7 May 2009

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 newest features to **The Broker's Workstation (TBW)**:

Contents

Custom Software SOLUTIONS INC.

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1. I-Biz Effective Time Component on All Requesting Documents

As a further enhancement to TBW, we are pleased to announce that the Effective Time will now be included on all requesting documents (Cancellation, Reinstatement, and Endorsement Requests).

To create a request document, simply drag and drop the appropriate icon from the **Policy Transactions Tray** onto the relevant document in the **Desktop Tree** (see Figure 1.1). The request dialogue box will open.

(Figure 1.1)
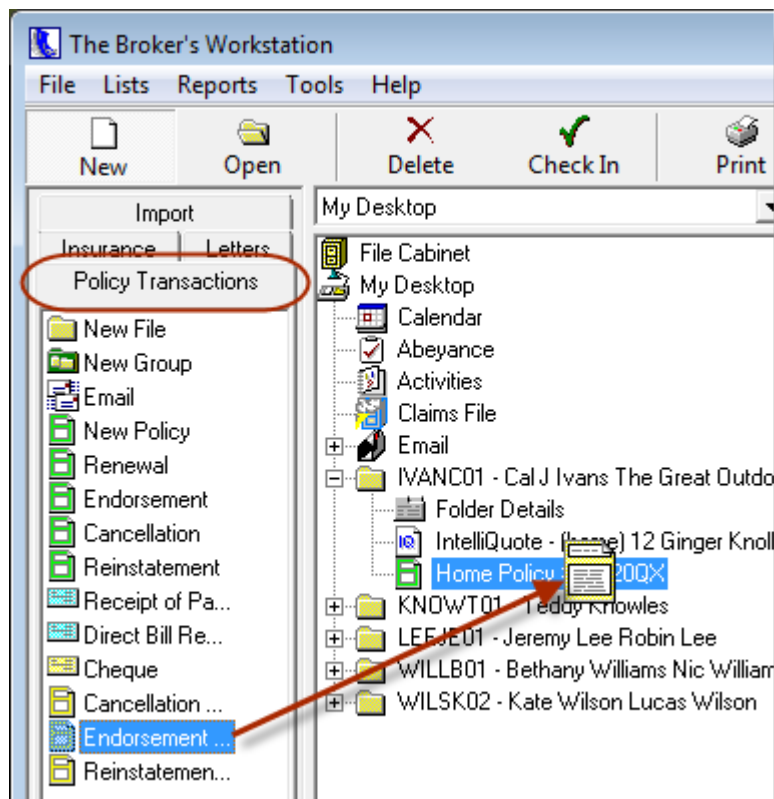
Prior to this enhancement, the TBW user could view both the **Effective Date** and **Expiry Date** while creating a request document (see Figure 1.2).

(Figure 1.2)

Now, with this enhancement, the TBW user can also view the **Effective Time** for the document (see Figure 1.3).

(Figure 1.3)

Please note the following about the Effective Time feature:

- The default Effective Time is determined by the System Date. If the System Date is **today's date**, the Effective Time will automatically default to the current time. If the System Date is a **past or future date**, the Effective Time will automatically default to 12:01 a.m.
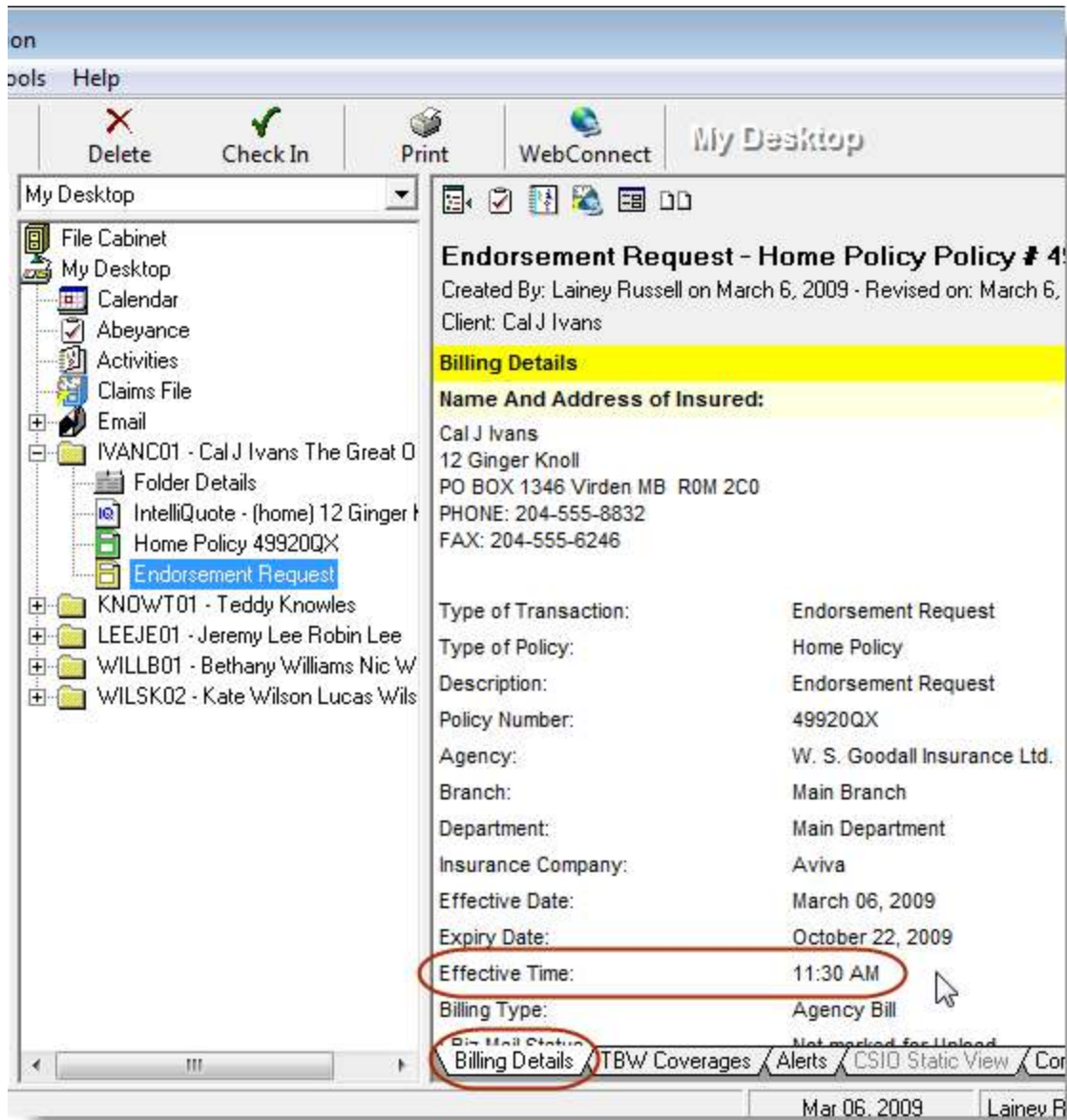
🔸 The TBW user can override the default Effective Time with any chosen time value by simply clicking and typing in the field to enter the desired time (see Figure 1.4).
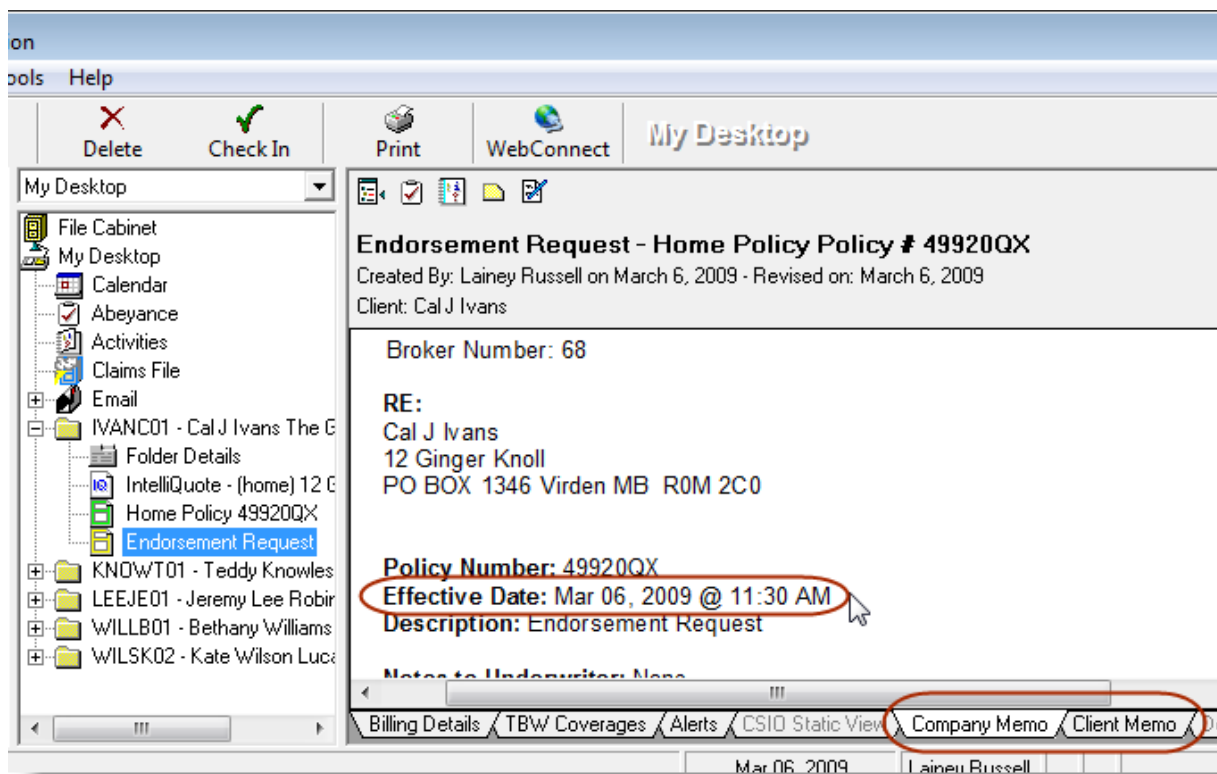
(Figure 1.4)

