



May 28, 2007

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 (TBW) product.

Table of Contents

1. **[Bulk Service Charges](#)**
2. **[Bank Reconciliation Deposit Roll Up](#)**
3. **[Eliminate Tax Message](#)**
4. **[Policies In Force Report](#)**
5. **[Direct Check in](#)**
6. **[New .tiff image buttons](#)**
7. **[Word Processor Label Exclusions](#)**
8. **[Word Processor Field Grouping](#)**
9. **[Word Processor Custom Inserts](#)**
10. **[Word Processor Ask Variable](#)**
11. **[Word Processor Math Equations](#)**
12. **[Checkout Abeyance Folder](#)**
13. **[Abeyance History](#)**
14. **[Abeyance Changes](#)**
15. **[Cancel Forced Activity](#)**
16. **[Sorted User Rights](#)**
17. **[New Web Connect Items](#)**
18. **[Vehicle Substitution](#)**

1. New Bulk Service Charge Function

Note: This new feature is only available with SQL 2005 server or SQL 2005 Express. We encourage everyone to please contact our Support Team for upgrade information.

The Broker's Workstation Business Management System contains tools to manage a brokerage's accounts receivable including the ability to apply service charges to all qualifying accounts. The system offers users flexibility in terms of what groups of accounts to apply service charges as well as user definable rules for the application of charges.

Key Concepts:

Open Items:

A key concept to the operation of The Broker's Workstation accounts receivable system is its open item approach. In the open item system, we are concerned not only with what amount an account owes, but what particular items are owing. To make the most of the open item approach, it is essential to close open items by means of matching them with the corresponding transaction that closed or settled it. At the simplest level, an invoice is an open item until it is paid and the receipt is closed to it. In the Broker's Workstation, open items are closed by the following means:

- The allocation of a payment to the invoice via the receipt allocation grid
- The allocation of a payment to an invoice via the client folder ledger card Reconciliation view
- The allocation of one item to another via the accounting side accounts receivable reconciliation tool
- Automatically, behind the scenes as in the case of certain folder transactions including Bad Debt, Waive Small Balance, Service Charge Adjustment

Open items are important for the computation of a service charge on an account. In general, a closed item should not attract a service charge, so those items are excluded from the evaluation. If an item is paid but it is not closed to its payment via one of the means above, the system will treat it as being unpaid because it has no means of linking it to the payment, so it may attract a service charge. Therefore the accuracy of the service charge calculation is directly related to the degree of completeness of the closing of open items within the organization.

For best results, it is recommended that users clean up their accounts receivable open items and then maintain a policy of closing open items. A printout of the Accounts Receivable Aged Detail Report can be a useful tool for pointing out accounts that have open items in need of closing. For example, there is a high probability that open debit and open credit items of equal amounts are items that should be closed to each other.

Due Dates:

Implicit in the service charge process is the premise that an open item that is overdue should attract a charge while one that is not overdue should not. The determination of an open item's overdue status is based on its due date versus the effective date of the service charge calculation. That is, if the service charge run is being calculated with an effective date of June 30, 2006, an open item will be overdue if its due date is less than the effective date of the calculation (due June 28, 2006 or earlier in this example).

Due dates are applied to insurance policy transactions and miscellaneous client folder ledger card debits based on the rules set up for the organization on the Invoices tab in Demographics.

Process Overview:

The Broker's Workstation bulk service charges function is built around the following process framework:

- Setup the organization rules and preferences
- Maintain accounts receivable, close open items
- Periodically calculate bulk service charges
- Review and manage the calculated bulk service charges
- Post the bulk service charges
- Deal with any problems in posted service charges.

Getting Started:

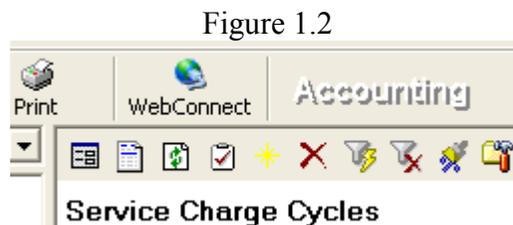
User rights will have to be set up for each appropriate user before any bulk service charges can be used. To do this you will need to go to your tools menu -> administrative -> user manager. Select appropriate user and hit rights. Under the Accounting tab select appropriate access to service charge cycles and service charge cycle options, and then apply appropriately (Figure 1.1).

Figure 1.1

Service Charge Cycles	<input checked="" type="checkbox"/>						
Service Charge Cycle Options	<input checked="" type="checkbox"/>						

Before bulk service charges can be calculated, the system must be set up with the organization's preferences. For organization's with multiple Agencies, Branches and Departments, preferences can be set for each Agency-Branch-Department.

To set up the service charge preferences, navigate to and double click Accounts Receivable on the Accounting tree and then click the Service Charges tab on the bottom of the viewer. This will cause the display of a service charges toolbar at the top border of the viewer as reproduced below (Figure 1.2):



The toolbar icon on the far right depicting a file folder and a hammer is used for setting bulk service charge options (Figure 1.3). When it is clicked, the user is presented with the option form that appears as follows (Figure 1.4):

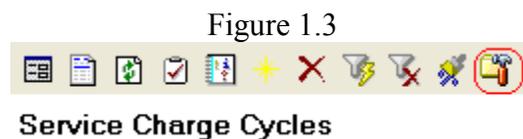


Figure 1.4

Service Charge Cycle Calculation Options

Please enter calculation parameters for each Agency, Branch, Department.

Agency:

Branch:

Department:

Calculate service charges on items over days overdue.

Don't apply service charges of less than:

Calculate service charges for Active Clients only.

Calculate service charges for Active Brokers only.

Create printable invoices for Bulk Service Charges? Folders Brokers

Create printable invoices for Bulk Service Charge Reversals? Folders Brokers

Producer / CSR Review Assignment: 1 2 3

OK Cancel Apply To All Apply

The first controls on the form related to the selection of the desired Agency-Branch-Department to be set up. If the organization has only one Agency-Branch-Department (ABD), that ABD will be the default. If the organization has multiple ABDs, the controls will default to that of Agency 1, Branch 1 and Department 1.

Once the desired ABD is selected, the rules and preferences for the calculation and handling of service charged for that ABD can be set as follows:

- Calculate service charges on items over x days overdue. This is a means of providing a grace period for slightly overdue items. If 5 is the selected value, then a service charge will not be calculated on an overdue item unless it is more than 5 days overdue.
- Don't apply service charges of less than x. This is a control to apply a minimum service charge value. If the calculated service charge is less than this selected value, no service charge will be applied.
- Calculate service charges for active clients/brokers only. If these are selected, the system will verify that each folder or broker status is set to active. If the folder/broker is not active, no service charge calculation will occur. Use of this option will streamline the calculation process.
- Create printable invoices for Bulk Service Charges. These controls set up the rules for the creation of printable invoices for service charges levied on folders or brokers. Select these if there is a desire to print and send invoices for the applied service charges to these classes.
- Create printable invoices for Bulk Service Charge Reversals. These controls set up the rules for the creation of printable invoices for service charge adjustment transactions applied to folders or brokers. Select these if there is a desire to print and send invoices for any transactions adjusting service charges to these classes.
- Producer / CSR review assignment. This is used to set the Producer/CSR level that will be responsible for the review, edit and application of calculated bulk service charges for a particular account. That is, if the organization has 2 or more levels of Producer / CSR assignments on its folders and/or Brokers, it can select which level will be responsible for the service charge review process. When the system calculates a run of service charges, it

will then apply the appropriate Producer / CSR name to each account to facilitate the review process.

Once the desired rules are applied to the particular ABD, click OK or Apply to put them into force. OK will apply the rules and exit the function. Apply will apply the rules and leave the function open to permit the setting of rules for another ABD.

If the rules are to be the same for all ABDs, simply create and save them for the first ABD and then click the Apply to All button.

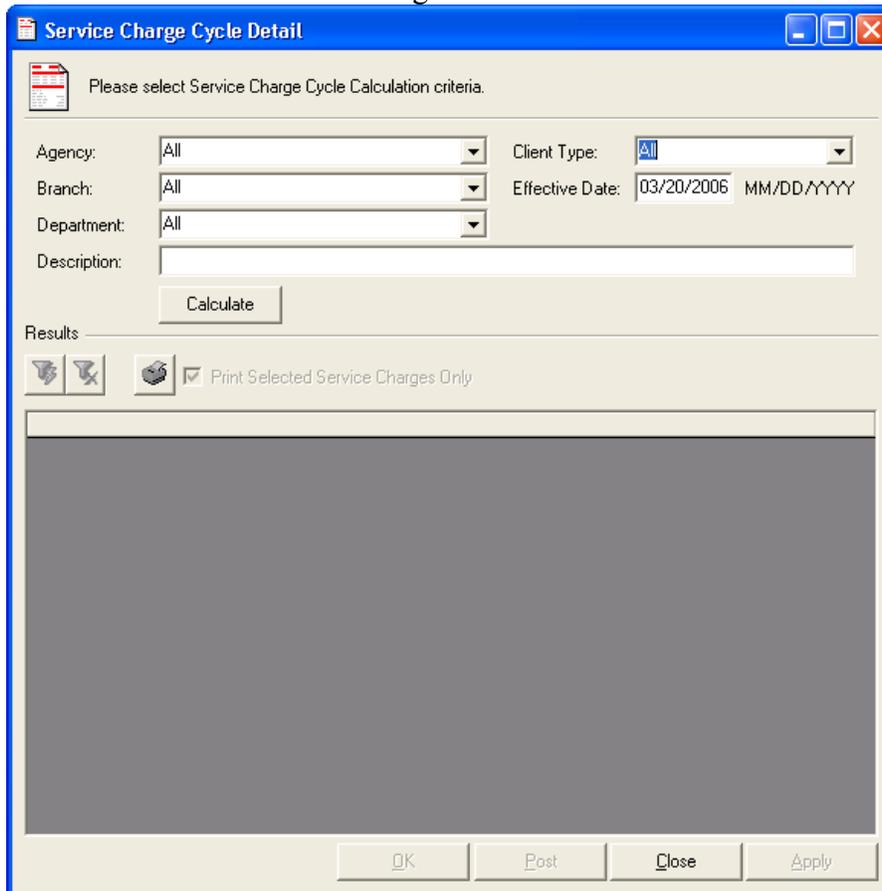
Calculating Bulk Service Charges:

Once the system is set up and an appropriate level of maintenance of accounts receivable open items has taken place, it is time to calculate a bulk service charges run. To calculate a run, navigate to and double click Accounts Receivable on the Accounting tree and then click the Service Charges tab on the bottom of the viewer. From the toolbar that appears atop the viewer, click on the star icon (Figure 1.5) . When it is clicked, the user is presented with the Service Charge Cycle Detail form that appears as follows (Figure 1.6):

Figure 1.5



Figure 1.6



The options available are as follows:

- Agency, Branch and Department. The selections here determine the folder and broker accounts that are to be included in the bulk service charges run.

