Chapter 3

Download Setup

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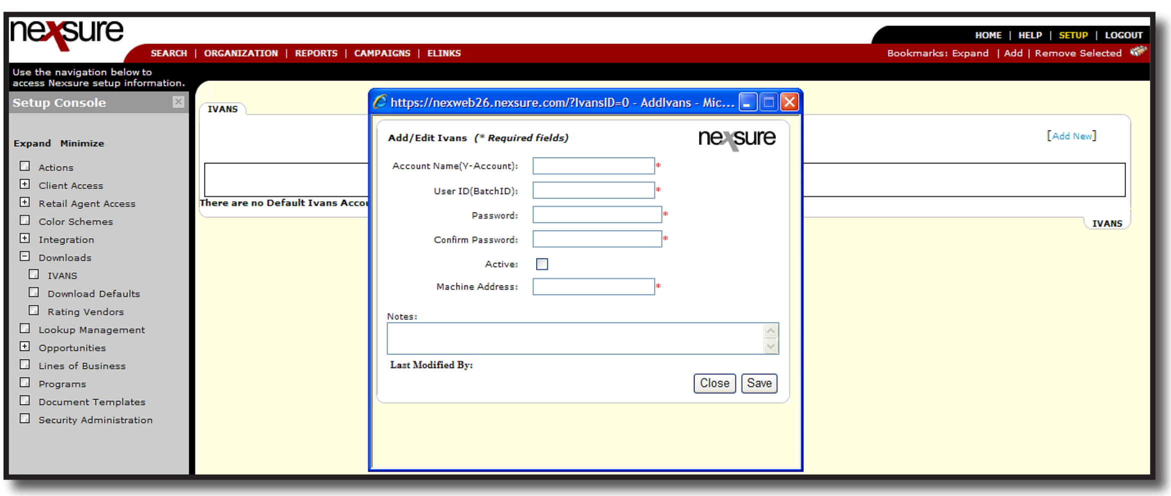
Setting Up IVANS

If the Branch is setup with IVANS to receive Carrier Downloads, Nexsure requires some setup in order to receive Downloaded data. Not only is the Carrier information required to be added from Search but at **SETUP** level.

Make sure to notify your carrier prior to setting up IVANS in Nexsure to let them know if you are transferring from another Management System. If trying to set up a new IVANS account, contact the Carrier to get an account setup.

It is important before entering all the information in Nexsure that you are ready to begin the data downloads. Once all the information is added and active, the Downloads will begin to be transferred to your site. The transfers take place several times throughout the day. Do not set to active until you have let XDTI know that you are ready to start downloading with the carrier. Notify either your account manager to discuss or Nexsure Support. To add the setup information, use the following as a guide:



On the Primary menu, click the **SETUP** link and on the **Setup Console** > **Downloads** > **Ivans**.

Click the **[Add New]** link to display the **Add/Edit Ivans** screen.

In the pop-up window, all fields with an asterisk are required and as mentioned earlier this information is obtained from the carrier. Populate the fields as follows:

- Account Name: The account name and the Y-Account are the same. This data begins with a Y with a field size of 4.
- Host Type: Always set to Information Exchange.
- User ID or Batch ID: Usually begins with a Y and has a field size of 7.
- Password: This is always the same as the Y-Account.
- Active: Set to Active only when ready to start the Downloads.
- Machine Address: IVANS mailbox address usually begins with IBM. Sometimes it is necessary for the carrier to use this field to designate the agency, but this is rare. If supplied with data that does not begin with IBM, you may want to confirm the information is correct prior to adding it into Nexsure.
- To keep the entries, click the Save button, to abort, click the Close button.

Notes

Carrier Setup Requirements for Downloads

The next step is to access the carrier at Search level and add the NAIC code. When setting up carriers, it is important to first understand how downloads are processed:

- When the download is received, the NAIC code is checked for a match. If a match is not found this creates a carrier exception. If the NAIC code is matched, then the NAIC / Branch code combination is confirmed, however if not found this creates a branch exception.
- When a match is found a search for the billing carrier within that carrier group is done. If no billing carrier is found an exception is created.

