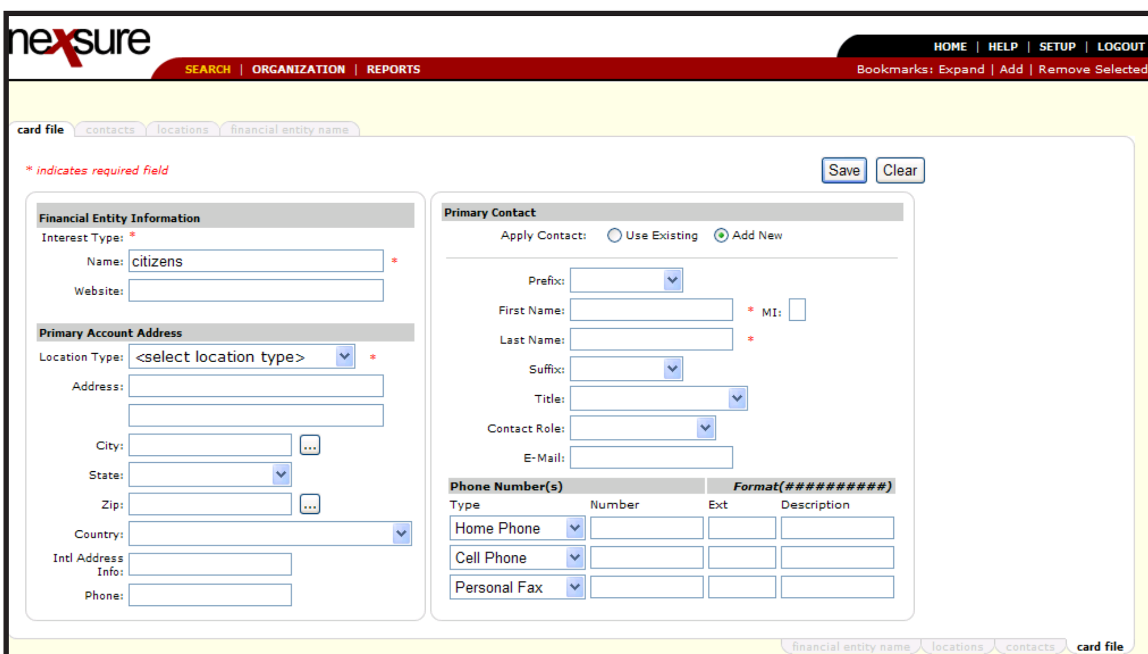
Adding, modifying and removing the financial entities in Nexsure is done from the **Search** screen on the **Primary** menu. Begin by selecting **Financial Entity** from the **Entity** drop-down box on the **Search** screen. Notice that the search fields change with the selection of **Financial Entity**. Nexsure provides several key fields for searching to help ensure accurate results. Enter less information for broader results or more information to return less data. To activate a search, click the **Search** button or press **Enter**. If the financial entity exists, click the **Details** icon to see the details. If the entity does not exist add the new financial entity.

Adding Financial Entities

Before adding the bank accounts, first add the financial entities. Make sure to have all required account information ready to speed up the process. Click the **SEARCH** link located on the **Primary** menu to bring up the **Search** screen. Change the **Entity** drop-down box to **Financial Entity** and enter a few characters of the entity name. In order to help prevent the addition of duplicate records, a **Search** is required to activate the **[Add New Record]** link.

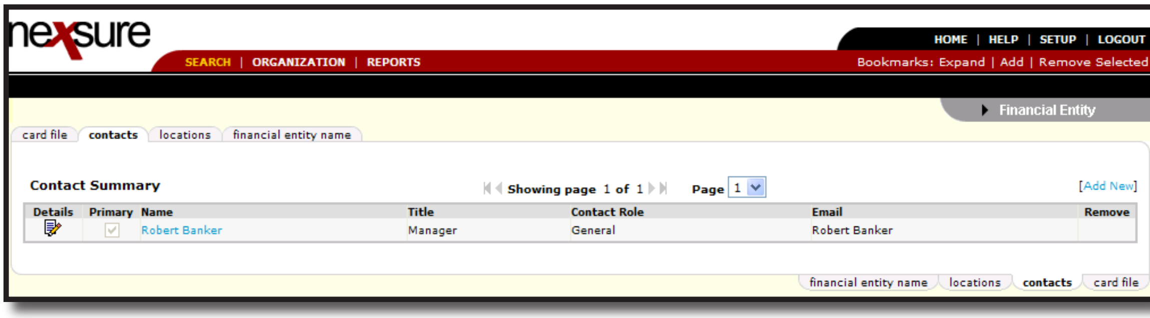


Any information entered in the search fields is automatically transferred to the newly added **Financial Entity** fields. Any field with a red asterisk * is a required field. Complete the balance of the fields and click the **Save** button in the upper right portion of the screen to complete the addition. To clear and start entry over, click the **Clear** button.

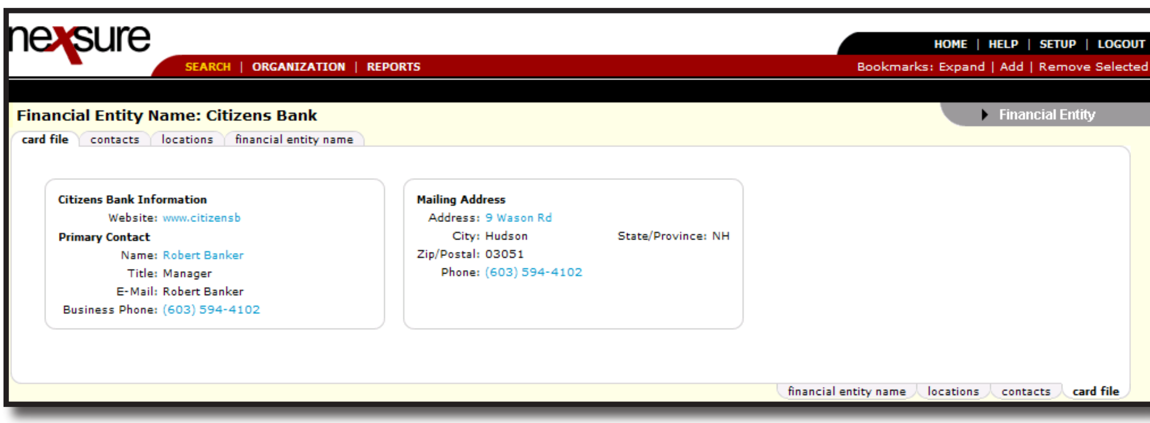


How to Use the Contact Summary Screen

The contacts tab contains all the contacts added for this entity in a summary view. Unlimited contacts may be added for each entity, but only one is designated as the primary contact. The primary contact is identified with a check box in the Primary column on the Contacts Summary screen. The primary may be reassigned but deletion of a primary contact is not allowed.

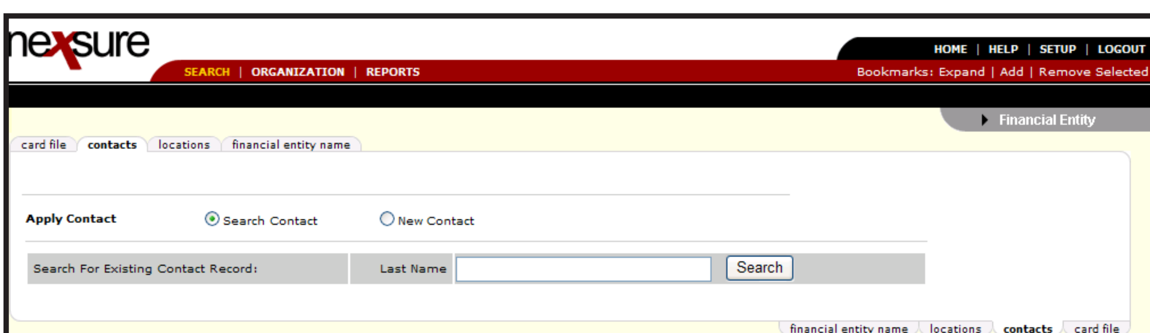


Once the new entity is stored, additional information may be added after the **card file** tab is displayed.



Adding a New Contact

Click the **[Add New]** link in the upper right hand corner of the **Contact Summary** screen. The **Search For Existing Contact Record** screen is displayed.

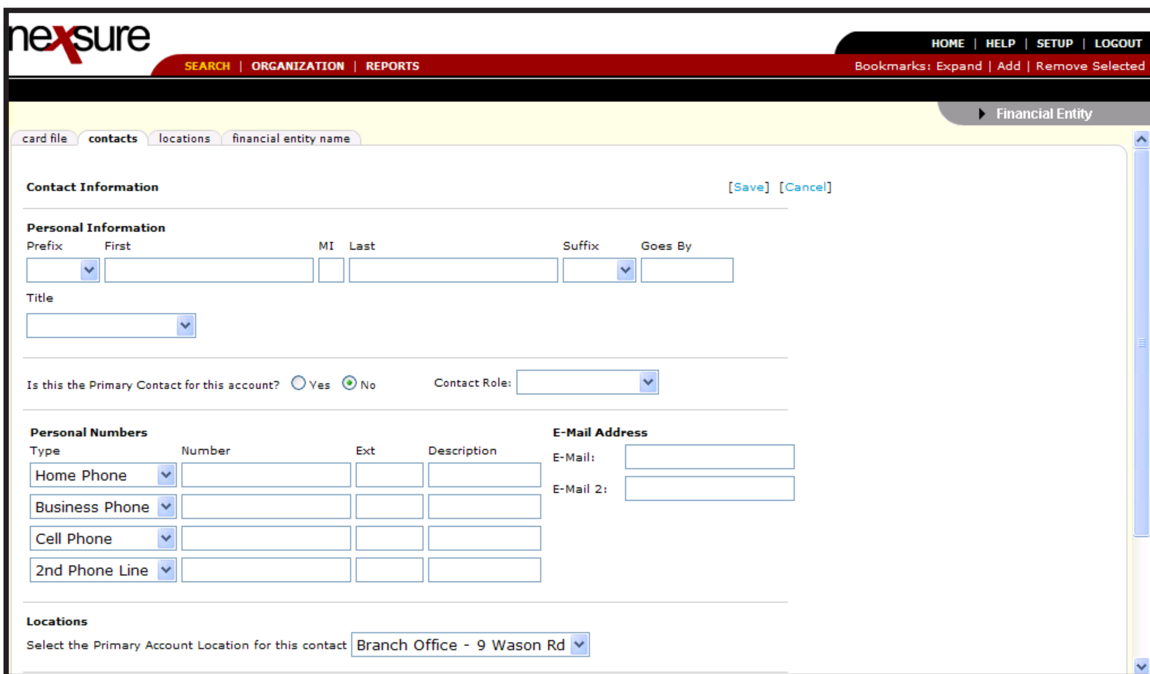


The **Search Contact** option is the default. This feature allows the global contacts database to be utilized so that duplicate contact records may be avoided.

Enter the last name for the contact in the space provided and then click the **Search** button. All contacts with the same matching last name are displayed along with the e-mail address. Scroll through and select the match if returned and click the **Use Selection** button to associate with this entity. Any field modified and saved on this record will affect the original record, so make sure you have the correct contact before modifying. There are four fields in the contact's details that are unique to their relationship to an entity. These four fields are: **Title**, **Primary Contact**, **Contact Role** and **Location**. Changing these four fields will not change the original record. If the contact does not exist in Nexsure, click the **New Contact** option.

Note: All contacts added to Nexsure are stored in a global database. A contact should be entered in Nexsure only one time. The contact can then be related throughout Nexsure as needed.

If no match is returned, click the **No Match** button. Select **New Contact** on the Apply Contact screen to display the Contact Information details screen for the new contact. The **Contact Details** screen is displayed. Enter the new contact information and click the **[Save]** link to store the record or the **[Cancel]** link to abort the entry.

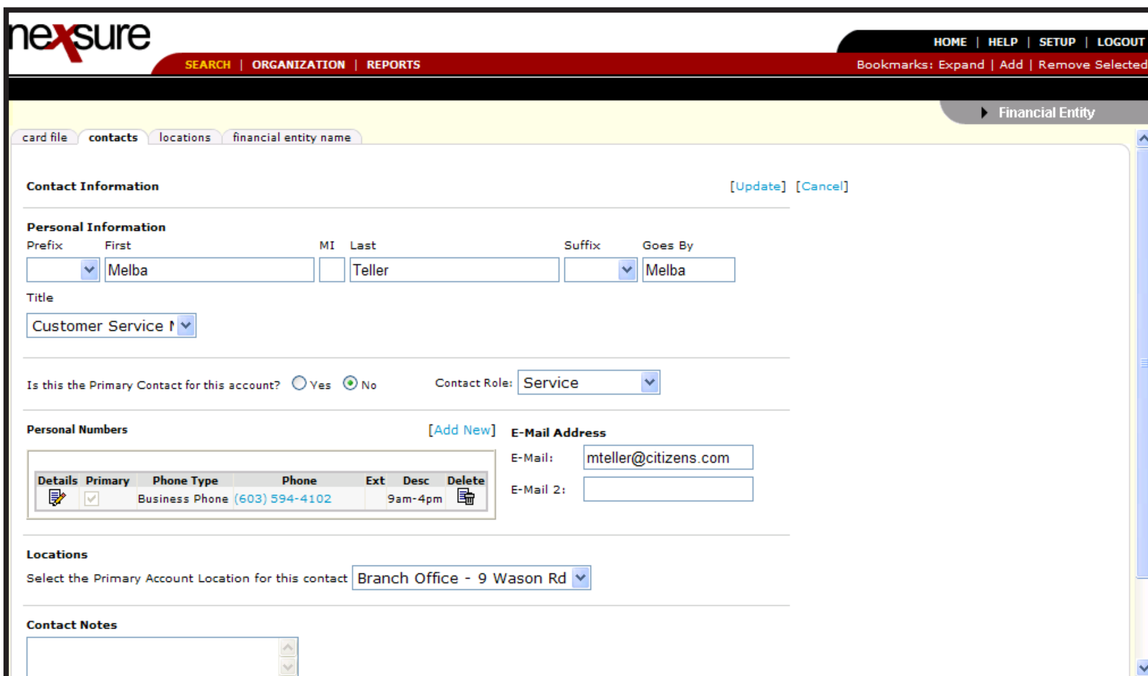


Note: The e-mail addresses should be obtained for all Contacts as it makes searching an easier process as well as allowing the information to be used in Nexsure's Delivery address book.

Editing a Contact

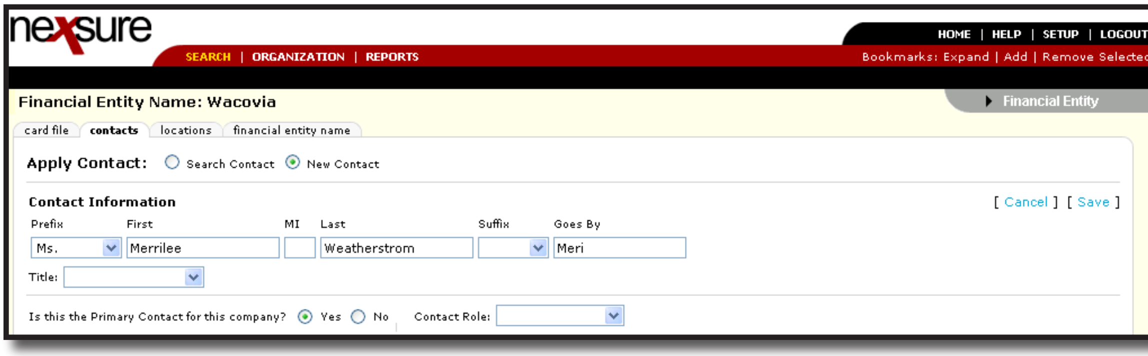
Contact information may be changed or updated as needed. There are four fields in the contact's details that are unique to their relationship to an entity and if updated, will only affect this record. The four unique fields are: **Title**, **Primary Contact**, **Contact Role** and **Location**. All other fields apply to the Contact globally and when updated will change all associated contact records throughout Nexsure.

After accessing the appropriate financial entity through **Search**, click the **Contacts** tab. All contacts are available on the summary screen. Each contact will have its own **Details** icon. Clicking the **Details** icon of a Contact brings up the **Contact Details** screen. Make the necessary changes to the record and click the **[Update]** link to save the changes.



Changing a Primary Contact

The first contact entered, when adding a new entity, is designated as the primary contact. A primary contact cannot be deleted but a new primary may be selected. To change the primary, click the **Details** icon on the **Contact Summary** screen of the new primary contact. On the **Contact Details** screen under the **Contact Role**, click the **Yes** option beside **Is this the Primary Contact for this account?**. Click the **[Update]** link in the upper right of the screen to complete the primary location change process.

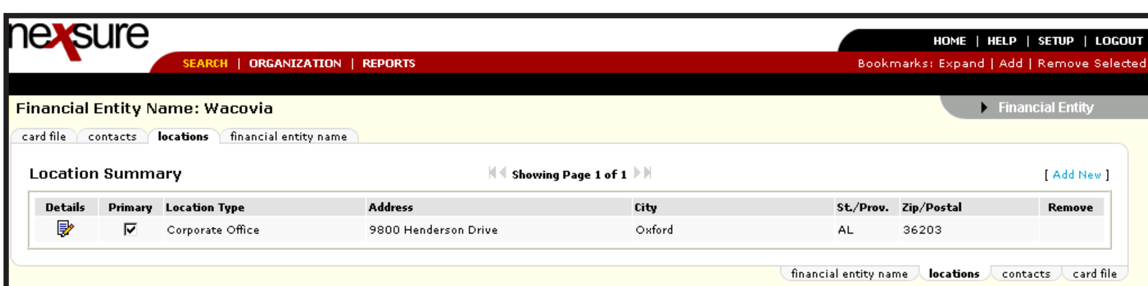


Deleting a Contact

If the original primary contact needs to be removed, it is now possible since the primary contact has been changed. To remove a contact, click the **Remove** icon on the **Contact Summary** screen and confirm deletion on the confirmation pop-up window.

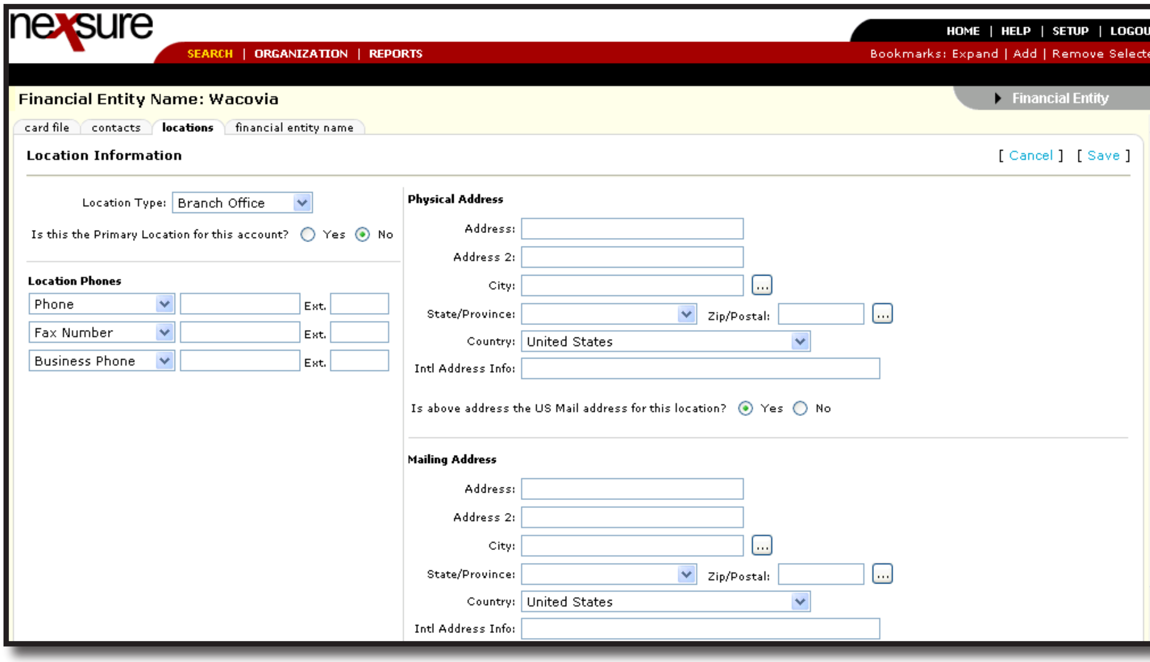
Locations – Financial Entity

The location added when the financial entity is first entered in Nexsure will automatically be designated as the primary location. The **locations** tab contains all locations in a summary view for this entity. Unlimited locations may be added for each entity but only one can be designated as the primary location. The primary location is identified with a check in the **Primary** column on the **Location Summary** screen. The primary location may be reassigned but deletion of a primary location is not allowed.



Adding a Location

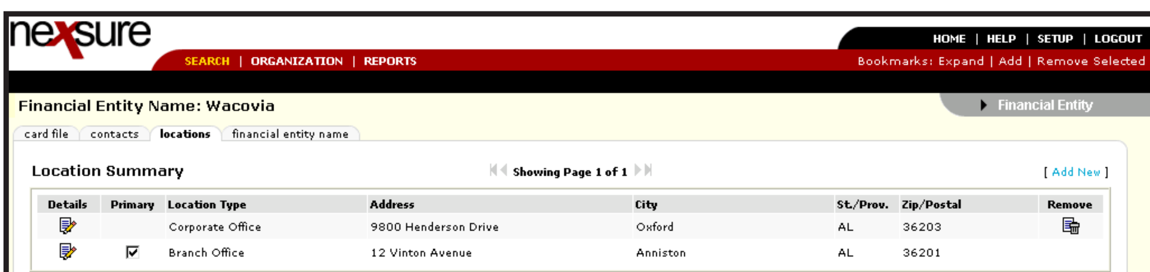
To add a new location, click the **[Add New]** link in the upper right part of the screen. Complete the location details on the screen and click the **[Save]** link to store or the **[Cancel]** link to abort.

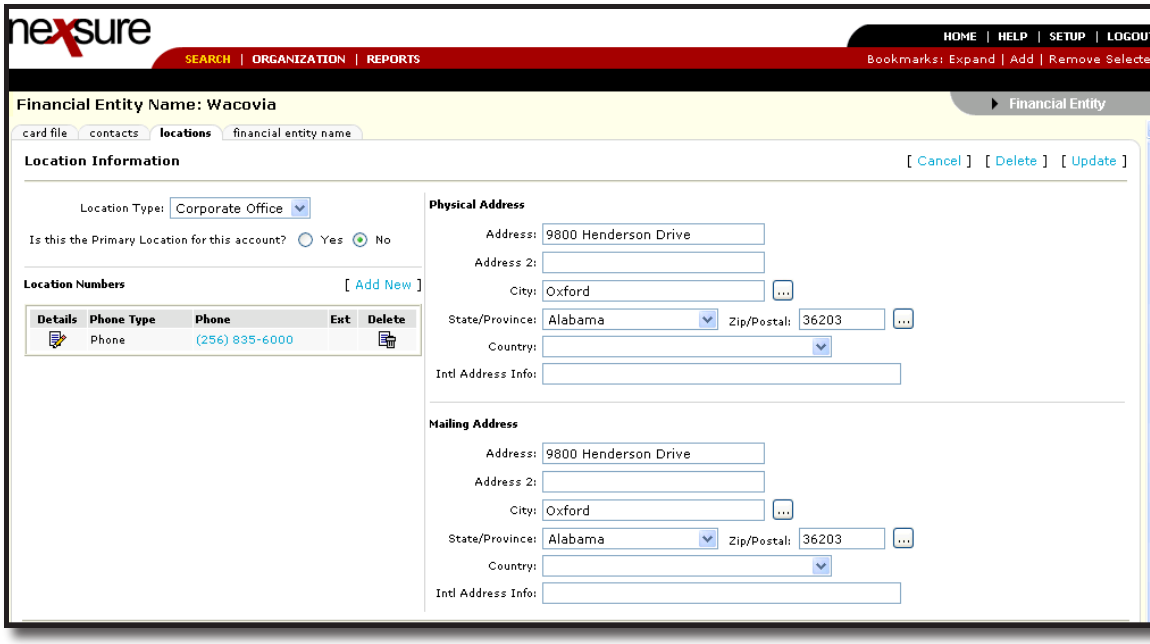


Note: The Location Type drop-down box is populated by each organization to ensure that the list fits all needs.

Modifying a Location

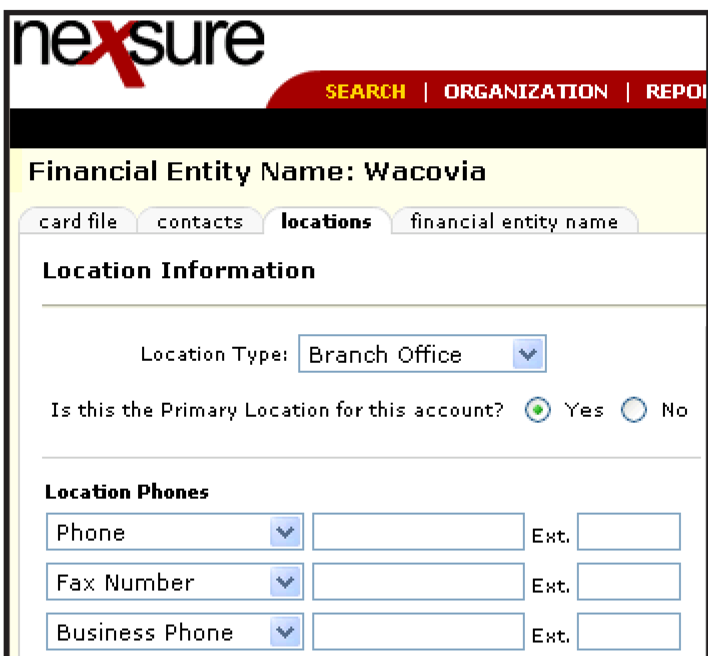
Location information may be changed or updated as needed by clicking the **Details** icon for the location on the **Location Summary** screen. After completing the modifications, click the **[Update]** link to save the changes or the **[Cancel]** link to abort.



