



30 October 2012

To: Users of The Broker's Workstation and/or The Underwriter's Workstation

Dear Valued Client:

Re: The Broker's Workstation and The Underwriter'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)** and **The Underwriter's Workstation (TUW)**:

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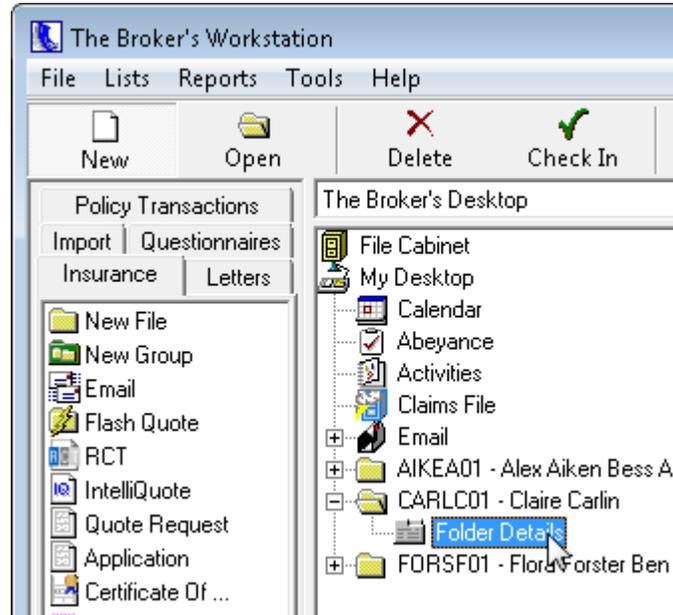
1. [Ledger Card Search Tool](#) – The Ledger Card search tool, which allows the TBW/TUW user to search for specified text in a selected column, is particularly helpful in locating a particular transaction in a large Broker or Client folder Ledger Card.
2. [View the Assigned Underwriter in the Open a File Dialog \(TUW only\)](#) – The Underwriter assigned to a folder is now displayed in the Open a File dialog.
3. [Email a Dec Page from the TBW Window \(TBW only\)](#) – With this program enhancement, TBW downloaded Dec Pages can now be emailed in PDF format directly from the TBW window.
4. [Automated AR and AP Reconciliations for Additional Companies](#) – TBW users can set up and perform automatic AR and AP reconciliations of electronic broker statements from additional companies.

1. Ledger Card Search Tool

The Ledger Card search tool, which allows the TBW/TUW user to search for specified text in a selected column, is particularly helpful in locating a particular transaction in a large Broker or Client folder Ledger Card.

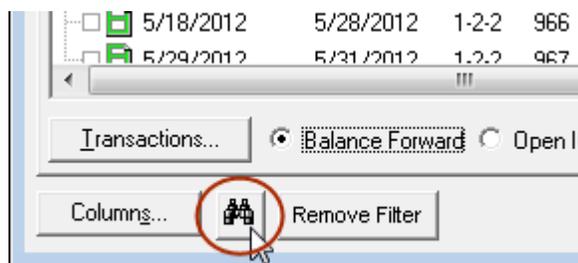
To view this feature, first double-click **Folder Details** in the Desktop Tree to access the Ledger Card (see Figure 1.1).

(Figure 1.1)



On the **Ledger Card** tab in the **Folder Details** dialog, select either **Balance Forward** or **Open Items** view. In the lower area of the Ledger Card, click the **Search**  button (see Figure 1.2).

