

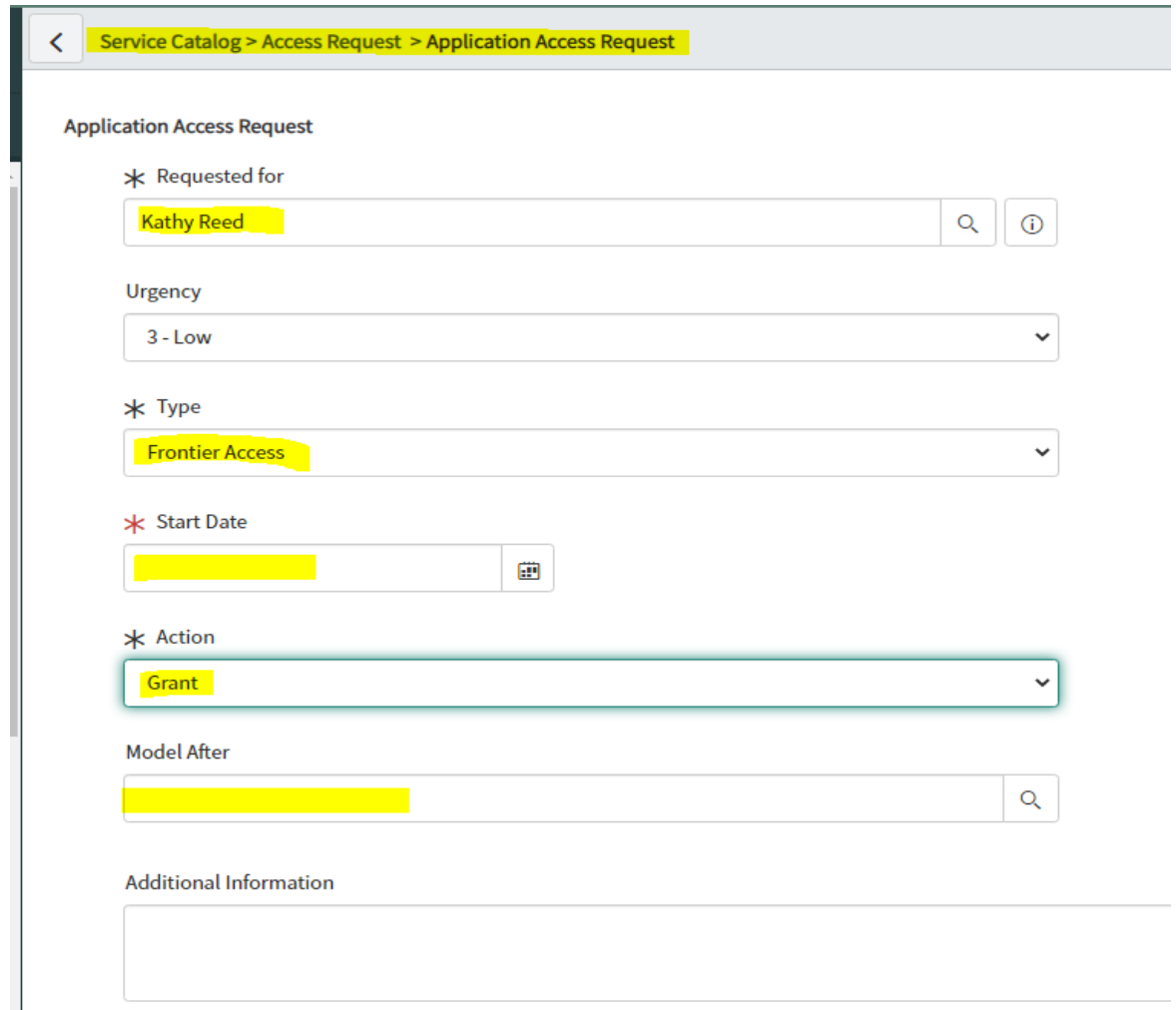
Frontier User Guide

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Requesting Frontier Access

Access to Frontier is done via a Service Now Request.