The Effective Time will appear on the **Billing Details tab** of the request document (see Figure 1.5) and will also be shown on the corresponding **Change Memo** (see Figure 1.6).

(Figure 1.5)

(Figure 1.6)

2. Convert a Secondary Dwelling to another Secondary Dwelling or to a Primary Dwelling

A TBW user may need to convert a dwelling in an IntelliQuote or Policy document for a number of reasons, such as changing the dwelling type or location. We are pleased to announce an enhancement to the program that allows the user to convert an existing secondary dwelling either to another secondary dwelling or to a primary dwelling.

The TBW user can convert a secondary dwelling using either an existing IntelliQuote or a Policy document, as follows:

To convert a secondary dwelling in an existing IntelliQuote, check out and open the relevant IntelliQuote. Then, click the **Coverage Items button** on the **IntelliQuote toolbar** (see Figure 2.1) to open the **Optional Coverages dialogue box**.

(Figure 2.1)
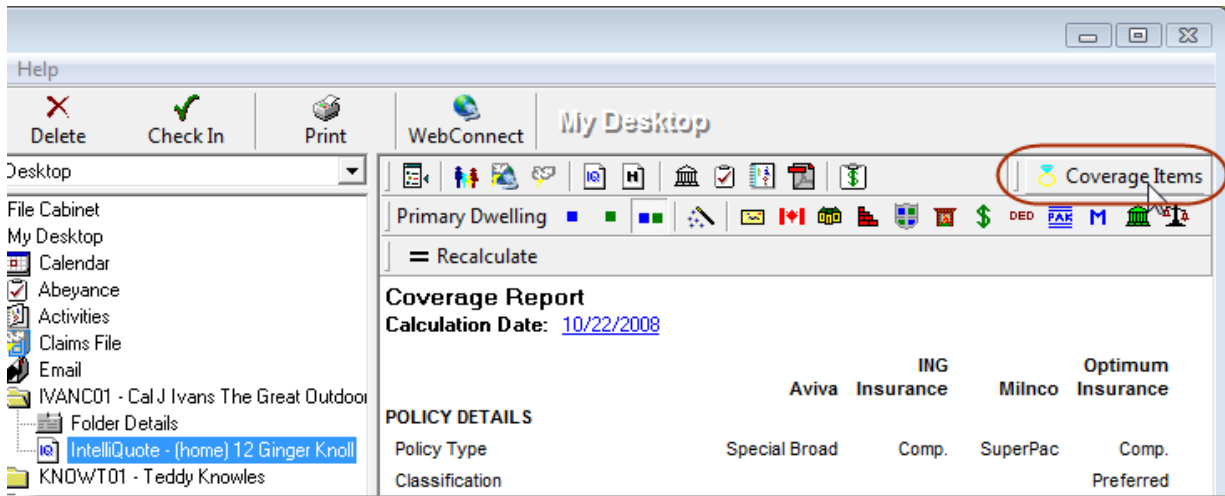
🟥 To convert a secondary dwelling while creating a Policy document (such as an Endorsement Request or Renewal), drag and drop the appropriate icon from the **Policy Transactions Tray** onto the relevant Policy document in the Desktop Tree (see Figure 2.2). Enter requested details, and then click the **Coverages button** (see Figure 2.3). Once requested IntelliQuote details have been entered, the **Optional Coverages window** will appear.

