26 September 2008

**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 that the following newest features are now available to all Users of **The Broker's Workstation (TBW)**:

## OVERVIEW

1. **Integrated Email** – The **TBW Email function** allows the User to access and work with email in the TBW window.

2. **Cash Drawer** – TBW's **Cash Drawer** is an enhanced approach to receipting and the creation of deposits.

3. **Customer Payment Plans** – TBW's **Customer Payment Plans** provide brokers with efficient tools for offering and managing flexible client payment options. Currently, two Payment Plan types are available for use – Post-Dated Cheques and Electronic Funds Transfer (EFT) – and the client can choose to implement one or both of these functions.

# 1. Integrated Email

The TBW Email function allows the User to access and work with email in the TBW window.  Rather than switching back and forth between TBW and an email window, use TBW Email to have one consistent interface for working and communicating with TBW clients and contacts.

In the TBW Email window, the User can view received email messages and attachments, and save a copy of any relevant sent or received message (and attachment) directly into a client folder.  The User can send email messages to TBW clients and other contacts, send TBW documents (and other documents) as attachments, and create abeyances and activities for email messages.  The Email function can be used to organize and access TBW Folder and Lists contacts, as well as imported contacts, in the TBW Address Book.

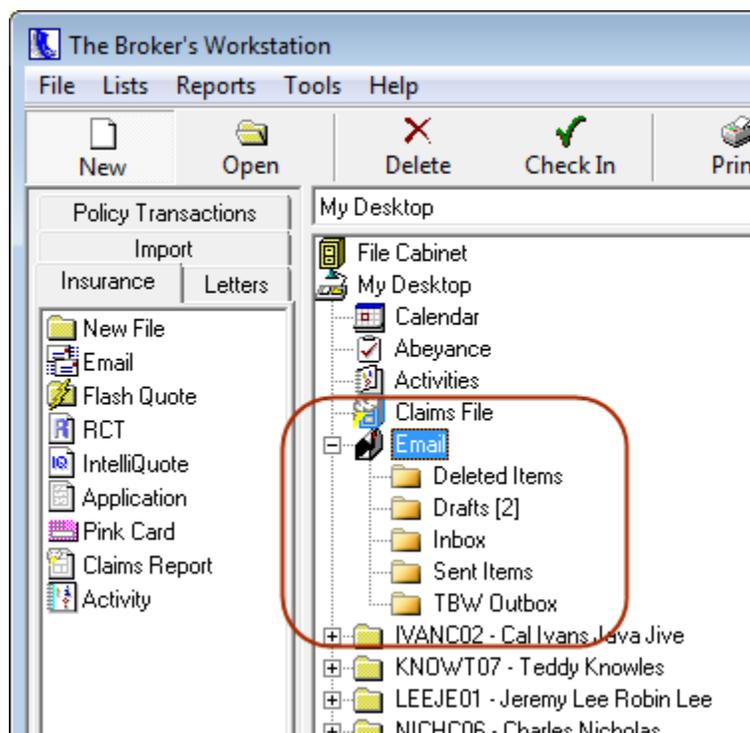Once the Email function has been set up, the User can access Email folders in the Document Tree *(see Figure 1.1)*.



**Figure 1.1**
*Email folders are viewed and accessed in the Document Tree. Click a folder to view its contents in the Viewer Window.*

