

Commercial Lines

Workflows & Procedures

*For*

Acrisure Southwest Partners Insurance Services, LLC

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## How to Use this Document

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| This document contains valuable information relevant to the usage of EPIC, including **Epic Basics**, day-to-day **Workflows**, and **Job Aids. DO NOT PRINT THIS DOCUMENT.**  For optimal usage:   1. Click the **View** menu at the top in the Microsoft Word toolbar. 2. Checkmark **Navigation Pane**      1. The left pane will open and show a listing of topics      1. Click on the topic to jump to that section/page. 2. Hyperlinks within the document will lead to specific pages or Job Aids.      1. Some hyperlinks will connect to a webpage outside of the document. |

## Epic Browser

### Logging in

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| 1. Open a web browser.    1. Chrome    2. Edge 2. Enter URL:    1. **Production/Live**: <https://acris03.appliedepic.com/#/>    2. **Test/Training**: <https://ve061t1web.appliedepic.com/#/> |

### Browser Tabs

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| Browser tabs will open at the top when accounts are located and selected.    Use browser tools like Tab Grouping and Zoom, if desired.  To prevent connection issues, close out of a client by clicking the X above the Logout button, NOT the x in the browser tab |

### Connection Suite & New Functionality Popups

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| The Connection Suite is required to ensure full functionality and connection within Epic Browser. Acrisure, IT manages all background updates for the Connection Suite Plugin. **Ignore these popups.** If you are receiving an error, follow the instructions to [hard shutdown](#_Logging_out_of) to ensure there is a clean connection to all services running on your computer. If you are experiencing functionality issues after shutting down, submit a ticket to [support@acrisure.com](mailto:support@acrisure.com).  ***Reminder: A hard shut down of your computer should be done at the end of each workday.*** |

### Logging out of Epic

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| **\*\*IMPORTANT\*\***  When **closing out of Epic,** click the **LOGOUT** button at the top right in the blue Options Bar. Do not X out or Epic will not close properly and may cause issues when signing in again.  **NO** |

### Shutting Down Computer

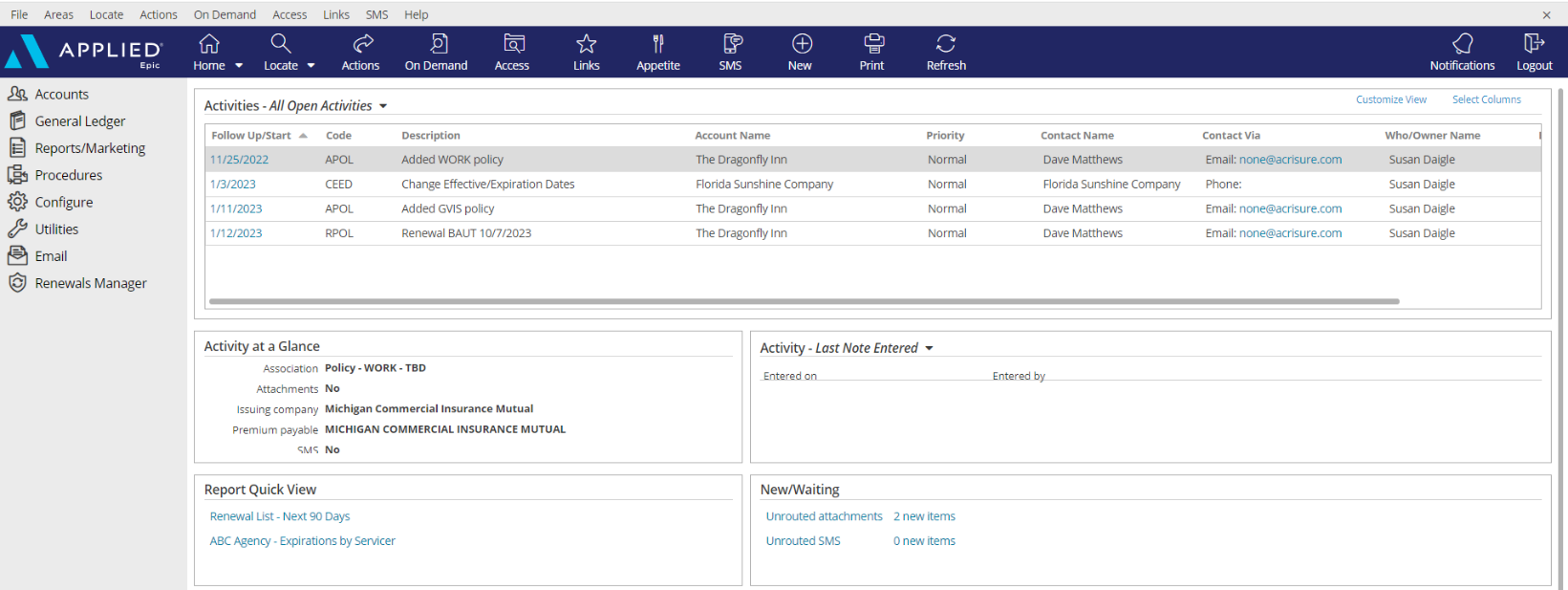
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| **\*\*IMPORTANT\*\***  Log out of Epic and SHUT DOWN your computer **at the end of each workday.**   |  |  | | --- | --- | | 1. Shut down the computer by clicking the Start Menu in the bottom left-hand corner of your desktop |  | | 1. Click Power |  | | 1. Click Shut Down |  |   **NO** |

# EPIC BASICS

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## Home Base



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| 1. **Open Activities** (suspense, follow up, to-do list)    1. Use “Select Columns” to add columns to your view.    2. The position of the columns can also be changed by clicking and dragging the column headers to the desired location.    3. Sort columns in ascending or descending order by clicking on the column header. 2. **Activity at a Glance** – displays information about the highlighted activity. 3. **Activity Tasks** OR **Last Note Entered** – if a task within an activity is assigned to you, the task will appear here only if the activity above, associated with the task, is highlighted. The view can be changed from “Activity – Tasks” to “Last Note Entered” by clicking the dropdown arrow and selecting the appropriate option. 4. **Report Quick View** – Created reports can be sent to Report Quick View for easy access. Just click the link and the report will open. Data displayed is in real-time and will be refreshed as of the date it is opened. 5. **New/Waiting** – If your agency has opted to use Front End Scanning, scanned mail can be accessed by clicking the “Unrouted Attachments” link. The number of items in your “inbox” will also display. 6. **Navigation Panel** – Items listed here will direct you to distinct parts of Epic or the client’s account while on the locate screen or within the client account. Items listed change depending on which screen is being utilized. This is known as the “View” panel. 7. **Blue Options Bar** – Each icon contains action options, which change depending on which screen is being opened. Think of this as the “Do” bar. 8. **Log Out button** – Clicking this button will close all the open screens/windows and log out of Epic. 9. **Locate** – Click the dropdown arrow to see the list of the last 20 accounts accessed |

## Activities & Tasks

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| **Activities in Epic perform three essential functions:**   * Add a record to the client file for the action performed * Allow a follow-up or Open Activity as a reminder to do something at a current or future date * Permanently document the file with the use of Notes within Activities   **Tasks in Epic can supplement an activity:**   * Can be used as a to-do list related to that activity or to share work with another user * Task owners and start dates can be independent of the activity   ***NOTE: Activities/notes cannot be deleted or moved to another account. While the activity description is editable, the notes area cannot be altered and is date/time stamped.*** |

### Manage Activities from Home Base

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| **Select Columns** | A close up of a sign  Description automatically generatedCheck or uncheck the columns desired to reflect within the Home Base View |
| **Customize View** | A screenshot of a computer  Description automatically generatedAllows the addition of other Employee activities to reflect within your own open  activities list (if given permission) |
| **Right Click to Manage** | 1. **Close Activity** – *follow up action is completed* 2. **Add Note** – *add notes related to the process which is still pending* 3. **Add Task** – *assign a portion of the activity process to someone else to work on* 4. **Change Follow-up Date/Time** – *if the deadline for completing the activity can be moved* 5. **Change Who/Owner** – *reassign the activity for someone else to take care of, which will move to their Home Base* 6. **View All Notes** – *Read all notes related to a specific activity process*   A screenshot of a computer  Description automatically generated   1. **Take Ownership** – *If the activity is assigned to another person or a workgroup, it can be reassigned to yourself*   ***Note: multi-select activities (CTRL + Click) to apply the above actions to multiple activities at one time.*** |

### Manage Tasks from Home Base

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| **Customize View** | A screenshot of a computer  Description automatically generatedAllows the addition of other Employee tasks to reflect within your own open  activities list (if given permission) |
| **Right Click to Edit** | 1. **Description** 2. **Owner** *–* *reassign the activity for someone else to take care of, which will move to their Home Base* 3. **Status** *– mark as canceled, completed, in progress or not applicable as needed* 4. **Start/Due date**s – *amend if the deadline for completing the task must be moved* 5. **Add Note** - *add notes related to the process which is still pending*   A screenshot of a computer program  Description automatically generated |

## Client Accounts

### Locate Account

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| 1. A blue sign with white text     Description automatically generatedClick the **Locate** button to **search** for existing clients.   **Locate Options:**   * 1. **Account/Business Name** – *contains full or partial account name.*   2. **Claims: Additional Party** – by involvement type, name, or phone number   3. **Insurer Claim#** - must be exact & complete.   4. **Internal Claim#** - must be exact & complete.   5. **Date of Loss** – *range*   6. **Last name, first name** – *begins with* and will search account detail name field and individual contacts.   7. **Lookup Code** – *begins with*   8. **Phone Number** – must be exact & complete.   9. **Policy #** - *contains.*   10. **Prior Account ID** – *begins with* (from your prior system)   11. **Relationship** – relationship type and then account name.   **Submission ID** – *begins with* (in marketing)   * 1. **Vehicle Registration Number**  1. Click the **Locate** button to **add new** client accounts. 2. Click the **drop-down arrow** on the Locate button to access the last 20 accounts accessed (including client accounts, employee accounts, company accounts, etc.)   A screenshot of a computer  Description automatically generated |

### Close Out of an Account Record

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| Locating and selecting an account will create a new tab in the browser. **Close the account record by clicking the X above the Logout button** NOT by clicking the x within the tab at the top.  A screenshot of a computer  Description automatically generated |

## Contacts

### Overview

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| **Individual Contact** | This is an additional individual contact (person) on the account. By choosing an individual contact additional fields are available, such as date of birth, SSN, marital status, driver’s license number, etc. |
| **Primary Contact** | This is an **individual contact** and should be selected as the primary contact for the account. To make a contact **Primary,** click **ACTIONS > Change Primary Contact**. The Primary Contact is displayed in the Rolodex Card in the bottom left corner of the client’s account. |
| **Main Business Contact** | This is the **Primary Named Insured** on a Business account. This contact is added when a prospect or insured is added. Any Business Contact can be changed to a Main Business Contact by **ACTIONS > Change Main Business Contact**. A main business contact should have a NAICS number (required field), website, and main business phone number, any additional Identification Numbers added such as FEIN may be added on the **Identification Numbers Tab**. A policy may only have 1 Main Business Contact |
| **Category** | Contacts are categorized based on their relationship to the Account: Contact Only—Policy Only—Both Contact & Policy |
| **Description** | Add **Description** to best represent the position or role of the Contact (i.e., owner, manager, etc.) Select the appropriate description (s) for each Contact. This information is used for tracking and reporting. |
| **Contact**  **Classifications** | **Be sure to select** the appropriate contact classification. DM=Decision Maker; PC=Primary Contact   |  |  | | --- | --- | | \_\_User - CSR24/Portal | \_\_HR Leader | | \_\_User - Indio | \_\_Personal (DM) | | \_\_User – Succeed | \_\_Personal (PC) | | \_\_User – Zywave | \_\_Risk Management (PC) | | \_\_User – Zywave LMS | \_\_Safety (PC) | | \_\_Certificates | \_\_Surety (DM) | | \_\_Commercial (DM) | \_\_Surety (PC) | | \_\_Commercial (PC) | \_\_Work Comp (DM) | | \_\_Cyber (DM) | \_\_Work Comp (PC) | | \_\_Cyber (PC) | 401k Plan Administrator | |

### Additional Contacts

#### Add Individual Contact

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| 1. From the client’s account, click **Contacts** in the left navigation pane. 2. Click the **ADD** button.   A screenshot of a computer  Description automatically generated   1. Select the **Individual** radio button. 2. Enter First Name, Last Name 3. **Category:** Indicate whether contact only, policy only, or both contact & policy 4. **Description:** Select the appropriate description for this contact 5. Enter the address. If the account address is the same as the contact address, check the box for Use Account Address   Enter phone number (indicate if mobile) and email address ***NOTE: Email is a required field***. If the contact does not have an email address, enter [none@acrisure.com](mailto:none@none.com)  A screenshot of a computer  Description automatically generated   1. Click **DETAIL** to add additional information.   Click **FINISH**. |

#### Add Business Contact

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| 1. From the client’s account, click **Contacts** in the left navigation pane. 2. Click the **ADD** button.   A screenshot of a computer  Description automatically generated   1. Select the **Business** radio button. 2. Enter the Legal Business name. 3. **Category:** Indicate whether contact only, policy only, or both contact & policy 4. **Description:** Select the appropriate description for this contact A screenshot of a computer     Description automatically generated 5. Enter the **address**. If the account address is the same as the contact address, check the box for Use Account Address 6. Enter **phone number** (indicate if mobile) and **email address**.   ***\*\*NOTE: Email is a required field***. If the contact does not have an email address, enter [none@acrisure.com](mailto:none@none.com)   1. Click **Detail** 2. **Edit** the Contact card 3. Enter **Website** 4. Enter **Contact Identifiers** 5. **Contact Category** – Contact Only, Policy Only or Both 6. **Description -** if to be listed on a cert must be **Named Insured** 7. Enter **Identification Numbers** – **NAICS** and **SIC** 8. Click **Save Contact Summary** 9. Click **TAB: Business** 10. **Identification numbers** = FEIN, SSN, etc. 11. **Business Details =** Business Type, Date Business Started and Nature of Business |

#### Inactivate a Contact

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| 1. From the client’s account, click **Contacts** in the left panel 2. Make sure you have Inactivated ANY Indio or CSR24 Portal Login 3. Double-click on the **Contact** you wish to Inactivate. 4. To the Right, select **EDIT**   A group of words on a white background  Description automatically generated   1. Scroll to the bottom and under **Description** choose **1 – INACTIVE CONTACT**   A screenshot of a computer  Description automatically generated   1. Select **Save Contact Summary** 2. Little x out of the contact entry 3. Under the Description Column the Contact is listed as INACTIVE CONTACT   A screenshot of a computer  Description automatically generated |

### Sticky Notes

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| 1. Add a sticky note by clicking the **NEW** button in the blue Options Bar within the Client Account   A screenshot of a computer  Description automatically generatedA screenshot of a computer  Description automatically generated   1. Enter a note. 2. Collapse the note by clicking the double-up arrows 3. Manage the Sticky Note by clicking the three vertical dots. 4. Delete the Sticky Note by clicking the X. 5. Add a New Sticky Note by clicking the + |

## Email

### Email from Distribution Manager

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| As part of the normal workflow, when the ACORD form is ready to print/send, utilize the **Distribution Manager** to send documents.   1. From the **Distribution** Tab, set the delivery option to **email.** 2. The **From** field defaults to your email address, however, the sender can be changed. 3. Add **Signature** (should default) 4. Add more than one recipient, cc, or bcc. 5. Enter the body of the email with full HTML functionality (change font size/color, add logos, pictures, change alignment, etc. 6. If the documents need to be sent to multiple recipients, click on “To” Button   A screenshot of a computer  Description automatically generated   1. Contact Address Book will open. Double click on the Contact Name to add as an additional recipient. Once all additional recipients are added, click **Finish.**   A screenshot of a computer  Description automatically generated |

### Email from Attachments

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| 1. From your client file, go to **Attachments** in the Navigation Panel 2. Highlight the attachment(s) to be sent *(Hold down the CTRL key to multi-select)* 3. Right-click or do an **Action > Send Via Email** 4. Populate your recipients, subject, body 5. A screenshot of a computer     Description automatically generated**Send** |

## Faxing

### From Distribution Manager

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| As part of the normal workflow, when the ACORD form is ready to print/send, utilize the **Distribution Manager** to send documents.   1. From the **Distribution** Tab, set the delivery option to **email.** 2. Select a “**From**” email address. 3. In the “**To**” field, **1[fax number] @efaxds.com** 4. Enter the **Subject** line (required) 5. Enter message, if needed   A screenshot of a computer  Description automatically generated   1. Click **FINISH** to send. |

## Attachments

### Add Documents

#### Add Existing Documents

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| 1. Click the plus (+) sign to **Add** 2. Select **Existing file** (from outside of Epic) 3. **Continue** 4. Select **Choose Files**    1. Select your document from your desktop, local or network drive    2. Click **Open**    3. Click **OK** 5. Attach to will automatically appear    1. Use the dropdown to select **activity** and use the lookup to select the applicable activity    2. Check the box to **Mark as an Important Policy Document** as desired *(this feature can be used to quickly find important documents such as policy dec pages, audits, endorsements or other policy documents)*    3. Fill in a **description** *(according to the naming convention)*    4. Select your **folder** (if not defaulted)    5. Check the box to make **Client** accessible *(if client uses CSR24 to obtain their documents)*    6. **Finish** |

#### Drag & Drop Existing Documents

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| 1. Drag your document to & release on an activity *(either open to full details or in list view)*    1. Attach to will automatically appear with the activity you selected to drop to    2. Check the box to **Mark as an Important Policy Document** as desired *(this feature can be used to quickly find important documents such as policy dec pages, audits, endorsements or other policy documents)*    3. Fill in a **description** *(according to the naming convention)*    4. Select your **folder** (if not defaulted)    5. Check the box to make **Client** accessible *(if the client uses CSR24 to obtain their documents)*    6. **Finish**   **Drag & Drop works with documents in Outlook (classic version only), network folders, desktops, etc.**  Select the appropriate access level for security  Check the Client Accessible box to make an attachment available in the client portal (CSR24) |

#### Epic Plug-In for Existing Emails

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| Attaching Email when Sent   1. Click the NEW Email Button in Outlook 2. Checkbox Attach to Epic Box 3. A screenshot of a computer     Description automatically generatedAdd the Client Email Address in the To Field, Type Title in the Subject Line, and Type out the body of the email. 4. When finished with email and all relevant documents are attached, click SEND. 5. Attach To Tab will open in Browser 6. Click Magnifying Glass to the right of the Code Field to Locate Client. Click Finish Once Account is found. 7. Under Attach To – Identify and select the appropriate dropdown (Policy or Activity) for where the Email and/or documents should be attached to.   A screenshot of a computer  Description automatically generated   1. Once all required fields are completed, Click Finish, and the email will be routed into Applied.   Attaching Existing Email   1. Right Click on the existing email in Outlook and select Attach to Epic 2. Attach to Tab will open in Browser 3. Click Magnifying Glass to the right of the Code Field to Locate the Client. Click Finish Once the Account is found. 4. Uncheck the “Delete original after attaching” box 5. NOTE: If this box does not get unchecked, your email will be deleted from your Outlook.   A screenshot of a computer  Description automatically generated   1. Under Attach To – Identify and select the appropriate dropdown (Policy or Activity) to where the Email and/or documents should be attached. 2. Once all required fields are completed, Click Finish, and the email will be routed into Applied. |

#### AI Email Summarization

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| **A screenshot of a computer  Description automatically generated**Let Epic’s AI Email Summarization tool add activity notes while simultaneously attaching your email.   1. Drag your document to & release on an activity *(either open to full details or in list view)*    1. Select **Summarize** to summarize a thread    2. OR check the box to include **Latest Message Only** and then select **Summarize** 2. The summarized notes will auto-populate and should be reviewed to confirm the results are valid and as expected *(you may add, delete or amend the notes as needed)* 3. Complete your attachment **Description,** select appropriate folder *(if not defaulted)* 4. **Finish**   **A screenshot of a computer  Description automatically generated** |

#### Add New Documents from Templates

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| To select a form letter:   1. Click the Attachments area in the Client account 2. Click the **ADD** button (+) 3. Select Document – click Continue   A screenshot of a computer  Description automatically generated   1. Select a **Template Folder** (i.e., Commercial) 2. Select the form letter from the dropdown list   A screenshot of a computer screen  Description automatically generated   1. Under the Contact tab, check the recipient of the letter 2. Click the Policy/Claim tab and select a policy or claim to reference in the letter      1. Click **Continue** 2. Change attachment description if needed 3. Click **FINISH** 4. Epic data will merge with Microsoft Word and letter will open 5. Update letter as needed. When finished, click the X at the top right to close the Word document 6. Click **YES** to save document as an attachment 7. The Attachment will be saved in WORD format; however, if sending the letter via email or to eSignature, be sure to Convert to PDF first, as follows:    1. Right Click on the WORD attachment    2. Select “Convert to PDF”    3. Click **FINISH** 8. From the attachments area, find the PDF version of the form letter, right click and either “Send to eSignature” for DocuSign, or “Send Via Email” to send from Outlook. 9. If “Send Via Email” an attachment screen will pop up. The description can be changed for the email attachment if needed. |

#### Generate a fillable Form Acord Application

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| 1. Navigate to the Home Base 2. Select **Access > eForms** from the blue options bar    1. Highlight the desired form    2. Continue 3. The fillable form will be downloaded to your computer   A screenshot of a computer  Description automatically generated |

### Attachment Actions

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| Click **ACTIONS**  A screenshot of a computer  Description automatically generated | 1. **Convert to PDF** – *Converts any document to PDF format in two clicks; can also combine multiple documents into one PDF document.* 2. **Distribute Attachments** – *Uses Distribution Manager to email documents to client contacts.* 3. **Edit Attachment Detail** – *Edit description, association, access levels, and folder.* 4. **Move Attachment** – *Move attachment to another account, folder, etc.* 5. Policy Checking (Do Not Use) 6. **Reactivate Attachment** – *Used to remove an attachment from the Inactive area.* 7. **Send via CSIO eDelivery –** NOT APPLICABLE 8. **Send to eSignature** – *Launches DocuSign* 9. **Send Via Email** – *Emails attachment through Outlook* |

**\*\*PLEASE FOLLOW THE ATTACHMENT NAMING CONVENTION PROTOCOL** [**JOB AID**](#_Naming_Convention)**.**

### Find and Viewing Attachments/Documents

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| 1. **Important Policy Documents:** In the attachments list view, click the link “Show Only Important Policy Documents” to view all documents previously marked as “Important”  To revert to all documents, click “Show All Documents.” This link serves as a filtering tool.     1. **Filters:** Choose a filter: Ex. Attached within the last 6 months.     Filtering by multiple Types of Business is also an option and can be set as the filter default.  A screenshot of a computer  Description automatically generated |

### Folder View

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| 1. Use folders to organize client documents (Optional) 2. Folder structure is pre-determined by Acrisure. 3. To see documents in folders, click Attachments View and select Folder View from the drop-down list. 4. Select the folder (i.e., Correspondence, Invoices, Policies, etc.) 5. Click the expander in the left navigation pane to see subfolders.   A screenshot of a computer  Description automatically generated |