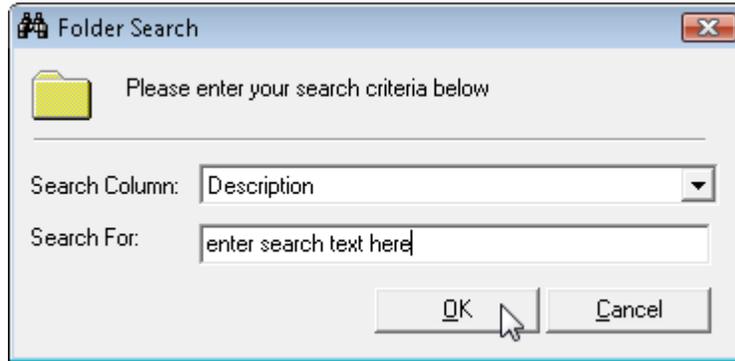
(Figure 1.2)



In the **Folder Search** form that displays, select the **Column** to search, and then enter the particular text, value, or date you are looking for in the **Search For** box. Click **OK** (see Figure 1.3). The Ledger Card will reload, displaying only items meeting those parameters.

- Note that both the Balance Forward and the Open Items view will be filtered by the specified parameters.

(Figure 1.3)



Click the **Remove Filter** button (see Figure 1.2) to restore the full Ledger Card or to clear search results before performing another search.

Please note this feature is available only to those using the New Policy Entry system. If you are not currently set up to use New Policy Entry, please contact Client Services to make your appointment for this no-charge upgrade.

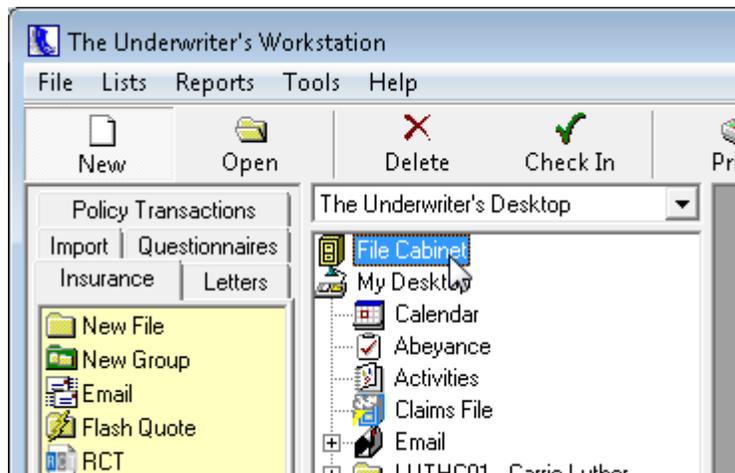
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2. View Assigned Underwriter in Open a File Dialog (TUW)

The **Open a File** dialog will now display the Underwriter assigned to each folder, as applicable, enabling the TUW user to verify the Underwriter without checking out the folder.

To open the File Cabinet, double-click **File Cabinet** in the **Desktop Tree** (see Figure 2.1).

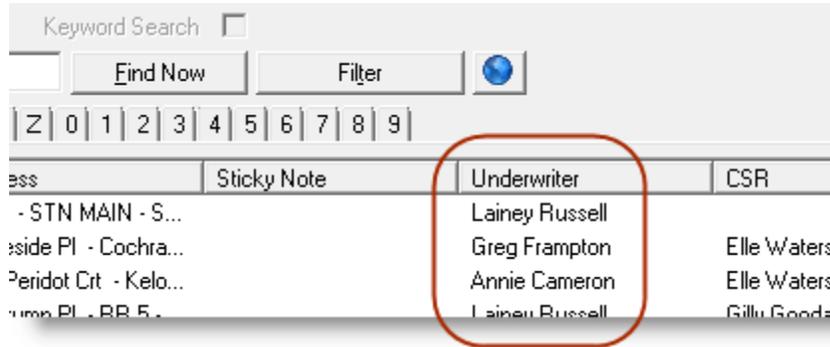
(Figure 2.1)



In the **Open a File** dialog, enter **Search** filters as required to locate the target folder(s), and then click the **Find Now** button. In the list of folders that displays, the **Underwriter** column will provide the

name of the Underwriter assigned to each folder, as applicable (see Figure 2.2). Please note that only the top-ranked Underwriter for the folder will display in the dialog.

(Figure 2.2)



Please note this feature is available only to those using the New Policy Entry system.