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To compose an email message in TBW, either drag and drop the **Email icon** in the **Tray** onto a client folder or document, or click the **New Message icon** on the **Email Toolbar**. Then compose the message in the **Email Message** window, and click the **Send** button *(see Figure 1.2)*.
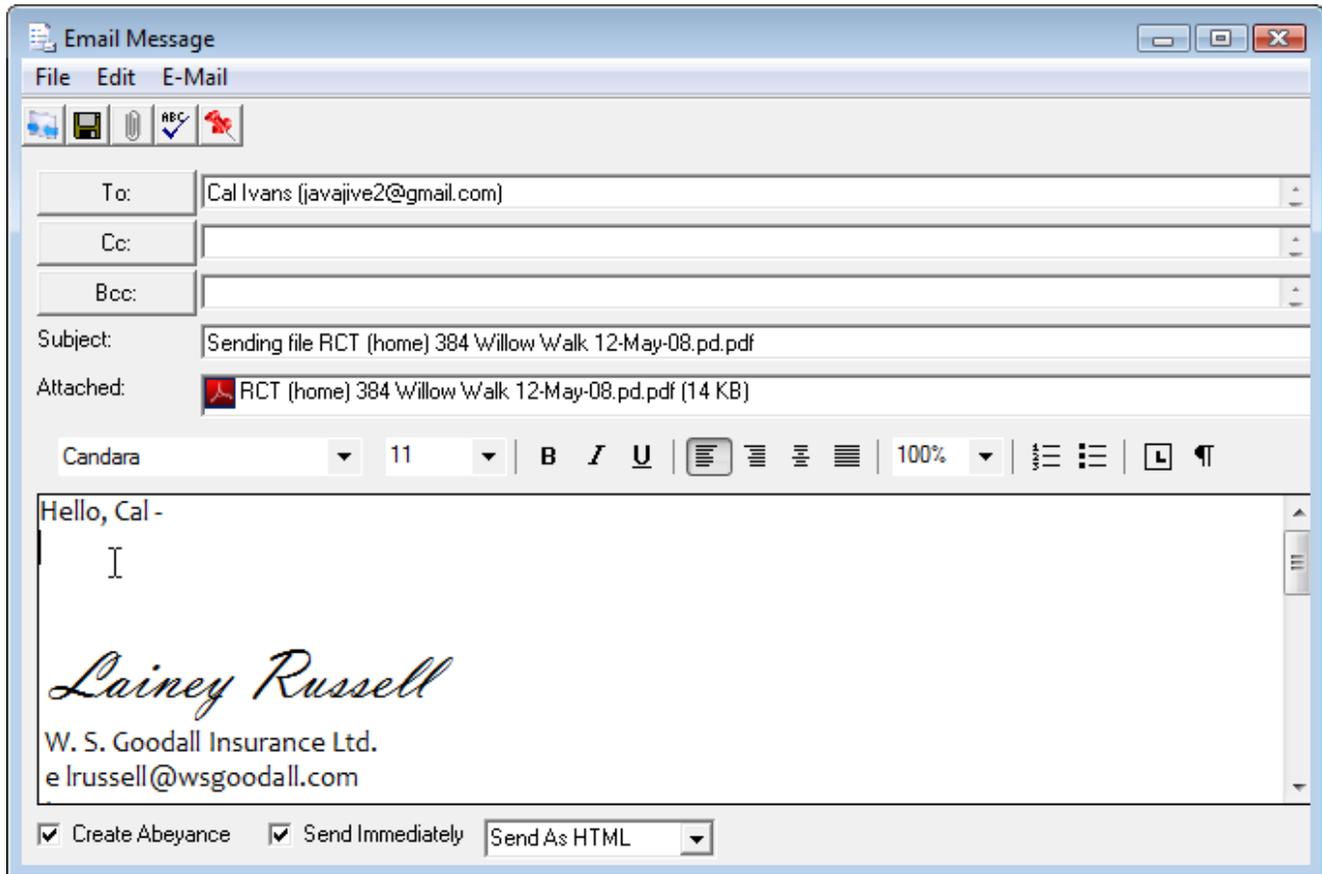


**Figure 1.2**

*Drag and drop the Email icon in the Tray onto a client document in the Document Tree to address the email message to that client and attach the document to the message, as well.*

Sent or received email messages, as well as email attachments, can be saved in the relevant client folder and viewed in the Document Tree *(see Figure 1.3)*.
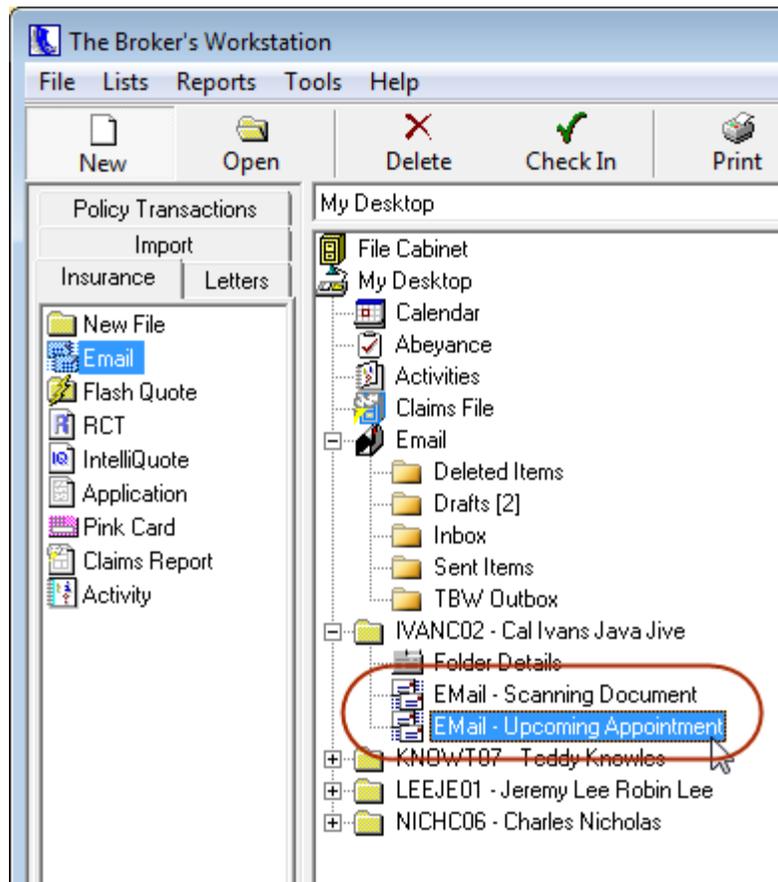