### Access Filter

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| A screenshot of a computer  Description automatically generatedThe Access button will filter items for a specific policy, activity, or transaction, within the **Client’s Account Example:**   1. From the policy screen, select a **policy.** 2. Click the **Access** button. 3. Select an option:    1. **Activities** = displays all the activities associated with the selected policy    2. **Attachments** = displays all the attachments associated with the selected policy    3. **Claims** = displays all the claims associated with the selected policy    4. **Opportunities** = displays all the sales opportunities associated with the selected policy    5. **Services** = displays all the services associated with the selected policy    6. **Proofs** = displays all the Proofs associated with the selected policy    7. **Transactions** = displays all the transactions associated with the selected policy    8. **Auditing** = displays all the documents a client has access to via the [CSR24](#_JA.8_–_Making) Portal    9. **Notifications** = displays notifications related to the selected policy |

## Policy Basics

**Determining your Issuing Company (ICO) and Premium Payable Entity (PPE)**

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| 1. **ICO:** The Issuing Company is the writing company that is displayed on the policy DEC page. 2. **PPE:** The Premium Payable Entity should be the carrier or broker that is paying direct bill commission or invoicing for premium. 3. **Example:**    1. ICO = Travelers Property Casualty Company of America    2. PPE = THE TRAVELERS COMPANIES INC   A close-up of a document  Description automatically generated  A screenshot of a computer  Description automatically generated |

**Select the Correct ICO and PPE**

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| **When setting up a policy, it is critical to select the correct writing/issuing company.** A screenshot of a computer  Description automatically generated  1. Use the dropdown to select the correct Issuing company  2. Doing so will default the correct Premium payable entity  3. Use the dropdown to select the correct Payable contract  **If the correct payable contract is not selected, the wrong location could be paid resulting in a delay in payment being applied and potential NOC.** |

**When your PPE is a Broker**

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| A screenshot of a computer  Description automatically generated  1. Use the dropdown to select the correct Issuing company  2. Change the Premium payable from CA to BR and select the appropriate Broker  3. Use the dropdown to select the correct Payable Contract by clicking the dropdown arrow  **If the correct payable contract is not selected, the wrong location could be paid resulting in a delay of payment being applied and potential NOC.** |

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| **Data Standards**  **ICO**   * The Epic ICO field should match the policy DEC page. * If the final company has not yet been determined, you may use the QUOTE1 ICO as a placeholder, but you must update when you bind coverage along with the policy #. * If the issuing company you are looking for is not available in Epic, you can submit a request to Regional Enterprise Applications (REA).   **PPE**   * The PPE must match the carrier/broker invoice or commission statement * The PPE field is critical because if the wrong PPE is selected it could lead to the wrong carrier getting paid resulting in cancellation, delayed commission posting could impact producers, and carrier/reporting analytics could be incorrect * The accounting team may enter a $PUR activity for you to update the PPE if it is not entered properly which will indicate to you a policy update is needed |

### Service Summary Rows and Stages

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| Service Summary Rows **(SSR)** provide a chronological order of services provided to the account. Each service/action taken to a policy will be reflected in the service summary row in the order of most recent.  When viewing a policy in Epic it is essential to view the most recent Service Summary Row.  From the policy view screen in a client account click to highlight the policy. Once doing so the most recent Service Summary Row will highlight. To view a different service summary row, click to highlight.  **For example**: Service Summary #2 *will* display the policy details for the endorsement effective on the date noted on the Service Summary row. While Service Summary Row #1 *will not* reflect the added vehicle since Service Summary row #1 is the details of the policy when the policy term began.  A screenshot of a computer  Description automatically generated  ***NOTE: When viewing a multi-line package, click to highlight one of the lines under the policy header to view the Service Summary Row. The screenshot below indicates if CPK1 is selected, there are no SSR’s displayed.***  A screenshot of a computer  Description automatically generated  ***Single click on a line of business then the most recent Service Summary Row will default.***  ***See below.***  A screenshot of a computer  Description automatically generated  Having multiple Service Summary Rows to view, allows us to be able to see the policy details at any given date during the term. We can use these details to compare the changes made between one Service Summary Row and another. To compare Service Summary rows, go to Blue Options bar and click **ON Demand>Service Summary Comparison**  The list below explains what the various stages represent. ***It is imperative to be sure the correct status of the policy is representative of the current stage of the policy details.***   1. **In Process** – Policy details are not complete, and the application is open for edits 2. **Submitted** – It has been sent to the carrier for action and the application or endorsement is now locked down 3. **Issued** - Policy or endorsement has been issued by the carrier or confirmation of coverage received from the carrier 4. **Not Issued** – Use only if policy or endorsement has not been issued by the carrier and it was previously in the submitted stage 5. **Cancelled** – Cancellation has been confirmed by the carrier 6. **Migrated** – One-time use for conversion and simulates the stage of submitted |

### Copy Policy

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| \*\*Use this workflow when a copy of an entire policy needs to be moved within the same account or to another account.   1. Highlight the policy needing to be copied. 2. Click **ACTIONS > Copy Policy** 3. Choose Another Account or Current Account 4. Enter the Lookup Code of the Other Account (if copying to another account) 5. Fill in the structure and policy details. 6. Click Detail 7. Policy has now been copied. Enter additional details as needed. |

### Print Application

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| 1. With the policy selected, click **ACTIONS** **> Review Application** 2. Click the **Distribution** Tab    1. Select Print as the distribution method.    2. Click the Download & Print button.      * 1. Download will be added to your **Downloads Folder** on your computer. This will allow the documents to be printed locally or to be printed from the PDF file.   A screenshot of a computer  Description automatically generated  ***NOTE: Do not use the PRINT button – this function downloads and prints a watermarked “House Copy”*** |

### ACORD Application Prefills

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| Prefilled ACORD applications can be configured for your convenience (email [support@acrisure.com](mailto:support@acrisure.com))   1. Use prefills to enter common information or agency standard limits/coverages. 2. The prefill can then be added when the policy is created by clicking the dropdown list then selecting the appropriate prefill option.   A screenshot of a computer  Description automatically generated   1. Prefills can also be added while in the application (navigation panel is open to the policy form), then clicking Actions / Select Prefill. The Service Summary Stage must be In Process to perform this action.   A screenshot of a computer screen  Description automatically generated |

### Multi-Year Policies

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| For multi-year terms such as a 3-year policy term, the effective and expiration dates should reflect the full. three years. The estimated premium should also reflect the full 3-year premium amount. Commission agreements can be set up as multi-year commission agreements. Please reach out to your REA Alyssa Hazelwood for assistance with the Multi-Term Commission Schedule.  A screenshot of a computer  Description automatically generated    *Example: Jane Smith has a three-year Crime policy. The full premium is being collected at the policy inception. If the client is being billed for the full three-year premium, the policy would be entered with an effective/expiration date of January 1, 2024, to January 1, 2027.* |

### Continuous Policies (policies which do not expire)

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| 1. **Personal & Commercial Policies**:    1. If an Agency Bill or Direct Bill policy and expiration date is known, enter as reflected on policy or binding documents.    2. If a true continuous policy (i.e., E&O, Tail Coverage, etc.) where the expiration date is not known and policy changes are not expected, enter the expiration date as 9999.    3. If policy changes are expected, enter the policy as an annual term and renew from year to year until coverage ends. 2. **Individual Life & Health & Employee Benefits Policies:**    1. If the expiration date is known, enter as reflected on policy or binding documents/service contract.    2. If the expiration date is not known, enter the expiration date with a 9999 year. 3. **Client Contracts/Fee Policy Types:**    1. If a service contract/fee policy type and expiration date are known, enter the expiration date as reflected on the service contract.    2. If a service contract/fee policy type and the expiration date are not known, enter the expiration date as a one-year term and renew annually until the contract is canceled.    3. This process will continue until the carrier is no longer collecting annual premiums or is canceled. |

# Regional Epic Configuration

## Epic Icons

|  |  |  |  |
| --- | --- | --- | --- |
|  | Add New |  | Change column width |
|  | Edit |  | To define a search |
|  | Print list view |  | Executes search. These are cumulative. To begin a new search, click “Clear Filter” |
|  | Sortable column – ascending/descending |  | The logout button will close all open windows. If any screen requires validation (the process isn’t complete), the screen with display prior to closing |
|  | Change the order of items | **RIGHT CLICK** | Right clicking on a selected policy, activity or contact will often generate the same menu as ACTIONS. |
|  | Collapses and opens sections of screen or moves full list from one screen to another |  | Click on the Paperclip to attach documents saved in Epic (Email) |
|  | Required Field – must complete |  | Click on the File to attach files saved on a local or network drive (Email) |
|  | Desired Field – agency would like field completed |  | Contacts in EPIC (from Email) |
|  | Customize columns displayed in the list view | A black and white picture with a person in a square  Description automatically generated | Contacts in Outlook (from Email) |

## Southwest Platform Epic Structure

|  |  |  |
| --- | --- | --- |
| **AGENCIES** | | |
| **1SW** | Acrisure Southwest Partners Insurance Services, LLC | |
| **BRANCHES** | | |
| **CA2** | California - South | |
| **NV1** | Nevada | |
| **AZ1** | Arizona | |
| **APH** | Aponte Health Insurance Services | |
| **BBT** | Barbot Insurance Services | |
| **BFI** | Beall Financial & Insurance Services | |
| **DLL** | DLL Insurance Agency | |
| **FHR** | Firm Foundation HR | |
| **ISO** | Insurance Solutions | |
| **K2B** | K2 Insurance Brokers | |
| **PIB** | Performance Insurance Benefits | |
| **PPI** | Peck & Peck Insurance Brokers | |
| **SIL** | Silverstone Insurance Group | |
| **UTS** | Utility Tree Services | |
| **DEPARTMENTS** | | |
| **BND** | Bonds | All Policy Types = BO |
| **CLL** | Commercial - Large | $10k Rev + |
| **CLM** | Commercial - Middle | $2,500K - 10k Rev |
| **CLS** | Commercial - Small | <$2,500 Rev |
| **REF** | Non-Insurance Referrals | Non-Insurance Products - PEO, ACS, Title Referrals |
| **SRV** | Services | Risk Resources and TPA |
| **PROFIT CENTERS** | | |
| **BND** | Bonds |  |
| **CHS** | Compliance & HR Services |  |
| **COM** | COM - General |  |
| **CLB** | COM (Brokered) |  |
| **CPG** | COM - Construction |  |
| **PEO** | PEO Referrals |  |
| **PER** | Personal Lines |  |
| **PFS** | COM - Professional & Financial Services |  |
| **RCP** | Restoration Contractors Program |  |
| **REF** | Non-Insurance Referrals | Non-insurance-related revenue (ACS referrals, PEO brokering, Payroll Services referrals, etc.) |
| **REG** | COM - Real Estate |  |
| **RMG** | Risk Management Services |  |
| **TRA** | COM - Transportation |  |
| **UTT** | Utility Tree Trimmers & Contractors |  |
| **XSC** | Acrisure Service Center (HO Use Only) |  |

## Client Account

### Servicing Roles

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **External Service Team** | |  | | --- | | Acrisure Service Center | | Carrier Service Center | | GA - Emerson Reid | | GA - Martin Insurance Services \* | | GA - PGM \* | | GA - Suvaun \* |   **When an account and/or policy is managed by an external service team (the Acrisure Service Center, a Carrier Service Center, or a General Agent on the EB side), select the appropriate one from the drop-down list.**  **Note:**  **An Acrisure-owned GA will be indicated by an asterisk.** |
| **Marketing** |
| **P&C Producer 1** |
| **P&C Producer 2** |
| **P&C Servicer 1** |
| **P&C Servicer 2** |
| **P&C Claims** |
| **P&C Account Executive** |
| **Surety Producer** |
| **Surety Servicer** |
| **EB Producer 1** |
| **EB Producer 2** |
| **EB Servicer 1** |
| **EB Servicer 2** |
| **EB Account Executive** |
| **Non-Insurance Producer** |
| **Non-Insurance Servicer** |
| **CRM Relationship Manager** |
| **Contract Producer/Consultant** |
| **Contract Servicer** |

### Account Sources – REQUIRED FIELD

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| |  | | --- | | 0. Cross Sell-Platform | | 1. AM/AE Solicited | | 1. Producer Solicited | | 2. Referral - Acrisure Cyber Services | | 2. Referral - Acrisure Global Network | | 2. Referral - Acrisure Title Partner | | 2. Referral - Association | | 2. Referral - Broker - Acrisure | | 2. Referral - Broker Non-Acrisure | | 2. Referral - Carrier | | 2. Referral - Client | | 2. Referral - Employee | | 2. Referral – Evolution Advisors | | 2. Referral – Family Office | | 2. Referral – FBC Mortgage | | 2. Referral - Financial Partner/WM | | 2. Referral - Franchisor | | 2. Referral - GA | | 2. Referral – Loan Officer | | 2. Referral – Mariner Wealth | | 2. Referral - Other | | 2. Referral - Payroll Firm | | 2. Referral – Realtor | | 2. Referral - TPA | | 3. Marketing - Acrisure.com | | 3. Marketing – Internet Search | | 3. Marketing - Other | | 3. Marketing – Social Media | | 3. Marketing - Telemarketing | | 3. Marketing - Tradeshow | | 5. Win Back | | 6. Call In/Walk In | | 7. Campaign - CFC | | 7. Campaign – Encompass CC | | Z. Update Needed | | **Account Source** is a **Required Field** and should accurately reflect how this new client was generated.    **Be sure to select the appropriate one for tracking and reporting purposes.**  If the policy source is unknown,  select “**Z.** **Update Needed**” to update at the earliest opportunity.  This only needs to be updated on new accounts since your conversion to the regional Epic. Historical clients are not required to be updated.  **Why does it Matter?**   * Aligning our Epic Accounts with Auris third-party data gives us insights to our clients * Understanding how we generate new clients * Analyzing our client base to better understand their needs * Identifying opportunities to cross-sell Employee Benefits with our Commercial Clients. |

## Policies

### Policy Sources – REQUIRED FIELD

|  |  |
| --- | --- |
| **Description** | **Account Source** is a **Required Field** and should accurately reflect how the new client was generated.  **Be sure to select the appropriate one for tracking and reporting purposes.**  If the policy source is unknown, select “**Z.** **Update Needed**” to  update at earliest opportunity.  **Why does it Matter?**   * Aligning our Epic Accounts with Auris third-party data gives us insights to our clients * Understanding how we generate new clients * Analyzing our client base to better understand their needs * Identifying opportunities to cross-sell Employee Benefits with our Commercial Clients |
| 0. Cross Sell-Platform |
| 1. AM/AE Solicited |
| 1. Producer Solicited |
| 2. Referral - Acrisure Cyber Services |
| 2. Referral - Acrisure Global Network |
| 2. Referral - Acrisure Title Partner |
| 2. Referral - Association |
| 2. Referral - Broker - Acrisure |
| 2. Referral - Broker - Non-Acrisure |
| 2. Referral - Carrier |
| 2. Referral - Client |
| 2. Referral - Employee |
| 2. Referral - Evolution Advisors |
| 2. Referral - FBC Mortgage |
| 2. Referral - Financial Partner/WM |
| 2. Referral - Franchisor |
| 2. Referral - GA |
| 2. Referral - Loan Officer |
| 2. Referral - Mariner Wealth |
| 2. Referral - Other |
| 2. Referral - Payroll Firm |
| 2. Referral - Realtor |
| 2. Referral - TPA |
| 3. Marketing - Acrisure.com |
| 3. Marketing - Internet Search |
| 3. Marketing - Other |
| 3. Marketing - Social Media |
| 3. Marketing - Telemarketing |
| 3. Marketing - Tradeshow |
| 5. Win Back |
| 6. Call In/Walk In |
| 7. Campaign - CFC |
| 7. Campaign – Encompass CC |
| Z. Update Needed |

### Policy Types

|  |  |  |
| --- | --- | --- |
| **Code** | **Description** | **Application Detail** |
| **ALIA** | Agriculture Liability | Agri-Business Liability |
| **APK1** | Agriculture Package-AG | < None > |
| **APK2** | Agriculture Package-CL | < None > |
| **APP** | Agriculture Personal Property | Agri-Business Schedule and Unscheduled Personal Property |
| **APRO** | Agriculture Property | Agri-Business Property Section |
| **BCM1** | BOND Commercial (NR) | Surety Report Detail |
| **BCM2** | BOND Commercial (Recurring) | Surety Report Detail |
| **BCON** | BOND Contract (NR) | Surety Report Detail |
| **BCOU** | BOND Court | Surety Report Detail |
| **BCWA** | BOND Contract Warranty (NR) | Surety Report Detail |
| **BFI1** | BOND Fidelity / ERISA - Surety | Surety Report Detail |
| **BFI2** | BOND Fidelity / ERISA - CL | < None > |
| **BLIC** | BOND License & Permit | Surety Report Detail |
| **BMAI** | BOND Maintenance (NR) | Surety Report Detail |
| **BMSC** | BOND Miscellaneous | Surety Report Detail |
| **BNOT** | BOND Notary | Surety Report Detail |
| **BPER** | BOND Performance Payment (NR) | Surety Report Detail |
| **BPOF** | BOND Public Official | Surety Report Detail |
| **BROF** | BOND Roofing (NR) | Surety Report Detail |
| **BSAF** | BOND Safekeeping | Surety Report Detail |
| **BSUB** | BOND Subdivision (NR) | Surety Report Detail |
| **CACH** | Commercial Accident & Health | CF AD&D / Travel Accident |
| **CADD** | Commercial AD&D | CF AD&D / Travel Accident |
| **C-AF** | Captive Assessment Fee | < None > |
| **CANI** | Animal Mortality | CF Animal Mortality |
| **CARA** | COM Roadside Assistance | Business Auto Detail |
| **CAU1** | Business Auto | Business Auto Detail |
| **CAU2** | Business Auto - Excess | Business Auto Detail |
| **CAU3** | Commercial Recreational Vehicle | Business Auto Detail |
| **CAVO** | Commercial Aircraft | CF Aviation |
| **CAV2** | Aviation General Liability | CF Aviation |
| **CBAI** | Bailee | Property Detail |
| **CBM** | Boiler & Machinery | Boiler & Machinery Detail |
| **CBOP** | Business Owners Policy | Business Owners Detail |
| **CBR** | Builders Risk | Installation/Builders Risk Detail |
| **CBR2** | Builders Risk – Reporting Form | Installation/Builders Risk Detail |
| **CCL1** | Cyber Liability | CF Cyber Privacy & Data Breach Insurance |
| **CCL3** | Cyber Liability – Excess | Umbrella Detail |
| **CCOW** | Control of Well | < None > |
| **CCRM** | Crime | Crime Detail |
| **CCRP** | Crop & Hail | CF Crop |
| **CDIC** | Difference In Conditions | Property Detail |
| **CDO1** | Directors & Officers | CF D&O |
| **CDO2** | Directors & Officers - Excess | Umbrella Detail |
| **CE01** | Errors & Omissions | CF Errors & Omissions |
| **CE02** | Errors & Omissions - Accountants | CF Errors & Omissions |
| **CE03** | Errors & Omissions - Architects & Engineers | CF Errors & Omissions |
| **CE04** | Errors & Omissions - Bankers | CF Errors & Omissions |
| **CE05** | Errors & Omissions - Contractors | CF Errors & Omissions |
| **CE06** | Errors & Omissions - Lawyers | CF Errors & Omissions |
| **CE07** | Errors & Omissions - Med Mal | CF Errors & Omissions |
| **CE09** | Errors & Omissions - Public Officials | CF Errors & Omissions |
| **CE10** | Errors & Omissions - Pension Trustee | CF Errors & Omissions |
| **CE11** | Errors & Omissions - Excess | CF Errors & Omissions |
| **CE12** | Errors & Omissions – Aviation | CF Errors & Omissions |
| **CE13** | Errors & Omissions – Clinical Trials | CF Errors & Omissions |
| **CE14** | Errors & Omissions – Education Legal Liability | CF Errors & Omissions |
| **CE15** | Errors & Omissions – Transportation Brokers | CF Errors & Omissions |
| **CE16** | Errors & Omissions – Property Managers | CF Errors & Omissions |
| **CEBL** | Employee Benefits Liability | < None > |
| **CEDP** | Electronic Data Processing | Electronic Data Processing Detail |
| **CEF1** | Equipment Floater | Equipment Floater Detail |
| **CEF2** | Commercial Fine Arts | Equipment Floater Detail |
| **CEF3** | Jewelers Block | Equipment Floater Detail |
| **CEML** | Employed Lawyers | General Liability Detail - Simplified |
| **CEP1** | Employment Practices Liability | CF Employment Practices Liability |
| **CEP2** | Employment Practices Liability – Excess | Umbrella Detail |
| **CEQ** | Commercial Earthquake | Property Detail |
| **CEQU** | Equine | CF Animal Mortality |
| **CERP** | Extended Reporting Period (NR) | General Liability Detail - Simplified |
| **CFGL** | Foreign General Liability | CF Foreign Liability |
| **CFL** | Fiduciary Liability | CF Fiduciary Liability |
| **CFLO** | Fiduciary Liability Excess | Umbrella Detail |
| **CFL1** | Commercial Flood (NFIP) | Flood Insurance Preferred Risk Policy Application |
| **CFL2** | Commercial Flood (Private) | Flood Insurance Preferred Risk Policy Application |
| **CFL3** | Commercial Flood - Excess | Flood Insurance Preferred Risk Policy Application |
| **CGD** | Garage & Dealers | Garage and Dealers Detail |
| **CGL1** | General Liability | General Liability Detail - Simplified |
| **CGL2** | General Liability – Excess | Umbrella Detail |
| **CGL3** | Project Specific (NR) | General Liability Detail - Simplified |
| **CGL4** | General Liability - OCIP / Wrap (NR) | General Liability Detail - Simplified |
| **CGL5** | GL – OCP – Owners Contractor Protective (NR) | General Liability Detail - Simplified |
| **CGS** | Glass & Sign | Glass and Sign Detail |
| **CGSD** | Group State Mandated Disability (CL) | CF Group State Mandated Disability |
| **CHUL** | Hull & Machinery | < None > |
| **CID** | Commercial Identity Theft | < None > |
| **CKR** | Kidnap & Ransom | CF Kidnap & Ransom |
| **CLD** | Legal Defense | < None > |
| **CLL** | Liquor Liability | CF Liquor Liability 2 |
| **CMOL** | Marina Operators Liability | CF Marina Operators Liability |
| **CMTC** | Motor Truck Cargo | Motor Truck Cargo |
| **CNL** | Nuclear Liability | General Liability Detail - Simplified |
| **COA** | Occupational Accident | CF Occupational Accident |
| **COI1** | Owners Interest | General Liability Detail - Simplified |
| **COI2** | Owners Interest – Excess | General Liability Detail - Simplified |
| **COMC** | Ocean Cargo | Ocean Marine |
| **CP1** | Property | Property Detail |
| **CP2** | Property - Excess | Property Detail |
| **CPI** | Protection & Indemnity | General Liability Detail - Simplified |
| **CPK1** | Commercial Package | < None > |
| **CPK2** | Executive Package | < None > |
| **CPK3** | Foreign Package | < None > |
| **CPK4** | Commercial Farm Package | < None > |
| **CPK5** | Public Entity Package | < None > |
| **CPK6** | Energy Package | < None > |
| **CPK7** | Dealer Package | < None > |
| **CPK8** | Marine Package | < None > |
| **CPLI** | Products Liability | General Liability Detail - Simplified |
| **CPLL** | Public Law Liability | General Liability Detail - Simplified |
| **CPO1** | Pollution | CF Pollution |
| **CPO2** | Underground Storage Tank | CF Pollution |
| **CPO3** | Above Ground Storage Tank | CF Pollution |
| **CPO4** | Pollution – Contractors | CF Pollution |
| **CPRE** | Product Recall | General Liability Detail - Simplified |
| **CRP** | Railroad Protective | General Liability Detail - Simplified |
| **CRW** | Reps & Warranties | < None > |
| **CSA** | Student Accident | < None > |
| **CSAM** | Sexual Abuse and Molestation Liability | General Liability Detail - Simplified |
| **CSD** | Subcontractor Default | CF Subcontractor Default Protection |
| **CSE1** | Special Event (NR) | General Liability Detail - Simplified |
| **CSE2** | Hole-In-One (NR) | General Liability Detail - Simplified |
| **CST** | Stock Throughput | < None > |
| **CTA** | Travel Accident (NR) | CF AD&D / Travel Accident |
| **CTC** | Trade Credit | CF TRG 01 Trade Credit |
| **CTD** | Tenant Discrimination | < None > |
| **CTER** | Terrorism | Property Detail |
| **CTR1** | Truckers (AL & PD) | Truckers/Motor Carriers Detail |
| **CTR3** | Truckers Auto Liability | Truckers/Motor Carriers Detail |
| **CTR4** | Truckers Contingent Auto Liability | Truckers/Motor Carriers Detail |
| **CTR5** | Truckers Contingent Cargo Liability | Motor Truck Cargo |
| **CTR6** | Truckers Physical Damage | Truckers/Motor Carriers Detail |
| **CTR7** | Truckers Package | < None > |
| **CTR8** | Truckers Broker Liability | Truckers/Motor Carriers Detail |
| **CTR9** | Truckers Passenger Accident | Truckers/Motor Carriers Detail |
| **CTRA** | Transportation | Transportation Detail |
| **CTRB** | Bobtail | Truckers/Motor Carriers Detail |
| **CUMB** | Commercial Umbrella | Umbrella Detail |
| **CVO2** | Volunteer Accident | General Liability Detail - Simplified |
| **CVOL** | Volunteers Participants Liability | General Liability Detail - Simplified |
| **CVP** | Valuable Papers / Accounts Receivables | Accounts Receivable/Valuable Papers Detail |
| **CWAT** | Commercial Watercraft | COM Watercraft |
| **CWC1** | Workers Compensation | Workers Compensation |
| **CWC2** | Workers Comp Assigned Risk | Workers Compensation |
| **CWC3** | Workers Compensation - Excess | Workers Compensation |
| **CWE1** | Employers Liability – Monopolistic States | Workers Compensation |
| **CWE2** | Employers Liability – Marine | Workers Compensation |
| **CWE3** | Employers Liability – Maritime | Workers Compensation |
| **CWI1** | Commercial Wind / Hail | Property Detail |
| **CWI2** | Commercial Wind - Excess | Property Detail |
| **CWI3** | Commercial Wind Deductible Buy Back | Property Detail |
| **CWI4** | Commercial Wind – Assigned Risk | Property Detail |
| **CWLL** | Warehouse Legal Liability | < None > |
| **CWV** | Workplace Violence | < None > |
| **CXLI** | Excess Liability | Umbrella Detail |
| **R401** | 401k Referral | < None > |
| **RACS** | Acrisure Cyber Services | < None > |
| **RODP** | On-Demand Pay Referral | < None > |
| **RPA2** | Payroll Referral | < None > |
| **RPEO** | PEO | < None > |
| **RPEW** | PEO Workers Compensation | < None > |
| **RPRP** | Portable Retirement Plan Referral | < None > |
| **RSLO** | SMB Loan Referral | < None > |
| **RSUB** | Subscription/Membership | < None > |
| **RTIT** | Acrisure Title Referral | < None > |

