Chapter 2

Employee Record Maintenance

IN THIS CHAPTER

- Employee Commissions
- Employee Additional Logins
- Employee Identity
- Reassigning Clients to Another Employee
- Changing Employee Logins

Employee Commissions

Employee commission defaults can only be created in the employee file located at the branch level where the employee has been added. Add employee commissions so they default to the invoices when transactions are created for client policies. To do so, perform the following:

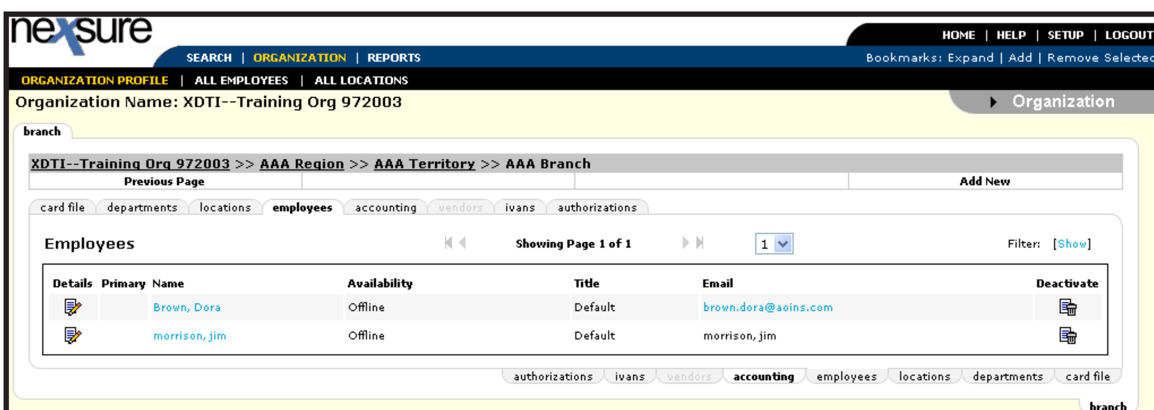
1. On the Primary menu, click the **ORGANIZATION** link to display the **organization** > **card file** tab.

2. Click the **branches** tab to display the branches in summary view.

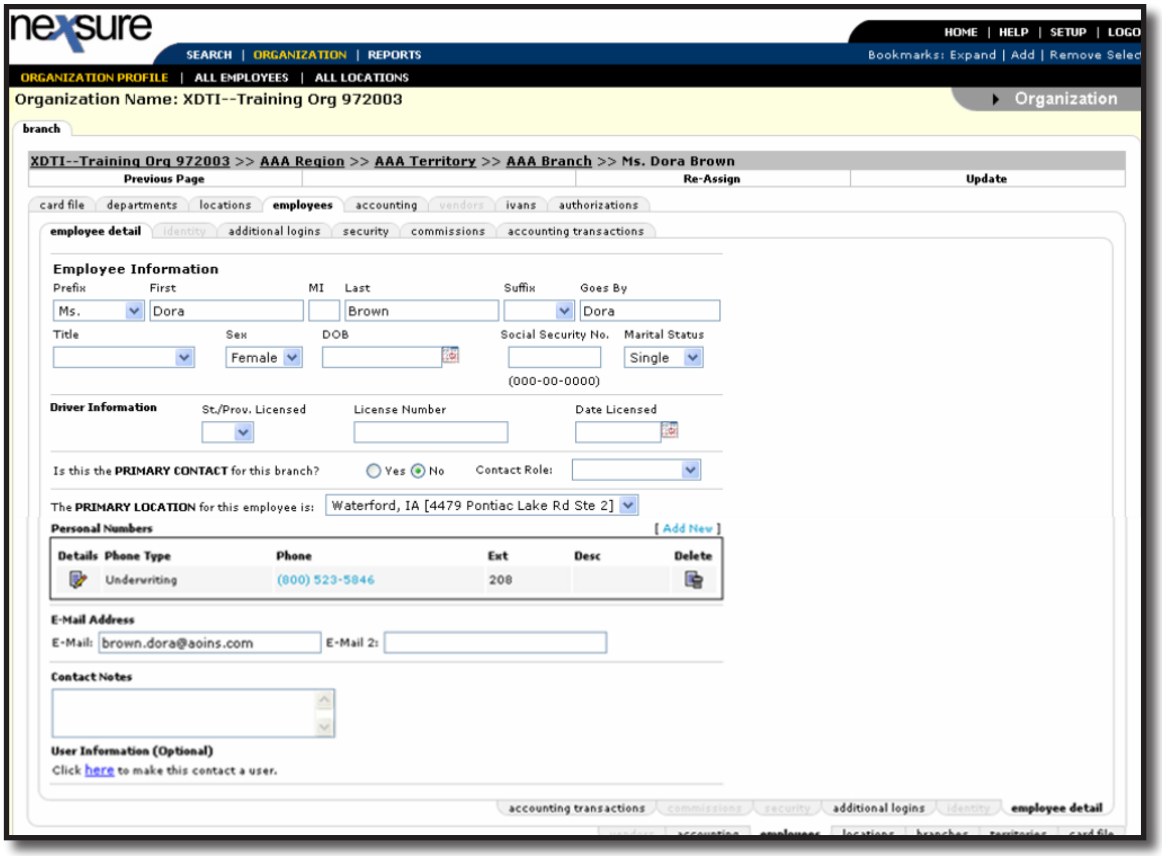
3. Use the **[Show]** link to search for a specific branch by entering criteria and clicking the **Search** button to display matching branches.

4. Click the **Details** icon of the appropriate branch.

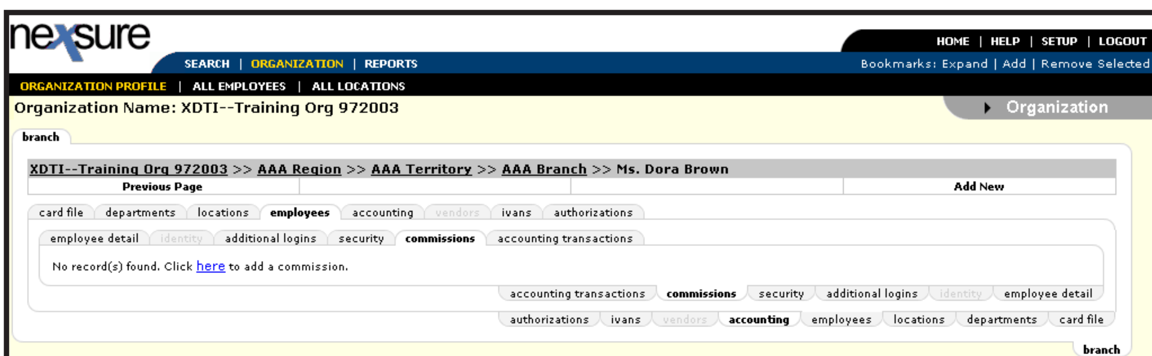
5. Click the **employees** tab.



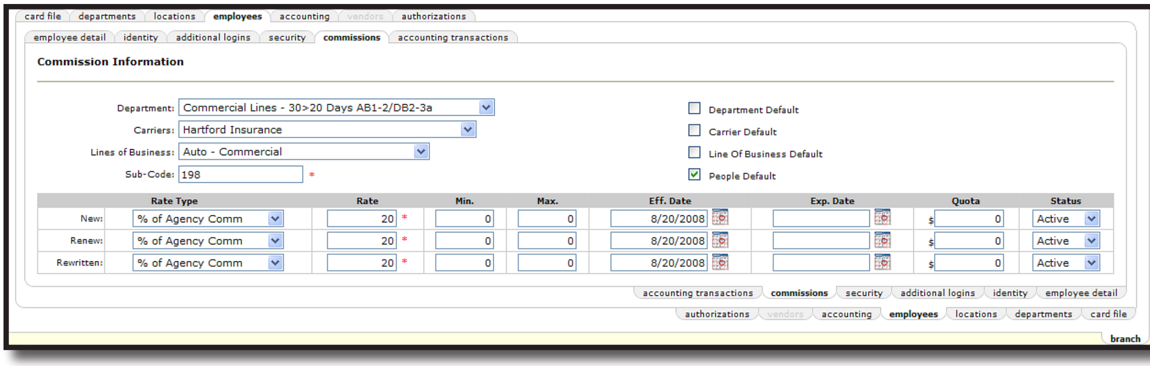
6. Click the **Details** icon of the appropriate employee.



7. To access the commission screen, click the **commissions** tab.



8. To add a Commission default for this employee, click the **[Add New]** link on the navigation toolbar to display the Add New Commission screen.



9. Select a carrier from the **Carriers** drop-down box.

10. Select a line of business from the **Lines of Business** drop-down box.

11. The **Sub-Code** field is required and identifies the employee for the selected carrier.

12. Branch Employee defaults can be set using the check boxes located to the left of each default type and are used as follows:
    - **Department Default**: One for each department within a branch.
    - **Carrier Default**: One for each carrier within a branch.
    - **Line of Business Default**: One for each specific line of business within a branch.
    - **People Default**: One for the employee within a branch.

Note: If a default exists and another default is selected, it overwrites the existing default and becomes the current default within the branch.

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13. Complete the information selecting the **Rate Type**, entering the **Rate**, entering a **Min**(imum) and **Max**(imum) rate, if desired.

14. Entering the effective date in the **Eff. Date** field and expiration date in the **Exp. Date** field will limit the commission defaults to determine commission defaults at transaction level. For example, if the dates entered are expired dates, the commission will not default to the transaction record. If no effective or expiration dates are entered then the commissions will default regardless of the date range.

15. Entering an amount in the **Quota** field is optional.

16. The **Status** drop-down defaults to Active, but can be changed to Inactive if the commission default is no longer needed.

HOW the Proper People Commission Default is Determined when Invoicing

The system will first try to match within the branch, employee, carrier and line of business specifically. 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, the system will search for the carrier default within the branch. Finally, if there is no carrier default, the system will search for the people default for the employee within the branch. If no people default exists for the employee, the system will display the message **No valid default commissions exist** and the user will create the commission entries manually.

Employee Additional Logins

Nexsure's eServices provides users real-time inquiry capabilities within a carrier's web site. This eliminates the need for the agency to log out of Nexsure or open another browser window to access the carrier's site. Users will have access to the very latest information directly from the carrier's web site – the same information the underwriters see. Once the Additional Logins have been added, the user can log into Nexsure, access the policy and click on the carrier name link to access the carrier site (For more information on eServices, see eServices). Keep in mind that the carrier information varies by carrier but sites can include:

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

Note: eServices are only available for in force business. It is not available for opportunities or marketing policies.

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

HOW to Add Employee Additional Logins for eServices

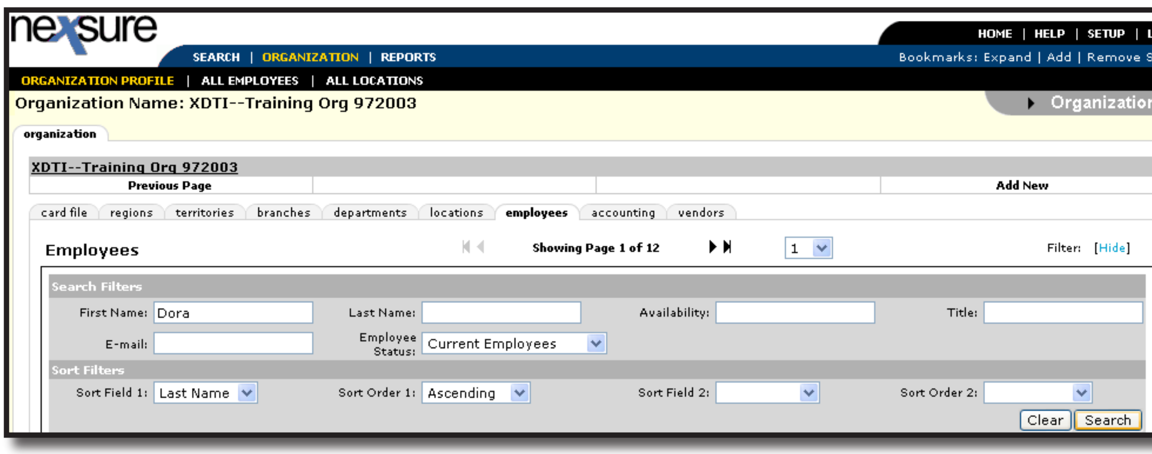
In order for eServices to operate correctly, make sure to enter the NAIC codes at the carrier level. (See Carrier setup)

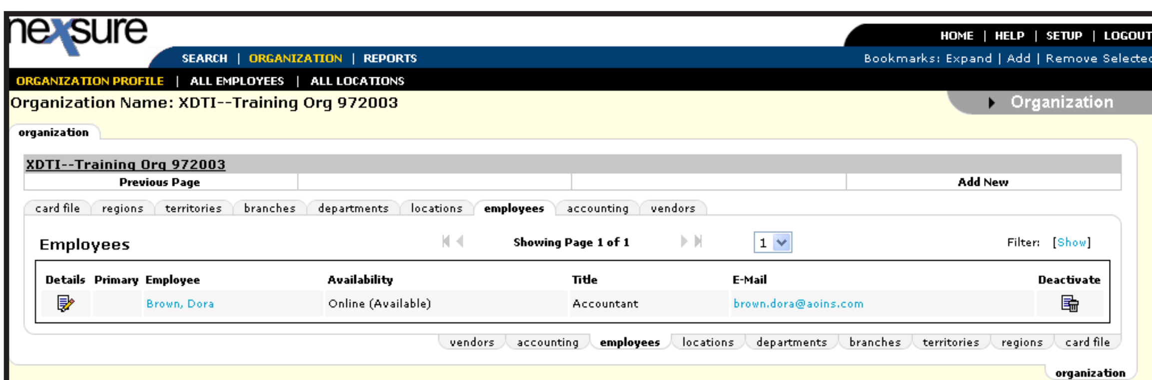
1. On the Primary menu, click the **ORGANIZATION** link to display the **organization** > **card file** tab.