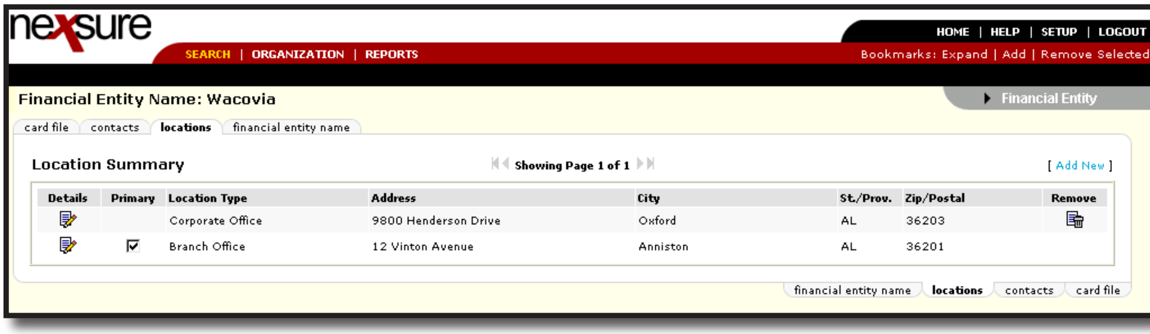


Changing the Financial Entities Primary Location

The first location entered, when adding a new entity, is designated as the primary. A primary location cannot be deleted but a new primary may be selected. To change the primary, click the **Details** icon on the **Location Summary** screen of the new primary location. On the **Location Details** screen, click the **Yes** option beside **Is this the Primary Location for this account?**. Click the **[Update]** link in the upper right of the screen to complete the primary location change process.

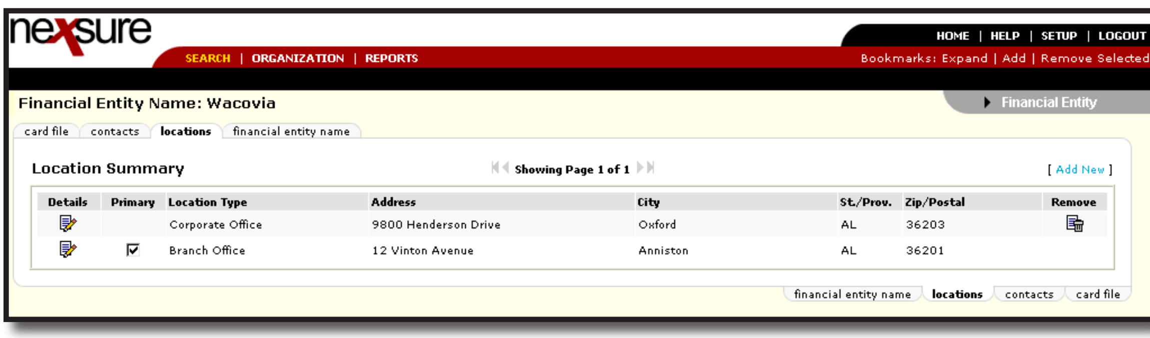


In the **locations** tab summary view the newly appointed primary location will be displayed with a checkmark in the **Primary** check box. The old primary location will now have a **Remove** icon.



Deleting a Location

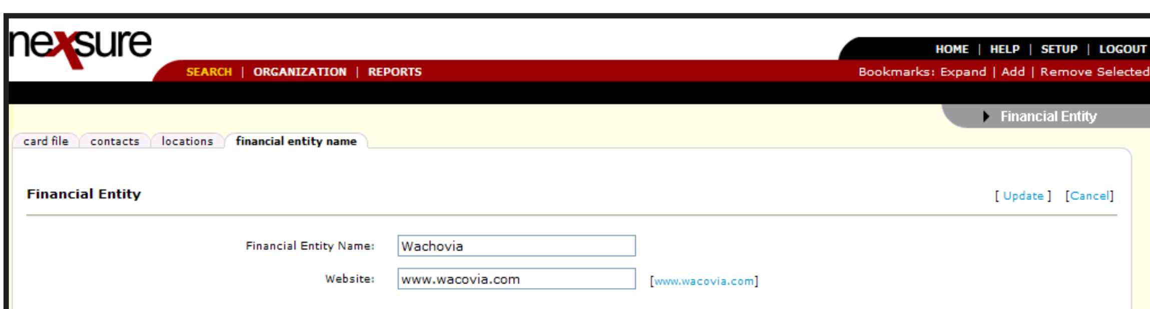
After accessing the appropriate financial entity **locations** tab, click the **Remove** icon on the **Location Summary** screen to remove the location. Click **OK** to confirm the removal of the location or click **Cancel** to abort the process.



If the **Remove** icon is not available and the location is not identified as primary, the necessary security to remove locations has not been granted.

Modifying the Financial Entity Name

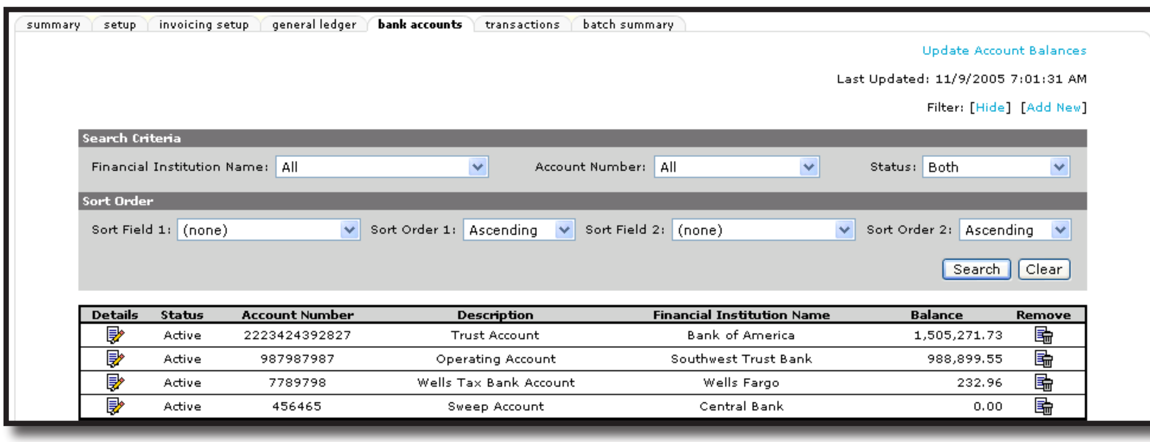
To modify the financial entity name, click the **financial entity name** tab. Enter the correction and click the **[Update]** link on the upper right of the screen or click the **[Cancel]** link to abort the change.



Bank Accounts at Accounting Level

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 Organization level does not allow access to any premium related activity. Bank accounts for premium related activities are added at Territory level. Bank account activity at Territory level includes both operations accounting and any premium accounting activity for the associated branches. To access the bank accounts, click on the **ORGANIZATION** link on the **Primary** menu, click on the **territories** link and the **Details** icon of a territory, click the **accounting** tab and then click on the **bank accounts** tab.

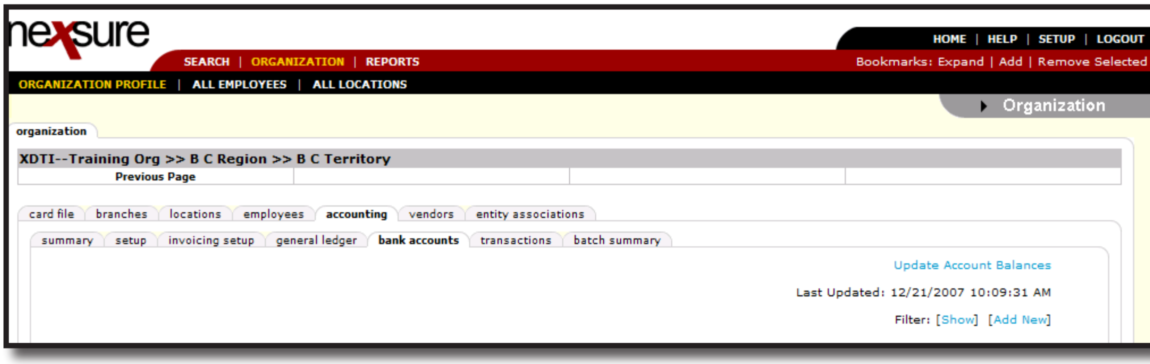
If there are more bank accounts added than will fit on the first screen, navigation arrows are available. The **Search Filter** may also be used to search for a specific account by clicking on the **[Show]** link on the upper right portion of the **Bank Accounts** screen. In the search criteria fields, enter specific information needed for the search and click the **Search** button to return the results. Clicking the **[Hide]** link will close the search criteria.



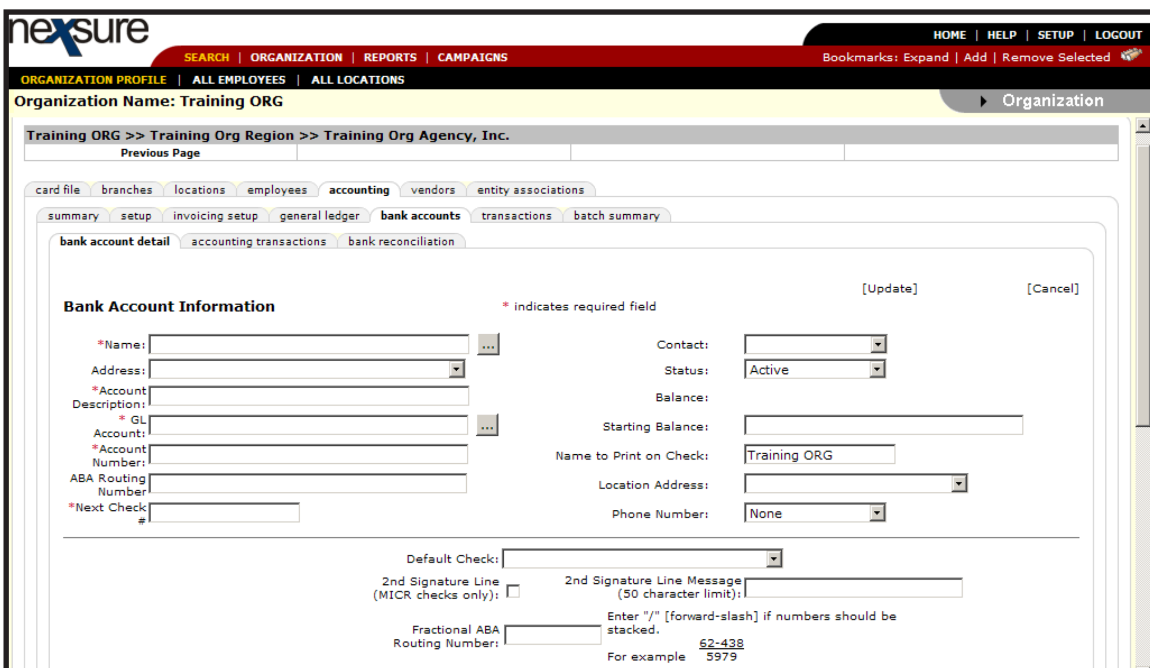
Depending on the number of results returned, **Navigation Controls** will appear at the top center portion of the tab. Click on the Single Page Back ◄, Single Page Forward ►, Last Page ►| or First Page |◄ arrows to display the desired page or click on the **Go to page** drop-down box and skip to a specific page.

Adding Bank Accounts

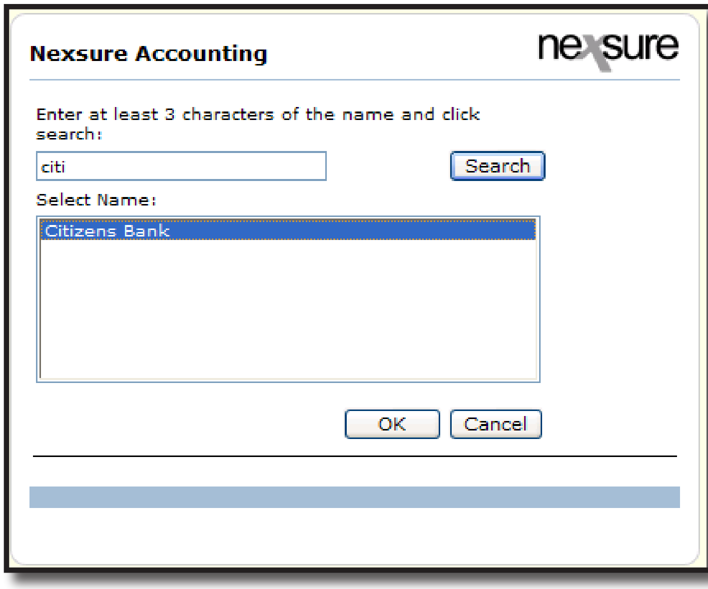
Financial entities must be added prior to adding a bank account, for detailed instructions refer to **Adding Financial Entities** in this chapter. To access the bank accounts, click on the **ORGANIZATION** link on the **Primary** menu, click on the **territories** link and the **Details** icon of a territory, click the **accounting** tab and then click on the **bank accounts** tab.



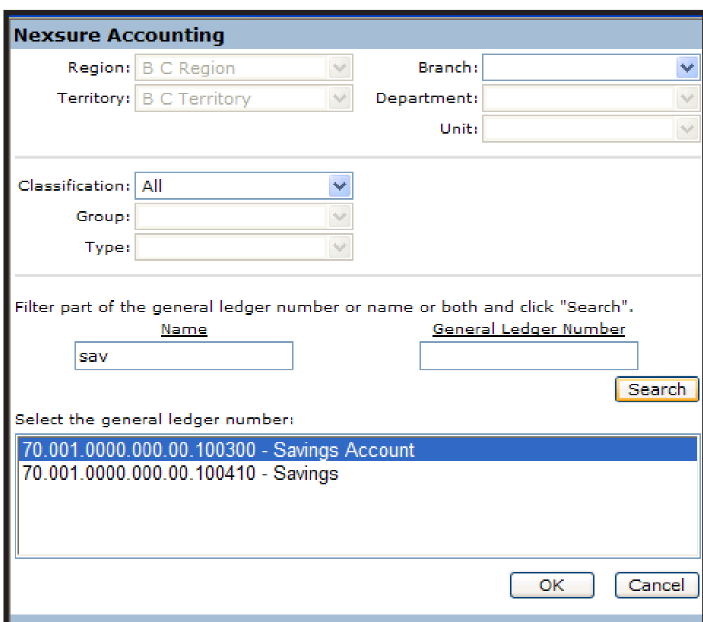
Click on the **[Add New]** link in the upper right portion of the screen to display the **bank account detail** tab and enter **Bank Account Information**.



Complete the **Bank Account Information** fields. Note that all fields with a red asterisk * beside them are required data entry fields. The **Name** field has an **Ellipsis** button on the right side of this field. The **Ellipsis** button identifies this as a lookup field. This means that the bank name cannot be typed but must be looked up. The bank names are the financial entities entered at the **Search** level. To select the entity name, click on the **Ellipsis** button next to **Name** and enter a few characters of the name of the financial entity in the search field and then click the **Search** button to return the results.

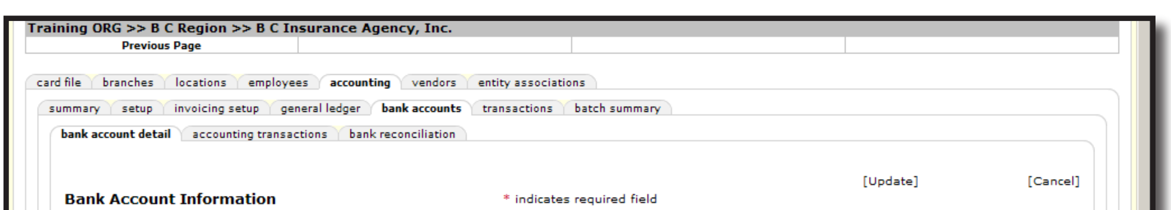


To select the entity, click to highlight and then click the **OK** button on the bottom of the window. The name populates the **Name** field for the new bank account. In the **Address** drop-down box, select the proper address to use for this bank. Enter an appropriate description for the bank. To select the general ledger account number, click the **Ellipsis** ... button to the right of the **GL Account** field, enter the criteria necessary to find the account number and click the **Search** button to return the results. Select the general ledger account number for the bank account and click the **OK** button to populate the field.



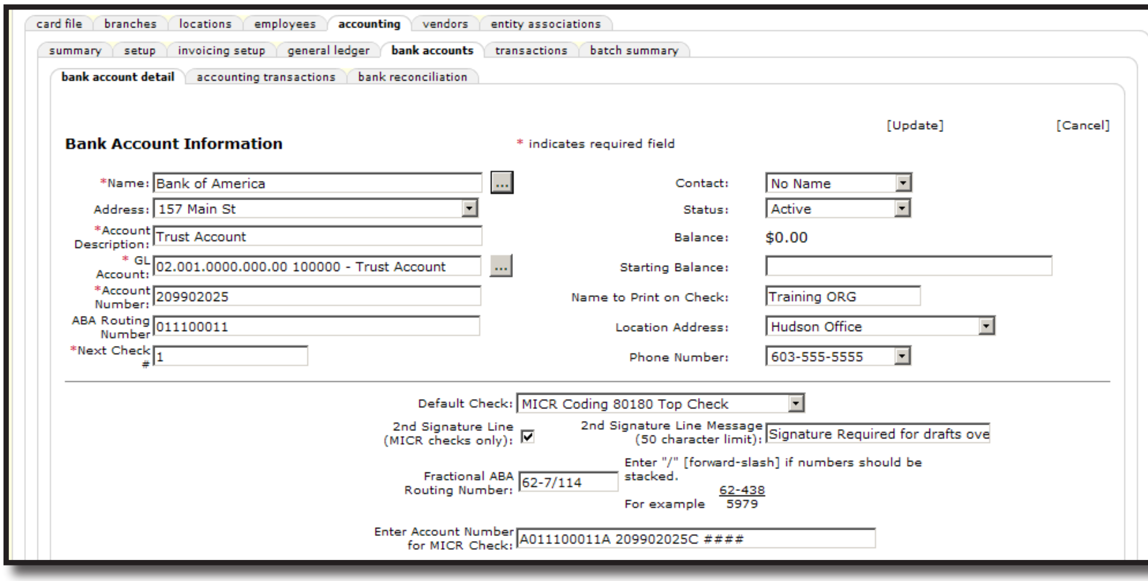
Other Fields	Fields Description
Account Number	Enter the account number for the bank.
ABA Routing Number	Enter the bank routing number found on the bottom of the check.
Next Check	Enter the next check number to print on checks.
Contact	If multiple bank contacts have been added to the financial entity, use the drop-down box to select the appropriate contact. This is used as reference information.
Status	When new bank accounts are added, **Active** is the default status and indicates that the bank account is still open and active. Once a bank account is used, it may not be removed. To inactivate a bank account, change the status to inactive.
Balance	The balance is automatically calculated based on entries for the account.
Beginning Balance	The area used to enter a one-time beginning balance to accommodate manually balanced statements prior to Nexsure 1.94.5 Release. Account Managers work with agencies new to Nexsure to determine if a beginning balance is entered here.
Name to Print on Check	Use this fill-in enabled box to designate the name that prints on checks exactly as it will appear on the check. The organization name will default.
Location Address	Use the location address drop-down box to select an address added to the organization or territory level. If no location name has been added to the address, the actual address is displayed in the drop-down box. Otherwise, the location name is listed. Multiple financial entities with the same name can be distinguished by selecting a different address from the Location Address list.
Phone Number	Only the phone numbers added to the selected location are available for selection.
Default Check	Choose a check from this drop-down box to set the print check selection to always default to the selected check type when printing checks. However, any type check may be selected when printing the check.
2nd Signature Line (MICR checks only)	Select the check box to indicate that a second signature line is necessary when a check is printed. If this check box is selected, the second signature line message described below will also be printed on the checks.
2nd Signature Line Message (50 character limit)	Enter a memo to print on the check that relates to the second signature line.
Fractional ABA Routing Number	Enter the fractional ABA routing number to appears on the MICR check. Enter a (/) forward-slash if numbers should be stacked.
Enter Account Number for MICR Check	If (during MICR check printing) the Nexsure account placement default does not match the checks, enter the account number information to change print placement.

After entering the balance of the information, click the **[Update]** link in the upper right portion of the screen to keep the new bank account or **[Cancel]** to abort the addition.



Modifying Bank Account Detail

Once the bank accounts have been added and the **bank accounts** tab is selected, the added accounts display on the summary screen. To edit the detail, click the **Details** icon beside the bank account to display the bank information. Edit as necessary and click the **[Update]** link in the upper right portion of the screen to keep the modifications or **[Cancel]** to abort the changes.



Reconciling the Bank Accounts

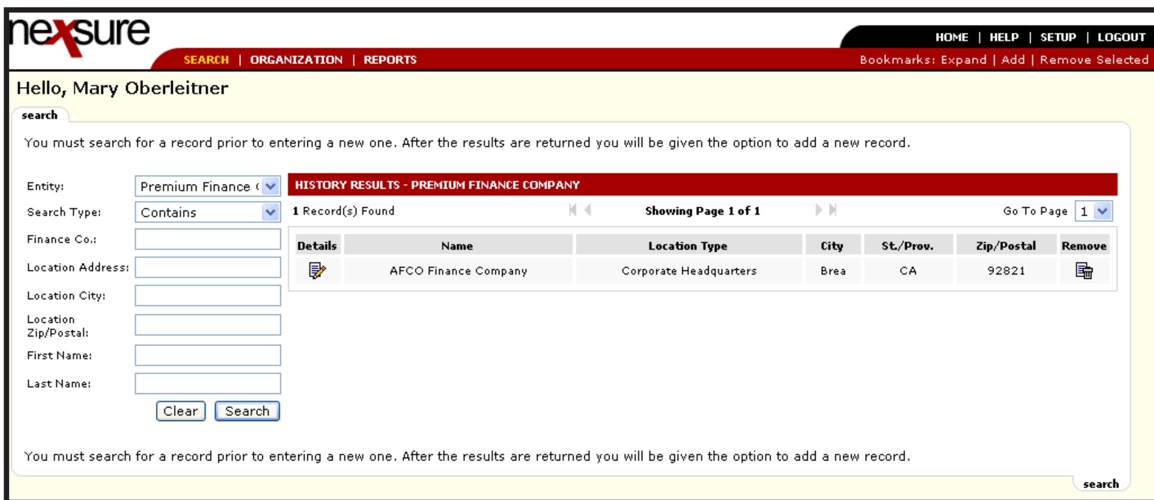
Once an account is setup and in use, the bank account's **accounting transactions** tab keeps a log of transactions that are associated with the bank account. Transactions are cleared through a **bank reconciliation** on the **bank reconciliation** tab. For complete detailed instructions on reconciling bank accounts refer to "Month-End Review", in Chapter 16, of this manual.

Notes

Premium Finance Company

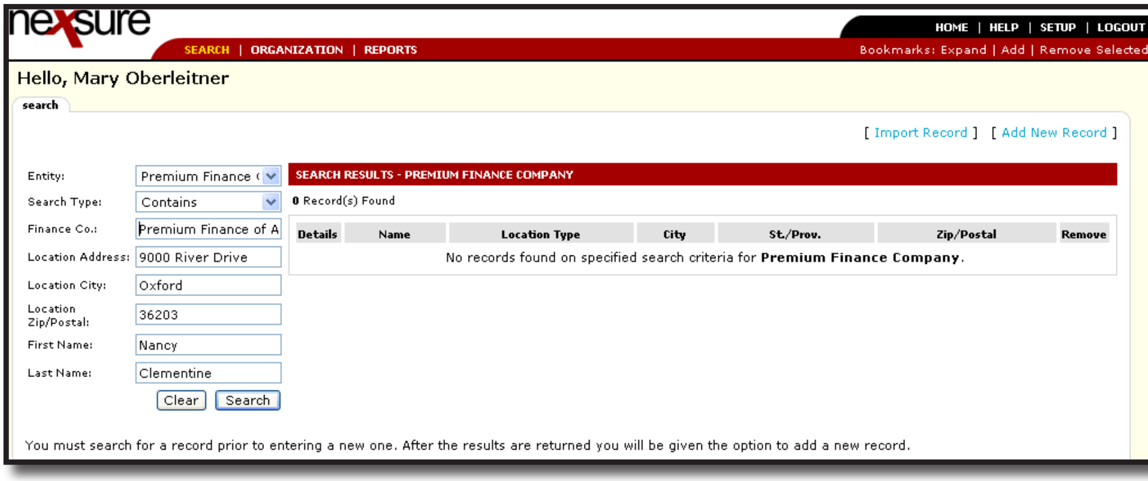
Note that full functionality of premium finance integration will be completed in a future release. Certain setup aspects are available at this time and are covered in this section. Currently, the name on a client invoice may be changed to a premium finance company but the receivable still resides in the client's account receivable. Receipts and disbursements are available for premium finance companies but are not integrated with receivables. For detailed instructions on handling premium financing in Nexsure refer to **Chapter 10 - Premium Finance and Additional Interest** in the Accounting Training manual.

Adding, modifying and removing Premium Finance Companies in Nexsure is done from the **Search** screen and is accessed by clicking the **SEARCH** link on the **Primary** menu. Begin by selecting the Premium Finance Company from the **Entity** drop-down box. Notice that the search fields change with the selection of Premium Finance Company. Nexsure provides several key fields for searching to help ensure accurate results. Enter less information for broader results or more information to return less data. To activate a search, click the **Search** button or press **Enter**. If the Premium Finance Company exists, click the **Details**  icon to see the details.

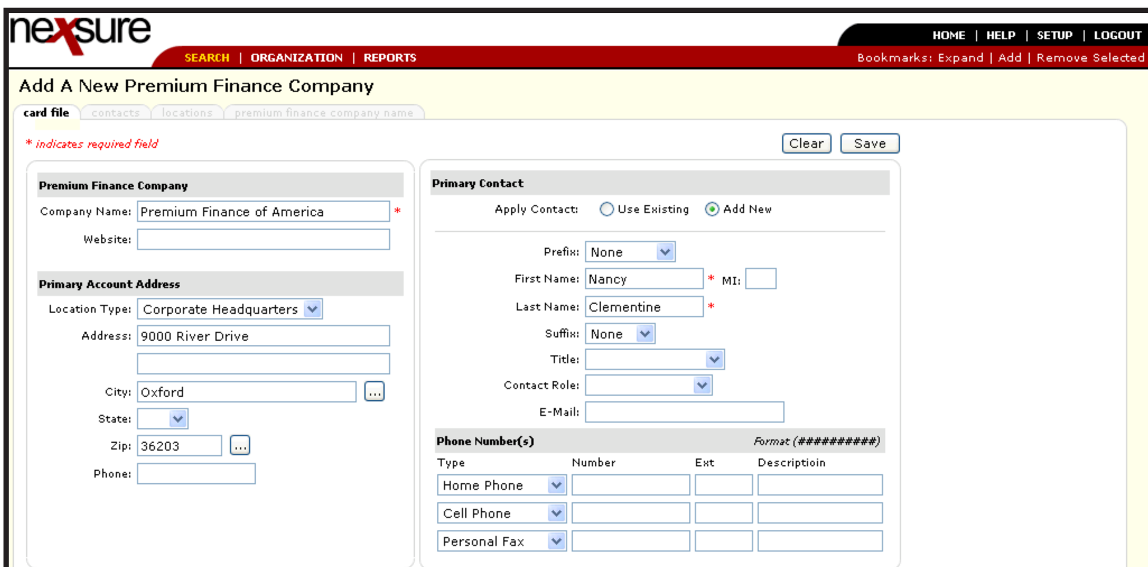


Adding Premium Finance Companies

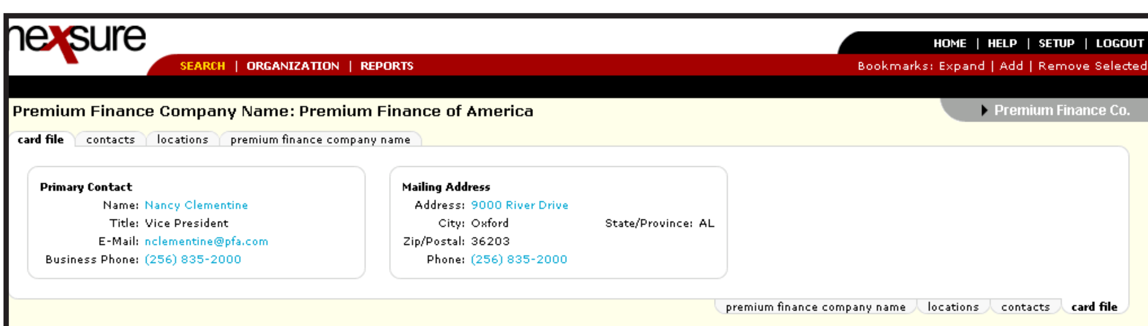
In the **Entity** drop-down box, select Premium Finance Company. Premium Finance Companies added are available for the entire Organization. Prior to adding Premium Finance Companies, a **Search** must be done. Searching activates the availability of the **[Add New Record]** link. Click the **[Add New Record]** link to add the new Premium Finance Company.