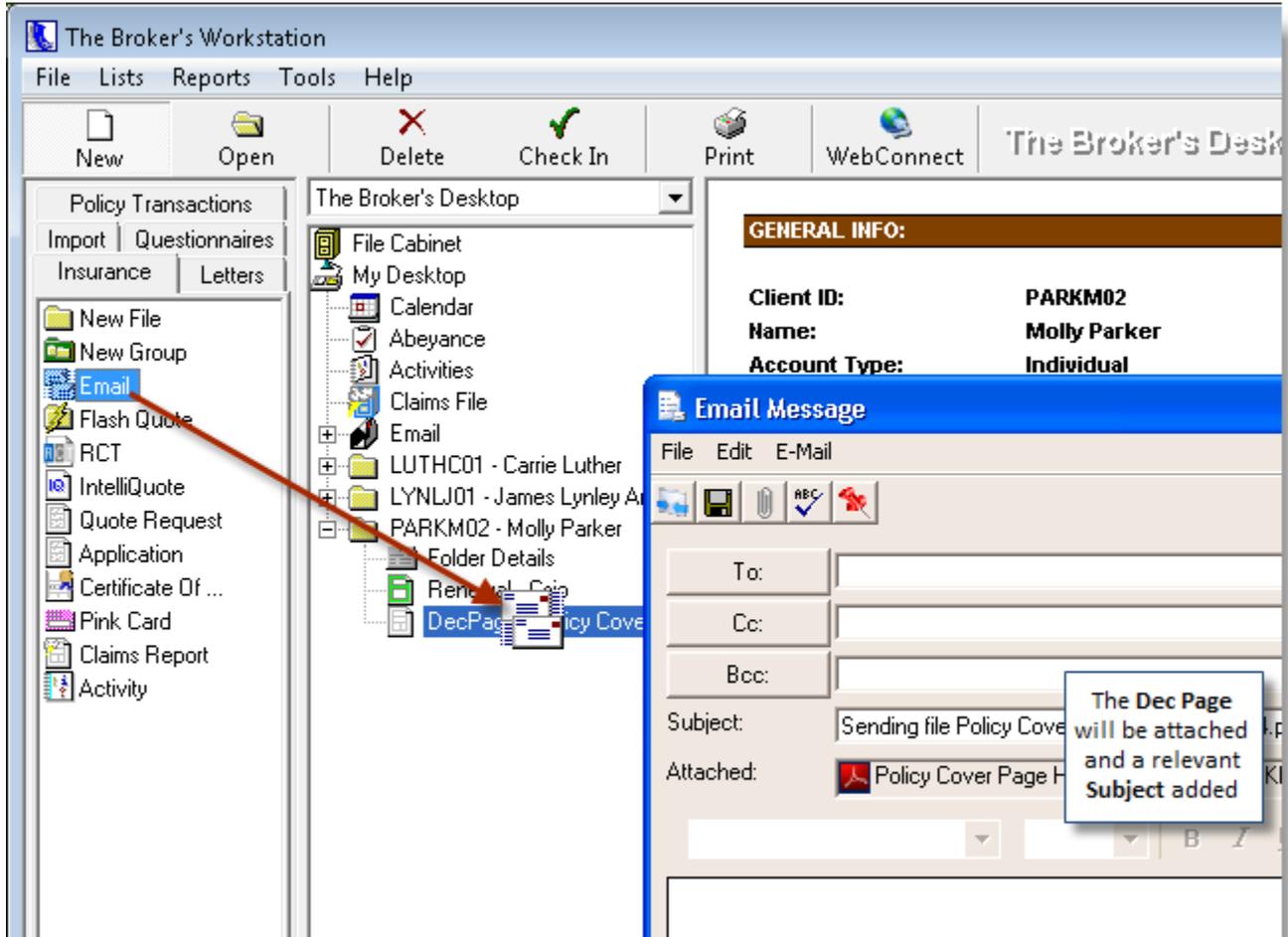
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3. Email a Dec Page from the TBW Window (TBW only)

We are pleased to announce an enhancement to the program that enables the user to email a TBW downloaded Dec Page in PDF format directly from the TBW window.