### Line Status

|  |  |  |
| --- | --- | --- |
| **CODE** | **DESCRIPTION** | **WHEN USED** |
| **CNW** | Canceled (New) | Cancelled policy when original policy status was NEW |
| **CRN** | Cancelled (Renewal) | Cancelled policy when original policy status was REN |
| **CRW** | Canceled – Rewritten (Flat/Mid-Term rewrite) | Canceled from original carrier and rewritten with another carrier |
| **NBR** | New – BOR | New Policy acquired via BOR |
| **NEW** | New | Net-new policy |
| **NX1** | New – Cross Sell – Under 10k |  |
| **NX2** | New – Cross Sell – Over 10k |  |
| **REN** | Renewal | Renewed policy with same carrier |
| **REW** | Renewal – Rewrite (First renewal w/new carrier) | Policy rewritten with another carrier on renewal |
| **XR1** | Renewal - Cross Sell Under 10k |  |
| **XR2** | Renewal - Cross Sell Over 10k |  |
| **X-N** | Not Renewed (New) | The policy went to term but did not renew – original status = NEW |
| **X-R** | Not Renewed (Renewal) | The policy has been active over 12 mos – original status = Renewal |
| **ZER** | Created In Error | Use when deprecating policy for conversion cleanup, etc. |
| **ZIN** | Info Only | Use for Info Only policies that are not active with any carrier and/or we are not receiving commission on |

### Source of Business – Cross Sell – Examples

The original ***Account source*** was EB Only based on typical producer prospecting and should show as such in Account Detail.

A screenshot of a computer

Description automatically generated

A screenshot of a computer

Description automatically generated

Years later, the Servicer 1 sells the insured an additional coverage of Dental. At ***Policy Detail*** Source should be AM/AE Solicited

The original EB ***Policy Detail*** Source should match the Account Detail Source.

A screenshot of a computer

Description automatically generated

A screenshot of a computer

Description automatically generated

EB Producer introduces COM Producer for the cross sell.

**Nothing changes on the ACCOUNT** at Account Detail as the account was originally generated by the producer solicitation.

A screenshot of a computer

Description automatically generated

Original COM **Policy Detail** should have Source coded as Cross Sell-Platform for reporting.

### Policy – Agency Defined Categories

|  |  |  |
| --- | --- | --- |
| **Category** | **Status** | **Option** |
| 3rd Party Outsourcing | Active | 3rd Party Outsourcing |
| Account Type | Active | Cannabis |
| Account Type | Active | Condo HOA |
| Account Type | Active | Farm Labor Contractors |
| Account Type | Active | Staffing |
| Acrisure Service Center Transfer | Active | Do Not Transfer |
| Associations | Active | BIA |
| Associations | Active | Bus Comp |
| Associations | Active | IWPA |
| Associations | Active | NFI |
| At Risk Renewal | Active | CAR – Client at Risk |
| At Risk Renewal | Active | RAR – Retained at Risk |
| Comp Agreement | Active | Legacy Book Agreement |
| Comp Agreement | Active | Non-Standard Commission Agreement |
| Comp Agreement | Active | Transitioned |
| Comp Agreement | Active | Transitioned – Anthony Gomez |
| Comp Agreement | Active | Transitioned – Carley Craik |
| Comp Agreement | Active | Transitioned – Carlos Arias |
| Comp Agreement | Active | Transitioned – Jerry Rodriguez |
| Comp Agreement | Active | Transitioned – Jesse Hurtado |
| Comp Agreement | Active | Transitioned – Lesvia Diebold |
| Comp Agreement | Active | Transitioned – Oscar Cortez |
| Comp Agreement | Active | Transitioned – Ramon Rocha |
| Comp Agreement | Active | Transitioned – Rodrigo Vazquez |
| Comp Agreement | Active | Transitioned – Trevor Scott |
| Loss Events | Active | 2025 CA Wildfires |
| Mills/AWLE | Active | DSD Lead |
| Programs | Active | Mobile Home Park Program |
| Programs | Active | CTSA |
| Programs | Active | CTSA - Brokered |
| Type of Policy | Active | Manual Renewal Cleanup |
| Type of Policy | Active | Monoline to Package Conversion Cleanup |
| Type of Policy | Active | Multi-year Term |
| Type of Policy | Active | No Premium Policy |
| Type of Policy | Active | One Time Policy |
| W8 | Active | W8 Missing |
| W8 | Active | W8 N/A - Acrisure Partner |
| W8 | Active | W8 N/A - Non-Commissionable |
| W8 | Active | W8 On File (10/2021) |
| W8 | Active | W8 On File (Prior to 2021) |
| W9 | Active | W9 Missing |
| W9 | Active | W9 N/A - Acrisure Partner |
| W9 | Active | W9 N/A - Non-Commissionable |
| W9 | Active | W9 On File (10/2018) |
| W9 | Active | W9 On File (3/2024) |
| W9 | Active | W9 On File (Prior to 2018) |

### How to Add ADC to Policy Level

|  |
| --- |
| **\*\*Agency Defined Categories** – predetermined by the agency; used to tag an account for a specific reporting purpose (i.e. Type of Policy)   1. Locate Account and click on Policies in the Left Navigation Pane 2. Double-click on Policy and click Line in the Left Navigation Pane   A screenshot of a computer  Description automatically generated   1. Go to Categories/History Tab    1. Click on Add (+)   A screenshot of a computer  Description automatically generated   * 1. Choose by Mills/AWLE, Programs or Type of Policy   A screenshot of a computer  Description automatically generated   * 1. Click Finish |

### Policy Types ADC’s Required For

|  |
| --- |
| 1**. Monoline to Package** – This should be used when cleaning up monoline policies being moved into a package at renewal. i.e.- GL & Property added to a Package line.   * 1. Renew one of the lines of business and change the Type to CPK1   A screenshot of a computer  Description automatically generated   * 1. Click Detail – Servicing/Billing>Line and add other lines of business.   A screenshot of a computer  Description automatically generated   * 1. Enter info for the line added, including Commission, and click Finish   A screenshot of a computer screen  Description automatically generated   * 1. Go to Categories/History Tab and add:   A screenshot of a computer  Description automatically generated   * 1. Check mark the type of Policy – Monoline to package conversion cleanup, then click Finish.   A screenshot of a computer  Description automatically generated   * 1. Agency Defined Categories is now showing Monoline to Package Conversion Cleanup.   A screenshot of a computer  Description automatically generated |

## Activities

|  |
| --- |
| Activities in Epic perform three essential functions:   * Add a record to the client file to reflect an action performed. * A follow-up or Open Activity as a reminder to do something at a current or future date. * Permanently document the file with the use of Notes within Activities   ***NOTE: Activities or Notes in an Activity cannot be moved to another account*** |

### Activity Access Levels

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| |  | | --- | | **Description** | | Accounting | | HIPAA | | HNW | | Utility Tree | |  | |

### Activity Workgroups

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| |  |  | | --- | --- | | **Code** | **Description** | | @APPAY | Applied Pay Default Work Group | | @EXT | External Default Work Group | | @LEADS | Leads Inbox Default Work Group | | ACCT | Accounting | | AIA | AIA | | APAY | Accounting-Payables | | APFF | Premium Finance Funding | | ARR | At Risk Management | | ARVW | Accounting Review | | CIDT | ACRISURE Centralized Interface Download Team | | CLLR | West Loss Runs | | CLMV | West MVRs | | DBSC | Direct Bill Service Center | | GLCL | General Claims Group | | INVO | Invoicing | | SA | Systems Analyst | | SRPL | Surplus Lines | | SWABR | SW Agency Bill Resource Team | | SWPUR | SW $PUR Admin Team | |  |  | |  |  | |

### System Generated Activity Codes

|  |  |  |
| --- | --- | --- |
| **Code** | **Description** | **Event** |
| **ACLM** | # Added claim for DOL &DateLoss& | Add Claim |
| **AMMK** | # Added master marketing submission for &AcctName& | New Marketing Submission |
| **AOP** | # Add Opportunity | Add Opportunity |
| **BIND** | # Issued binder &PolDesc& &PolEffDate &Policy#& | Issue Binder |
| **BND1** | # Bind Policy via Master Marketing | Move Marketed Lines to Current Policies |
| **CBOR** | #Canceled – Lost Policy via BOR Eff: &ServSumEffDate& &ServSumDesc& | Cancel Policy/Line |
| **CERT** | # Issued Certificate ( &OintNm& ) | Issue Certificate |
| **CHGA** | # Audit &ServSumEffDate& &ServSumDesc& | Endorse/Revise-Existing Lines |
| **CHGE** | # Change &ServSumEffDate& &ServSumDesc& | Endorse/Revise-Existing Lines |
| **CHGI** | # Internal Correction &ServSumEffDate& &ServSumDesc& | Endorse/Revise-Existing Lines |
| **CHGL** | # &ServSumEffDate& &ServSumDesc& | Endorse/Revise-Add Line Midterm |
| **CNCO** | New CL Client Onboarding-moved from Manual | Closed Opportunity (Won) |
| **CPOL** | # Canceled - Lost Policy Eff: &ServSumEffDate& &ServSumDesc& | Cancel Policy/Line |
| **CREW** | # Canceled - Rewritten Policy Eff: &ServSumEffDate& &ServSumDesc& | Cancel Policy/Line |
| **CS24** | # Client Portal Account Created &ContactName& | Client Portal Account Created |
| **DSUS** | # Processed downloaded policy suspense item | Process Downloaded Policy Suspense Item |
| **I-CS** | # Indio Carrier Submission Added | Indio Carrier Submission Added |
| **1LOS** | # Lost Opportunity: &AcctName& (replacing LOS1) | Close Opportunity |
| **MQS** | # Mark Quote Sold - &PolDesc& | Mark Quote Sold |
| **PROP** | # Proposal Generated | Proposal |
| **SCAS** | # Submitted to Carrier &PPEName& for quote on &PolDesc& | Submit to Carriers |
| **SMR** | # SMS Routed | SMS Routed |
| **SMS** | # SMS Sent | SMS Sent |
| **SUMM** | # Summary Generated | Summary of Insurance |

### Manual Activity Codes (F9)

### Commercial Lines Workflow Manual Activities

|  |  |
| --- | --- |
| **Code** | **Description** |
| **1DS2** | Service Transition back to Regional Service |
| **ADD4** | # Add Issuing Company: &LookCode& &AcctName& |
| **BORP** | # BOR P&C - Agent Received Date: |
| **CAU1** | Audit &PolType& effective &PolEffDate& |
| **CAU2** | Audit - Monthly/Quarterly Reporting Due |
| **CBIQ** | CL – Billing Inquiry |
| **CCER** | CL – Certificate Renewal (NEW) |
| **CCN1** | CL - Carrier Notice of Cancellation |
| **CCOI** | COI Request |
| **CCRF** | CL - Claim Notification/Inquiry |
| **CCRV** | Claim Review |
| **CCTR** | Contract Review |
| **CDIV** | Dividend |
| **CDRV** | Driver Request |
| **CEOP** | EOP Request |
| **CHGM** | Change &ServSumEffDate& &ServSumDesc& |
| **CLCR** | Loss Control Recommendation |
| **CLRR** | CL – Pre-Renewal &PolExpDate& [Enter LOB] |
| **CMVR** | MVR Request |
| **CPCK** | CL - Policy Checking |
| **CPRU** | Commercial Policy Risk Utility |
| **CQUE** | CL - Coverage Inquiry |
| **CREG** | Regulatory Notice |
| **CRSK** | CL - Account At Risk |
| **CRUN** | Loss Runs |
| **CSLF** | CL – Surplus Lines Tax Documents |
| **CSTW** | CL - Stewardship Report |
| **CTAF** | CL – Trucking Authority/Filings |
| **CUND** | Underwriting |
| **GCAL** | Call from &AcctName& |
| **GCHG** | CSR24 Policy Change Request |
| **GCLM** | CSR24 Claim |
| **GCOI** | CSR24 Cert Issuance |
| **GCRQ** | Certificate Request |
| **GCSA** | Cross Sell Agreement |
| **GDRV** | Driver Request |
| **GNRN** | Policy Not Renewed |
| **GPOL** | &PolDesc& &Policy#&PolExpDate – AttachDesc& - used by Admin team for Loss Runs, Policies, Endorsements, requests for renewals, Cyber quotes, etc and set to AM to move to the appropriate activity. |
| **GPOR** | CSR24 Client Self Setup on Portal |
| **GREF** | Non-Insurance Referral |
| **GSMA** | SMS Routed Automatically |
| **GSMM** | SMS Message Moved |
| **GSUP** | Support Team Updates |
| **GXFL** | Ex-date follow-up for &AcctName& |
| **IPCS** | Insurance Contract COI Support |
| **IREV** | Insurance Contract Review |
| **LDOT** | Safety DOT Compliance Audit |
| **LITV** | Safety Insurance to Value |
| **LISA** | SafetyJob Site Audit |
| **LOSH** | Safety OSHA |
| **LSDI** | Safety Department Improvement Plan |
| **LSFA** | Safety Facility Audit |
| **LSPP** | Safety Policies and Procedures |
| **LTRN** | Safety Training |
| **QNEW** | Quote - New Business |
| **QREW** | Quote – Renewal/Rewrite |
| **SBID** | Bid Bond |
| **SFI** | Financial Information - Bonds |

### Downloaded Activity Codes

|  |  |
| --- | --- |
| **Code** | **Description** |
| **XACR** | eDoc Account Current Reconciliation |
| **XACR** | eDoc Account Current Reconciliation |
| **XADD** | eDoc Audit Dispute |
| **XADE** | eDoc Estimated Audit |
| **XADF** | eDoc Deferred Audit |
| **XADI** | eDoc Audit Initiated |
| **XADJ** | eDoc Adjustor Assignment |
| **XADO** | eDoc Outstanding Premium Audit |
| **XADU** | eDoc Uncollectable Audit |
| **XADW** | eDoc Waived Audit |
| **XAPC** | eDoc Notice of Exposure Change on Policy due to recent Audit (Pre-Endorsement) |
| **XAPV** | eDoc Surety Bond Approval |
| **XARR** | eDoc Anniversary Re-Rating |
| **XBCH** | eDoc Bond Change |
| **XBCS** | eDoc Benefit High Level Claim Summary |
| **XBDC** | eDoc Bond Closed |
| **XBIL** | eDoc Billing Notice |
| **XBND** | eDoc Binder |
| **XBPR** | eDoc Benefit Proposal Information |
| **XBPS** | eDoc Benefit Plan Summary |
| **XBRP** | eDoc Benefit Renewal Proposal |
| **XBRQ** | eDoc Surety Bond Request |
| **XBRS** | eDoc Surety Bid Bond Results |
| **XBST** | eDoc Benefit Status Update |
| **XCLI** | eDoc Claim Information |
| **XCLN** | eDoc Claim Number Assignment |
| **XCLS** | eDoc Claim Status Update |
| **XCOL** | eDoc Bill Collection notice sent |
| **XCOM** | eDoc Direct Bill Commission Detail |
| **XCON** | eDoc Contact |
| **XCRN** | eDoc Conditional Renewal Notification |
| **XCSQ** | eDoc Claims Inquiry |
| **XCUI** | eDoc Communication from underwriter - Immediate response |
| **XCUR** | eDoc Communication from underwriter - No response |
| **XCUS** | eDoc Submission Received |
| **XCUU** | eDoc Communications with underwriter - Response not urgent |
| **XDBR** | eDoc Direct Bill Reconciliation |
| **XDBS** | eDoc Direct Bill Status |
| **XDIV** | eDoc Dividend Transaction |
| **XDSP** | eDoc Download Setup Transaction |
| **XEDT** | eDoc Electronic Document Transfer |
| **XEND** | eDoc Real-Time Endorsement Performed |
| **XEPN** | eDoc Earned Premium Notice |
| **XEPP** | eDoc Earned Premium Paid |
| **XERC** | eDoc Error Correction Notification |
| **XERR** | eDoc Error Messages |
| **XIID** | eDoc Insurance ID Card |
| **XLNT** | eDoc Loss Notice |
| **XLOS** | eDoc First Notice of Loss |
| **XMEM** | eDoc Electronic Memo |
| **XMIS** | eDoc Miscellaneous |
| **XMVR** | eDoc Real-Time MVR Performed |
| **XNBQ** | eDoc New Business Quote |
| **XNBS** | eDoc New Business |
| **XNRA** | eDoc Non Renewal notification to agency |
| **XPAD** | eDoc Notice of Pending Audit (voluntary or on-premises) |
| **XPCH** | eDoc Policy Change |
| **XPCQ** | eDoc Policy Change Quote |
| **XPMK** | eDoc Policy Marketing |
| **XPMT** | eDoc Payment |
| **XPNQ** | eDoc Policy Inquiry |
| **XPOL** | eDoc Policy (unspecified) |
| **XPRM** | eDoc Premium Audit |
| **XPRT** | eDoc Miscellaneous Print |
| **XPYO** | eDoc Overdue Payment List (Cancellation Notice Not Yet Issued) |
| **XPYR** | eDoc Bill Notice has been paid |
| **XRAT** | eDoc Real-Time Rating Performed |
| **XREI** | eDoc Reinstatement |
| **XRES** | eDoc Claim Reserve |
| **XREV** | eDoc Assignment Reversal |
| **XREW** | eDoc Rewrite |
| **XRIX** | eDoc Reissue |
| **XRNR** | eDoc Reversal of Non Renewal |
| **XRRQ** | eDoc Renewal Requote |
| **XRSN** | eDoc Rescind Pending Cancellation |
| **XRTA** | eDoc Retrospective Rating / High-Low / Loss Sensitive Plan Adjustments |
| **XRWL** | eDoc Renewal Image |
| **XRWQ** | eDoc Renewal Quote |
| **XRWR** | eDoc Renewal Request |
| **XRWX** | eDoc Non Renewal |
| **XSBB** | eDoc Submission Bound |
| **XSBC** | eDoc Summary of Benefit Coverages |
| **XSBP** | eDoc Submission Pending Additional Information |
| **XSBR** | eDoc Submission Underwriter Review |
| **XSBU** | eDoc Submission Unbound |
| **XSYN** | eDoc Synchronization (Image) |
| **XSYR** | eDoc Synchronization Request |
| **XTRA** | eDoc Transfer All (screens and edits) |
| **XTRE** | eDoc Transfer Edits |
| **XTRS** | eDoc Transfer Screens |
| **XVIE** | eDoc Real-Time Inquiry Performed |
| **XXLC** | eDoc Cancellation Confirmation |
| **XXLN** | eDoc Cancellation Request |
| **XXLP** | eDoc Cancellation Pending |
| **ZCAN** | Policy cancellation downloaded |
| **ZCON** | Conversion Activity |
| **ZNEW** | New policy downloaded |
| **ZNON** | Policy non-renewal downloaded |
| **ZNWQ** | New policy quotes downloaded |
| **ZPAU** | Policy premium audits downloaded |
| **ZPCH** | Policy change downloaded |
| **ZREI** | Policy reinstatement downloaded |
| **ZREN** | Renewal policy downloaded |
| **ZREW** | Policy rewrite downloaded |
| **ZRIS** | Reissued policy downloaded |
| **ZRNR** | Reversal of policy non-renewal downloaded |
| **ZRWQ** | Renewal quotes downloaded |
| **ZSYN** | Database synchronization downloaded |