(Figure 2.2)
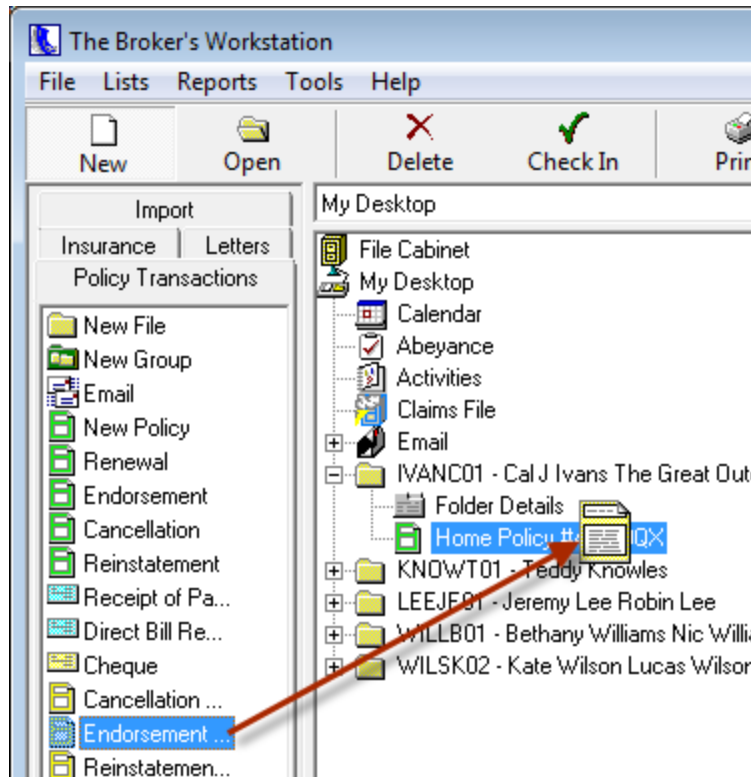
(Figure 2.3)
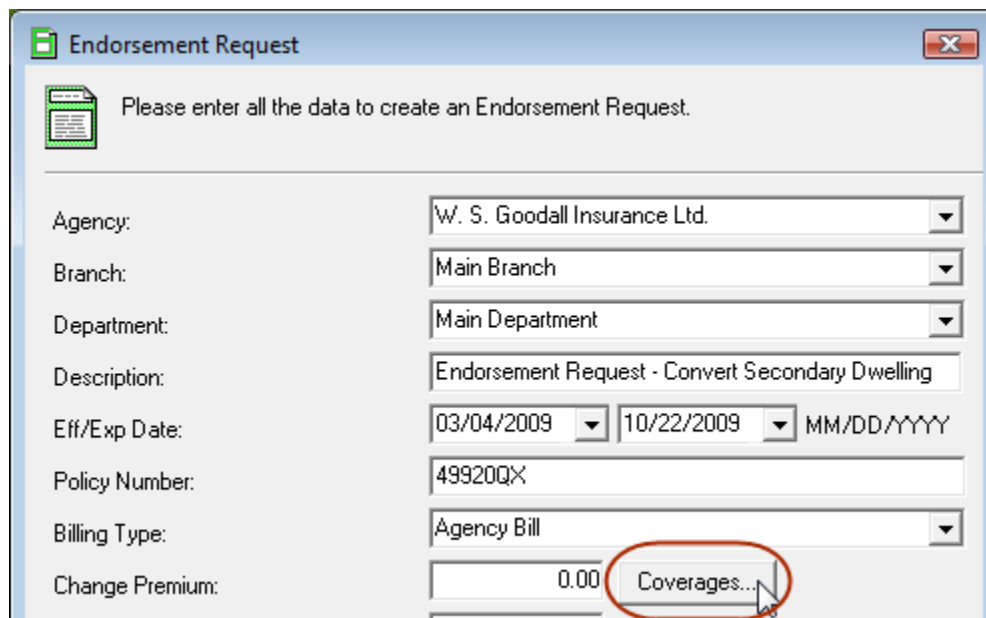
In the **Optional Coverages window**, select the secondary dwelling to be converted, and then click the **Convert Dwelling button** (see Figure 2.4).

(Figure 2.4)
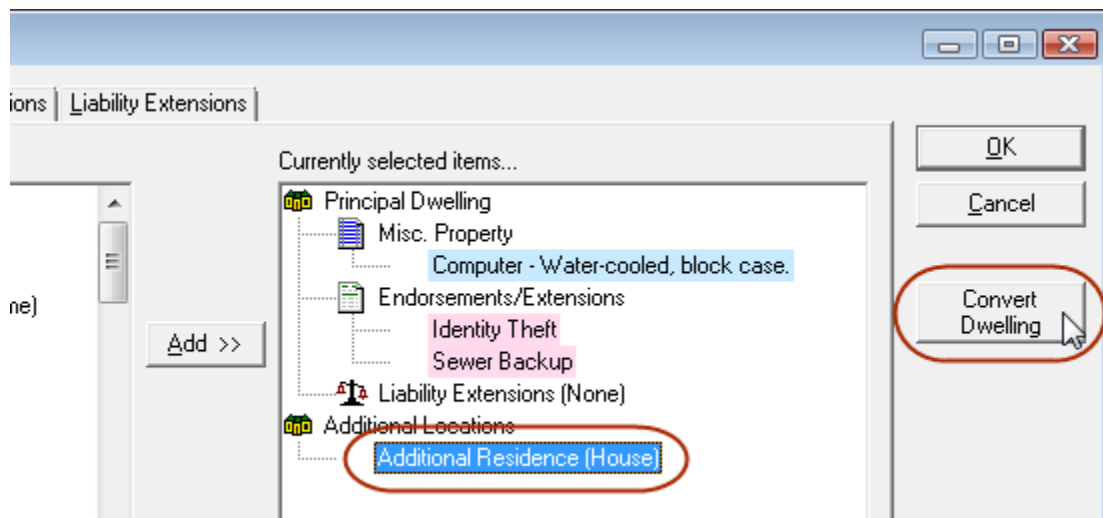
Prior to this enhancement, clicking the Convert Dwelling button in the Optional Coverages window would only provide the user with the option to convert the selected dwelling to a principal dwelling (see Figure 2.5).

(Figure 2.5)
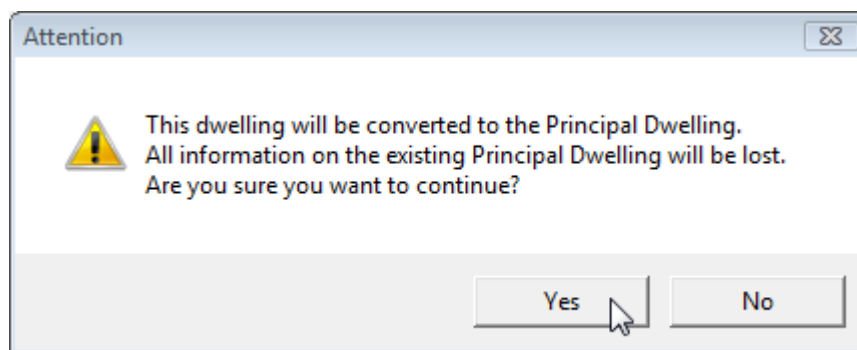
Now, however, the user can choose to convert the selected secondary dwelling either to any type of principal dwelling or to another type of secondary dwelling (see Figure 2.6).