Important Note: The Broker's Workstation folder and broker accounts require the assignment of an ABD. Notwithstanding the assignment of an ABD to an account, it remains possible to have transactions of other ABDs applied to an account. For the purposes of bulk service charges calculations, the ABD selection in Exhibit 3 determines which accounts are calculated. It does NOT govern which transactions within an account are included in the calculation. For best results, the entire contents of an account must be considered in determining the requirement for an extent of any service charge to be applied.

- Client Type. This control has options for All, Folders and Brokers. This determines what accounts are reviewed in the calculation. To minimize processing time, select only those classes for which service charges are desired.
- Effective Date. This control defaults to the current System Date. This date is key to the service charge calculation because it is the date to which the due date on transactions are evaluated to determine the overdue status. Normally the Effective Date should closely approximate the real time calculation date as it makes sense that any calculation should be based on the most up-to-date information.
- Description. Enter a description for the bulk service charges run. Make it meaningful as this description will appear in the accounting system and on any invoices or statements. A suggested description would be, "Service Charge at 31-July-2006".

Once the bulk service charges run options are selected, click the "Calculate" button to commence the computation of the bulk service charges. This process may take some time because it must assess the open item and due date status of each transaction for each affected account.

When the calculation is complete, the user has the option to begin work on managing the run contents immediately or saving it for later access and management. To save the results, click "OK" to the Service Charge Cycle Detail form once the calculation is complete and the results are displayed in the grid in the lower part of the form.

Reviewing and Managing Bulk Service Charges:

Bulk service charge runs can be managed immediately upon their calculation or at some later time(s).

If managing a run at a later time, it is first necessary to locate and open the desired run.

All bulk service charges runs are displayed in a list that can be sorted and filtered to aid in their effective management. To access the list of runs, navigate to and double click Accounts Receivable on the Accounting tree and then click the Service Charges tab on the bottom of the viewer. The viewer will open and display a list of all service charges runs and their status. Over time this list can become lengthy, and it may be helpful to use the filtering tools to locate the desired run.

To use a filter to locate a run, click on the toolbar icon featuring a funnel and lightning bolt (see Figure 1.7) to access the filter options. A dialog box as shown in Figure 1.8 will open.

Figure 1.7



Service Charge Cycles

Figure 1.8

A dialog box titled 'Service Charge Cycles Filter' with a blue header and a close button. It contains a lightning bolt icon and the text 'Please enter the desired service charge cycle filter criteria.' Below this are five input fields: 'Agency:' with a dropdown menu set to 'All'; 'Branch:' with a dropdown menu set to 'All'; 'Department:' with a dropdown menu set to 'All'; 'Date Range:' with two date input fields (MM/DD/YYYY) and a 'To' label; and 'Status:' with a dropdown menu set to 'All'. At the bottom are 'Apply Filter' and 'Cancel' buttons.

To use the filter, select the desired ABD level, a date range for run effective dates, and the desired status. Options for desired status include: posted, unposted, or all. The date ranges can be left blank if you don't want to filter by date. Once the desired filter parameters are entered, click the "Apply Filter" button, and the list will redraw in accordance with your filter settings. To restore the full list, click the Remove Filter (the funnel with the X) icon on the service charges toolbar as shown in Figure 1.9.

Figure 1.9



Service Charge Cycles

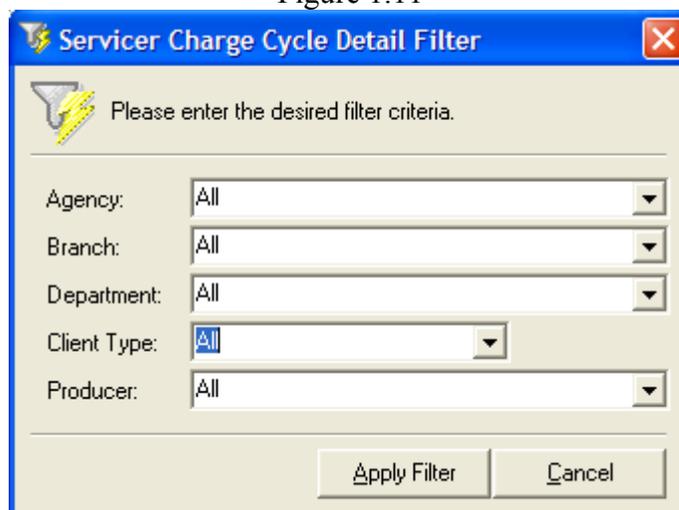
To open and work with a particular service charge run, locate it in the list and double click its row. The Service Charge Detail form as in Figure 1.6 will open with the full account charge details shown in the lower window. At this point, users can review the accounts that met the service charge application test and the particulars to determine whether to proceed with the application of a service charge as calculated or overridden.

The run detail grid on the Service Charge Run Detail form also has filter controls that allow a user to limit the accounts displayed to those with selected attributes including: ABD, client type (folder, broker or all) and Producer (Figure 1.11). Click on the Apply Filter button (Figure 1.10) on the form and select the desired filter parameters and then click OK. The list will then be filtered to show only those accounts that meet the parameters. This can be helpful to limit those in view to those a user may be responsible for.

Figure 1.10



Figure 1.11



The screenshot shows a dialog box titled "Servicer Charge Cycle Detail Filter". It contains a message "Please enter the desired filter criteria." and five dropdown menus for filtering: Agency (All), Branch (All), Department (All), Client Type (All), and Producer (All). At the bottom, there are "Apply Filter" and "Cancel" buttons.

The service charge detail grid presents the following information to assist in making decisions about whether to apply the calculated service charge and/or override the calculated amount. The information presented includes:

- Apply: users select or de-select this field for each account to apply the calculated or overridden service charge amount.
- Class: This will display a "B" if the account is a Broker or an "F" if it is a client folder.
- ID: This is the account number/code for the particular account.
- Name: The account name.
- Rate: The service charges rate set on the particular client folder or broker item.
- Calculated S/C: The calculated service charge based on the rate, open items and due dates.
- Applied S/C: The service charge amount to be applied. This defaults to the calculated amount, but it may be overridden to a different amount if required.
- A-B-D: The Agency, Branch and Department assignment of the particular account.
- Producer: The name of the Producer or CSR assigned to the account at the level for that account's ABD as set in the Service Charge Cycle Calculation Options for that ABD.
- Overdue Debits: This is the amount of overdue open debits on the accounts. This is assessed based on the due date of the item, the required minimum number of days overdue as set in Service Charge Cycle Calculation Options for that ABD and the service charges run effective date.
- Open Credits: The amount of any open credits (of any type).
- Net Overdue: The amount if any by which the O/D Debits exceeds Open Credits. This is the amount that the service charge rate is applied to.
- Prebill Credits: Reports any credits to the account other than payments with a prebill date. An item has a prebill date if it is dated later than the service charges run effective date.
- Prebill Payments: Reports and payments on the account with a prebill date. These could be post-dated cheques, for example.
- Prebill credits and prebill payments may indicate circumstances that justify the elimination or reduction of the system-calculated service charge.

- Last Paid Date: Reports the date of the latest payment on the account. This may be helpful for assessing the payment habits of the account.
- Changed By: will collect the name of the user that overrides the calculated amount
- Ref No.: As items are posted a reference number is created for each Service Charge.

The contents of the service charge detail grid may be printed to enable the review of a hard copy. Print the grid by clicking the printer icon located immediately above it. The printout will reflect any filtering applied to the grid.

When it is necessary to go to a client folder for more information to assist in making a service charge amount or application decision, the Service Charge Cycle Detail form can be minimized to permit a folder review. This will save time otherwise required to find the desired run, open the list and re-apply the desired filtering. This will also be helpful in situations where one is working on the service charges and must deal with a customer request.

Upon review of an account's information, the user has the following options:

- Accept the service charge as calculated, so the account is selected for posting
- Determine and apply a service charge of a different amount, enter it in the Applied S/C cell, and select the account for posting as overridden
- Opt against applying a service charge at all, so the account is not selected for posting.

Once the bulk service charges run has been reviewed, edited and marked for application, it can be posted. This is accomplished by clicking the "Post" button. When the run is posted, the selected service charges are applied to the respective accounts and printable invoices are created (if required in Service Charges Calculation Options, see Getting Started), and the service charge items will have a due date equal to the System Date of posting date plus x where x = Payment terms set on the Invoices tab in Demographics.

Solving Problems:

Occasionally a service charge is applied to an account in error so it becomes necessary to effect adjustments. The Broker's Workstation provides two ways of dealing with these situations.

The user can unpost the bulk service charges run containing the error(s). This can be accomplished by locating and opening the bulk service charges run containing the problem items and clicking the "Unpost" button. This will then undo the posting of the entire run.