Any information entered in the search fields is automatically transferred to the newly added Premium Finance Company fields. Any field with a red asterisk * is a required field. Complete the balance of the fields and click the **Save** button in the upper right portion of the screen to add to Nexsure. To clear and start entry over, click the **Clear** button.



Once the new entity is stored, additional information may be added after the **card file** tab is displayed.



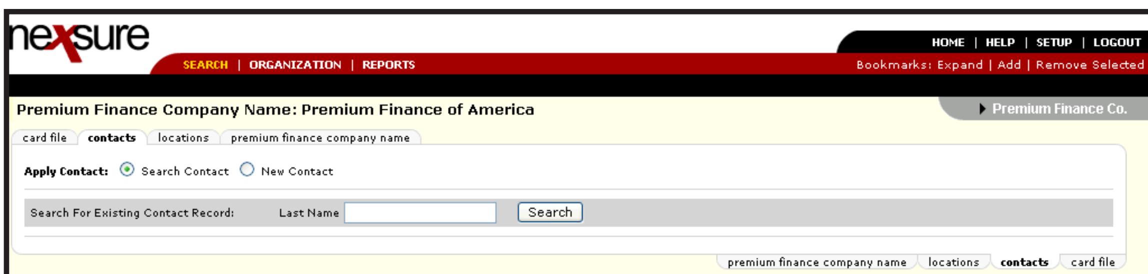
How to Use the Contact Summary Screen

The contacts tab contains all the contacts added for this entity in a summary view. Unlimited contacts may be added for each entity, but only one is designated as the primary contact. The primary contact is identified with a check box in the Primary column on the Contacts Summary screen. The primary may be reassigned but deletion of a primary contact is not allowed.

Adding a New Contact

The contact added when the Premium Finance Company was first entered in Nexsure will automatically be designated as **Primary**. The **contacts** tab displays all contacts in a summary view for this entity. Unlimited contacts may be added for each entity but only one can be designated as the primary contact. The primary contact will be identified with a check box in the **Primary** column. The primary contact may be reassigned but deletion of a primary contact is not allowed.

Click the **[Add New]** link in the upper right hand corner of the **Contacts Summary** screen. The **Search For Existing Contact Record** screen is displayed.

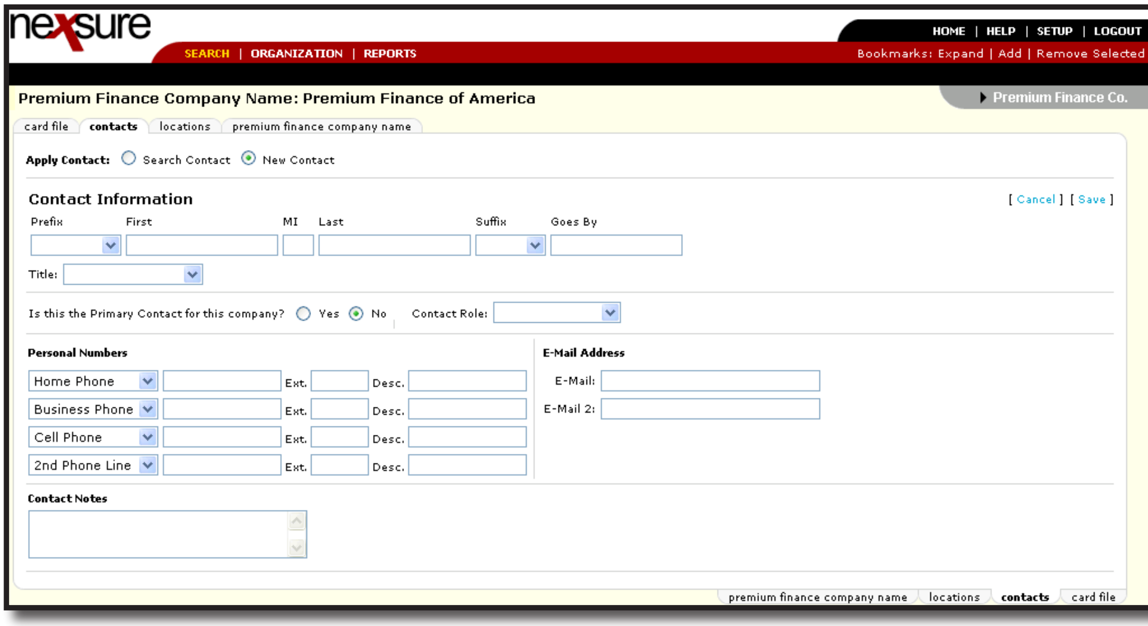


The **Search Contact** option is the default. This feature allows the global contacts database to be utilized so that duplicate contact records may be avoided.

Enter the last name for the contact in the space provided and then click the **Search** button. All contacts with the same matching last name are displayed along with the e-mail address. Scroll through and select the match if returned and click the **Use Selection** button to associate with this entity. Any field modified and saved on this record will affect the original record, so make sure you have the correct contact before modifying. There are four fields in the contact's details that are unique to their relationship to an entity. These four fields are: **Title**, **Primary Contact**, **Contact Role** and **Location**. Changing these four fields will not change the original record.

Note: All contacts added to Nexsure are stored in a global database. A contact should be entered in Nexsure only one time. The contact can then be related throughout Nexsure as needed.

After searching the existing contacts list and confirming the contact does not exist in Nexsure, click the **New Contact** option. The **Contact Details** screen is displayed. Enter the new contact information and click the **[Save]** link to store the record or the **[Cancel]** link to abort the entry.



Note: E-mail addresses should be obtained for all contacts. E-mail addresses are placed in a global address book and made available on the Delivery screen.

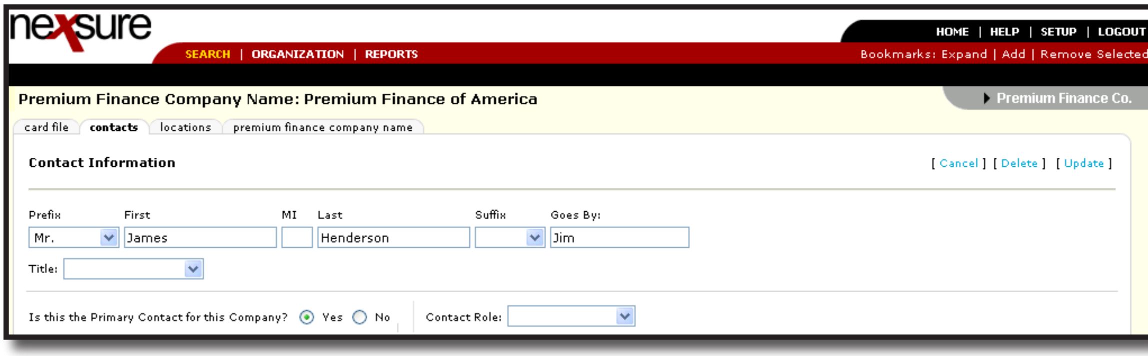
Editing a Contact

Contact information may be changed or updated as needed. There are four fields in the contact's details that are unique to their relationship to an entity and if updated, 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.

After accessing the Premium Finance Company through **Search**, click the **contacts** tab for access to all contacts. Each contact has its own **Details**  icon and clicking the icon for a contact will bring up the detail screen. Make the necessary changes to the record and click the **[Update]** link to save the changes.

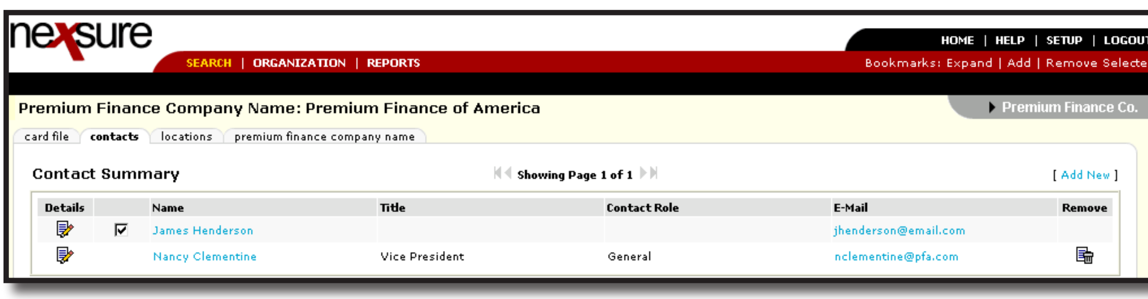
Changing a Primary Contact

When adding a new entity, the first contact entered is designated as the primary contact. A primary contact cannot be deleted, but a new primary may be selected. To change the primary, click the **Details** icon on the **Contact Summary** screen of the new primary contact. On the **Contact Details** screen under the **Contact Role**, click the **Yes** option beside **Is this the Primary Contact for this account?**. Click the **[Save]** link in the upper right of the screen to complete the primary contact change process.



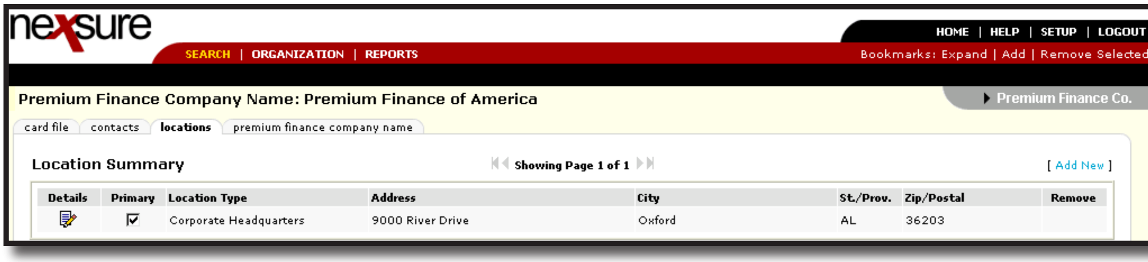
Deleting a Contact

If the original primary contact needs to be removed, it is now possible since the primary contact has been changed. To remove a contact, click the **Remove** icon on the **Contact Summary** screen and confirm deletion on the confirmation pop-up window.



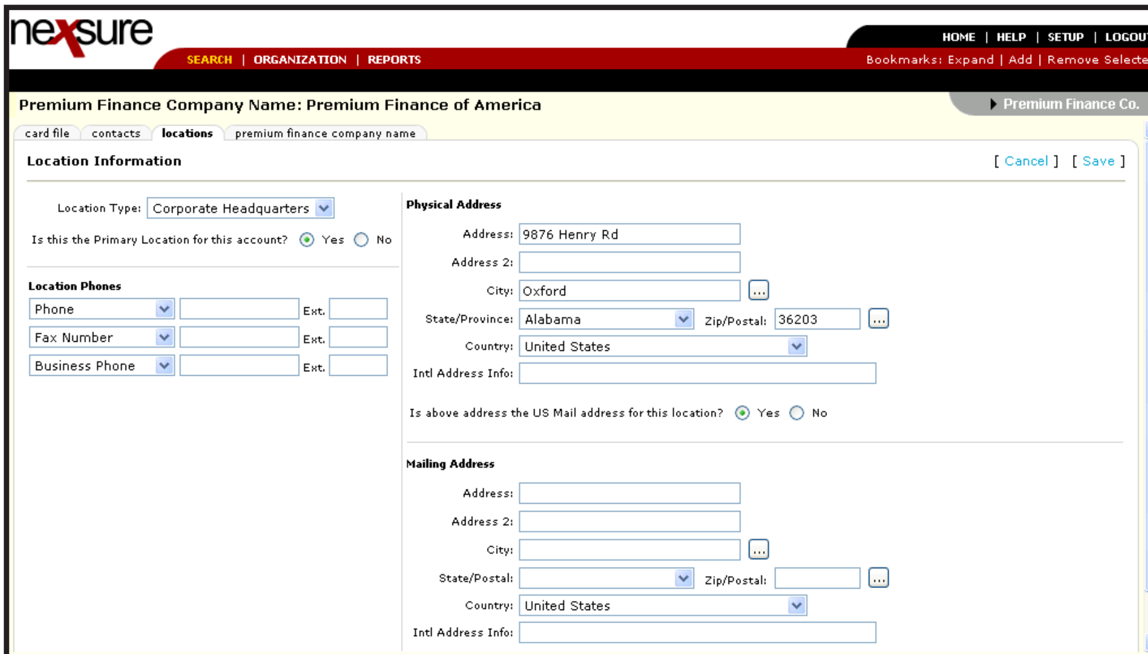
Locations – Premium Finance Company

The location added when the Premium Finance Company is first entered in Nexsure will automatically be designated as the **Primary** location. The **locations** tab contains all locations in a summary view for this entity. Unlimited locations may be added for each entity but only one can be designated as the primary location. The primary location is identified with a check in the **Primary** column on the summary screen. The primary location may be reassigned but deletion of a primary location is not allowed.



Adding a Location

To add a new location, click the [**Add New**] link in the upper right part of the screen. Complete the location details on the screen and click the [**Save**] link to store or the [**Cancel**] link to abort.



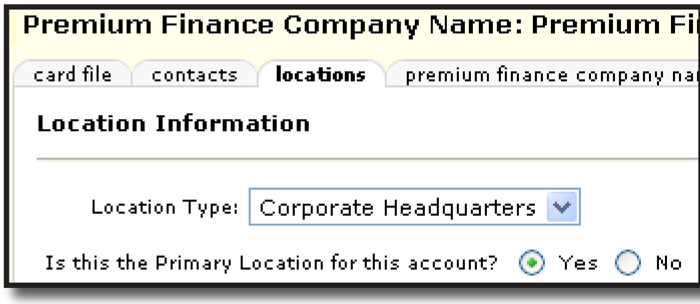
Note: The Location Type drop-down box is populated by each organization to ensure that the list fits all needs.

Modifying a Location

Location information may be changed or updated as needed by clicking the **Details** icon for the location on the **Location Summary** screen. After completing the modifications, click the [**Update**] link to save the changes or the [**Cancel**] link to abort.

Changing the Primary Location

When adding a new entity, the first location entered is designated as the **Primary** location. A primary location cannot be deleted, but a new primary may be selected. To change the primary, click the **Details** icon on the **Location Summary** screen of the new primary location. On the **Location Details** screen, click the **Yes** option beside **Is this the Primary Location for this account?**. Click the **[Update]** link in the upper right of the screen to complete the primary location change process.

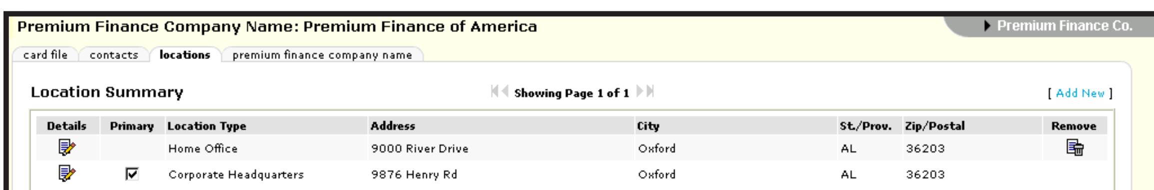


In the **locations** tab summary view, the newly appointed primary location will be displayed with a check mark in the **Primary** check box. The old primary location will now have a **Remove** icon.

Deleting a Location

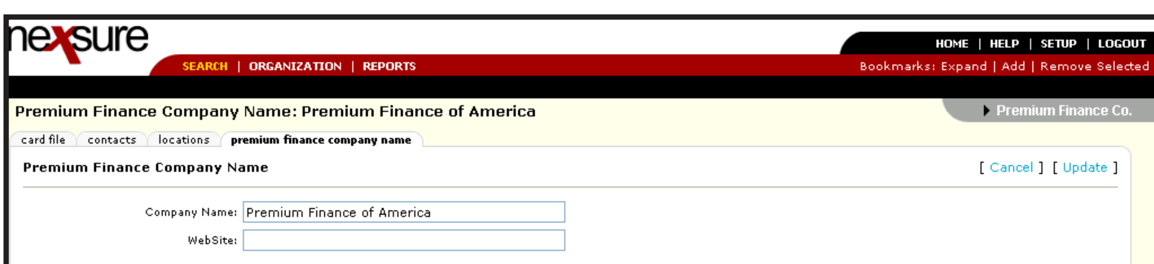
After accessing the appropriate Premium Finance Company **locations** tab, click the **Remove** icon on the **Location Summary** screen to remove the location. Click **OK** to confirm the removal of the location or click **Cancel** to abort the process.

If the **Remove** icon is not available and the location is not identified as primary, the necessary security to remove locations has not been granted.



Modifying the Premium Finance Company Name

To modify the Premium Finance Company name, click the **premium finance company name** tab. Enter the correction and click the **[Update]** link on the upper right of the screen or click the **[Cancel]** link to abort the change.



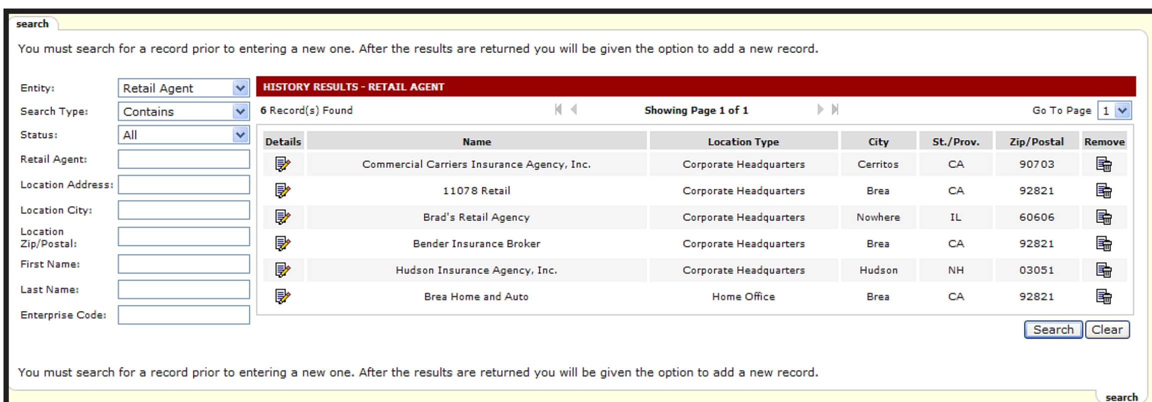
Retail Agent

Retail Agent provides the Nexsure agency the ability to transact business as a **Wholesaler**, **General Agent** or **Managing General Agency** with a Retail Agent, the source of the business. The Nexsure entities involved for this type of business are:

- Nexsure Agency (Wholesaler, General Agency, Managing General Agency)
- Client (Insured)
- Retail Agent (Agency requesting the Nexsure agency to place the business for their client)
- Carrier

The retail agent is added on the **Search** screen. Access the **Search** screen clicking the **SEARCH** link on the **Primary** menu. Begin by selecting the **Retail Agent** from the **Entity** drop-down box. Notice that the search fields change with the selection of Retail Agent. Nexsure provides several key fields for searching to help ensure accurate results. Enter less information for broader results or more information to return less data.

To activate a **Search**, click the **Search** button or press **Enter**. If the retail agent exists, click the **Details** icon to see the details.

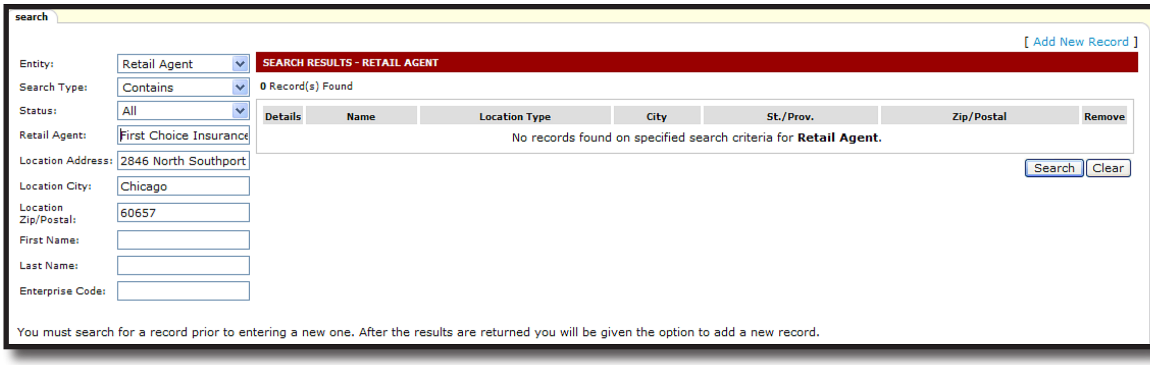


Removing Retail Agents

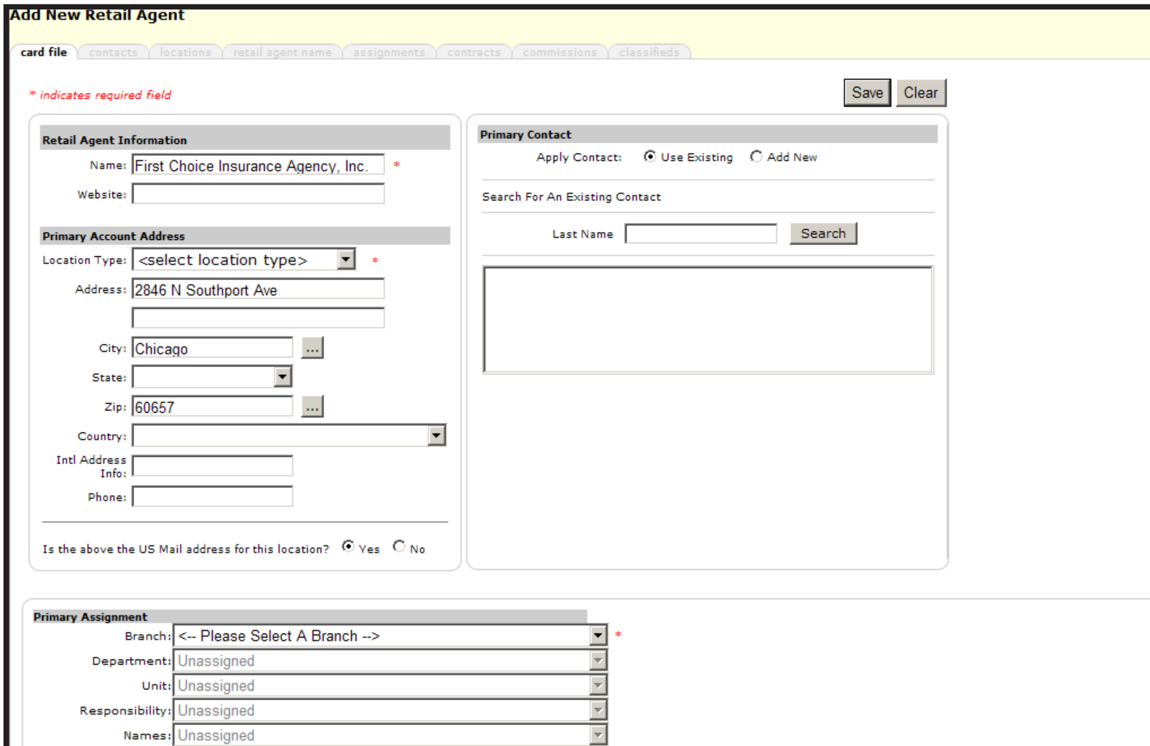
To remove a Retail Agent, click the **Remove** icon on the Search screen. Retail Agents added to invoices cannot be deleted.

Adding Retail Agents

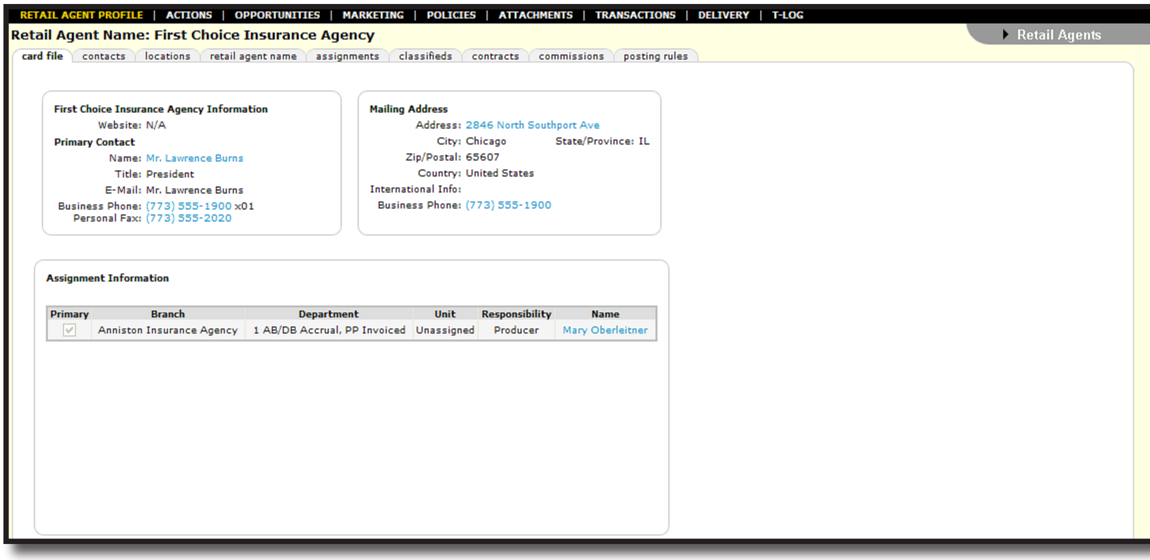
In the **Entity** drop-down box, select **Retail Agent**. Retail agents added are available for the entire organization. Prior to adding Retail Agents, a **Search** must be done. Searching activates the availability of the **[Add New Record]** link. Click the **[Add New Record]** link to add the new retail agent.