(Figure 2.6)

Please note the following:

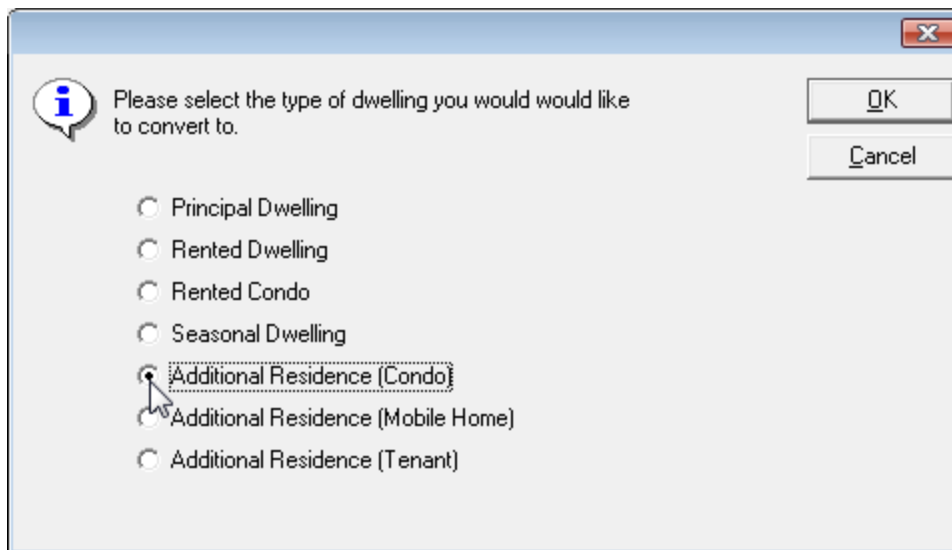- You cannot choose to convert a secondary dwelling from one type to the same type [e.g. convert an Additional Residence (House) to another Additional Residence (House)].

- When converting a dwelling using a Policy document, the Insurance Company selected will determine the types of dwellings available for the secondary dwelling conversion.
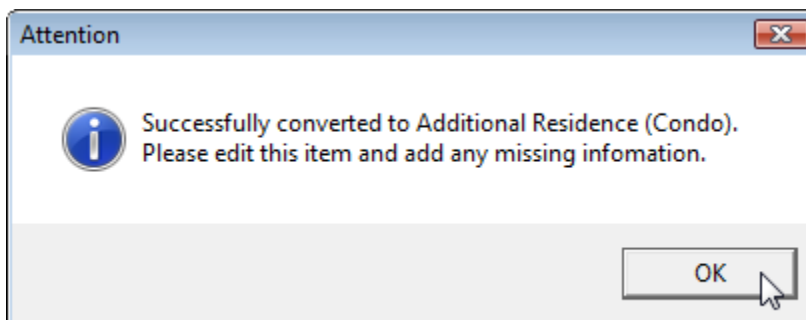
Once you have selected the type of dwelling, click **OK**. In the **Attention window** that appears, click **Yes** to continue with the conversion (see Figure 2.7).

(Figure 2.7)
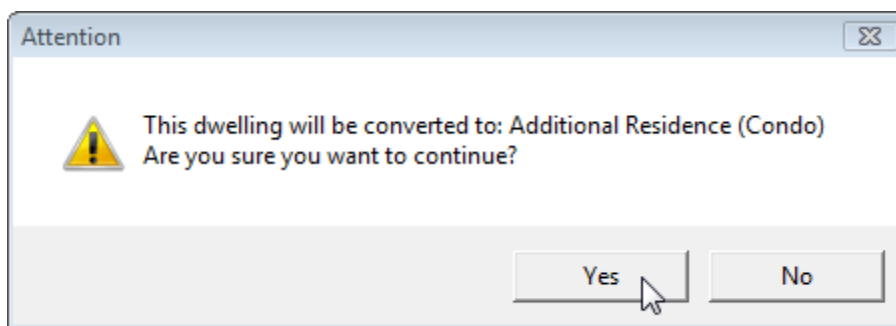
Once the conversion has been completed, click **OK** (see Figure 2.8), and then use the **Coverage Item Properties Wizard** to enter specific details relevant to the converted dwelling (see Figure 2.9).

(Figure 2.8)

(Figure 2.9)
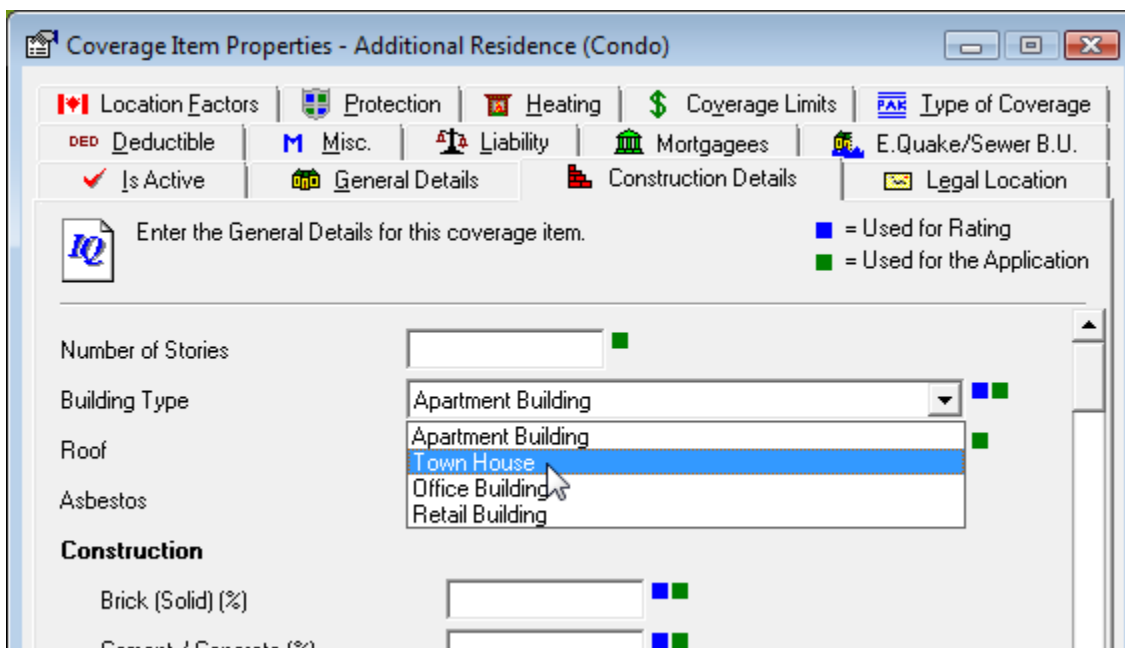
Note that completing the conversion with a Policy document will automatically create a **Change Memo** containing details regarding the dwelling change (see Figure 2.10). The **Company Change Memo** can be sent to the company, while the **Client Change Memo** is intended for the client.