2. Click the **employees** tab to display a summary view of all Employees within the organization.

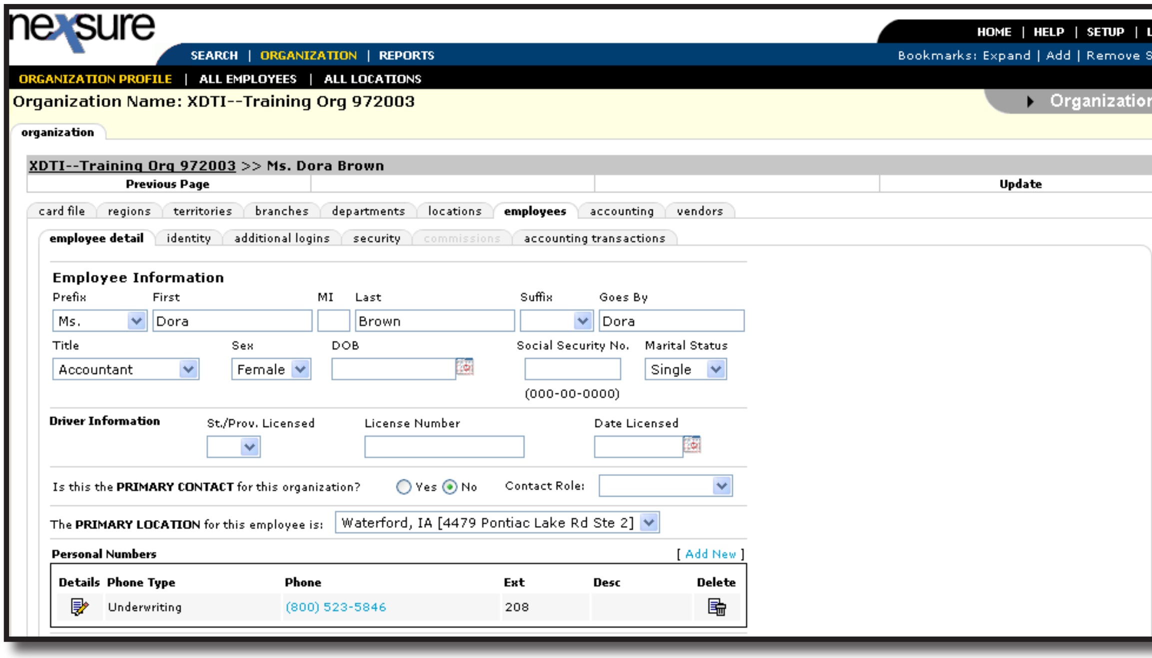
3. Use the **[Show]** link to search for the specific employee by entering their first or last name and clicking the **Search** button to return results.

Note: All employees should be added at the Organization level no matter where security is added or not added. Adding at the Organization level ensures that all maintenance on the records is done at one level.

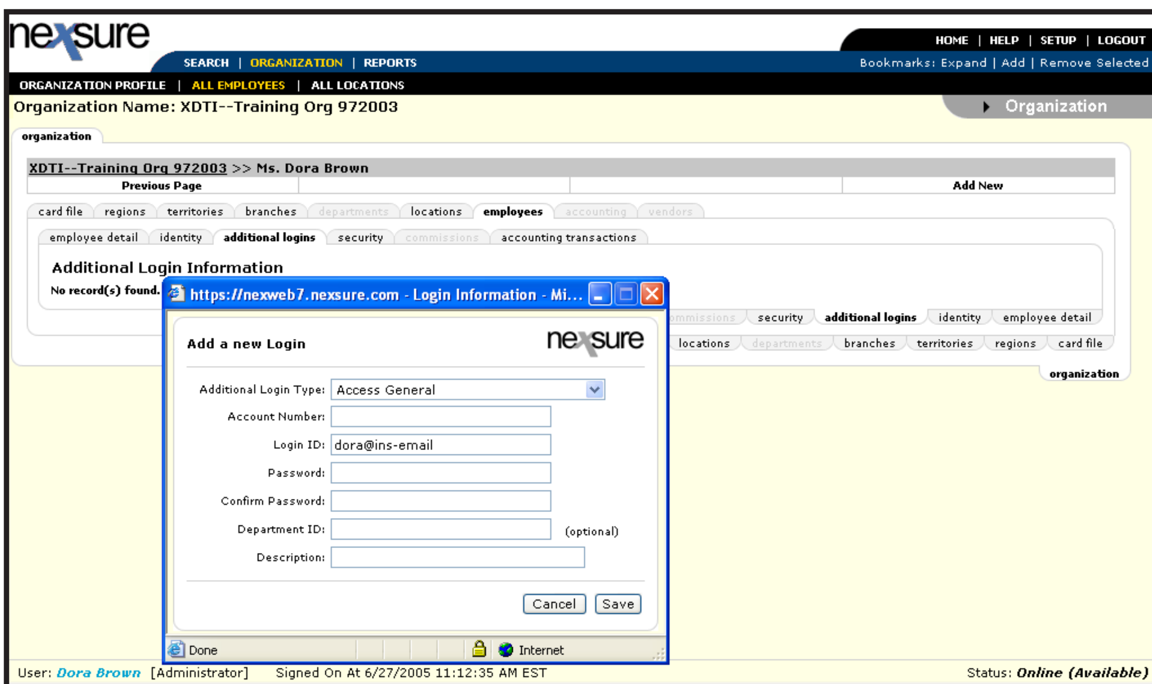




4. Click the **Details** icon beside the employee to display the employees detail screen.



5. Click the **additional logins** tab to display the additional logins summary. Click the **Add New** link on the navigation toolbar to display the Add a new login pop-up window.



Field	Description
Additional Login Type:	Select the carrier to add the login info to.
Account Number:	For user reference only, not required.

Field	Description
Login ID:	The ID used to gain access to the selected carrier's site.
Password:	The password used to gain access to the selected carrier's site.
Confirm Password:	Retype the password to confirm it has been entered correctly.
Department ID:	Only used if the carrier requires additional login information.
Description:	Used for reference by user, not required.

6. To complete the setup, click the **Save** button to store the information or the **Cancel** button to abort.

- To edit the additional login information, click the **Details** icon beside the additional login. Edit the information and click the **Save** button to store the information or the **Cancel** button to abort.

- To remove the additional login information, click the **Remove** icon beside the Additional Login and click the **OK** button to confirm deletion or the **Cancel** button to abort the removal of the login.

Employee Identity

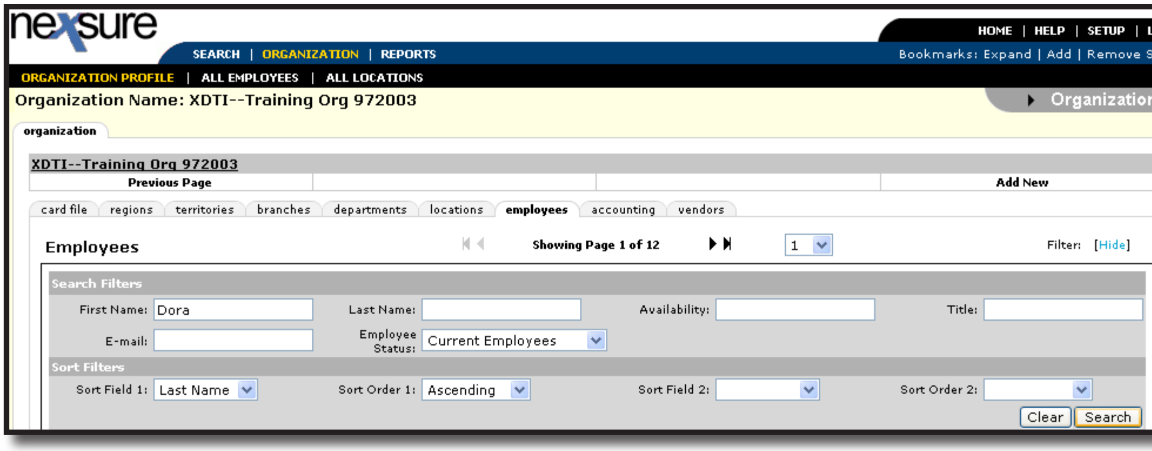
An employee's photo, signature and a salutation may be added to their **identity** in Nexsure. To access the employee **identity** tab after logging in, follow the steps below:

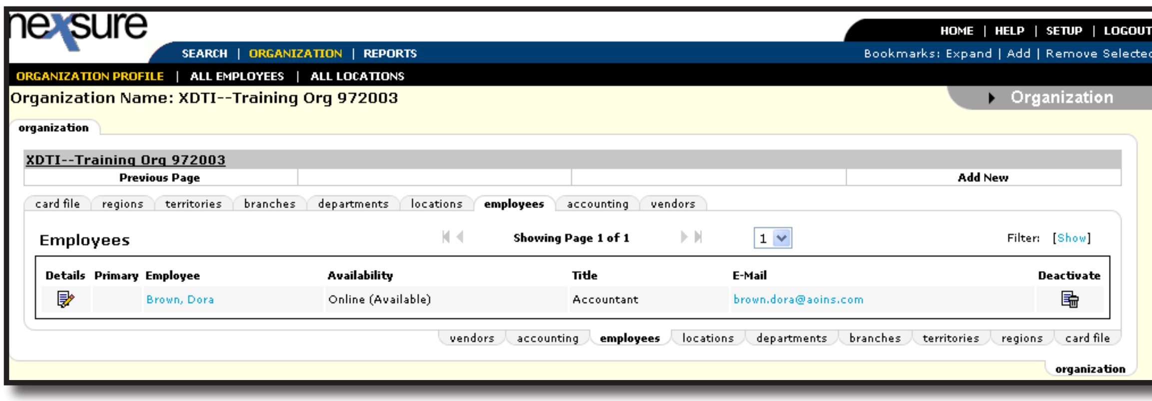
1. On the Primary menu, click the **ORGANIZATION** link to display the **organization** > **card file** tab.

2. Click the **employees** tab to display a summary view of all employees within the organization.

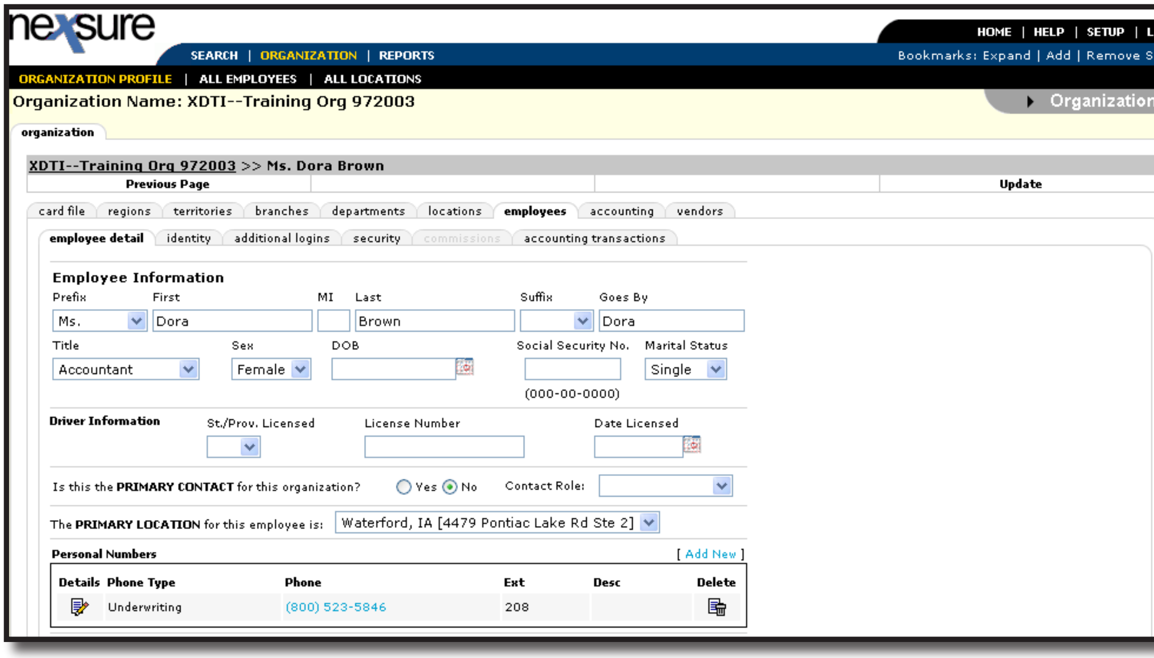
3. Use the **[Show]** link to search for the specific employee by entering their first or last name and clicking the **Search** button to return results.

Note: All employees should be added at the Organization level no matter where security is added or not added. Adding at the Organization level ensures that all maintenance on the records is done at one level.