Any information entered in the search fields are automatically transferred to the newly added Retail Agent fields. Any field with a red asterisk * is a required field. Complete the balance of the fields and click the **Save** button in the upper right portion of the screen to add to Nexsure. To clear and start the entry over, click the **Clear** button.



Once the new entity is stored, additional information may be added after the **card file** tab is displayed.



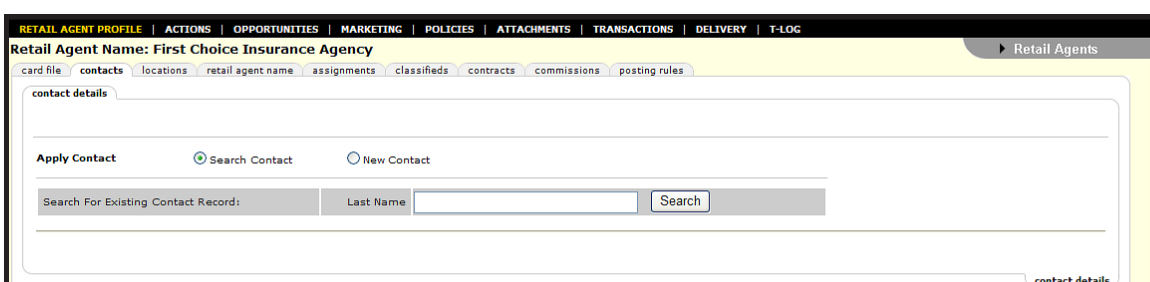
How to Use the Contact Summary Screen

The **contacts** tab contains all the contacts added for this entity in a summary view. Unlimited contacts may be added for each entity, but only one is designated as the primary contact. The primary contact is identified with a check box in the **Primary** column on the **Contacts Summary** screen. The primary may be reassigned, but deletion of a primary contact is not allowed.

Adding a New Contact

The contact added when the retail agent is first entered in Nexsure will automatically be designated as **Primary**. The **contacts** tab displays all contacts in a summary view for this entity. Unlimited contacts may be added for each entity but only one can be designated as the primary contact. The primary contact will be identified with a check box in the **Primary** column. The primary contact may be reassigned but deletion of a primary contact is not allowed.

Click the **[Add New]** link in the upper right hand corner of the **Contacts Summary** screen. The **Search For Existing Contact Record** screen is displayed.

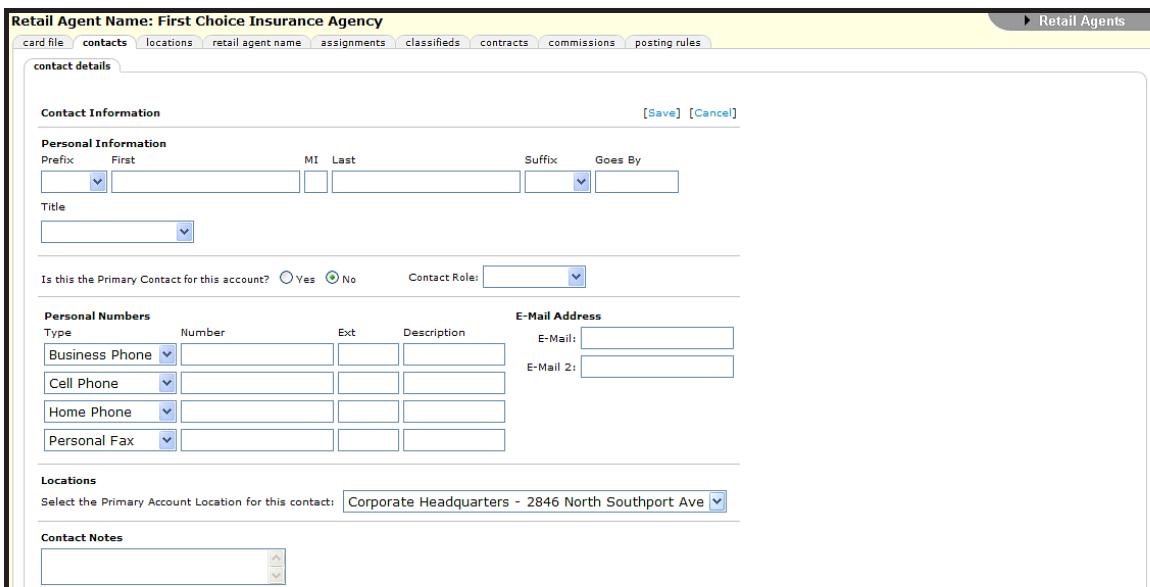


The **Search Contact** option is the default. This feature allows the global contacts database to be utilized so that duplicate contact records may be avoided.

Enter the last name for the contact in the space provided and then click the **Search** button. All contacts with the same matching last name are displayed along with the e-mail address. Scroll through and select the match if returned and click the **Use Selection** button to associate with this entity. Any field modified and saved on this record will affect the original record, so make sure you have the correct contact before modifying. There are four fields in the contact's details that are unique to their relationship to an entity. These four fields are: **Title**, **Primary Contact**, **Contact Role** and **Location**. Changing these four fields will not change the original record.

Note: All contacts added to Nexsure are stored in a global database. A contact should be entered in Nexsure only one time. The contact can then be related throughout Nexsure as needed.

After searching the existing contacts list and confirming the contact does not exist in Nexsure, click the **New Contact** option. The **Contact Details** screen is displayed. Enter the new contact information and click the **[Save]** link to store the record or the **[Cancel]** link to abort the entry.



Note: E-mail addresses should be obtained for all contacts. E-mail addresses are placed in a global address book and made available on the Delivery screen.

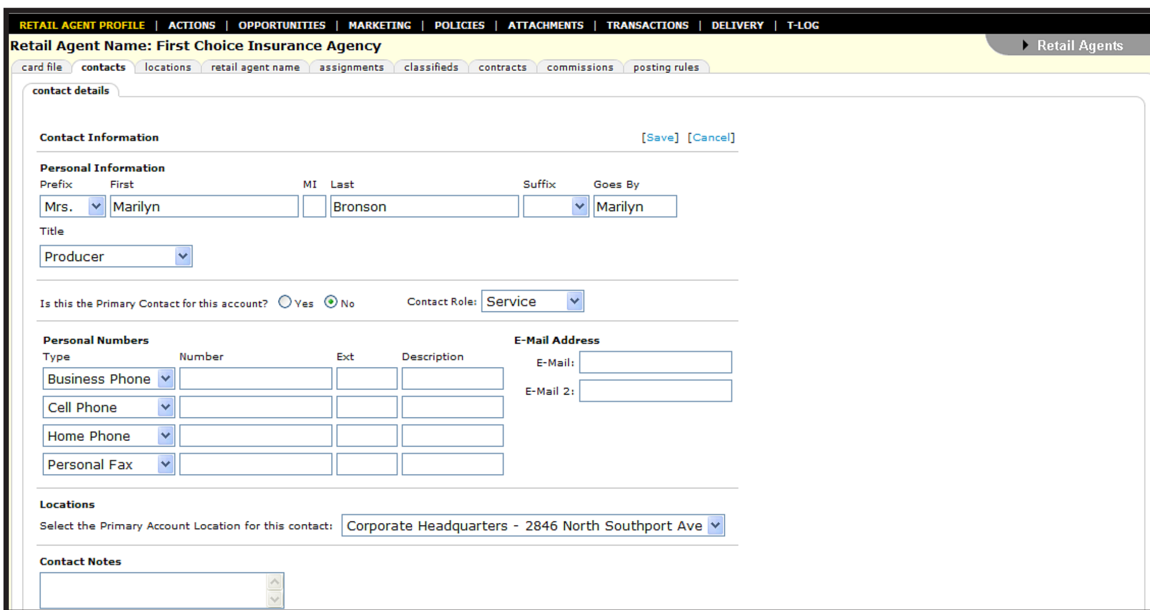
Editing a Contact

Contact information may be changed or updated as needed. There are four fields in the contact's details that are unique to their relationship to an entity and if updated, 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.

After accessing the retail agent through **Search**, click the **contacts** tab for access to all contacts. Each contact has its own **Details** icon and clicking the icon for a contact will bring up the detail screen. Make the necessary changes to the record and click the **[Update]** link to save the changes.

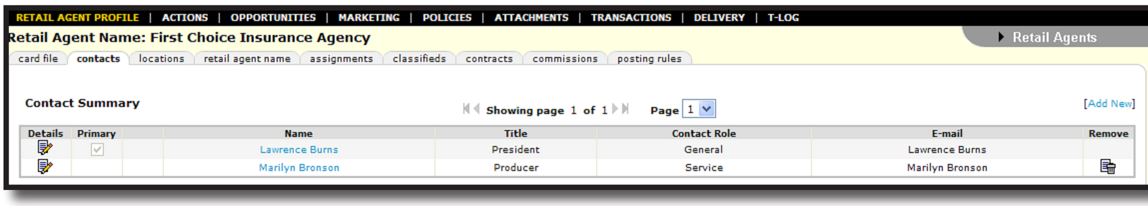
Changing a Primary Contact

When adding a new entity, the first contact entered is designated as the primary contact. A primary contact cannot be deleted but a new primary may be selected. To change the primary, click the **Details** icon on the **Contact Summary** screen of the new primary contact. On the **Contact Details** screen under the **Contact Role**, click the **Yes** option beside **Is this the Primary Contact for this account?** question. Click the **[Save]** link in the upper right of the screen to complete the process to change the primary contact.



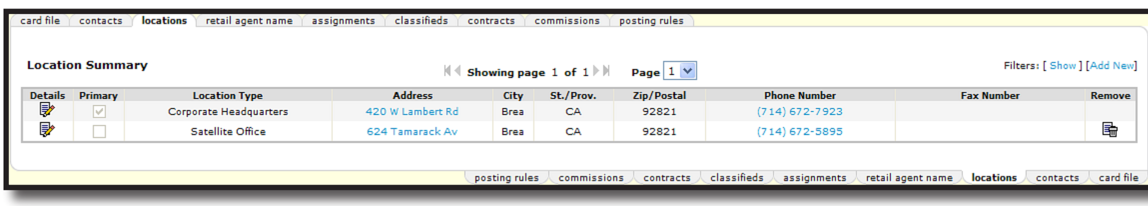
Deleting a Contact

If the original primary contact needs to be removed, it is now possible since the primary contact has been changed. To remove a contact, click the **Remove** icon on the **Contact Summary** screen and confirm deletion on the confirmation pop-up window.



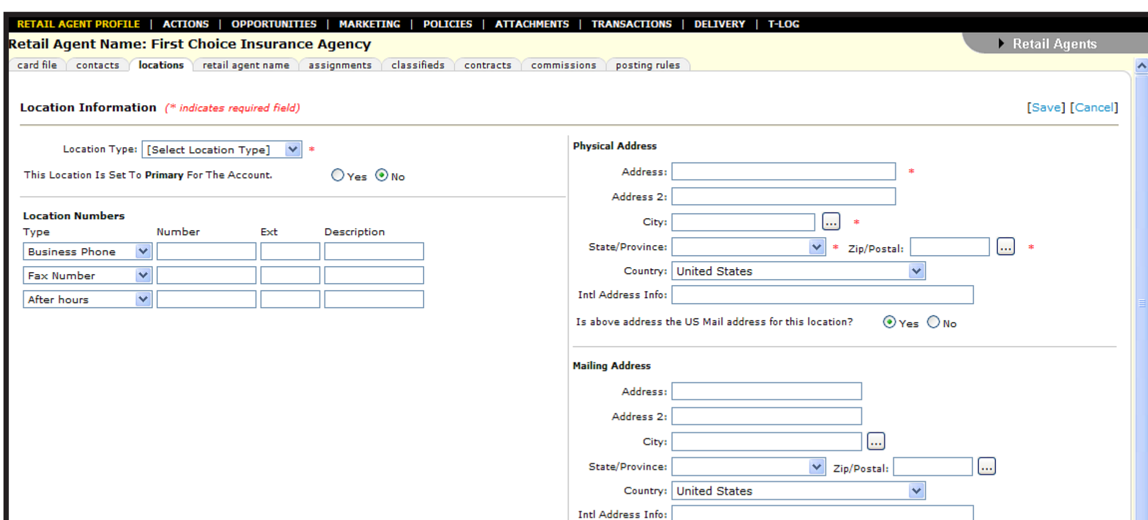
Locations – Retail Agent Name

The location added when the retail agent is first entered in Nexsure will automatically be designated as the primary location. The **locations** tab contains all locations in a summary view for this entity. Unlimited locations may be added for each entity but only one can be designated as the primary location. The primary location is identified with a check in the **Primary** column on the summary screen. The primary location may be reassigned but deletion of a primary location is not allowed.



Adding a Location

To add a new location, click the **[Add New]** link in the upper right part of the screen. Complete the location details on the screen and click the **[Save]** link to store or the **[Cancel]** link to abort.



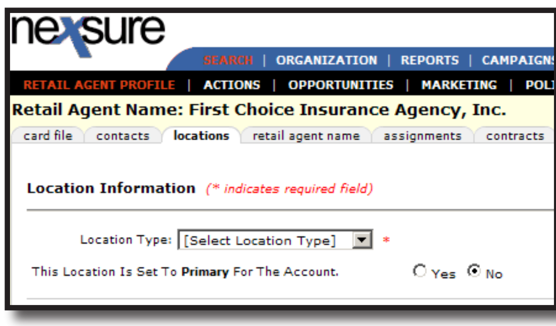
Note: The **Location Type** drop-down box is populated by each organization to ensure that the list fits all needs. Add **Location Types** in **SETUP** > **Lookup Management** > **Retail Agent Category** > **Location Types (Retail Agent)**.

Modifying a Location

Location information may be changed or updated as needed by clicking the **Details** icon for the location on the **Location Summary** screen. After completing the modifications, click the **[Update]** link to save the changes or the **[Cancel]** link to abort.

Changing the Primary Location

When adding a new entity, the first location entered is designated as the primary. A primary location cannot be deleted but a new primary may be selected. To change the primary location, click the **Details** icon on the **Location Summary** screen of the new primary location. On the **Location Details** screen, click the **Yes** option beside **Is this the Primary Location for this account?**. Click the **[Update]** link in the upper right of the screen to complete the primary location change process.

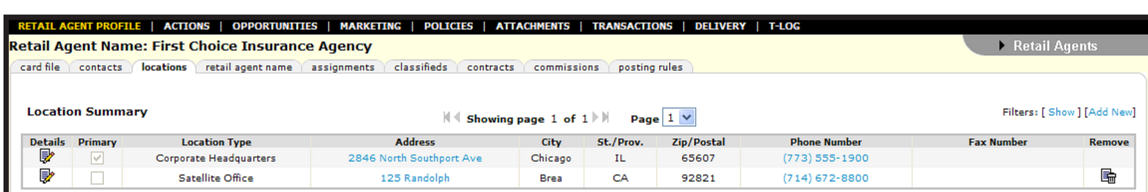


In the **locations** tab summary view, the newly appointed primary location will be displayed with a check mark in the **Primary** check box. The old primary location will now have a **Remove** icon.

Deleting a Location

After accessing the appropriate retail agent **locations** tab, click the **Remove** icon on the **Location Summary** screen to remove the location. Click **OK** to confirm the removal of the location or click **Cancel** to abort the process. Locations cannot be removed once the retail agent is associated to an invoice.

If the **Remove** icon is not available and the location is not identified as primary, the necessary security to remove locations has not been granted.



Modifying the Retail Agent Name

To modify the retail agent name, click the **retail agent name** tab. Enter the correction and click the **[Update]** link on the upper right of the screen or click the **[Cancel]** link to abort the change.

Organization Legal Entity Type - The **Organization Legal Entity Type** drop-down box is content that is defined by each organization in **Lookup Management**. For specific instructions on additions to this field, see "Lookup Management", in Chapter 6, *Admin Training Manual*.

FEIN/Social Security Number - To enter the Federal Identification Number, select the **FEIN** option and enter the number. To enter the Social Security Number instead, select the **Social Security Number** option and enter the number. In both cases the correct number of characters and formatting is required in order to update the record.

Website - To enter the **Website** address, type in the URL. This field is limited to 90 characters. If more than 19 characters are entered for the website address the word **Website** is displayed as the link identifier on the card file. After saving, the modified website address link is displayed. Clicking the link will launch the website in a new window.

Enterprise Code - The **Enterprise Code** may be used to enter a prior system code number or any number that will help identify the entity when searching (on the Search screen) or when associating to clients and policies. Both alpha and numeric values may be entered.

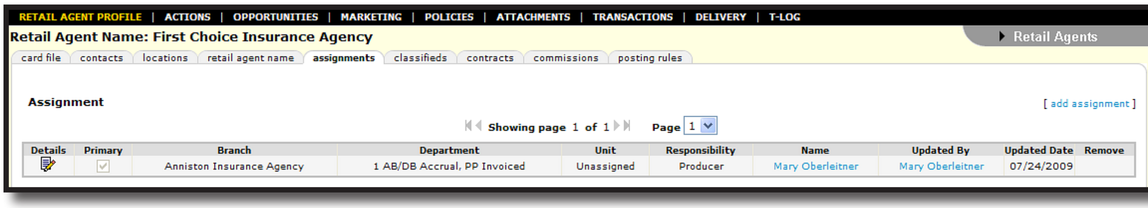
1099 - The **1099** check box has been added for future functionality.

Links - Once the record has been updated, click the **[Update]** link to save any changes to the record. To identify an inactive Retail Agent, click the **[Inactivate]** link. After inactivating the record, this link changes to an **[Activate]** link. When clicked, the record is re-activated. The inactivation of the record does not prohibit any functionality or use of the record.

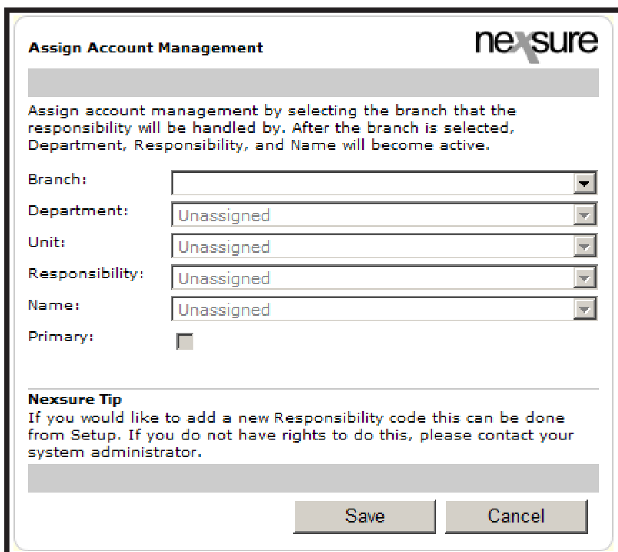
Adding Assignments to Retail Agent

The retail agent **assignments** tab stores the agent's assignment information. The retail agent branch assignment is used to identify the availability of retail agents at the client and policy levels. So when adding assignments, make sure to add an assignment for each branch the retail agent will be used on.

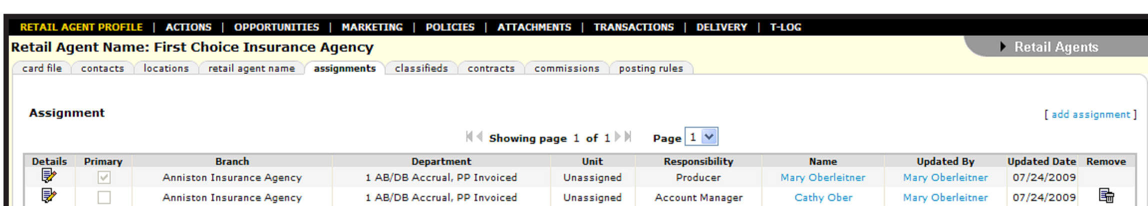
Adding branch personnel assignments to the retail agent is done by clicking the assignment tab and clicking the **[add assignment]** link in the upper right portion of the screen.



Complete the **Assign Account Management** fields in the pop-up window, making sure one is assigned as the primary assignment. Click the **Save** button to store the assignment or the **Cancel** button to abort the assignment addition.



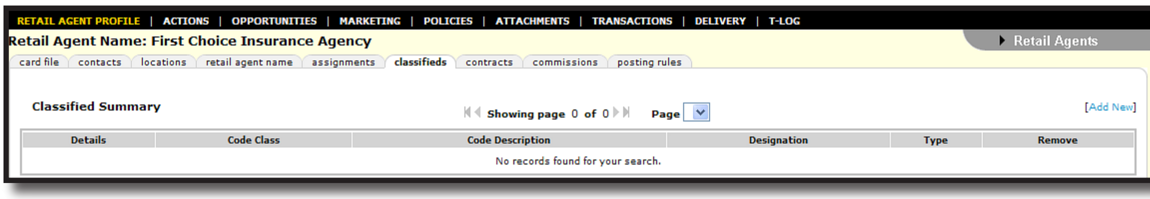
As with on the other tabs such as **location**, **contacts**, etc., the primary may not be removed but may be reassigned to allow removal. Add another assignment and click the **Primary** box to reassign the primary. On the assignment summary screen, click the **Remove** icon to remove the assignment that is no longer necessary.



Adding Classifieds to Retail Agents

The **classifieds** tab is available to add classifications to the Retail Agent. Retail Agent classified Code Classes and Code Designations are added in **SETUP** > **Lookup Management** > **Retail Agent Category**. Classifieds can be used to limit viewing of announcements in a Retail Agent portal by assigned Retail Agent classifications. For information on using classifieds for announcements in a Retail Agent portal, see the *Retail Agent Access Training Manual*.

Add classifieds to the Retail Agent by clicking the **[Add New]** link on the **classifieds** tab.



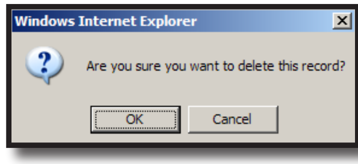
The **Account Level Code Classes & Designations** screen displays. Select the appropriate **Code Description** from the drop-down box. **Code Description** selection will populate the **Code Designations** list. For more information on creating Retail Agent Code Classes and Designations, see "Lookup Management", Chapter 6, *Admin Training Manual*.

Click the **[Save]** link to add the classification to the Retail Agent record and return to the **Classified Summary** screen. Click **[Cancel]** to abort.

From the **Classified Summary** screen, click the **Details** icon of an existing code to modify the code class and description. Click the **[Update]** link on the **Account Level Code Classes & Designations** screen to save any changes to the classified.

From the **Classified Summary** screen, click the **[Add New]** link to continue adding classifieds as appropriate. An unlimited number of classifieds can be added to the Retail Agent record.

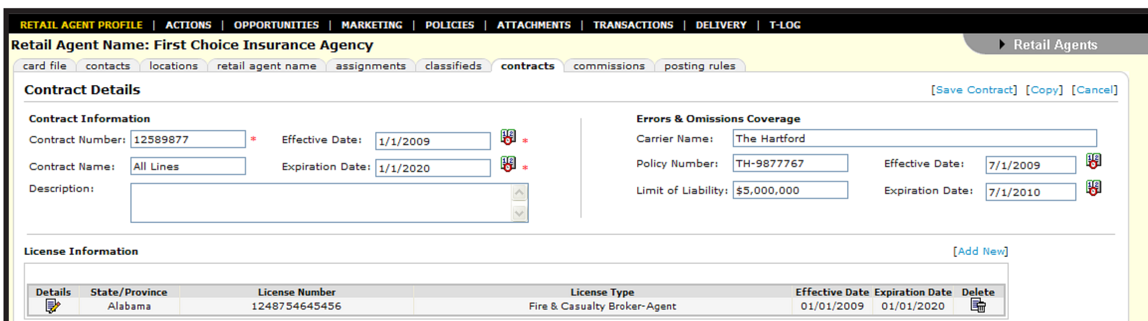
Classifieds can be removed by clicking the **Remove** icon of the classified to be removed. Click **OK** to confirm the deletion of the record or **Cancel** to keep the classified associated to the Retail Agent.



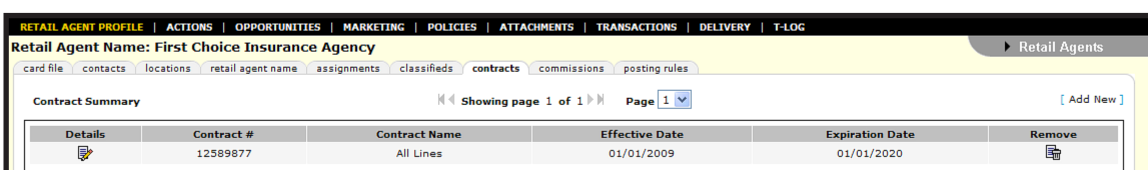
Adding Contracts to Retail Agents

Adding contracts to the retail agent is done by clicking the **contracts** tab and clicking the **[Add New]** link in the upper right portion of the screen.

Complete the contract fields in the **Contract Details** screen. Click the **[Save Contract]** link in the upper right portion of the screen to store the information or the **[Cancel]** link to abort. To add license information after saving the contract, click the **[Add New]** link in the **License Information** section and populate the available fields. Additional **License Types** may be created through **SETUP** > **Lookup Management** > **Retail Agent Category** > **License Types (Retail Agent)**. Click **Save** to store the entry. To remove the license information, click the **Remove** icon and confirm deletion.

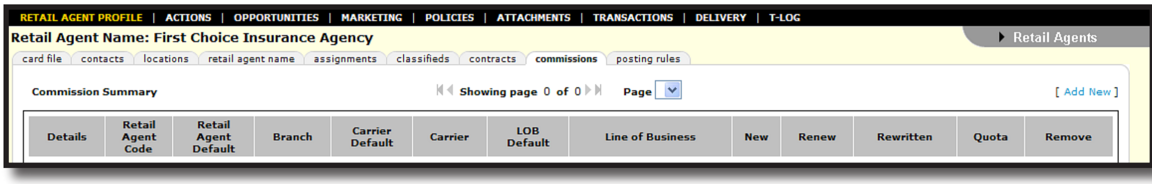


To remove the entire contract, access the **Contract Summary** screen and click the **Remove** icon and confirm deletion.