To email a downloaded Dec Page, first check out the applicable Client folder, and check out the Dec Page, as well. Drag and drop the **Email** icon from the **Tray** onto the Dec Page in the **Desktop Tree**. The **Email Message** dialog will display, with the Dec Page attached and a relevant **Subject** added (see Figure 3.1).

(Figure 3.1)



Complete the email message as desired, and then click the **Send**  button in the Email Message dialog.

Please note this feature is available only to those using the New Policy Entry feature.

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4. Automated AR and AP Reconciliations for Additional Companies

CSSI has developed a system that allows users to specify the input file format for electronic broker statements so that the reconciliation can be automated. To date, the custom format has been used successfully with Federation, Intact, SGI, Coachman, Gore, and Dominion statements. Brokers with access to Excel statements from other carriers are invited to submit those files to CSSI so we can test them against the custom format facility and make any necessary changes to accommodate any unique features of that carrier's file layout.

To perform automated AR and AP reconciliations, first complete the one-time template setup for each of your various companies. Click **Tools, Accounting Tools, Auto Reconciliation Templates on The Accountant's Desktop**. Enter company details in the **Automated AR/AP Reconciliation Custom File Formats** dialog as follows (see Figure 4.1):

- a. Enter an intuitive **Statement Template Name**.
- b. Identify the **AR or AP Mode**.
- c. Identify the **First Row** in the electronic statement containing transaction data.
- d. Identify the specific **Columns** in the file containing the Insured Name and Policy No.
- e. Select the **Effective Date Format** found on the statements.
 - For **Single Cell** format, also identify the **Column** containing the Effective Date, and then select the date format from the drop-down menu.
 - For **Multiple Cell** format, also identify the **Columns** containing the **Month, Day, and Year**.
- f. Identify the **Columns** in the file containing the **Trans Type, Premium, Commission, and Amount**.
 - For Premium, Commission, and Amount, also select **+ or -** from the corresponding drop-down menu to indicate whether the value is presented in a positive (+) or negative (-) format in the statement.
 - For example, in the TBW AR system, a transaction that adds premium will present the premium, commission, and net amounts as positive values. A company bill statement may present the commission as a negative amount, so in that case the (-) option needs to be selected for Commission. This will convert what is in the Excel file to the sign that will match the related TBW transaction.
 - In the case of an AP reconciliation, TBW presents premium, commission, and net amounts on a transaction that adds premium as negative values. If the electronic file presents any of these amounts as a positive amount, then select (-) for it so the auto reconciliation will convert it to a negative amount to ensure successful matching. In effect, selecting (-) multiplies the subject value by -1 to effect the required conversion.
 - While that seems complicated, if you are ever unsure of what to do, open a reconciliation of the type for which you are preparing a template and look at the signs on the columns of transactions that add premium. If one is different from what you see on the equivalent transaction on the electronic statement, then select (-) for that element. It's that easy!
- g. For each of the five TBW/TUW **Transaction Types**, enter the alphanumeric code(s) used by the particular company on the electronic statement to represent that TBW/TUW transaction type.
- h. Click **Save** to save the template.

(Figure 4.1)

Automated AR/AP Reconciliation Custom File Formats

Please enter the Custom File Format below...