While the above explains the carrier identification process, the following is needed to determine how to setup the issuing and billing carrier records:

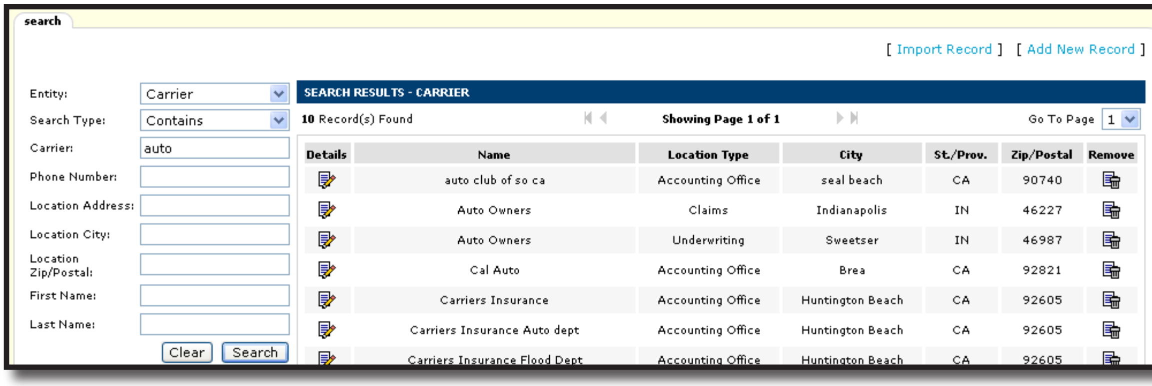
- NAIC codes cannot be duplicated since Nexsure download uses this unique code to identify the issuing carrier. So, make sure to add the NAIC code to the issuing carriers.
- If the issuing carrier name has an NAIC code and is also flagged as the billing carrier, the downloaded record assigns the issuing and billing carrier to that carrier name and will not create an exception.
- If the issuing carrier name has an NAIC code, but does not have billing flagged, the parent carrier is checked to see if billing is flagged. If it is flagged then the billing carrier is assigned to the parent and the issuing is identified by the issuing flag with the matching NAIC code.
- If the Issuing carrier name record has an NAIC code but does not have the **Billing** box flagged and the parent is not flagged as billing even though another carrier may be flagged as billing, an exception will be created leaving it up to the agency to assign the correct billing carrier.

> **Note**: Since the billing carrier is not sent by the carrier in the download, the agency must set their Org up to identify the billing carrier by placing a check in the **Billing** box on the carrier name. An NAIC code is not necessary on the billing carrier for downloads.

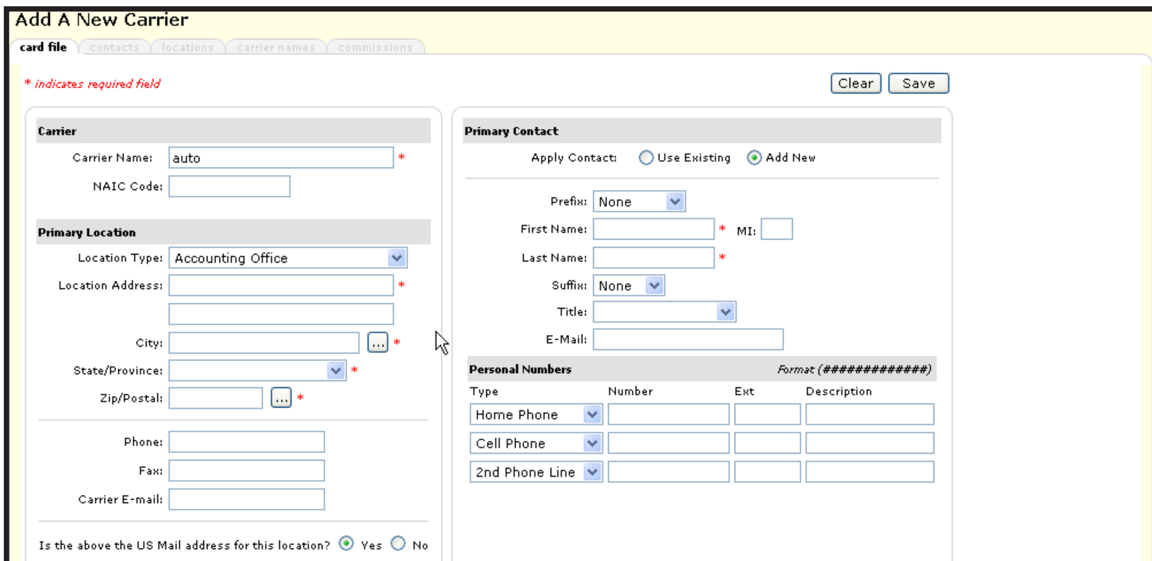
Before adding any carrier, begin by searching for the carrier. If the parent already exists in Nexsure, click the **Details** icon to access adding another carrier to the group. (See "Entering Carriers" document located in Nexsure Help under **Supporting Documents** > **Training Materials** > **Before You Start**) If after searching it is determined that the parent has not been added, add as follows:

Click on the **Search** link on the **Primary** menu and change the **Entity** list to **Carrier**.

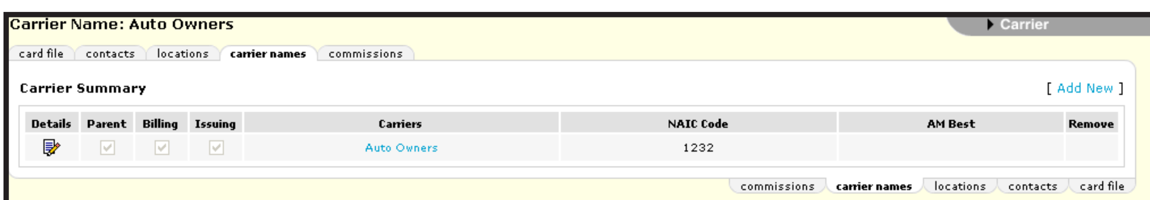
Enter in a few characters of the carrier name and click the **Search** button. The **[Add New]** link is only enabled after running a search so that record duplication is avoided.



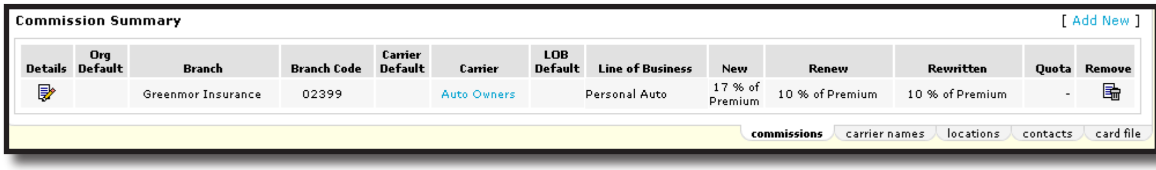
If the carrier does not exist, click the **[Add New Record]** link to display the **Add A New Carrier** screen. Any information with an asterisk beside the field is required just to add the carrier. If this carrier will be downloading records make sure to also enter the NAIC code which is required for the downloads to work properly.



If the carrier has multiple NAIC codes, make sure to add each carrier name under the parent by clicking the **[Add New]** link on the carrier names summary page. Adding carrier names under the parent is also important to simplify carrier reconciliation.



To have the commission defaults populate as the **Policy Info** screens are updated it is important to enter the commission defaults. If the commission defaults are not added this can cause an exception when the policy download is received.