## Attachments

### Access Levels

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Access levels allow the restriction of access to attachments by granting security rights to certain groups. The default Access Level = Public.   |  |  | | --- | --- | | **Access Level** | **Description** | | 1 | HIPAA | | 2 | Accounting | | 3 | HNW | | 5 | Utility Tree | | 6 | W9 | |

### Folder Structure

|  |  |  |
| --- | --- | --- |
| **Main Folder** | **Sub-Folder 1** | **Subfolder 2** |
| Bonds | <None> |  |
| Account Correspondence |  |
| Account Rates |  |
| Agreements | Buy Sell |
| Bond File | Approval |
|  | Bond Correspondence |
|  |  | Bond Forms |
|  |  | Bond System Details |
|  |  | Carrier Invoice |
|  |  | Consents/Payment Application |
|  |  | Contract |
|  | Rate Calculator |
| Bondability Letters |  |
| Financial Statements | Interim Financials |
|  | Personal Financial Statements |
|  | Tax Returns |
| Year End Review |
|  | WIP |
| General Agreement of Indemnity |  |
| Supplemental Underwriting | Affiliate Information |
| Background |
| Bank Data |
| Surety Letter of Authority |
| Trade Reports |
| eDocs |  |  |
| Property & Casualty | <None> |  |
|  | Claims |  |
|  | Policy Documents |  |

### [Naming Convention](https://acrisure-my.sharepoint.com/personal/smiller2_acrisurellc_com/Documents/Documents/Desktop/Job Aid)

|  |  |
| --- | --- |
| Naming Convention | **Date or Term > LOB > Carrier or Wholesaler > Description with Keywords (drop what doesn't apply!)**  Date = MM/DD/YYYY Use when referring to items with specific dates (i.e., cancellations, endorsements)  Term = YY-YY Use when referring to a whole policy year (i.e., audits, marketing, policies)  LOB = Line of Business (i.e., Cyber, Package, Work Comp)  Carrier or Wholesaler = Use either the Carrier or Wholesaler, whichever is applicable  Description = Use searchable words (i.e., endt, loss runs, policy, quote) and don't overgeneralize (i.e. Email to insured) |

|  |  |
| --- | --- |
| Where to Attach | All documents should be attached to an Activity.  When an activity is associated with a policy, the documents attached to that activity will also be attached at the policy level. |

|  |  |
| --- | --- |
| Folders | The main level Property & Casualty attachment folder is required for all documents.  Sub-folders should only be used for documents shared to the client via their CSR24 portal (sub-folder indicated in the chart below). |

|  |  |
| --- | --- |
| Accessing Attachments | Access > Attachments from an activity to see all documents about that one activity  Access > Attachments from a policy to see all documents about that one policy  Search > Description > Contains > and type in a word to search for (this is why your keywords are important) |

|  |  |  |
| --- | --- | --- |
| **Document Type** | **Naming Convention** | **Example** |
| Renewal Policy – Select Middle Market CL Policy | YY-YY LOB Carrier Desc w/keywords | 23-24 General Liability Travelers Policy $500  23-24 General Liability Travelers Policy $500 |
| Renewal Policy – Non-Select Middle Market CL | YY-YY LOB Carrier Desc w/keywords | 23-24 Auto Travelers Policy $1,000 |
| New Policy -CL | YY-YY LOB Carrier Desc w/keywords | 23-24 General Liability Travelers Policy $20,000 |
| Endorsement to  carrier | MM/DD/YYYY LOB Carrier Desc w/keywords | 06/29/2023 Auto Travelers Endt Request Add 24  Ford Explorer #1234  06/29/2023 General Liability Travelers Endt Request  Amend sales to $500,000 |
| Cancellation  Confirmation | MM/DD/YYYY LOB Carrier Desc w/keywords | 01/15/2024 Auto Travelers Cancellation Non-Payment |
| Audit | YY-YY LOB Carrier Desc w/keywords | 23-24 Workers Comp Travelers Final Audit AP $1,500  23-24 General Liability Travelers Final Audit RP($500) |
| Intent to Cancel | MM/DD/YYYY LOB Carrier Desc w/keywords | 06/29/2023 General Liability IPFS Notice of Intent to  Cancel non-payment  06/29/2023 Auto Travelers Notice of Intent to  Cancel underwriting |
| Nonrenewal  Notice | MM/DD/YYYY LOB Carrier Desc w/keywords | 06/29/2023 Auto Travelers Non-Renewal no longer a market |
| Reinstatement | MM/DD/YYYY LOB Carrier Desc w/keywords | 06/29/2023 Auto Travelers Reinstatement |
| Quotes | YY-YY LOB Carrier Desc w/keywords | 23-24 Workers Comp Hartford Quote $500 |
| Applications | YY-YY LOB Carrier Desc w/keywords | 23-24 Auto Travelers Application (unsigned)  23-24 General Liability Hartford Contractor supp  (signed/complete) |
| Carrier  Submissions | YY-YY LOB Carrier Desc w/keywords | 23-24 Package Hartford Submission |
| Endorsement Received | MM/DD/YYYY LOB Carrier Desc w/keywords | 05/01/2023 General Liability Travelers Amend sales  to $500,000 Endt #5 AP$1,000 |
| Emails | YY-YY LOB Carrier Desc w/keywords | 23-24 Auto Travelers Request to Sam/Insd for addl info re 12 Ford #1234 |
| 23-24 Auto Liberty Request for MVR info re  driver John Doe |

**WORKFLOWS**

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## Best Practice Guide for Addresses & Contacts

***Contact information is an important part of the Client Account record. Please follow these guidelines to keep the data clean.***

**Client Account**

|  |
| --- |
| 1. Commercial accounts should be set up as a **Business** account 2. There should only be **ONE** account record for a company 3. Commercial Lines, Benefits, and Surety should all use the same account |

**Client Name**

|  |
| --- |
| 1. The account name should be the legal business name 2. Do not include extra symbols or words like \* ( ) "Do not use" or "DNU" |

### Client Addresses

|  |
| --- |
| 1. **First Address Line**: Enter street address only – No Names or DBAs    * DO NOT add P.O. Box numbers; add P.O. Box information in the SECOND address line    * It is okay to include Suite Number, Apartment Number, Floor Number with the street address   A screenshot of a computer  Description automatically generated A screenshot of a computer  Description automatically generated   * + **A screen shot of a computer      Description automatically generatedA screen shot of a computer      Description automatically generatedDO NOT INCLUDE DBA NAME OR NAME OF INSURED CONTACT IN THE FIRST LINE OF THE ADDRESS FIELD. See proper instructions on adding a** [**DBA**](#_Add_Business_Contact) **and a** [**Contact**](#_Add_Individual_Contact)**.**  1. **Second Address Line: Add** P.O Box, if applicable 2. **Be sure to enter City, State & Zip Code** 3. **Address validation tools** are used in Epic Browser and AcriVision mapping and will create errors if the street address is not shown on the first line |

## New Business Workflow

## New Business Activities:

|  |  |
| --- | --- |
| Activity Code | Description |
| AMMK | Added master marketing submission for {Account Name}. Automatically generated when a master submission is added; used to document marketing strategy |
| AOP | New Business Opportunity – System generated when adding Opportunity & Used to track all data gathering with the prospects, as well as the unsuccessful reasons if not written |
| QNEW | New Business Quote Activity – Manually generated for each online carrier portal and Auris |
| SCAS | Submission to Carrier Activity – System generated with each Carrier Submission sent; Use to document all marketing efforts with the carrier, including binding and any outstanding items |
| PROP | System generated when a Proposal is created – Use to document all activity regarding the proposal. |
| BND1 | System generated when Submission moved from Marketed to Current/Renewed policy screen |
| BORP | Manually create when adding a new policy obtained through a BOR - Utilized for receipt, attaching, and check-in of policy) |
| CNCO | New CL Client Onboarding – Automatically generated when closing an Opportunity |
| CPCK | Manually created activity created; used to attach the policy and document policy checking and delivery |
| 1LOS | Lost Opportunity – Used to track new business, and the reason was not written |

### Add New Account

|  |
| --- |
| 1. Receive request from prospect for quoting  2. Add Prospect in Epic, including Client name(s), addresses, phone numbers, email addresses, and contacts living in the household.  3. If Servicer Sourced Create a New **Opportunity** and **AOP** activity - describe who, what, why, etc. – and leave it open until new business is bound.  4. If Producer Sourced, the system-generated **AMMK or QNEW** activity – describe who, what, why, etc. – and leave it open until new business is bound. |

**Add New Client (Prospect or Insured)**

|  |
| --- |
| 1. Click **LOCATE** 2. Click the **Add** button (+) 3. **Add Account**    1. Select the **Business** radio button.    2. Type of Business = **Commercial** (add all that apply for this account)      1. **Account Information**    1. **Account Name** – Enter the legal name of the business entity    2. **Client Type** – Prospect or Insured    3. **Account Source** – Select from the dropdown list **(required field)**    4. **Structure –** Select Agency & Branch from dropdown lists.   A screenshot of a computer  AI-generated content may be incorrect.   1. **Business Contact Information**    1. **Address**: Enter a valid Street Address on the first line (the address verification tool will find the correct address, and a pop-up will alert if any duplicate addresses are found)   A address box with a list of address  AI-generated content may be incorrect.   * 1. Enter Address **Description**  1. **Business Phone**    1. Enter Type (i.e., Business, Mobile, Residence, etc.)    2. Enter Number (must include all 10 digits)    3. Permission – select from dropdown.    4. **SMS** = check to enable this number for SMS Text Messaging    5. Click Yes to enable conversational SMS for this number.   A screenshot of a computer  AI-generated content may be incorrect.   * 1. Click **+Phone** to add additional phone numbers.   A screenshot of a computer  AI-generated content may be incorrect.   1. **Email/Website**    1. Enter Account Email & Website 2. **Identification Numbers**    1. Enter NAICS number (required) and SIC, if desired      1. **Primary Contact Information**    1. Enter **primary contact** name and date of birth (the person you speak to most often on behalf of this client)    2. Enter the **primary contact phone** and enable SMS if you wish to send and receive text messages from this contact    3. Click **+Phone** to add additional phone numbers.      1. Enter Primary **Contact Email** and **contact preferences.**   A screen shot of a computer  AI-generated content may be incorrect.   1. **Agency Information**    1. **Agency Defined Categories** – predetermined by the agency; used to tag an account for a specific reporting purpose (i.e., to mark as a VIP account)    2. **Relationships** – add related accounts (i.e., account subsidiaries)   A screenshot of a computer  AI-generated content may be incorrect.   1. Click **Save Account**      1. **Account Details**    1. Click the **Servicing Tab** and enter all applicable staff names within the Servicing Roles   A screenshot of a computer  AI-generated content may be incorrect.   1. Enter the # of Employees in the **Employee Benefits** Tab (only if there currently are not Employee Benefits on the account) |

|  |
| --- |
| **Data Standards**  Other teams, including the accounting team and invoicing teams, reference the '**Servicing**' tab. This screen must be updated with accurate information. |

## Create Opportunity

|  |
| --- |
| **TIP:** First you will want to go to **Home<Configure<User Options<Customize Homebase<Select Dashboards and Opportunities** to show on your Home Base |

### Creating a new Opportunity

|  |
| --- |
| **TIP:** If the opportunity pertains to a new client, a new prospect must be created before creating the opportunity.  **TIP:** A Sales Manager and Sales Team need to be created before they can set up a new opportunity. Send a request to [support@acrisure.com](mailto:support@acrisure.com) |

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   AI-generated content may be incorrect.Under Client/Prospect, select **Opportunities** on the left navigation panel
2. To create a new opportunity, select the **+** to start.

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1. Complete sections of the **Opportunity Detail.** Remember **RED** sections are required fields.
   1. Select New Business Radio Button
   2. Type a brief description of what business you are trying to obtain.
   3. Enter target close date (date you hope to bind, it can be updated before closing)
   4. Add Source (how the business was obtained)

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1. Add the Department and Profit Center to the **Structure** section.

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1. Complete the **Estimated Value** section.
   1. **Estimated** **Revenue** must be entered (Required field)

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1. **The Sales Team** is only used if working with a Placement Specialist, otherwise, leave blank and add yourself as the **Owner** of the **Opportunity**.

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1. Complete **Stage Details** to show what stage you are at in your Opportunity.
   1. Stage Group will be Placement.

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* 1. The **Stage** identifies the opportunity’s position in the placement process*.* It also updates the percentage of probability of winning the Opportunity. If it is a BOR advance stage to BOR

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1. A screenshot of a computer

   Description automatically generatedUse the **Comments** section to add any other information about this Opportunity. Click **Detail** when done.
2. A System-generated **AOP** activity will be created and left open for correspondence with the insured, marketing/underwriting documents, and information.
3. More information sections will appear on your left **Navigation Panel**. You are not required to complete these areas.

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1. In the **Detail/Summary** section, there is a **Categories** tab. You can add **Agency Defined Categories** for your Opportunity if desired.
   1. Add Category by selecting the **+**

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1. Under **Contact/Business Info**, addthe nameof the person contacting about this Opportunity.
   1. You will use the **+** button to add their information.

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1. Under **Associated Items**, you can associate this Opportunity with a current **Marketing Submission,** **Policy**, or **Service**.
   1. You will use the **+** button to add this information.

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1. **Attachments** are where you will attach documentation about this Opportunity by using the **+** button.

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### Updating the Opportunity

|  |
| --- |
| **TIP:** As you are working on your Opportunity, you will want to update the Stage and document the AOP activity. |

1. From the **Home** screen, your Opportunities created can be viewed in the **Opportunities** section by **30 Days, 60 Days, 90 Days**. From this section, click on the blue link, and it will open the **Opportunities Detail,** or right-click and update the information from there.
   1. **Add Activity** – Add an F9 activity.
   2. **Change Stage** – Updated your stage.
   3. **Change Stage Group** – Amend your Stage Group
   4. **Close** – Close your Opportunity either Won or Loss
   5. **Renew** – Renew your Opportunity.

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Description automatically generated

1. As you work through your Opportunities, update the Stage to keep the Dashboard updated.
   1. Each time you select to **Change Stage**, it will automatically update to the next **Stage** in your **Group.**

A screenshot of a computer screen

AI-generated content may be incorrect.

1. Once an **Opportunity** is complete, you can **Right Click** on the Opportunity, and then **Close**.

A screenshot of a computer

Description automatically generated

1. Once you have selected **Close**, you will choose **Lost** or **Won**. If **Opportunity** is lost, provide a **Reason** for the loss. Click **Finish**.

A screenshot of a computer

AI-generated content may be incorrect.A screenshot of a computer screen

AI-generated content may be incorrect.

1. An **Automatic Activity** will appear. Select which code applies, add notes, and then **Finish** out Activity.

A screenshot of a computer

AI-generated content may be incorrect.

1. Activity: **CNCO-**keep open for onboarding process, otherwise close as successful

### Working through the Dashboard

Your Home screen will show your **Dashboard**. As a team manager, you will have the opportunity to look at each team member's Dashboard.

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| **TIP:** Double-clicking on each graph will take you into more detail about that information. Dates and values can also be changed in the more detailed view.  **TIP:** Graphs default to Revenue. |

A diagram of a business pipeline

Description automatically generated with medium confidence

1. **Combined Sales**
   1. This shows up to 150 Days of new & renewal **Opportunities** and expiring policies you have.
2. **New Business YTD**
   * 1. Shows you your sales goal that was set and where you are with that sales goal.
3. **New Business Pipeline**
   1. This will show you what new business opportunities and where you are in the different sales stages. You may change your target date if needed.
4. **Renewal Pipeline**
   * 1. Shows your upcoming renewals and renewal **Opportunities.**
5. **Hit Ratio**
6. This section will give you the Opportunities you have won and/or lost.

### Quoting/Marketing

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| Use [Auris/Tarmika](https://auris.acrisure.com/app/placement)for rating **and/or**  Use the online carrier portals for rating **and/or**  Use [Marketing Module Full](#_JA.2_Marketing_Module_2) for Carrier Submissions  *An Opportunity and AOP activity must be created for all New Business Sourced by Servicer* |

### Create Activity when Using Auris/Tarmika Rater or Carrier Portals

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| 1. Createone **QNEW** activity for each carrier quoted to document the ICO, PPE, and Quoted Premium.     1. All notes, correspondence, and documents (including the quotes) should be attached and saved to the appropriate **AOP or QNEW** activity. 2. Present quotes to the client and document the **AOP or QNEW** Activity. 3. When a carrier is selected, either bind on the Carrier Portal or send a Bind Request to the carrier via email and save the sent email or proof of binding to **AOP or QNEW A**ctivity.   **Update Activity When Quote is Approved/Rejected by Prospect/Client.**  1. For **non-binding carriers,** close each **QNEW** as unsuccessful and select the carrier reason.  2. Add Notes to the **AOP or** binding **QNEW** Activity.   1. When the policy is bound on the carrier portal, [Add New Policy](#_Add_New_Policy) in Epic. 2. Manually create a **CPCK** activity to retrieve, attach, and check in the policy. 3. Attach the binder or confirmation of bind to **AOP or QNEW** Activity. |

### Add New Policy

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| 1. Click **Policies** from the left Navigation Pane. 2. Click the **ADD** button - select **Contracted** policy. 3. Enter Policy Details:    1. **Select Policy Type** from a dropdown list (click the Description header to sort by description)    2. **Policy Line** – description will default.    3. **Policy number** – enter Policy Number or TBD if unknown.    * Do not add additional characters (spaces, dashes) to ensure download success.    1. **Effective/Expiration date**: update as needed.    2. **Source:** choose from the dropdown **(required field)**    3. **Agency = 1SW**    4. **Branch = CA2, NV1, or AZ1**    5. **Department:** Select the department based on the **account** **revenue** size  |  |  |  | | --- | --- | --- | | CLS | Commercial Small | Under $5,000 in revenue | | CLM | Commercial Middle | $5001 - $50K in revenue | | CLL | Commercial Large | $50,001+ in revenue |  * 1. **Status** = Select **NEW**   2. **Issuing Location** – verify   3. **Bill type**: Select Agency or Direct Bill   4. Select **Profit Center** = Select **COM** **unless** the policy fits into a specific **practice group**  (Note: Options shown in the dropdown are based on the Department selected)   5. **Issuing Company** – Select from the dropdown list (Click the description header to sort by Name)   6. **Premium Payable Entity** - Select from the dropdown list (Click the description header to sort by Name)   A screenshot of a computer  Description automatically generated   * 1. If **PPE** is a Broker, change **CA** to **BR** and enter the broker’s name from the dropdown list.   A screenshot of a computer  Description automatically generated  **NOTE: Be sure to select the appropriate PPE Contract if BR is selected)**  **A close up of a sign  Description automatically generated**   * 1. **Payable Contract:** If Description ACH Carrier Group is available choose it otherwise choose Default Premium/Commission Payable Contract   A screenshot of a computer  Description automatically generated   1. **Line Commission**: Enter the carrier policy commission percentage. This can be found on the quote or carrier/broker invoice. **(If unknown enter 1%)** 2. **Line estimated premium:** Estimated Annual Premium only (no taxes or fees). Enter the premium quoted.   A screenshot of a computer  Description automatically generated   1. Click **Detail** 2. From the Navigation Panel, click **Servicing/Billing > Line.**    1. **Pr/Br Tab (Required)**: Each policy requires at least one PPAY (NOTE: PPAYs are Employees; BPAYs are outside brokers)       1. If a Producer is paid commission on a policy, enter his/her name from the dropdown list.       2. When selected, use **Commission Agreement**       3. **Override Commission Agreement** – only for specific scenarios, supporting documentation, and Team Leadership approval is required.       4. Be sure to enter 100% Production Credit (this is not commission-related but gives the producer credit for booking the business written). **NOTE:** BPAYs never receive Production Credit    2. **Servicing Tab**: Verify Servicing Roles    3. **Billing**: Send Invoice To section to show the Contact as the company name, not an individual contact 3. **For Non-Download Policies Only:** update policy details on the left navigation pane before moving to step 10 4. Click the X on the left navigation pane. 5. Click – Yes Perform Action > **Update Stage to Submitted**; click **Finish**. 6. Click (+) New – Add Activity or F9 and create a **CPCK** Activity for the policy to be attached and checked in. 7. Close **AOP** or **QNEW** activity as Successful. 8. Close Opportunity as Won. A system-generated activity box will populate. Choose CNCO activity, keep open if onboarding applies, otherwise close as successful. |

### When using [Marketing Module Full](#_JA.2_Marketing_Module_2) for Carrier Submissions

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| 1. From **Opportunities,** go to New (+) and scroll down to Master Marketing Submission.  A screenshot of a computer  Description automatically generated   1. Follow the [Marketing Module Full](#_JA.2_Marketing_Module_2) 2. Utilize system-generated **SCAS** activity for each carrier quoted 3. all notes and attachments (including the quote) can be attached and saved to the **AOP or SCAS** activity. 4. Present quote(s) to the client and document the **AOP or SCAS** Activity. 5. If the Prospect or client approves the quote, email a Binding Request to the carrier and save the email to **AOP or SCAS** activity.   **Update Activity When Quote Selected**   1. For the **binding carrier,** add final notes to the **AOP or SCAS** activity. 2. For **non-binding carriers,** close each **SCAS** as unsuccessful and select the reason; add notes to the **AOP or SCAS** activity. 3. When the binder is received, attach it to the **AOP or SCAS** activity and move the carrier submission from Marketed to the Current/renewed policy screen per [Marketing Module Full](#_JA.2_Marketing_Module_2). 4. System-generated **BND1** activity – If using the Renewal Manager, update the stage to renewed, and then close the activity. ***\*\*The activity can be closed without updating the task***. 5. On policy moved from Marketed to Current/Renewed, click New (+) Activity or F9 to create a **CPCK** activity for the policy to be retrieved, attached, and checked in. 6. Close **AOP or SCAS** Activity as Successful. 7. Close Opportunity as Won: system-generated activity box will populate, choose CNCO activity, keep open for client onboarding, otherwise close.   [Add Client to CSR24 Client Portal](file:///C:\Users\smiller2\OneDrive%20-%20acrisurellc.com\Documents\CSR24%20Workfows\CSR24%20-%20Creating%20Client%20Logins%20V.1.2024.docx) (if applicable)  [Issue EPIC Auto ID Cards](#_Auto_ID_Cards)  [Issue Evidence of Property Insurance](#_Evidence_of_Property)  [Issue Certificate of Liability Insurance](#_Certificate_Processing_in)  Agency Billing/Accounting Activities found in Accounting Guide |