**Figure 1.3**
*Save relevant email messages to the client folder. Email messages in client folders can be checked out and viewed in the Document Tree.*

TBW documents can be sent directly by email to a recipient. For example, click the **Send Document as Email** button on the WordPro Standard toolbar to send the current document by email *(see Figure 1.4)*.
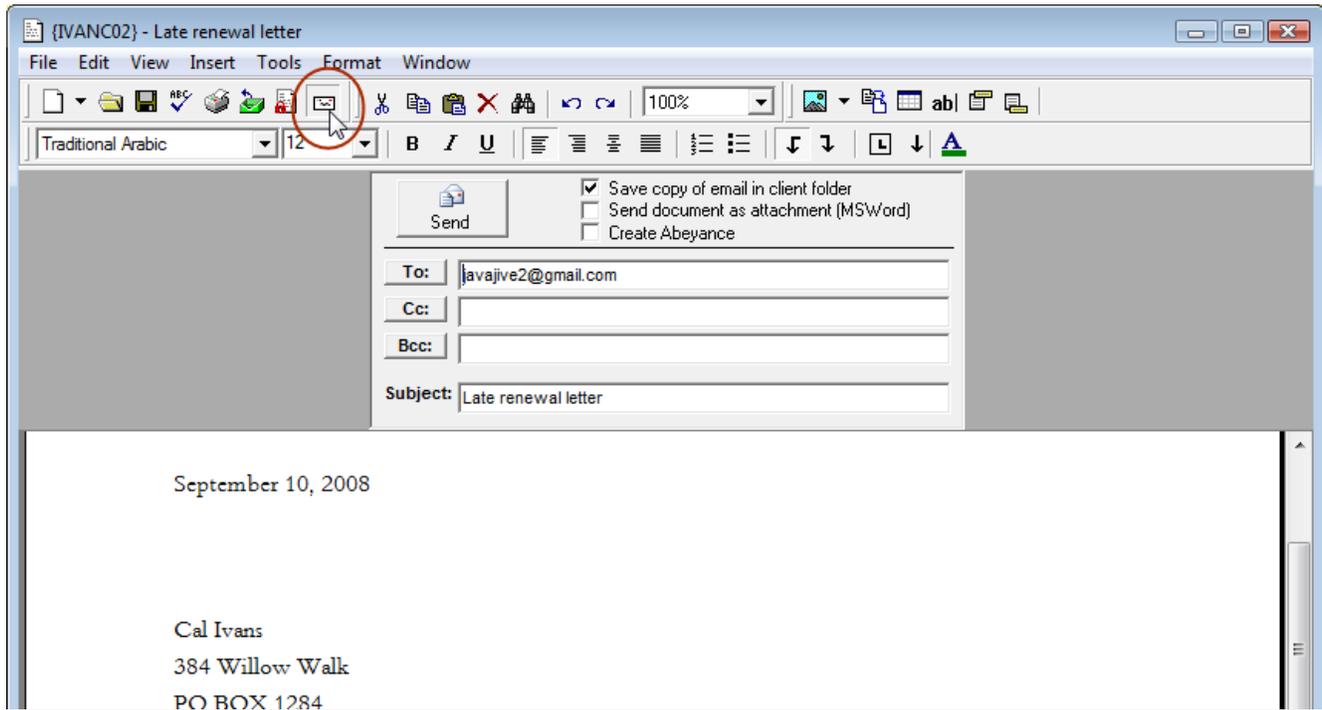


**Figure 1.4**

*In a WordPro document, click the **Send Document as Email** button, and the Email Message window will open. Complete the requested information and click the **Send** button to forward the document to the recipient.*

## 2. Cash Drawer

TBW's **Cash Drawer** is an enhanced approach to receipting and the creation of deposits.