Commission Summary [Add New]

Details	Org Default	Branch	Branch Code	Carrier Default	Carrier	LOB Default	Line of Business	New	Renew	Rewritten	Quota	Remove
		Greenmor Insurance	02399		Auto Owners		Personal Auto	17 % of Premium	10 % of Premium	10 % of Premium	-	

commissions | carrier names | locations | contacts | card file

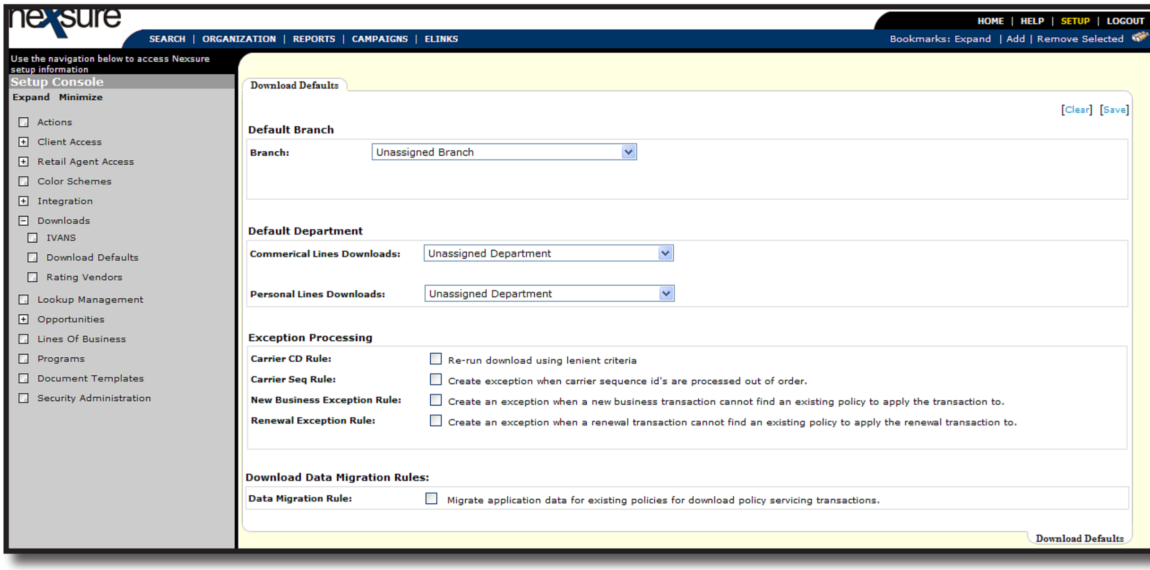
For more information see “Carrier” and “Carrier Commissions” in “Entity Setup”, in Chapter 5, *Accounting Training Manual*. Also see, “Entering Carriers” video in Nexsure Help under **Supporting Documents** > **Training Materials** > **Before You Start**.

Note: At least one commission default must be added for the download to work.

Notes

Download Defaults

Download defaults are established at Organization level to minimize the number of exceptions for incoming downloads. To set up **Download Defaults**, click **SETUP** on the **Utility** menu. Click **Downloads** on the **Setup Console**. The **Downloads** list is expanded. Click **Download Defaults** to display the **Download Defaults** tab.



Default Branch

In the **Branch** list, select the branch for which any unassigned downloads will be associated. If a download comes in that does not have a branch designation, the default branch selected will be used. Selection of a **Default Branch** is optional.