## Marketing Module (Full Version)

### Add Master Marketing Submission

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| All New Business sourced by the Servicer should have an Opportunity entered and an **AOP** activity to attach documents, correspondence, and notate.   1. **New Business** – Highlight Opportunity, click New (+), and choose Master Marketing Submission   **OR**   1. **Existing Business** – Go to Policies and change policy view from Current/Renewed to Marketed      1. Click the **ADD** button (+). 2. Enter a name for the Submission (i.e., 25-26 Master Submission) 3. Enter required information (Department & type of business) 4. Add policies to the submission by clicking the **ADD** button under Policies to Market 5. **New Business - Add New Line**—Add all lines to be marketed. 6. **Existing Business - Add Existing Line—**Select from existing policies.    1. Check all policies going out to market. **Include ALL lines of business going out to market, whether they are being sent to the same carrier or not.** \*\*This is important and required for all lines to flow into the Proposal   A screenshot of a computer  Description automatically generated   1. Click Continue 2. Add Line or Lines, Profit Center, Line Status & issuing Location, then click Finish 3. Click **Detail** 4. **Activity** = **AMMK -** if it is a renewal marketing submission – Utilized to attach all documents, correspondence, and notate the Marketing process. If it is a new business submission, and you have an **AOP** activity when **AMMK** activity is system-generated, manually close and click Finish; otherwise, utilize for all documents, correspondence, and notation of the marketing process.   ***\*\*Please note if you are closing the AMMK activity, it is not required to update tasks to close.***   1. A screenshot of a computer     Description automatically generatedA screenshot of a computer     Description automatically generatedClick on the Submission Detail area from the Navigation Panel and click the **ATTACHMENTS** Tab, drag & drop all attachments, or click the (+) to add via **Existing client document** to be included in the submission 2. From the Left Navigation Pane - enter policy details by clicking each line and completing each of the screens to fill in details in the ACORD apps 3. When finished, close Submission from the left navigation panel (X) |

### Create Carrier Submission

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| 1. Highlight the Master Marketing Submission 2. Click **ACTIONS** > **Create Carrier Submission** 3. Enter the PPE (Premium Payable) Carrier (CA) or Broker (BR) name. 4. Update the carrier submission description 5. Check each line to submit to the specific carrier or uncheck lines not to be included. 6. Enter the requested premium/commission (if desired) 7. Click the Attachments tab. 8. Uncheck attachments that are not needed for this carrier. 9. Click the **ADD** button to attach additional documents, if needed 10. Click the **ADD** button to add additional carriers and follow the steps above. 11. Click Finish |

### Submit to Carriers

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| 1. Select the appropriate master marketing submission. 2. Click **ACTIONS** > **Submit to Carriers** 3. Click Continue 4. Choose the radio button - *Create one activity per Carrier Submission* 5. Place a checkmark next to each carrier in which a submission should be sent. 6. Highlight the first carrier and complete all tabs related to the selected carrier, including reviewing attachments (add/remove as applicable) 7. Highlight the next carrier (if applicable) and complete all tabs as above. 8. Distribution—select Print, Email, or Fax and complete the details.  * If emailing, once all email addresses have been added, enter the subject line and Message for the last submission, then click the hyperlink apply to, to have the subject line and message copied to other carrier submissions.  1. Preview and, when satisfied with the submissions, click Finish 2. **Activity** = **SCAS** defaults to open with a follow-up/start date of 5 days; click Finish |

### Create Carrier Response

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| 1. Select the appropriate Master Marketing Submission 2. Click **ACTIONS** > **Create Carrier Response** 3. Enter a Description for the Response (i.e., Quoted $1,000; declined due to claims, etc.) 4. Enter the Date Received 5. Click the Dropdown for Carrier Response and select Decline, Not Received, or Quote. 6. If multiple lines were submitted and the carrier response applies to all lines, click “Apply to All Lines” in the gray bar. 7. Click Detail 8. Update policy lines as needed. 9. Close policy from the Navigation Panel (X) 10. Update stage: “Yes Perform Action” - choose **Update Stage to Entered,** if still waiting on other carrier responses; or **Move Marketed Lines to Current** if the client has accepted the carrier’s quote and the binder has been received, or an invoice is needed before binding. |

### Attach Quote-Related Documents to AOP/AMMK Activity

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| 1. Attach all emails, documents, applications, etc. (including quotes) to the **AOP** or **AMMK** activity 2. Select Finish |

## Creating a Proposal or Summary in Epic

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| Activity Code | Description |
| PROP | System generated when a Proposal is created – Use to document all activity regarding the proposal; |

### General Information

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| Epic has been configured with templates to allow users to generate Platform-branded proposals and summaries that can be used to present to clients when marketing coverage for new or renewal business. The Summary template is accessed using On Demand>Proposal – Do not use On Demand>Summary of Insurance.  A screenshot of a computer  AI-generated content may be incorrect.  **The following are highlights and pointers to consider:**   1. The same proposal group works from either the Current/Future lines or the Marketed lines (at the carrier response stage)   \*\*\* Please note that all lines must be on the same package to pull through to the Proposal from the Marketed area.   1. Each line of business is configured to pull the following four (4) areas from the Epic policy details into the Line of Business page on the Proposal:    1. Additional Coverages    2. Forms & Endorsements    3. Remarks (only when the Print on the form is checked)    4. Additional Interest 2. When using the Summary Group, users will have to associate the Line of business to both the Premium Summary pages and the Detail pages for each selected policy. This will ensure that the policies will appear on the premium summary page as well as the policy detail pages.   A screenshot of a computer  AI-generated content may be incorrect.   1. Remember to enable Macros when the Word document is generated as this is how the data merges into the document. 2. The overall formatting of each page of the Proposal and Summary templates has been designed to meet the legal specifications of Acrisure and the general needs of most users. The Word document will need to be reviewed carefully as some data may need to be manually updated. Tables and data fields with no information should be updated or deleted and spacing should be adjusted to provide a professional look and feel. |

**How to Generate a Proposal**

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| 1. Within the Client Account navigate to the Policies tab.  A screenshot of a computer  Description automatically generated  2. Click on a policy (or package header)   * 1. If creating a proposal for Marketed, change the view from Current/Renew to Marketed and select Carrier Submission. ***\*\*Please note that all lines must be in one submission to pull through the proposal.***   3. On the Blue Option Bar/Menu (top navy bar), click On Demand>Proposal.    **Refer to the screen shot below and the corresponding numbers with the following steps:**    See Notes  4. Add/Remove the policies that must be included in the proposal.   * 1. Click on the ADD button and choose from either:   2. the available current/renewed policies, if generated from the current/renewed policy view   3. the available lines in the marketing submission, if generating from the marketing area   \* You do not need to reposition the LOBs on the top half of the proposal box.  5. Pick the Proposal Group. Choose the option that best suits your needs.   * 1. 1. Acrisure Standard Proposal   2. 1. CL Acrisure Summary of Insurance   3. 1. PL Acrisure Summary of Insurance   4. 1. PER Acrisure Standard Proposal   5. TRU. Acrisure Trucking Proposal   6. The Proposal Templates/Proposal Documents box will display all the preselected pages available based on the selected Proposal Group. This list must be reviewed, and pages deleted or rearranged based on guidelines determined by your leadership.   * 1. A cover page is required, and it must be in the top position   2. Users must associate the Line of business by highlighting one of the following Titles and clicking the Change Line Associate Hyperlink (CP1 line if available): * \*Cover Page AP Footer\*   A screenshot of a computer  Description automatically generated   * 1. Highlight any lines requiring the position change and utilize the up and down arrows to move.   7. Individual Contacts are from the Account Contacts tab and will default to the Primary contact. The Primary contact and any other individual (s) listed here will be pulled to the Authorized Persons page.   * 1. If other contact (s) should be added, click the add (+) button to navigate to the Contacts area in Epic.   A screenshot of a computer  AI-generated content may be incorrect.   * 1. Check the appropriate contact and click Finish   A screenshot of a computer  AI-generated content may be incorrect.  8. The Service area of the Proposal can be left blank unless you have a service/contract to add to the proposal.  9. **Suppress blank templates** and **Apply header(s) and footer(s) from the first template to all others** should be checked and the radio button - **Page break** should be marked **Yes.**  A close up of a website  AI-generated content may be incorrect.  **Notes:**  1. Before pressing Finish, you can add/move/delete pages, using the buttons on the left.  2. If you have multiple LOBs of the same type, extras will drop to the bottom of the list. Be sure to reorder them before pressing Finish.  3. The premium summary page must appear after all the LOBs. **Note**: after merging, it can be moved.  4. LOBs without an associated Line will be suppressed by default. **Uncheck the box next to Suppress blank templates to bring in the page even if there is not a LOB connected yet** (e.g., you want to offer Cyber, but it is not included on your account yet). |

### Attach to an Activity System Generated

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| 1. **The Attach To** box will populate. 2. Update the Description per your platform’s naming conventions. 3. The folder should populate to Property and Casualty 4. Click **Finish** 5. **Add an activity** box will populate.    1. Choose either **PROP** or **SUMM,** depending on whether it is a mid-term Summary of Insurance or a renewal Proposal of Insurance.    2. **PROP** activity has the following tasks, it can be closed if tasks are not completed.  * Update Renewal Manager/Opportunity Stage to Proposed * New Business – Identify Servicer 1 * Proposal signed by client (attach to this activity)   1. click Finish. |

### Manipulating the Proposal/Summary of Insurance

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| 1. Utilize the Navigation pane to move/delete or add headers to the proposal/summary of insurance.   1. To populate the Navigation pane, go to the Word ribbon on the top of the screen and click View. 2. A secondary ribbon will populate, go to the box next to the Navigation Pane and insert a check.   A screenshot of a computer  Description automatically generated  2. To see page breaks, click the paragraph button under the Home Ribbon at the top of your screen.    A screenshot of a document  Description automatically generated   1. Please do not delete the Section Break, as this will reformat the rest of your document, including headers. |

### Bind/Accept Quote

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| 1. When a carrier is selected for binding, document and leave the **AOP, SCAS, or AMMK** activity open for receipt of the binder.  2. Close all non-binding **SCAS** activities as Unsuccessful and select the reason from the dropdown list; Add notes as to why not binding with each carrier, to the **AOP or AMMK** activity. |

### Move Marketed Lines to Current Policies

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| 1. If “Move Marketed Lines to Current” was chosen in STEP 3, continue to the Policies tab (below); otherwise, highlight the submission being moved, and click **ACTIONS > Move Marketed Lines to Current** 2. ***Policies Tab*:**    1. Select *- Add New Policy* if this is a new policy/business.    2. Select - *Renew Existing Policy* if creating the Marketing Submission from a Renewal    3. Select - *Update Existing Policy* if adding policy lines to an existing policy.    4. Enter Policy Line, Description, Effective & Expiration Dates    5. Update Stage to Submitted, Issued, or In Process    6. Select Prospective or Contracted policy.       1. Prospective – This should only be done when an invoice is needed for the client before binding [Policy setup – Invoice Needed Before Binding](#_Policy_Setup_–_1)       2. Contracted – Coverage has been bound 3. ***Lines Tab*:**    1. Select:       1. *Add to this policy* - Add the line to the policy under the Policies tab.       2. *Add to a different policy*.       3. *Do not add to any policy*.    2. The choices made here affect only the line highlighted. Use Apply to All Lines if the choices apply to all lines. \*\*There are three opportunities to Apply to All Lines in this section.    3. Select Status; enter Issuing Co (writing co); enter carrier commission percentage, premium, and click the hyperlink, **Calculate** 4. ***Billing*** tab – verify the Main Business Contact (or whoever is to populate on an agency billed invoice)    1. If the contact is not the Main Business Contact, click on the magnifying glass and choose the Main Business Contact from the Contact area:   A screenshot of a computer  Description automatically generated   * 1. Delivery Method should always be **Mail** so when an invoice is transacted it is not emailed to the client without any explanation.  1. ***SERVICING*** tab – verify the employees in each servicing role   A screenshot of a computer  Description automatically generated   1. ***PR/BR COMMISSIONS*** tab   A screenshot of a computer  Description automatically generated   * 1. Click the ADD button to add the producer to be paid commission on this policy if applicable   2. Choose Commission Agreement to default the commission percentage   3. Production credit should be 100%  1. ***Attachments Tab*:** Check the attachments being moved with this Policy. 2. ***Activities Tab:*** Any open activities existing for this Carrier Submission can be closed here. 3. When finished, click **MOVE.** 4. Update Submission status to **Completed**; click Finish. 5. **BND1** Activity:    1. **Description** - # Bind [Policy Description] via Master Marketing    2. **Who/Owner** – Verify    3. **Follow up/Start** – Defaults to today’s date; manually update to the date you want to follow up for bind confirmation    4. Defaults as **Open**    5. Add **Notes**    6. Click **Detail**    7. Go to **Tasks**       1. Highlight the task       2. Double click or click the **edit** pencil to open          * Status – **Completed**          * Click **Finish**    8. Tasks can be disregarded for now, and the activity closed without completing tasks 6. Change the Policy view from MARKETED to CURRENT. 7. Open **CPCK** Activity to follow up on receipt of policy or confirmation of coverage; click Finish. |

### Policy Received from Carrier

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| **DOWNLOAD:**   1. Downloaded policies will automatically update the policy stage to Issue with a status of NEW or REN. 2. **ZNEW** activity will generate and is set to close automatically. 3. Review the **Daily Download Report** to view downloads received to update policy/client records with missing information. 4. Policy Check for accuracy: Assign the **CPCK** Activity to the 3rd Party processor or Servicer 1 to attach the policy for policy check.    1. If the Policy is inaccurate, leave **CPCK** open for follow-up; send it to the carrier or account servicer for correction.    2. The processor will create a note when the policy checking is complete and will attach **the** policy document to the **Policy in** the client's account 5. Close the **CPCK** as **successful.**   **NON-DOWNLOAD:**   1. Policy Check for accuracy: Assign the **CPCK** Activity to the 3rd Party processor or Servicer 1 to attach the policy for policy check.    1. If the Policy is inaccurate, leave **CPCK** open for follow-up; send it to the carrier or account servicer for correction.    2. The processor will create a note when the policy checking is complete and will attach **the** policy document to the **CPCK** activityin the client's account 2. From the policy: **ACTIONS > Issue/Not Issue Policy** 3. Click the **Close Activity tab** and close **CPCK** as **successful.** |

### Add BOR Policy

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| 1. Receive the signed BOR from the prospect or existing client and follow [the Add Account Workflow](#_Add_New_Client) for new clients or, if an existing client, locate the Client Account 2. Create New Opportunity, adding stage of BOR, and **AOP** activity (Placement Team )- describe who, what, why, etc. – and attach any correspondence and documents collected.   *\*\* If Producer-Sourced utilize the* ***AMMK or QNEW*** *activity.*   1. Click Policies from the Left Navigation Pane.    1. If marketing submission created, change Policy view from Current/Renewed to Marketed, and move submission to Current/Renewed. **OR** 2. In the Current/Renewed Policy screen, click the **ADD** button - Select Prospective or Contracted status. 3. Enter Policy Type from the dropdown list. 4. Change the Policy Description as needed. 5. Enter the policy number if known or TBD.    1. Do not add additional characters (spaces, dashes) to ensure download success. 6. Verify the following:    1. **Effective and expiration dates** (defaults to system date and a one-year term)       1. The effective date should be the date of the carrier BOR, and Expiration should match the policy expiration date.    2. **Source:** choose from the dropdown **(required field)**    3. **Structure**: Verify Agency, Branch, Department (Set defaults under Config/User Options)    4. **Lines of Business**:    5. Policy Line    6. Status = **NBR**    7. Select Profit Center    8. **Issuing Company** – Select from the dropdown list (Click the description header to sort by Name)    9. **Premium Payable Entity** – Select from the drop-down list (Click the description header to sort by Name)   A screenshot of a computer  Description automatically generated   * 1. If PPE is a Broker, change CA to BR and enter the broker’s name from the dropdown list.   A screenshot of a computer  Description automatically generated  **NOTE: Be sure to select the appropriate PPE Contract if BR is selected)**   * 1. **Payable Contract**: If Description ACH Carrier Group is available, choose it otherwise, choose Default Premium/Commission payable Contract.   A screenshot of a computer  Description automatically generated   * 1. Add Carrier Commission percentage if known **(if unknown add 1%)**   2. Line estimated premium: Estimated Annual Premium only.   3. Click **Detail**   4. Manually create Activity = **BORP** ~~(set to Auto close);~~ Click Finish.   5. **PR/BR Tab:** Enter PR/BR name from the dropdown list if the area is not defaulted.      1. Use **Commission Agreement**      2. **Override Commission Agreement** – only for specific scenarios, and supporting documentation is required   6. **Servicing Tab:** Enter Policy Producer and Policy Servicer   7. **Billing Tab:** Verify Invoice information and delivery method.   8. **Line Tab:** Enter Estimated Premium and Estimated Commission if known.  1. Add detailed notes, confirmation of BOR, and correspondence to **AOP, AMMK, BORP or QNEW** activity and close as Successful 2. Create **CPCK** activity (F9 or NEW > Activity); assign to 3rd Party Vendor or Account Manager    1. If the Policy is inaccurate, leave **CPCK** open for follow-up; send to carrier or account servicer for correction.    2. If the policy is accurate, close the **CPCK** activity as Successful. 3. Follow the Steps for [the Policy Received from the Carrier](#_Policy_Received_From) above. 4. After Policy Checking is Complete, close the **AOP, AMMK or QNEW** activity with detailed notes and close the **Opportunity** as **Won. A CNCO** activity will populate, keep open for onboarding, otherwise close.   [Add Client to CSR24 Client Portal](file:///C:\Users\smiller2\OneDrive%20-%20acrisurellc.com\Documents\CSR24%20Workfows\CSR24%20-%20Creating%20Client%20Logins%20V.1.2024.docx) (if applicable)  [Issue EPIC Auto ID Cards](#_Auto_ID_Cards); [Issue Evidence of Property Insurance](#_Evidence_of_Property); [Issue Certificate of Liability Insurance](#_Certificate_Processing_in)  Agency Billing/Accounting Activities found in Accounting Guide |

#### [Policy Received from Carrier](#_Policy_Received_from_1)

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| **DOWNLOAD:**   1. Downloaded policies will automatically update the policy stage to Issue with the policystatus **- NEW.** 2. **ZNEW** activity will generate and is set to close automatically. 3. Review the **Daily Download Report** to view downloads received to update policy/client records with missing information. 4. Policy Check for accuracy: The 3rd party Workgroup (if applicable) will utilize the **APOL, AMMK or QNEW** activity    1. If the Policy is inaccurate, 3rd party Work Group (if applicable) will set the **APOL, AMMK or QNEW** activity to the servicer to request correction from the carrier. The servicer will then set the activity back to the **3rd party** Work Group (if applicable) to follow up for correction.    2. **3rd party** Workgroup will create a note when policy checking is complete and attachthepolicy document to the **Policy** in the client's account. 5. Either the 3rd Workgroup or Servicer 1 will close **APOL, AMMK or QNEW** as **successful.**   **NON-DOWNLOAD:**   1. Policy Check for accuracy: The 3rd party Workgroup (if applicable) will utilize the **APOL, AMMK or QNEW** activity    1. If the Policy is inaccurate, 3rd party Work Group (if applicable) will set the **APOL, AMMK or QNEW** activity to the servicer to request correction from the carrier. The servicer will then set the activity back to the **3rd party** Work Group (if applicable) to follow up for correction.    2. **3rd party** Workgroup will create a note when policy checking is complete and attachthepolicy document to the **Policy** in the client's account. 2. The **3rd party** work group **or Servicer 1** will perform an: **ACTIONS > Issue/Not Issue Policy a**nd select the **Close Activity tab** and closethe**APOL, AMMK, or QNEW** activityassuccessful**.** |

## Non-Insurance Products

### Department and Profit Center – OTH – Non-Insurance Products

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| GREF | Non-Insurance Product Referral |
| AOP | Add Opportunity for New Business only |
| The Acrisure Extraordinary Advantage is that we can offer additional products and services in addition to insurance and risk management.   * Acrisure Cyber Services * Acrisure Real Estate/Title Services * AcriSource PEO Brokering * Other non-Acrisure referrals (payroll, etc.)   ***When a referral is given to the Real Estate or Cyber division of Acrisure, or any outside carrier or vendor create an opportunity and AOP Activity. A policy shell must be created to receive the renewal commission***.  Follow the Add Policy Workflow and confirm the following:  1**. Policy Type**: Code begins with “R”  **R401** 401K Referral  **RACS**   Acrisure Cyber Services  **RODP**  On Demand Pay Referral  **RPA2** Payroll Referral  **RPEO** PEO  **RPEW** PEO Workers Compensation  **RPRP**  Portable Retirement Plan Referral  **RSLO** SMB Loan Referral  **RSUB** Subscription/Membership  **RTIT** Acrisure Title Referral (NR)     1. **Policy Line**: Will default from Policy Type 2. **Policy Number**: Enter Policy number or TBD if unknown 3. **Eff/Exp Dates**: Update as needed 4. **Source**: Choose from the Drop-Down 5. **Agency & Branch**: Will default from Account Detail 6. **Department**: OTH 7. **Status:** NEW 8. **Issuing Location**: Verify 9. **Bill Type**: Agency or Direct Bill 10. **Profit Center**: OTH 11. **Issuing Company**: SERVIC (Service Only) 12. **Premium Payable**: Select BR, then the appropriate carrier or vendor. If the vendor is   new, email you REA, Alyssa Hazelwood.   1. **Line Commission**: Enter the carrier policy commission %. If unknown, enter 1%. 2. **Line Estimated Premium**: Estimated annual premium only (no taxes or fees) 3. Click Detail 4. From the Navigation Panel, click Servicing/Billing>Line   a.  **Servicing Tab**: Non-Insurance Product Sales  b.  **Billing:** Send Invoice To section to show the Contact as the contact that should appear on an agency bill invoice  c**. Pr/Br** Tab: Each policy requires at least one PPAY   1. If a Producer is paid a commission on a policy, enter his/her name from the dropdown. 2. Use Commission Agreement 3. Override Commission agreement only for specific scenarios and supporting documentation is required  * Be Sure to enter 100% production credit (this is not commission-related but gives the producer credit for booking the business written) **NOTE:** BPAYs never receive the Production Credit   18. Click the X on the left navigation pane. 19. Click – Yes Perform Action > Update Stage to Submitted; click Finish. | |

### Setting up PEO Types

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| A screenshot of a computer  Description automatically generated |

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| **Policy Code** | **Description** | **ICO Code** | **ICO Description** | **PPE Type** | **PPE Code** | **PPE Description** |
| R401 | 401k Referral | SERVIC | SERVICE ONLY | BR | HUMAINT-01 | Human Interest |
| RACS | Acrisure Cyber Services | SERVIC | SERVICE ONLY | BR | ACRIBDS-01 | Acrisure Cyber Services |
| RODP | On Demand Pay Referral | SERVIC | SERVICE ONLY | BR | DAILPAY-01 | Daily Pay |
| RPA2 | Payroll Referral | SERVIC | SERVICE ONLY | BR | ISOLVE0-01 | iSolved |
| RPEO | PEO | SERVIC | SERVICE ONLY | BR | Varies based on who it's written with |  |
| RPEW | PEO Workers Compensation | SERVIC | SERVICE ONLY | BR |  |  |
| RPRP | Portable Retirement Plan Referral | SERVIC | SERVICE ONLY | BR |  |  |
| RSLO | SMB Loan Referral | SERVIC | SERVICE ONLY | BR | ONDECK0-01 | OnDeck |
| RSUB | Subscription/Membership | SERVIC | SERVICE ONLY | BR |  |  |
| RTIT | Acrisure Title Referral | SERVIC | SERVICE ONLY | BR |  |  |

