

Commercial Lines

Workflows & Procedures

*for*

Acrisure Midwest 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:   * Click the **View** menu at the top in the Microsoft Word toolbar * Checkmark **Navigation Pane**      * The left pane will open and show a listing of topics      * Click on the topic to jump to that section/page. * Hyperlinks within the document will lead to specific pages or Job Aids.      * 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 (Preferred)    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. |

## 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 updates in the background 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’s a clean connection to all services run 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,** be sure to 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** |

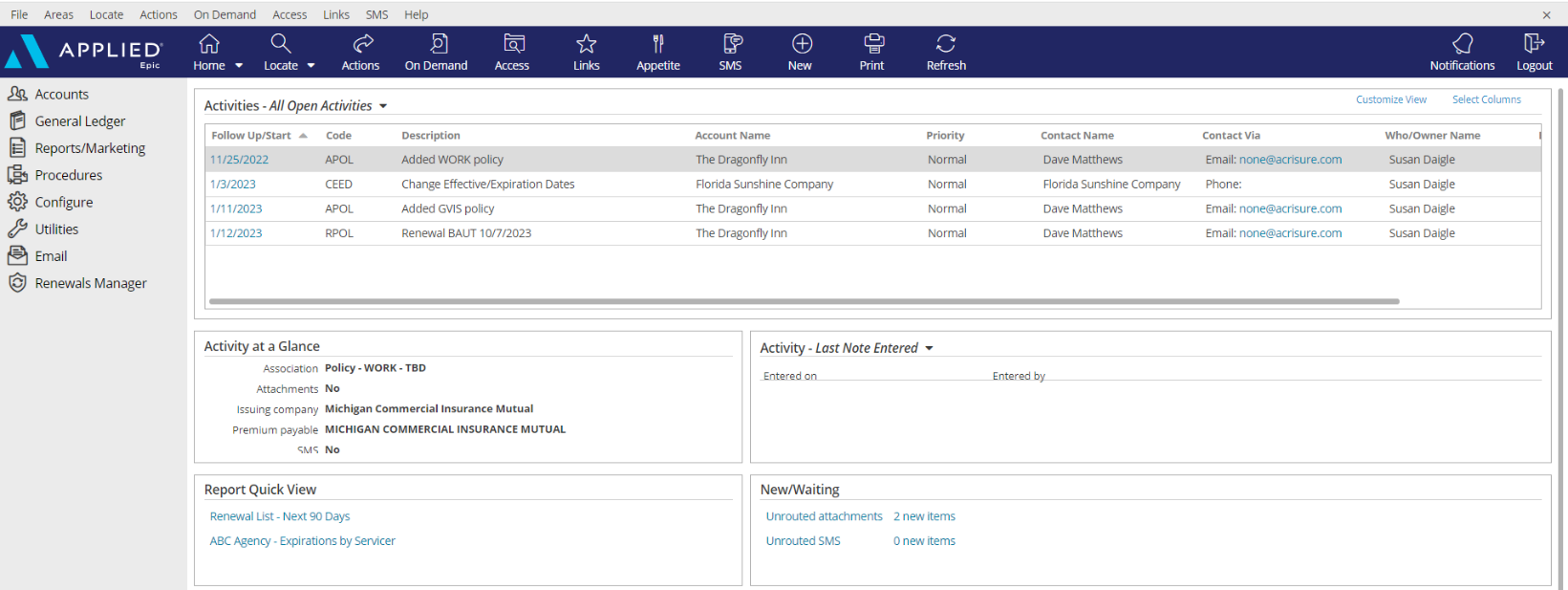
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| **Resource:** For recommendations on browser settings, please refer to your [**Welcome Kit**](https://acrisure.sharepoint.com/:w:/r/sites/AcriWorld/Shared%20Documents/Enterprise_Solutions_Center/Platforms/Midwest/Epic,%20CSR24%20%26%20Indio%20Resources/Welcome%20Kit/1MW%20-%20Welcome%20Kit%20vF%209.5.24.docx?d=wd00fd565c97f48af8d6fca435e5e5ee4&csf=1&web=1&e=biydGB). |

# EPIC BASICS

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## Home Base



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| 1. **Open Activities** (suspense, follow up, to-do list)    * Use “Select Columns” to add columns to your view.    * The position of the columns can also be changed by clicking and dragging the column headers to the desired location.    * 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 list of last 20 accounts accessed |

### Managing Unrouted Attachments from Home Base

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| *Servicers will receive Scanned mail in their Unrouted Attachments area. All Servicers are responsible to route the Client mail to the appropriate Activity in the Client’s account.*   1. From the New/Waiting area of the Home Base, click **Unrouted Attachments** 2. Displayed will be a list of items scanned and assigned to you to Route. 3. A preview of the highlighted item will appear on the right.   Graphical user interface, application, table  Description automatically generated   1. Highlight the item you want to manage then **Drag and Drop** to the appropriate client activity **OR** right click to get the below drop-down list of functions   A screen shot of a computer   * **Attach Image** – to attach the document to the client account or activity. * **Edit Details** – edit the description of the scanned item before you attach image to a client account or activity. * **Reassign** – reassign to another employee if the item was directed to you by mistake. * **Recycle** – if the item does not pertain to a client and you do not need to save it. * **Save to Downloads Folder** – save the scanned item outside of Epic. |

## 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 from 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** | * **Close Activity** – *follow up action is completed* * **Add Note** – *add notes related to the process which is still pending* * **Add Task** – *assign a portion of the activity process to someone else to work on* * **Change Follow-up Date/Time** – *if the deadline for completing the activity can be moved* * **Change Who/Owner** – *reassign the activity for someone else to take care of, which will move to their Home Base* * **View All Notes** – *Read all notes related to a specific activity process*   A screenshot of a computer  Description automatically generated   * **Take Ownership** – *If the activity is assigned to another person or a work group, 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** | * **Description** * **Owner** *–* *reassign the activity for someone else to take care of, which will move to their Home Base* * **Status** *– mark as cancelled, completed, in-progress or not applicable as needed* * **Start/Due date**s – *amend if the deadline for completing the task must be moved* * **Add Note** - *add notes related to the process which is still pending*A screenshot of a computer program    Description automatically generated |

## Client Accounts

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| **Best Practices:**   * Create two separate accounts if your client has both Personal and Commercial policies.   + All Individual policies in a person’s name should be in a Personal Lines Account   + All Company policies in a company name should be in a Commercial Lines Account   + All individual commercial type policies should go in a commercial client with the individual name   + Link the accounts using Relationships in the Account Detail Tab and by adding a Contact in both accounts. * If your client has both Benefits and Commercial Lines Policies. These accounts should be combined. * Commercial Lines Client Accounts can be combined only if there is **Common Ownership**. * Account name needs to be **legal name** of the business. *If multiple businesses have common ownership they can be listed inside of the same Client Account.* * **Each** company/additional named insured **NEEDS** to be listed as a **Separate Contact** in the Contacts Tab to ensure that it can be located. This is a Platform requirement. * Best practice for locating these accounts is Locating by: **Account/Business name**. This will ensure that anyone listed as a contact will be found. * Click Locate – Click on Select Columns field (far right) – Add The **Business column** which will ensure the Contacts with the business name you are Searching will populate.   ***Please note the above is not required for every commercial account. If you prefer to separate out these accounts to better keep track of your client, continue to do so. Use Relationships to Link common ownership policies which are not being combined into one account.*** |

### Locate Account

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| A blue sign with white text  Description automatically generated   * Click the **Locate** button to **search** for existing clients   **Locate Options:**   * + **Account/Business Name** – *contains full or partial account name*   + **Claims: Additional Party** – by involvement type, name, or phone number   + **Insurer Claim#** - must be exact & complete   + **Internal Claim#** - must be exact & complete   + **Date of Loss** – *range*   + **Last name, first name** – *begins with* and will search account detail name field and individual contacts   + **Lookup Code** – *begins with*   + **Phone Number** – must be exact & complete   + **Policy #** - *contains*   + **Prior Account ID** – *begins with* (from your prior system)   + **Relationship** – relationship type and then account name   + **Submission ID** – *begins with* (in marketing)   + **Vehicle Registration Number** * Click the **Locate** button to **add new** client accounts. * 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 |