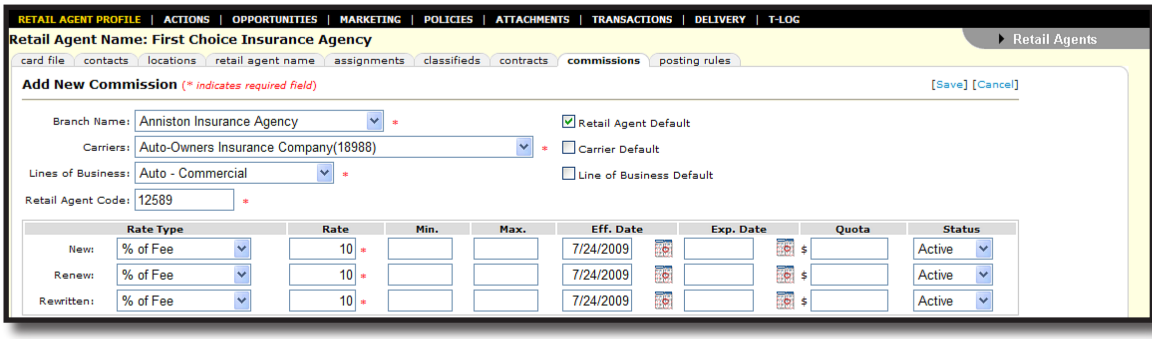


Adding Commissions to Retail Agent

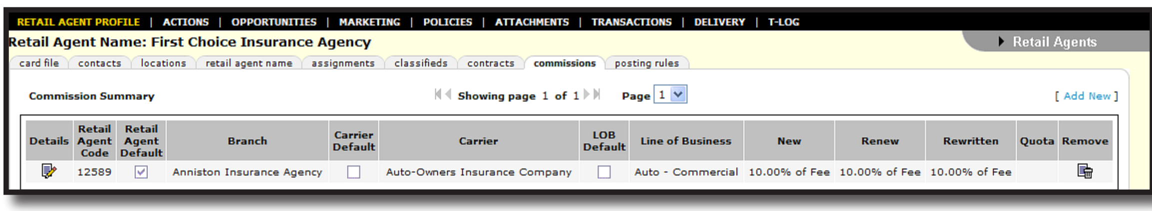
To add commission information for the retail agent, click the **[Add New]** link in the upper right portion of the screen.



Complete all fields for the commission defaults and click the **[Update]** link in the upper right portion of the screen. Click **[Cancel]** to abort or **[Delete]** to remove.



To remove a line of commission, access the **Commissions Summary** screen and click the **Remove** icon and confirm deletion.



How Nexsure Determines the Proper Retail Agent Commission Default When Invoicing:

Set the defaults by using the check boxes beside each default type which are used as follows:

- One **Retail Agent Default** for each retail agent within a branch.
- One **Carrier Default** for each carrier within a branch.
- One **Line of Business Default** for each specific line of business within a branch.

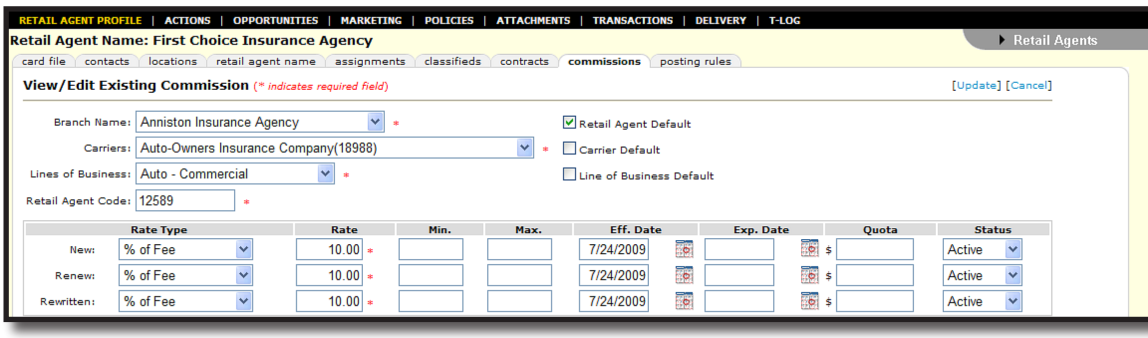
If a default exists within the branch and another default is selected, it will overwrite the existing default and become the current default within that branch only.

Nexsure first tries to match the retail agent, carrier and line of business. 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 search for the carrier default within the branch. Finally, if there is no carrier default, the system will search for the retail agent default within the branch.

The **Branch Name** is selected to identify the branch to which the commission is being added. If there are any branches that have a different commission default, they may be added. When other branches are added, they replace the global default for those branches only.

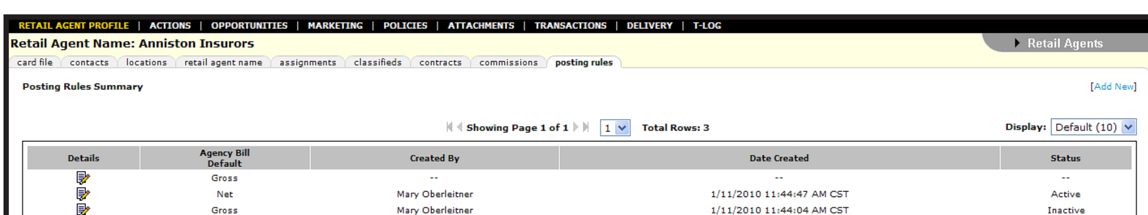
If desired, one carrier may be selected as the commission default for each retail agent within a Branch by clicking in the check box beside **Carrier Default**.

The **Line of Business** is selected to identify the line of business to which the commission is being added. If desired, each line of business may be added as a separate default within a Branch by clicking in the check box beside **Line of Business Default**.



Adding Posting Rules Default to Retail Agents

Clicking the **posting rules** tab for the selected retail agent will display the **Posting Rules Summary** screen. Cash and accrual posting rules for retail agent transactions remain the same as your **Cash/Accrual** settings. However, posting rules for **Net** and **Gross** invoicing methods may be specified for each retail agent, or set globally for all retail agents. If these global posting rules are set correctly, there is no need to add a default setting to the retail agent **posting rules** tab. However, if the retail agent contract is different from the global default setting a new one can be added to the appropriate retail agent on the **posting rules** tab by clicking the **[Add New]** link. The active posting rule will default to the policy info screen for policies with an assigned retail agent. Only one active default may be added, so if a change is needed, make sure to inactivate the current default prior to adding a new one. To inactivate the current default, click the **Details** icon, click the **Active** check box to remove the check and click the **[Save]** link. If all rules added here by the agency are set to inactive, the global default will be used.



Make sure the **Active** check box is seleted, choose the appropriate default according to the retail agent contract which will either be **Net** or **Gross**.

Agency Bill

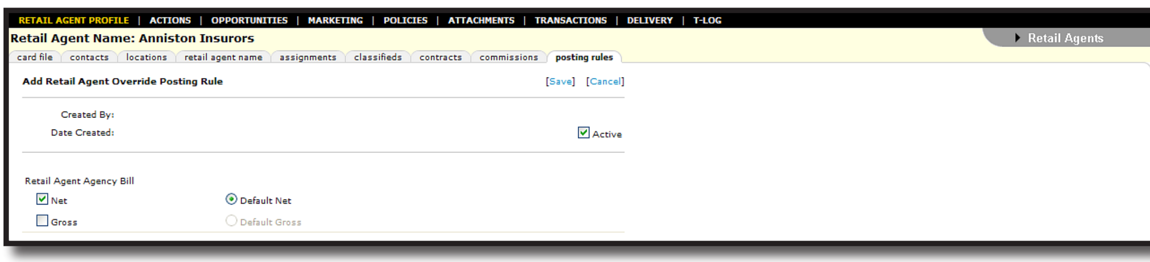
Net Billing - A retail agent net invoice is used when the retail agent is allowed to deduct their commissions and remit the remaining net amount due to the agency. The invoice shows the retail agent's commission deducted from the total, resulting in a net amount due from the retail agent.

Gross Billing - A retail agent gross invoice is used when the retail agent is required to remit the entire invoice amount, including earned commissions. After receiving payment from the retail agent, the agency then pays the retail agent commissions due.

Direct Bill

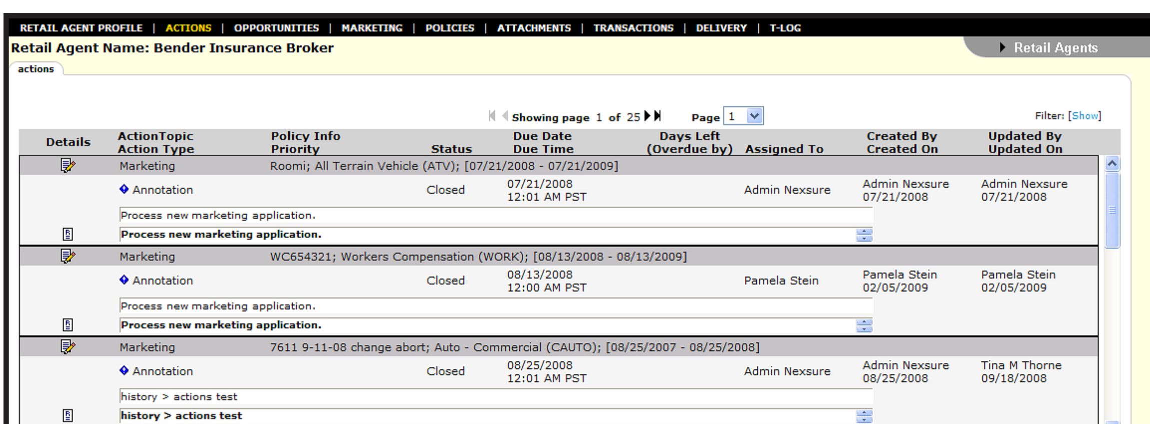
Net Billing - This method is not available because no receivable exists for the retail agent in direct bill workflow.

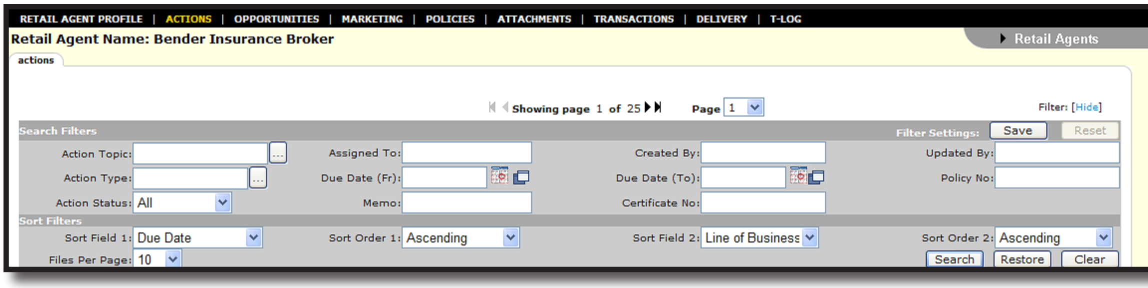
Gross Billing - A retail agent gross invoice is used for all retail agent direct bill invoicing. The agency receives commission from the carrier, and pays commissions to the retail agent.



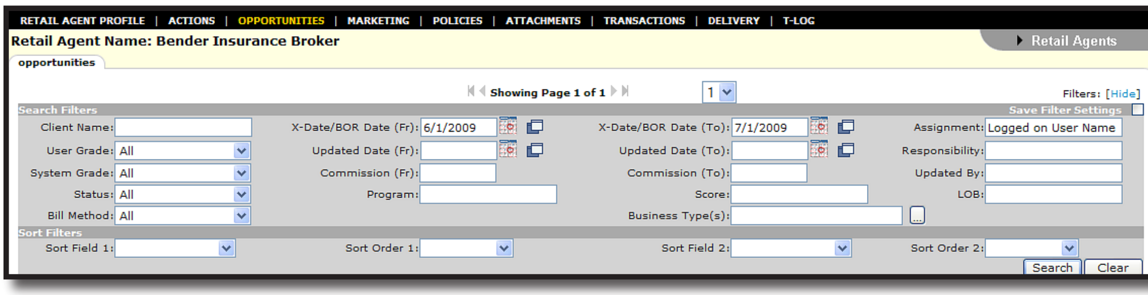
Retail Agent Menu

Clicking the **ACTIONS** link on the Retail Agent Menu displays all open actions assigned to the logged on user for clients assigned to the Retail Agent. Click the filter's **[Show]** link to change the search criteria. For information on actions and using filters, see Chapter 2, "Keeping Track From Home" and Chapter 16, "Actions", in the *CRM Training Manual*.

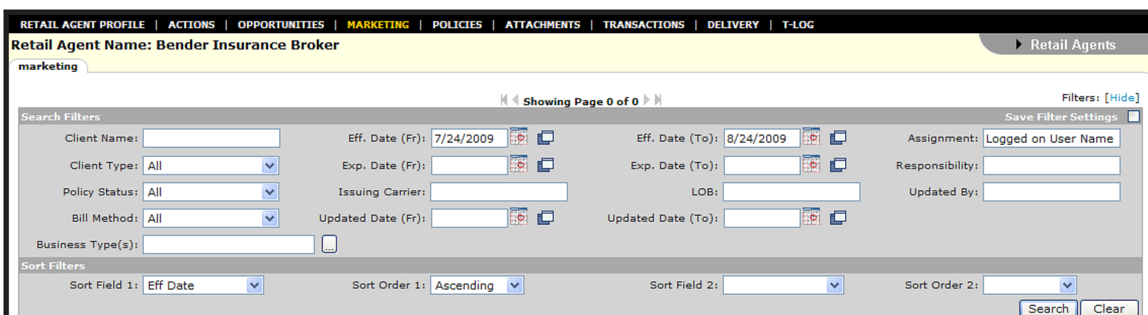




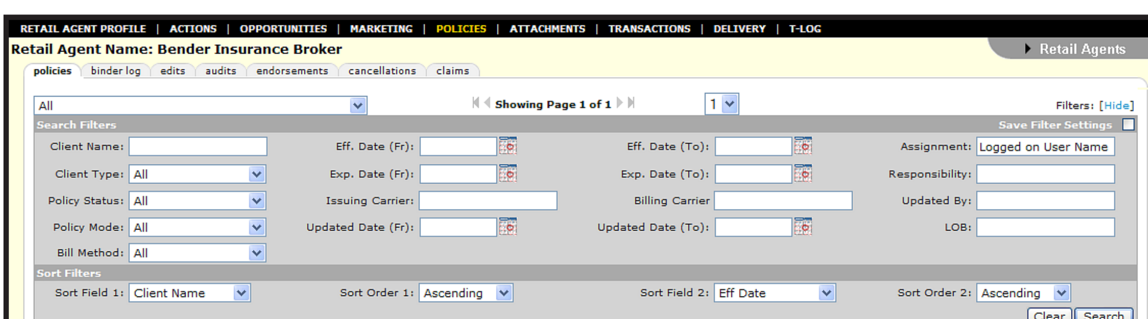
Clicking **OPPORTUNITIES** on the **Retail Agent** menu will display all Opportunities for clients assigned to the Retail Agent and the logged on user. Click the filter's **[Show]** link to change the search criteria.

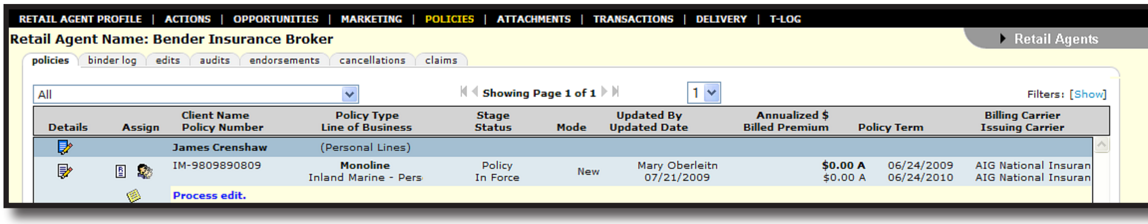


Clicking **MARKETING** on the **Retail Agent** menu will display all Marketing for clients assigned to the Retail Agent and the logged on user. Click the filter's **[Show]** link to change the search criteria.

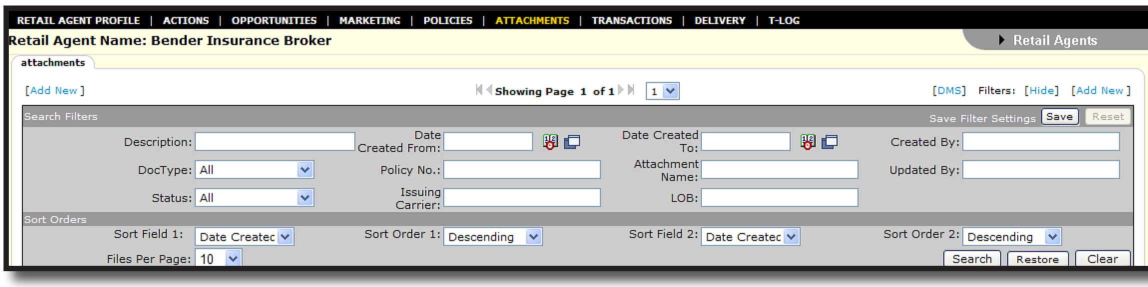


Clicking **POLICIES** on the **Retail Agent** menu will display all In Force policies for clients assigned to the Retail Agent and the logged on user. Access the **Retail Agent** binder log, edits, audits, endorsements, cancellations and claims by clicking on the appropriate tab from the **POLICIES** link. Click the filter's **[Show]** link to change the search criteria.





Clicking **ATTACHMENTS** on the **Retail Agent** menu will display existing attachments. Click the **[Add New]** link to add a new attachment. Refer to Chapter 17 of the *CRM Training Manual* to learn more about Attachments in Nexsure.

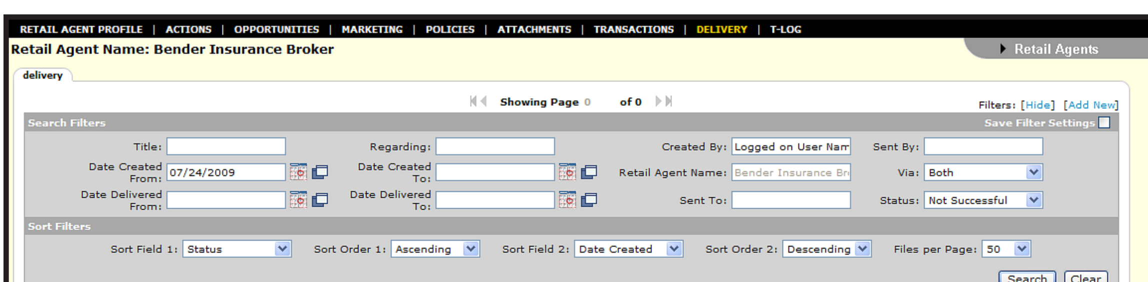


Selecting the **TRANSACTIONS** link opens the transaction list for the retail agent. Retail agent transactions include client invoices billed to the retail agent, reconciliations, receipts, and disbursements. The following transaction views are available:

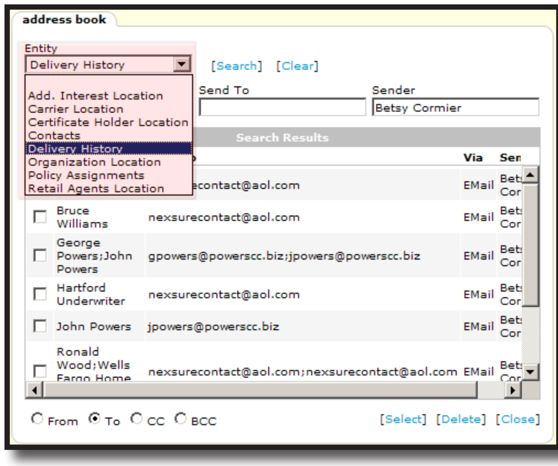
- **Balance Detail** (default) – This list includes client invoices billed to the retail agent, receivable reconciliations, receipts, and disbursements. Agency billed invoice amounts reflect what the retail agent owes the agency. Agency bill **Gross** invoices include premiums, fees and taxes in the amount due. Agency bill **Net** invoices include premiums, fees, and taxes, less the retail agent's commission amount. Direct bill invoices are shown only if they include agency bill items, such as agency fees or tax authority taxes. This view also shows retail agent receipts, receivable reconciliations, and disbursements.
- **Invoice Summary** – This view lists all invoices according to filter settings.
- **Payables** – This view shows commissions due to the retail agent from agency bill and direct bill **Gross** invoices. **Net** invoices do not have any commissions due because the retail agent retains their commission and remits the **Net** amount. This view also shows retail agent payable reconciliations.

Clicking **DELIVERY** on the **Retail Agent** menu will display all unsuccessful deliveries sent from the Retail Agent **DELIVERY** link created from the current date. Click the filter **[Show]** link to change the search criteria.

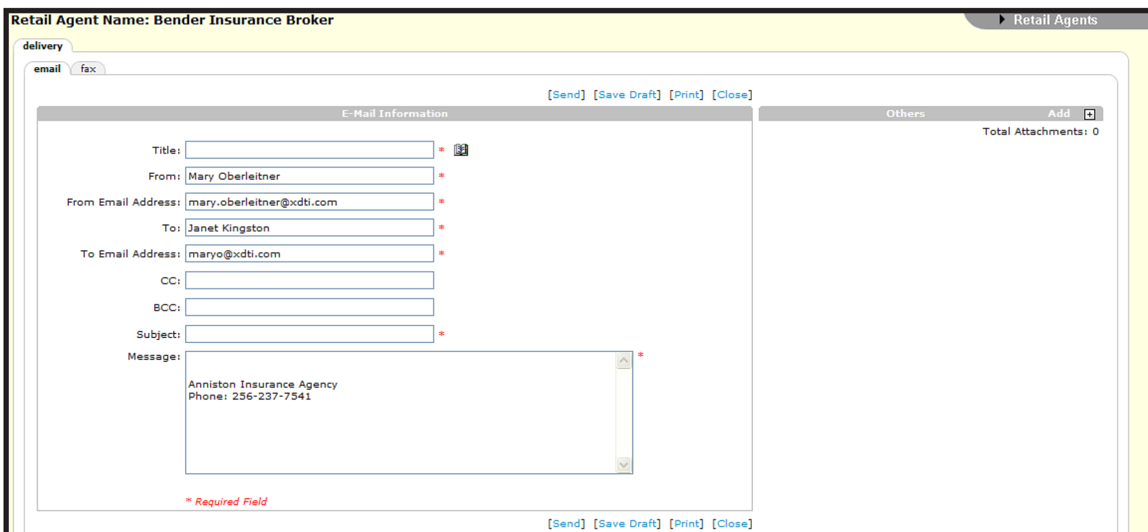
Note: Client related deliveries are not displayed at the **Retail Agent** level.



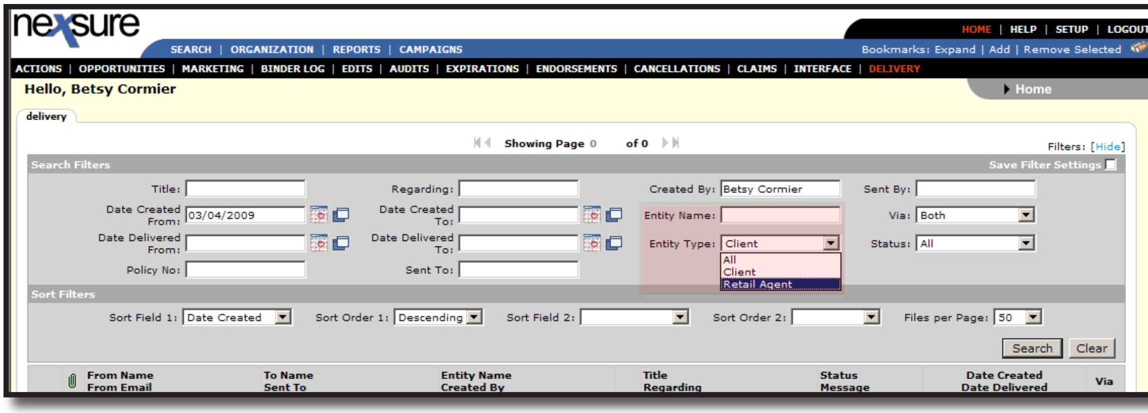
- Click the **[Add New]** link to create a new email or fax delivery associated to the **Retail Agent** entity. Use the **Address Book** to search for and select Retail Agent Location, Retail Agent Contacts and Retail Agent Delivery History email addresses and fax numbers.



- Only the Retail Agent's **ATTACHMENTS** are available to add to the delivery. For more information on Delivery by fax or email, see "Miscellaneous", Chapter 19, *CRM Training Manual*.

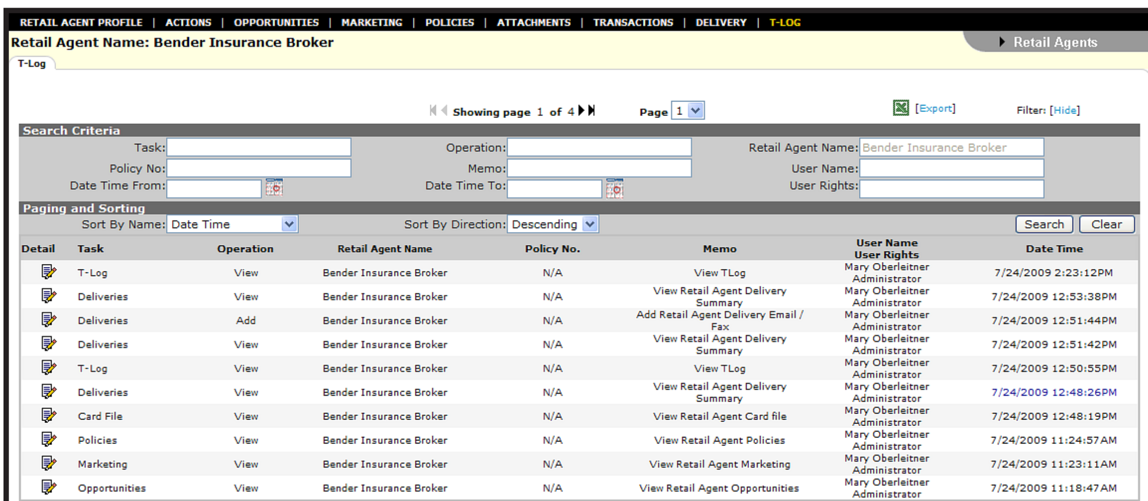


- Retail Agent deliveries can be tracked from the **HOME** menu > **DELIVERY** link. The default view will display client related deliveries. Click the filter's **[Show]** link to change **Entity Type** search criteria to **All** or **Retail Agent**. Refine search criteria to a specific Retail Agent by entering some of the Retail Agent's name in the **Entity Name** box.



Note: Retail Agent Access automated delivery of user name and password notifications are stored only at the Retail Agent record level and will not be accessible from **HOME** menu > **DELIVERY**.

Clicking on the **T-LOG** link displays T-log entries for the selected Retail Agent. Clicking the **[Show]** link allows searching for specific entries.