Previously, as soon as a receipt was created, the TBW bank balance was updated, even though funds had not yet been deposited. Now, with the Cash Drawer system, the Cash Drawer account (which represents funds on hand in the office) is updated when a receipt is created. Then, when an assigned person completes the Deposit, the appropriate bank account is selected, the Cash Drawer account is reduced, and the indicated TBW bank account is increased accordingly *(see Figure 2.1)*.

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**Figure 2.1**

*To complete a Deposit, select receipt amounts to be deposited, and the corresponding payment methods will be updated in the **Payment Method Totals Table**. A **Mixed Method** will update all corresponding payment methods.*

One or many virtual Cash Drawers can be created in an organization to assist in appropriate management of funds. Each user is given rights for receipt and/or deposit creation for one or more Cash Drawers, depending on that user's particular responsibilities and work location. As well, any payment type (e.g. AmEx, cheque, debit, EFT, etc.) can be enabled or disabled for a particular Cash

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Drawer, and deposits from a specific Cash Drawer can be restricted to a certain bank account (or accounts), as well.

The Cash Drawer feature is managed through the **Cash Drawer Management** window. In this dialogue box, Cash Drawers can be created, edited, or deleted; payment types and deposit rules can be established and edited; and user rights for Cash Drawer can be assigned and modified *(see Figure 2.2)*.
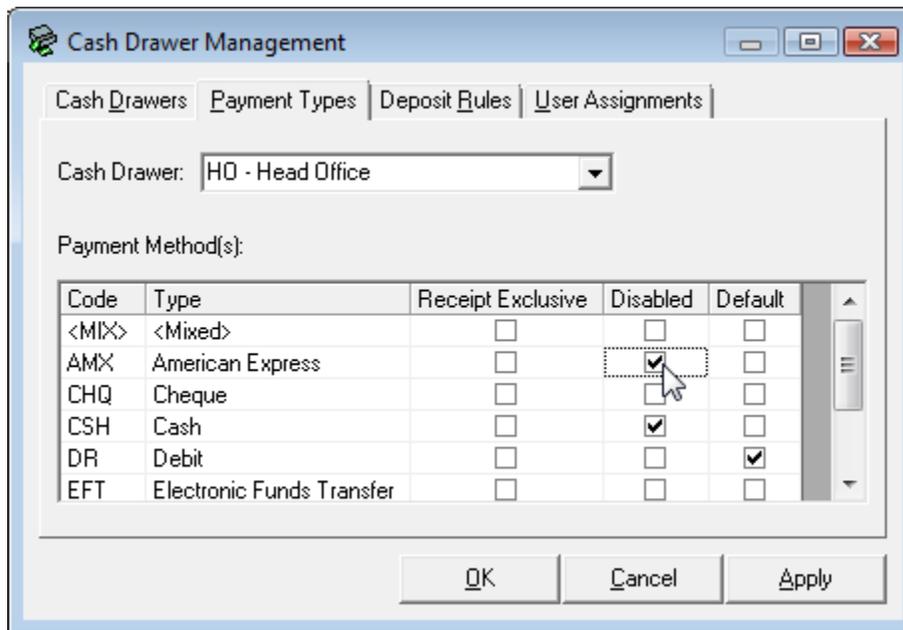
**Figure 2.2**