The screenshot shows the 'Application Access Request' form in Service Now. The breadcrumb trail at the top reads 'Service Catalog > Access Request > Application Access Request'. The form contains several fields: 'Requested for' with the value 'Kathy Reed', 'Urgency' set to '3 - Low', 'Type' set to 'Frontier Access', 'Start Date' with a calendar icon, 'Action' set to 'Grant', and 'Model After' which is empty. There is also an 'Additional Information' section at the bottom.

< Service Catalog > Access Request > Application Access Request

Application Access Request

* Requested for
Kathy Reed

Urgency
3 - Low

* Type
Frontier Access

* Start Date

* Action
Grant

Model After

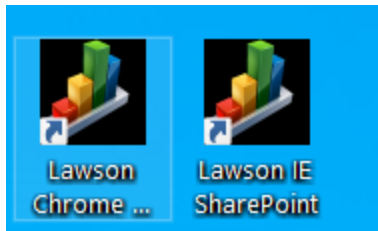
Additional Information

Accessing Frontier

There is a link to access Frontier Web in Lawson SharePoint. You can request icons from the Desk Top Team or use an URL and save it as a favorite -

<http://portal.nationallife.com/sites/Lawson/Pages/LawsonHome.aspx>

Lawson SharePoint can be used in Chrome, Edge or IE (IE is the last resort). In the past Frontier only worked in IE. Now it works best in Chrome. The new Edge also can be used.



In Lawson SharePoint you can set up Favorite Form name for Frontier.

Lawson SharePoint

Reports and Lawson Forms

Search

Remove from Favorites

My Favorite Links

Report(s) Name

1c Transaction Query by Operator

2 CB20 Transaction Inquiry

Form(s) Name

BlackLine

Frontier Web

Frontier Web

When you first open Frontier Web, you may see this pop up. You may set it has the default so the next time it will go right to the Open Item Netting Accounts.

Select Company

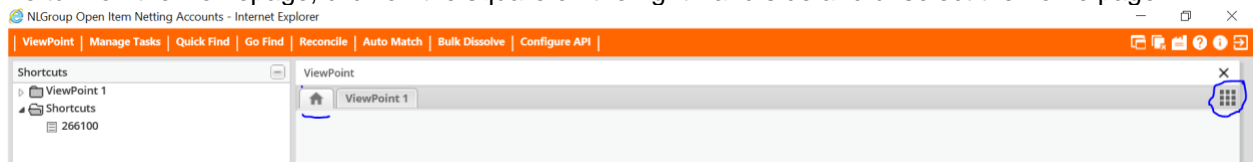
Company

☒ Set 'NLGroup Open Item Netting Accounts' as default.

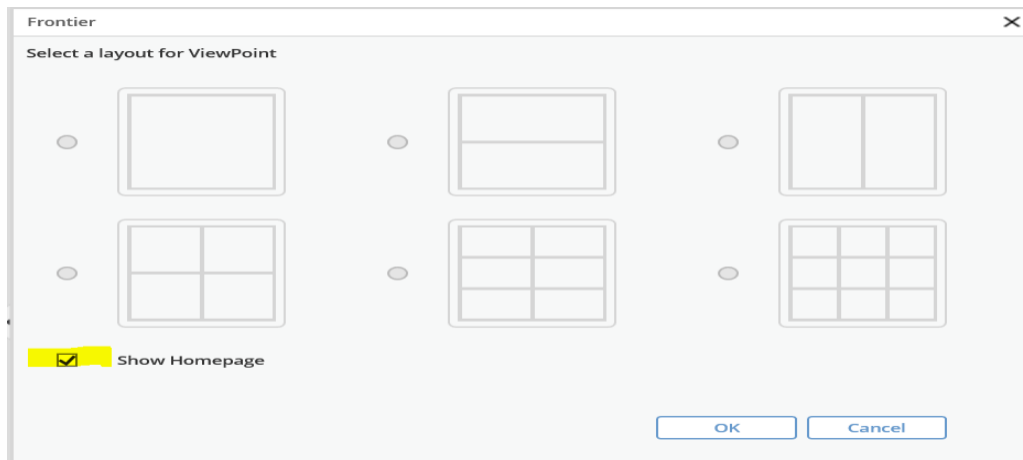
☐ Do not set a default company.