Default Department

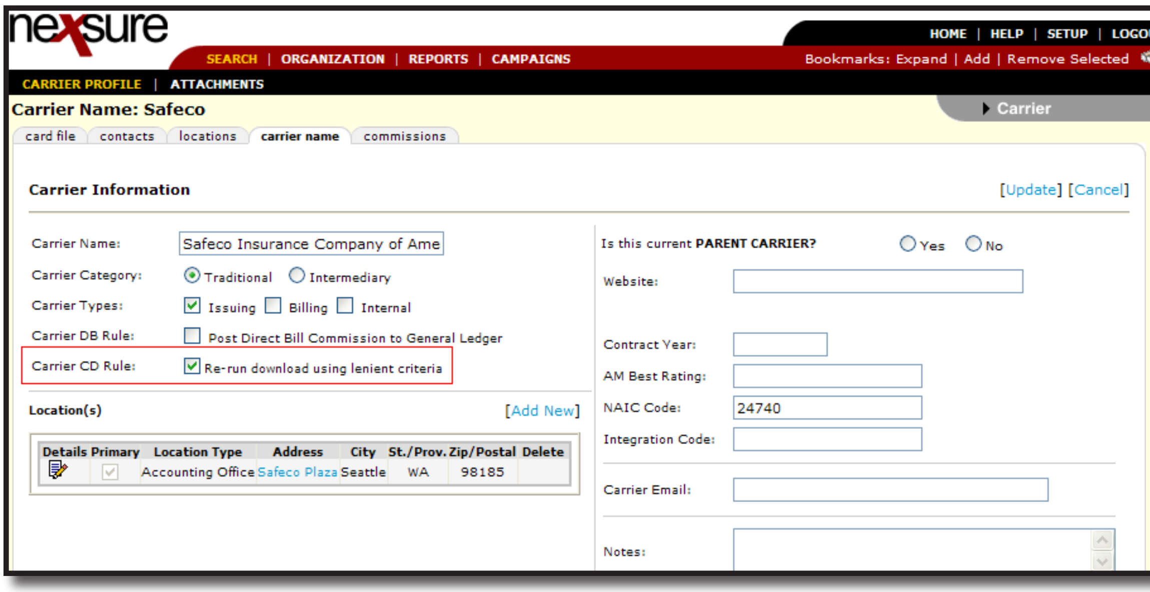
In the **Commercial Lines Downloads** list, select the commercial lines department for which any unassigned downloads will be associated. If a download comes in that does not have an assigned department for a **Commercial Lines** policy, the default department will be used. Selection of a **Default Department** is optional.

In the **Personal Lines Downloads** list, select the personal lines department for which any unassigned downloads will be associated. If a download comes in that does not have an assigned department for a **Personal Lines** policy, the default department will be used. Selection of a **Default Department** is optional.

Exceptions Processing

In the **Carrier CD Rule** area, select **Re-run download using lenient criteria** option to bypass exceptions created when multiple copies of a policy are found. The latest version of the policy will be used instead of creating an exception to manually select the policy when multiple iterations exist. When selected, the **Re-run download using lenient criteria** option will be applied to all carriers regardless of the selections made at the carrier level. Selection of **Carrier CD Rule** is optional.

To give carriers differing rules, do not select the global **Carrier CD Rule** at **SETUP**. Select the rule on individual carriers from the **carrier names** detail. From **SEARCH**, access the carrier and click the **Details** icon of the carrier on the carrier's carrier names tab. Select the **Carrier CD Rule** check box to **Re-run download using lenient criteria** for the named carrier.



In the **Carrier Seq Rule** area, select the check box to search the interface for any matching polices. If there are matching transactions that are still in exception stage, the download will not process until the previous exceptions have been processed. All transactions for a policy will have to be processed in numerical order according to the **Carrier Sequence ID Number**. This rule only applies to individual policy transactions that have a previous download transaction that has not been completed and still has an exception attached.

The new business exception rule enables the user to force a new business exception when an exact policy match cannot be found in the system. This will enable the user to manually select the policy to assign the download to.

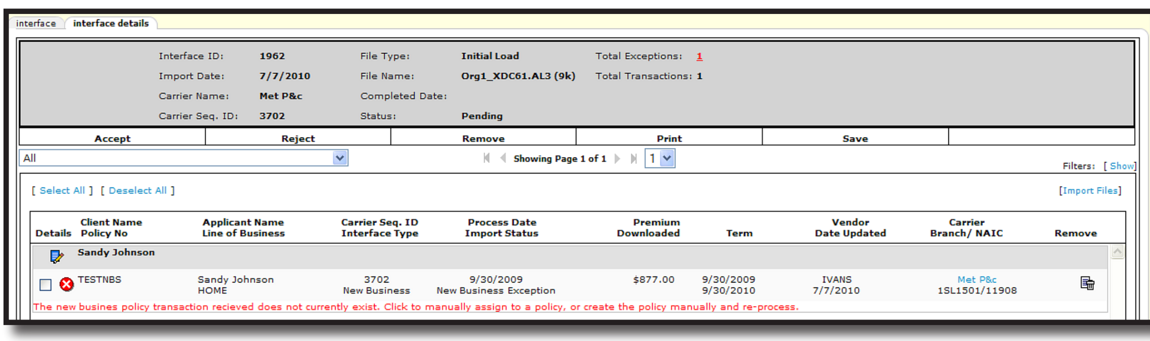
New Business Search

For a New Business Download to complete without an exception the following information must be an exact match:

- Issuing Carrier
- Policy number or have the word unassigned in the field. If the transactions policy number contains a hyphen; the first six digits preceding the hyphen must match the first six digits of the policy's policy number.
- Line of Business
- Policy Effective Date
- Policy Expiration Date
- The policy's **Stage** must be set to **Policy**.