## Renew Policy Workflow

### Renewal Activities:

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| Activity Code | Description |
| AMMK | System Generated Activity when creating a Master Marketing Submission – Set to Auto close, manually change to Open to attach all documents, correspondence and notate through receipt of Binder |
| CLRR | Renewal Activity – Auto-generated at 180 days before expiration |
| SCAS | Submission to Carrier Activity – System generated with each Carrier Submission from Master Marketing – Utilized for reporting the ICO, PPE, and Premium Quoted |
| QREW | Renewal/Rewrite Quote Activity – Manually generated for each online carrier portal and Auris – Utilized for reporting the ICO, PPE, and Premium Quoted |
| BND1 | System generated when Submission moved from Marketed to Current/Renewed policy screen - manually open CPCK |
| CPCK | Manually created activity created to have a policy attached and checked in on |
| PROP | System-Generated when a Proposal is created |

## Renewal Manager

### Renewal Stages

***Details in the Renewals Manager view are related to the expiring policy.***

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| **Stage Description** | **How it functions** |
| **Renewal Not Started** | Tied to the Event: **Policy Created** (display policies with this stage in the RM "**0**" days after expiration) |
| **Pre-Renewal In-Process** | Manual - (display policies with this stage in the RM "**30**" days after expiration) |
| **Automatic Renewal** | Manual - (display policies with this stage in the RM "**30**" days after expiration) |
| **Submission(s) Completed** | Manual - (display policies with this stage in the RM "**30**" days after expiration) |
| **Proposed** | Manual - (display policies with this stage in the RM to "**30**" days after expiration) |
| **Renewal In-Process (Small Only)** | Tied to the event: **Policy Renewed** (display policies with this stage in the RM "**30**" days after expiration) Does not apply if move from marketed lines to current; does not apply to CLL or CLM |
| **Renewed** | Manual - (display policies with this stage in the RM "3**0**" days after expiration) |
| **Did Not Renew** | Tied to the event: **Policy Cancelled** (display policies with this stage in the RM "**0**" days after expiration) |

### Renewal Events

#### Policy Created

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| This Event is responsible for a new policy as well as a renewed policy to be given the Stage Renewal Not Started. This Stage begins the renewal effort. Policies coming up for renewal will show in the RM, in advance of the renewal date, with the Stage Renewal Not Started, according to the time frame assigned to the policy type.   * 180 days for commercial lines policy types |

#### Policy Renewed

This Event is tied to the Actions>Renew process. When the expiring policy (the current term…the policy currently being worked for renewal) is renewed (via Actions>Renew), the expiring policy (i.e., the current term… the policy currently being worked for renewal) will be given the Stage Renewal In-Process. The renewed policy (i.e., the policy created through the Actions>Renew process) will not show in the RM but will show in the Policy list view (e.g., Policies – Current/Renewed). The renewed policy will be given the Stage Renewal Not Started. This Stage should remain as is until ready to work on the policy renewal the following year. The renewed policy (i.e., the one created via Actions>Renew) will need to be Issued as normal. The Stage given to the expiring policy (i.e., the current term… the policy currently being worked for renewal) will need to be changed, by the user, to Renewed once the renewal policy has been Issued. This Stage, Renewed, will be the final Stage given to the expiring policy in the RM. An expiring policy with the Stage Renewed will drop from the RM view on the expiration day.

#### Policy Cancelled

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| This Event is tied to the Actions>Cancel>Issued process. The Stage shown on a policy cancelled via the Actions>Cancel>Issued process will be Did Not Renew. Note: if the policy is reinstated, the Stage will automatically revert to the Stage it was assigned before it was cancelled. |

### Renewal Manager Workflows

#### View Renewals

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| 1. From the **HOME** screen select **Renewals Manager** from the Left Navigation Pane.   A screenshot of a computer  AI-generated content may be incorrect.   1. Assigned Servicers accounts will be displayed with a **Renewal Not Started** Renewal Stage   A screenshot of a computer  AI-generated content may be incorrect.   * 1. **Commercial Lines**: 180 Days before expiration  1. Click once on renewal to select:      1. **Go to Policy** – Moves directly into the policy under the client’s account. 2. **Renew** – Starts the renewal process from the client’s account. 3. **Marketing Submission** – Starts a marketing submission from the client’s account. 4. **Update Renewal Stage** – Allows for manual update to the renewal stage. 5. **Market Appetite** – Launches IVANS Market Appetite with list of possible markets. |

#### Renew Policy

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| 1. Select **Renew** then refer to the **Renewal Process**/**Non-Downloaded Policies** section within the Workflows Document      1. Once the renewal is started, the Renewal Stage will change to **Pre-Renewal In Process** |

#### Marketing Submission

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| 1. Select **Marketing Submission,** then refer to the **Marketing Module** section within the Workflows Document      1. The Renewal Stage will NOT automatically update while working through the Marketing Module. The Renewal Stage must be updated manually by selecting **Update Renewal Stage.** |

#### Cancelled/ Non-Renewed Policies

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| **Cancelled Policies:**   1. Refer to the [**Cancellations**](#_Cancel_Policy_Workflow) section within the Workflows Document 2. Once **Cancellation** has been issued, the Renewals Manager Stage will automatically be updated to **DID NOT RENEW** and will drop off the Renewals Manager list. 3. If the Policy is reinstated update the stage to Renewed   **Non-renewed policies:**  1. Refer to the [**Policy Not Renewed**](#_Policy_Not_Renewed) section within the Workflows Document  2. The Renewal Stage will NOT automatically update after the Policy has been manually non-renewed. This policy will NOT drop off the Renewals Manager list but will stay for one day AFTER expiration.   1. If the Policy is reinstated, update stage to Renewed |

### Downloaded Renewals

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| 1. **CLRR** activity will auto-generate on the servicer’s home base **180 days** in advance of renewal 2. **ZREN** automatically closes the activity (created by download) 3. Review the **Daily Download Report** for downloads received to update policy/client records with missing information 4. Once renewal downloads, utilize F9 or New (+)>Activity to 0pen **CPCK** activity and set it to 3rd Party Processor or Servicer 1. The **CLRR** can then be closed as successful. 5. Downloaded policies will automatically renew the new term as Issued and update the **status** to **REN.** If it is a renewal/rewrite, manually update the **status** to **REW.** 6. **eDoc** to be manually attached to **CPCK** Activity and **Policy.** 7. **CPCK** - Policy Check for accuracy    1. If the Policy is inaccurate, leave **CPCK** open for follow-up and send it to the carrier or account servicer for correction.    2. If the Policy is accurate, Issue policy – Actions>Issue/Not Issue Policy and close **CPCK**.    3. The processor will create a note when policy checking is complete and attach the policy document to the **Policy** in the client's account. 8. Issue Proofs – [ID Cards](#_Auto_ID_Cards), [Evidence of Property](#_Evidence_of_Property), and [Certificate of Liability Insurance](#_Certificate_Processing_in) |

### Non-Downloaded Automatic Renewals

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| 1**. CLRR** activity will auto-generate on the Servicer’s home base **180 days** in advance of renewal  2. Review the upcoming renewal list **180 days** in advance (or use [Renewal Manager](#_Renewal_Manager_Workflows))  3. Receive & review new term policy from the carrier – policy check against details from the expiring term.  4. From policy in Epic, **ACTIONS > Renew**  5. Review and update details within the Navigation Pane (i.e., policy number, effective/expiration dates, Dept, Status, Profit Center, ICO & PPE, Billing, Pr/Br, coverages, premium, etc.)  6. Epic will auto-set thepolicy **status to REN;** if it is renewal/rewrite, manually update the **status** to **REW.**  7. Use the X in the Navigation pane and select **Yes, perform action: Update Stage to Submitted** and close **CLRR** activity**.**  8. Utilize F9 or New (+) to open **CPCK** activity and reassign to Third-Party processor or Servicer 1, to attach, check in, and issue the policy.  9**. CPCK** - Policy Check for accuracy   * 1. If the Policy is inaccurate, leave **CPCK** open for follow-up and send it to the carrier or account servicer for correction.   2. If the Policy is accurate, Issue policy – Actions>Issue/Not Issue Policy and close **CPCK**.   3. The processor will create a note when policy checking is complete and attach the policy document to the policyin the client's account.   10. Send a copy of the policy documents to the client with a form letter   1. Issue Proofs – [ID Cards](#_Auto_ID_Cards), [Evidence of Property](#_Evidence_of_Property), and [Certificate of Liability Insurance](#_Certificate_Processing_in) |

### Renewals that require Full Submission (including accords)

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| 1. **CLRR** activity will auto-generate on the Servicer’s home base **180 days** in advance of renewal  2. Review the upcoming renewal list **120 days** in advance (or use [Renewal Manager](#_Renewal_Manager_Workflows))  3. Utilize [Marketing Module Full](#_JA.2_Marketing_Module_2) for Carrier Submissions   1. A system-generated **AMMK** Activity will populate, utilized to store all documents (including Quotes), correspondence to be attached, notation of the Renewal process, update Renewal Manager or Opportunity Stage, and prepare for Proposal. 2. Close **CLRR** as successful**.** 3. **SCAS** activity will populate for each carrier submission 4. Review all carrier quotes and send the proposal to the client, a **PROP** Activity will system-generate. Update Renewal Manager or Opportunity Stage and leave open for receipt of signed Proposal 5. Close the binding **SCAS** assuccessful. 6. Close **SCAS (s)** asunsuccessful if the quote is not taken – add reason from the dropdown. 7. Email the Bind Request to the carrier and save it to **AMMK** activity 8. Move Policy from Marketed to Current/Renewed. 9. A **BND1** activity will system-generate. 10. Update Renewal Manager or Opportunity Stage 11. Close as successful (it can be closed without the task being completed) 12. Verify:     1. Policy Type     2. Policy number (if known)     3. Effective/Expiration Date     4. ICO/PPE = **Select the correct ICO so PPE will default correctly.**     5. Use **REN** policy status. 13. Open a **CPCK** andassign it to Servicer 1 or the appropriate workgroup 30 days after the effective date for the Policy document to be retrieved, attached to both **CPCK** and **Policy,** checked, and issued. 14. The **AMMK** activity stays open until the Binder is received and attached, and Proofs are issued, then close it as successful 15. **CPCK** - Policy Check for accuracy     1. If the Policy is inaccurate, leave **CPCK** open for follow-up; send it to the carrier or account servicer for correction.     2. If the Policy is accurate, Issue policy – Actions>Issue/Not Issue Policy and close **CPCK**.     3. The processor will create a note when policy checking is complete and attach the policy document to the policyin the client's account. 16. Send a copy of the policy documents to the client with a form letter (if not sent by carrier). 17. Issue Proofs – [ID Cards](#_Auto_ID_Cards), [Evidence of Property](#_Evidence_of_Property), and [Certificate of Liability Insurance](#_Certificate_Processing_in)   Agency Billing/[Accounting Activities](#_A.3_Job_Aid) are found in the Accounting Guide. |

## Rewrite Policy Workflow

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| **Tips**   * Review the upcoming renewal list **180 days** in advance (or use [Renewal Manager](#_Renewal_Manager_Workflows)) * Remarket to carriers via [Auris/Tarmika](https://auris.acrisure.com/app/placement), Online Carrier Portals, or [Marketing Module (Full Version)](#_JA.2_Marketing_Module_2) |

### Remarket Policies:

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| 1. If remarketing via Carrier Portals or [Auris/Tarmika](https://auris.acrisure.com/app/placement), use one **QREW** for each carrier quoted and document ICO, PPE, and Quoted Premium in activity detail. 2. If remarketing via [Marketing Module Full](#_JA.2_Marketing_Module_2) for Carrier Submissions, A system-generated **AMMK** Activity will populate, utilized to store all documents (including Quotes), correspondence to be attached, notation of the Renewal process, update Renewal Manager or Opportunity Stage and prepare for Proposal. 3. **SCAS** activity will populate for each carrier submission 4. All quotes, correspondence, and other documents are attached to the **CLRR or AMMK** activity. 5. Review all carrier quotes and send the proposal to the client. A **PROP** Activity will system-generate, update Renewal Manager or Opportunity Stage, and leave open for receipt of the signed Proposal 6. Close binding **QREW or SCAS** assuccessful. 7. Close **QREW or SCAS** unsuccessful if quote not taken – add reason from the dropdown. 8. When bound on the carrier portal, renew the policy in Epic – From expiring: **ACTIONS> Renew. Or** 9. Email the Bind Request to the carrier and renew the policy in Epic - From expiring: **Actions>Renew** 10. **If it is a Downloaded Policy, follow the** [**Policy Received from Carrier**](#_Policy_Received_from) **instructions.** 11. Save the sent email to **CLRR or AMMK** activity 12. Create a **CPCK** activity for policy attachment and check-in. 13. If utilizing Marketing Module Full - Move Policy from Marketed to Current/Renewed.     1. A **BND1** activity will be system-generated activity     2. Update Renewal Manager Stage to “Renewed”     3. Close Activity as successful (it can be closed without Task being completed     4. Click finish 14. Verify:     1. Policy Type     2. Policy number (if known)     3. Effective/Expiration Date     4. ICO/PPE = **update to the new carrier** **–select the correct ICO so PPE will default correctly.**     5. Use **REW** policy status. 15. Use the X in the navigation panel and select **Yes, perform action:** **Update Stage to Submitted** 16. Open a **CPCK** to assign to the appropriate workgroup 30 days after the effective date for the Policy document to be attached to both **CPCK** and **Policy,** checked, and issued. 17. **CLRR or AMMK** activity stays open until the Binder is received and attached, and Proofs are issued, then close it as successful |

### Policy Received from Carrier

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| **DOWNLOAD:**  **Policies rewritten from one carrier to a new carrier will use Actions > Copy Policy instead of Actions > Renew, and the expiring carrier renewal download will need to be canceled flat.**  **Copying the policy instead of renewing it will ensure that the Rewritten policy is downloaded correctly. Confirming that the expiring carrier renewal download is cancelled will remove the policy from the Expiration and Potentially Missed Renewal reports.**   1. Select **EXPIRING** policy term 2. Click **Actions > Copy Policy** 3. **Destination** – To current account 4. Verify **Structure** 5. **Policy Detail** 6. Description 7. Policy Number 8. Effective/Expiration Date 9. **Lines of Business** (if more than one line of business, each line needs to be updated) 10. Verify Line(s) of Business 11. Policy Status **REW – Rewrite** 12. Billing – **Agency** or **Direct** 13. Profit Center – Select from the dropdown 14. Issuing Company/Premium Payable 15. **Line Commission –** Enter carrier commission percentage if known, otherwise, enter 1% 16. Click **Detail** 17. Policy Opens - Click **Servicing/Billing > Line** on left Navigation Panel 18. **Servicing** tab – Verify required Servicing Contacts 19. **Pr/Br Commissions** tab – Verify Commission Agreement 20. Click the **X** on the left Navigation Panel to close out of Policy Detail 21. If Policy has been submitted to the Carrier for binding, Close Policy Detail > **Update Stage to Submitted** 22. Click **Finish** 23. When the **Expiring** carrier has downloaded the renewal, proceed with one of the following options:     1. Confirm for carrier Cancellation. Download and update policy status to **CRW – Cancelled – Rewritten** 24. Follow the [Cancellation Workflow](#_Cancel_Policy_Workflow) to cancel the downloaded renewal flat. Policy status of **CRW – Cancelled – Rewritten,** and utilize the **CREW** activity code if needed.   **NON-DOWNLOAD:**   1. **CPCK** - Policy Check for accuracy: if utilizing a 3rd Party/workgroup reassign it to the workgroup.    1. If the Policy is inaccurate, leave **CPCK** open for follow-up; send to carrier or account servicer for correction.    2. The processor will create a note when policy checking is complete and attachthepolicy document to the **Policy** in the client's account.    3. Highlight policy, **click ACTIONS > Issue/Not Issue Policy**    4. **Issue**: enter/verify policy number; verify effective/expiration dates.    5. Click the **Close Activity tab**: close **CPCK** as successful.   [Add Client to CSR24 Client Portal](file:///C:\Users\smiller2\OneDrive%20-%20acrisurellc.com\Documents\CSR24%20Workfows\CSR24%20-%20Creating%20Client%20Logins%20V.1.2024.docx) (if applicable)  [Issue EPIC Auto ID Cards](#_Auto_ID_Cards), [Issue Evidence of Property Insurance](#_Evidence_of_Property), [Issue Certificate of Liability Insurance](#_Certificate_Processing_in)  Agency Billing/[Accounting Activities](#_A.3_Job_Aid) found in Accounting Guide |

## [Policy Setup – Invoice Needed Before Binding](#_Policy_Setup_–)

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| The following workflow details the modifications to the renewal or marketing workflow when an invoice is needed, or you need to provide an Applied Pay link before binding coverage with the carrier. |

### Create Policy

#### Policies – Current/Renewed (no marketing module used)

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| 1. Highlight policy, **ACTIONS > Renew** 2. Update Policy number to **TBD** 3. Confirm the accuracy of or update Policy type, Effective date, Expiration date, Agency, Branch, Department, Line type, Status, Bill type, and Profit center 4. Update the Issuing and Billing company to the **Issuing Company** and the **Premium Payable** carrier or broker listed on the Quote. 5. Confirm the accuracy of, or update the Line Commission percent 6. Click DETAIL   A screenshot of a computer  Description automatically generated   1. Create **CPCK** activity – add notes (including that this policy is not bound) and amend Follow-up/Start date to a future date to pend for receipt of policy and FINISH 2. Update application details, and when finished, click the X in the navigation panel to close 3. Leave policy “In Process” and FINISH 4. Highlight the renewed policy, **ACTIONS > Change Policy Prospective/Contracted Status,** and click YES   A screenshot of a computer screen  Description automatically generated |

#### Policies – Marketed (marketing module used)

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| 1. Follow marketing workflow through Creating Carrier Response 2. Highlight carrier submission, **ACTIONS > Move Marketed Lines to Current Policies** 3. **Policies tab**    1. Select **Add** **new policy**, **Renew** **existing policy**, or **Update existing policy**    2. Enter Policy type    3. Confirm the accuracy of or update the Description, Effective date, and Expiration date    4. Update Policy # to **TBD**    5. Enter Source    6. Update Stage to **In-Process** and **Prospective**   A screenshot of a computer  Description automatically generated   1. **Lines tab**    1. Select Line(s) to be added to this policy    2. Confirm accuracy of or update Status, Profit center, Line commission percent, and Line Estimated Premium and Commission    3. Update the Issuing and Billing company to the **Issuing Company** and the **Premium Payable** carrier or broker listed on the Quote.    4. Review Billing, Servicing, Pr/Br Commissions tabs for accuracy or update as needed    5. Repeat for each line where applicable 2. Click MOVE 3. Update Submission status to Completed and click FINISH   A screenshot of a computer  Description automatically generated   1. **BND1** activity create **CPCK** activity – add notes (including that this policy is not bound) and amend Follow-up/Start date to a future date to pend for receipt of policy and FINISH |

### Create Invoice Requests for Accounting

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| 1. Highlight prospective policy 2. Add applicable Accounting activity and add supporting documents and notes. (reference the accounting [Platform Activities Guide - Servicers](https://acrisure.sharepoint.com/:w:/s/ACR-ABSAccountingTeam/ESAdZgcBwPdJt0_n5-hNILkBueeqZpQWrGK6rg54rr9l7g?e=4LVSdM&clickparams=eyJBcHBOYW1lIjoiVGVhbXMtRGVza3RvcCIsIkFwcFZlcnNpb24iOiI0OS8yMzExMzAyODcyNCJ9&wdLOR=cC0B69E85-42BA-450A-8908-0E0D906D9928) for further details) |

### Quote Accepted/Rejected

#### Quote Accepted

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| 1. Highlight prospective policy, **ACTIONS > Change Policy Prospective/Contracted Status** and click YES   A screenshot of a computer screen  Description automatically generated   1. Double-click to open policy and go to Servicing/Billing    1. Policy – Update Policy #    2. Line – Confirm accuracy of Pr/Br Commissions 2. X to close the application 3. Update Stage to Submitted and FINISH   A screenshot of a computer  Description automatically generated   1. Locate your accounting activity and re-assign to the invoicing team attaching the Carrier Invoice. |

#### Quote Rejected

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| 1. Highlight prospective policy, **ACTIONS > Issue/Not Issue Policy**    1. Update the Expiration date to match the Effective date    2. Select Not Issue (repeat for all lines in a package policy)    3. Change Status to ZER    4. FINISH   A screenshot of a computer screen  AI-generated content may be incorrect.   1. Locate your accounting activity and re-assign to the invoicing team to reverse the Invoice explaining the quote was not accepted. 2. Locate the expiring policy (if applicable) and change its status to **X-N** or **X-R,** depending on the policy's current status. |

## Policy Change Workflow

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| **Tips**   * When endorsing a policy, the ***ACTIONS>Endorse/Revise Existing Line*** workflow is **required** to create a detailed service summary row and to ensure the endorsement download comes through properly. The steps below must be done **within 24 hours** of binding the endorsement with the carrier. |

### Change Activities:

|  |  |
| --- | --- |
| Activity Code | Description |
| CHGM | Manually created activity created for Pending Client Change Request |
| CHGE | System-generated activity created when utilizing **Actions>Endorse/Revise** – Existing lines on the Current/Renewed Policy screen for all other change requests except, internal, adding a line, or audits |
| CHGI | System-generated activity created when utilizing **Actions>Endorse/Revise** – Existing lines on Current/Renewed Policy screen for internal change/correction |
| CHGL | System-generated activity created when utilizing **Actions>Endorse/Revise** – Add Line Midterm on the Current/Renewed Policy screen to add a line to an existing policy |
| CHGA | System-generated activity created when utilizing **Actions>Endorse/Revise** – Existing lines on the Current/Renewed Policy screen for audits |
| GDRV | Manually created activity created for Driver Requests – Utilized only when not endorsing policy |