The availability of the Unpost function is subject to the following limitations that are necessary to protect the integrity of the accounting data:

- The run may not be unposted if it is in a closed accounting month.
- The run may not be unposted if the user does not possess the correct user rights.
- The run may not be unposted if any of its individual charges are included in a committed accounts receivable reconciliation.
- The run may not be unposted if any of its individual charges are adjusted by a Service Charge Adjustment (see below).

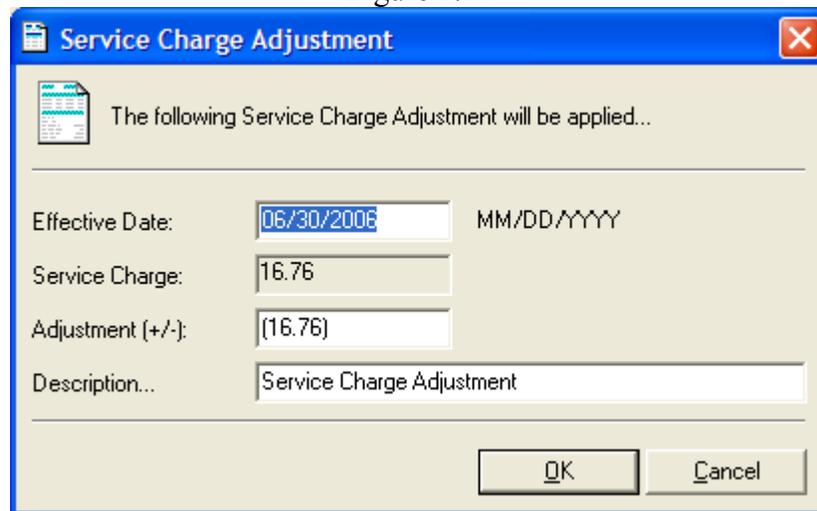
Unposting a bulk service charges run is an excessive action that is unnecessary if all that is required is a correction of a small number of applied service charges. For the occasional correction of a service charge, use the Service Charge Adjustment function. This allows a user to reverse, reduce or increase a service charge to correct an error.

The Service Charge Adjustment is accessed in two ways:

- On the client folder ledger card, right click on the service charge to be adjusted and select “Service Charge Adjustment”.
- On the Service Charge Cycle Detail form for the run containing the account to be adjusted, locate the service charge and right click on it to reveal the Service Charge Adjustment item.

In either case, the user will be presented with a dialogue box in which the adjustment information can be entered. The controls will contain default information including the System Date for the effective date, a generic description that can be expanded on as appropriate, and a default adjustment amount equal to the amount of the original service charge times -1. (Figure 1.12)

Figure 1.12



The following Service Charge Adjustment will be applied...

Effective Date: 06/30/2006 MM/DD/YYYY

Service Charge: 16.76

Adjustment (+/-): (16.76)

Description... Service Charge Adjustment

OK Cancel

The deletion of a Service Charge Run is an option when the run was improperly calculated and it is not feasible to correct it via adjustments. A Service Charges Run may only be deleted if it is not posted. To delete a Service Charges Run, locate it in the list of runs, select it and click the “Delete” button on the Service Charges toolbar (see Figure 1.2).

How it Works:

The bulk service charge calculation works as follows:

- When the Service Charge Calculation Details are set to “Calculate on Active Clients Only”, client folders that are marked as other than Active (on the Client Details tab) are not considered for service charge calculations.
- Only accounts (folders and/or brokers) that are marked as “Apply service charge cycles to this account” will be subject to a bulk service charge calculation. This setting is located on the Client Info tab of a client folder and the Additional Information tab for broker Lists items.
- Only those accounts that meet the ABD setting for the calculation will be considered in the bulk service charges run at hand. If an account is included in the selected ABD range, all transactions within it will be subject to the calculation regardless of their ABD assignment. This is so because it is essential that service charges be based on the overall balance situation within an account. Failure to do so can result in unintended results.
- For the accounts that meet the required parameters as discussed above, the service charge is calculated as follows:
 - Compute the open overdue debit balance.

- Compute the open credits aged current or later. The sum of the open overdue debits and the open credits is determined. If it is a net credit, there the account is not eligible for a service charge.
- If there is a positive net overdue debit balance, the service charge rate applicable to that account is applied to arrive at the computed service charge.
- If the computed service charge is greater than the minimum service charge specified in the Service Charges Calculation Options, a record is added to the run for that account.
- When the bulk service charges cycle is posted, it applies debits to Accounts Receivable and credits a revenue account determined by the ServiceChargeRevenue Xref code.

[Back to Contents](#)

2. Bank Reconciliation Deposit Roll Up

At present the bank reconciliation tool presents deposits containing receipts of more than one date as multiple deposits representing the sum of each day's receipts. In this situation, the bank reconciliation process is more difficult than it needs to be because a user must locate and verify the sum of the daily pieces of a deposit and make the multiple selections rather than being able to simply identify the deposit value in agreement with the bank statement and check it off. (Figure 2.1)

Figure 2.1

Bank Reconciliation window showing account selection and a list of transactions. The account is 00101 Operating Bank. The Statement Closing Balance is 0.00. The table below shows the transactions:

Date	Source	Reference	Description	Cleared	Clear	Amount
03/08/2007	12-Deposits	7	test deposit roll up	<input type="checkbox"/>	<input type="checkbox"/>	400.00
04/05/2007	12-Deposits	7	test deposit roll up	<input type="checkbox"/>	<input type="checkbox"/>	342.00
05/04/2007	12-Deposits	7	test deposit roll up	<input type="checkbox"/>	<input type="checkbox"/>	525.00
03/17/2006	11-Journal Entries	8	Journal Entry	<input type="checkbox"/>	<input type="checkbox"/>	(300.00)
03/08/2007	13-Cheques	8	employee cheq mark	<input type="checkbox"/>	<input type="checkbox"/>	(989.35)
03/08/2007	11-Journal Entries	19	test JE	<input type="checkbox"/>	<input type="checkbox"/>	500.00

With the following changes to the bank reconciliation, now a deposit is presented as one item/value regardless of the fact that it may contain receipts from more than one date. (Figure 2.2)

Figure 2.2

Bank Reconciliation window showing account selection and a list of transactions. The account is 00101 Operating Bank. The Statement Closing Balance is 0.00. The table below shows the transactions:

Date	Source	Reference	Description	Cleared	Clear	Amount
01/30/2007	12-Deposits	NONE		<input type="checkbox"/>	<input type="checkbox"/>	1,230.75
03/08/2007	12-Deposits	7	test deposit roll up	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1,267.00
03/08/2007	12-Deposits	NONE		<input type="checkbox"/>	<input type="checkbox"/>	1,762.00
03/08/2007	12-Deposits	5	test deposit	<input type="checkbox"/>	<input type="checkbox"/>	4,831.00
03/17/2006	12-Deposits	2	Deposit	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	5,000.00
03/08/2007	12-Deposits	6	Deposit	<input type="checkbox"/>	<input type="checkbox"/>	8,450.00

3. Eliminate Tax Message

The initial build of the TBW sales tax system provided message boxes after accepting all policy transactions that offered an opportunity to view or edit applied taxes or advising that no taxes were applied and offering an opportunity to add some. User feedback indicates that these pop-ups on every transaction can be a nuisance.

Notwithstanding the nuisance factor of these message boxes, they have a legitimate purpose. The review/edit option is important if it is necessary to adjust the tax applied based on the rules to take account of a special situation. The ability to add taxes when not otherwise required by the rules can be necessary can similarly be necessary. An example of the latter is the case of an off-road vehicle on a policy containing automobiles. If the policy is coded as Auto, the tax rules will provide for no tax despite the fact that a portion of the coverage is indeed taxable.

The main interface changes will be:

- The elimination of:
 - The message box that is offered when the system applies no tax and offers the opportunity to do so, and
 - The message box that is offered when the system applies taxes and offers the opportunity to view and/or edit the taxes.
- The addition of a “Taxes” button on the bottom of all policy entry forms. This will take the place of the two message boxes that are discontinued.

The new button will operate as follows:

- It will be visible only if the sales tax system is enabled in Demographics.
- It will be disabled until the user has input sufficient information about the subject policy transaction to enable the evaluation of the liability for taxes as set out in the Tax Associations. That is, the button will not be operable until ABD, Bill Type, Premium, and Policy Type are entered.
- The user can click OK to the policy transaction form at this time and the system will evaluate the policy information in relation to the Tax Associations, calculate and apply the taxes and post the transaction without further notice.
- Alternately, at that time the user can click the View/Edit Taxes button and the following will happen:
 - the system will evaluate the policy entry against the Tax Associations and determine what taxes, if any, to apply and calculate them.
 - The system will open a sub-form (use the current form as a basis) containing the calculated taxes. If none were applied, the form will be blank, but the user will be able to add a tax(es). If taxes were applied, the user will be able to edit or delete them or add another.
 - The taxes sub-form will have 2 buttons:
 - OK to accept the taxes, as amended, and close the form. This should set a flag that taxes are done and to be posted as is unless the policy data is subsequently changed before posting.
 - Cancel to close without changing the computed value(s), if any
- On OK to the policy transaction form after the user has edited the taxes above, the system will post the transaction using the tax information accepted by the user.
- If after editing the tax, the user changed any of the policy data elements that potentially impact taxation (ABD, Premium, Bill Type, Policy Type), the system should provide message box indicating that the rule-based taxes, if any, may have

changed and offer the opportunity to keep the previous edits or recalculate and review. If the user opts to retain the edits, the message box closed and the user is free to post the transaction. If the user opts to recalculate and review, the message box closes and the previous tax calculations are discarded and the flag removed. The View/Edit Taxes button remains available for use and the cycle continues. That is, the user can view or edit then post or go directly to post with the rules-based results.