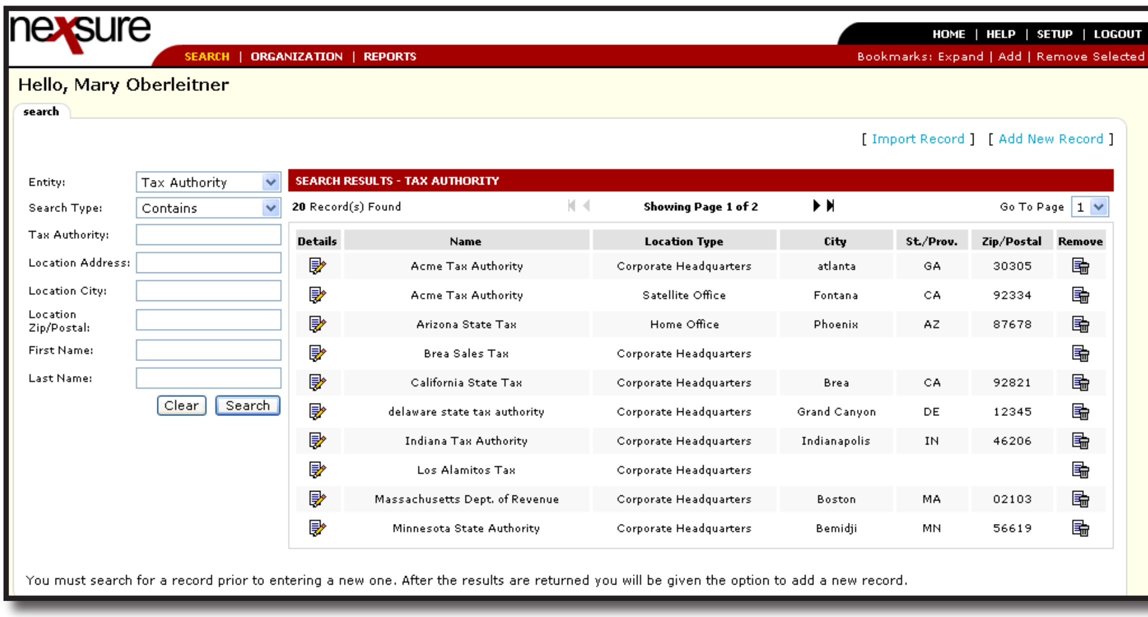
Note: The **T-Log** may also be accessed on the **TLog** tab under **SETUP** > **Security Administration** if security is provided, which displays all activity conducted on the agent's Nexsure site by their users.

Notes

Tax Authority

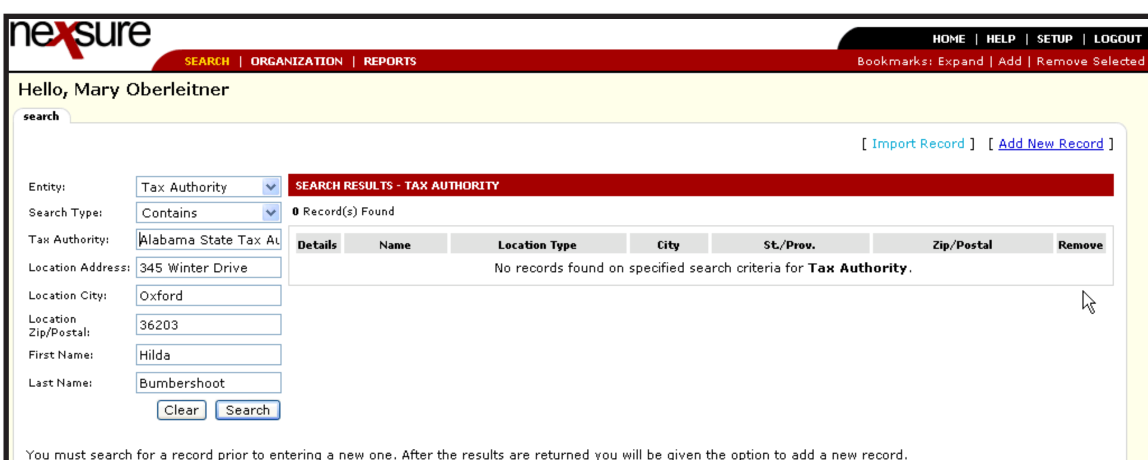
The tax authority is added on the **Search** screen and taxes associated with them are added in accounting for use on client invoices.

The **Search** screen is accessed by clicking the **SEARCH** link on the **Primary** menu. Begin by selecting the **Tax Authority** from the **Entity** drop-down box. Notice that the search fields change with the selection of Tax Authority. Nexsure provides several key fields for searching to help ensure accurate results. Enter less information for broader results or more information to return less data. To activate a **Search**, click the **Search** button or press **Enter**. If the tax authority exists, click the **Details** icon to see the details.

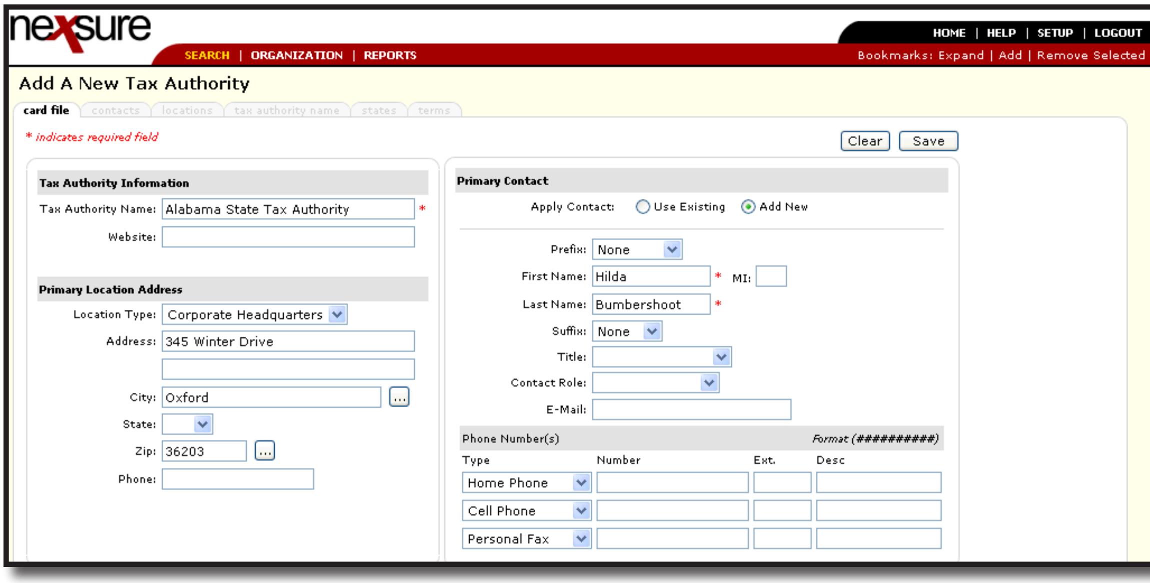


Adding Tax Authorities

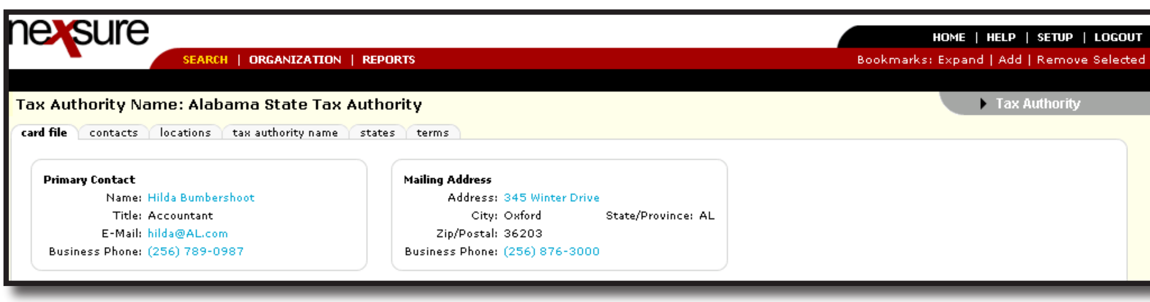
In the **Entity** drop-down box, select **Tax Authority**. Tax authorities added are available for the entire organization. Prior to adding tax authorities, a **Search** must be done. Searching activates the availability of the **[Add New Record]** link. Click the **[Add New Record]** link to add the new tax authority.



Any information entered in the search fields are automatically transferred to the newly added Tax Authority fields. Any field with a red asterisk * is a required field. Complete the balance of the fields and click the **Save** button in the upper right portion of the screen to add to Nexsure. To clear and start entry over, click the **Clear** button.



Once the new entity is stored, additional information may be added after the **card file** tab is displayed.



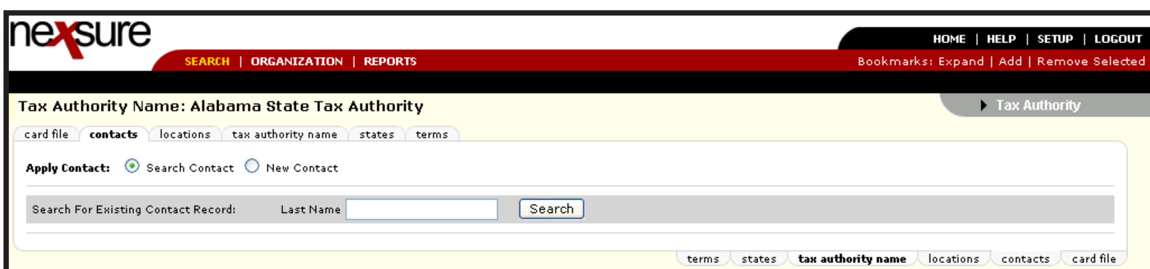
How to Use the Contact Summary Screen

The contacts tab contains all the contacts added for this entity in a summary view. Unlimited contacts may be added for each entity, but only one is designated as the primary contact. The primary contact is identified with a check box in the Primary column on the Contacts Summary screen. The primary may be reassigned but deletion of a primary contact is not allowed.

Adding a New Contact

The contact added when the tax authority is first entered in Nexsure will automatically be designated as primary. The **contacts** tab displays all contacts in a summary view for this entity. Unlimited contacts may be added for each entity but only one can be designated as the primary contact. The primary contact will be identified with a check box in the **Primary** column. The primary contact may be reassigned but deletion of a primary contact is not allowed.

Click the **[Add New]** link in the upper right hand corner of the **Contacts Summary** screen. The **Search For Existing Contact Record** screen is displayed.

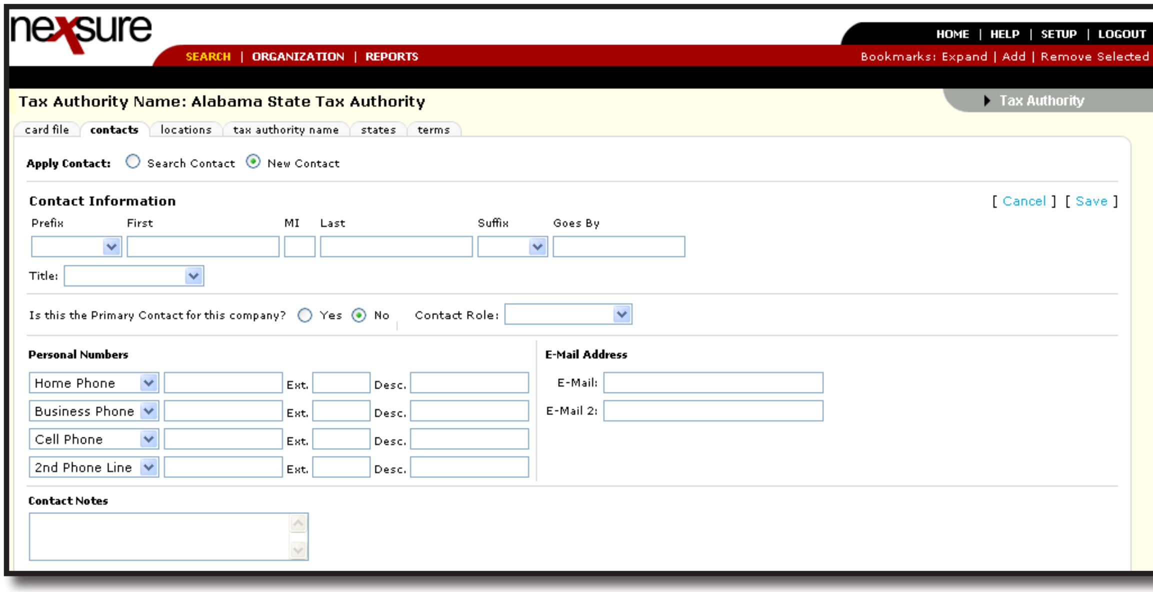


The **Search Contact** option is the default. This feature allows the global contacts database to be utilized so that duplicate contact records may be avoided.

Enter the last name for the contact in the space provided and then click the **Search** button. All contacts with the same matching last name are displayed along with the e-mail address. Scroll through and select the match if returned and click the **Use Selection** button to associate with this entity. Any field modified and saved on this record will affect the original record, so make sure you have the correct contact before modifying. There are four fields in the contact's details that are unique to their relationship to an entity. These four fields are: **Title**, **Primary Contact**, **Contact Role** and **Location**. Changing these four fields will not change the original record.

Note: All contacts added to Nexsure are stored in a global database. A contact should be entered in Nexsure only one time. The contact can then be related throughout Nexsure as needed.

After searching the existing contacts list and confirming the contact does not exist in Nexsure, click the **New Contact** option. The **Contact Details** screen is displayed. Enter the new contact information and click the **[Save]** link to store the record or the **[Cancel]** link to abort the entry.



Note: E-mail Addresses should be obtained for all contacts. E-mail addresses are placed in a global address book and made available on the Delivery screen.

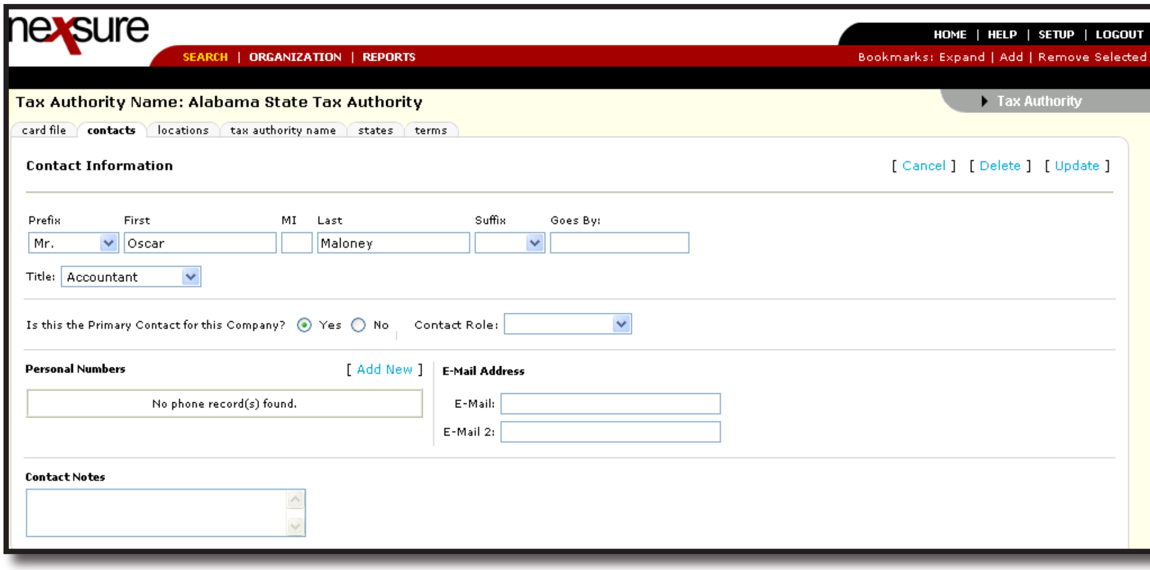
Editing a Contact

Contact information may be changed or updated as needed. There are four fields in the contact's details that are unique to their relationship to an entity and if updated, 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.

After accessing the tax authority through **Search**, click the **contacts** tab for access to all contacts. Each contact has its own **Details** icon and clicking the icon for a contact will bring up the detail screen. Make the necessary changes to the record and click the **[Update]** link to save the changes.

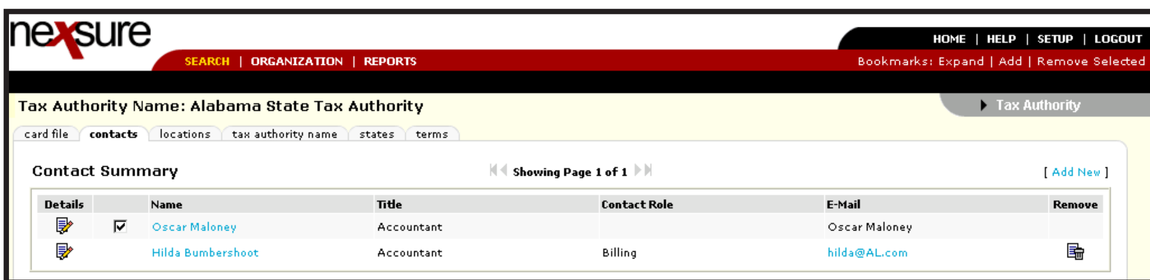
Changing a Primary Contact

When adding a new entity, the first contact entered is designated as the primary contact. A primary contact cannot be deleted, but a new primary may be selected. To change the primary, click the **Details** icon on the **Contact Summary** screen of the new primary contact. On the **Contact Details** screen under the **Contact Role,** click the **Yes** option beside **Is this the Primary Contact for this account?**. Click the **[Save]** link in the upper right of the screen to complete the process to change the primary contact.



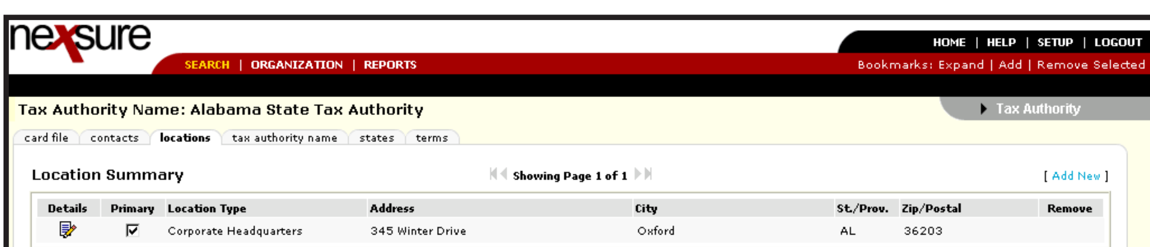
Deleting a Contact

If the original primary contact needs to be removed, it is now possible since the primary contact has been changed. To remove a contact, click the **Remove** icon on the **Contact Summary** screen and confirm deletion on the confirmation pop-up window.



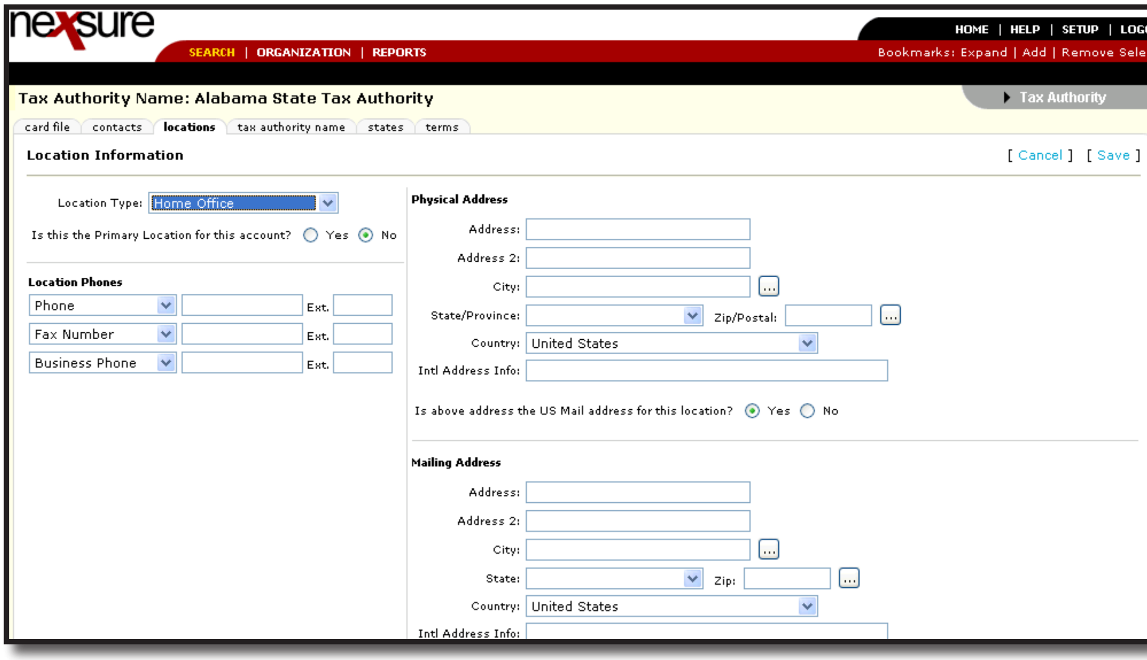
Locations – Tax Authority

The location added when the Tax Authority is first entered in Nexsure will automatically be designated as the primary location. The **locations** tab contains all locations in a summary view for this entity. Unlimited locations may be added for each entity but only one can be designated as the primary location. The primary location is identified with a check in the **Primary** column on the summary screen. The primary location may be reassigned but deletion of a primary location is not allowed.



Adding a Location

To add a new location, click the **[Add New]** link in the upper right part of the screen. Complete the location details on the screen and click the **[Save]** link to store or the **[Cancel]** link to abort.



Note: The **Location Type** list is populated by each organization to ensure that the list fits all needs.

Modifying a Location

Location information may be changed or updated as needed by clicking the **Details** icon for the location on the **Location Summary** screen. After completing the modifications, click the **[Update]** link to save the changes or the **[Cancel]** link to abort.

Changing the Primary Location

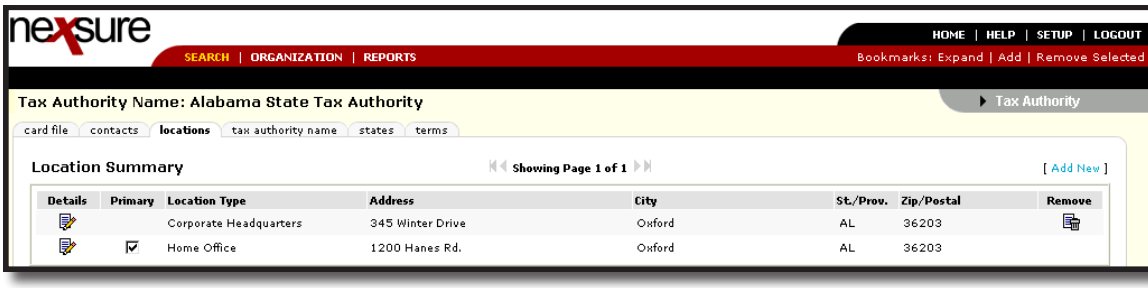
The first location entered, when adding a new entity, is designated as the **Primary**. A primary location cannot be deleted but a new primary may be selected. To change the primary, click the **Details** icon on the **Location Summary** screen of the new primary location. On the **Location Details** screen, click the **Yes** option beside **Is this the Primary Location for this account?**. Click the **[Update]** link in the upper right of the screen to complete the primary location change process.

In the **locations** tab summary view the newly appointed primary location will be displayed with a check mark in the **Primary** check box. The old primary location will now have a **Remove** icon.

Deleting a Location

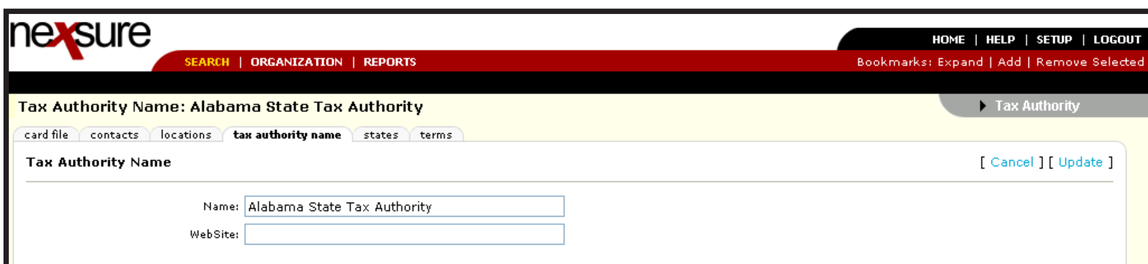
After accessing the appropriate tax authority **locations** tab, click the **Remove** icon on the **Location Summary** screen to remove the location. Click **OK** to confirm the removal of the location or click **Cancel** to abort the process.

If the **Remove** icon is not available and the location is not identified as primary, the necessary security to remove locations has not been granted.



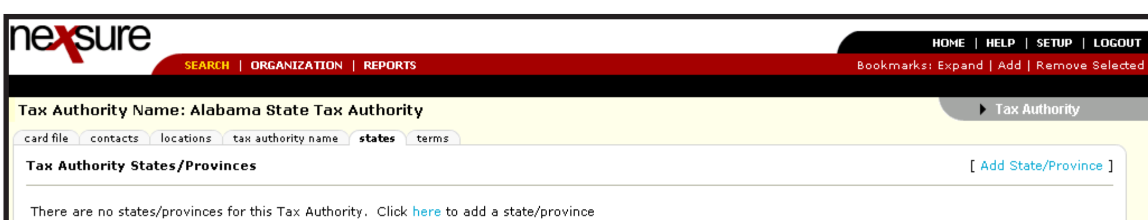
Modifying the Tax Authority Name

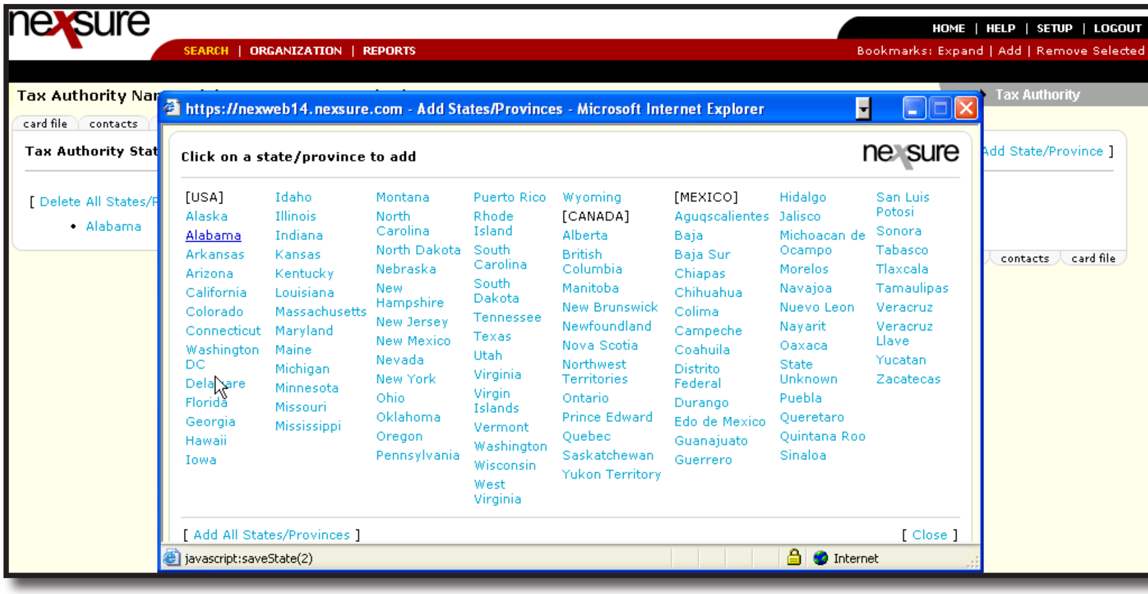
To modify the tax authority name, click the **tax authority name** tab. Enter the correction and click the **[Update]** link on the upper right of the screen or click the **[Cancel]** link to abort the change.