(Figure 2.10)

3. Expanded WebConnect Company List

We are pleased to announce that the list of companies available through TBW's WebConnect tool has been further expanded, in response to requests by TBW clients.
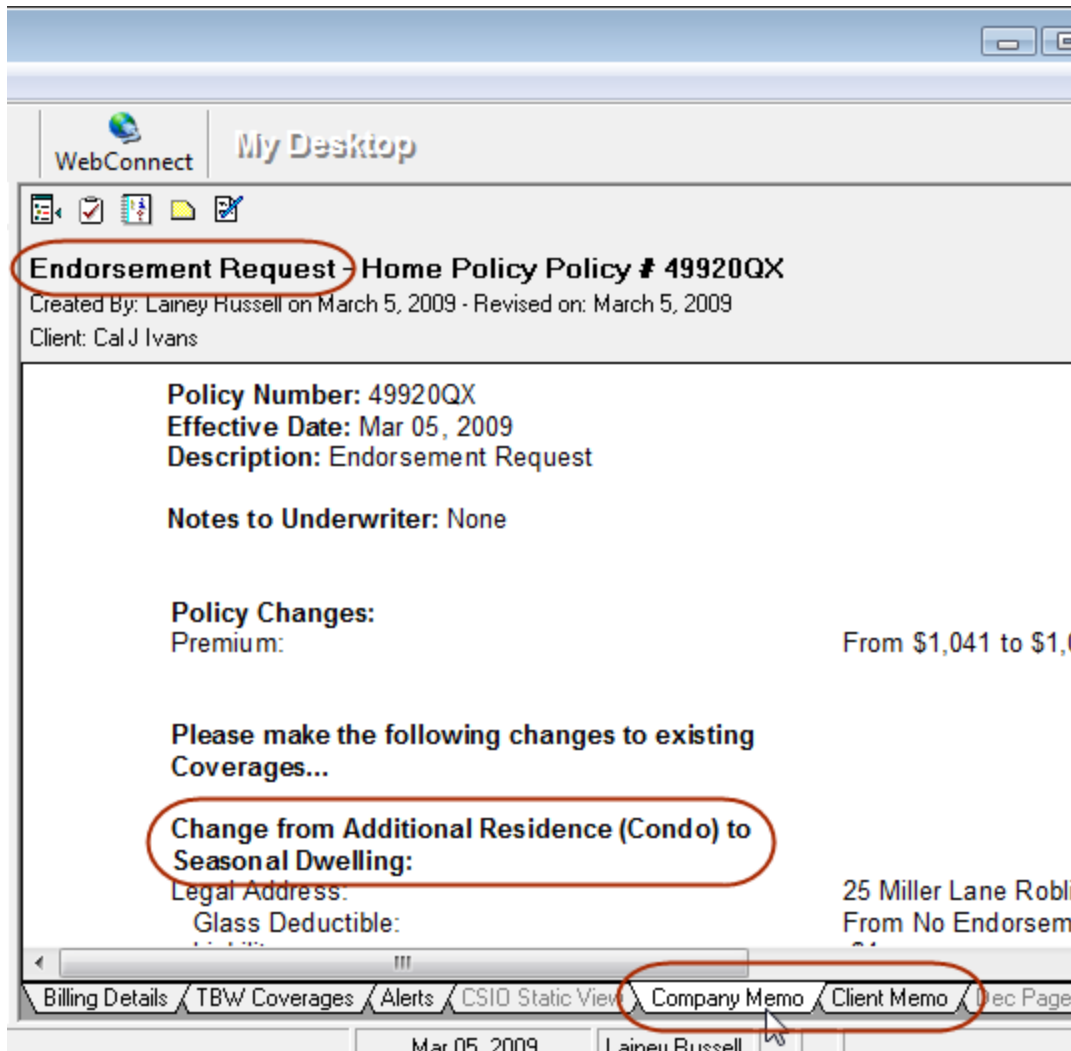
The WebConnect feature allows the TBW user to access specific insurance company and service bureau websites quickly and easily directly from the TBW interface. When the TBW user clicks the **WebConnect button** on the TBW toolbar, the list of companies and services available through WebConnect opens in the **WebConnect window** (see Figure 3.1).

(Figure 3.1)
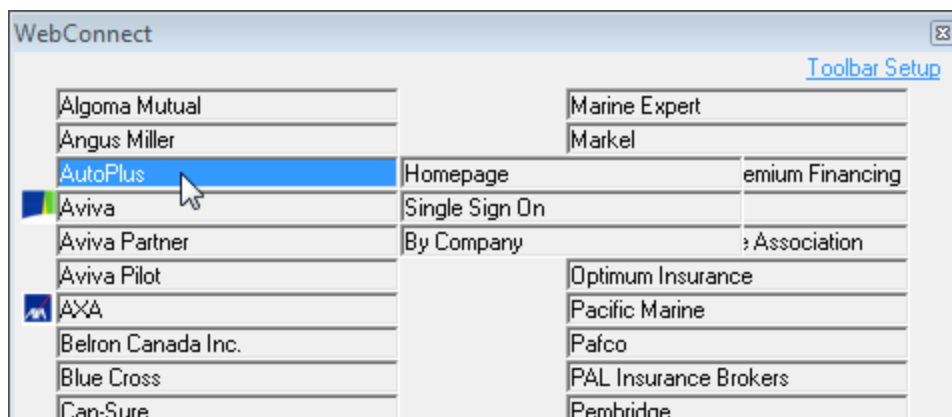
This list has been expanded to include the following companies:

- **Aviva Partner**: Click *Aviva Partner* in the WebConnect window to access all Aviva tools and systems (such as the Portal, Fastrax, Doc, and BVS), as well as a number of new features, on this enhanced website.

- **Chubb Insurance Company of Canada**: The *Chubb Insurance link* provides the TBW user with convenient access to the Homepage and Login site for this company.

- **Conversense**: *Conversense Insurance Services Suite* is an online claims management system that integrates with all types of policy and/or claims systems and allows the insurer to communicate with vendors, internal user groups, brokers, and policy holders in a secure, workflow-based environment. Use the *Conversense link* to log into the Conversense Insurance Workdesk.

- **Farmers' Mutual Insurance Company (Lindsay):** The *Farmers' Mutual (Lindsay) link* provides the TBW user with convenient access to the Homepage and Look Up page for this Ontario-based mutual insurance company.

- **Grain Insurance and Guarantee Company**: Click *Grain Insurance* in the WebConnect menu to visit this company's website.

- **Pacific Marine Underwriting Managers Ltd.**: The *Pacific Marine option* in the WebConnect menu provides the user with access to this company's Homepage and Login feature.

- **Travel Insurance Coordinators**: Access the *e-Tic (TIC Travel Insurance Coordinators Ltd.)* Login page through this WebConnect link.

Access to TBW's WebConnect feature is controlled by User Rights (**Tools**, **Administrative**, **User Manager**, **Rights**).