4. Policies In Force Report:

With this new feature, users can return a summary or details report by producer of the 'In Force' policy count, premium, and commission. This new report is located under the Reports menu on the desktop side of the program. (Figures 4.1-4.3)

Figure 4.1 – Policies In Force entry screen

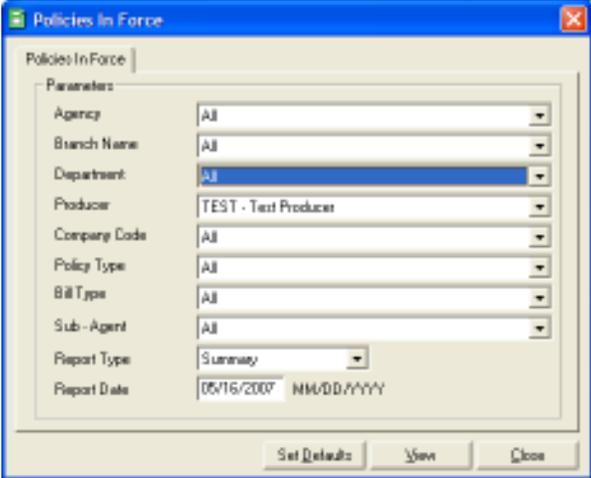


Figure 4.2 – Summary results

Policies In Force Report (Summary)
 Reporting Date: May 16, 2007
 A/B/D: -1/-1/-1 Producer: Test Producer

Producer	Premium	Commission	Policy Count	Client Count	Avg Policies Per Client
Test Producer	\$500.00	\$62.50	1	1	1
Total:	\$500.00	\$62.50	1	1	1

Figure 4.3 – Detail results

Policies In Force Report (Detail)
 Reporting Date: 05/16/2007
 A/B/D: -1/-1/-1 Producer:

Producer	Annualized Premium	Commission	Policy Count	Client Count	Avg Policy Count
Test Producer	\$500.00	\$62.50	1	1	1
FOLDT11 - TEST BC Folder	\$500.00	\$62.50	1	1	
Auto - #32165465 - Canadian Northern Shield	\$500.00	\$62.50			
Total:	\$500.00	\$62.50	1	1	1

5. Direct Check In

When several documents are checked out on a client folder some functions can become very slow. To speed things up this new code will no longer check in and out the entire client folder when changes are made. It will post only the changes for the document you're working on directly to the database.

When doing any of the following you should notice that the client folder is not checked in/out. This will result in much faster processing.

- Creating new Policy Transactions
- Editing existing Policy Transactions
- Marking Requesting Docs for upload
- Marking New Business Applications for Upload
- Transacting Policy Documents
- Un-transacting Policy Documents

6. New .tif image buttons

With this new feature, users now have the ability to import multi-page TIF, TIFF images to a policy and filter thru all pages on that image. (Figure 6.1 –new multi-page tif icons)

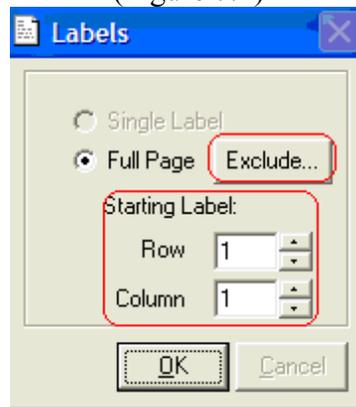
(Figure 6.1 – new multi-page tif icons)



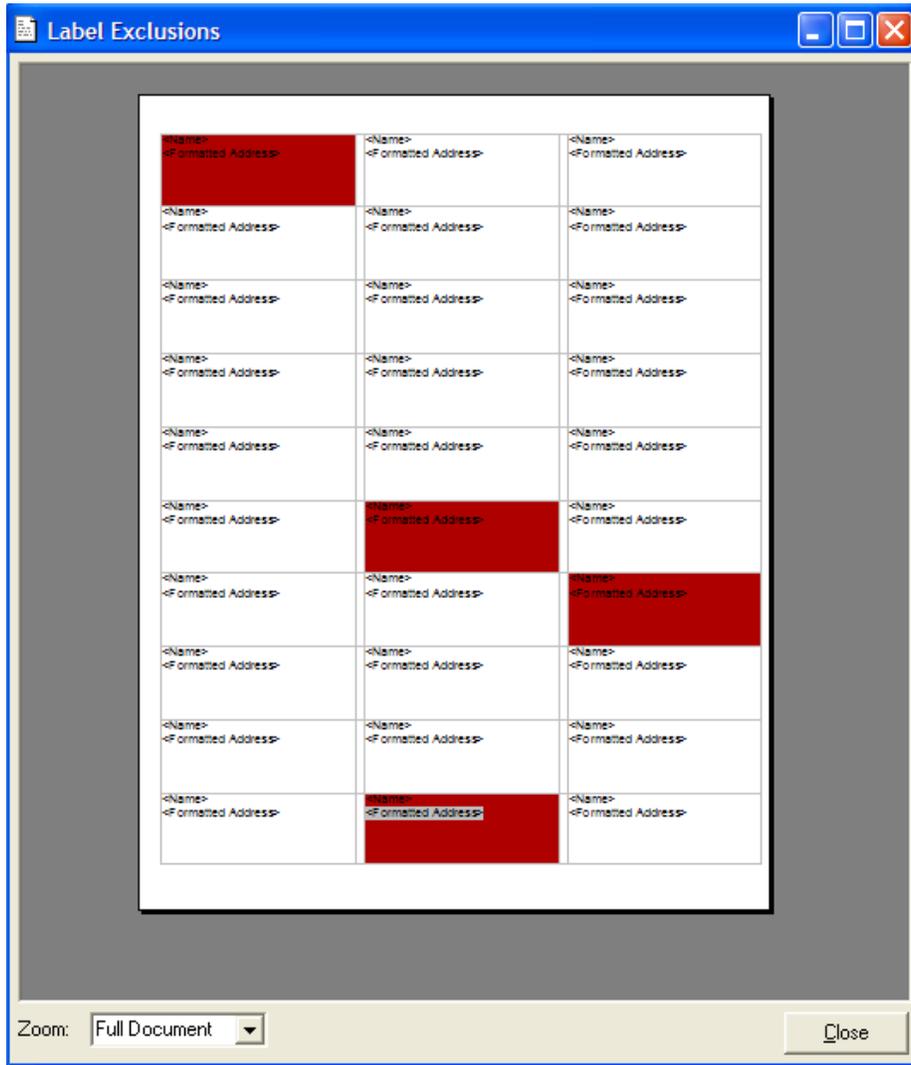
7. Word processor Label Exclusions

When printing a label mail merge users can select exclusions as well as a starting point for the first sheet of labels (Figure 7.1). This window will be displayed after the user selects the desired printer. If user selects exclude, then a new screen will be presented and the user can select the appropriate boxes to be excluded (Figure 7.2 – red items are excluded items).

(Figure 7.1)



(Figure 7.2 – label exclusions)



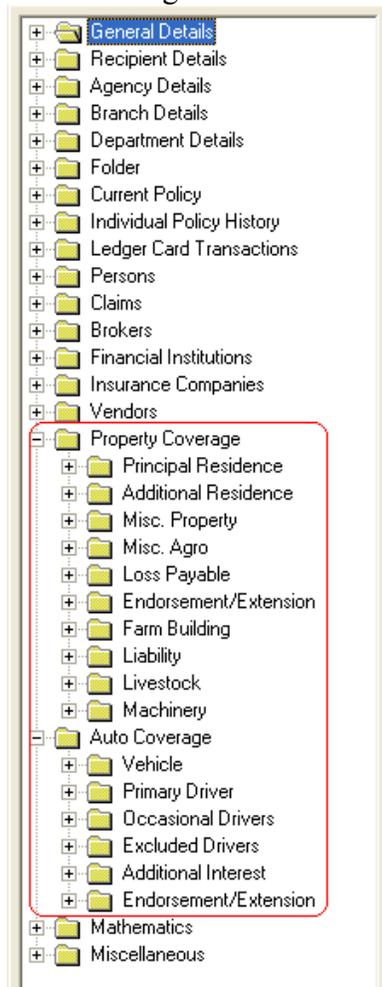
[Back to Contents](#)

8. Word Processor Field Grouping

When the user goes into a letter and tries to insert a field, there will be a retrieving data fields tool that will run, and an insert fields window will be presented. This retrieve window will run each time a new/existing letter is opened.

The user will notice two new insert field headers: Property Coverage and Auto Coverage. Under each folder they will find sub folders and then under each of those they will find the appropriate insert fields. (Figure 8.1)

Figure 8.1



Once an insert field is selected and added to the letter the user can now double click on the field and Format Data Field screen will come up. (Figure 8.2)

Figure 8.2

With this screen the user can specify how they want the related field to be grouped.

- **Category:** Let's the user know what insert field category this came from.
- **Name:** is the name on the insert field user is on.
- **Data Source:** A Data Source is a document to which the corresponding Field Groups reference. Data Sources can be intelliquote, Applications, or Policies. Ex: A template

with two Data Source groups will offer the ability to pull forth data from multiple documents; such as Person A from Policy A and Person A from Policy B

- **Field Group:** A Field Group is a collection of fields that share the same Data Source based on the fields Category. Ex: A template with two 'Person' Field Groups will offer the ability to pull forth data from multiple people in the corresponding Data Source.
- **Replicate:** Field replication is the dynamic population of field data for all items within a Data Source. This eliminates the need to insert fields for each item in a Data Source. Ex: A template with a replicate 'Person' Field will pull forth data for that field for all persons the corresponding Data Source. Hence, if the Data Source contains two persons the replicated field will pull data for both those persons. Replication involving multiple fields is best used in a table for formatting purposes.
- **Separator:** The field replication separator defines how the data for a replicated field is returned. Ex: A template with a replicated 'Persons' Field being separated with a New Line will place each returned item for that field on it's own line in a document.