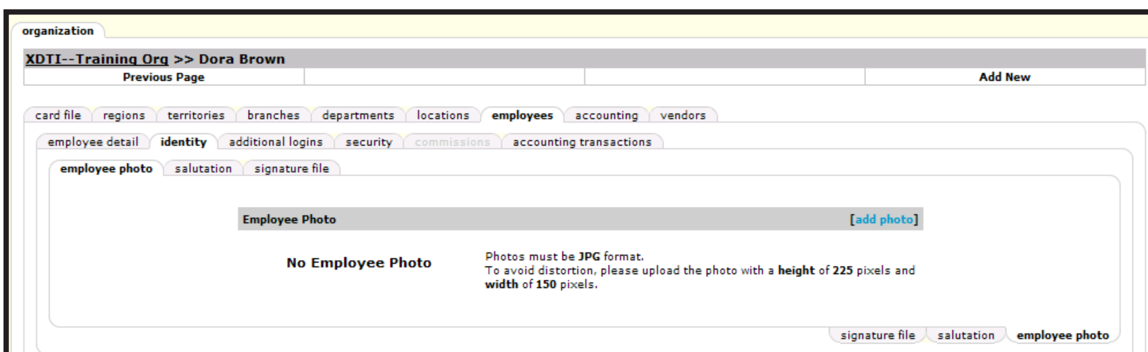




4. Click the **Details** icon beside the employee to display the employees detail screen.



5. Click the **identity** tab to display tabs used for adding a photo, a salutation and a signature for the employee.

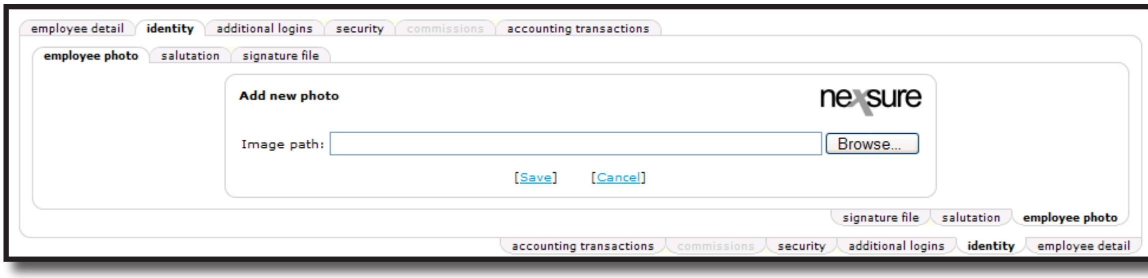


HOW to Add an Employee Photo

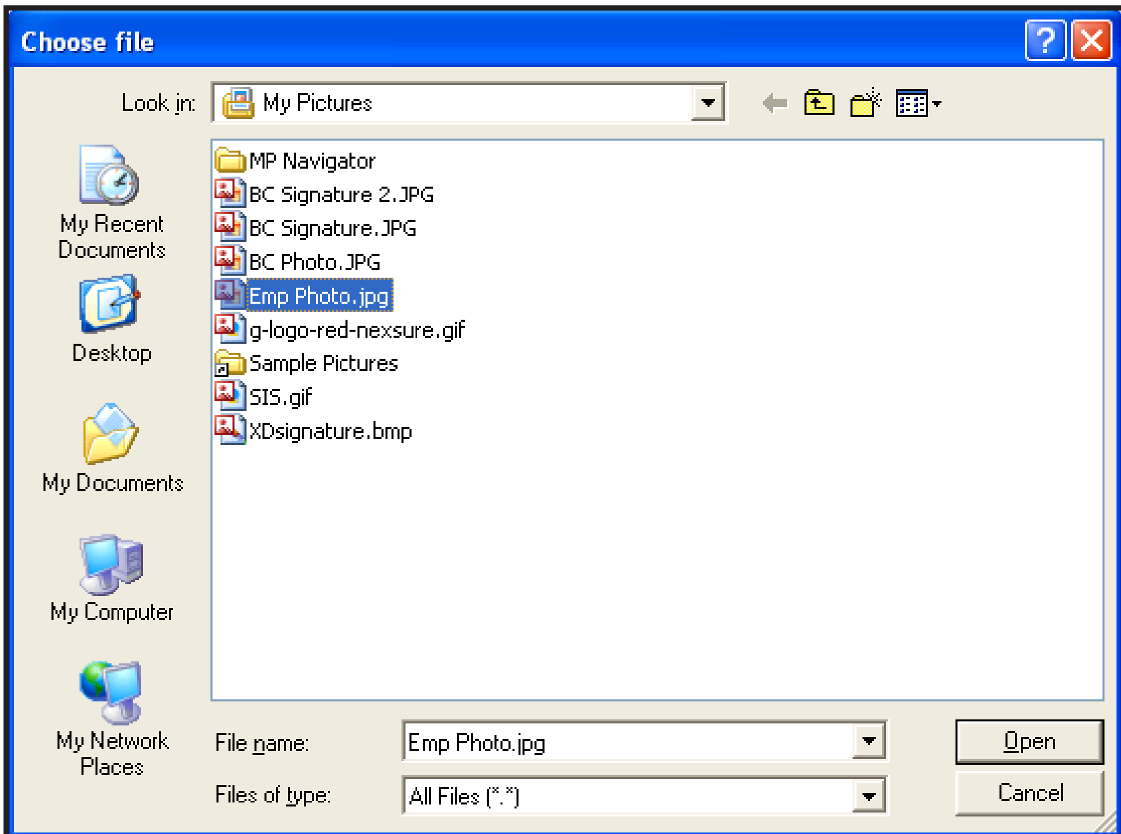
Employee photos are displayed when another staff member clicks on the employee name link. Follow the steps below to add a photo to the employee record.

1. Click the **[add photo]** link on the **Employee Photo** tab of the Identity screen. Photos must be JPG format and to avoid distortion, upload the photo with a height of 225 pixels and width of 150 pixels and the file size cannot be larger than 50KB.

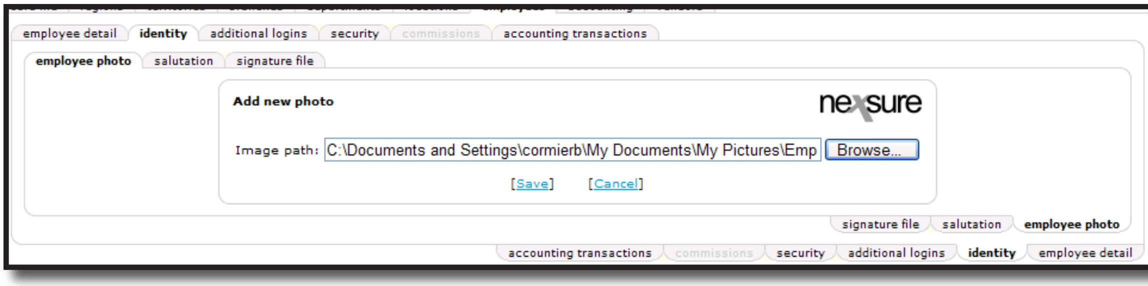
2. The **Add new photo** screen is displayed. Click the **Browse** button to display the Choose file screen.

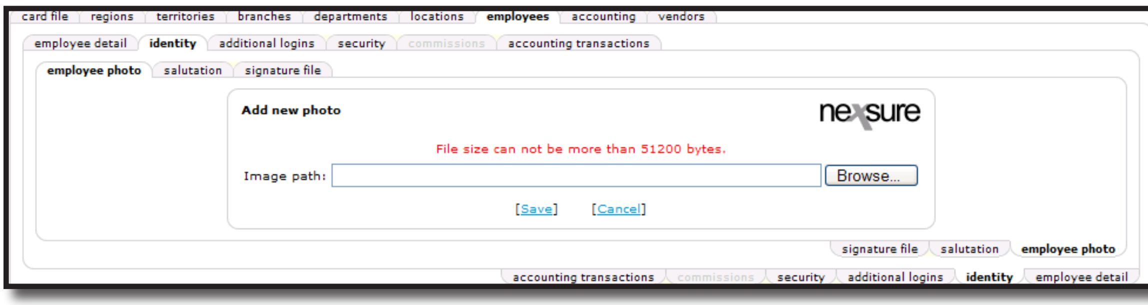


3. Search for the picture on your computer and after selecting the appropriate file, click the **Open** button to return to the **Add new photo** screen.



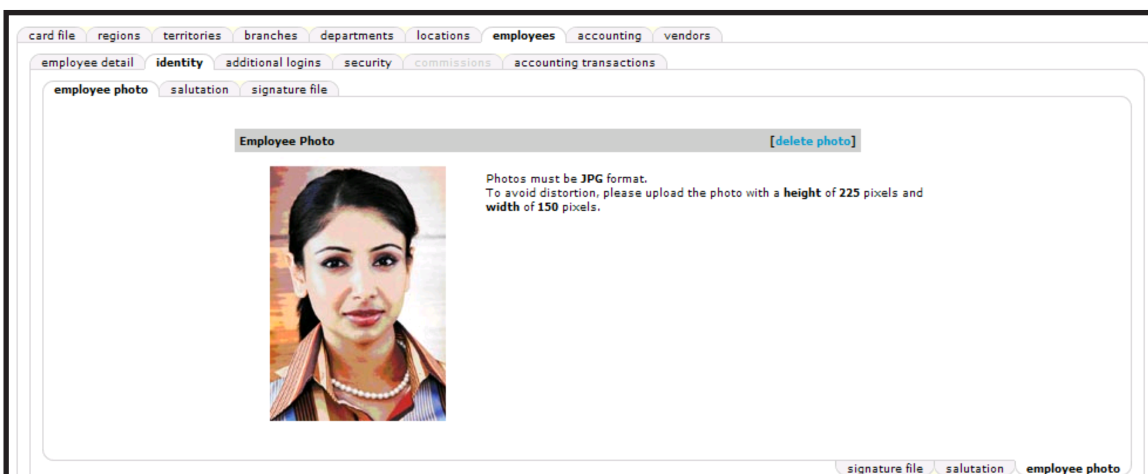
4. The path to the photo is added to the **Image path** field. Click **[Save]** to add the photo to the employee's identity. Click **[Cancel]** to abort the process. If the photo is too large a message displays to let you know to resize the photo.





5. When **[Save]** is clicked, the photo is added to the employee identity.

6. To remove the photo, click the **[delete photo]** link. When an employee photo is deleted, the Employee Photo tab displays "No Employee Photo" with the **[add photo]** link active.

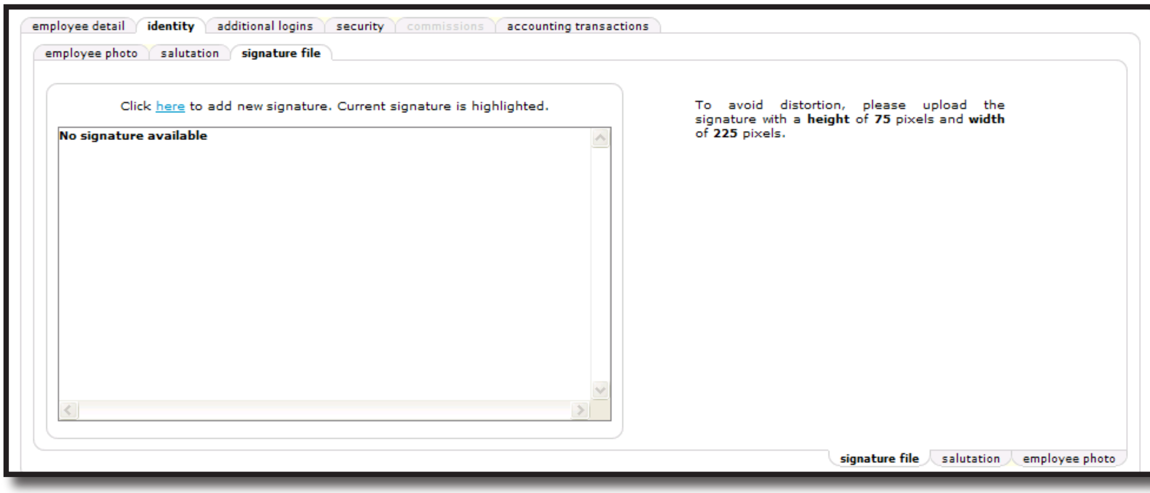


HOW to Add an Employee Signature

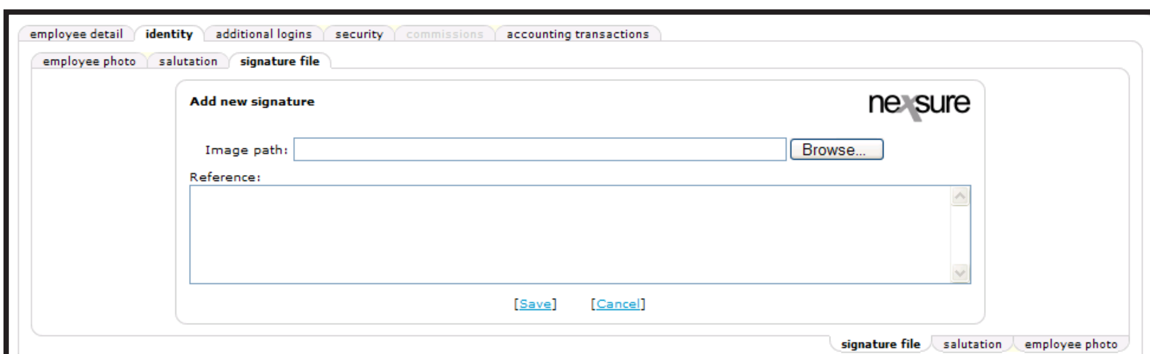
The employee's electronic signature may be used on applications, policy change requests, loss notices, certificates and binders issued at the policy level. Electronic signatures may also be used in Documents created with or without a Template. The signature can be set up within a Document Template to automatically merge into the document. The easiest way to create a signature is to scan the signature and crop out the unnecessary white space surrounding it. Save the signature to your local desktop with a **.jpg** extension. To add the signature, access the employee identity information screen by following the directions in the Employee Identity section of this chapter. After accessing the employee **identity** tab:

1. Click the **Signature File** tab. Click the **Click here** link to add a new signature. The **Add New Signature** screen is displayed.