Statement Template Name: Gore DBill

Mode: AR AP

First Data Row: 5

Column - Insured Name : H

Column - Policy No. : J

Effective Date Format: Single Cell Multiple Cell

Column - Month: F Day: G Year: E

Column - Trans Type: D

Column - Premium: L +

Column - Commission: M +

Column - Amount: N +

Enter Trans Type used on statement to correspond to TBW Equivalents:

New Policy:	11		
Renewal:	15		
Endorsement:	12		
Cancellation:	13		
Reinstatement:	14		

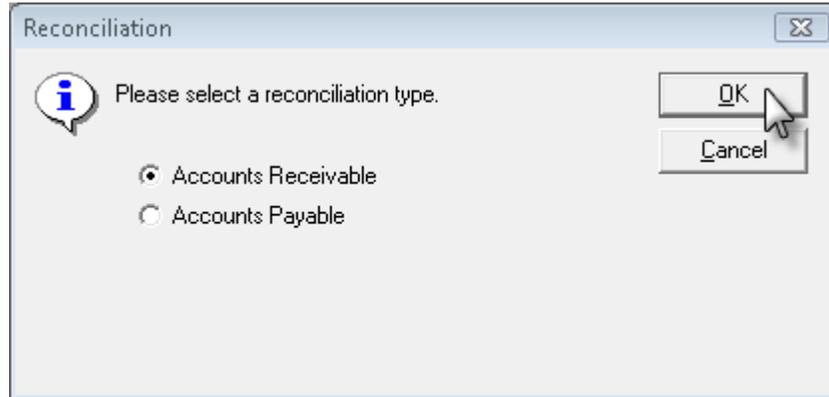
Save Save As Cancel

Repeat the template setup steps for additional companies, as required. To base a new template on an existing template, simply select the existing template from the **Statement Template Name** drop-down menu, adjust details as required, and then click **Save As** to name and save the new template.

When the electronic statement file(s) have been downloaded and saved to your computer, you are now ready to create the automated AR/AP Reconciliation or Accumulator. On **The Accountant's Desktop**, double-click **Reconciliation** in the **Transactions Tray**. In the **Reconciliation** dialog, select a reconciliation type (see Figure 4.2), and click **OK**.

- *Note:* Company-billed statements relate to direct- or MAC-billed policies and are processed in *Accounts Receivable reconciliations*. Broker-billed statements relate to agent-billed items in TBW, and are processed in *Accounts Payable reconciliations*.

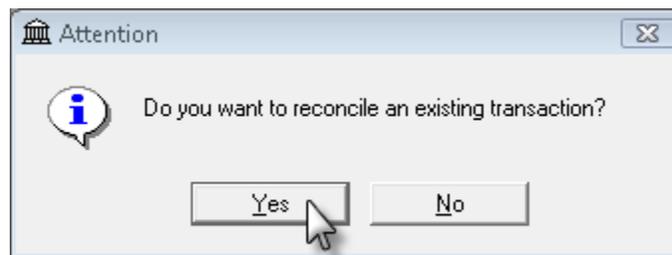
(Figure 4.2)



In the **Attention** window, select **Yes** to create a Reconciliation, or click **No** to create an Accumulator (see Figure 4.3).

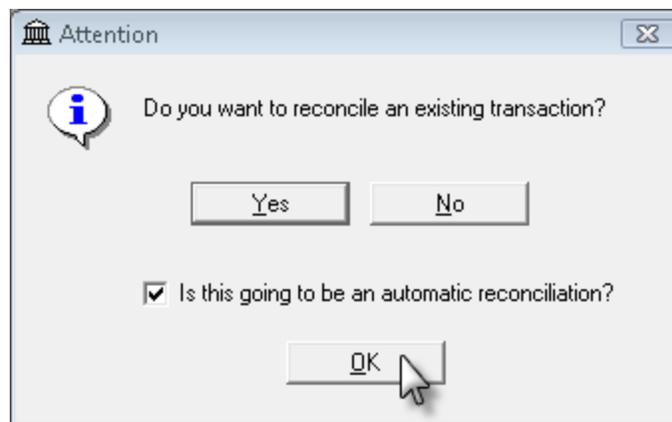
- *Note:* Create a *Reconciliation* when you have a target (i.e. the AP Cheque or AR Receipt representing the payment or collection of broker-billed premiums or company-billed commissions). Create an *Accumulator* when you do not have a reconciliation target, but still wish to reconcile the statement to the results in your system.

(Figure 4.3)



The system will then ask if this will be an automatic reconciliation. If yes, click to select the checkbox, and then click **OK** (Figure 4.4).