To activate a company for WebConnect use, click **Tools**, **Options**. Next, on the **WebConnect tab**, select the company to be enabled and click the **Setup button** (see Figure 3.2). Then, in the **WebConnect Setup window**, enter the requested details, click **Save**, and then click **Close** (see Figure 3.3).
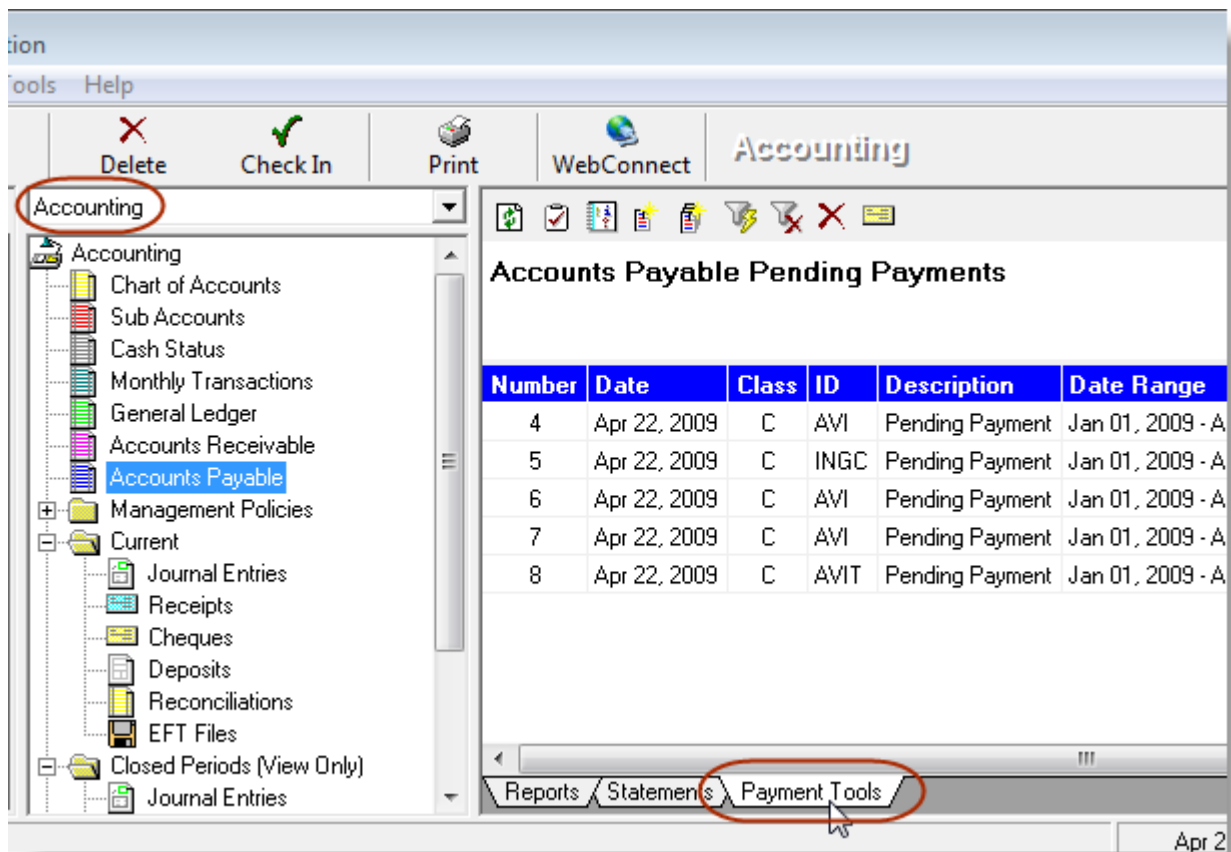
(Figure 3.2)
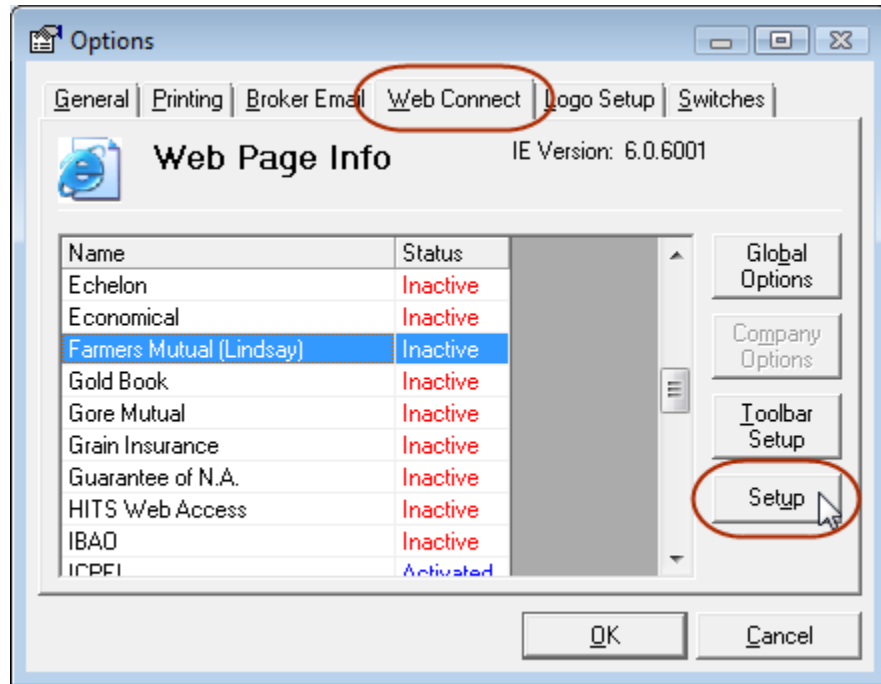
(Figure 3.3)
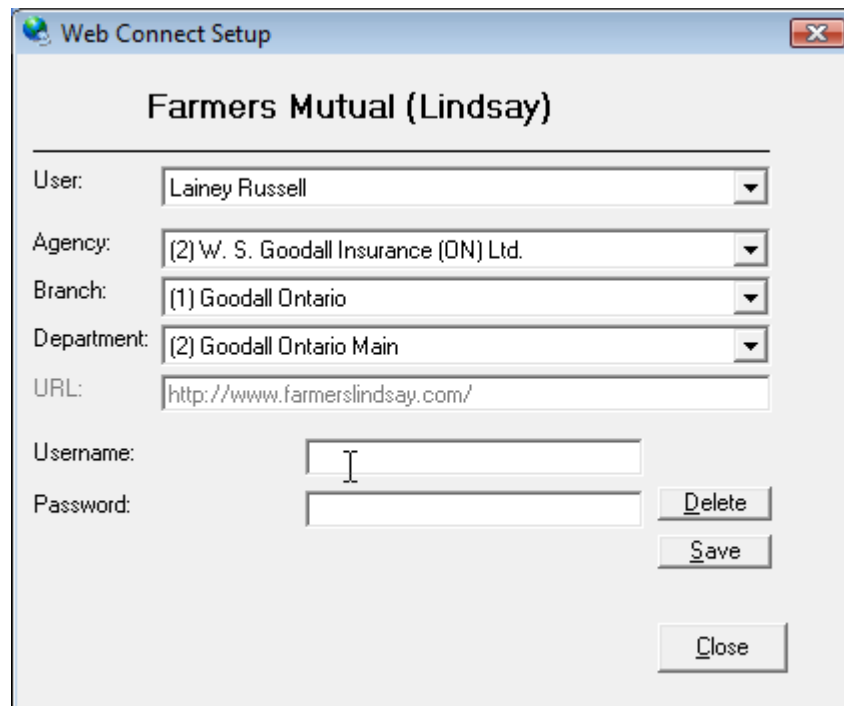
4. Apply Multiple AP Pending Payments to a Single Cheque

TBW's AP Payment Tools have been enhanced to provide the user with the ability to apply multiple AP Pending Payments for the same or several IDs to a single cheque. This feature is particularly relevant in the following scenarios:

■ For the user who has various company codes representing one company, but wishes to pay all items to that company on a single cheque, *and*

■ When the user is planning to merge Pending Payments for a particular ID for more than one period, with the goal of creating a net payment.