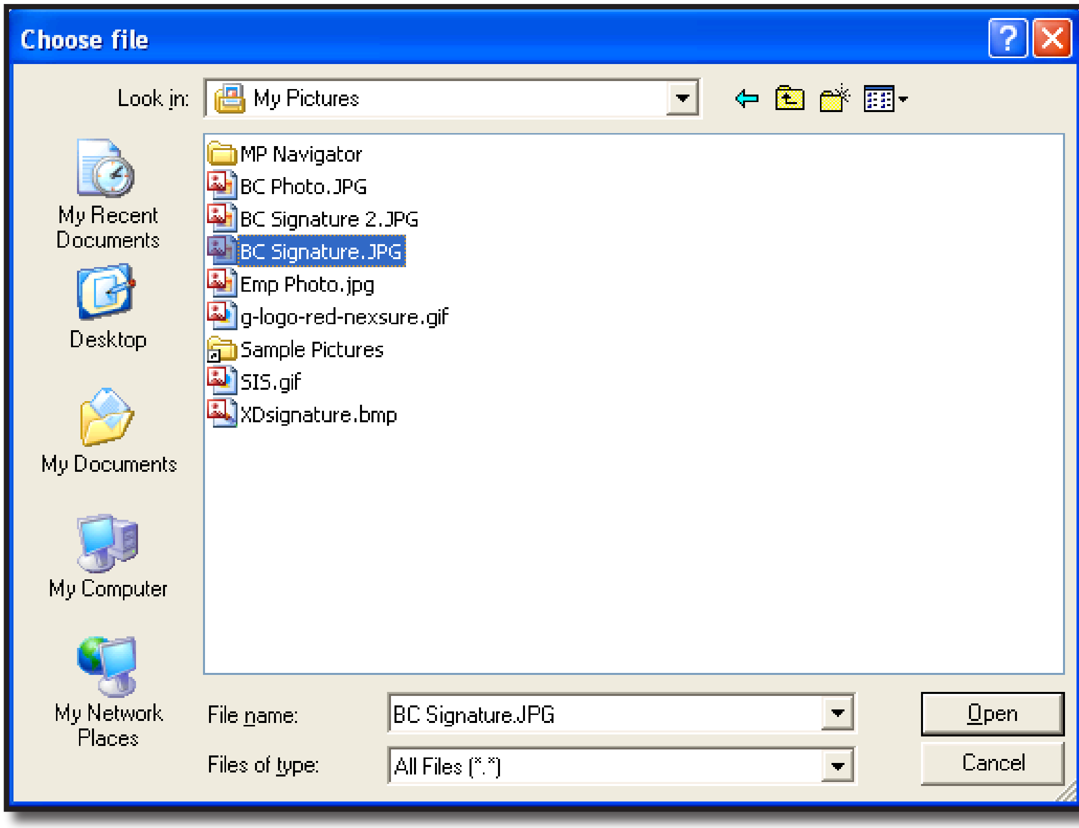
Note: The signatures must be JPG format and sized within a height of 75 pixels and a width of 300 pixels. For more information on setting up a digital signature see *Tips & Facts Vol. 3, Issue 3* in Nexsure Help.



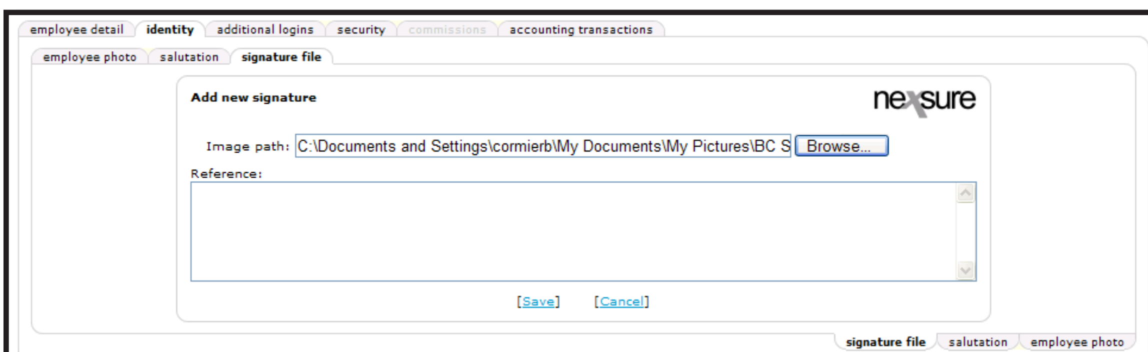
2. Click the **Browse** button to display the files on your local computer.



3. Locate the stored signature, highlight it and click the **Open** button.

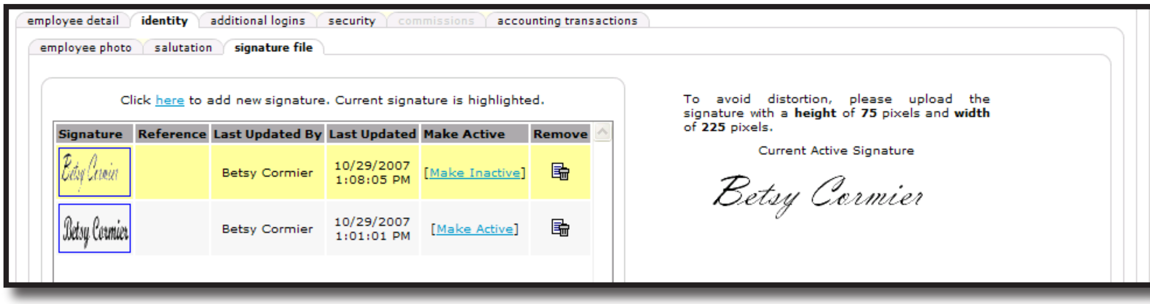


4. The path to the file will be displayed in the **Image path** field. In the **Reference** box, enter any necessary reference information for the signature. Click **[Save]** to add the signature to Nexsure. Click **[Cancel]** to abort adding the signature.



5. Multiple signatures may be added to an employee's identity. Only one signature may be active and available to select for use on forms or in documents. To inactivate a signature once it has been added, use the **[Make Inactive]** link. Once the signature is inactive, it will no longer be displayed in signature selection lists throughout Nexsure. If a signature is made inactive, any previous documents in which the signature was used will not be changed. A signature can be reactivated as long as no other signatures for that staff member are active.

Note: If an employee is made inactive in Nexsure, their signature will no longer be displayed for selection.



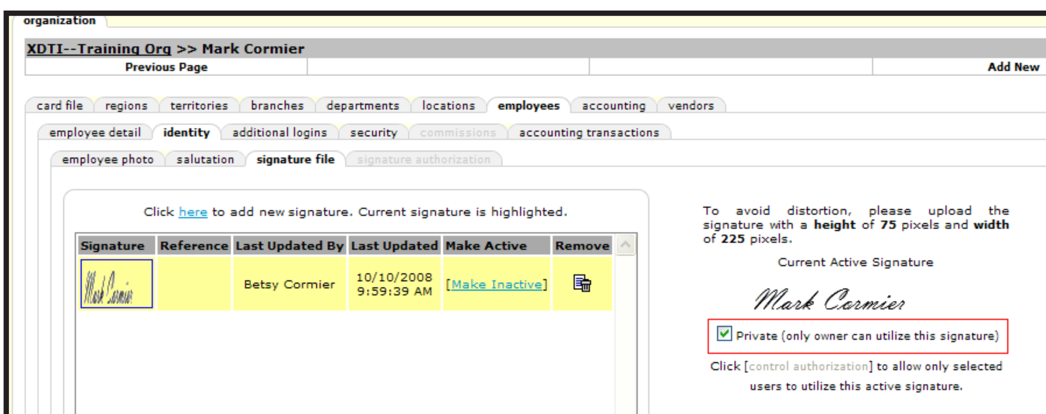
HOW to Secure an Employee Signature

An employee's electronic signature may be used on applications, policy change requests, loss notices, certificates and binders issued at policy level. Electronic signatures may also be used in Documents created with or without a Template. By default all users in the Organization will have access to an employee's signature. Security is available to limit access to the electronic signature to the owner of the signature or to specific authorized users of the signature.

Secure Access to Employee Signature to the Employee

After accessing the employee **identity** tab, click the **signature file** tab. The employee's signature is displayed. For information about adding an employee's signature, see "HOW to Add an Employee Signature" earlier in this chapter.

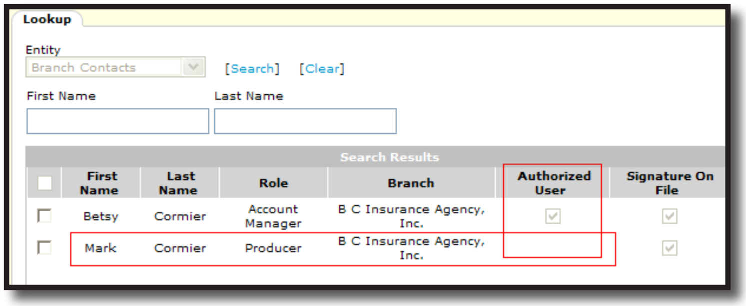
Place a check in the check box next to **Private (only owner can utilize this signature)**. Selecting this check box limits access to the signature to the employee, the owner of the signature. Marking the signature **Private** inactivates the **[control authorizations]** link.



Note: All employees have access to their own signatures, regardless of authorizations.

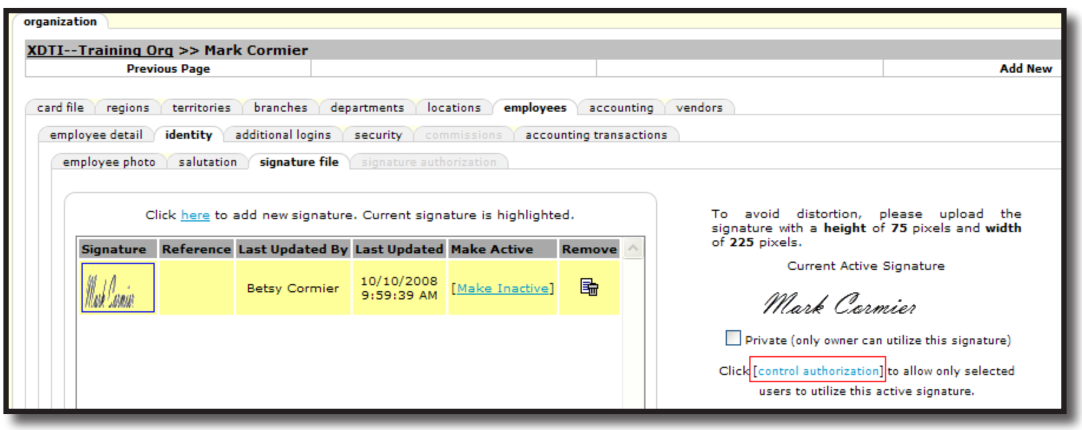
The signature will only be available to the employee. Any user other than the owner of the signature will know that the signature exists but will not be able to use the signature.

From the Producer section of the ACORD 125, a search for Producer Signature displays signatures available for employees assigned to the policy. If access to the signature is not authorized to the logged on user, the signature will not pre-fill to the application.

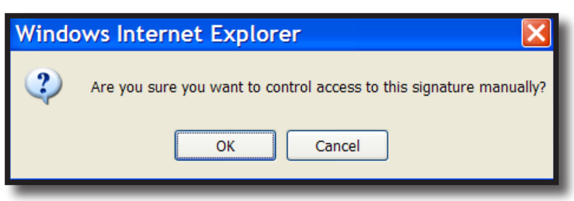


Control Access of Employee Signature to Authorized Users

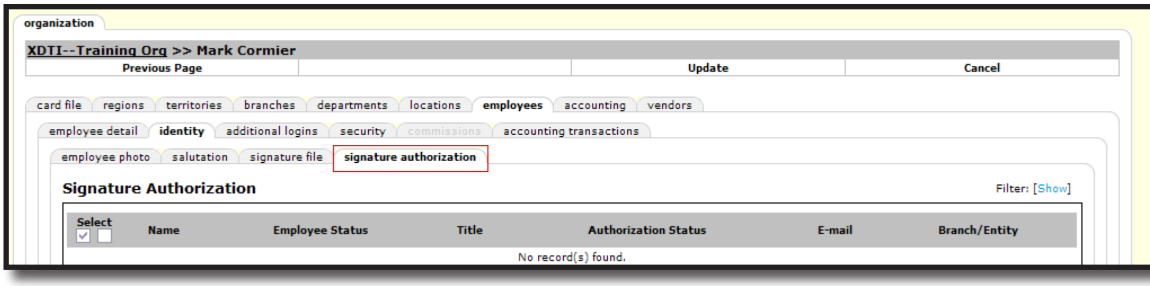
By default all users in an Organization will have access to the employee's signature. From the employee's **signature file** tab, click the **[control authorization]** link to limit access to specified users. If the check box next to **Private (only owner can utilize this signature)** is checked, uncheck the box to activate the **[control authorizations]** link.