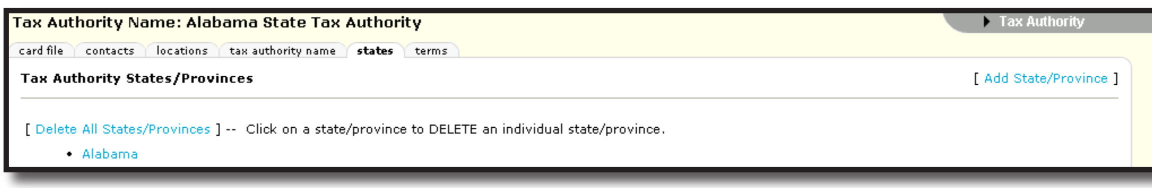
Tax Authority States

For information purposes add the states that apply to this Tax Authority. Click the states tab and then click the **[Add State/Province]** link. Add State/Provinces by clicking on each one individually or click the **[Add All States/Provinces]** link at the bottom left of the list. Click the **[Close]** link to return back to the list of states.



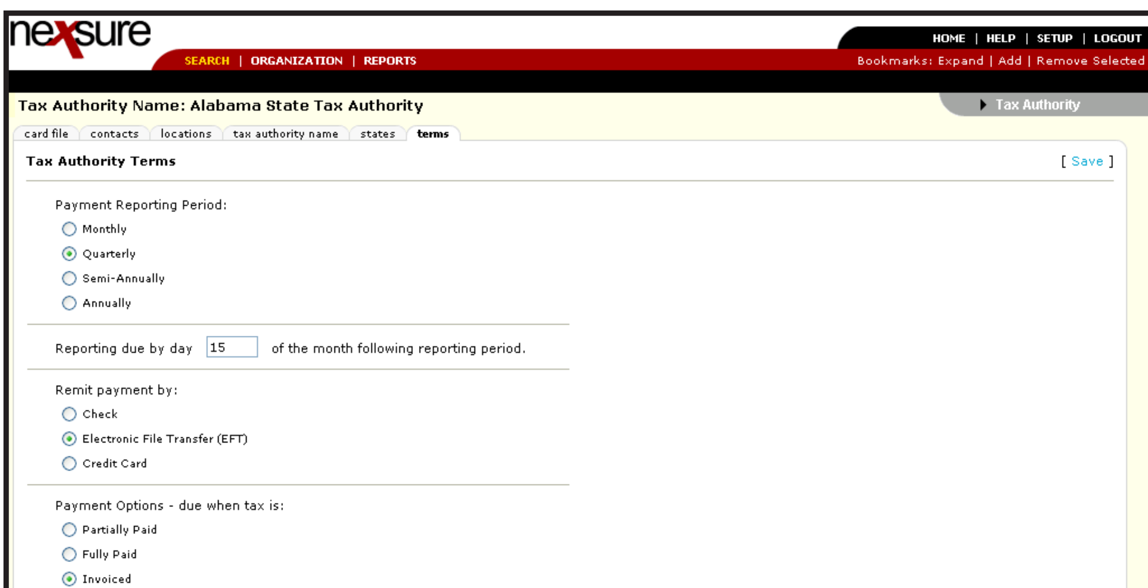


To delete a state/province from the list, click on a state/province individually or click the **[Delete All State/ Provinces]** link. Click **OK** on the delete confirmation dialog box to complete the deletion.



Tax Authority Terms

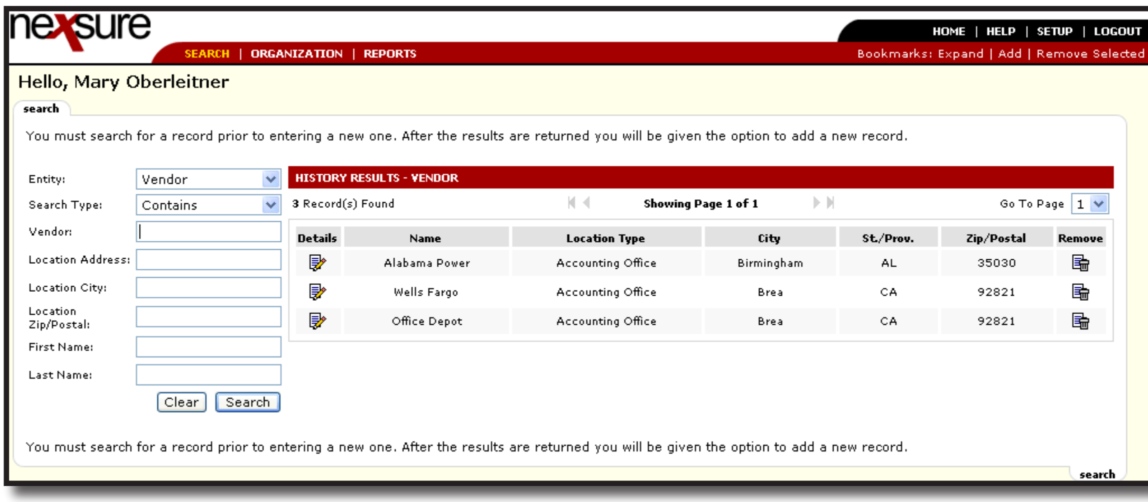
For future reference add the terms that apply to this Tax Authority. Click the **terms** tab. Enter the desired reporting information and click the **[Save]** link. This information can be edited at any time.



Notes

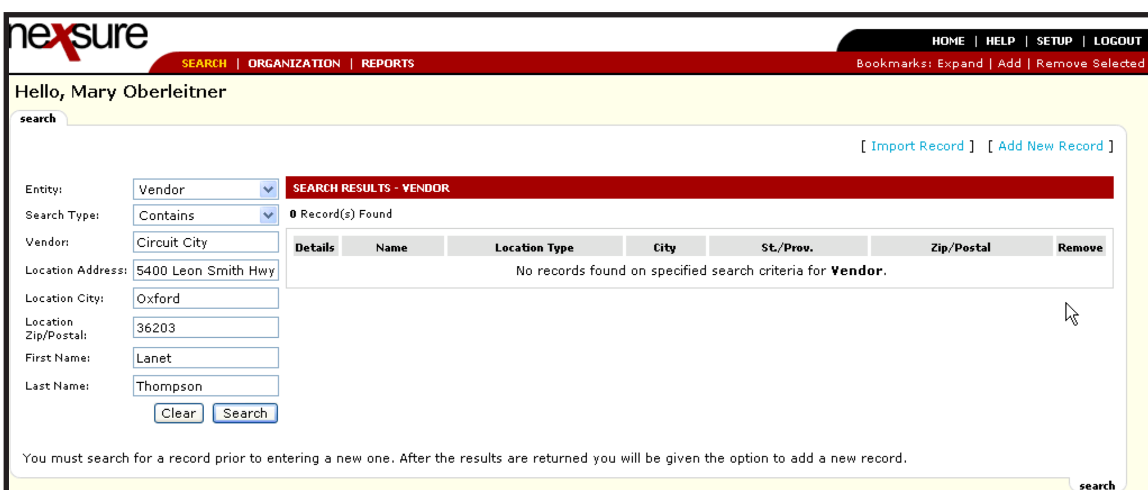
Vendor

Adding, modifying and removing a **Vendor** in Nexsure is completed on the Search screen and is accessed by clicking the **SEARCH** link on the **Primary** menu. Begin by selecting **Vendor** from the **Entity** drop-down box. Notice that the search fields change with the selection of Vendor. Nexsure provides several key fields for searching to help ensure accurate results. Enter less information for broader results or more information to return less data. To activate a **Search**, click the **Search** button or press **Enter**. If the vendor exists, click the **Details** icon to see the details.

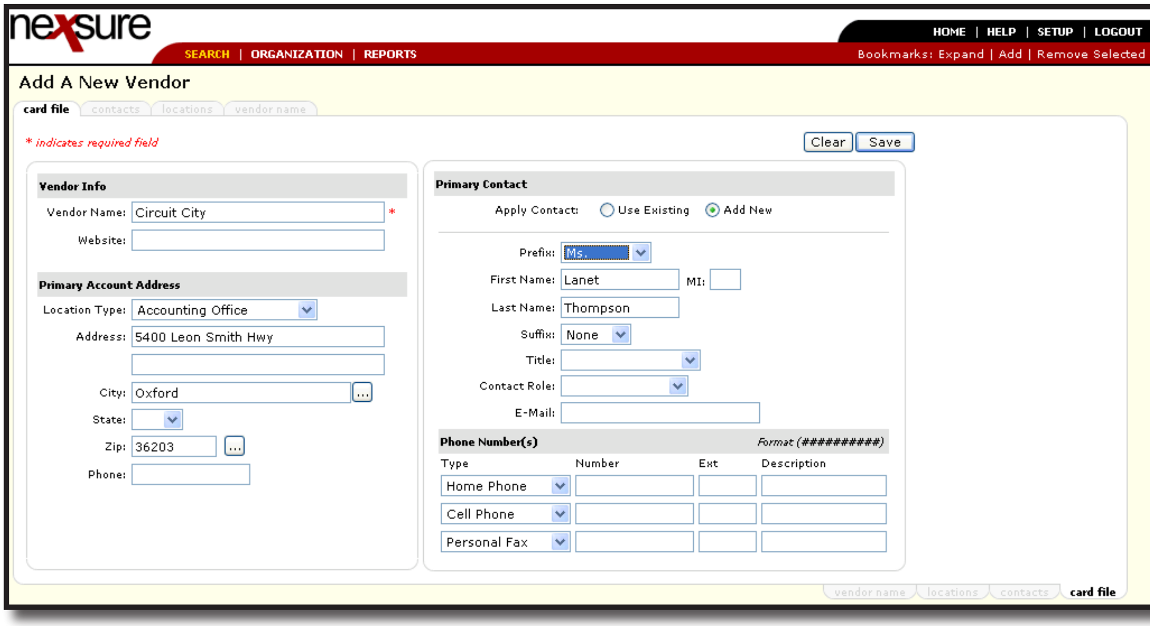


Adding Vendors

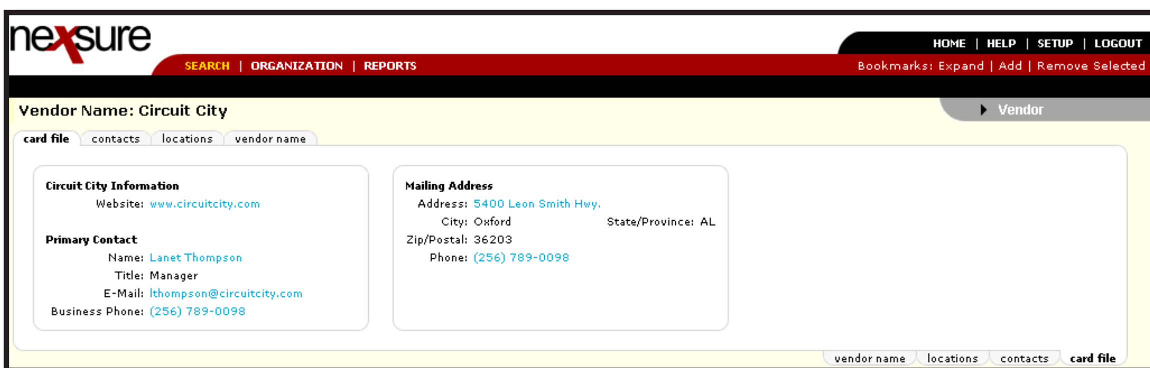
In the **Entity** drop-down box, select Vendor. Vendors added are available for the entire organization. Prior to adding Vendors, a **Search** must be done. Searching activates the availability of the **[Add New Record]** link. Click the **[Add New Record]** link to add the new vendor.



Any information entered in the search fields are automatically transferred to the newly added vendor fields. Any field with a red asterisk * is a required field. Complete the balance of the fields and click the **Save** button in the upper right portion of the screen to add to Nexsure. To clear and start entry over, click the **Clear** button.

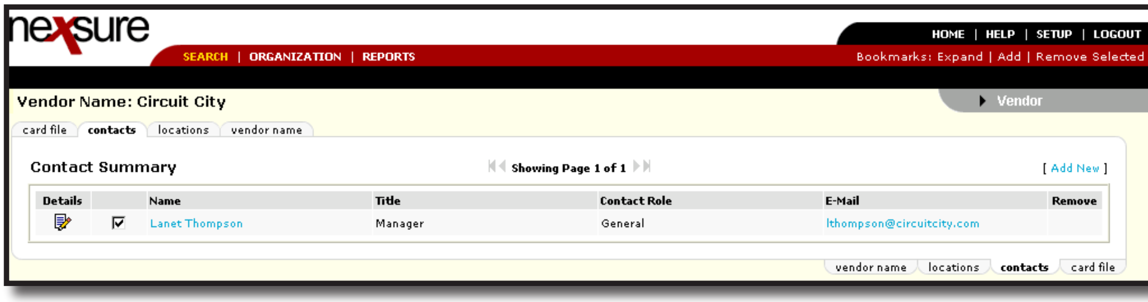


Once the new entity is stored, additional information may be added after the **card file** tab is displayed.



How to Use the Contact Summary Screen

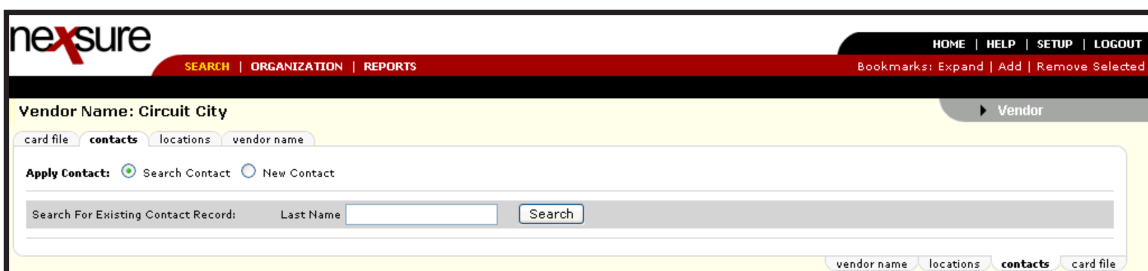
The **contacts** tab contains all the contacts added for this entity in a summary view. Unlimited contacts may be added for each entity, but only one is designated as the primary contact. The primary contact is identified with a check box in the **Primary** column on the **Contacts Summary** screen. The primary may be reassigned but deletion of a primary contact is not allowed.



Adding a New Contact

The contact added when the vendor is first entered in Nexsure will automatically be designated as **Primary**. The **contacts** tab displays all contacts in a summary view for this entity. Unlimited contacts may be added for each entity but only one can be designated as the primary contact. The primary contact will be identified with a check box in the **Primary** column. The primary contact may be reassigned but deletion of a primary contact is not allowed.

Click the **[Add New]** link in the upper right hand corner of the **Contacts Summary** screen. The **Search For Existing Contact Record** screen is displayed.

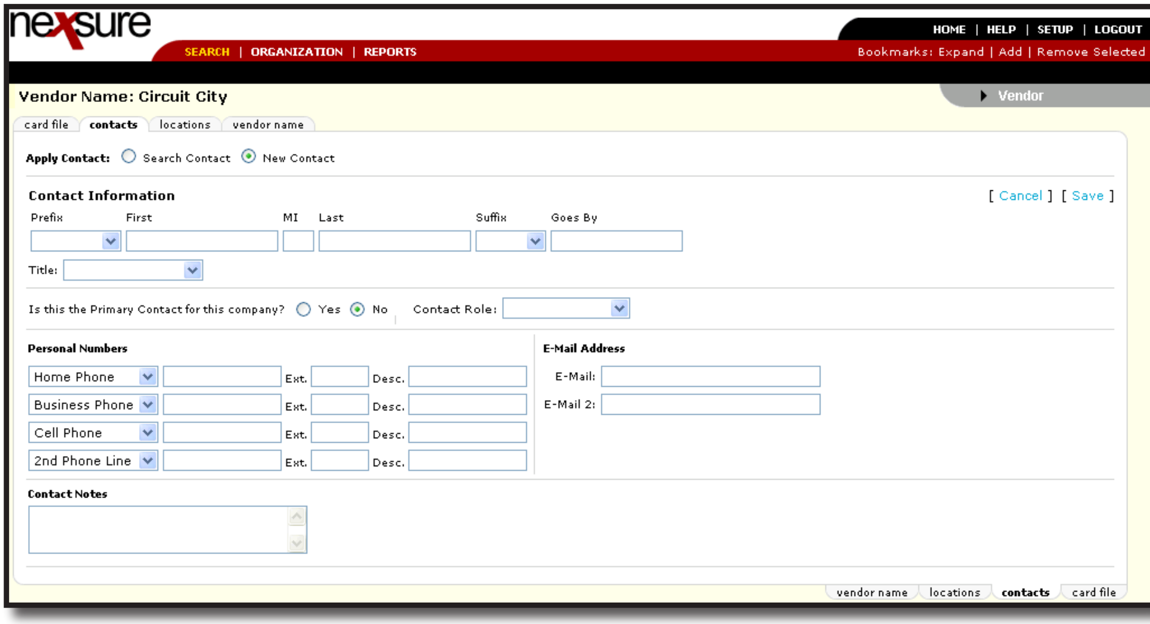


The **Search Contact** option is the default. This feature allows the global contacts database to be utilized so that duplicate contact records may be avoided.

Enter the last name for the contact in the space provided and then click the **Search** button. All contacts with the same matching last name are displayed along with the e-mail address. Scroll through and select the match if returned and click the **Use Selection** button to associate with this entity. Any field modified and saved on this record will affect the original record, so make sure you have the correct contact before modifying. There are four fields in each contact's detail that are unique to the contact's relationship to this entity. These four fields are: **Title**, **Primary Contact**, **Contact Role** and **Location**. Changing these four fields will not change the original record.

> **Note:** All contacts added to Nexsure are stored in a global database. A contact should be entered in Nexsure only one time. The contact can then be related throughout Nexsure as needed.

After searching the existing contacts list and confirming the contact does not exist in Nexsure, click the **New Contact** option. The **Contact Details** screen is displayed. Enter the new contact information and click the **[Save]** link to store the record or the **[Cancel]** link to abort the entry.



Note: E-mail Addresses should be obtained for all contacts. E-mail addresses are placed in a global address book and made available on the Delivery screen.

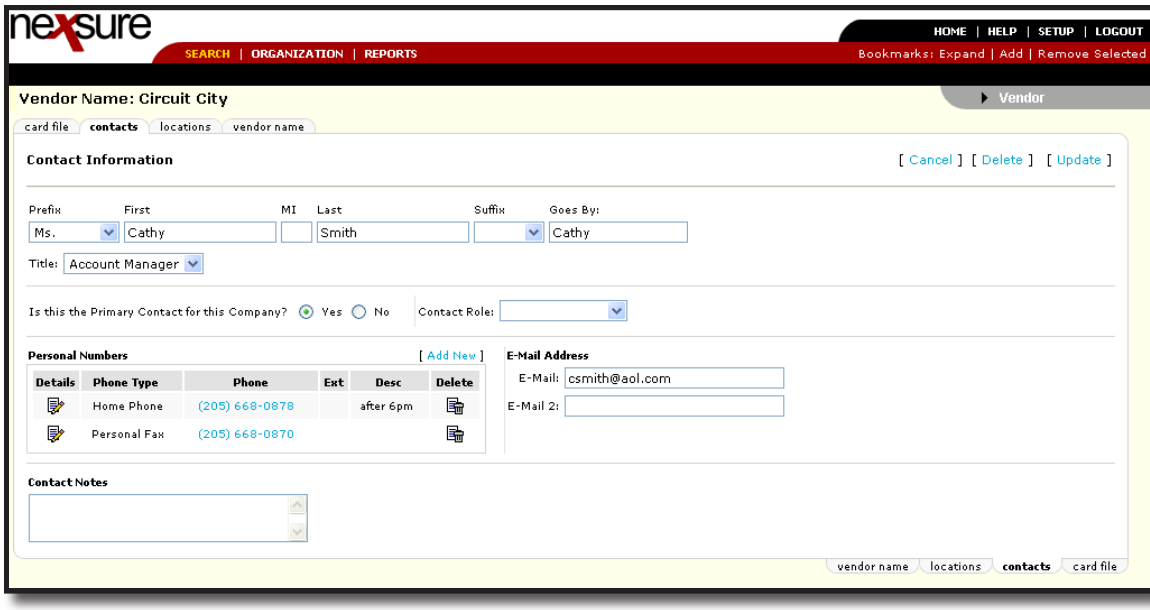
Editing a Contact

Contact information may be changed or updated as needed. There are four fields in the contact's details that are unique to the contact's relationship to an entity and if updated, 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.

After accessing the Vendor through **Search**, click the **contacts** tab for access to all contacts. Each contact has its own **Details** icon and clicking the icon for a contact will bring up the detail screen. Make the necessary changes to the record and click the [Update] link to save the changes.

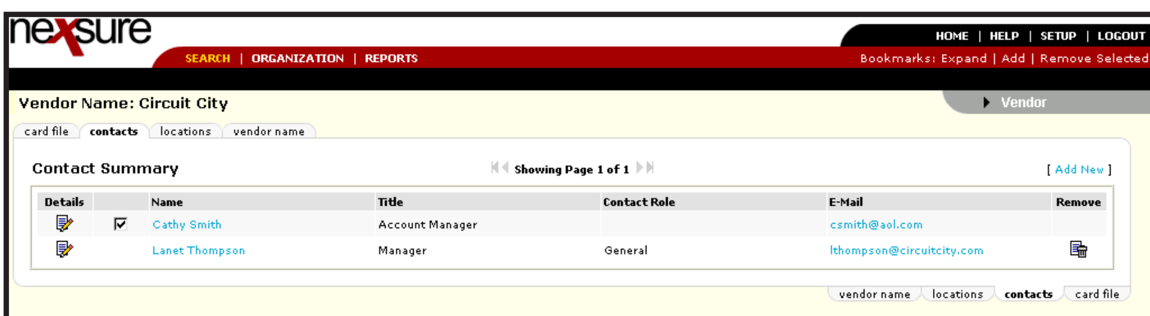
Changing a Primary Contact

The first contact entered, when adding a new entity, is designated as the primary contact. A primary contact cannot be deleted but a new primary may be selected. To change the primary, click the **Details** icon on the **Contact Summary** screen of the new primary contact. On the **Contact Details** screen under the **Contact Role**, click the **Yes** option beside **Is this the Primary Contact for this account?** question. Click the [Save] link in the upper right of the screen to complete the process to change the primary contact.



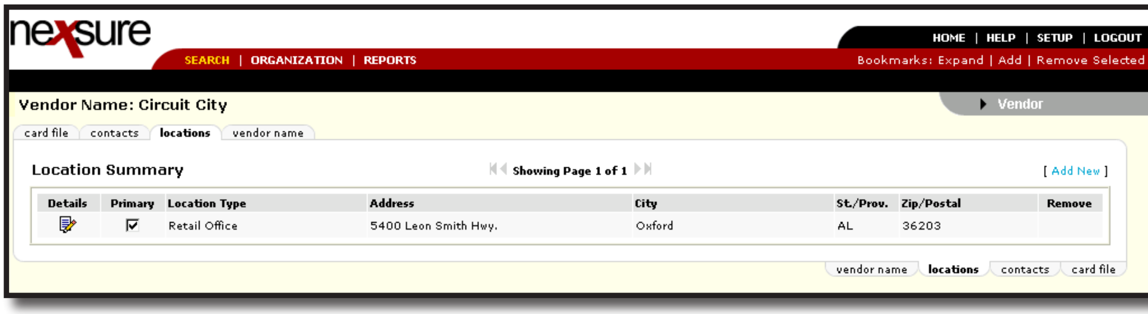
Deleting a Contact

If the original primary contact needs to be removed, it is now possible since the primary contact has been changed. To remove a contact, click the **Remove** icon on the **Contact Summary** screen and confirm deletion on the confirmation pop-up window.



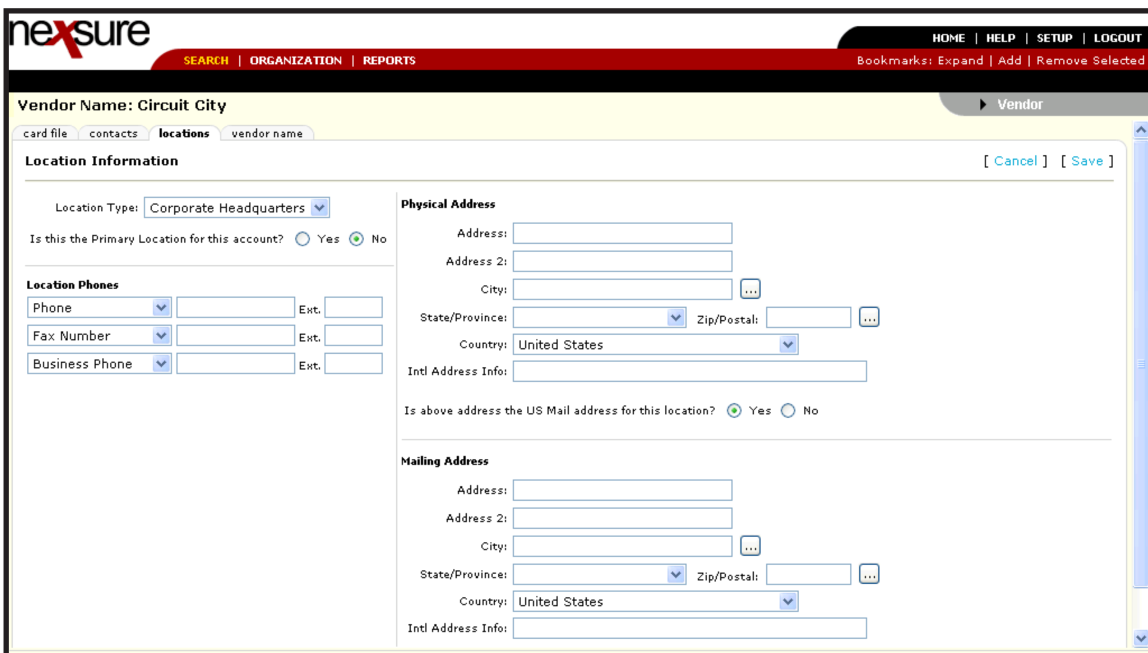
Locations – Vendor

The location added when the vendor is first entered in Nexsure will automatically be designated as the primary location. The **locations** tab contains all locations in a summary view for this entity. Unlimited locations may be added for each entity but only one can be designated as the primary location. The primary location is identified with a check in the **Primary** column on the **Location Summary** screen. The primary location may be reassigned but deletion of a primary location is not allowed.