When Frontier opens, it might look like this, where you see a Homepage tab. It is recommended that you turn this off so that your shortcuts show when you open Frontier Web.

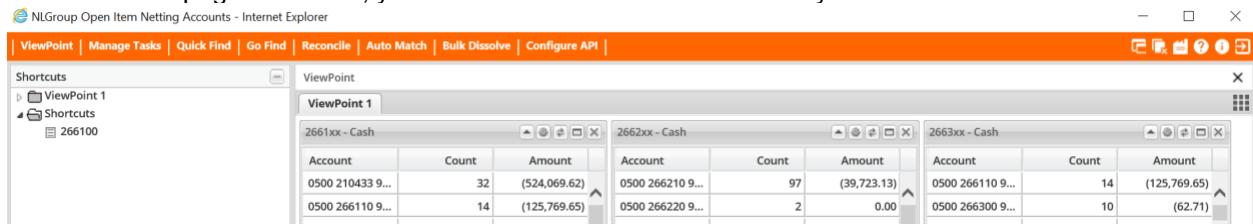
To turn off the Homepage, click on the square on the right-hand side and unselect the home page



Uncheck this box so you do not see the Homepage.



With the Homepage turned off, your Frontier Web will now default to your shortcuts



New Features with upgrade – May 1, 2021

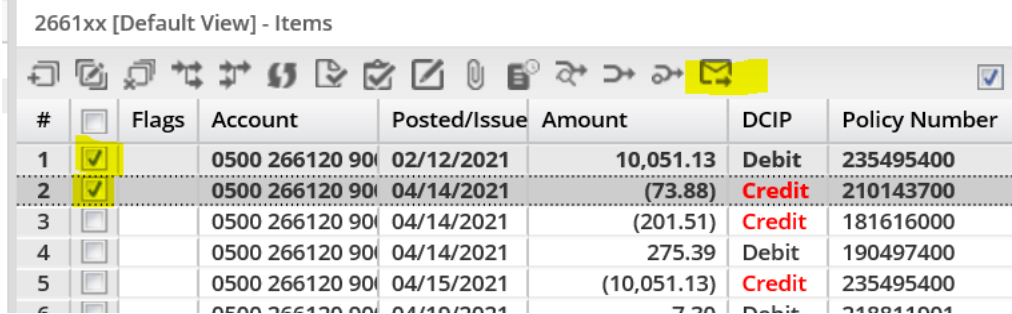
Records are now numbered and the credit amounts so as negative amounts

2661xx [Default View] - Items											
#	Flags	Account	Posted/Issue	Amount	DCIP	Policy Number	Sou	Description	Employee ID	Batch	TransCo
1		0500 266120 901	02/12/2021	10,051.13	Debit	235495400	50	B077	BWM	B077	P9
2		0500 266120 901	04/14/2021	(73.88)	Credit	210143700	25	D039	BBW	D039	I P9
3		0500 266120 901	04/14/2021	(201.51)	Credit	181616000	25	D006	BBW	D006	I P9
4		0500 266120 901	04/14/2021	275.39	Debit	190497400	25	D009	BBW	D009	I P9
5		0500 266120 901	04/15/2021	(10,051.13)	Credit	235495400	JE	CORRECTION	HA1504		
6		0500 266120 901	04/19/2021	7.30	Debit	218811901	25	I007	BBM	I007	I P9
7		0500 266120 901	04/19/2021	8.04	Debit	218811902	25	I008	BBM	I008	I P9
8		0500 266120 901	04/19/2021	8.92	Debit	218811903	25	I009	BBM	I009	I P9

You can now email records to yourself, if you want to use this new feature, you need to have your email account set up by Kathy Reed. Just send her an email with your email address and it will be added to your account.