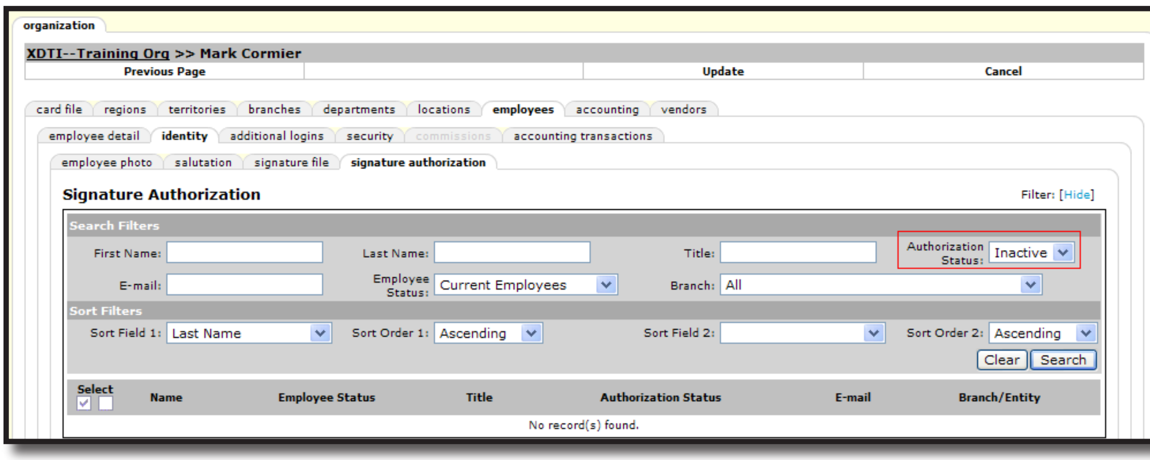
An alert message displays. Click **OK** to continue and control authorizations. **Cancel** will abort the authorization process.



The **signature authorizations** tab is now active and displays the default summary view of **active Signature Authorizations**.

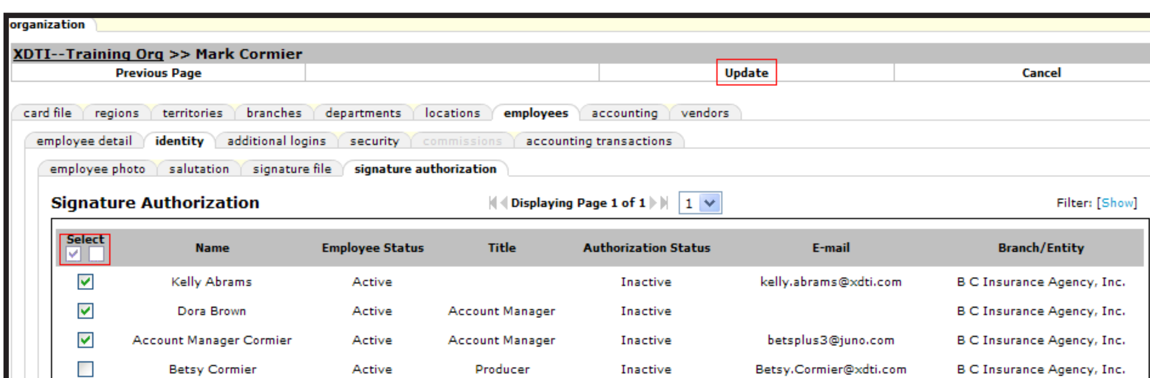


Active authorizations are users who have been authorized to use the employee's signature. Click the [**Show**] link to search for users with an **Authorization Status** of **Inactive**. **Inactive** users are employees who have not previously been given authorization to use the employee's signature.

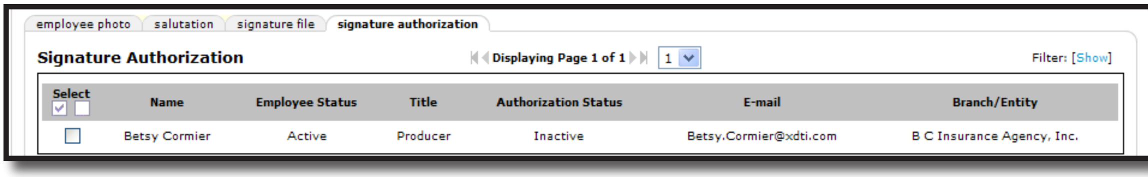


The filter Branch selection is for all Branches. To limit the search to all Inactive users belonging to a Branch, select the branch from the drop-down list. If the user to be authorized is assigned to multiple branches, leave the default at **All**. Fields are available to search by First Name, Last Name, Title and E-Mail address. Click the **Search** button and a list of **Inactive** (unauthorized) users that meet the search filter criteria is displayed.

Click the **Select** check mark to select all listed users or select each box individually. When all selections are made, click **Update** on the **Navigation Toolbar** to save the authorized employees.

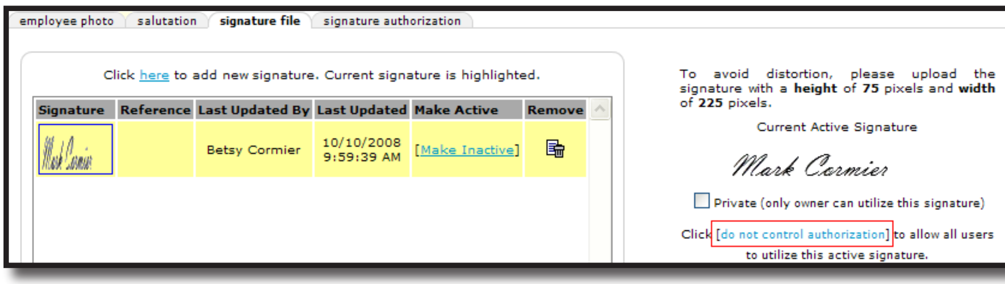


The screen will refresh to display the remaining **Inactive** users.



To return to the default view of **Active** users, click the [**Show**] link. Click **Clear** to clear all search criteria and then select **Authorization Status** of **Active**. Click **Search** to display a list of all users authorized to access the employee's signature.

Return to the **signature** tab. The authorization link has changed to "Click **[do not control authorization]** to allow all users to utilize this active signature".



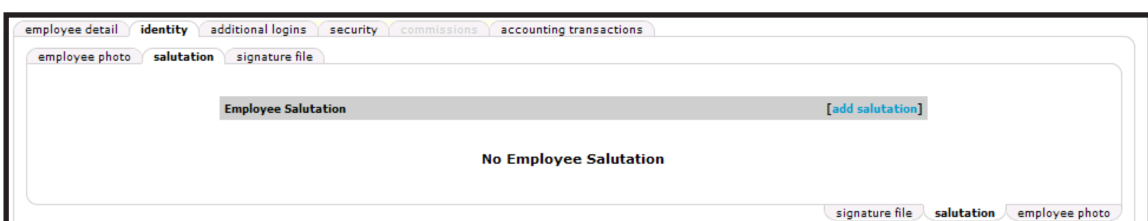
Update the list of authorized users from the **signature authorizations** tab. Use the filter to search for new employees to be given authorization or to remove authorization from individual employees.

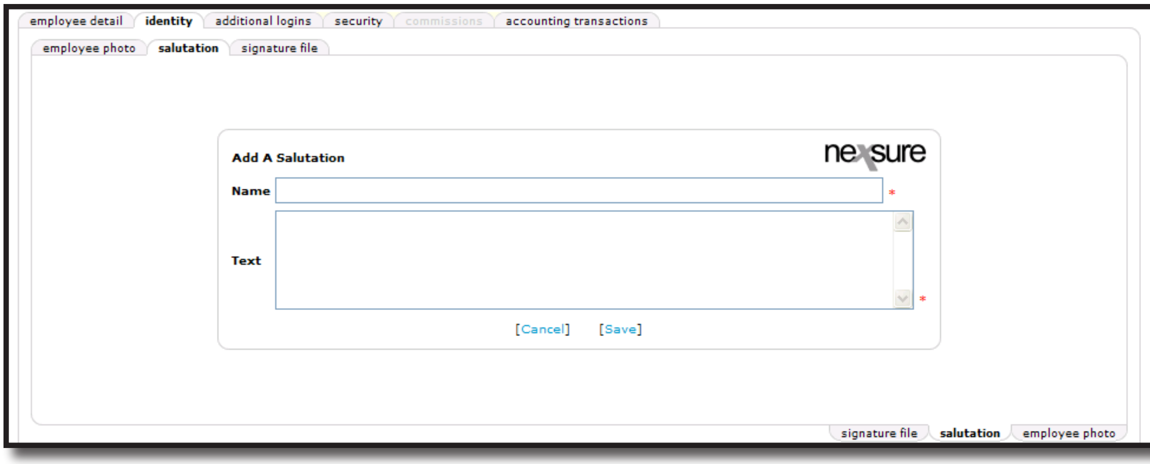
To remove all controls and allow access to the employee's signature to all users, click the [**do not control authorization**] link. The link toggles back to "Click **[control authorization]** to allow only selected users to utilize this active signature" and the **signature authorizations** tab is no longer active.

HOW to Add an Employee Salutation

The employee salutation is used on Nexsure deliveries for e-mails and faxes as a closing. To add the salutation, go to the employee **identity** tab by following the directions in the Employee Identity section of this chapter. After accessing the employee **identity** tab:

1. Click the **Salutation** tab. Click the **[add salutation]** link to display the Add A Salutation screen.





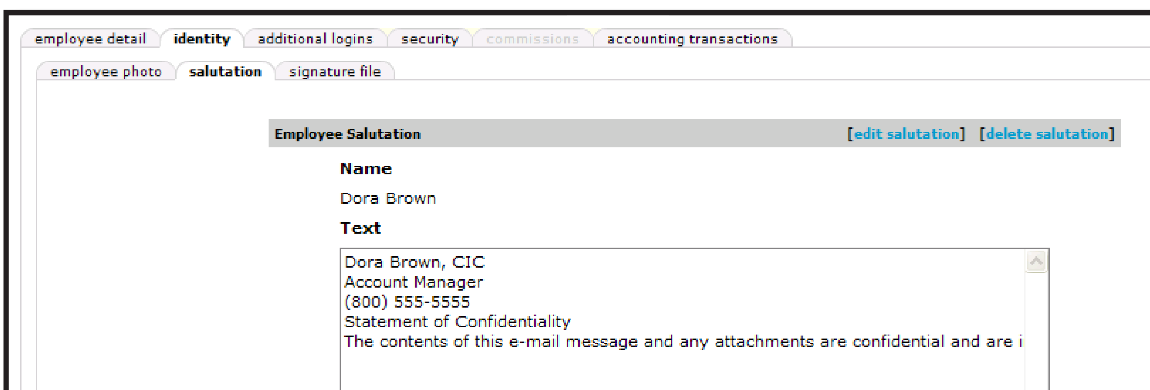
2. Enter the employee name in the **Name** field.

3. In the **Text** field enter the employee name and designations, Branch name, title, phone numbers, confidentiality statement, etc. Anything needed for an e-mail or fax document closing.

4. Click the **Save** link to store the information or **Cancel** to abort.

5. To edit the salutation, click the **[edit salutation]** link. Click **[Cancel]** to abort any changes or **[Save]** to save changes.

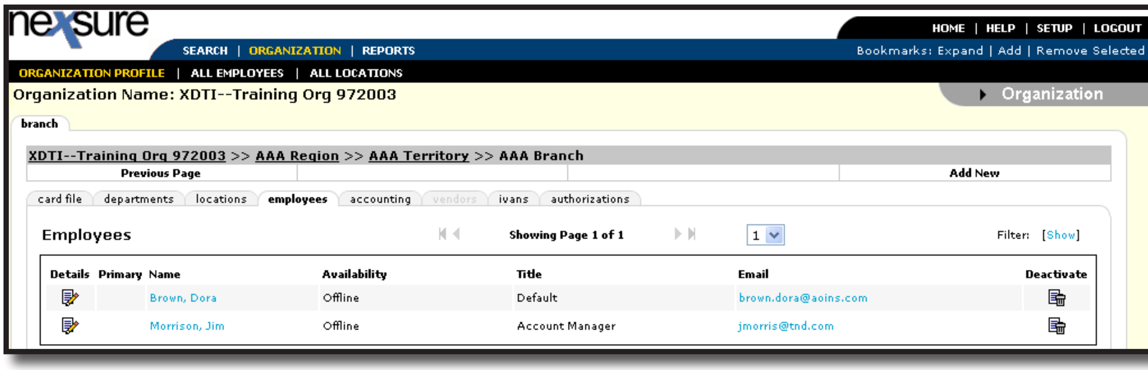
6. To remove the salutation, click the **[delete salutation]** link. A confirmation pop-up window is displayed. Click **[OK]** to continue and remove the salutation. The screen refreshes and the salutation is removed. Click **[Cancel]** to keep the salutation.