If the policy cannot be found and the new business exception rule has been selected, a new business exception will display on the interface screen.

> **Note**: If the client cannot be found without using the policy data, then the user will receive the exceptions that precede the search for a client.



Processing New Business Exception

On the **Interface Details** screen, two options are provided on processing the new business exception, these are:

- Selecting the check box and then clicking **Accept**.
- Clicking on the new business exception link.

> **Note**: When the check box and **Accept** link is clicked, the new business policy creates a new version of the policy on the policies screen since it was unable to find an exact match. The option of selecting an existing policy is not available when using this function.

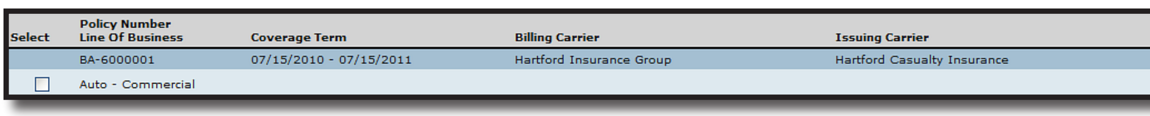
Policy Does Not Exist on Client Record

When the new business exception link is selected and the policy selection screen is displayed and there are no policies to select from, the option to create a new version of the policy is available. Clicking the **[YES]** link will create a new version of the policy on the policies screen for the client. Clicking the **[NO]** link will return the user to the interface screen.

Policy does Exist on Client Record

When the new business exception link is selected and the **Policy Selection** screen is displayed, all active policies that have the same LOB as the download on the client will be available for selection.

Important: It is the user's responsibility to verify the correct policy is being selected when this method is being used, since Nexsure will not block assigning the download to the incorrect policy.



Select	Policy Number Line Of Business	Coverage Term	Billing Carrier	Issuing Carrier
	BA-6000001	07/15/2010 - 07/15/2011	Hartford Insurance Group	Hartford Casualty Insurance
☐	Auto - Commercial			

Once the correct policy has been selected, Nexsure will move the existing policy to history and will create a new version of the policy on the active policy screen.

Renewal Exception Rule

The renewal exception rule allows forcing a renewal exception when an exact policy match cannot be found in Nexsure which allows manual selection of the policy to assign the download to.

Renewal Search on a Manually Renewed Policy

For a Renewal Business Download to complete without an exception the following information must be an exact match:

- Issuing Carrier
- Policy number must either be unassigned or match exactly, if the transactions policy number contains a hyphen; the first six digits preceding the hyphen must match the first six digits of the policy's policy number.
- Line of Business.
- Policy Effective Date
- Policy Expiration Date
- The policy's **Stage** must be set to **Policy**.

If a policy is found with this search criteria the existing policy will be moved to history and another version of the policy will be created on the active policy screen.

If the policy cannot be found and the renewal exception rule has been selected, a new renewal exception will display on the interface screen.

> **Note**: If the client cannot be found without using the policy data, then the exceptions that precede the search for a client are returned.

Renewal Search on an Expiring Policy Term

- Issuing Carrier
- Policy number must either be unassigned or match exactly, if the transactions policy number contains a hyphen; the first six digits preceding the hyphen must match the first six digits of the policy's policy number.
- Line of Business
- Policy Effective Date
- Policy Expiration Date
- The policy's **Stage** must be set to **Policy**.

If a policy is found with this search criteria, the expiring policy will be marked as renewed and remain on the active policy screen and another version of the policy will be created with the new renewal term.

If the policy cannot be found and the renewal exception rule has been selected, a new renewal exception will display on the interface screen.