### Commercial Lines Epic Data Standards

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## Contacts

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| Best Practices:   * Add **each** Additional Named insured/Contact into the Contacts tab. * Add FEIN or equivalent to Main Business Contact and **all** Named Insured’s. * Add Website for Client if known. |

### Contacts Overview

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| **Individual Contact** | This is an additional individual contact (person) on the account. Add known details inside the contact such as date of birth, 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 on the bottom left corner in the client’s account. |
| **Main Business Contact** | This is the **Primary Named Insured** on a Business account. This contact is added when an account is created. A Business Contact can be changed to a Main Business Contact by **ACTIONS > Change Main Business Contact**. A main business contact will require a NAICS number, website, and main business phone number. . ***Add FEIN or equivalent*** on the **Identification Numbers Tab**. An account can only have 1 Main Business Contact |
| **Category** | Contacts are categorized based on their relationship to the Account:   * Contact only (cannot be added to applications but can be included on templates/letters) * Policy only (can be added to applications but cannot be included on templates/letters) * Both Contact & Policy (can be added to applications as well as be included on templates/letters) |
| **Description** | Description is used to best represent the position or role of the contact. Select the appropriate description(s) for each Contact. **This is a required field.**  **C** – Carrier Contact, **F** – Family Contact, **I** – Insured Contact, and **L** – Location Contact. |
| **Contact**  **Classifications** | **Be sure to select** the appropriate contact classification.  **DM=Decision Maker; PC=Primary Contact**   |  |  |  | | --- | --- | --- | | \_\_User - Benefits Technology | \_Cyber (PC) | \_HR Leader | | \_\_User - CSR24/Portal | \_EB (DM) | \_Personal (DM) | | \_\_User - HR Portal | \_EB (PC) | \_Personal (PC) | | \_\_User – Indio | \_EB Compliance | \_Risk Management (PC) | | \_\_User - Insite Portal | \_EB Compliance Newsletter | \_Safety (PC) | | \_\_User – Succeed | \_EB Eligibility Contact | \_Surety (DM) | | \_\_User – Zywave | \_EB HRLS Compliance Summit | \_Surety (PC) | | \_\_User - Zywave LMS | \_EB Plan Admin | \_Work Comp (DM) | | \_Certificates | \_EB VIP | \_Work Comp (PC) | | \_Commercial (DM) | \_EB GA/Broker Contact | 401k Plan Administrator | | \_Commercial (PC) | \_EB Payroll Contact | Acrisure Webinars | | \_Cyber (DM) | \_EB Leave Management |  | |

## Sticky Notes

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| 1. Go Into Client Account 2. Add a sticky note by clicking the **NEW** button from the Blue Options Bar 3. Enter note 4. Collapse the note by clicking the double up arrows in the top right hand corner of the note. 5. Manage the Sticky Note by clicking the three vertical dots.      1. Delete the Sticky Note by clicking the X 2. 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 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 body of the email with full HTML functionality (change font size/color, add logos, pictures, change alignment, etc.) 6. **A screenshot of a computer     Description automatically generated**If the documents need to be sent to multiple recipients, use the blue **Apply To** link to apply the email to   all recipients   1. Click **Finish** to send |

### 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

### Faxing from Distribution Manager

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| As part of the normal workflow, when the ACORD form is ready to print/send, utilize **Distribution Manager** to send documents.   1. From the **Distribution** Tab, set delivery option to **email** 2. Select a “**From**” email address 3. In the “**To**” field, type **fax=1[fax number]@efaxds.com** 4. Enter **Subject** line (required) 5. Enter message, if needed      1. Click **FINISH** to send.   ***\*\*Use the same Fax Email Address listed above, if Faxing out of Outlook.*** |

## Attachments

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| There are various ways to create or attach existing documents to a client account.   * Attach an existing document * Create a new document * Generate a blank fillable Acord form   **\*\*PLEASE FOLLOW THE ATTACHMENT NAMING CONVENTION PROTOCOL** [**JOB AID**](#_Commercial_Lines_Naming_1)**\*\*** |

### 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 client uses CSR24 to obtain their documents)*    6. **Finish**   **Drag & Drop works with documents in Outlook (classic version only), network folders, desktop, 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 NEW Email Button in Outlook 2. Checkbox Attach to Epic Box 3. A screenshot of a computer     Description automatically generatedAdd Client Email Address in the To Field, Type Title in Subject Line and Type out body of 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. 8. Once all required fields are completed, Click Finish and email will be routed into Applied.   A screenshot of a computer  Description automatically generated  **Attaching Existing Email**   1. Right Click on 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 Client. Click Finish Once Account is found. 4. Uncheck the “Delete original after attaching” box 5. NOTE: If this box does not get un-checked, 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) for where the Email and/or documents should be attached to. 2. Once all required fields are completed, Click **Finish** and email will be routed into Applied. |

#### AI Email Summarization

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| Let Epic’s AI Email Summarization tool add activity notes while simultaneously attaching your email.   1. **A screenshot of a computer     Description automatically generated**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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| A screenshot of a computer  Description automatically generatedTo select a form letter:   1. Click the Attachments area in the Client account 2. Click the **ADD** button (+) 3. Select Document – click Continue 4. Select a **Template Folder** (i.e., Commercial) 5. 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 Form Fillable 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 form fillable application will download 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 | * **Convert to PDF** – *Converts any document to PDF format in two clicks; can also combine multiple documents into one PDF document* * **Distribute Attachments** – *Uses Distribution Manager to email documents to client contacts* * **Edit Attachment Detail** – *Edit description, association, access levels, and folder* * **Move Attachment** – *Move attachment to another account, folder, etc.* * Policy Checking (Do Not Use) * **Reactivate Attachment** – *Used to remove an attachment from the Inactive area* * **Send via CSIO eDelivery –** NOT APPLICABLE * **Send to eSignature** – *Launches DocuSign* * **Send Via Email** – *Emails attachment through Outlook* |

***\*\*PLEASE FOLLOW THE ATTACHMENT*** [***NAMING CONVENTION***](#_Commercial_Lines_Naming_1) ***PROTOCOL***

### Find and View Attachments/Documents

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| * **Important Policy Documents:** In the attachments list view, click the link “Show Only Important Policy Documents” to view all documents being previously marked as “Important”   To revert to all documents, click “Show All Documents.” This link serves as a filtering tool.     * **Filters:** Choose a filter: Ex. Attached within 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   * **Mark as an Important Policy Document** * Attaching a document to a POLICY will automatically check the box * Use this feature to quickly find important documents such as policy dec pages, audits, endorsements, or other important documents.   ***A screenshot of a computer  Description automatically generated*** ***NOTE: the Access button can also be used to filter attachments. Example: Highlight policy, Access/Attachments then only the attachments associated with the highlighted policy will be seen.***  Remove description and update using Platform [Naming Convention](#_Commercial_Lines_Naming_1)  Check the Client Accessible box to make an attachment available in the client portal (CSR24)  Select the appropriate access level for security |

### Folder View

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

### Access Filter

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

## Policy Basics

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

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| * **ICO:** The Issuing Company is the writing company that is displayed on the policy DEC page. * **PPE:** The Premium Payable Entity should be the carrier or broker that is paying direct bill commission or invoicing for premium. * **Example:**   + ICO = Travelers Property Casualty Company of America   + 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 Issuing Company (ICO)

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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   * Use the dropdown to select the correct Issuing company * Doing so will default the correct Premium payable entity * 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 delay of payment being applied and potential NOC.** |

**When your PPE is a Broker**

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| A screenshot of a computer  Description automatically generated   * Use the dropdown to select the correct Issuing company * Change the Premium payable from CA to BR and select the appropriate Broker * 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 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 policy. Each service/action taken will be reflected in the Service Summary Row area in the sequential order they occurred.* |

#### Viewing Service Summary Rows

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| 1. Click **Policies** from the Left Navigation Panel 2. Click to Highlight the **Policy** to view the Service Summary. The most recent Service Summary Row will automatically highlight. 3. To view a different Service Summary Row, Click to highlight.   ***NOTE: If the Policy is a Package Policy, Highlight one of the lines under the policy header to view the Service Summary Row. If the CPK1 is selected, no SSR’s will display.***  A screenshot of a document  Description automatically generated |