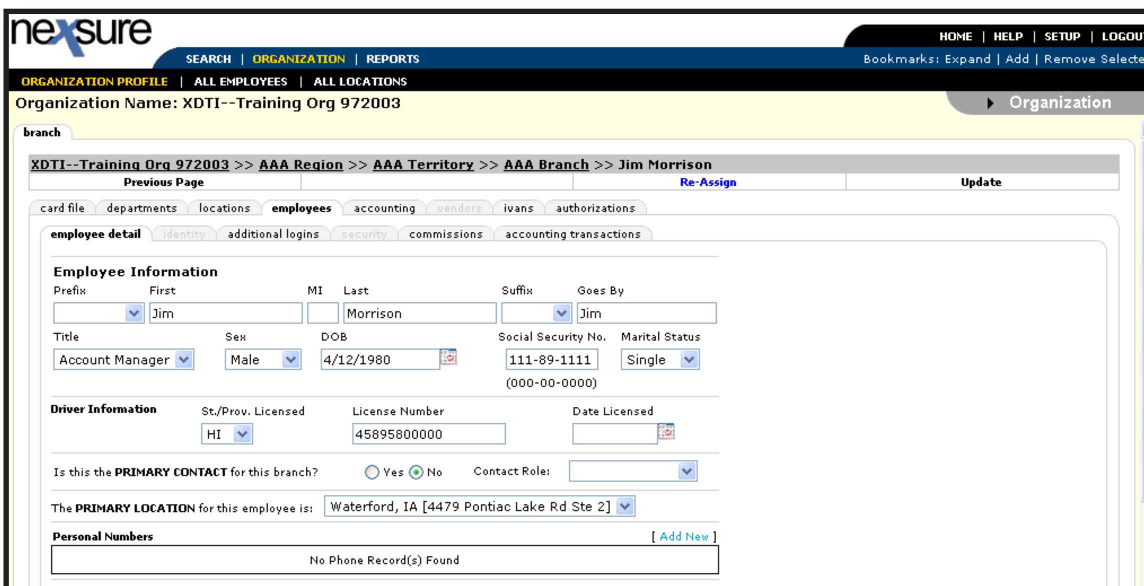
Reassigning Clients to Another Employee

When employees are no longer employed with an organization, it is possible to reassign their clients to another employee that belongs to the same Branch. Using the reassign option will change the client and policy assignments as well as any open actions. History policies and their associated actions will not be reassigned from their original assignment. After reassigning the employee, access the **employees** tab, remove the security template assigned and then mark the employee as terminated by accessing the employee summary screen and clicking the **Deactivate** icon. Follow the instructions below to reassign clients:

Click the **ORGANIZATION** link on the **Primary** menu, the **branches** tab and the **Details** icon for the branch the employee is assigned to. Click the **employees** tab to display all employees associated with the branch. Use the navigation buttons or the **[Show]** link to search for the employee if necessary. Once the employee is located, click the **Details** icon next to the employee to display the employee detail file.



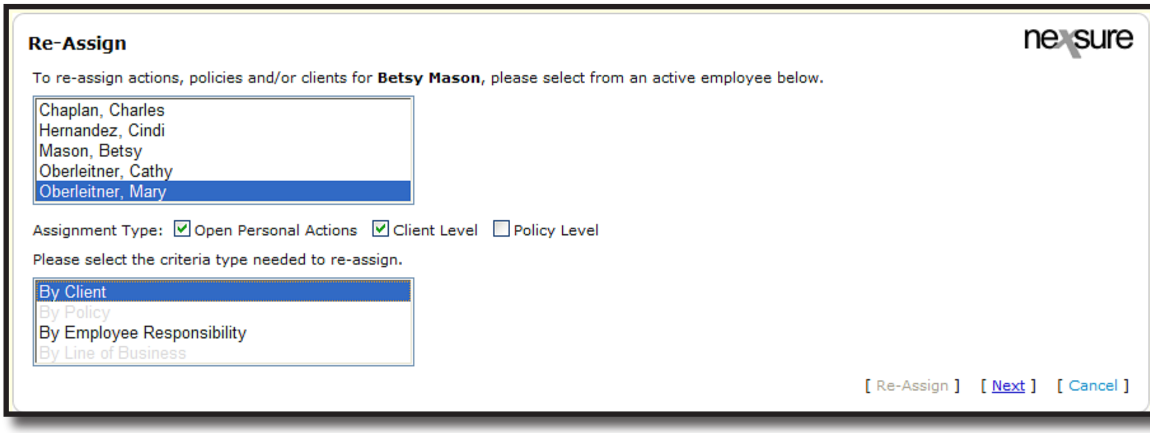
On the terminated **Employees** detail screen, click the **Re-Assign** link on the **Navigation Toolbar** to display the **Re-Assign** dialog box.



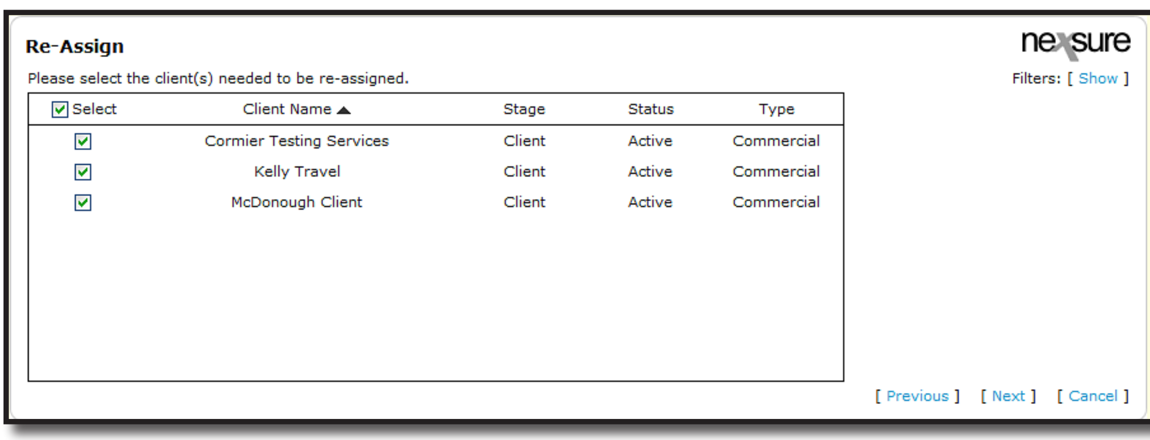
Re-Assign Clients

On the **Re-Assign** window select the employee to whom items are to be assigned to. Any active employees added in the selected branch level are available for selection.

To re-assign open personal actions only, select the **Open Personal Actions** check-box and click the **[Next]** link. However, if open personal actions and clients are both to be re-assigned, select the **Client Level** check box and open personal actions. Select **By Client** to choose which clients are to be reassigned and click the **[Next]** link. Keep in mind that in this process the responsibility on these records will remain in-tact in client re-assignment.



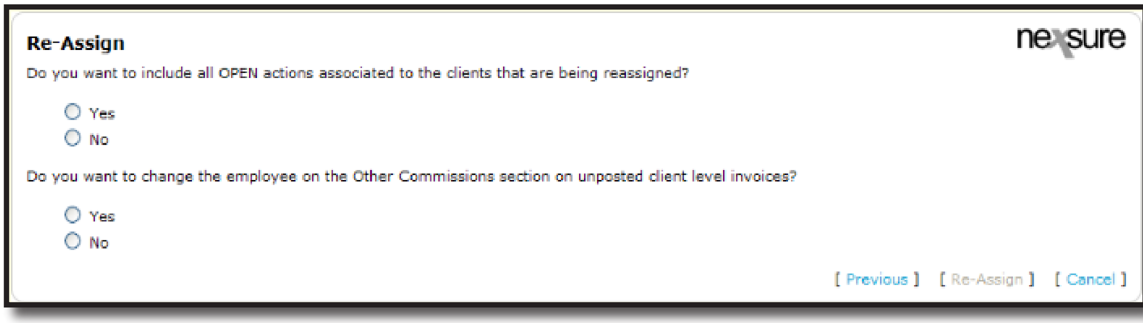
The **Client Selection** Screen is displayed. To select all clients, select the **Select** check box located in the header. To select individually, select the client's name. Click the **Client Name** header to sort the list in reverse order.



Due to system performance all the clients assigned to an employee up to 2,000 records in a single screen will be returned. Should more than 2,000 records exist a warning message is displayed. Modification of results may be achieved by clicking the **[Show]** link and entering specific search criteria.

After completing selections, click the **[Next]** link to continue.

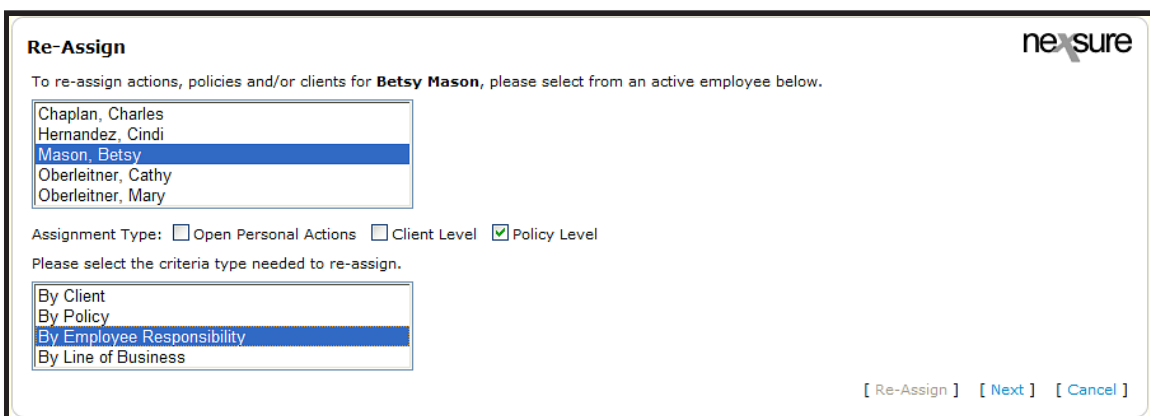
To include open actions in the re-assignment, select the **Yes** option on this screen to the question "Do you want to include all OPEN actions associated to the selected..." and click the **[Re-Assign]** link. Clicking the **[Cancel]** link will abort the process. To update all unposted invoices to the selected user the records are being re-assigned to, select the Yes option on this screen for the question "Do you want to change the employee on the Other Commissions section on unposted policy level invoices?"



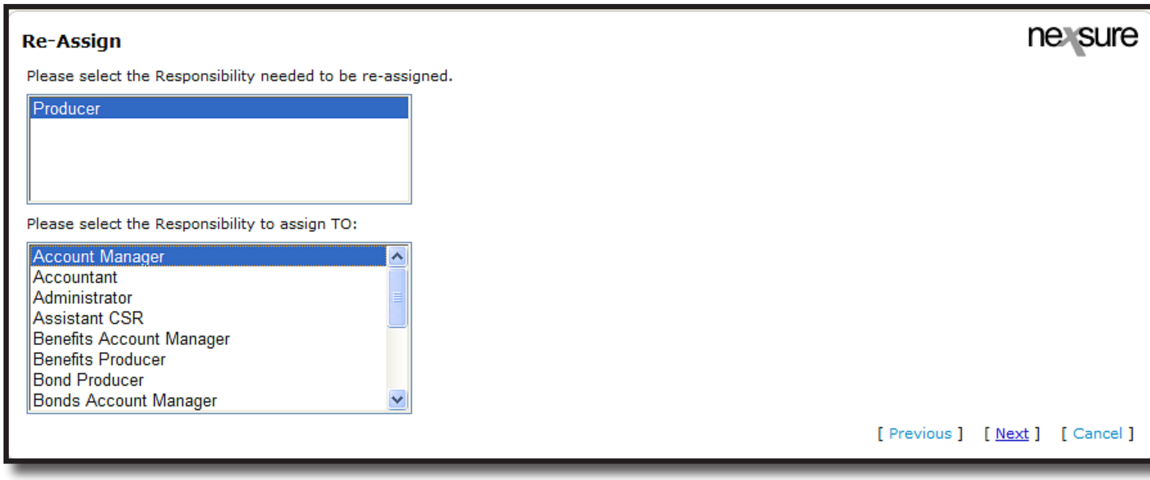
The confirmation for the re-assignment is displayed providing an option to continue with more **Re-Assignments** or **Close**.

Re-Assign By Employee Responsibility

Use this feature to globally modify an existing employee's responsibility or to reassign all occurrences of the responsibility to another user and responsibility. Select the **Assignment Type** and **By Employee Responsibility** for the criteria type and click the **[Next]** link.

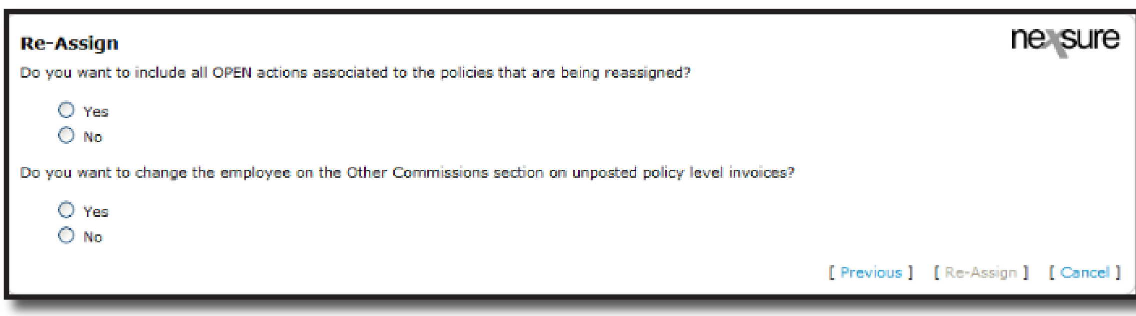


On this screen select to highlight the **Responsibility to be re-assigned** in the top box. In the bottom box, select the **Responsibility to assigned TO** and click the **[Next]** link.