- Select items you want to be in the email and click on the email icon

2661xx [Default View] - Items



#	Flags	Account	Posted/Issue	Amount	DCIP	Policy Number
1	<input checked="" type="checkbox"/>	0500 266120 900000000	02/12/2021	10,051.13	Debit	235495400
2	<input checked="" type="checkbox"/>	0500 266120 900000000	04/14/2021	(73.88)	Credit	210143700
3	<input type="checkbox"/>	0500 266120 900000000	04/14/2021	(201.51)	Credit	181616000
4	<input type="checkbox"/>	0500 266120 900000000	04/14/2021	275.39	Debit	190497400
5	<input type="checkbox"/>	0500 266120 900000000	04/15/2021	(10,051.13)	Credit	235495400

- Select Send Email

Send Email



Select the data to be emailed to user name: **kreed**

☐ All items
 ☒ 2 Checked items

☐ Notes
☐ Attachments

- Email will be sent to you and then you can add comments and send to user that needs to resolve the outstanding item. Here is a sample of the email that you would receive.

Cash Item(s) from Company: NLGroup Open Item Netting Accounts


 donotreply@nationallife.com
 To:  Reed, Kathy
 Retention Policy: Delete after 18 Months (1 year, 6 months) Expires: 10/20/2022 4:56 PM

Item Details from Company: NLGroup Open Item Netting Accounts
Number of Items: 2

#	Flags	Account	Posted/Issue	Amount	DCIP	Policy Number	Source	Description	Employee ID	Batch	TransCode	TransEffectDate	Agent Paid
1		0500 266120 900000000000	02/12/2021	10,051.13	Debit	235495400	50	B077	BWM	B077	P9	20210212	
2		0500 266120 900000000000	04/14/2021	-73.88	Credit	210143700	25	D039	BBW	D039	P9	20210903	

Setting up of Shortcuts

Shortcuts should be done so you can see the accounts that you work with on a regular basis. Kathy Reed can quickly set them up for you or add additional accounts to shortcuts that you currently have. Just email her with what accounts you need to see.

Quick Find

Quick Find is a great way to search for items either by account, date, amount or criteria like Policy number.

For Table you have the choice of Item or History. Item is for outstanding items and currently matched items within 3 months. History is for matched items over 3 months ago.

For Pools, you can search everything or selected accounts. I normally search everything.

For Item State, you can do all or just outstanding items

For Dates, you can do Posting Date between a range and then select NONE after that

For Amounts, you need to do use positive amounts. It will return the debit and credits amounts for the Amount you enter.

NLGroup Open Item Netting Accounts - Internet Explorer

ViewPoint | Manage Tasks | **Quick Find** | Go Find | Reconcile | Auto Match | Bulk Dissolve | Configure API

Shortcuts
ViewPoint 1
Shortcuts
266100



Quick Find - Cash
Table **Item**
☒ All Currencies Currency Equals
Criteria
Pools <All Pools> **Item Type** <All Item Types>
Accounts <All Accounts> **Item State** <All Item States>
Departments <All Departments> **Classes** <All Classes>
☒ All Dates
Avail/Paid between 01/01/1970 and 01/01/1970
OR AND None
Avail/Paid between 01/01/1970 and 01/01/1970
☒ All Amounts
Amount between 0.00 and 0.00
☐ All Fields
Policy Number equals 1234567

Global Setup

Search

You can search for items within an account. If looking for an Amount, only use position amounts even when searching for negative amounts.

You can even do multiple sorts using the AZ sort feature.

Quick Find [Default View] - Items													
													
<input checked="" type="checkbox"/>  Amount <input type="text" value="845.92"/>													
#		Flags	Account	Posted/Issue	Amount ▲	DCIP	Policy Number	Sou	Description ▲	Employee ID	Batch	TransCo	Trans
15		Mt	0500 266342 900	11/06/2020	(52,297.38)	Credit	PREMIUM	CL	DEPOSIT FOR 8496309	DMS	6309		
16	<input checked="" type="checkbox"/>	Mt	0500 266342 900	11/06/2020	(845.92)	Credit	PREMIUM	CL	DEPOSIT FOR 8496312	DMS	6312		
17		Mt	0500 266342 900	11/06/2020	(1,142.65)	Credit	PREMIUM	CL	DEPOSIT FOR 8496314	DMS	6314		
18		Mt	0500 266342 900	11/06/2020	(7,463.07)	Credit	PREMIUM	CL	DEPOSIT FOR 8496319	DMS	6319		