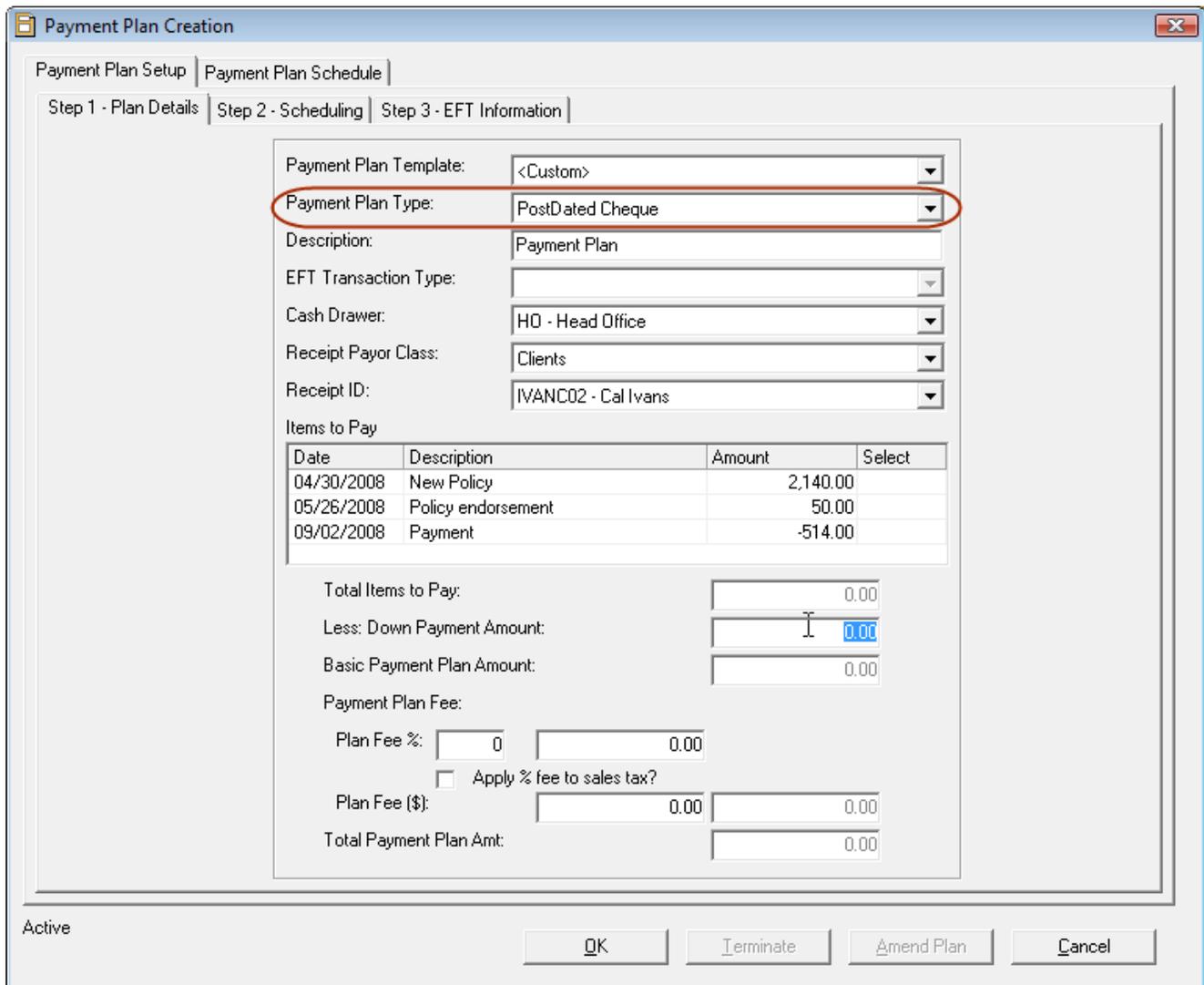*Establish available, receipt exclusive, and default payment type options for the selected Cash Drawer.*

## 3. Customer Payment Plans

TBW's **Customer Payment Plans** provide brokers with efficient tools for offering and managing flexible client payment options. Currently, two Payment Plan types are available for use – **Post-Dated Cheques** and **Electronic Funds Transfer (EFT)** – and the client can choose to implement one or both of these functions.

A Payment Plan involves choosing a plan type (e.g. EFT or Post-Dated Cheque), indicating a target item (or items) to be paid, applying a fee (optional), and scheduling payments. To create a Payment Plan for a particular client, simply drag and drop the **Payment Plan icon** in the **Policy Transactions**

**Tray** onto the client folder. When the **Payment Plan Creation** window appears, complete the required information for either a Post-Dated Cheque or EFT Payment Plan Type *(see Figure 3.1)*.



**Figure 3.1**

*In the **Payment Plan Creation** window, select either EFT or Post-Dated Cheque in the **Payment Plan Type** drop-down menu, and then complete the details, scheduling, and, if relevant, EFT information for the Plan.*

One or multiple Payment Plan Templates can be created to use for similar plans or circumstances. Also, any Payment Plan can be modified or terminated as required. Once a Payment Plan has been processed, related receipts will be created automatically. For an EFT plan, a data file compliant with

the Canadian Payments Association will be produced for submission to the financial institution, and the deposit will be created upon processing of the scheduled payments.

The Payment Plans feature also includes a new **Returned Payment** transaction, which is used when a bank returns a payment (e.g. for insufficient funds). The transaction will update the TBW bank account balance, recover the bank fee, and levy a broker service fee (optional). If a returned payment is part of an EFT payment plan, the system can reschedule another withdrawal attempt to collect the original scheduled payment plus fees.

> **NOTE** The **Cash Drawer** feature is a prerequisite for the **Customer Payment Plans** feature. Please ensure that your organization is using Cash Drawer prior to implementing the Customer Payment Plans feature.

To access these features, or with any questions, please contact the CSSI Sales Team at 877-281-6944.

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

Yours sincerely,

Custom Software Solutions Inc.

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