Adding a Location

To add a new location, click the [Add New] link in the upper right part of the screen. Complete the location details on the screen and click the [Save] link to store or the [Cancel] link to abort.



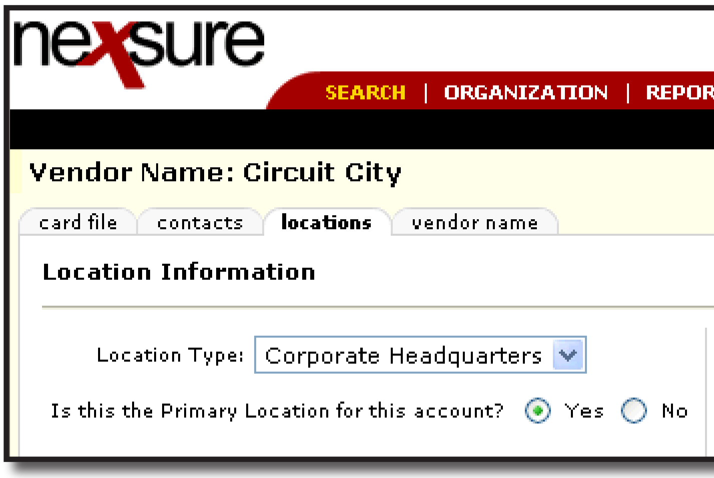
Note: The Location Type drop-down box is populated by each organization to ensure that the list fits all needs.

Modifying a Location

Location information may be changed or updated as needed by clicking the **Details** icon for the location on the **Location Summary** screen. After completing the modifications, click the [Update] link to save the changes or the [Cancel] link to abort.

Changing the Primary Location

The first location entered, when adding a new entity, is designated as the primary. A primary location cannot be deleted but a new primary may be selected. To change the primary, click the **Details** icon on the **Location Summary** screen of the new primary location. On the **Location Details** screen, click the **Yes** option beside **Is this the Primary Location for this account?**. Click the [Update] link in the upper right of the screen to complete the primary location change process.

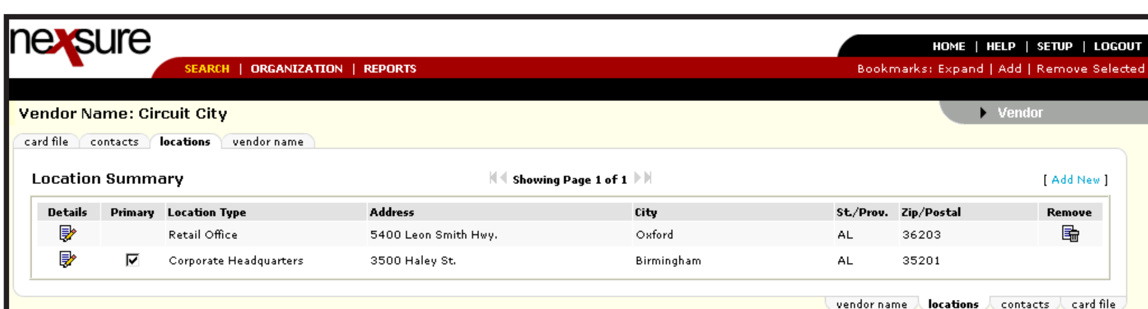


In the **locations** tab summary view the newly appointed primary location will be displayed with a check mark in the **Primary** check box. The old primary location will now have a **Remove** icon.

Deleting a Location

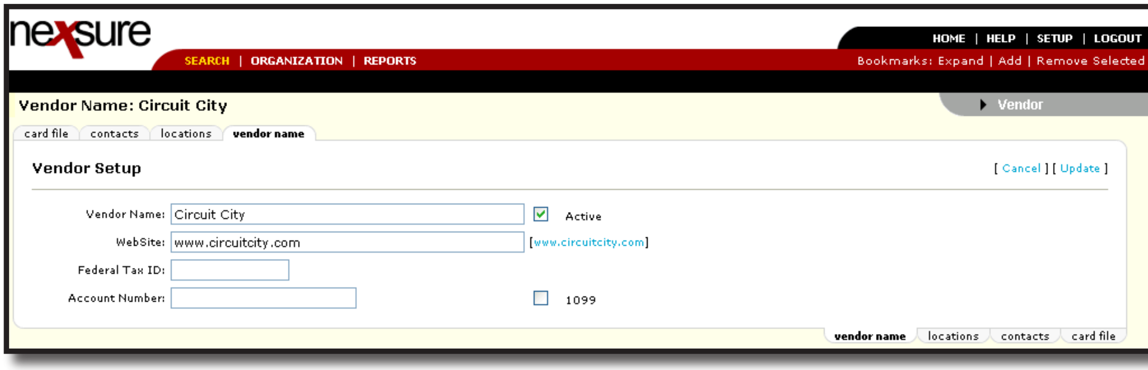
After accessing the appropriate vendor **locations** tab, click the **Remove** icon on the **Location Summary** screen to remove the location. Click **OK** to confirm the removal of the location or click **Cancel** to abort the process.

If the **Remove** icon is not available and the location is not identified as primary, the necessary security to remove locations has not been granted.



Modifying the Vendor Name

To modify the vendor name, click the **vendor name** tab. Enter the correction and click the **[Update]** link on the upper right of the screen or click the **[Cancel]** link to abort the change.

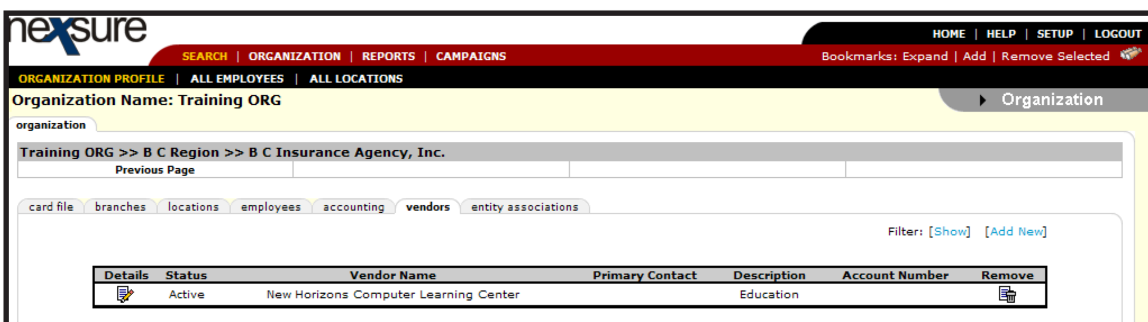


The **Federal Tax ID** and **Account Number** (your agency's account number with the vendor) will default to the vendor record when it is added at the territory book level. The default can be overwritten at the territory level.

Select the **1099** check box if the vendor is on a 1099 status with your agency. When the vendor is added at the territory book level, the 1099 check box remains checked at the territory.

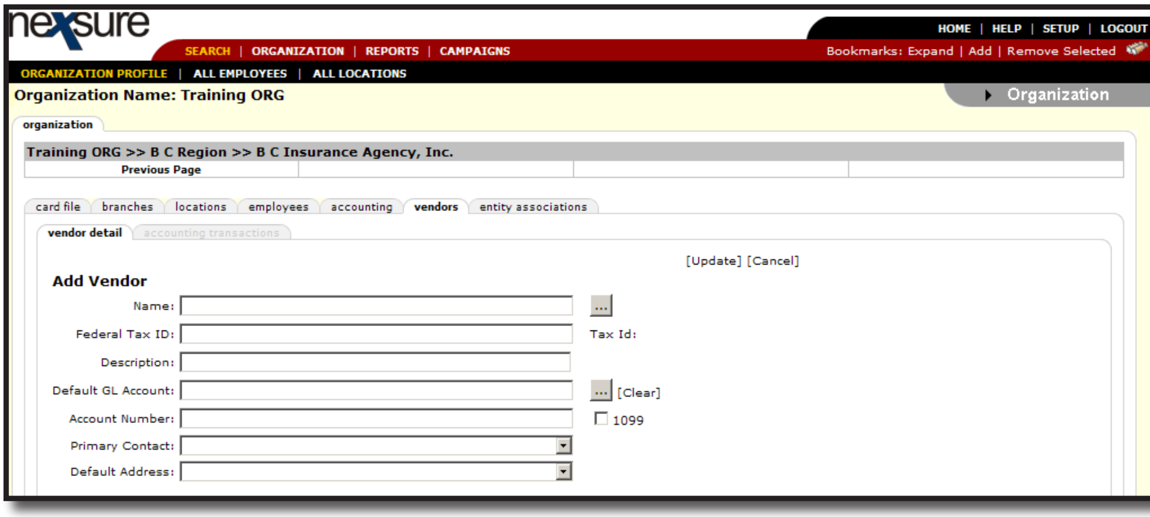
Associating the Vendor Book Levels in Accounting

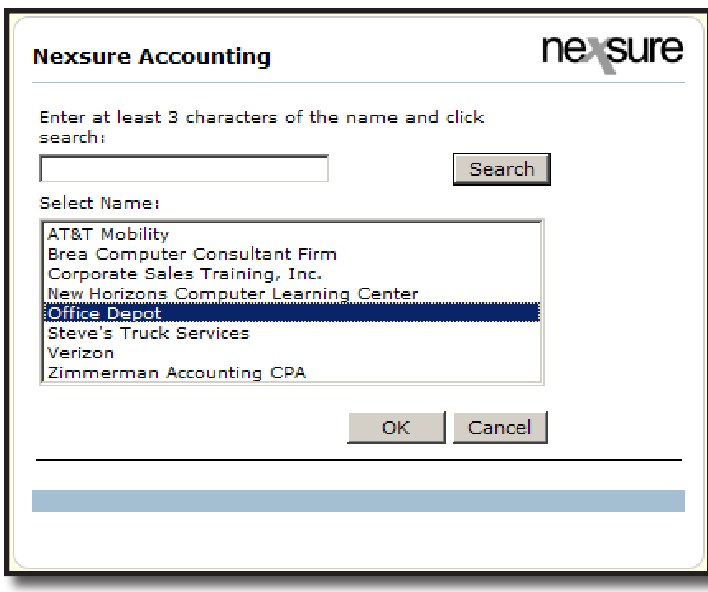
After adding the vendors at the **Search** level, they must be associated at the book level to be used. To access, click on the **ORGANIZATION** link on the **Primary** menu. The **vendors** tab for either the Organization or Territory level will be accessed depending on the level the vendor will be used on. Assuming that the Territory level is desired, click the **territories** tab, click the **Details** icon of the territory and click the **vendors** tab to bring up the **Vendor Summary** screen.



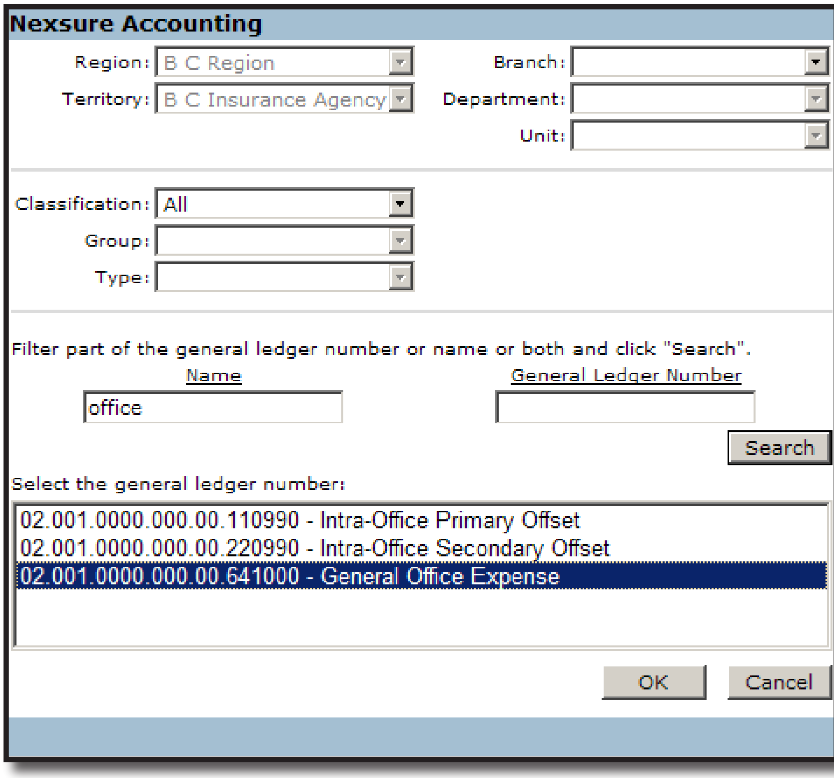
To associate the vendor to the selected territory, click the **[Add New]** link in the upper right portion of the screen to bring up the **Add Vendor** screen.

Complete the vendor information. The Name field has an **Ellipsis** button on the right side of this field. The **Ellipsis** button identifies this as a lookup field. This indicates that the vendor name must be looked up and cannot be typed in. The vendor names available to choose from are those that were entered at the **Search** level. To select the entity name, click on the **Ellipsis** button next to **Name** and enter a few characters of the vendor name in the search field. Click the **Search** button to return the results.



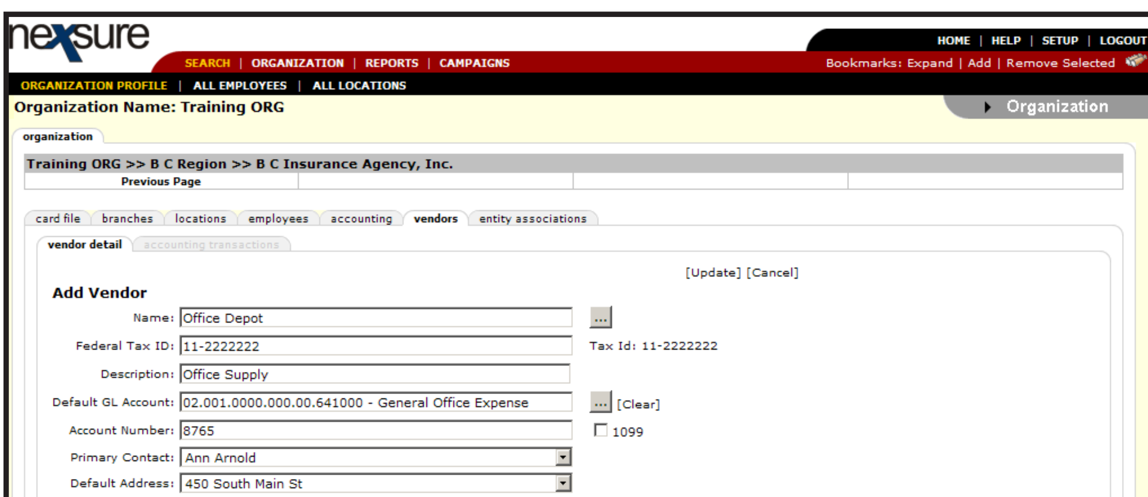


Click to select the entity and click the **OK** button on the bottom of the window. The selected vendor populates the Name field. The vendor's **Federal Tax ID**, **Account Number** and **1099** selection will default from the vendor name record entered at **Search** level. Edit defaults if they are different for the territory where the vendor is added. Enter a relevant description for the vendor. To select the general ledger account number to default when entering payments through Accounts Payable, click the **Ellipsis** button to the right of the field, enter the criteria necessary to find the account number and click the **Search** button to return the results. Click the general ledger account number for the bank account and click the **OK** button to populate the field.



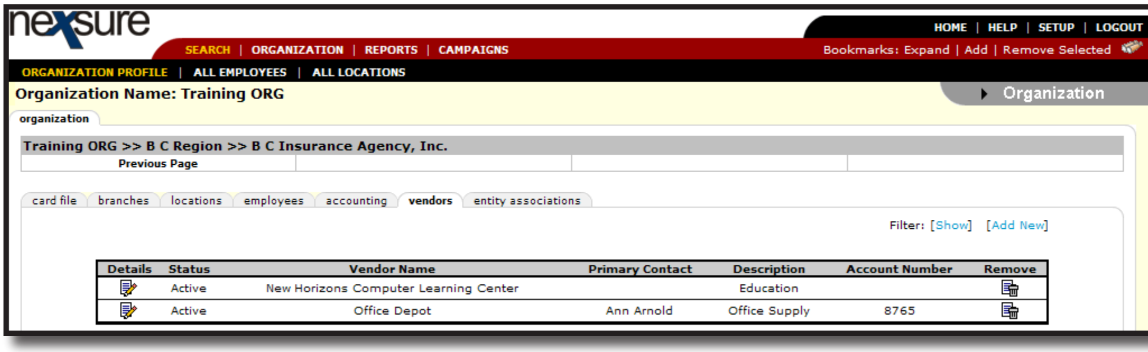
If the vendor is on a **1099** status with your agency, the **1099** check box should be selected at the book level (territory) where the vendor is added. If the check box is selected, all **disbursement** and **accounts payable** general ledger line items for the vendor will default with the **1099** box checked. The 1099 box must be checked on general ledger line items to be included in the year end **Vendor 1099 Disbursement Details** report.

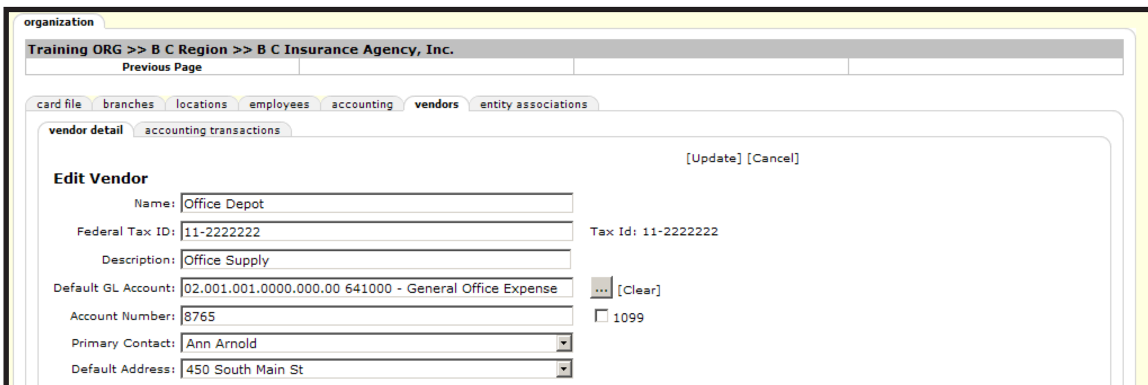
After entering the balance of the information, click the **[Update]** link in the upper right portion of the screen to keep the new vendor or **[Cancel]** to abort the addition.



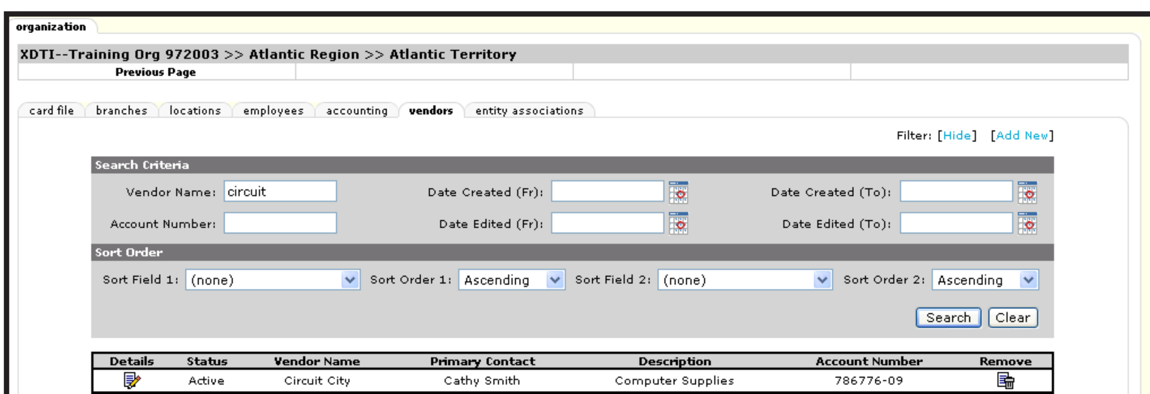
Modifying Vendor Details

Once vendors have been added, selecting the **vendors** tab displays the **Vendor Summary** screen. To edit the detail, click the **Details** icon beside the vendor to display the detail information. Edit as necessary and click the **[Update]** link in the upper right portion of the screen or **[Cancel]** to abort the changes.

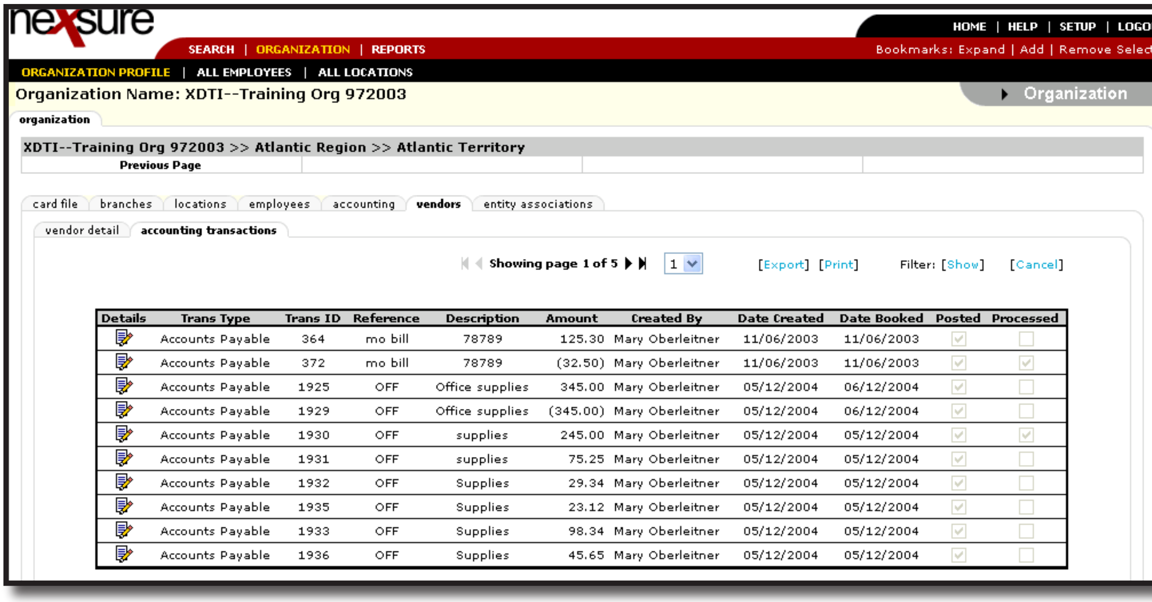




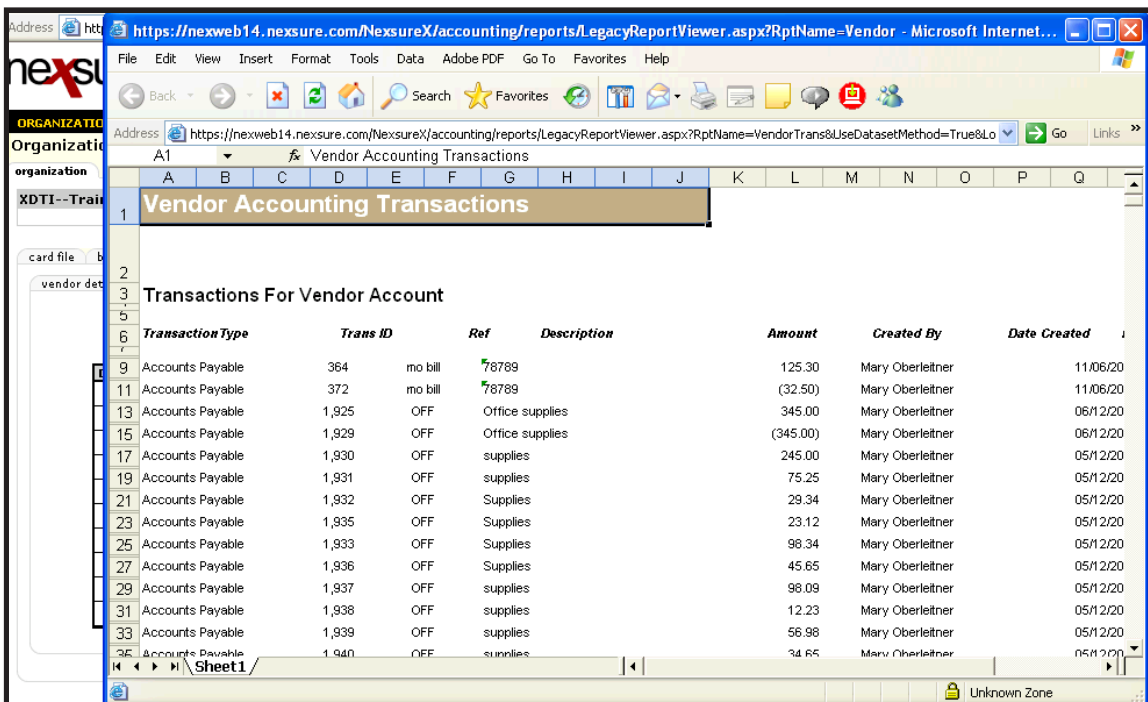
The **Search Filter** is used to search for certain vendors when the list is longer than will display on one page. Click the **[Show]** link located in the upper right of the **Vendor Summary** screen to show the search fields. Enter specific search information and click the **Search** button to return results.



To view vendor accounting transactions, click the **Details** icon of a vendor on the **accounting transactions** tab. The transactions may be searched by clicking the **[Show]** link and entering search criteria and clicking the **Search** button.



Click the **[Export]** link to export the search results to a Microsoft Excel Spreadsheet. Save or Open the document.



Note: DO NOT post to any of the mandatory general ledger accounts unless directed by XDimensional Technologies' Nexsure work flows. This can cause books to be out of balance as these accounts are used by Nexsure for automatic postings.

Notes