#### Comparing Service Summary Rows

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| *Having multiple Service Summary Rows to view, allows us to see a current view of the Policy details. We can use these details to compare the changes made between one Service Summary Row and another.*  To compare Service Summary rows:   1. Go to [Blue Options Bar](#_Home_Base) 2. Click **ON Demand>Service Summary Comparison** |

#### Service Summary Stages

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| *The list below explains the various Service Summary Stages.*   * **In Process** – Policy details are not complete, and the application is open for edits * **Submitted** – It has been sent to the carrier for action and the application or endorsement is now locked down * **Issued** - Policy or endorsement has been issued by the carrier or confirmation of coverage received from carrier * **Not Issued** – Use only if policy or endorsement has not been issued by the carrier and it was previously in submitted stage * **Cancelled** – Cancellation has been confirmed by the carrier * **Migrated** – One time use for conversion and simulates the stage of submitted   ***Important: Confirm the Correct Status of the policy reflects the Current Stage of the Policy.*** |

### Change Policy Dates

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| 1. Select Policy 2. **ACTIONS** **> Change Effective/Expiration Dates** 3. Enter new dates (Note: Service Summary Row Dates may need to be updated as well)   A screenshot of a computer  Description automatically generated   1. Activity **CEED** - Change to Closed if no follow-up needed |

### 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: To Another Account - or - To Current Account 4. Enter the Lookup Code of the Other Account (if copying To Another Account) 5. Fill in structure and policy detail 6. Click Detail 7. Policy has now been copied. Enter additional details as needed. |

### Merging Duplicate Accounts

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| A screenshot of a computer  Description automatically generated*When we have a duplicate account, we need to follow the flow of our Navigation Pane inside of the duplicate client account which we are deprecating.*  * **Account Detail Tab:** Link the relationship with the account we are keeping. * **Contacts:** Move Contacts to the account we are keeping. * Create any open **Client Contracts** in Primary Client Account * [Copy Policies](#_Copy_Policy_1) to Primary Account and [Cleanup Duplicate Policies](#_Copy_Policy). * *Contact Platform Accounting for help moving* **Transactions** *to Primary Account.* * Move **Attachments** to Primary Account. * Create Open **Claims** in Primary Account. * Create Open **Activities** in Primary Account. * *Once activities and transactions are closed in Duplicate Account*, Inactivate Duplicate Client by going to Account Detail Tab: Actions > Inactivate/Reactivate Client |

### Cleanup – Duplicate Policies

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| *Invalidate and Remove a Duplicate Policy if the policy is in* ***ISSUED*** *stage:*   |  |  | | --- | --- | | 1. Double click into Policy 2. From the Navigation Panel, click **Servicing/Billing > Policy** 3. Update Policy Number: **DNU\_(Original Policy #)** *Example: DNU\_60114512512* 4. **Click > Line** and Change the **Policy Status** to **ZER (Created in Error)** 5. Click Categories/History Tab: Add Agency Defined Category of **Manual Renewal Clean Up** 6. Click the X on the left navigation panel to close the policy 7. Select **Actions > Change Effective/Expiration Dates**   (If a Popup appears click, **YES**)   1. Change the Expirations date to match the Effective **date plus one day** 2. Click **FINISH** 3. On the **CEED** activity, mark as **Closed/Successful**, click **Finish** 4. Repeat steps 1-9 for all policies being invalidated. | A screenshot of a computer  Description automatically generated  A screenshot of a computer  Description automatically generated |   *Inactivate a Duplicate Policy if the policy is in* ***In Process, Submitted or MIGRATED*** *stage:*   |  |  | | --- | --- | | 1. Double click into Policy 2. From the Navigation Panel, click **Servicing/Billing > Policy** 3. **Click > Line** 4. Click Categories/History Tab: Add Agency Defined Category of **Manual Renewal Clean Up** 5. Click the X on the left navigation panel to close the policy 6. Click **ACTIONS > Issue/Not Issue Policy** 7. Add **“DNU\_”** to the beginning of the policy number 8. Change the Expiration date to the same as the Effective date 9. Change the Status to **ZER** 10. Click **“NOT ISSUE”** policy 11. Click **Finish** | A screenshot of a computer  Description automatically generated | |

### Print Application

|  |
| --- |
| 1. With the policy selected, click **ACTIONS** **> Review Application** 2. Click the **Distribution** Tab    1. Select Print as the distribution method    2. Click **Finish** button      * 1. A pop-up will come up to allow you to Click to Print.   ***NOTE: Do not use the PRINT button – this function prints a watermarked “House Copy”*** |

### ACORD Application Prefills

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

### Multi-Year Policies

|  |
| --- |
| * The way multi-year policies are set up in Epic is dependent on when premium is billed/collected. * If premium is collected at policy inception for the entire policy term, add the policy with an expiration date showing the true end of the policy term.   *Example: Jane Smith has a three-year Liability policy. The carrier is collecting the full premium 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, 2020, to January 1, 2023.*   * If premium is collected EACH YEAR on a multi-year policy, add the policy with a one year effective/expiration date. At the end of the first year, renew the policy and bill the second-year premium. The policy would continue to be renewed until the end of the multi-year policy term.   *Example: Michael Jones has a three-year Liability policy. The carrier is collecting a third of the premium for the first year, a third of the premium for the second year, and a third of the premium for the third year. The policy would be entered into Epic as an annual term (i.e., January 1, 2020, to January 1, 2021). At the end of the first year, the policy would be RENEWED, and the second third of the premium would be billed. Policy would need to be renewed each year for three consecutive years.*  ***\*\*Important: Policy Effective/Expiration Dates must match the Dec Page and follow the*** [***Epic Data Standards***](#_Commercial_Lines_Epic_1)***.*** |

### Continuous Policies (Policies which do not Expire)

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

### Agency Defined Categories (ADC)

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| |  | | --- | | **Policy Level ADCs** | | Manual Renewal Clean Up | | Monoline to Package Conversion Cleanup | | Multi-Year Term | | No Premium Policy | | One Time Policy |   **Adding an Agency Defined Category to a Policy:**   1. Click the Policies Tab on the Left Navigation Panel. 2. Double Click into Policy Shell 3. Click on **Servicing/Billing** 4. Click on **Line** 5. Select **Categories/History** Tab 6. Click **+** Button and select Agency Defined Category   ***If a Policy Type Description states (NR) this indicates it is Non-Recurring coverage. An Agency Defined Category is not needed for these Policy Types.*** |

### Managing Potentially Missed Renewals Report

|  |
| --- |
| This report shows Policies with Expiration dates that have passed and have not taken one of the actions below. All Policies Identified on the report need to be addressed to ensure coverage was not ended by mistake and that the policies truly were not to be renewed.  *If the Renewal Term* ***is*** *in EPIC:*   * **Add an ADC to the Expiring Line(s)** – If the policy is manual renewal clean up or conversion clean up, an [Agency Defined Category](#_Agency_Defined_Categories_1) (ADC) may be required.   *If the Renewal Term* ***is NOT*** *in EPIC:*   * **Add an ADC to the Expiring Line(s)** – If the policy is a one-time policy, multi- year policy, or no premium policy an [Agency Defined Category](#_Agency_Defined_Categories_1) (ADC) may be required instead of following one of the three actions below*.* * **Actions > Cancel –** Canceling the expiring term when the client is not continuing the coverage/policy with their existing carrier is required. Follow the [Cancellation Workflow](#_Cancel_Policy_Workflow_1). * [**Policy Not Renewed**](#_Cancel_Policy_Workflow) **Workflow** – If the coverage was not replaced Policy Status is required to be updated. * **Actions > Renew** – Continuing the policy lineage for all [Renewals](#_Renew_Policy_Workflow) and [Rewrites](#_Rewrite_Policy_Workflow), when we are not using the Marketing Module or Epic Quotes is required. *Do not click the + button to add a new policy shell when switching to a new carrier for the same risk.*   *Once action has been taken re-run your Quick View Report to confirm the policy lines have fallen off your Missed Renewal Report.* |