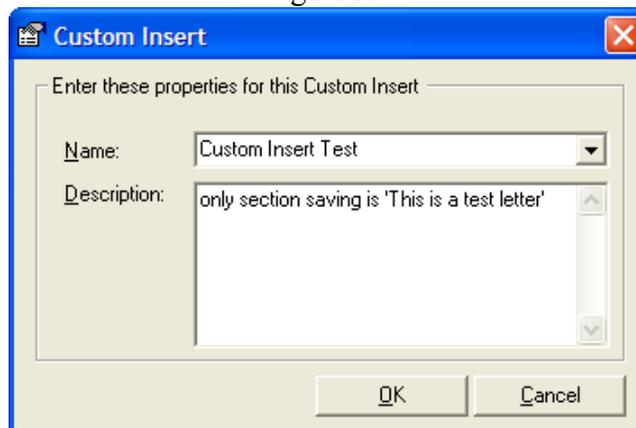
9. Word Processor Custom Inserts

Users have the ability to save an entire document or part of a document as a Custom Insert. Simply go to Tools > Inserts > Create Custom Insert or press Ctrl+F9, type the name and description of the insert and OK (Figure 9.1 & 9.2)

Figure 9.1



Figure 9.2



To insert this later you can go to Tools > Inserts > Custom inserts or you can press Ctrl+F8 (Figure 9.3). You then have a list to scroll through and select or you can type the name of the insert and the matching name will be selected. Press OK or double-click on the Insert name to insert into the document (Figure 9.4).

Figure 9.3



Figure 9.4



A User can also create and insert these Custom Inserts by simply right-clicking in the document and clicking the appropriate option. (Figure 9.5)

Figure 9.5



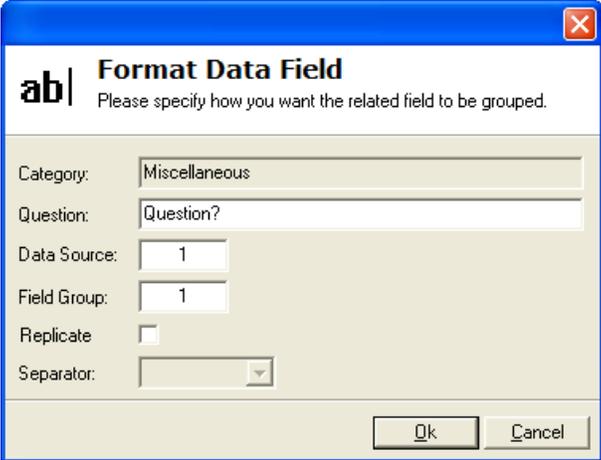
10. Word Processor Ask Variable

This Feature allows the user to insert an Ask field where they can enter their own question. When the template is dragged and dropped it will ask you that question and wait for a response.

How to Use:

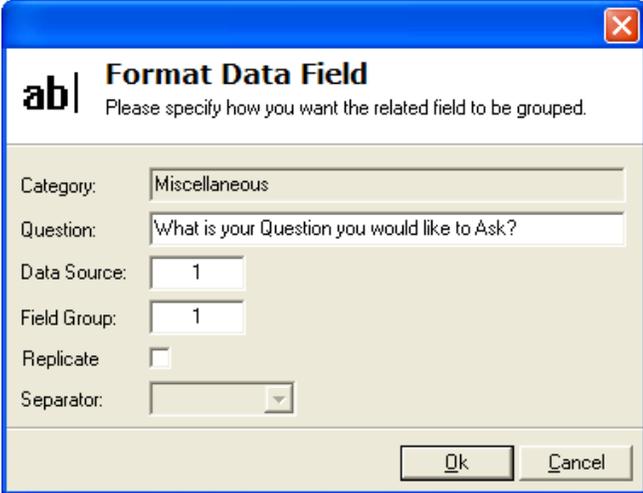
- Open new word processor document or existing document
- Go to insert fields and you will find a new folder called Miscellaneous
- Under this folder there is an insert field of 'ASK'
- Double click to insert this field in the desired area on the word processor document.
- After inserted, double click the insert field 'ASK' to be presented with the following format data info screen. (Figure 10.1)

Figure 10.1



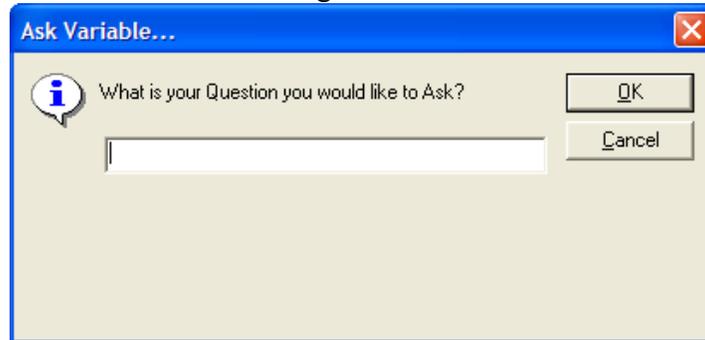
- **Category:** lists the folder where this insert field resides.
- **Question:** This is where the Question (Ask) is inputted.
- **Data Source:** A Data Source is a document to which the corresponding Field Groups reference. Data Sources can be Intelliquote's, Applications, or Policies.
- **Field Group:** A Field Group is a collection of fields that share the same Data Source based on the fields Category.
- **Replicate:** Field replication is the dynamic population of field data for all items within a Data Source. This eliminates the need to insert field for each item in a Data Source.
- Enter the Question that would be required then hit OK to apply. (Figure 10.2)

Figure 10.2



- Publish the new word processor document then close.
- Drag and Drop the letter to the folder or document desired.
- Depending on other data inserted in the letter, a new window will be presented with the 'ASK' question. (Figure 10.3)

Figure 10.3



- Enter the appropriate answer and continue on to the Letter.
- Once inside the letter, the 'Ask' field should not be populated with the appropriate answer entered.

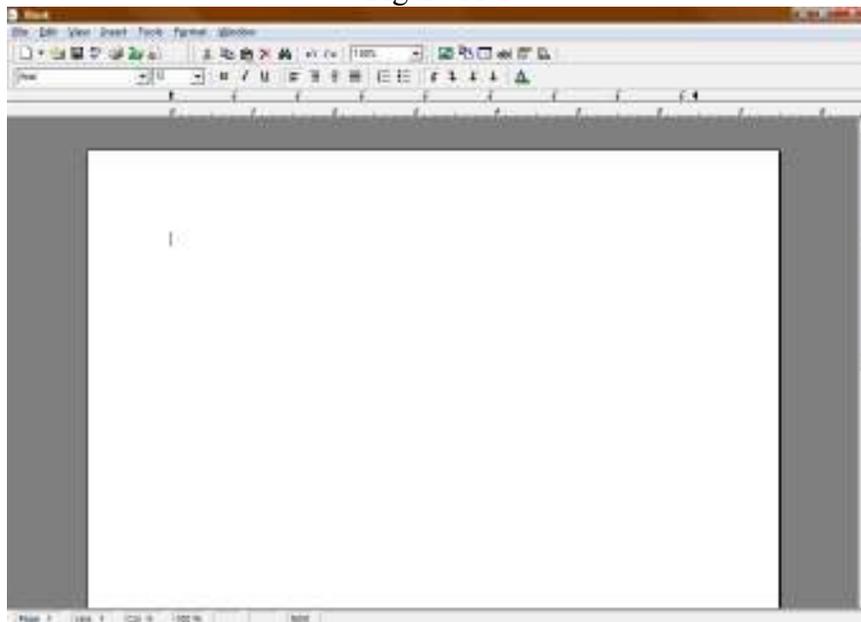
[Back to Contents](#)

11. Word Processor Math Equations

How to use:

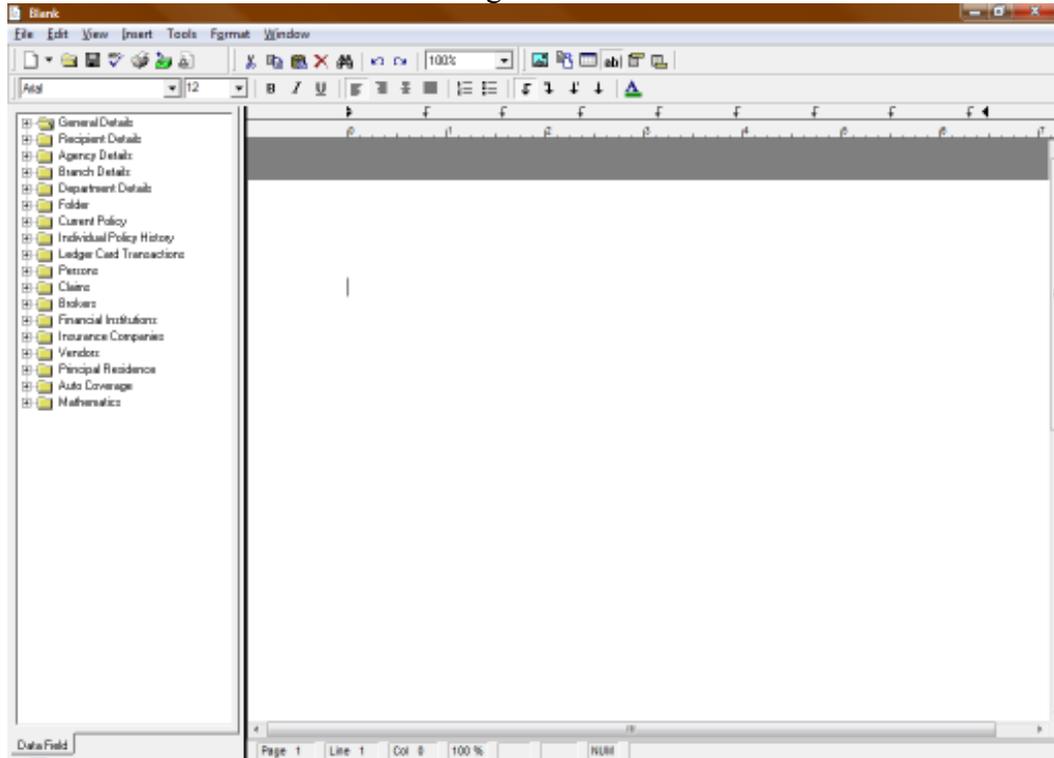
- Open a new or existing word processor document (Figure 11.1)