### Change Policy Dates

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| 1. Select Policy 2. **ACTIONS** > Change Effective/Expiration Dates 3. Enter new dates   A screenshot of a computer  Description automatically generated   1. If endorsing with the carrier please move to step 6 to update the Service Summary Row. 2. In Epic – **ACTIONS > Endorse/Revise Existing Line;** enter:    1. Effective date of change    2. Description of change (this will flow into the Activity description)    3. Click Detail    4. System-generated Activity **= CHGE** *(This activity will have an automatic Follow-up/start date of 30 days from the current date) (Update to the current date if 3rd party is processing change on your behalf)*    5. Add detailed notes for change    6. Drag and drop correspondence and any documents to the **CHGE** Activity.    7. Click Finish and set it to third-party/processor/workgroup to follow up for endorsement (if applicable).   **Downloaded Endorsements:**   1. Process changes on the carrier website, if applicable, or submit a change request, or email request to the carrier. 2. Attach bind confirmation, emails with client/carrier, etc. to the **CHGE** activity and leave it open for follow-up. 3. Click the X on the left navigation pane to close out the policy detail. 4. Click Yes Perform Action > **Update Stage to Submitted**   **Non-Downloaded Endorsements:**   1. Prepare the ACORD Change Request Form or email the change to the carrier.    1. Attach email/change request to the **CHGE** activity.    2. Leave Activity Open for follow-up. 2. Click the X on the left navigation pane to close out the policy detail.    1. Click Yes Perform Action > **Update Stage to Submitted** or **Submit Change Request**   **Issue Proofs:**   1. [Auto ID Card](#_Auto_ID_Cards) 2. [Evidence of Property](#_Evidence_of_Property) 3. [Certificate of Insurance](#_Certificate_Processing_in) |

#### Endorsement Received from Carrier

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| **Downloaded Endorsements:**  1. Review the daily download list and update any missing information.  2. Reassign the **edoc** & **CHGE** activities to a third party/processor/workgroup (if applicable) to label and attach to the **CHGE** activity and verify the endorsement matches the request.   * 1. If the Endorsement is incorrect, the **CHGE** activity will remain open, and the third party/processor/workgroup (if applicable) will set the **CHGE** activity to Servicer 1 to request correction from the carrier.   2. Servicer 1 will then set **CHGE** Activity to third-party/processor/workgroup (if applicable) to follow up for revised endorsement 30 days from the current date.   3. Third-party/processor/workgroup will add notes and close the **CHGE** activity as successful once the Endorsement is issued correctly.   3. Download will update the service summary row and **issue** endorsement.  **Non-Downloaded Endorsements:**   1. Reassign the **CHGE** activity to a third party/processor/workgroup to attach & verify the endorsement matches the request.    1. If the Endorsement is incorrect, the **CHGE** activity will remain open, and a third party/processor/workgroup (if applicable) will set the **CHGE** activity to Servicer 1 to request correction from the carrier.    2. Servicer 1 will then set **CHG**E Activity back to third-party/processor/workgroup (if applicable) to follow up for revised endorsement 30 days from the current date.    3. Third-party/processor/workgroup will add notes and close the **CHGE** activity as successful once the Endorsement is issued correctly. 2. From the Current/Renewed policy view, **ACTIONS > Issue/Not Issue Endorsement** 3. Manually update Line Premium & Commission per Endorsement 4. Verify the effective date of change and other details and click Finish   **Agency Billing:** Follow theAccounting Activityworkflows found in the Accounting Guide |

### Process Change Request (Existing Line)

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| 1. Receive a policy change request from the client via email. If more info is required to process, go to Instruction #2. If all information is available to process the change, go to Instruction #3.  2. Locate Policy – (+) New or F9 (Add Activity) and choose **CHGM** at the Account level.   * 1. Drag & Drop email from client to activity, add detailed notes from email (copy & paste) including details of the requested change, and set Who/Owner code to Servicer 1   2. Servicer 1 will confirm that all information required is attached, including document(s), instructions, etc.; click finish or   3. Servicer 1 will gather the required information from the insured, document responses and instructions, etc.; click finish   4. From Policy screen - **ACTIONS > Endorse/Revise Existing Line;** enter:      + 1. Effective date of change        2. Description of change (this will flow into the Activity description)        3. Click Detail        4. System-generated activity **= CHGE –** *Manually Close as Successful*   5. Add detailed notes to **CHGM** activity:      1. processed online or,      2. sent change ACORD to the carrier or,      3. emailed the underwriter.      4. Click Finish and set the follow-up/start date for 30 days from the current date to third-party processor or Servicer 1.   3. Locate Policy – **ACTIONS > Endorse/Revise Existing Line;** enter:  a. Effective date of change  b. Description of change (this will flow into the Activity description)  c. Click Detail  d. System-generated activity **= CHGE** *(This activity will have an automatic Follow-up/start date of 30 days from the current date) (Update to current date if 3rd party is processing change)*  e. Add detailed notes for change (Copy & paste from Insured’s email)   * 1. Click Finish and set it to third-party/processor/workgroup (if applicable) to follow up for endorsement.   2. Add detailed notes to **CHGE** activity:      1. processed online or,      2. sent the change ACORD to the carrier, or,      3. emailed the underwriter.      4. Click Finish and set a follow-up/start date 30 days from the current date to Servicer 1.   **Downloaded Endorsements:**  1. Process changes on the carrier website.  2. Attach bind confirmation, emails with client/carrier, etc., to the **CHGE or CHGM** activity (as applicable) and leave it open for follow-up.  3. Click the X on the left navigation pane to close out the policy details.  4. Click Yes, Perform Action > **Update Stage to Submitted**  **Non-Downloaded Endorsements:**  1. Update the ACORD detail in Epic to include the change requested.  2. Prepare the ACORD Change Request Form or email the change to the carrier  a. Attach email/change request to the **CHGE or CHGM** activity.   * 1. Leave Activity Open for follow-up.  1. Click the X on the left navigation pane to close out the policy details. 2. Click Yes, Perform Action > **Update Stage to Submitted** or **Submit Change Request**.   **Issue Proofs:** [Auto ID Card](#_Auto_ID_Cards); [Evidence of Property](#_Evidence_of_Property); [Certificate of Insurance](#_Certificate_Processing_in) |

#### Endorsement Received from Carrier

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| **Downloaded Endorsements:**  1. Review the daily download list and update missing information.  2. Reassign the **edoc** & **CHGE or CHGM** activities to a third party/processor/workgroup (if applicable) to label, attach and verify Endorsement matches the request.   * 1. If the Endorsement is incorrect, the **CHGE or CHGM** activity will remain open, and the third party/processor/workgroup will set the **CHGE or CHGM** activity to Servicer 1 to request correction from the carrier.   2. Servicer 1 will then set **CHGE or CHGM** Activity to third-party/processor/workgroup (if applicable) to follow up for revised endorsement 30 days from the current date.   3. Third-party/processor/workgroup will add notes and close the **CHGE or CHGM** activity as successful if the Endorsement was issued correctly.   3. Download will update the service summary row and **issue** endorsement.  4. Manually update the Line Premium & Commission per Endorsement  5. Attach policy endorsement to the **CHGE or CHGM** Activity (if attached as eDoc, move to **CHGE or CHGM** Activity), document and update Follow-up/Start date to the current day.  **Non-Downloaded Endorsements:**  1. Reassign the **CHGE or CHGM** activity to a third party/processor/workgroup (if applicable) to verify Endorsement matches the request.   * 1. If the Endorsement is incorrect, the **CHGE or CHGM** activity will remain open, and a third party/processor/workgroup (if applicable) will set the **CHGE or CHGM** activity to Servicer 1 to request correction from the carrier.   2. Servicer 1 will then set **CHGE or CHGM** Activity back to third-party/processor/workgroup (if applicable) to follow up for revised endorsement 30 days from the current date.   3. Third-party/processor/workgroup will add notes and close the **CHGE or CHGM** activity as successful if the Endorsement was issued correctly.   2. Attach policy endorsement to the **CHGE or CHGM** Activity, document, and update the Follow-up/Start date to the current day.  3. From policy, **ACTIONS > Issue/Not Issue Endorsement**  4. Update Line Premium & Commission per Endorsement  5. Verify the effective date of change and other details.  **Agency Billing:** Follow theAccounting Activityworkflows found in the Accounting Guide |

### Process Change Request (Add Line Mid-Term)

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| **Tips**   * When endorsing a policy, the ***ACTIONS>Endorse/Revise Add Line Mid-Term*** workflow is **required** to generate a detailed service summary row and to ensure the download comes through properly. The steps below must be done **within 24 hours** of binding the endorsement. * This process should only be followed if adding a Line of Business to a Package policy Mid-Term and the **policy number is the same.** |

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| Activity Code | Description |
| CHGL | System-generated activity created when utilizing Actions>Endorse/Revise – Add Line Mid-Term on the Current/Renewed Policy screen |

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| 1. Receive a policy change request from the client via email. If more info is required to process, go to Instruction #2. If all information is available to process the change, go to Instruction #3.  2. Locate Policy – (+) New or F9 (Add Activity) and choose **CHGM** at the Account level.   * 1. Drag & Drop email from client to activity, add detailed notes from email (copy & paste) including details of the requested change, and set Who/Owner code to Servicer 1   2. Servicer 1 will confirm that all information required is attached, including document(s), instructions, etc.; click finish, Or   3. Servicer 1 will gather the required information from the insured, document responses or instructions, etc.; click finish   4. From Policy screen - **ACTIONS > Endorse/Revise Add Line Mid-Term;** enter:      + 1. Effective date of change        2. Description of change (this will flow into the Activity description)        3. Click the **ADD** (+) button.        4. Add Line Code, Status, and Issuing Location        5. Verify Profit Center, ICO/PPE        6. Add Carrier Commission percentage if known **(if unknown add 1%)**        7. Click **Detail**        8. System-generated activity **= CHGL –** *Manually Close as Successful*        9. From the Left Navigation pane enter all policy details for the new line being added        10. Click Finish and **Yes Perform Action** > **Update Stage to Submitted** or **Submit Change Request/Application**.   5. Add detailed notes to **CHGM** activity:      + 1. processed online or,        2. sent change ACORD to the carrier or,        3. emailed the underwriter.        4. Click Finish and set a follow-up/start date 30 days from the current date to Servicer 1 or third-party/processor/workgroup (if applicable) to follow up for endorsement   3. In Epic – From Policy screen - **ACTIONS > Endorse/Revise Add Line Mid-Term;** enter:   * 1. Effective date of change   2. Description of change (this will flow into the Activity description)   3. Click the **ADD** (+) button.   4. Add Line Code, Status, and Issuing Location   5. Verify Profit Center, ICO/PPE   6. Add Carrier Commission percentage if known **(if unknown add 1%)**   7. Click **Detail**   8. System-generated activity **= CHGL**   9. From the Left Navigation pane enter all policy details for the new line being added   10. Click Finish and choose **Yes Perform Action** > **Update Stage to Submitted** or **Submit Change Request/Application**.   11. Add detailed notes to **CHGL** activity:       + 1. processed online or,         2. sent change ACORD to the carrier or,         3. emailed the underwriter.         4. Click Finish and set a follow-up/start date 30 days from the current date to Servicer 1 or third-party/processor/workgroup (if applicable) to follow up for endorsement.   **Downloaded Endorsements:**  1. Process changes on the carrier website.   1. Attach bind confirmation, emails with client/carrier, etc. to the **CHGL or CHGM** activity (as applicable) and leave it open for follow-up. 2. Click the X on the left navigation pane to close out the policy detail. 3. Click Yes Perform Action > **Update Stage to Submitted**   **Non-Downloaded Endorsements:**  1. Review the ACORD detail in Epic to include the change requested.  2. Prepare the ACORD Change Request Form or email the change to the carrier.   * 1. Attach email/change request to the **CHGL or CHGM** activity.   2. Leave Activity Open for follow-up.  1. Click the X on the left navigation pane to close out the policy details. 2. Click Yes, Perform Action > **Update Stage to Submitted** or **Submit Change Request**.   **Issue Proofs:**  1. [Auto ID Card](#_Auto_ID_Cards)  2. [Evidence of Property](#_Evidence_of_Property)  3. [Certificate of Insurance](#_Certificate_Processing_in) |

#### Endorsement Received from Carrier

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| **Downloaded Endorsements:**  1. Review the daily download list and update missing information.  2. Reassign the **edoc** & **CHGL or CHGM** activity to a third party/processor/workgroup to label and attach to the **CHGL or CHGM** activity and verify that what was requested is correct in the Endorsement.   * 1. If the Endorsement is incorrect, the **CHGL or CHGM** activity will remain open, and the third party/processor/workgroup will set the **CHGL or CHGM** activity to Servicer 1 to request correction from the carrier.   2. Servicer 1 will then set **CHGL or CHGM** Activity to third-party/processor/workgroup to follow up for revised endorsement 30 days from the current date.   3. Third-party/processor/workgroup will add notes and close the **CHGL or CHGM** activity as successful if the Endorsement was issued correctly.   3. Download will update the service summary row and **issue** endorsement.  4. Update the Line Premium & Commission per Endorsement  **Non-Downloaded Endorsements:**  1. Reassign the **CHGL or CHGM** activity to a third party/processor/workgroup to label and attach to the **CHGL or CHGM** activity, and verify that what was requested is correct in the Endorsement.   * 1. If the Endorsement is incorrect, the **CHGL or CHGM** activity will remain open, and a third party/processor/workgroup will set the **CHGL** or **CHGM** activity to Servicer 1 to request correction from the carrier.   2. Servicer 1 will then set **CHGL or CHGM** Activity back to third-party/processor/workgroup to follow up for revised endorsement 30 days from the current date.   3. Third-party/processor/workgroup will add notes and close the **CHGL** or **CHGM** activity as successful if the Endorsement was issued correctly.  1. From policy, **ACTIONS > Issue/Not Issue Endorsement** 2. Verify the effective date of change and other details. 3. Update Line Premium & Commission per Endorsement   **Agency Billing:** Follow theAccounting Activityworkflows found in the Accounting Guide |

### Process Audit

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| |  |  | | --- | --- | | Activity Code | Description | | CHGA | System-generated activity is created when utilizing Actions>Endorse/Revise – Existing lines on the Current/Renewed Policy screen for audits | | CAU1 | Manually created Activity - Audit (Line of Business) Eff xx-xx-xxxx | | ZPAU | Policy Premium audits downloaded | | CAU2 | Monthly/Quarterly Reporting Due |   **Non-Download Audits**   1. Receive policy audit from the carrier 2. Navigate to the Policies Tab and locate the expired term. You may need to change the policy view to Expired/History.     3. From policy line – **ACTIONS > Endorse/Revise Existing Line;** enter:   * 1. The effective date should be the effective date of the policy term   2. Update the Description to say Audit and the resulting AP or RP   3. Click Detail      * 1. **Activity = CHGA**   2. Attach the Audit to the Activity.   3. Add notes as applicable; click Finish.  1. Update policy exposures and estimate premiums to reflect the Audit results.    1. For Work Comp Final Audits navigate to locations and review the SIC & NAICS, Estimated Annual Remuneration/Payroll, double check the Rate, and click the blue hyperlink **Calculate** for every class code included in Audit.      * 1. For General Liability Final Audits – navigate to General Liability – Hazards and update the schedule of Hazards with updated Exposure, Rate & Premium.      1. Go to Servicing/Billing – Line in the Left navigation panel and update Estimated Premium per Audit.      1. Click on X in the Left Navigation Panel and whenthe **In Process Policy** box populates choose **Yes, perform action: Issue/Not Issue Endorsement** and click Finish. 2. Deliver the Audit to the client via the preferred method. Note the **CHGA** activity with the delivery detail. Close activity.   **If Agency Bill Return Premium:**   * Create a $CRR activity with instructions on how to manage the funds when they are received. * Return to Insured or * Send to Finance Company or * Hold funds on account.   **Downloaded Audits**:   1. **ZPAU** will populate Servicer1 for the Audit to be attached and documented 2. Review the daily download list to update any missing information, including Estimated Premium and commission. 3. Deliver the audit to the client via the preferred method. Note the **ZPAU** activity with the delivery details. |

#### Audit Dispute

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| If a client requests to dispute the audit.   1. Reopen the closed **CHGA or ZPAU activity**. Document all correspondence with the client, carrier, broker, etc. Maintain the activity throughout the dispute process. 2. If it is an agency-billed audit, confirm the billing status with the carrier/broker. If need be, refer to the above accounting workflows to determine the next steps for transactions. 3. If a dispute results in another audit being issued, close the reopened **CHGA or ZPAU** and repeat the Process Audit steps |

## Cancel Policy Workflow

### Tip

### When canceling a policy, the Best Practice is to obtain a signed LPR for all policies affected.

### Cancellation Activities

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| Activity Code | Description |
| CBOR | System-generated activity is created when utilizing Actions>Cancel on the Current/Renewed Policy per received BOR |
| CPOL | System-generated activity is created when utilizing Actions>Cancel on the Current/Renewed policy screen per insured request |
| CREW | System-generated activity is created when utilizing Actions>Cancel on the Current/Renewed policy screen when rewriting to a new carrier |
| CCN1 | Manually created activity utilized when a Notice of Intent to Cancel is received from a carrier |
| ZREI | Policy Reinstatment Downloaded |

### Cancel Monoline Policy

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| * 1. Locate Account * 2. Select Policy * 3. **ACTIONS > Cancel** * 4. Select Policy Release or Cancellation Request * 5. Enter the Effective Date of Cancellation * 6. Enter a cancellation description * 7. Click DETAIL   8. Choose Activity - **CREW** if you are rewriting to another carrier midterm or flat canceling an automatic renewal rewritten with another carrier, **CBOR** if policy lost to a BOR <or> **CPOL** for all lost business.  **CREW –** For midterm rewrites or flat canceling an automatic renewal, leave it open until the cancellation endorsement/invoice is received, then close the activity as successful.  **CBOR** – For midterm BOR received, cancel policy, issue cancellation, and close the activity as Unsuccessful > Lost-BOR  **CPOL-** Leave open until cancellation endorsement/invoice is received. Close the activity as unsuccessful and provide a Lost - reason.  9. From the Left panel, enter Reason/Method, Additional Interest, and Remarks (as applicable)     * 10. X out of Policy (from the left navigation pane) * 11. To generate the Lost Policy Release, click **PRINT > Cancellation** within the blue options bar**.** * 12. Click the Distribution tab, select **Attach without Distributing** as the delivery method, and click Finish. * 13. From Attachments, right-click on the LPR to **Edit Attachment Detail,** add to the **CPOL or CREW** Activity, update the description per **Naming Conventions,** and then click **Finish.** * 14. From the Attachments, right-click on the LPR and select **Send to eSignature**. * 15. Follow [the DocuSign workflow](#_JA.5_DocuSign_Integration) |

#### Signed LPR Received:

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| 1. DocuSign will send a verification email confirming the LPR was signed and automatically attach the signed LPR to the Attachments area of the client’s account. If the Certificate of Authentication is required, it can be dragged and dropped from the Email received from DocuSign. 2. Add notes to the **CPOL or CREW** Activity 3. **Option 1: Submit the Cancellation request through the Carrier Website**     1. Enter cancellation on the carrier website.    2. Select Policy and **ACTIONS** > **Update Stage to Submitted**—Click Finish.   **Option 2: Submit Cancellation through Epic**   * 1. Select the signed LPR from the attachments.   2. Right-click and **Send Via Email** to the carrier.   3. Highlight the policy in question; then click **ACTIONS > Update Stage to Submitted**  1. Add notes to the **CPOL** or **CREW** activity. |

#### Cancellation Confirmation Received from Carrier

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| **Download:**   1. Attach Cancellation Confirmation to the **CPOL or CREW** activity—update the description 2. The download will update the service summary stage to **Cancelled.** 3. The policy status will auto default to **CNW or CRN** depending on the status of the policy canceled. 4. Close the **CPOL** activity as **Unsuccessful** and select the **lost reason**; click Finish. 5. **OR** if the policy was rewritten, close the **CREW** activity as Successful, add notes, and click Finish.   Update policy status to **CRW**  **Non-Download:**  1. Attach Cancellation Confirmation to the **CPOL or CREW** activity—update the description  2. Select Policy, then **ACTIONS** > **Issue Cancellation** – verify details.  3. The policy status will auto default to **CNW or CRN** (based on the original status) If the policy was rewritten, manually update the status to **CRW** and click **Finish**.   1. Click the **Close Open Activity** tab, close the **CPOL** activity as **Unsuccessful,** select the **lost reason,** add notes, and click Finish. 2. **OR** if the policy was rewritten, close the **CREW** activity as Successful, add notes, and click Finish.   **If Agency Bill Return Premium:**   * Create a $CRR activity with instructions for managing the funds when they are received.   + Return to Insured   + Send to Finance Company   + Hold funds on account |

### Cancel a Policy Line from a Package Mid-Term

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| 1. From the Client’s account, click **Policies** from the left navigation pane. 2. Select the policy line to be canceled; click **ACTIONS > Cancel.**   3. Select Policy Release or Cancellation Request  4. Enter the Effective Date of Cancellation.  5. Enter a description as to why the line is being canceled  6**. Uncheck all lines NOT being canceled** and **check only the line to be canceled.**  7. Click **DETAIL**    8. Select **CPOL Activity** - change the Description to reflect only the one line in the package policy being canceled.   * 1. Activity - Open for follow-up on receipt of cancel confirmation/endorsement from the carrier   2. Add notes as to why canceling.   3. Click **FINISH**   9. From the left panel, enter Reason/Method, Additional Interest, and Remarks (as applicable)    10. X out of Policy (from the left navigation panel)  11. To generate the Lost Policy Release form, click PRINT > Cancellation  12. From the Distribution Manager>Distribution tab - Select **Attach without Distributing**  13. Go to Attachments, locate LPR click Actions> **Edit Attachment Detail** to update the description per **Naming Conventions,** and attach to the **CPOL** activity. Click **Finish.**  14**.** From Attachments, right-click on the LPR and select **Send to eSignature (DocuSign)**  15. Follow the [DocuSign workflow](#_JA.5_DocuSign_Integration) |

#### Signed LPR Received:

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| 1. DocuSign will send a verification email confirming the LPR was signed and automatically attach the signed LPR to the Attachments area of the client’s account. If the Certificate of Authentication is required, it can be dragged and dropped from the Email received from DocuSign.  2**. Option 1: Submit the Cancellation request through the Carrier Website**   * 1. Enter cancellation on the carrier website.   2. Select Policy and **ACTIONS** > **Update Stage to Submitted**—Click Finish.   **Option 2: Submit Cancellation through Epic**  a. Select the signed LPR from the attachments.  b. Right-click and **Send Via Email** to the carrier.   * 1. Highlight the policy in question; then click **ACTIONS > Update Stage to Submitted**   3. Add notes to the **CPOL** Activity |

#### Cancel Confirmation Received from Carrier:

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| **Download:**  1. Attach Cancellation Confirmation to the **CPOL** activity—update the description  2. The download will update the service summary stage to **Cancelled.**   1. The policy status will auto default to **CNW or CRN** depending on the status of the policy canceled. 2. Close the **CPOL** activity as **Unsuccessful** and select the **lost reason**; click Finish.   **Non-Download:**  1. Attach Cancellation Confirmation to the **CPOL** activity—update the description  2. Select Policy, then **ACTIONS** > **Issue Cancellation** – verify details.   1. The policy status will auto default to **CNW or CRN** (based on original status) 2. Click the **Close Open Activity** tab, close the CPOL activity as **Unsuccessful**, select **Lost reason**; add notes, and click Finish.   **If Agency Bill Return Premium:**   * Create a $CRR activity with instructions for managing the funds when they are received.   + Return to Insured   + Send to Finance Company   + Hold funds on account |
| **\*Important Notes:**   * **The Cancellation status will only show on the Service Summary Line of the policy to be canceled. All other lines will show N/A because the change/cancellation did not affect the other package lines.** * **The expiration date will change only for the line of business for which the cancellation was requested. The policy expiration date will not change.** * **ON RENEWAL, remember to uncheck the canceled line so it will not be included in the package policy renewal term.** |