# 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) |

## Structure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **AGENCIES** | | | | |
| **1MW** | Acrisure Midwest Partners Insurance Services LLC | | | |
| **BIL** | Bilbrey Insurance Services, LLC | | | |
| **FRA** | Fischer Rounds Real Estate LLC | | | |
| **BRANCHES** | | | | |
| **1MW** | MW – Wisconsin | | | |
| **2MW** | MW – Illinois | | | |
| **3MW** | MW – Minnesota | | | |
| **4MW** | MW – Iowa | | | |
| **5MW** | MW - North-South Dakota | | | |
| **6MW** | MW – Nebraska | | | |
| **7MW** | MW – Missouri | | | |
| **8MW** | MW – Kansas | | | |
| **BEY** | Beyer Insurance Agency | | | |
| **BIL** | Bilbrey Insurance Services, LLC | | | |
| **ESV** | Exseptional Services | | | |
| **FRA** | Fischer Rounds Real Estate LLC | | | |
| **GB1** | Gibson Insurance Group | | | |
| **HRT** | Hartauer | | | |
| **MWW** | Midwest Wholesale | | | |
| **MZB** | Mitch Zieler Book | | | |
| **OSB** | OSBA Program | | | |
| **PFT** | Priority First Insurance | | | |
| **RWC** | RWC Insurance Group | | | |
| **SCA** | Schol & Associates | | | |
| **SCH** | Jeff Schneiderman Book | | | |
| **TSK** | TASK Insurance Group | | | |
| **DEPARTMENTS** | | | | |
| **BND** | | All Bond Policy Types | | |
| **CLL** | | Commercial - Large (10K+ Total Annual Revenue for Account) | | |
| **CLM** | | Commercial - Middle (2.5k-10K Total Annual Revenue for Account) | | |
| **CLS** | | Commercial - Small (<2.5k Total Annual Revenue for Account) | | |
| **PROFIT CENTERS** | | | | |
| **AGR** | | Agriculture | **NON** | Non Profits |
| **BND** | | Bonds | **PLP** | Professional Lines |
| **COM** | | Commercial | **PUB** | Public Entity |
| **CPG** | | Construction | **REG** | Real Estate |
| **HBT** | | Habitational | **TRA** | Transportation |
| **HCR** | | Health Care | **WAR** | Warehouse /Distribution |

## Client Account

### 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 - Tradeshow | | 4. Other/Unknown | | 5. Win Back | | 6. Call In/Walk In | | 7. Campaign - Encompass CC | | Z. Update Needed | | **Account Source is a Required Field.**  **Be sure to select the appropriate Source for tracking and reporting purposes.**  If the policy source is unknown,  select “**Update Needed**” to update at a later time. |

### Servicing Roles

|  |  |  |  |
| --- | --- | --- | --- |
| **Epic Servicing Role** | **How the Role is Used** | **Policy Types** | **Client Contract** |
| External Service Team | For P&C, this field will reflect the Carrier Service Center and for EB, to track the GA on the policy | All Types | No |
| Marketing | Individual responsible for carrier placement marketing of policies | All Types | No |
| P&C Producer 1 | Primary P&C Client Advisor on the account | PL & CL | No |
| P&C Producer 2 | Additional P&C Client Advisor on the account | PL & CL | No |
| P&C Servicer 1 | Primary P&C Account Manager servicing the account | PL & CL | No |
| P&C Servicer 2 | Secondary P&C Servicer/Assistant Account Manager/Account Coordinator *This may also be a carrier service center listed for call routing* | PL & CL | No |
| P&C Claims | Dedicated P&C Claims Representative on the account | PL & CL | No |
| P&C Account Executive | Primary P&C Account Executive on the account | PL & CL | No |
| Surety Producer | Primary Surety Client Advisor on the account/bonds | Bonds | No |
| Surety Servicer | Primary Surety Account Manager servicing the account/bonds | Bonds | No |
| EB Producer 1 | Primary EB Client Advisor on the account | EB & L&H | No |
| EB Producer 2 | Additional EB Client Advisor on the account | EB & L&H | No |
| EB Servicer 1 | Primary EB Account Manager servicing the account | EB & L&H | No |
| EB Service 2 | Secondary EB Servicer/Assistant Account Manager/Account Coordinator | EB & L&H | No |
| EB Account Executive | Primary EB Account Executive on the account | EB & L&H | No |
| Non-Insurance Producer | P&C or EB Client Advisor selling Non-Insurance products (i.e. PEO/Title/Cyber) | Other | No |
| Non-Insurance Servicer | P&C or EB servicer responsible for managing the Non-Insurance products in Epic (i.e. PEO/Title/Cyber) | Other | No |
| CRM Relationship Manager | Individual responsible for managing the overall client relationship across all lines | No | No |
| Contract Producer/Consultant | P&C or EB Primary Client Advisor providing a Service (for a fee or otherwise) | No | Yes |
| Contract Servicer | P&C or EB Primary Account Manager responsible for managing the client contract/service in Epic | No | Yes |

## Policies

### Policy Sources – REQUIRED FIELD

|  |  |
| --- | --- |
| 0. Cross Sell-Platform | **Account Source is a Required Field.  Be sure to select the appropriate  Source for tracking and reporting purposes.**  If the policy source is unknown, select “**Update Needed**” for update at a later time. |
| 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 - 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 - Tradeshow |
| 3. Marketing - Telemarketing |
| 5. Win Back |
| 6. Call In/Walk In |
| 7. Campaign - Encompass CC |
| Z. Update Needed |

### Policy Types

*Description of NR, indicates the policy is Non-Recurring and no* [*ADC*](#_Agency_Defined_Categories_1) *is required for these Policy Types*

#### Bond Policy Types

|  |  |  |
| --- | --- | --- |
| **Code** | **Description** | **Application Type** |
| **BCM1** | BOND Commercial | 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 |
| **BLIC** | BOND License & Permit | Surety Report Detail |
| **BFI2** | BOND Fidelity / ERISA | < None > |
| **BMAI** | BOND Maintenance (NR) | Surety Report Detail |
| **BNOT** | BOND Notary | Surety Report Detail |
| **BPER** | BOND Performance & Payment (NR) | Surety Report Detail |
| **BPOF** | BOND Public Official | Surety Report Detail |
| **BREG** | BOND Registration Issuance | Surety Report Detail |
| **BROF** | BOND Roofing (NR) | Surety Report Detail |
| **BSUB** | BOND Subdivision | Surety Report Detail |
| **BTRE** | BOND Treasury | Surety Report Detail |
| **BUTI** | BOND Utility | Surety Report Detail |

#### Agriculture Policy Types

|  |  |  |
| --- | --- | --- |
| **Code** | **Description** | **Application Type** |
| **YCBA** | CROP - Barley | < None > |
| **YCCO** | CROP - Corn | < None > |
| **YCGS** | CROP - Grain Sorghum (Milo) | < None > |
| **YCOA** | CROP - Oats | < None > |
| **YCPA** | CROP - Pasture, Rangeland, Forage | < None > |
| **YCRC** | CROP - Rice | < None > |
| **YCRE** | CROP - Replant Extra | < None > |
| **YCRP** | CROP - Revenue Price Option | < None > |
| **YCSO** | CROP - Soybean | < None > |
| **YCWH** | CROP - Wheat | < None > |
| **YL-1** | Livestock - Feeder Cattle | < None > |
| **YL-2** | Livestock - Fed Cattle | < None > |
| **YL-3** | Livestock - Milk Production | < None > |
| **ALIA** | Agriculture Liability | Agri-Business Liability |
| **APK1** | Agriculture Package - AG | < None > |
| **APP** | Agriculture Personal Property | Agri-Business Schedule and Unscheduled Personal Property |
| **APRO** | Agriculture Property | Agri-Business Property Section |