Figure 11.1



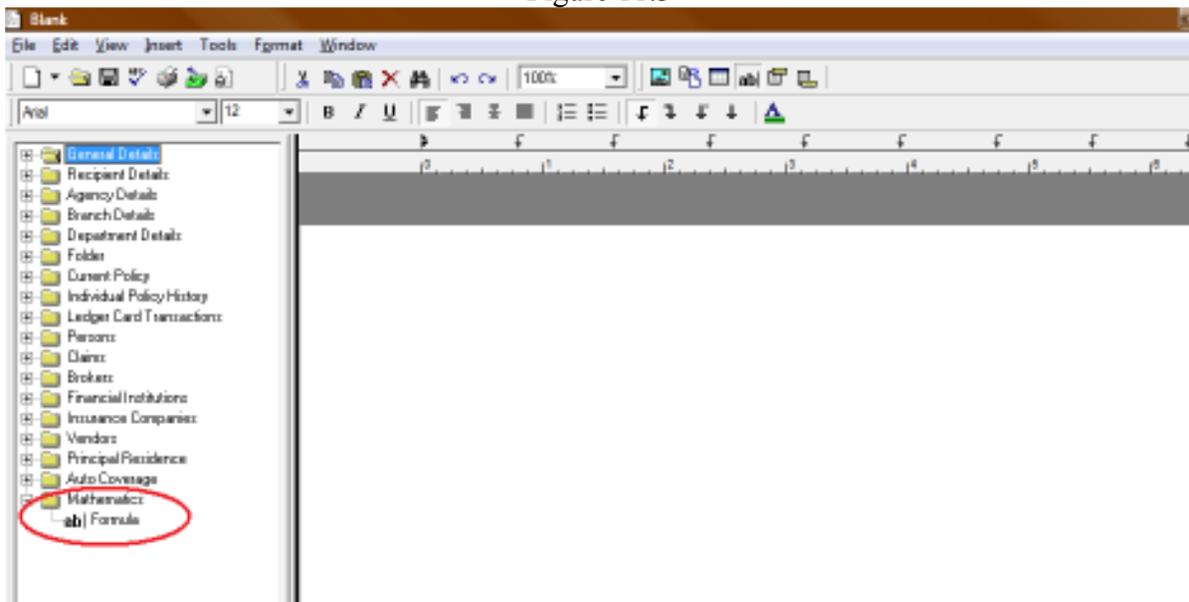
- Under the Insert menu, select the Field option. This will present a new window with all the insert fields available. (Figure 11.2)

Figure 11.2



There should be a new folder in the list called Mathematics-> formula. (Figure 11.3)

Figure 11.3



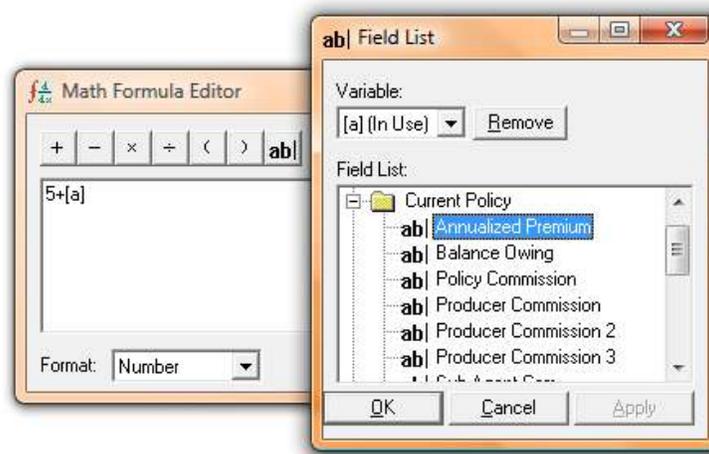
Select where you would like to insert the 'formula', and then double click on the 'formula' insert field. Once this has been done a new Math Formula Editor Window will be presented. (Figure 11.4)

Figure 11.4



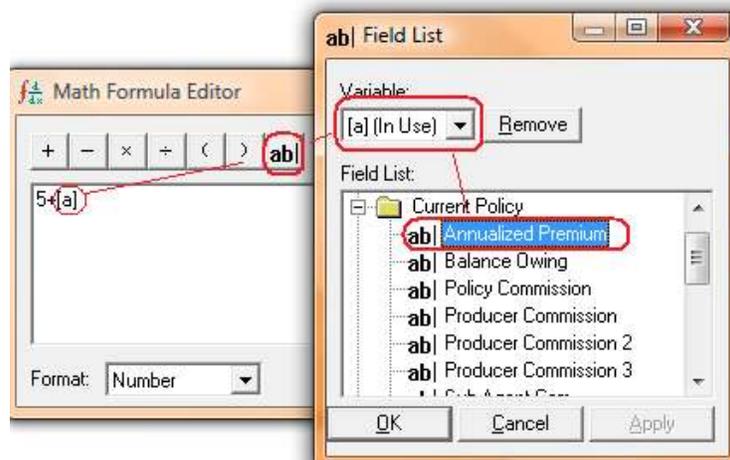
With this new Math Formula Editor window, users can manually type in a math equation or they can create an equation by using other insert fields. User also has the option of Number or Currency format, which is located in the bottom left of editor window. (Figure 11.5)

Figure 11.5



- After the equation has been created, click ok
- To edit a 'Formula', the user can double click on the formula field and the Math Equation - Editor window will reopen, ready for editing.
- While in the editor window, if user has forgotten what the equations purpose was, ex. $5+(a)$ (what does (a) stand for?), select the 'ab' icon from the toolbar, then use the drop down menu to find what "(a)" stands for in the equation.(figure 11.6)

Figure 11.6

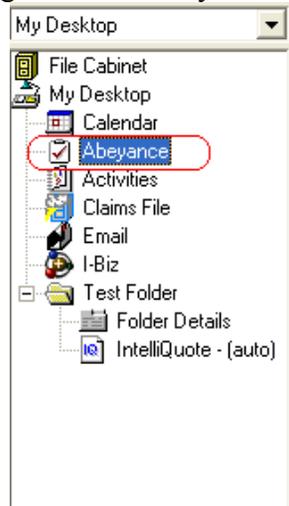


12. Checkout Abeyance folder

This enhancement gives the user the ability to check out a client folder via right click on Abeyance list.

When you double-click the Abeyance icon on the tree and are presented with the Abeyances, users now have the ability to right-click on a Client Abeyance and check out the client folder.(figure 12.1, 12.2)

(Figure 12.1 –Abeyance Icon)



(Figure 12.2- Abeyance List – check out folder)

Abeyance

View or edit Abeyance Items below, Double click an item for more detail..

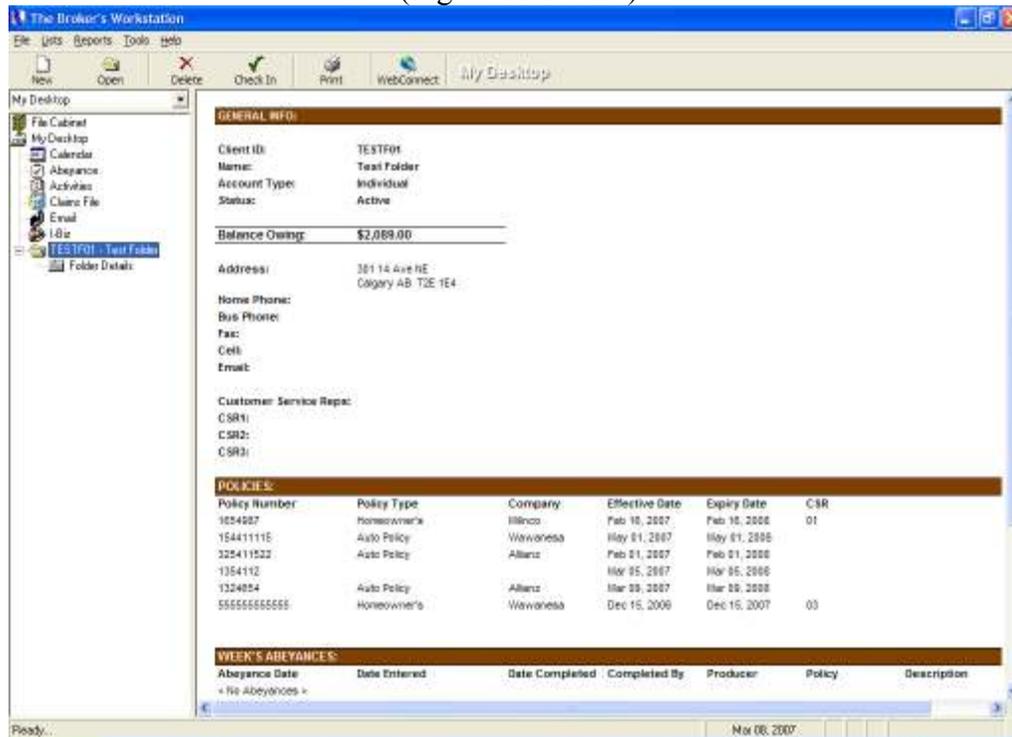
View Items by Producer... View Items by Document Type... From Date: To Date:

All All 01/30/2007 01/30/2007 Refresh

Done	Type	Created By	Abeyance Date	Date Entered	Date Done	Done By	Producer	Acc't Class	Acc't ID	Name	Pol Num
<input type="checkbox"/>	IntelliQuote	Test User	Jan 30, 2007	Jan 30, 2007			01	Client	TEST001	Test	78990
<input type="checkbox"/>	All	Test User	Jan 30, 2007	Jan 30, 2007			01	Client	TEST001	Test	78990
<input checked="" type="checkbox"/>	New Policy	Test User	Jan 30, 2007	Jan 30, 2007			01	Client	TESTF01	5555555555	5555555555

Check Out Client

(Figure 12.2 cont.)