(Figure 4.4)

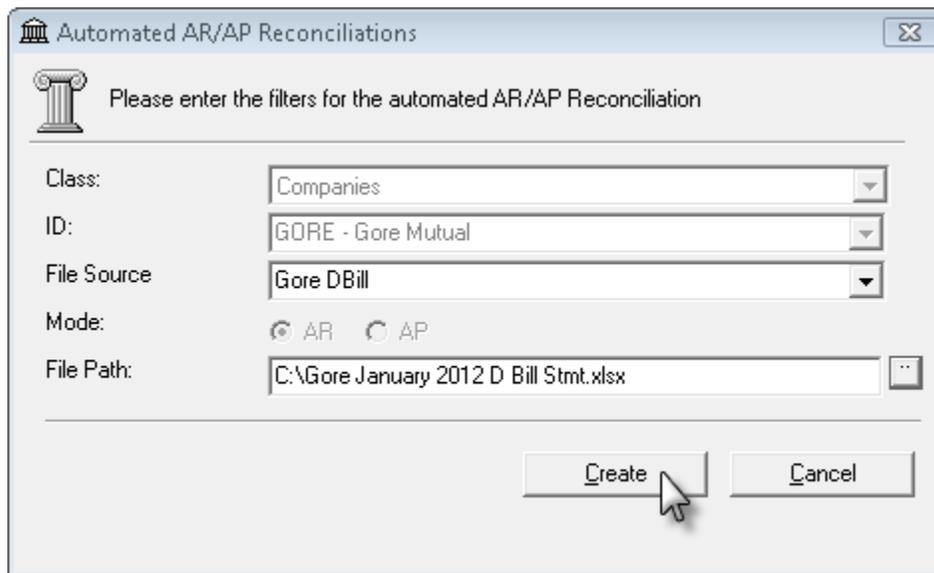


If a Reconciliation was selected...

If a Reconciliation was chosen, the usual **Reconciliation** form will open. Select a target as usual, and then complete the **Automated AR/AP Reconciliations** form that displays as follows (see Figure 4.5):

- a. Select the applicable template from the **File Source** drop-down menu.
 - o This will include the system-included SGI varieties, as well as any saved custom formats.
- b. Click the **Browse**  button to locate and select the downloaded file. The path and filename will display in the **File Path** box.
- c. Click the **Create** button to start the automated reconciliation process.

(Figure 4.5)



Once TBW/TUW has performed its matching process, the **Print Preview** window will open, displaying the results of the matching process and indicating which statement items were matched in TBW and which were not. Print the report for use in investigating and resolving the unmatched items. Then, close the Print Preview window, and the Reconciliation will open. Either carry on with the matching, or click **OK** to save for later use.

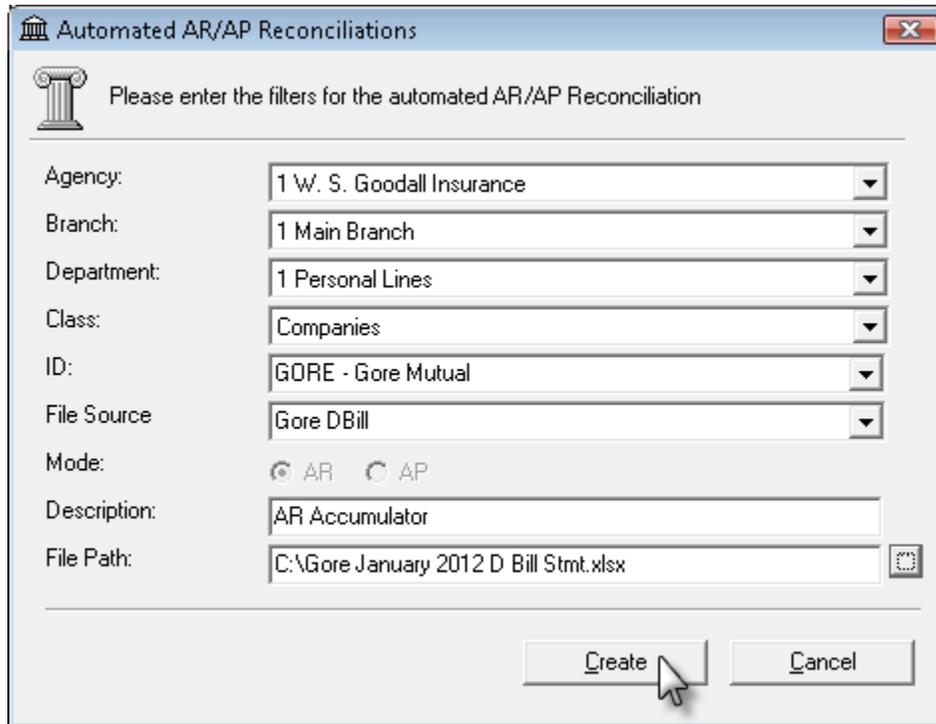
If an Accumulator was selected...