#### Commercial Lines Policy Types

|  |  |  |
| --- | --- | --- |
| **Code** | **Description** | **Application Type** |
| **APK2** | Agriculture Package - CL | < None > |
| **AV00** | Aircraft | CF Aviation |
| **AVDR** | Aviation Drones/UAV | < None > |
| **AVGL** | Aviation General Liability | < None > |
| **CACA** | Active Assailant | General Liability Detail - Simplified |
| **CACH** | Commercial Accident & Health | CF AD&D / Travel Accident |
| **CADD** | Commercial AD&D | CF AD&D / Travel Accident |
| **CANI** | Animal Mortality | CF Animal Mortality |
| **CAU1** | Business Auto | Business Auto Detail |
| **CAU2** | Business Auto - Excess | Business Auto Detail |
| **CAU3** | Commercial Recreational Vehicle | Business Auto Detail |
| **CAU4** | Business Auto - Physical Damage | Business Auto Detail |
| **CBAI** | Bailee | Property Detail |
| **CBM** | Boiler & Machinery | Boiler & Machinery Detail |
| **CBOB** | Bobtail | Truckers/Motor Carriers Detail |
| **CBOP** | Business Owners Policy | Business Owners Detail |
| **CBR** | Builders Risk | Installation/Builders Risk Detail |
| **CCL1** | Cyber Liability | Cyber Liability |
| **CCL3** | Cyber Liability - Excess | < None > |
| **CCOW** | Control of Well | < None > |
| **CCRM** | Crime | Crime Detail |
| **CCRP** | Crop & Hail | < None > |
| **CDIC** | Difference In Conditions | Property Detail |
| **CDO1** | Directors & Officers | CF Directors & Officers |
| **CDO2** | Directors & Officers - Excess | CF Directors & Officers |
| **CE01** | E&O | CF Errors & Omissions |
| **CE02** | E&O - Accountants | CF Errors & Omissions |
| **CE03** | E&O - Architects & Engineers | CF Errors & Omissions |
| **CE04** | E&O - Bankers | CF Errors & Omissions |
| **CE05** | E&O - Contractors | CF Errors & Omissions |
| **CE06** | E&O - Lawyers | CF Errors & Omissions |
| **CE07** | E&O - Med Mal | CF Errors & Omissions |
| **CE08** | E&O - Miscellaneous | CF Errors & Omissions |
| **CE09** | E&O - Public Officials | CF Errors & Omissions |
| **CE10** | E&O - Pension Trustee | CF Errors & Omissions |
| **CE11** | E&O - Excess | CF Errors & Omissions |
| **CE13** | E&O - Clinical Trials | CF Errors & Omissions |
| **CE14** | E&O - Education Legal Liability | CF Errors & Omissions |
| **CE15** | E&O - Transportation Brokers | CF Errors & Omissions |
| **CE16** | E&O - Property Managers | CF Errors & Omissions |
| **CEBL** | Employee Benefits Liability | < None > |
| **Code** | **Description** | **Application Type** |
| **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 | < None > |
| **CEP1** | Employment Practices Liability | CF Employment Practices Liability |
| **CEP3** | Employment Practices Liability - Excess | < None > |
| **CEQ** | Commercial Earthquake | Property Detail |
| **CEQU** | Equine | CF Animal Mortality |
| **CERP** | Extended Reporting Period | General Liability Detail - Simplified |
| **CFGL** | Foreign General Liability | General Liability Detail - Simplified |
| **CFL** | Fiduciary Liability | CF Fiduciary Liability |
| **CFL0** | Fiduciary Liability - Excess | CF Fiduciary Liability |
| **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** | General Liability - Project Specific (NR) | General Liability Detail - Simplified |
| **CGL4** | General Liability - OCIP / Wrap (NR) | General Liability Detail - Simplified |
| **CGS** | Glass & Sign | Glass and Sign Detail |
| **CHUL** | Hull & Machinery | < None > |
| **CID** | Commercial Identify 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 |
| **COCP** | Owners Contractor Protective | General Liability Detail - Simplified |
| **COMC** | Ocean Cargo | CF Ocean Marine Cargo |
| **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 > |
| **CPLI** | Products Liability | General Liability Detail - Simplified |
| **Code** | **Description** | **Application Type** |
| **CPLL** | Public Law Liability | General Liability Detail - Simplified |
| **CPO1** | Pollution | CF Pollution |
| **CPO2** | Underground Storage Tank | < None > |
| **CPO3** | Above Ground Storage Tank | < None > |
| **CPO4** | Pollution - Contractors | < None > |
| **CPRE** | Product Recall | < None > |
| **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 | < None > |
| **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) | < None > |
| **CTC** | Trade Credit | CF TRG 01 Trade Credit |
| **CTD** | Tenant Discrimination | < None > |
| **CTER** | Terrorism | Property Detail |
| **CTR1** | Truckers | Truckers/Motor Carriers Detail |
| **CTR2** | Truckers (Business Auto) | Business Auto 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 |
| **CUMB** | Commercial Umbrella | Umbrella Detail |
| **CVO2** | Volunteer Participant 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 | < None > |
| **CWC1** | Workers Compensation | Workers Compensation |
| **CWC2** | Workers Comp Assigned Risk | Workers Compensation |
| **CWC3** | Workers Compensation - Excess | Workers Compensation |
| **CWEL** | Employers Liability - Monopolistic States | 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 > |
| **Code** | **Description** | **Application Type** |
| **CWME** | Employers Liability - Maritime | Workers Compensation |
| **CWV** | Workplace Violence | < None > |
| **CXLI** | Excess Liability | Umbrella Detail |

#### Referral Policy Types

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **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 | ACRICYB-01 | Acrisure Cyber Services |
| **RERT** | ERTC Credit (NR) | SERVIC | Service Only | BR |  |  |
| **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 | |
| **RPRP** | Portable Retirement Plan Referral | SERVIC | Service Only | BR |  | |
| **RSLO** | SMB Loan Referral | SERVIC | Service Only | BR | ONDECK0-01 | OnDeck |
| **RTIT** | Acrisure Title Referral (NR) | SERVIC | Service Only | BR |  |  |

### Policy/Line Status

|  |  |  |
| --- | --- | --- |
| **Code** | **Description** | **Policy Status Explanation** |
| **NEW** | New | New policy and used for the first renewal for a BOR'd policy |
| **NBR** | New - BOR | This is the initial policy status for the first term only on a new policy taken by BOR |
| **NX1** | New – Cross Sell – Under 10K | New policy cross sold within the Platform if Total Annual Account revenue is under $10,000 |
| **NX2** | New – Cross Sell – Over 10K | New policy cross sold within the Platform if Total Annual Account revenue exceeds $10,000 |
| **CNW** | Cancelled (New) | Use on the Cancelled term when the original policy status was NEW |
| **CRN** | Cancelled (Renewal) | Use on the Cancelled term when the original policy status was REN |
| **CRW** | Cancelled – Rewritten (Flat or Mid-Term Rewrite) | Use on the Cancelled term when the policy is rewritten from original carrier to another carrier. *Example: Update Cancelled term to CRW when preforming a Cancel/Rewrite.* |
| **X-N** | Not Renewed (New) | Use when a NEW policy term was not renewed, and coverage was not replaced with another policy. |
| **X-R** | Not Renewed (Renewal) | Use when a REW policy term was not renewed, and coverage was not replaced with another policy. |
| **REN** | Renewal | Used when a policy is Renewed with the same carrier |
| **REW** | Renewal – Rewrite (First renewal w/new carrier) | Use on the Rewritten term when the carrier changes on a Renewal policy. *Example: Update Rewritten policy status to REW when preforming a Midterm or Full term Rewrite* |
| **RX1** | Renewal – Cross Sell – Under 10K | Renewal of a cross sold policy within the Platform if Total Annual Account revenue is under $10,000 |
| **RX2** | Renewal – Cross Sell – Over 10K | Renewal of a cross sold policy within the Platform if Total Annual Account revenue exceeds $10,000 |
| **ZER** | Created In Error | Use when deprecating policy for conversion cleanup, etc. |
| **ZIN** | Info Only | Use for Info Only policies which are not active with any carrier |

#### Accuracy of Policy Statuses

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| It is important to ensure the accuracy of our Policy Statuses. The below download activities are set to Open and will be assigned to the individual listed in the Servicer 1 field.  These activities will house a task to complete to remind you to check the accuracy of the Policy Status and ensure the download didn’t update the Policy status incorrectly.   |  |  | | --- | --- | | **ZCAN** | Policy cancellation downloaded | | **ZNON** | Policy non-renewal downloaded | | **ZREI** | Policy reinstatement downloaded | | **ZRNR** | Reversal of policy non-renewal downloaded |   To Correct Policy Status:   1. Click the Policies Tab on the Left Navigation Panel. 2. Double Click into Policy Shell needing to be updated. 3. Click on **Servicing/Billing** 4. Click on **Line** 5. Select appropriate Policy Status from above list. |

## Activities

### Access Levels

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| |  | | --- | | **Description** | | Accounting | | Financials | | HIPAA | | HR Consulting | |  | |