[Back to Contents](#)

13. Abeyance History

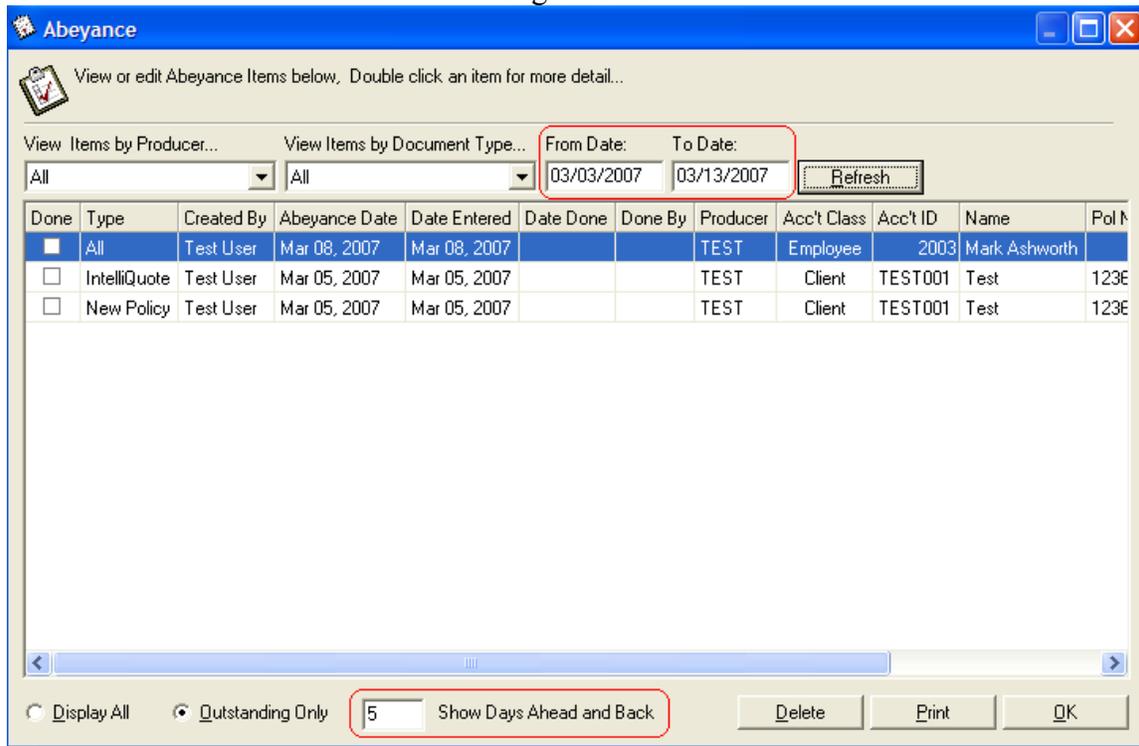
Currently TBW does not display the history of an abeyance item if edited. With this enhancement, the client can edit the abeyance and the history of that abeyance will be stored within the database for later retrieval. The current edit will be shown on the newly edited abeyance item, also maintaining the original abeyance created date.

14. Abeyance Changes

- Days Ahead/Back is now BOTH, not either. Caption now says "Show Days Ahead and Back" instead of "Show Days Ahead/Back (eg -30 or 30)" (Figure 14.1)
- There is a need to show ALL outstanding abeyances regardless of date. The system will now allow the From and To Dates to be blank if the view is set to Outstanding Only AND the Days Ahead/Back = 0. If your other filters are set to "All" then the result will be all outstanding abeyances regardless of date. (Both dates must be blank)

This can be defaulted and will work on both the client folder and main abeyance screen.

Figure 14.1



[Back to Contents](#)

15. Cancel Forced Activity

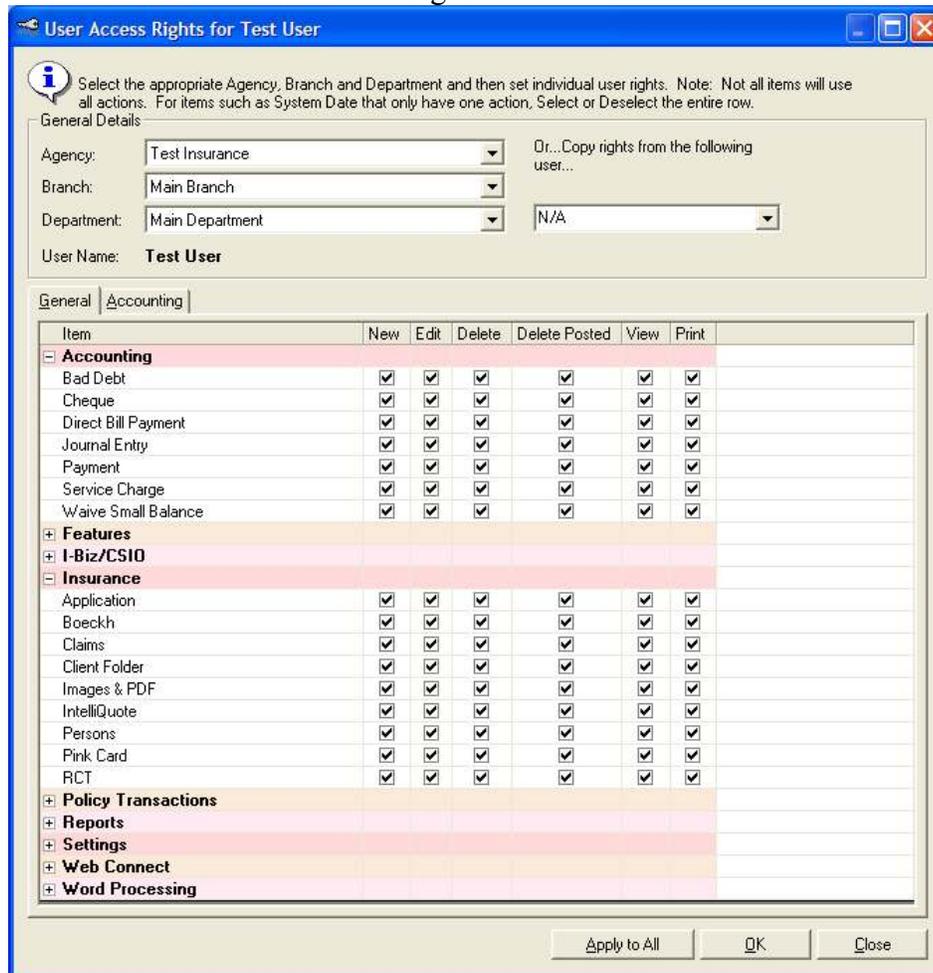
This enhancement gives the user the ability to Cancel a Forced Activity and not check in the folder.

- The user will no longer receive a message indicating that a Forced Activity is required and will now be sent directly to the Forced Activity.
- The user will be able to Cancel the Forced Activity

16. Sorted User Rights

General User Rights have now been sorted into appropriate sections for easier viewing and applying. (Figure 16.1)

Figure 16.1



17. New Webconnect Items

We have now added PortagePQP, Kingsway, Blue Cross MB, Gore Mutual, AXA, Dominion, Aviva, Economical, ING Canada, Insurance Bureau of Canada. To enable these items, user rights will need to setup accordingly and then username/password info can be setup under appropriate webconnect item.

Also available with new webconnect items, we now have the option of doing a policy lookup right from the CSIO or manually entered policy. This feature is currently available with Wawanesa, Gore Mutual, Dominion of Canada, Axa, and Kingsway. To use this feature the webconnect username/password info needs to be entered in appropriate screen, then when a user opens a policy they will see the following icon  on there toolbar that will take them into the insurance company website to do a policy lookup. (figure 17.1, 17.2)

Figure 17.1

User Access Rights for Test User

Select the appropriate Agency, Branch and Department and then set individual user rights. Note: Not all items will use all actions. For items such as System Date that only have one action, Select or Deselect the entire row.

General Details

Agency: Branch: Department: Or... Copy rights from the following user...:

User Name: **Test User**

General | Accounting

Item	New	Edit	Delete	Delete Posted	View	Print
Web Connect						
WebConnect - AXA	<input checked="" type="checkbox"/>					
WebConnect - AutoPlus	<input checked="" type="checkbox"/>					
WebConnect - Aviva	<input checked="" type="checkbox"/>					
WebConnect - Aviva Gateway	<input checked="" type="checkbox"/>					
WebConnect - Blue Cross	<input checked="" type="checkbox"/>					
WebConnect - CSIO	<input checked="" type="checkbox"/>					
WebConnect - Dominion of Canada	<input checked="" type="checkbox"/>					
WebConnect - Economical	<input checked="" type="checkbox"/>					
WebConnect - Gore Mutual	<input checked="" type="checkbox"/>					
WebConnect - HITS	<input checked="" type="checkbox"/>					
WebConnect - IFS	<input checked="" type="checkbox"/>					
WebConnect - ING Canada	<input checked="" type="checkbox"/>					
WebConnect - ING Savers	<input checked="" type="checkbox"/>					
WebConnect - Insurance Bureau of Canada	<input checked="" type="checkbox"/>					
WebConnect - Kingsway	<input type="checkbox"/>					
WebConnect - MVR	<input checked="" type="checkbox"/>					
WebConnect - Manitoba Blue Cross	<input type="checkbox"/>					
WebConnect - Portage Mutual	<input type="checkbox"/>					
WebConnect - Premium Financial	<input checked="" type="checkbox"/>					
WebConnect - RSA	<input checked="" type="checkbox"/>					
WebConnect - Rapid eQuote	<input checked="" type="checkbox"/>					
WebConnect - SGI	<input checked="" type="checkbox"/>					
WebConnect - Setup Admin	<input checked="" type="checkbox"/>					
WebConnect - Toolbar Setup	<input checked="" type="checkbox"/>					
WebConnect - Wawanesa Billing	<input checked="" type="checkbox"/>					