If an Accumulator was selected, complete the **Automated AR/AP Reconciliations** dialog as follows (see Figure 4.6):

- a. Select the **ABD** (Agency/Branch/Department) to be applied to the Accumulator.
- b. Select **Companies** from the **Class** drop-down menu.
- c. Select the appropriate **Company Code** from the **ID** menu.
- d. Select the applicable template from the **File Source** menu.
 - o This will include the system-included SGI varieties, as well as any saved custom formats.
- e. Enter a descriptive name for the Accumulator in the **Description** field.

- f. Click the **Browse** button to locate and select the downloaded file. The path and filename will display in the **File Path** box.
- g. Click the **Create** button to start the automated reconciliation process.

(Figure 4.6)



Once TBW/TUW has performed its matching process, the **Print Preview** window will open, displaying the results of the matching process and indicating which statement items were matched in TBW and which were not. Print the report for use in investigating and resolving the unmatched items. Then, close the Print Preview window, and the Accumulator will open. Enter a **Target Amount** representing the sum of the items included on the downloaded statement, and either carry on with the matching, or click **OK** to save for later use.

Please note the following when creating automated AR/AP Reconciliations:

- **When working with a downloaded Excel statement file...**
 - **Do not delete any columns from the Excel file**, as this may interfere with file mapping and prevent the file from being recognized by TBW.
 - **Delete items re-reported from previous months.** Broker-billed statements are electronic representations of paper statements and, in some cases, display the previous month's unpaid items. As these re-reported items will probably be paid separately from current month items, they will be reconciled separately and must be deleted from the downloaded Excel file. To delete these items, simply open the file, delete the non-current rows, and then resave the file.
 - **Consider deleting any miscellaneous, non-policy items.** Broker-billed statements often include miscellaneous, non-policy items (e.g. cost share credits, charges for supplies,

etc.). As automated Reconciliations do not take account of non-policy items, they typically appear as unmatched items in the results report. Often these items are not in the user's accounting system in advance of payment, either. When preparing an automated Accumulator, consider deleting rows containing these items, resaving the file, and then determining the revised file amount to use as the Accumulator target amount. These items must be accounted for one way or another, so determine an approach that works for you, and carry on.

- **When determining the Match/Non-Match status**, the automated system reads the transaction type, policy number, transaction effective date, premium amount, commission amount, and net amount from the downloaded file, and then searches for matching transactions in TBW/TUW. If all elements for a particular transaction match, the item is selected in the resulting Reconciliation or Accumulator, and *Match/ Non-Match* status is noted in the results report.

Please note this feature is available only to those using the New Policy Entry feature.

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Please share this information with the appropriate TBW and TUW users in your office(s). Once you have reviewed this document, if you have any questions regarding these 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 and The Underwriter's Workstation.

Yours sincerely,

Custom Software Solutions Inc.



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Gold Independent Software Vendor (ISV)