### Workgroups

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| |  |  | | --- | --- | | **Code** | **Description** | | @APPAY | Applied Pay Default Work Group | | @EXT | External Default Group | | @LEADS | Leads Inbox Default Work Group | | ACCT | Accounting | | APAY | Accounting - Payables | | ARVW | Accounting Review | | CERT | Certificates | | CIDT | ACRISURE Centralized Interface Download Team | | DBSC | Direct Bill Service Center | | INVO | Invoicing | | 5MWCOM | 5MW Commercial - ND/SD | | 5MWPER | 5MW Personal - ND/SD | | 5MWTRU | 5MW Trucking - ND/SD | |  |  | |  |  | |

### System Generated Activity Codes

|  |  |  |
| --- | --- | --- |
| **Code** | **Description** | **When to Create Activity** |
| **ACLM** | # Added claim for DOL &DateLoss& | Add Claim |
| **ADD1** | # Add Insured &AcctName& | Add Account |
| **ADD2** | # Add Prospect &AcctName& | Add Account |
| **ADDC** | # Address Applied to Other Items | Address Applied to Other Items |
| **ADJR** | # Adjust Receipt | Adjust Receipt |
| **ADSC** | # Add Service | Add Service |
| **AMMK** | # Added master marketing submission for &AcctName& | New Marketing Submission |
| **APOL** | # Added &PolType& policy effective &PolEffDate& | Add Policy |
| **AUID** | # Issued auto ID card | Issue Auto ID Card |
| **BIND** | # Issued binder &PolDesc& &PolEffDate &Policy#& | Issue Binder |
| **BND1** | # Bind Policy via Master Marketing | Move Marketed Lines to Current Policies |
| **BORP** | # BOR P&C - Agent Received Date: | Add Policy |
| **CCTI** | # Change Client Type To Insured | Change Client Type |
| **CCTP** | # Change Client Type to Prospect | Change Client Type |
| **CEED** | # Change Effective/Expiration Dates | Change Effective/Expiration Dates |
| **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 |
| **CLBT** | # Close Binder Transaction | Close Binder Transaction |
| **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 |
| **ESIG** | # Send to eSignature | Send to eSignature |
| **EVID** | # Issued Evidence of Insurance &PolDesc& &PolEffDate& | Issue Evidence of Insurance |
| **I-CS** | # Indio Carrier Submission Added | Indio Carrier Submission Added |
| **MQS** | # Mark Quote Sold - &PolDesc& | Mark Quote Sold |
| **PMT1** | # Receipt for Payment | Generate Receipt for Payment |
| **PMT2** | # Receipt for Payment - SWEEP | Generate Receipt for Payment |
| **PROP** | # Proposal Generated | Proposal |
| **RCER** | # Renewed COI | Renew Certificate of Insurance |
| **REIN** | # Reinstated policy/line | Reinstate Policy/Line |
| **RESC** | # Renew Service | Renew Service |
| **REVI** | # Renewed EOP | Renew Evidence of Insurance |
| **RPOL** | # Renewal &PolType& &PolEffDate& | Renew Policy |
| **SCAS** | # Submitted to Carrier &PPEName& for quote on &PolDesc& | Submit to Carriers |
| **SMR** | # SMS Routed | SMS Routed |
| **SMS** | # SMS Sent | SMS Sent |

### Manual Activity Codes (F9)

#### For Accounting Workflow Activities – See [SharePoint](https://acrisure.sharepoint.com/sites/AcriWorld/SitePages/Enterprise%20Solutions%20Center/Enterprise-Solutions-Center.aspx?cid=0bbcc6cf-dc11-4632-ac50-efa638f711c2&xsdata=MDV8MDJ8QUNMb2Rob2x0ekBhY3Jpc3VyZS5jb218N2FjNzk4MmI1NWYyNDVjOTg0NGIwOGRjNzAyN2RkNWF8YzJlYzk0YzBlYmQwNDYzMGFlZjIyZGNmMGViNjhlYmR8MHwwfDYzODUwODU2MzcyMjg2MDkxMXxVbmtub3dufFRXRnBiR1pzYjNkOGV5SldJam9pTUM0d0xqQXdNREFpTENKUUlqb2lWMmx1TXpJaUxDSkJUaUk2SWsxaGFXd2lMQ0pYVkNJNk1uMD18MHx8fA%3d%3d&sdata=K3JMektjSzBmWjduaG10c3VpR0N4TmdTZFNaOStmcDhOU0l1ZHlMOXkwcz0%3d&OR=Teams-HL&CT=1717787501500&clickparams=eyJBcHBOYW1lIjoiVGVhbXMtRGVza3RvcCIsIkFwcFZlcnNpb24iOiI0OS8yNDA1MDMwNzYxNyIsIkhhc0ZlZGVyYXRlZFVzZXIiOmZhbHNlfQ%3D%3D#platform-specific-resources&clickparams=eyAiWC1BcHBOYW1lIiA6ICJNaWNyb3NvZnQgT3V0bG9vayIsICJYLUFwcFZlcnNpb24iIDogIjE2LjAuMTczMjguMjAyODIiLCAiT1MiIDogIldpbmRvd3MiIH0%3D) and Scroll Down to the Platform Accounting Activity Guide for Servicers

#### Commercial Lines Workflow Manual Activities

|  |  |  |
| --- | --- | --- |
| **Code** | **Description** | **When to Create Activity** |
| **CAU1** | Audit &PolType& effective &PolEffDate& | Created when Audit is received, and further information is needed prior to endorsing policy. |
| **CAU2** | Audit - Monthly/Quarterly Reporting Due | Created when Audit for Monthly/Quarterly Reporting is Due. |
| **CBCH** | CL - Benchmarking |  |
| **CBIQ** | CL - Billing Inquiry | Created when a Billing Inquiry is received |
| **CBND** | CL - Bind Request to Carrier | Created when a Bind Request is to be sent to the carrier. |
| **CCN1** | CL - Carrier Notice of Cancellation | Created when a carrier notice of cancellation (NOC) is received for items such as loss control, failure to report, etc. |
| **CCN2** | CL - Notice of Cancellation for Non-Payment | Created when a notice of cancellation (NOC) for non-payment is received. |
| **CCOI** | COI Request | Created when a certificate is requested and needs further documentation. |
| **CCRF** | CL - Refer Claim to Claims Team | Created when a Claim is referred to our Internal Claims Team |
| **CCRV** | Claim Review or Inquiry | Created when you need to Review a Claim scenario or annotate a Claim Inquiry. |
| **CCTR** | Contract Review | Created when a Contract Review is needed for the account. |
| **CDIV** | Dividend | Created when a Dividend is received. |
| **CEOP** | EOP Request | Created when an Evidence of Property is requested and needs further documentation. |
| **CEXP** | Experience Reporting |  |
| **CLCR** | Loss Control Recommendation | Created when a Loss Control is recommended for the client. |
| **CLRR** | CL - Renewal Review &PolExpDate& &PolType& | Created to review an upcoming renewal policy to be sure the incumbent is still the best fit. |
| **CMVR** | MVR Request | Created when MVR has been requested. |
| **CNCO** | New CL Client Onboarding | Created when we are Onboarding a New Client to our Agency |
| **CQUE** | CL - Coverage Inquiry | Created when a Coverage inquiry is received from the client or an additional interest. |
| **CREG** | Regulatory Notice |  |
| **CRMK** | Remarket Request | Created when the client initiates a remarket. |
| **CRSK** | CL - Account At Risk | Created for review of an Account at Risk. |
| **CRUN** | Loss Runs | Created when loss runs are needed or requested. |
| **CSTW** | CL - Stewardship Report | Created when a Stewardship |
| **CUND** | Underwriting | Created when underwriting has contacted the agency regarding a policy outside of an action activity. |
| **CWA1** | Auto Increase in Reserves | Created when there is a reserve of money set aside to pay a policyholder’s Auto Claim. |
| **CWAU** | Auto Reduction in Reserves | Created when there is a reduction to the reserve fund set aside for an Auto Claim. |
| **Code** | **Description** | **When to Create Activity** |
| **CWG1** | GL Increase in Reserves | Created when there is a reserve of money set aside to pay a policyholder’s GL Claim. |
| **CWGL** | GL Reduction in Reserves | Created when there is a reduction to the reserve fund set aside for a GL Claim. |
| **CWO1** | Other Increase in Reserves | Created when there is a reserve of money set aside to pay a policyholder’s “Other” Claim. |
| **CWOT** | Other Reduction in Reserves | Created when there is a reduction to the reserve fund set aside for an “Other” Claim. |
| **CWP1** | Property Increase in Reserves | Created when there is a reserve of money set aside to pay a policyholder’s Property Claim. |
| **CWPR** | Property Reduction in Reserves | Created when there is a reduction to the reserve fund set aside for a Property Claim. |
| **CWRD** | Claim Win Reversed Declination |  |
| **CWW1** | Work Comp Increase in Reserves | Created when there is a reserve of money set aside to pay a policyholder’s Work Comp Claim. |
| **CWWC** | Work Comp Reduction in Reserves | Created when there is a reduction to the reserve fund set aside for a Work Comp Claim. |
| **GACR** | Acrisure Real Estate Services Referral | Created by an Account Executive or Account Manager to track when a Real Estate Referral is Received |
| **GACS** | Acrisure Cyber Services Referral | Created by an Account Executive or Account Manager to track when a Cyber Services Referral is Received |
| **GAPT** | Appointment with &AcctName& | Created when an Appointment is made with a Client |
| **GCAL** | Call from &AcctName& | Created when a general call or email is received. |
| **GCSA** | Cross Sell Agreement | Used to store any revenue share information. |
| **GDRV** | Driver Request | Created when there is a Driver Request |
| **GMKT** | General Marketing File | Used to store Client data when no prospect activity available. |
| **GNRN** | Policy Not Renewed | Created to attach the notice or communication of a client policy not being renewed. |
| **GXFL** | Ex-date follow-up for &AcctName& | Created to reach out to the client in the future to win back their business. |
| **QCYB** | Quote - Cyber | Created for documentation for quote request for Cyber. |
| **QMDC** | Quote - Medicare | Created for documentation for quote request for Medicare. |
| **QNEW** | Quote - New Business | Created for documentation during the new business quoting process. |
| **QREW** | Quote – Renewal/Rewrite | Created for documentation during the rewrite quoting process for midterm or at renewal. |
| **SARV** | Account Review (Surety) | Created when an Account Review is initiated for Surety. |
| **SBID** | Bid Bond |  |
| **SFI** | Financial Information - Bonds |  |