Apply to All OK Close

Figure 17.2

Options

General | Printing | Email Setup | **Web Connect** | Logo Setup | Switches

Web Page Info IE Version: 6.0.2900

Name	Status
AutoPlus Web Access	Activated
Aviva	Activated
AXA	Activated
Blue Cross Web Access	Inactive
CGI Single Sign On	Inactive
CSIO Forms Download	Inactive
Dominion of Canada	Activated
Economical	Activated
Gore Mutual	Activated
HITS Web Access	Inactive
IFS Financial Web Access	Inactive
ING Canada	Activated
ING Savers Integration	Activated
Insurance Bureau of Canada	Activated
Kingsway	Inactive
Manitoba Blue Cross	Inactive
MVR Web Access	Inactive
PFS Web Access	Inactive
Portage Mutual	Inactive
Royal SunAlliance Broker Login	Inactive
Royal SunAlliance Rapid eQuote	Inactive
SGI Canada Web Access	Inactive
Wawanesa Billing Web Access	Activated

Global Options
Company Options
Toolbar Setup
Setup

OK Cancel

18. Vehicle Substitution

Currently the only way to do a substitution is to edit the current vehicle, change the VIN and/or Year Built and answer “YES” when asked if this is now a completely different vehicle. This method of substitution would maintain the current driver and claims assignments however it would still appear internally as an add/delete and show as such on the change memo.

In order to avoid confusion and offer more functionality we will now display a dedicated “Substitute” button.

With this new “Substitute” button that appears on the \ Optional Coverages screen (Figure 18.1), depending on what vehicle type is selected under “Currently Selected Items” the user may be asked which type of vehicle they would like to substitute the current vehicle with (Figure 18.2 & 18.3). After making a selection Intelliquote will make all the necessary changes behind the scenes and then open the Coverage Items screens for editing (Figure 18.4).

Figure 18.1

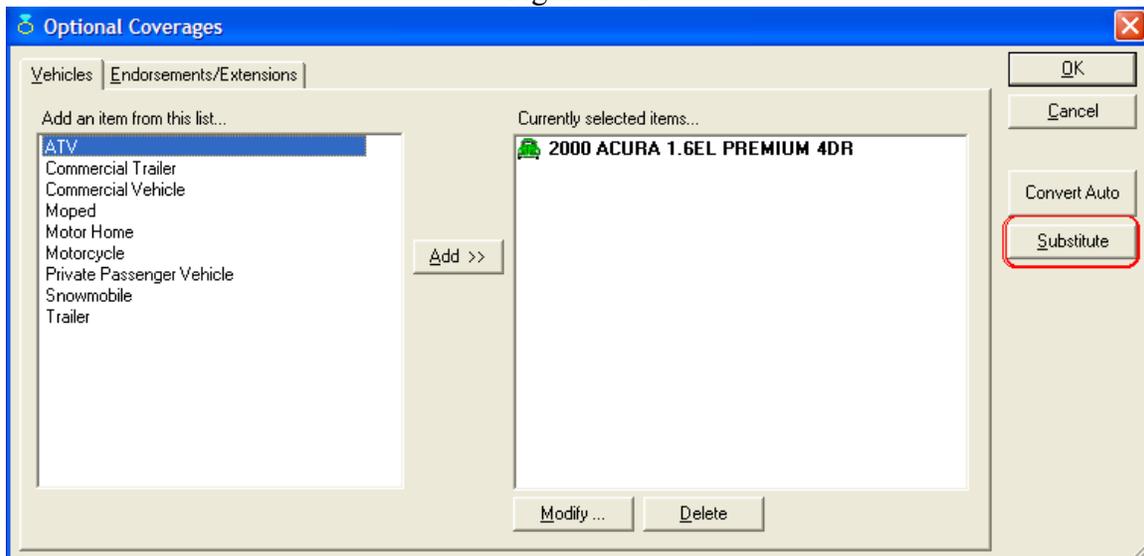


Figure 18.2

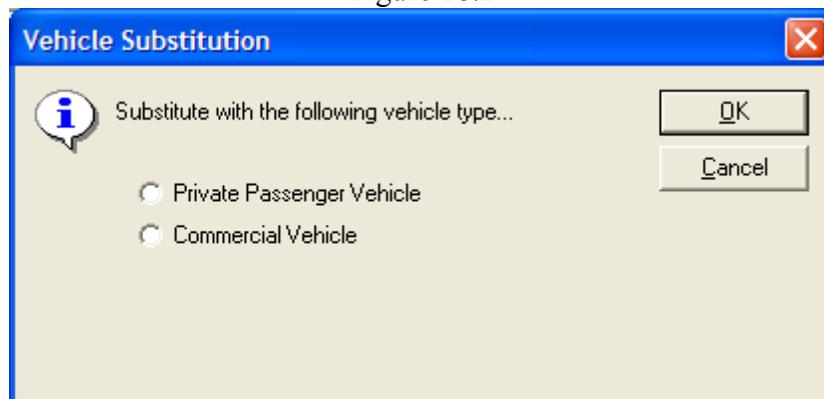


Figure 18.3

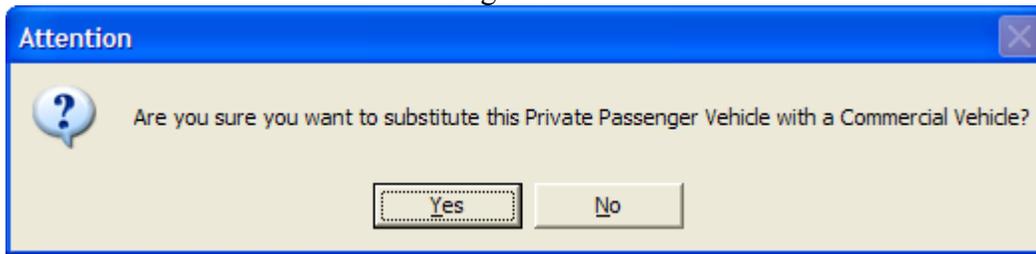
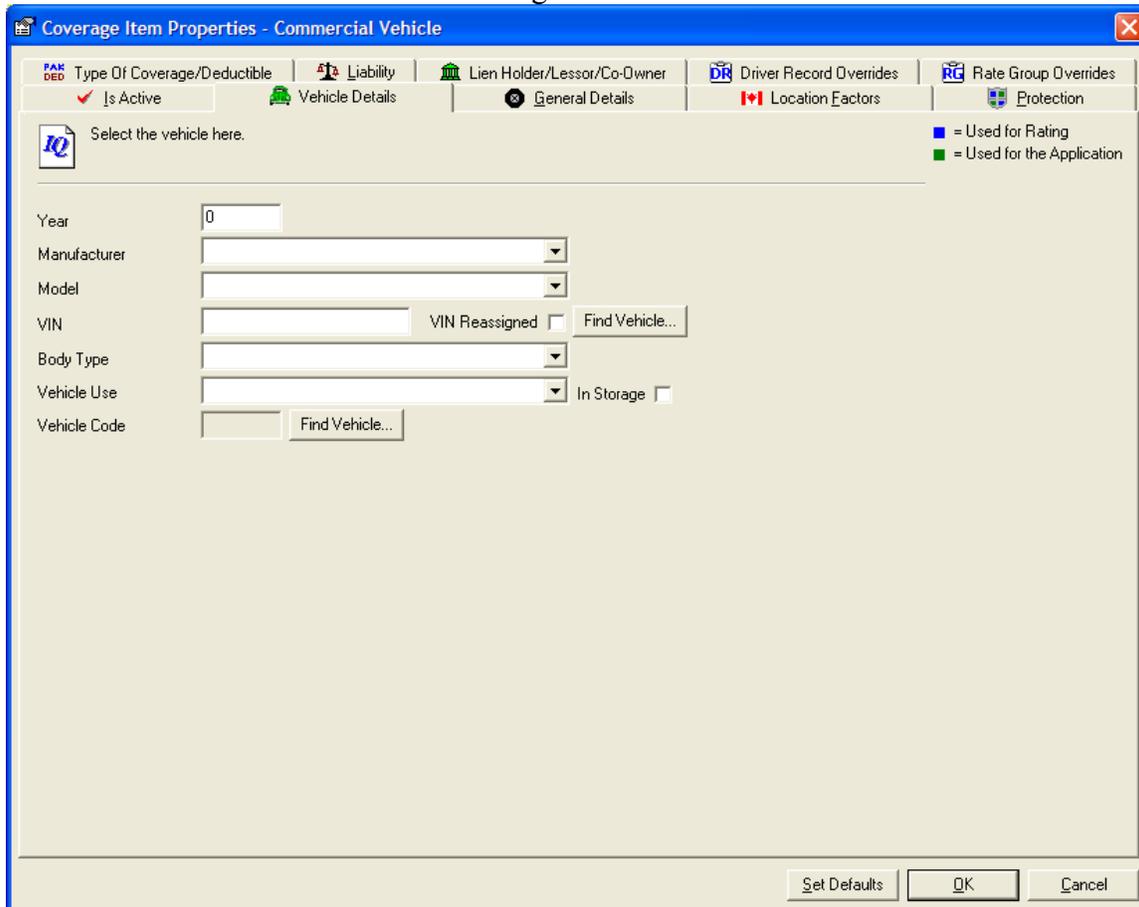


Figure 18.4



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,



[Back to Contents](#)