Pending Payments can be created, viewed, and managed on the **Payment Tools tab** in **Accounts Payable** on the **Accounting Desktop** (see Figure 4.1).

(Figure 4.1)

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Previously, only one Pending Payment could be selected for the "Direct to Cheque" feature. With this enhancement, however, multiple Pending Payments (for one ID or for several IDs) can be selected at one time to apply to a single cheque. Please note the following methods for selecting more than one Pending Payment at a time:

- To select **sequential** Pending Payments, click the first payment, press and hold down the **Shift key**, and then select the last payment in the sequence (see Figure 4.2).
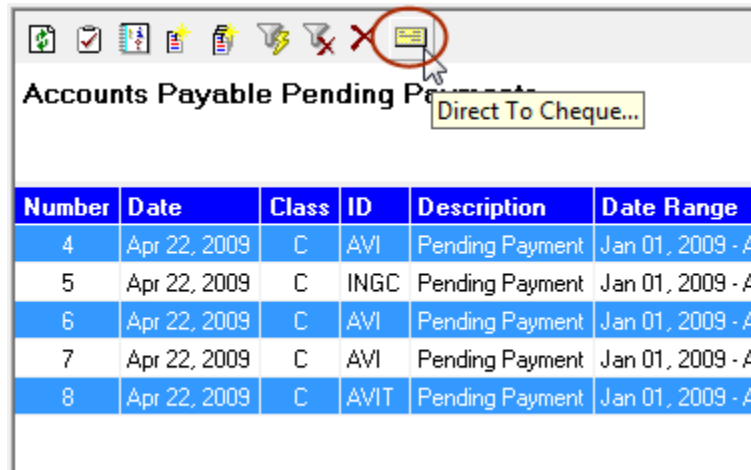
(Figure 4.2)

- To select **non-sequential** Pending Payments, click the first payment, press and hold down the **Ctrl key**, and then select the remaining payment(s) (see Figure 4.3).
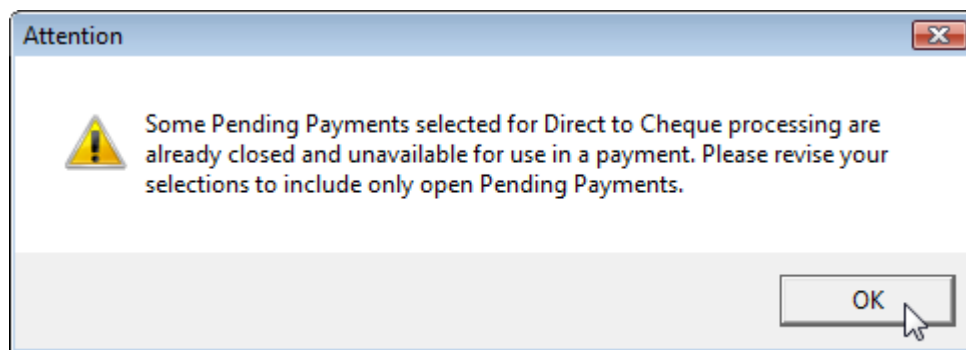
(Figure 4.3)

Once you have selected the multiple payments you wish to apply to a cheque, simply click the **Direct to Cheque icon** on the toolbar (see Figure 4.4).

(Figure 4.4)

If one or more of the payments selected have already been closed, a prompt will appear, asking you to select only Pending Payments that are open (see Figure 4.5). Closed Pending Payments are those that are previously paid or otherwise closed in an AP Reconciliation.
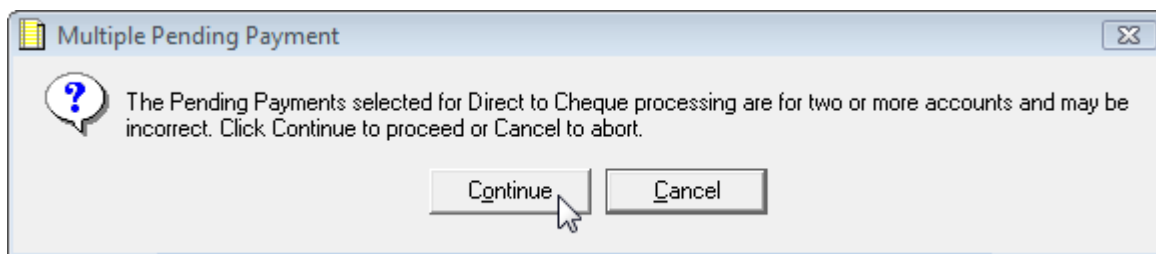
(Figure 4.5)