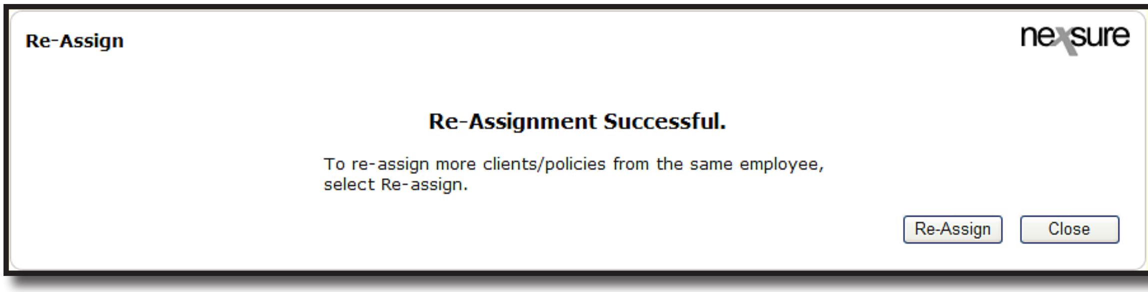
After completing selections, click the **[Next]** link to continue.

To include open actions in the re-assignment, select the **Yes** option on this screen to the question "Do you want to include all OPEN actions associated to the selected..." and click the **[Re-Assign]** link. Clicking the **[Cancel]** link will abort the process. To update all unposted invoices to the selected user the records are being re-assigned to, select the Yes option on this screen for the question "Do you want to change the employee on the Other Commissions section on unposted policy level invoices?"



Note: When re-assigning actions all open actions assigned to any user on the selected records will be re-assigned to the user selected to re-assign the records to. If this is not the desired outcome search and locate open actions for the current assignment on the Home > Actions screen. Make sure to clear the date filters prior to searching. Open each action and reassign to the new assignment.

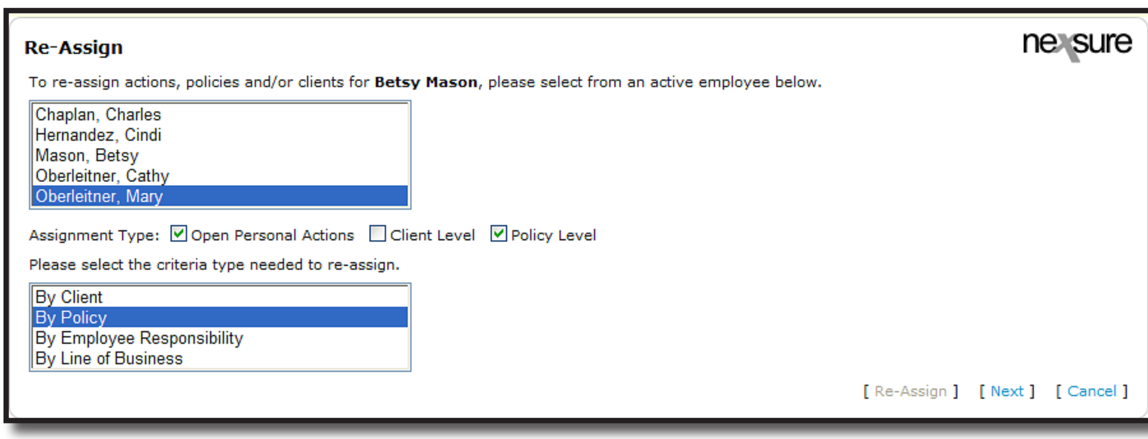
The confirmation for the re-assignment is displayed providing an option to continue with more **Re-assignments** or **Close**.



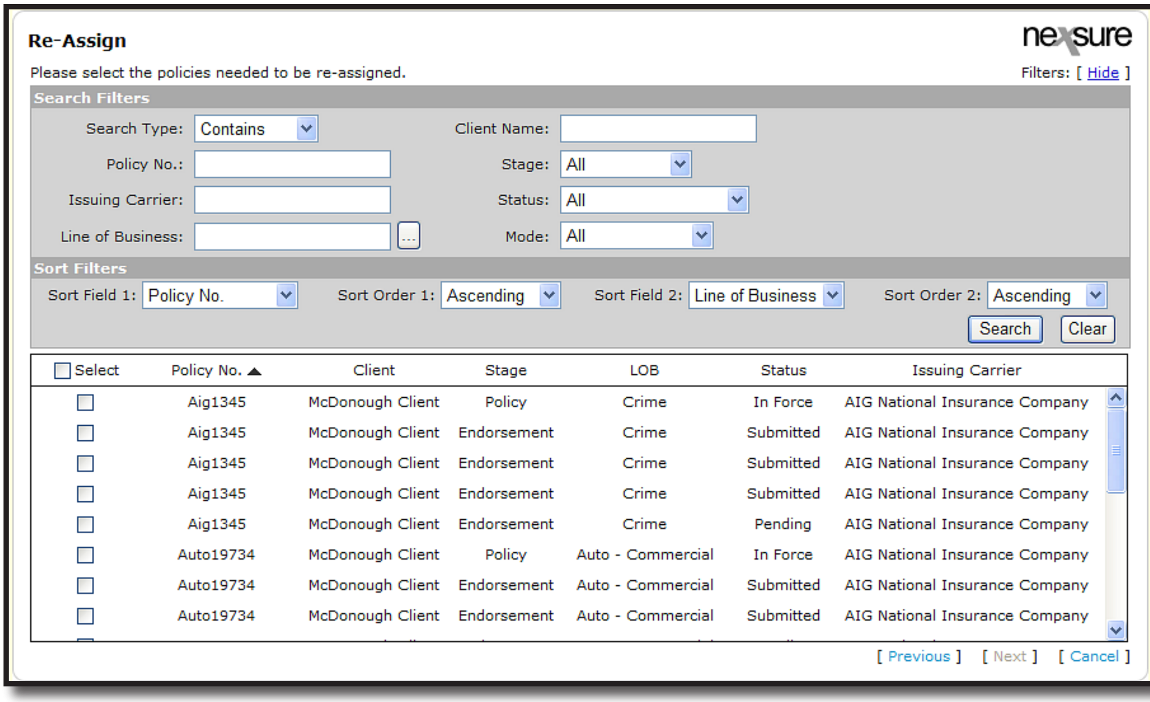
Re-Assign By Policy

Not only can **By Client** and **By Employee Responsibility** be changed at policy level but by policy and line of business re-assignment. To re-assign by policy, select Policy Level check box, select the name to re-assign the policies to, select **By Policy** and click the **[Next]** link.

> **Note**: **By Client** and **By Employee Responsibility** are reassigned the same as **Client Level** in the above instructions, but make sure to select **Policy Level** instead of **Client Level**.



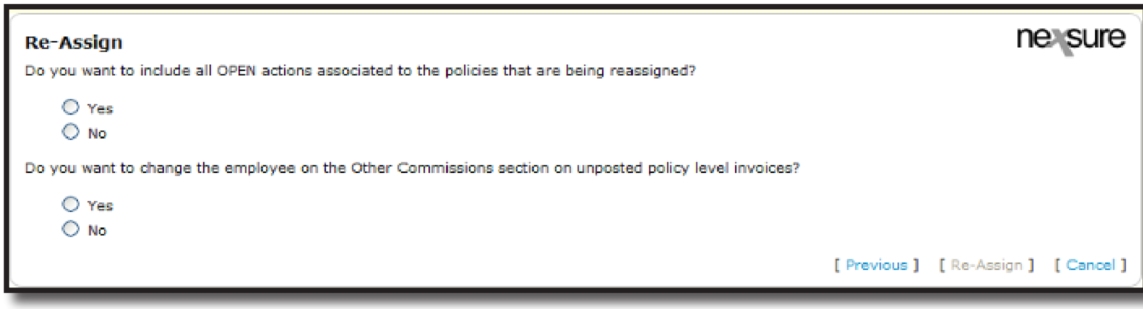
Use the search filters to locate specific information, select all by clicking the **Select** check box in the header or select policies only as needed.



Due to system performance all the policies assigned to an employee up to 2,000 records in a single screen will be returned. Should more than 2,000 records exist a warning message is displayed. Modification of results may be achieved by clicking the **[Show]** link and entering specific search criteria.

After selecting the completing selections, click the **[Next]** link to continue.

To include open actions in the re-assignment, select the **Yes** option on this screen to the question "Do you want to include all OPEN actions associated to the selected..." and click the **[Re-Assign]** link. Clicking the **[Cancel]** link will abort the process. To update all unposted invoices to the selected user the records are being re-assigned to, select the **Yes** option on this screen for the question "Do you want to change the employee on the Other Commissions section on unposted policy level invoices?"

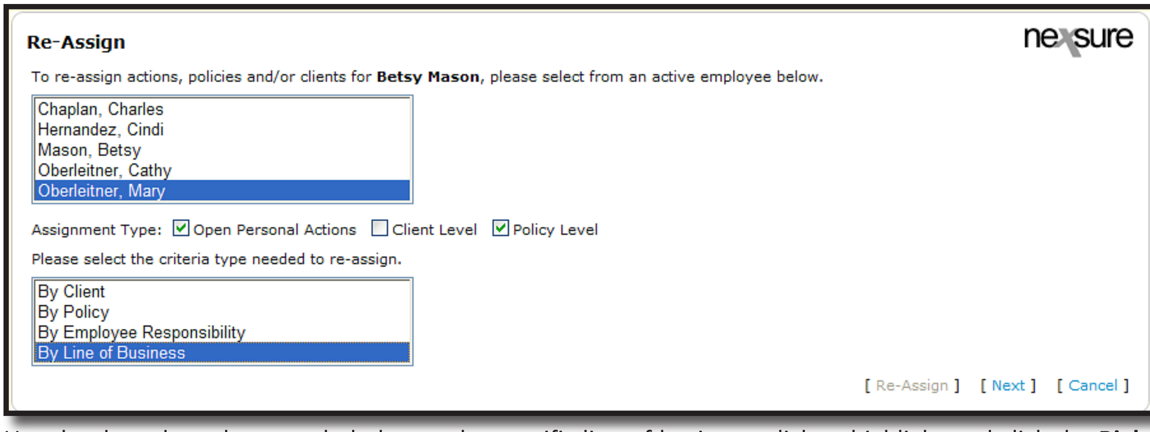


Note: When re-assigning actions all open actions assigned to any user on the selected records will be re-assigned to the user selected to re-assign the records to. If this is not the desired outcome search and locate open actions for the current assignment on the Home-Actions screen. Make sure to clear the date filters prior to searching. Open each action and reassign to the new assignment.

The confirmation for the re-assignment is displayed providing an option to continue with more **Re-assignments** or **Close**.

Re-assign by Line of Business

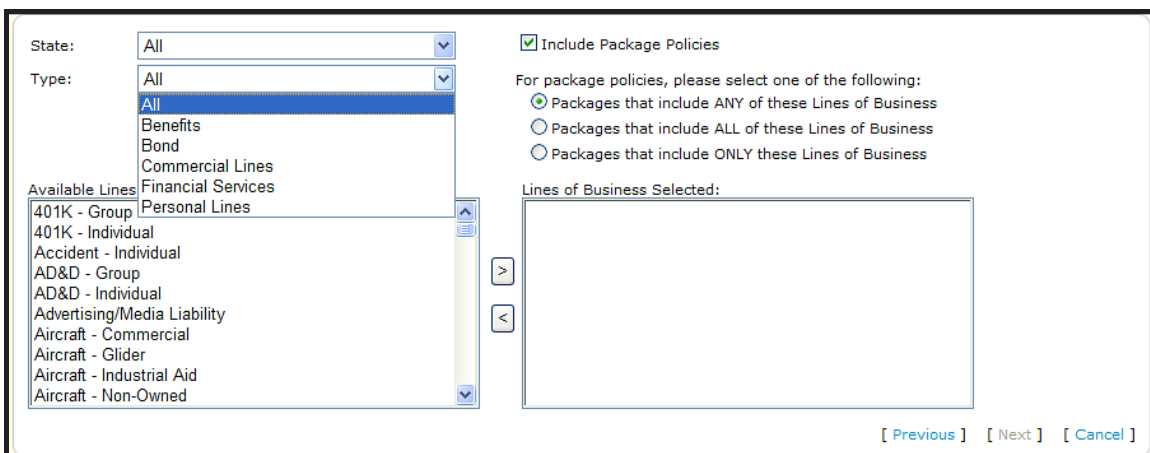
To re-assign by line of business, select the **Policy Level** check box, select the name to re-assign the policies to, select **By Line of Business** and click the **[Next]** link.



Use the drop-down boxes to help locate the specific line of business, click to highlight and click the **Right Arrow** > button. To include package policies, select the **Inculde Package Policies** check box and select one of the following options:

- **Packages that include ANY of these Lines of Business**
- **Packages that include ALL of these Lines of Business**
- **Packages that include ONLY these Lines of Business**

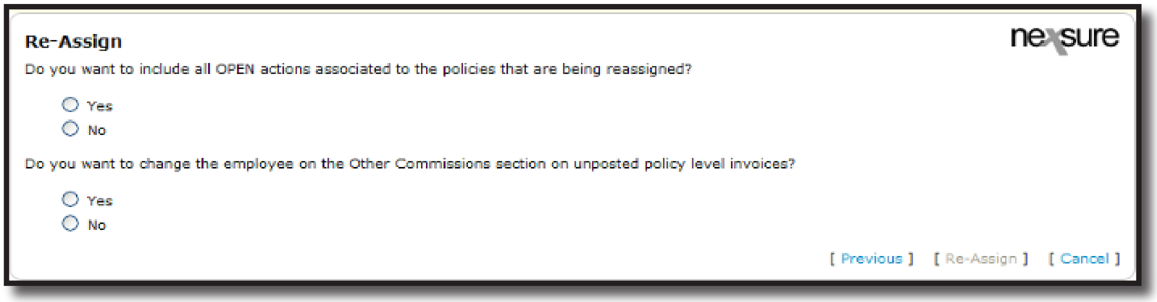
Note: If **Include Package Policies** is not selected, they will not be re-assigned.