## Attachments

### Access Levels

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Access levels allow 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 | Financial Services | | 4 | Client Financials | | 5 | HR Consulting | | 6 | W9 | |

### Folder Structure

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| A Primary Attachment folder is required for all Attachments in Platform Epic.Sub Folders are optional  * System Events may be tied to attachments such as applications, LPR’s & Auto Id Cards when generating these documents inside of Epic. This will automatically route documents to a Sub Folder.  |  |  |  | | --- | --- | --- | | Property & Casualty | Applications |  | | Audits |  | | Auto IDs |  | | Bind Requests |  | | Binders |  | | Cancellations |  | | Certificates |  | | Change Requests |  | | Claims | Claim Correspondence | | Claim Invoices | | Claim Payments | | Estimates | | Loss Notice | | Loss Runs | | Photos | | Correspondence |  | | Evidences of Insurance |  | | Inspection Reports |  | | Marketing |  | | MVR’s |  | | Policies |  | | Policy Checking |  | | Proposal |  | | Renewal |  | | Schedules |  | |

### Commercial Lines Naming Convention Guide

|  |
| --- |
| All Attachments should be attached to the Activity using the following Naming Convention:  **Policy Term/LOB/Keyword/Description**   * **Policy Term =** Insert your Policy term date (XX-XX) * **LOB =** Line of Business – Example: Auto, GL, PROP, WC, UMB etc. * **Keyword = *Important:*** *Use the keyword* ***POLICY****; for all New, Renewal or official Policy documents including Endorsements. Use the keyword* ***QUOTE*** *for all quotes. Use the keyword* ***AUDIT*** *for all Audits. Use the keyword* ***CANCEL*** *for all Cancellations, Reinstatements and Non-Renewals.* * **Description =** Insert brief description of Client Request or Document type. Add Premium if applicable (Full Term, Additional(+) or Return(-)).   **Examples:**   * 24-25 Auto **POLICY** Eff 04-15-24 Add 2023 Ford F150 +3000 * 9-24-24 to 3-24-25 PROP **POLICY** $22,000 * 24-25 UMB **CANCEL** Eff 06-15-24 Insured Req – Price * 24-25 Package **POLICY** Eff 05-30-24 Add Equipment Floater Midterm +$5500 * 24-25 GL Cert Request for ABC Construction |

**WORKFLOWS**

A picture containing symbol, font, line, screenshot

Description automatically generated

## Best Practice Guide for Addresses & Contacts

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

### Client Name

|  |
| --- |
| For Commercial and Employee Benefits accounts where the account name is an entity and not an individual person   * Enter only **ONE** business name, **not multiple** * Enter **legal** business name * Additional Business names, DBAs, or Subsidiary Names should be added to the [Contacts](#_Contacts) area of the client account. |

### Client Addresses

|  |
| --- |
| * **Address should reflect physical location of Business.** *If common ownership account use physical address of “main”/parent company or first location added if not applicable.* * **First Address Line**: **Enter Street address only – No PO BOX, Names or DBAs**   + DO NOT add P.O. Box numbers; add P.O. Box information as a separate contact using the L-Mailing [description](#_Contacts_Overview).   + 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. Add all DBA’s as a Separate Contact using 1-DBA** [**Description**](#_Contacts_Overview)**.** * **Be sure to enter City, State & Zip Code** * **Address validation tools** are used in Epic Browser and in AcriVision mapping and will create errors if the street address is not shown on the first line |

## Add Client Workflow (Prospect or Insured)

|  |
| --- |
| 1. Click **LOCATE** 2. Click the **Add** button (+) 3. **Add Account** - Select **Business** radio button and confirm Type of Business = **Commercial** (Multiple types of business can be selected)   ***\*\*If Client also has Personal Lines LOB, it is Best Practice to make a separate Personal Lines account.***   1. **Account Information**    1. **Account Name –** Enter Legal name of the business entity    2. **Client Type** – Select Prospect or Insured ***\*\*Best Practice is to add client in as Prospect***    3. [**Account Source**](#_Account_Sources_–_1) – Select Appropriate from the dropdown list    4. [**Structure**](#_Structure) – Select Agency & Branch from dropdown lists 2. **Business Contact Information**    1. Enter physical address of Business (Address will be verified and auto filled when selected)   *\*\*PO BOX’s and other addresses such as Mailing addresses should be listed as additional Contacts.*   * 1. A popup will appear if there are possible address duplicates found  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    6. Click **+Phone** to add additional phone numbers 2. **Email/Website -** Enter Account Email & Website   ***Note: Email is required. If client has no email address enter*** [***none@acrisure.com***](mailto:none@acrisure.com)   1. **Identification Numbers -** Enter NAICS number (required) and SIC, if desired 2. **Primary Contact Information -** Enter **Primary contact** Name and DOB, Enter **Primary contact phone** and enable SMS if applicable. Click **+Phone** to add additional phone numbers 3. Enter **Primary Contact Email** and **Contact preferences** 4. Enter **Relationships** – to link together related accounts (i.e., account subsidiaries) and Click **Save.** 5. **Activity**: **ADD2** (Add Prospect) or **ADD1** (Add Insured)    1. Add **Notes** (How account was acquired, what has been done for this account thus far, etc.) Keep open if new business information is still being collected. Attach all initial client correspondence to activity.    2. Click **FINISH** 6. Click the **Servicing Tab** and enter all applicable staff names within the Servicing Roles. 7. Click the **Employee Benefits Tab** and identify the **Number(#) of Employees** at the Company. **(Required field)** |

## Additional Contacts

### Add Individual Contact

|  |
| --- |
| 1. From the client’s account, click **Contacts** in the left navigation panel 2. Click the plus (+) sign to **Add**    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’)*    6. Enter phone number (indicate if mobile)    7. Enter email address*(or* [*none@acrisure.com*](mailto:none@acrisure.com) *if email is unknown)*    8. Click **Detail**   A screenshot of a computer  AI-generated content may be incorrect.   1. Go to the **Personal** tab and add additional information like date of birth, SSN, driver’s license, etc. A screenshot of a computer     AI-generated content may be incorrect. 2. When finished, click on the **X** in the navigation panel to close the contact |