### Cancel Policy for BOR Midterm

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| 1. Locate Account > Select Policy > **ACTIONS > Cancel**   1. Select Policy Release or Cancellation Request 2. Enter the Effective Date of Cancellation 3. Enter a description 4. Click DETAIL 5. Activity: CBOR **-** add notes (who, what, where, when how), and click Finish 6. From the left navigation pane, enter Reason/Method, Additional Interest, and Remarks as needed.   A screenshot of a computer  Description automatically generated   1. X out of Policy (from the left navigation panel) 2. Select Policy > **ACTIONS > Issue Cancellation** 3. The Status Description will auto-default to **CNW or CRN** (based on original status) 4. Click Finish.   **Download:**  1. If you receive a download endorsement for **BOR,** validate the status and expiration date.  2. Attach BOR Endorsement and correspondence to the **ZCAN** activity—update the description.  3.The policy status will automatically update to **CNW or CRN** (based on the original status)  4. Close the **ZCAN** activity as **Unsuccessful** and select the **Lost reason**; click Finish.  **Non-Download:**  1. Attach BOR & Correspondence to the **CBOR** activity—update the description.  2. Select Policy, then **ACTIONS** > **Issue Cancellation** – verify details.  3. The policy status will automatically update to **CNW or CRN** (based on the original status)  4. Click the **Close Open Activity** tab, close the **CBOR** activity as **Unsuccessful,** select **Lost - reason**, add notes, and click Finish. |

### Notice of Intent to Cancel from Carrier or Finance Company

**Notice of intent to Cancel for *Non-Payment*, N*on-compliance of Audit, Loss control requirements, Underwriting, Inspection, payroll not reported:***

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| 1. When NOC is received from a Carrier or Finance Company, click Policies in the left navigation panel. 2. Highlight the policy in question from the policy list view. 3. Click the **NEW** button in the top blue options bar and select Activity (or press F9) 4. Select the **CCN1** activity, and click Save & Go to Detail   A screenshot of a computer  Description automatically generated   1. The **CCN1** Activity auto sets to the Servicer 1: 2. If the NOC is for Non-Payment, update the Follow-up/Start date to the Date of Cancellation 3. If the NOC is for anything other than Non-Payment, update the Follow-up/Start date to match the date **CCN1** entered. 4. Drag and drop the Pending Cancel notice into **CCN1** Activity, and label the document per Naming Conventions 5. Add Notes and Click Finish 6. Follow the appropriate steps below based on whether the client made payment or provide the requirements.    1. If a rescission notice is received, drag & drop to the open **CCN1** activity on the Home Base. Update the description according to the Platform’s [naming conventions](#_Naming_Convention).       1. Right-click on the activity and select Close.       2. Mark as **Successful**       3. Add Final note (i.e., Payment received, or requirements met – cancel notice rescinded)       4. Click **FINISH**    2. If the client does not make payment or comply by the due date, drag & drop the carrier Final Cancel Notice to the open **CCN1** activity on the Home Base. Update the description according to the Platform’s [naming conventions](#_Naming_Convention).       1. Right-click on the activity and select Close.       2. Mark as **Successful –** If cancellation is not downloaded (the **CPOL** activity should be closed as Unsuccessful with **Lost - reason**)       3. Mark as **Unsuccessful** – If cancellation is downloaded.       4. Add Final note (i.e., Payment not received by the due date – carrier canceled)       5. Click FINISH    3. Cancel Policy in Epic following the [Cancel Policy Workflow](#_Cancel_Monoline_Policy), (*except the LPR is not required*)   **If Agency Bill Return Premium:**   * Create a $CRR activity with instructions on how to manage the funds when they are received * Return to Insured * Send to Finance Company * Hold funds on account |

## Policy Not Renewed Workflow

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| ***If a policy non-renews at expiration and is not rewritten with our Agency…Examples below:***   1. ***Insured calls/emails and states that he/she will not renew with our agency.*** 2. ***Non-renewal received from a carrier, and we are unsuccessful in rewriting with another carrier.*** |

### Mark Policy as Not Renewed

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| 1. Locate the Client account and Policy screen  2. From the Policy that will not be renewed, utilize either the F9 or New (+) and create a **GNRN** activity & set the Follow-up/Start Date to the expiration date of the policy   * 1. Add notes as to why the policy was not renewed or attach the non-renewal notice received from the carrier   3. When **GNRN** appears on Follow up/Start Date, go to the Policy screen and double click the policy that is not renewing  4. In the left panel, click **Servicing/Billing > Line.**   1. **Update the policy status to X-N/X-R** (Select based on original policy status) 2. **X-N** (Not-Renewed NEW) – The Policy was a new business. 3. **X-R** (Not Renewed REN) - The policy was a renewal 4. Click the X on the left navigation pane. 5. Close **GNRN** Activity as **Unsuccessful – Lost - Reason** 6. Click Finish |

## Policy Not Renewed for BOR

### Mark Policy as Not Renewed

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| 1. Locate the Client account and Policy screen  2. From the Policy that will not be renewed, utilize either the F9 or New (+) and create **GNRN** activity & set Follow-up/Start Date to the expiration date of the policy  a. Add notes as to why the policy was not renewed  4. When **GNRN** appears on Follow up/Start Date, go to the Policy screen and double click the policy that is not renewing  5. In the left panel, click **Servicing/Billing > Line.**  6. **Update the policy status to X-N or X-R** (Select based on original policy status)  a. **X-N** (Not-Renewed NEW) – The Policy was a new business.  **b. X-R** (Not Renewed REN) - The policy was a renewal   1. Click the X on the left navigation pane. 2. Close **GNRN** Activity as **Unsuccessful – Lost - BOR** 3. Click Finish |

## Policy Reinstated Workflow

### Reinstate Policy

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| **Download:**   |  | | --- | | **Download will automatically amend your policy/line status to Renewal. If the original policy status was other than Renewal, the status will need to be updated appropriately.**  **If a policy status is Cancelled, it will NOT show up on your expiration reports or create system-generated renewal activities.** |   1. Review the **Download Report** and/or open **ZREI** or **ZRNR** activities.  2. Download will **automatically** update the:  a. Service Summary Stage to **Reinstated**  b. Expiration date of the original **Expiration Date**   1. Policy Status to **REN** - **Renewal**   3. Policy status will need to be verified: from left navigation panel click **Servicing/Billing > Line** and update the policy status to the appropriate “New” or “Renewal” option:   |  |  |  |  | | --- | --- | --- | --- | | **NBR** | New - BOR | **REN** | Renewal | | **NEW** | New | **REW** | Renewal – Rewrite (First renewal w/new carrier) | | **NX1** | New – Cross Sell – Under 10K | **RX1** | Renewal – Cross Sell – Under 10K | | **NX2** | New – Cross Sell – Over 10K | **RX2** | Renewal – Cross Sell – Over 10K |   4. Mark the task on **ZREI** or **ZRNR** as completed and close Activity as **Successful**, add notes, and click Finish   1. If closed, reopen the **ZCAN or ZNON**Activity and close as **Successful**; add notes and click Finish. 2. If there is an original closed **CPOL or CBOR** Activity, reopen the Activity, then close as **Successful**; add notes and click Finish.   **Non-Download:**  1. From the client’s account, click Policies from the left panel  2. Select the CANCELLED policy to be reinstated  3. Click **ACTIONS > Reinstate**  4. Enter the date the policy was reinstated  5. Add Description  6. Click Finish  ~~7. Activity =~~ **~~REIN~~**~~: Add detailed notes as to why the policy was reinstated~~   * 1. ~~Close Activity Successful; click Finish~~   8. Verify the Policy Status was updated correctly per the original Policy Status  9. If there is an original closed **CPOL** or **CBOR** Activity, reopen theActivity, then close as **Successful** |

## Claims Workflow

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| Activity Code | Description |
| ACLM | System-generated activity is created when adding a new Loss under the Claims area in Epic |
| CCRF | Manually created activity for Claim Notification/Inquiry |
| CCRV | Manually created activity for Claim Review |
| GCLM | System-generated activity is created when a claim is added in CSR24 |

### Add New Claim

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| 1. Locate Account and navigate to Claims in the Left Navigation Pane. 2. Click **NEW** Claim    1. When receiving **claims download**, enter data in the required fields only. Download will populate the claims details.    2. If you are **NOT receiving claims download**, enter details in all fields manually. 3. Click Detail 4. **ACLM** Activity – leave open for follow-up.    1. Add notes (who, what, where, when, how, why, etc.) - Click Finish. 5. Click all the screens in the left Navigation Pane to enter claim details. 6. Click the X in the left navigation pane to close out of the claim detail. 7. Attach PDF documents, pictures, and correspondence from the Insured to the **ACLM** activity. 8. If a Loss Notice is required, please follow the steps to **issue Loss Notice**, highlight the claim, and click **ACTIONS > Issue Loss Notice**    1. To add pertinent pdf’s or pictures, select Forms/Attachments and click the Add button      * 1. Choose the Existing client document and click Continue      * 1. Locate the pictures/documents, check box, and click Finish.   2. Added pictures/documents will populate under the Loss Notice      * 1. Click the Distribution tab.   2. Select Contact (use the lookup button to locate)   3. Select Via (Print, Email) and enter additional details.   4. Click **Finish**   9. From Attachments, right-click Loss Notice to Edit Attachment Detail and add to the **ACLM** Activity  10. Repeat with the Email sent from the Distribution Manager. |

#### Claim Updates

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| 1. Double-click the Claim to open the left navigation pane. 2. Click the section to be updated (i.e., Claim Payments, Update Reserves, Enter Subrogation or Litigation Detail, etc.) 3. Click the X in the left navigation pane to close out the claim detail. 4. To add notes to the **ACLM** Activity:    1. Click once on the claim from the list view.    2. Mark as closed – Successful and click Finish |

#### Close Claim in Epic when Claim closed by Carrier.

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| 1. Select Claim 2. Click **ACTIONS > Close Claim**; add close date and click Finish. 3. With the claim highlighted, click **ACCESS > Activity – Open Activities**    1. Select the open **ACLM** Activity    2. Mark as Closed – Successful and click Finish |

### Claim Details

* **Servicing Section**
  + If adding an older claim, confirm current Account Producer and Servicer are selected.
  + In Policy Other, enter the name of the Claims Advocate who will be assigned to the claim
* **Insured/Contact Section**

Identification Section:

* Insured Location Code – Enter Location Code (if applicable)
* Report Purpose Code – Enter Claimant Name
* Jurisdiction – Enter State
* **Insured / Contact Section:**
* Insured Tab – Confirm Correct Insured is selected
* Contact Tab – Click on Magnifying Glass and select Insured Claim Contact
* If the contact is not listed, add information manually
* Authority Contacted – Enter Police Report data on this tab (if applicable)
* **Litigation Section (if applicable)**
* Add Case #, Court and Date Served
* **Additional Parties Section**
* Add all parties to claim here and they will pull to other sections of the Loss Notice
* Claimant, GC, Subcontractor, Driver, Injured parties, Witnesses, etc.
* **Continue to Coverage Section (Line of Business in BOLD beneath Payments/Expenses)**

*\*Note: Only complete this section if it relates to reporting the claim. If an incident report or DWC-1 form is available to send to the carrier or claim has already been reported, no need to complete the details in this section.*

* **Loss Section** – Add and/or confirm loss location and description \*

*\*Description on Acord Loss Notice pulls from this section and does not auto-update if the Claim Summary is updated.*

* **Policy Section** – Verify coverage/deductibles are correct (View Policy Detail)
* **Injured** – Complete if any injured parties.
* **Property Damaged** – Complete for Owner of Property and note what was damaged.
* **Witnesses** – Add any witnesses
* **Remarks** – Add any additional information on claims
* If to be printed on the form with claim notice, check the box ‘Print on Form’

## Client Contracts/Services Workflow

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| **\*\*This area allows the recording of fee-based agreements. These are used for Service/Consulting Agreements and fees in Lieu of Commission Agreements.**   1. Locate the Client Account 2. On the left Navigation Pane, click Client Contracts 3. Click Services 4. Click the **ADD** button. 5. Select a **Service Code** from the dropdown menu.  |  |  |  |  | | --- | --- | --- | --- | | **CODE** | **DESCRIPTION** | **DEPARTMENT** | **PROFIT CENTER** | | **\*FLC** | CL Fee in Lieu of Commission | Match Policy | Match Policy | | **CCPF** | Captive Placement Fee | Match Policy | Match Policy | | **HCSA** | Compliance Services – Annual | SRV | CHS | | **HCSP** | Compliance Services – Project (NR) | SRV | CHS | | **HHRA** | HR Services – Annual | SRV | CHS | | **HHRP** | HR Services – Project Specific (NR) | SRV | CHS | | **RFLL** | Farm Labor Contractor License | SRV | RMG | | **RFLC** | Farm Labor Contractor Class | SRV | RMG | | **RCLA** | Claim Services & Consulting – Annual | SRV | RMG | | **RCLP** | Claim Services & Consulting – Project (NR) | SRV | RMG | | **RCMA** | Certificate Management Services – Annual | SRV | RMG | | **RCMP** | Certificate Management Services – Project (NR) | SRV | RMG | | **RCTA** | Contract Review – Annual | SRV | RMG | | **RCTP** | Contract Review – Project (NR) | SRV | RMG | | **RFZ1** | Flood Zone Correction (NR) | SRV | RMG | | **RPCA** | P&C Insurance Coverage Analysis (NR) | SRV | RMG | | **RRMA** | Risk Management – Annual | SRV | RMG | | **RRMP** | Risk Management – Project (NR) | SRV | RMG | | **RSSA** | Safety Services & Consulting – Annual | SRV | RMG | | **RSSP** | Safety Services & Consulting – Project (NR) | SRV | RMG | | **RTSA** | Technology Solutions – Annual | SRV | RMG | | **RTSP** | Technology Solutions – Project (NR) | SRV | RMG |  1. Enter the Contract number, if applicable  ***NOTE: When adding a New Service and including billable fees if there isn’t a policy association, be sure to add #NEW in the Contract Number field. At Renewal remove.*** 2. Enter the Description of the Service provided. 3. Enter the term of service from the dropdown menu and the inception and expiration dates 4. The inception and Expiration date should match what is on the fee agreement signed by the client. 5. If there isn’t an expiration date, use the month and day of the inception and make the year 9999. 6. If a single event, the Term should be Other, and the inception and expiration date should be the date the service will be performed. 7. **Enter the correct Agency/Branch, Department & Profit Center.** 8. Click DETAIL 9. Add Type of Fee (Flat or Hourly) 10. Enter contracted fee / contracted hours as needed. 11. Click the **Association** tab: Click ADD to associate this service with existing client policy(ies) 12. Click the **Itemizations** tab: Click ADD   a. Enter the description of the service  b. Name of the person who provided the service  c. Account Contact  d. Mileage (if applicable)  e. Hours of service provided  f. Hourly rate  g. Calculate total   1. Click the Servicing Tab:    1. Enter Product Producer & Product Servicer 2. Click the PR/BR Commissions Tab:   a. Click ADD if someone should receive a commission on the service fee and enter their commission and production credit percentage.   1. Click Attachments from the left Navigation Pane and click the **ADD** button to add any attachments associated with the service (i.e., Service Contract, etc.) 2. When finished, close the Service from the left Navigation Pane. 3. Create an Accounting Activity that corresponds with the Client Contract/Service    1. Highlight Service>Click F9 to add Manual Activity    2. Attach the signed fee agreement for INVO team to provide the invoice. 4. Once a Service Contract is expired, close the contract – **Actions>Close Service**   **Renew Fee or Service**  1.Change Services View from Open to Closed and locate the service to renew.  2. Highlight service and right-click or Actions>Renew Service.    3. **Default –** Choose all areas to be defaulted and click **Detail**   1. Follow the workflow above to update all areas of the Service. |

# JOB AIDS

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Description automatically generated

## JA.1 DocuSign Integration

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| **From Attachments in the Client’s account**:   1. Right-click the attachment and select **Send to eSignature.**   A screenshot of a computer  Description automatically generated   1. A screenshot of a login form     Description automatically generatedA screenshot of a login screen     Description automatically generatedLog into **DocuSign** using your email address and password. 2. Allow DocuSign permission to integrate with Epic.   A screenshot of a computer  Description automatically generated   1. Select an Epic Contact; click the TO button.   A screenshot of a computer  Description automatically generated   1. Please wait while Epic directs the document to DocuSign for signature fields. 2. Add appropriate fields for signature, date, text, etc. by dragging and dropping them onto the document.   A close-up of a document  Description automatically generated   1. If using a template, remove the extra recipient. Actions>Edit Recipient. A computer screen shot of a application     Description automatically generated 2. Once finished, select Actions>Edit Message.   A computer screen shot of a application  Description automatically generated   1. Edit the email subject line and personalized message to client and select Done.   A screenshot of a application  Description automatically generated   1. Select Send in the top right or bottom right corner when finished.   A application form with text and numbers  Description automatically generated   1. DocuSign will redirect you to sign into your account to manage your envelopes. Closeout when finished. |

## JA.2 Proofs of Insurance

### Auto ID Cards

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| 1. Select Policy 2. **ACTIONS >** **Issue Auto ID Card** 3. Highlight the appropriate vehicle—make sure there’s a **Y** under the Issue Column or Click Select to Issue if not. 4. Click the Distribution Tab 5. Select Contact (use a magnifying glass to locate) 6. Select Via (Print, Email, Fax) and enter additional details. 7. Click **Finish**      1. To Issue a Fleet ID card click the pencil on the left and using the drop-down arrow choose Fleet Card, click select to Issue and Finish.   A screenshot of a vehicle registration form  Description automatically generated |

### Evidence of Property Insurance

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| 1. Locate Account 2. Click the **NEW** button—**Proofs > Evidence.** 3. Select the appropriate ACORD form; enter a Title. 4. Under Type, select the appropriate policy and service summary row. 5. Click Detail 6. Click each section and enter details. 7. When completed, click **ACTIONS >** **Issue Evidence.** 8. Click the Additional Interest Distribution Tab    1. Select Contact (use the magnifying glass to locate)    2. Select Via (Print, Email, Fax) and enter additional details.    3. Click Finish 9. Click the X in the Navigation Panel to close the EPI. |

#### Renew Evidence

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| * + - 1. Locate Account       2. Click Proofs of Insurance from the Navigation Panel       3. Select Evidence       4. Highlight the appropriate EPI.       5. Click **ACTIONS** > **Renew Evidence**   1. Select the renewal policy and service summary row.   2. Select the lines of business to include.   3. Check the defaults to include.   4. Click **Detail** |

#### Issue Single / New Additional Interest

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| * + - * 1. Locate Account         2. Click Proofs of Insurance and edit the appropriate EPI.         3. Highlight the additional interest—click the **ADD** button to add new AI and detail.         4. Click **ACTIONS > Issue Singe Additional Interest**         5. Uncheck Insured if not needed. Verify AI distribution.         6. Click **Finish** |

### Certificate Processing in Epic

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| Activity Code | Description |
| CCOI | Manually created activity utilized for mid-term requests for a Certificate, either from the Insured or Certificate Holder |
| C-CR | Manually created activity utilized for Automation (Bots) for Certificate issuance (Do Not Use) |
| CCER | Manually created activity utilized for Certificate Renewals |
| CCTR | Manually created activity utilized for Certificate Contract Review |
| CERT | System-generated activity created when a Certificate (s) is issued – set to close successfully |
| GCOI | System-generated activity created when a Certificate (s) is issued from CSR24 – set to close successfully |
| GCRQ | System-generated activity created when a Certificate (s) is requested from CSR24 |

#### Step 1: Add Master Certificate Template

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| 1. Locate Client 2. Highlight the client on the **Locate** screen and click **Proof of Insurance** on the left navigation pane. 3. Under the Certificates – Liability Section, click the **ADD** button.      1. Select the ACORD type and enter a title (i.e., 2022-23 Master Certificate)      1. Click **DETAIL** at the bottom right. 2. Verify the Insured’s name and address. 3. On the left panel, click **General Liability** to build the GL template 4. Click the **ADD** button under **Available Templates** 5. Click the dropdown in the **Line of Business** field and select the current GLIA policy. 6. Enter a **Description** (i.e., GL 2022-23) 7. The limits will pull in from the policy detail. If not, go back to the policy detail and enter the coverage and limits detail first before creating the certificate templates. 8. Be sure to check the **Default Template** box to ensure the limits will pull in for each Certificate Holder added.      1. Repeat the process for the Auto Liability, Excess Umbrella Liability, Work Comp Liability, etc.            1. Under **Descriptions of Operations** on the left panel, enter the descriptions of operations here if the language pertains to **ALL** certificate holders. Any holder-specific language should be entered at the Holder level.      1. Adding **Attachments** at the master level means the attachment pertains to **ALL** certificate holders. If attachments are holder-specific, add them at the holder level only. |

#### Step 2: Add Certificate Holders

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| 1. To add **Holders**, click Holders on the left navigation pane.      1. If the **certificate holders** exist on another Certificate Master in this account, they can be copied by clicking the **Copy from Another Certificate Link** at the top right of the screen.     1. Select the Master containing the holders needed and then select which holders to copy. The holder description of operations and attachments existing on the other master can also be defaulted.      * 1. Click Finish  1. To add a new holder, click the **ADD** button under Holders.      1. Enter the name, address, and distribution method of the new Certificate Holder. Templates will default.      1. Click the **Description of Operations** tab and enter **holder specific** description of operations. If adding language to the summary field, be sure to check the box to Print Holder Summary so it will appear on the certificate. There is also room below this field to add more detailed information if needed.      1. Click the **Documents Attached** tab to attach **holder-specific** attachments, such as an Additional Insured coverage form. Click the **Holder Details** tab and select the appropriate checkboxes as needed. 2. Verify the **Named Insured**. If it is different from the client’s name, click the magnifying glass to select the appropriate Named Insured from the **Contacts** area of the client’s account. |

#### Step 3: Issue Certificate

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| 1. From the **Certificates** list view, select the appropriate **Master** and **Holder**      1. Click **ACTIONS > Issue Certificate** for multiple holders, or **Issue Single Holder** for one holder.      1. Enter a **Contact Name** (required) from the dropdown list. 2. Click the **Organization Contact** tab to verify the agency’s address and contact information. 3. Click the **Holder Distribution** tab.    1. Uncheck the client under **Distribute To**    2. Check the Holder and click on the holder to highlight. The information shown beneath the Distribute To list pertains to the highlighted item.    3. Be sure there is a **scanned signature** defaulted. This is a required field.    4. Enter **Delivery Options**. If emailing, the subject is a required field. The certificate delivery can also include a cc and bcc.    5. Click the **PREVIEW** button to preview the Certificate before sending.      * 1. Click Finish.  1. A System-generated Activity **CERT is defaulted to close Successful.** Click **Finish**. 2. A copy of the Certificate is attached automatically in the client’s Attachments. |