



November 3, 2005

To: The Broker's Workstation Users

Dear Valued Client:

Re: The Broker's Workstation – Important Releases and Changes

Custom Software Solutions Inc. (CSSI) is pleased to announce the release of the following enhancements and new features to its The Broker's Workstation product.

Read Only Folders:

A user will be allowed to check out a folder that another user already has checked out on their desktop. The read only folder user will be allowed to view and print any documents in the folder but no other activity is allowed on the read only folder. There is no limit to the number users that can have a read only copy of the folder on their desktop.

Policy Listing within the Abeyance Feature:

When an abeyance is created on a folder the user will now be presented with a list of active policies for that folder. The user can select from the listing the appropriate policy to use for the abeyance.

Forced Folder Notes:

When enabled through user rights this feature prompts the user to enter a folder note prior to TBW allowing the folder to be checked in.

Copy and Paste – Word Processor Documents:

This feature allows a user to copy a Word Processor document on the desktop tree and paste it in a client folder. There is no limit to the number of paste's and is easy to use as you only need to copy the document once, allowing you to paste with ease. This does not remove or manipulate the originating document in any way and creates a direct copy, name and all, in the desired client folder.

Checking Updates Prior to Upload (Wawanesa I-Biz Users):

When marking for upload TBW will check the Updates Field and pull out the date the document was last calculated and compare that to the Systems Last Update date. If TBW has been updated since the last calculated date the user will get a message saying that they have to recalculate before they can mark for upload.

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Accounting System Users

Bank Reconciliation Tool:

The Broker's Workstation's Bank Reconciliation tool has recently undergone interface changes and the addition of printed output.

The screen presentation of the Bank Reconciliation has been improved by the change in the presentation of the reconciliation status. The elements presented in the middle part of the form have been renamed and rearranged to provide information in a format consistent with traditional manual bank reconciliation. This will provide users with a better understanding of the reconciliation status that will better prepare them to identify and solve issues within the bank account.

As a helpful hint, if the Variance is negative, it is necessary to check off (clear) more credits (cheques), fewer debits (deposits) or some combination thereof with a net credit value to reconcile the account. If the Variance is positive, it will be necessary to check off (clear) more debits (deposits), fewer credits (cheques) or some combination thereof with a net debit balance.

Custom Software Solutions has added the ability to print the status of the Bank Reconciliation at any point in time. This will benefit users by providing a paper copy to use in problem solving and by providing paper documentation that an account was reconciled for a given month. It is recommended that users print the Bank Reconciliation output upon successful completion of a monthly reconciliation and file the hard copy with the related bank statement for future reference.

Accounts Receivable Statements:

The changes to the Accounts Receivable Statements address print performance issues and provide a range of new statement creation and management tools to better facilitate the important process of providing account statements to your customers.

The new features and a discussion of their use are as follows.

1. Accessing the Accounts Receivable Statement Tools

The main Accounts Receivable Statement tools are accessed by double clicking Accounts Receivable on the tree on the Accounting side of the application followed by clicking the Statements tab in the lower part of the viewer. The system will then respond by presenting the Print Accounts Receivable Statements window.

2. Calculating an Accounts Receivable Statement Run

The Create/Print Statements tab on the Print Accounts Receivable Statements window offers the means of selecting the type of statements to run, the filtering rules, statement content previewer, and tools to apply custom messages to specific statements.

a) Classes to Run:

The first step in the statement preparation process is to select the class or classes for which statements are desired. Classes include Clients, Insurance Companies, Sub Brokers, Producers

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and Vendors. To minimize statement calculation and processing time, limit the classes to those for which statements are desired to rule out any unnecessary processing.

b) Filtering Rules:

In addition to the Minimum Statement Amount that is set and maintained on the AR tab of Demographics, the statement tools offer the following other options to prevent the generation of statements for accounts meeting various criteria:

- Exclude accounts with credit balances – this will filter out any account that has a credit balance as of the statement effective date. Check this box if you don't want to send statements to clients that have credit balances.
- Exclude accounts that inclusive of prebill items have zero balances – this looks ahead beyond the statement effective date to determine if the account is zeroed by a prebill item such as a post-dated cheque. If this is selected, the system will filter out accounts that have zero balances without regard to the effective date.
- Show accounts only if there is an open debit at least x days old – this filter addresses cases where it is deemed unnecessary to issue a statement if there are not any open debit items of a minimum, user defined, age. For example, if x=30, an account that has a single open debit that is less than 30 days old will be excluded from statement preparation. If that account also has an open debit over 30 days old, this filter would not apply and a statement will be calculated. The intent is to restrict statement creation to those accounts that have appropriately aged items outstanding.

If all of the filters are selected, all will apply to the calculation.