As well, if the sum of the selected Pending Payments is less than zero, an **Attention window** will appear to inform you that the cheque amount must be a positive value (see Figure 4.6).
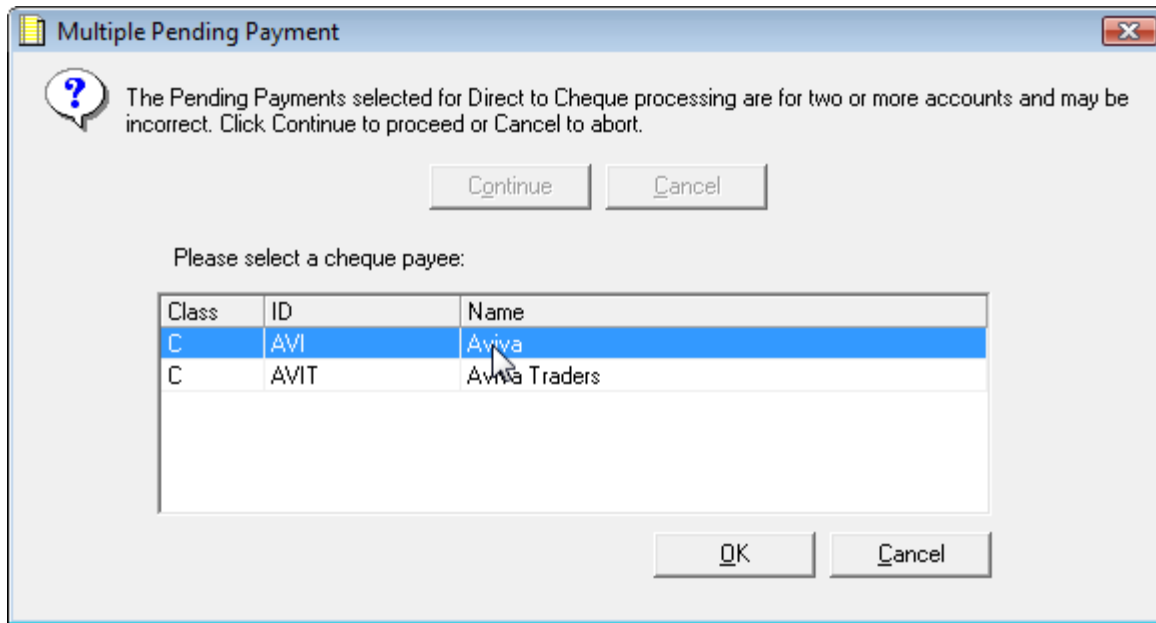
(Figure 4.6)
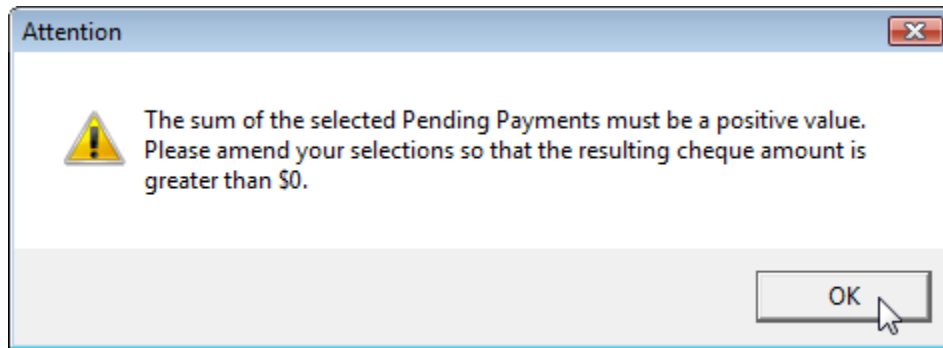
The **Multiple Pending Payment window** will open, asking you to confirm that you do indeed want to apply Pending Payments representing multiple accounts (IDs) to the same cheque. Click the **Continue button** to carry on with the transaction (see Figure 4.7).

(Figure 4.7)

The Multiple Pending Payment window will expand to allow you to select the cheque payee. Once you have selected the recipient of the cheque, click **OK** (see Figure 4.8)
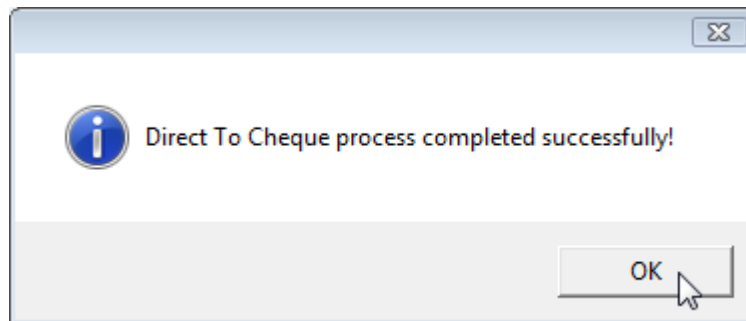
(Figure 4.8)

In the **G/L Quick Pay window**, select the **Branch** (if an Insurance Company), and make modifications to the **Bank Account Number**, **Cheque Number**, **Date**, and **Memo** fields as required (see Figure 4.9).

(Figure 4.9)

If you wish to print the cheque, click the **Print button**. Click **OK** to prepare the cheque, and then click **OK** in the window that follows (see Figure 4.10).

(Figure 4.10)

The cheque will be posted, and AP reconciliations will be created to close each Pending Payment to the respective cheque detail line. In the list of Pending Payments, note that the Pending Payments just applied to the cheque will be marked as being included in the appropriate AP Reconciliation. The applicable cheque number will also be indicated (see Figure 4.11).

(Figure 4.11)

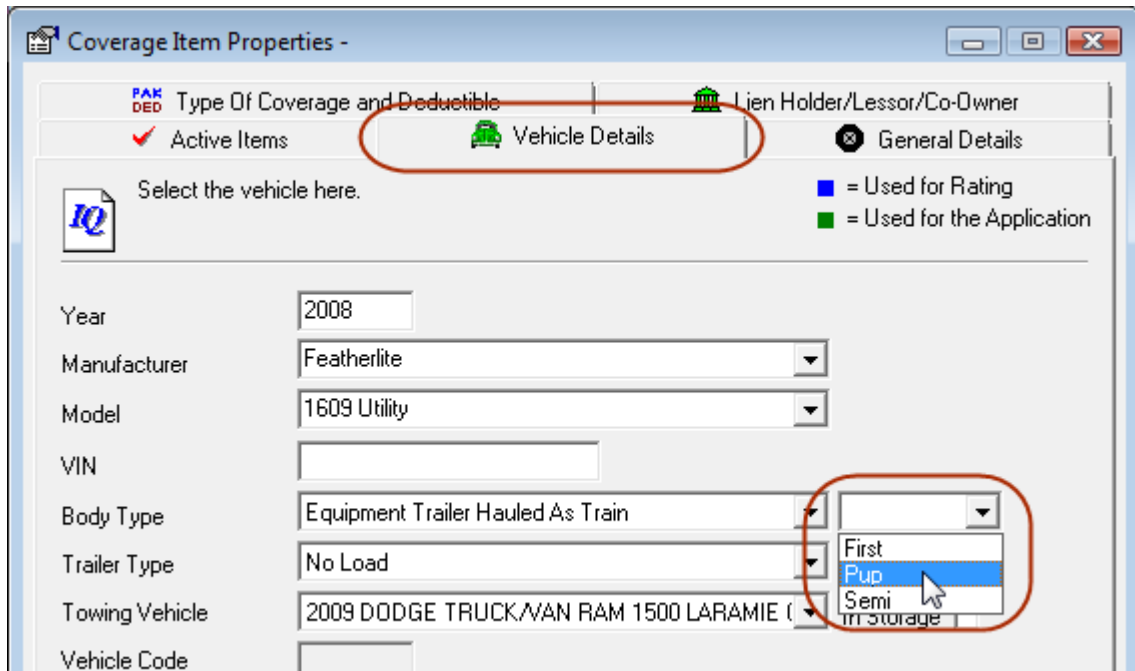*Please note that this feature is available only on the SQL database platform.*

5. Tandem Commercial Trailers for Economical in Ontario

The Ontario TBW user can now add additional details regarding tandem commercial trailers when creating or modifying an IntelliQuote for Economical.

When entering **Vehicle Details** for any trailer that is hauled as a train, the user can add additional details regarding the position of the trailer in the tandem, as well as the type / style of the trailer, by selecting an option from the drop-down menu that appears alongside (see Figure 5.1).

(Figure 5.1)

Please note that this feature is relevant only to our Ontario clients doing business with Economical.

Please share this information with all TBW users in your office(s). Once you have reviewed this document, if you have any questions regarding these enhancements and features or need further assistance in their usage, please contact our Client Services Team at **clientservices@cssionline.com** (email) or 1-888-291-3588 (toll-free telephone).

Thank you for using **The Broker's Workstation**.

Yours sincerely,

Custom Software Solutions Inc.