> **Note**: If the client cannot be found without using the policy data, then the exceptions that precede the search for a client are returned.

Processing Renewal Exception

On the **Interface Details** screen, two options are provided on processing the renewal exception, these are:

- Selecting the check box and clicking accept.
- Clicking on the renewal exception link.

> **Note**: When the check box and **Accept** link is clicked, the renewal policy will create a new version of the policy on the policies screen since it was unable to find an exact match. The option of selecting an existing policy is not available when using this function.

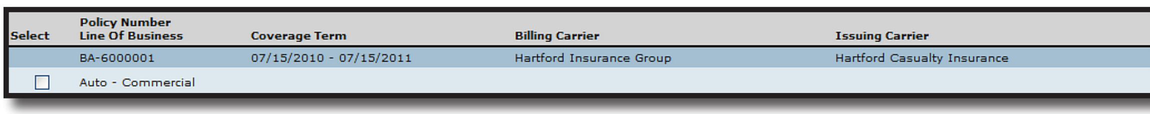
Policy does not exist on client record

When the renewal exception link is selected and the policy selection screen is displayed and there are no policies to select from, the option to create a new version of the policy is provided. Clicking the **[YES]** link will create a new version of the policy on the policies screen for the client. Clicking the **[NO]** link will return the to the interface screen.

Policy does exist on client record

When the renewal exception link is selected and the policy selection screen is displayed, all active policies that have the same LOB as the download on the client are available for selection.

Important: It is the user's responsibility to verify the correct policy is being selected when this method is being used since Nexsure will not block assigning the download to the incorrect policy.



Select	Policy Number Line Of Business	Coverage Term	Billing Carrier	Issuing Carrier
	BA-6000001	07/15/2010 - 07/15/2011	Hartford Insurance Group	Hartford Casualty Insurance
☐	Auto - Commercial			

Once the policy has been selected, Nexsure will mark the existing policy as **Renewed** and create a renewal version of the policy on the active policy screen.

In the **Data Migration Rule** area, select **Migrate application data for...** to first pull policy information from the application in Nexsure prior to the download.

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

For homeowner LOB policy downloads, when a policy comes from the carrier for download, the existing policy in Nexsure will be copied first to create the new form; including the schedules. Once the carrier policy information is downloaded, the fields that the carrier sent will update the new form for the policy in Nexsure. All other information entered into the policy previously through Nexsure will remain available. In certain circumstances, the carrier may leave some fields blank on the AL3 file. When this occurs, the blanks from the carrier will overwrite the information in the corresponding fields on the policy with those blanks.

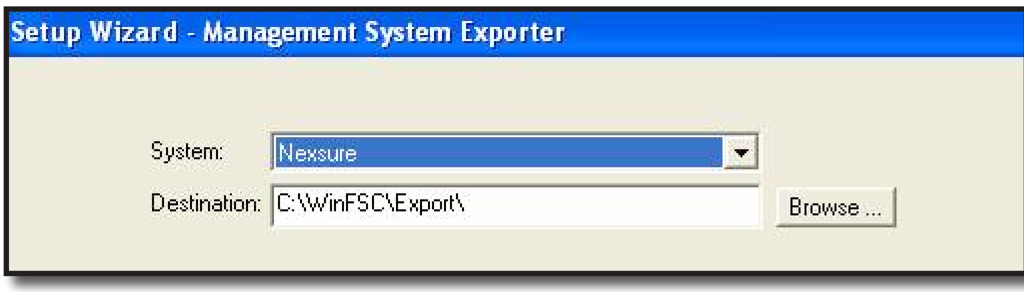
Once all selections have been made, click **[Save]**. Clicking **Clear** will remove all selections.

FSC Setup

The only setup necessary is done in FSC. In the FSC Setup Wizard, make sure to select Nexsure as your Management System Exporter.

And Select an Export file destination. (Default is C:\WinFSC\Export)

Nexsure will look for all files which exist in the FSC Export directory if it has been setup with Nexsure as its System Exporter. So if it is setup as follows, Nexsure will pick up the files in C:\WinFSC\Export, and import them into Nexsure.



Notes