- c) Statement Effective Date – this is the date from which the open items on an account are aged and the date that the account balance is calculated. The default value is the System Date, but users can enter any date. For practical purposes, the Statement Effective Date should be as close to the current date as possible.
- d) Reporting Levels – on activating this button, the user is presented with the Agency-Branch-Department (A-B-D) selector. This is used to limit the client folders that are processed based on the A-B-D selected by the user. Note that this limits the folders included based on their respective A-B-D assignment on the Client Type tab. This does not limit the inclusion of transactions to that of the selected A-B-D in the case of folders with transactions across multiple A-B-Ds. This is based on the presumption that it is undesirable to prepare a partial statement of account for a client.

Once the filters and parameters are configured as desired, click on the Process button to commence the processing of the statements.

3. Reviewing, Customizing and Printing Statements

When the calculation is complete, the grid in the middle of the Create/Print Statements tab will be populated with statement summary information for all of the accounts that met the user-defined filters and parameters. For each account, the following information is provided to assist the user in selecting statements to print or noting the need for a custom statement message:

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- Class – this indicates the class of the account. Classes include F for folders or clients, C for insurance companies, B for sub brokers, P for producers, and V for vendors.
- ID – this is the account code such as the folder name or insurance company code.
- Name – this is the actual name of the account such as John Smith or ABC Insurance Co., etc.
- Opening Balance – this is the account balance as of the statement effective date minus the number of days detail shown on the statement. (The number of days detail setting is set and maintained on the AR tab of Demographics.)
- Balance – this is the account balance as of the Statement Effective Date.
- Last Paid Date – represents the date of the last payment made on that account.
- Prebill, Current, 30-59, 60-89, Overdue – these present the sum of the open items in each of the aging categories. This will assist the user in assessing the status of each account.
- Message – indicates the existence of a custom message on the account.

Select statements to print one by one by clicking in the checkbox at the left of each row or select all statements to print by clicking the Select All button.

In addition to the standard statement messages that apply to every statement in accordance with the conditions specified by the user, there is the ability to add a custom message to any statement. There is also an ability to save custom messages that will be re-used on a frequent basis.

To add a custom message to a single or a group of statements, select the single statement by clicking its row or select multiple statements by clicking in one row and using shift-click or ctrl-click. Type the desired custom message in the Custom Statement Message box and then click the Add button. The message has now been added to the selected account(s) as indicated by the checkmark in the Message column in the grid. Click on the account row and the applied message, if any, will display in the Custom Statement Message box. Click on the Remove button to delete the message from the account.

If a custom message is likely to be used on other accounts and at other times, it may be useful to persist or save it for easy future use. Once saved, it is available for recall and application to statements at any time. This will save time and provide consistency in communications. To persist a message for future use, do the following:

- type a message in the Custom Statement Message box and click the Save as button
- click Save and enter a descriptive name for the persisted message and click OK.

To use a persisted message:

- select the account(s) to apply the message to
- click Browse
- select the name of the persisted message to use
- click Use and the message will appear in the Custom Statement Message box.

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- click Add to apply the persisted message to the selected account(s) or edit it as required and then click Add when finished.

Once the statements have been calculated, reviewed and customized, it is time to print them. This is done by clicking the Print button in the lower-left corner of the statements form.

4. Saving Your Work for Later

Preparing, reviewing, customizing and printing accounts receivable statements can be a lengthy job. The Broker's Workstation facilitates the doing of this work in more than one session by permitting the saving and later re-opening of the statements work in progress.

If a user must exit the process before completing the job, the work in progress can be saved as follows:

- Click the Save Results button
- Enter a unique and descriptive name for the statements in progress
- Click Save
- Close can now be safely clicked.

To resume work on the statements in progress,

- Go to Accounts Receivable
- Click on the Statements tab at the bottom of the viewer window
- Click on the Manage Statements tab on the Print Accounts Receivable Statements window
- Select the desired Existing Statements file from the list
- Click Load

The statements in progress will now load and work can resume where it left off. If necessary, the work can be saved at the end of the second session for completion later.

Once a statement run is complete and printed, it can be deleted from the list on the Manage Statements tab.

5. One-Off Statements from the Client Ledger Card

The Broker's Workstation now offers the ability to print a one-off client accounts receivable statement from the client ledger card.

To print a statement from the client ledger card, do the following:

- Open the ledger card on the desired client folder
- Right click to reveal the pop-up menu
- Select Print Statement
- Verify or correct the Statement Effective Date
- Apply a custom message or a persisted message (see section 3 above)
- Click Print.

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Please run the TBW Remote Update Utility to access these changes. For assistance in using these new features, please contact our Support Team at 1-888-291-3588.

Please share this information with all TBW users in your office(s) and thank you for using TBW.

Yours truly,

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