Due to system performance all the policies assigned to an employee up to 2,000 records in a single screen will be returned. Should more than 2,000 records exist a warning message is displayed. Modification of results may be achieved by clicking the **[Show]** link and entering specific search criteria.

After selecting the LOB's click the **[Next]** link to continue.

To include open actions in the re-assignment, select the **Yes** option on this screen to the question "Do you want to include all OPEN actions associated to the selected..." and click the **[Re-Assign]** link. Clicking the **[Cancel]** link will abort the process. To update all unposted invoices to the selected user the records are being re-assigned to, select the Yes option on this screen for the question "Do you want to change the employee on the Other Commissions section on unposted policy level invoices?"



Note: When re-assigning actions all open actions assigned to any user on the selected records will be re-assigned to the user selected to re-assign the records to. If this is not the desired outcome search and locate open actions for the current assignment on the Home > Actions screen. Make sure to clear the date filters prior to searching. Open each action and reassign to the new assignment.

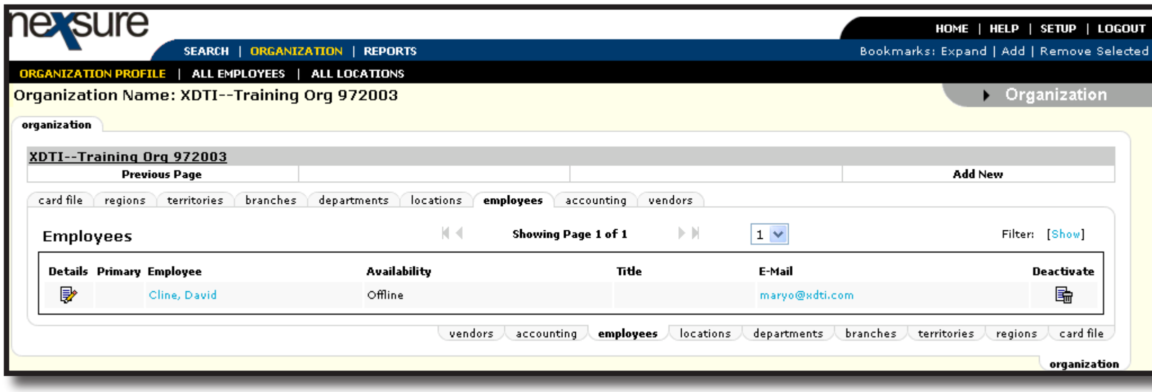
The confirmation for the re-assignment is displayed providing an option to continue with more **Re-assignments** or **Close**.

Changing Employee Logins

When an employee is married or divorced, or a company email provider is changed, it may be necessary to change a login ID. Make sure when changing login IDs to be consistent with the naming conventions used. Maintaining a set methodology ensures the login is unique and not already in use by someone else.

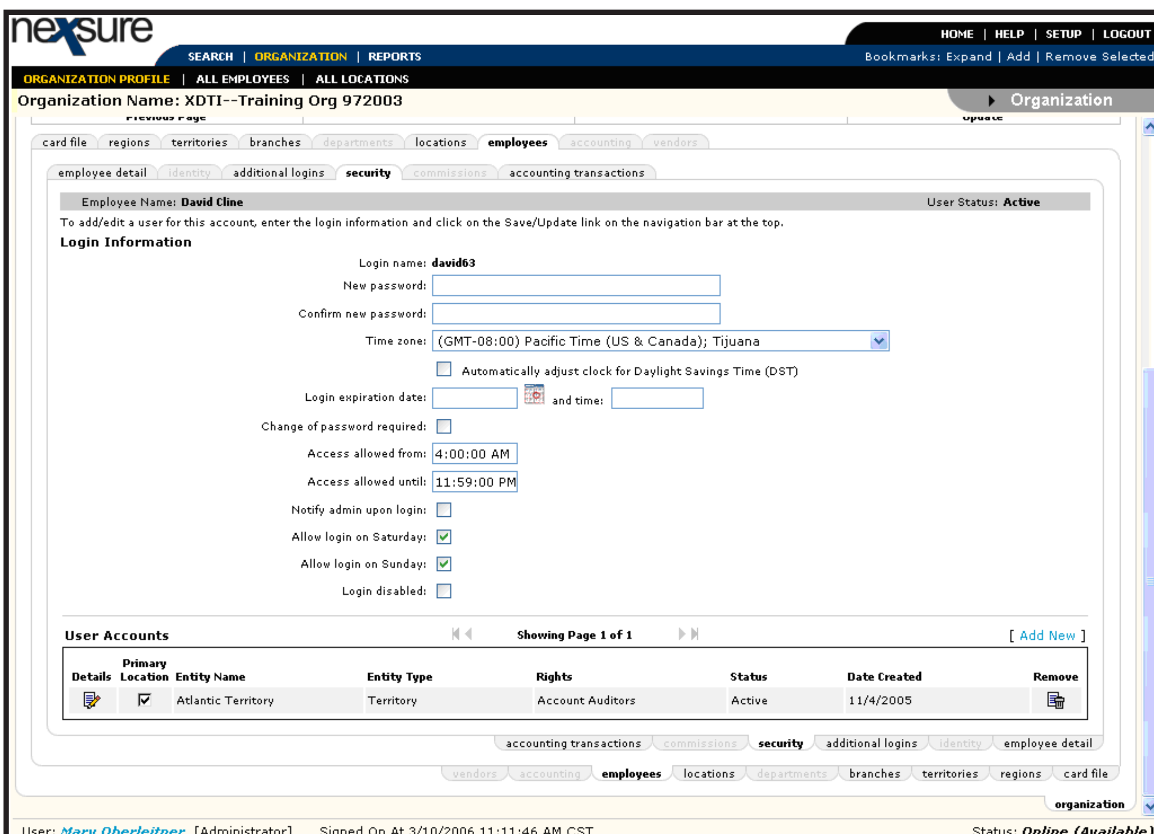
The process to change the employee login is completed by accessing the employee security screen as follows:

1. Click the **ORGANIZATION** link on the **Primary** menu.
2. Click the **employees** tab.
3. Use the navigation buttons or the **[Show]** link to search for the employee if needed.
4. Click the **Details** icon for the desired employee on the employee summary screen to display the employee detail screen.

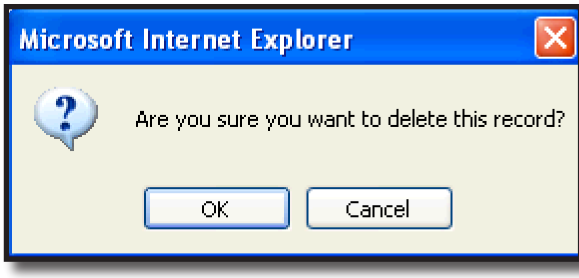


5. Click the **security** tab to bring up the **security** screen. If the employee has been assigned security under the **User Accounts** section of the screen, it must be removed.

6. Click the **Remove** icon.

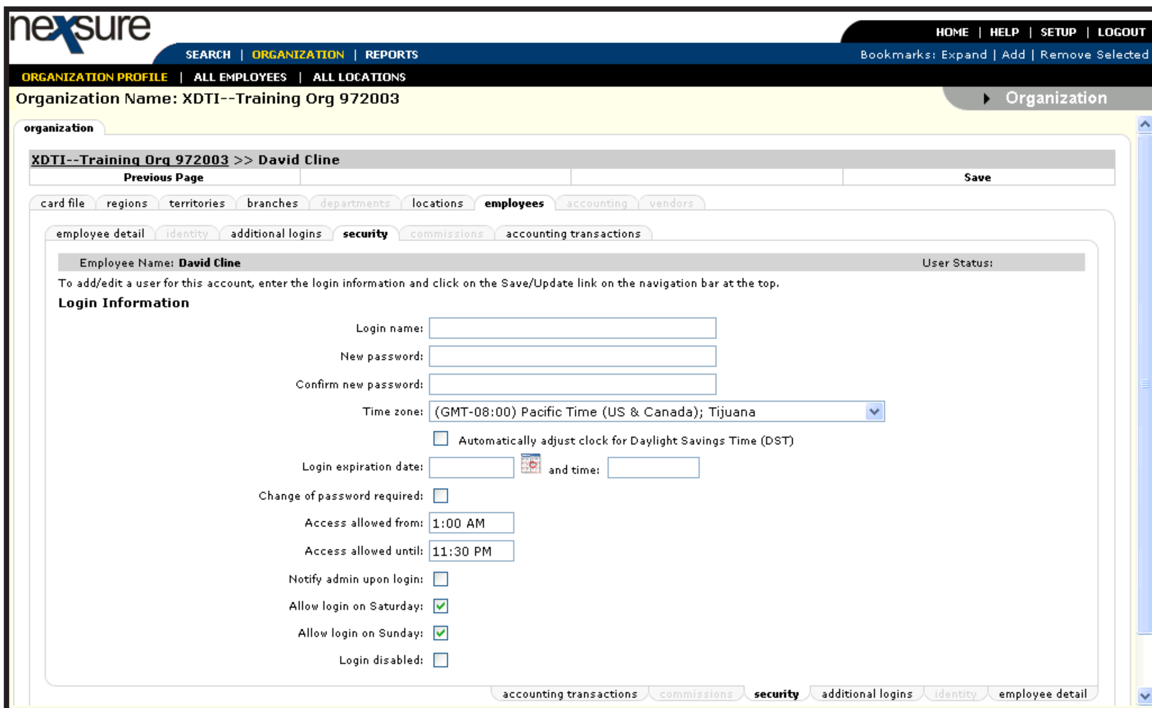


7. Click **OK** to confirm the deletion of the record.

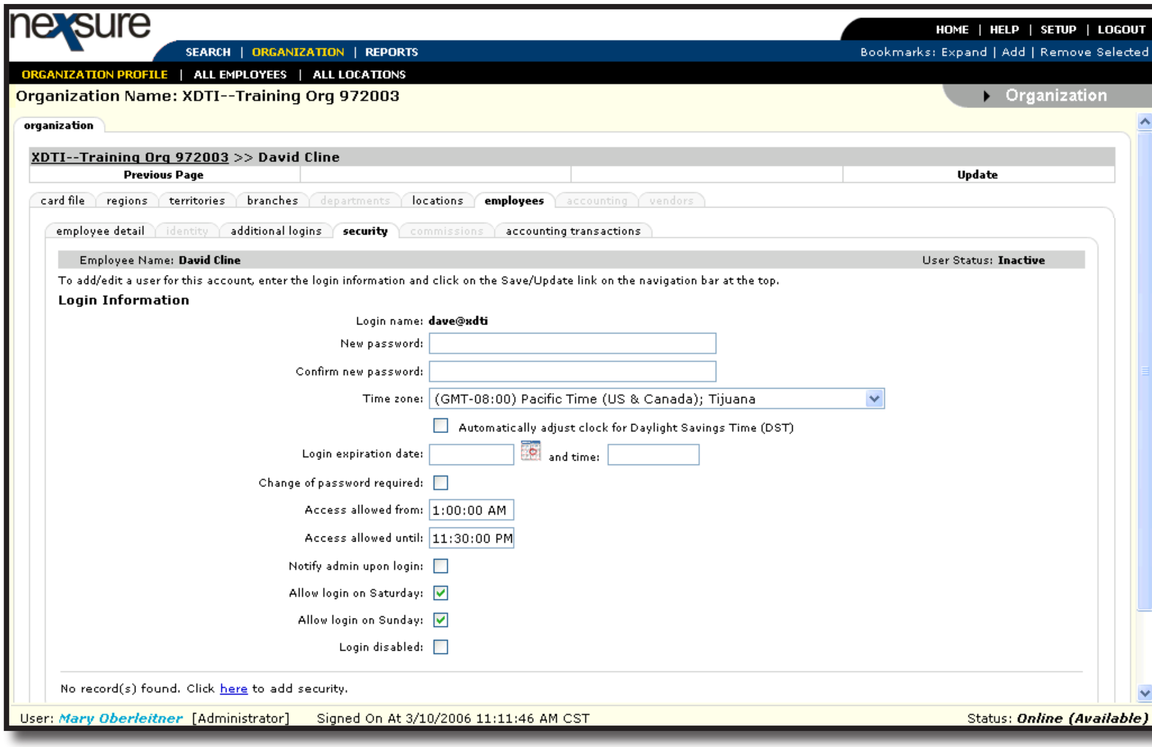


After removing the security for the employee, the **Login Name:** field becomes active.

8. Enter the new login name and click the **Save** link to store the change.



After clicking the **Save** link the login name is changed and no longer active.



9. Click the **No record(s) found. Click here to add security** link at the bottom of the screen to add the updated security settings to the employee record.

10. Select the security template to apply from the **User Rights:** drop-down box and click the **Add** button to complete the process.