### Add Business Contact

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| |  | | --- | | **Data Standard**  Add additional business contacts for DBAs, locations, mailing or billing addresses, and additional named insureds. |  1. From the client’s account, click **Contacts** in the left navigation panel 2. Click the plus (+) sign to **Add**    1. Select the **Business** radio button    2. Enter Business name    3. **Category:** Indicate whether contact only, policy only, or both contact & policy    4. **Description:** Use the dropdown to select a contact description *(see the chart below for notable descriptions)*  |  |  | | --- | --- | | **Description** | **Use** | | 1-DBA | Use this to indicate the contact name is a DBA | | C- | This prefix indicates a Carrier contact | | F- | This prefix indicates a Family member contact | | I- | This prefix is used when an additional contact needs to sync with CSR24 | | L- | This prefix indicates a Location | | Named Insured | This description will also sync with CSR24 |  * 1. **Address**: Enter the address *(if the account address is the same as the contact address, check the box for ‘Use account address’)*   2. **Address Description**: Select an address description to identify the address type   3. **Phone:** Enter phone number *(use the dropdown to elect the type)*   4. **Email:** Enter email address*(or* [*none@acrisure.com*](mailto:none@acrisure.com) *if email is unknown)*   5. Click **Detail**   A screenshot of a computer  AI-generated content may be incorrect.  If you are adding an additional named insured, complete these additional steps:   1. Go to the **Business** tab > **Identification Numbers**    1. Use the dropdown to choose FEIN – Federal Employer Identification Number    2. Add the FEIN # to the Identification Numbers field 2. Go to the **Business** tab > **Business Details**    1. Use the Business Type dropdown to select the appropriate **Business Type**   A screenshot of a computer  Description automatically generated   1. **Edit** the contact and go to **Identification Numbers** on the Edit Contact Summary    1. Use the dropdown to select the appropriate **NAICS** code    2. Click **Save Contact Summary** 2. When finished, click on the **X** in the navigation panel to close the contact |

## Quoting, Marketing & Binding Workflows

|  |
| --- |
| *In Platform EPIC a bound policy is required prior to Creating a policy shell. The Marketing Lite or Marketing Full Workflow is required anytime ACORD forms are needed.* |

|  |
| --- |
| Use [Auris/Tarmika](https://auris.acrisure.com/app/placement)for rating, Use Online Carrier Portal  **OR**  Use [Marketing Lite](#_Add_Policy_Shell) or [Marketing Full](#_Add_New_Policy_1) for Carrier Submissions. |

### Create Activity when Using Auris/Tarmika or Online Carrier Quoting

|  |
| --- |
| Create**QNEW** activity for each carrier quoted to document file and save attachments  Update **QNEW** Activity with quoted [PPE](#_Select_the_Correct_1) and Quoted Premium in the Amount field    When Quote is Selected:   1. For **binding carrier,** close the QNEW for the carrier as successful add final notes. 2. For **non-binding carriers,** close each QNEW as unsuccessful and select reason; add notes   When bound on carrier website, [Add New Policy](#_Add_New_Policy_2) in Epic and Follow [Policy Checking](#_Policy_Checking_for_5) Workflow. |

### Marketing Lite Workflow

#### Add Master Marketing Submission

|  |
| --- |
| 1. Click **Policies** area from the left Navigation Panel of the Client’s account 2. Change policy view from **Current** to **Marketed**      1. Click the **ADD** button (+) 2. Enter a name for the Submission (Name: 24-25 Master Marketing 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. **Add New Line**—Create new Policy(ies) for marketing and if applicable pull in Existing Lines. 6. Click DETAIL 7. Close the **AMMK** Activity - Finish 8. **Add Policy Detail to the Commercial AP/ACORD 125 first and then enter policy detail by clicking each line in the left navigation panel. This process will fill in details into the ACORD apps.** 9. Click the **ATTACHMENTS** Tab and drag & drop all attachments to be included in the submission      1. When finished, Close Submission from the navigation panel **(X)** |

#### Add QNEW (New Business) or QREW (Renewal) Activity for each carrier

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| 1. From the **Policies Marketed** list view, Highlight the Master Submission 2. Click the **NEW** button at the top in the Blue Options Bar; select **Activity** (or press F9) 3. Click **Continue** 4. Code = **QNEW or QREW** 5. Description = Add Carrier name and Estimated Premium 6. Add the **Premium Payable** code in the **Detail area** 7. Leave OPEN; add notes 8. Click **Finish** 9. Repeat Steps 1-8 for **each** carrier |

#### Sending Applications to Carriers - Save & Submit ACORD Applications

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| 1. Right click on the Master Marketing Submission created above 2. Select **Review Application** 3. Select the “Master Marketing Submission” radio button; click **Continue** 4. Click the **Organization Contact** tab and verify/update the agency address 5. Click the **Distribution** tab 6. Under **Delivery Options** select **“Attach Without Distributing”** 7. Click **Finish** 8. With the submission highlighted, click **ACCESS >** **Attachments**, **right click** on the ACORD, and select **Send Via Email** if emailing to the underwriter 9. If quoting online, add notes to the specific carrier’s Open QNEW or QREW Activity. |

**Attach Quote-related Documents**

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| Be sure to attach all emails, documents, applications, etc. to **the specific carrier QNEW or QREW activity**   1. Drag & drop onto the **QNEW or QREW** activity 2. Select the **Marketing** Folder 3. Click Finish on the **Attach to** screen |

#### Carrier Responses Received

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| 1. Record carrier responses by adding NOTES in the **QNEW** **or QREW** activity for the appropriate carrier.    1. Right click on the carrier’s **QNEW** **or QREW** activity    2. Select Add Note and Enter detailed note    3. **If carrier responded with a quote**, enter the amount of the quote in the amount field on the activity. Use “Premium Quoted” as the amount qualifier.      1. Drag & Drop Carrier emails to the carrier’s **QNEW** **or QREW** Activity. Click **Save Activity** |

#### Carrier Selected for Binding

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| 1. When a carrier is selected for **binding**, close **Successful** and add notes 2. **All other QNEW or QREW** activities should be **closed as Unsuccessful**, select a reason, and add notes as to why the carrier declined, or why the quote was rejected |

#### Move Binding Carrier Submission to Current Policies

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| Follow these Steps **ONLY FOR THE BINDING CARRIER:**   1. Right click the Master Submission and select **Create Carrier Submission**    1. Premium Payable = Select the Binding Carrier    2. Submission Status = Completed    3. Click **Finish** 2. Right click the Master Submission and select **Update Stage to Entered/Submitted** and Click **Finish**     ***The steps above are required to Generate an Epic*** [***Proposal***](#_JA.2_Marketing_Module_1)***.***   1. Right click the submission and select **Create Carrier Response**    1. Description = Quoted / Bound    2. Date Received = Current date    3. Carrier Response = Quote    4. Enter Response Line Premium, Carrier Commission Rate and Click Calculate    5. Click **Finish** 2. On the popup, select Yes Perform Action and select **Move Marketed Lines to Current Policies**      1. Complete the below Tabs in the Move Marketed Lines to Current Policies popup. 2. ***Policies Tab****:* 3. Select Add new Policy if this is a new policy/new business, Select Renew Existing Policy if creating the Marketing Submission from a Renewal or 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 or In Process if policy detail edits are needed 6. Select Contracted policy      1. ***Lines Tab:*** 2. Select the line(s) which need to be added to the new policy, renewal, or existing policy 3. Select **Add to this policy** – This adds the line(s) selected to the Policies tab 4. Use **Apply to All Lines** if the choices apply to all lines and not just the highlighted line. 5. Under the LINE tab, select Status = NEW; enter Issuing Co (writing co); enter carrier commission rate      1. Click the **SERVICING** tab – verify the employees in each servicing role      1. Click the **PR/BR COMMISSIONS** tab      * 1. Click the **ADD** button to add the producer who will be paid commission on this policy   2. Producer Commission will default   3. Production credit should be 100%  1. When finished, click **MOVE** and Update Submission status to Completed; Click **Finish** 2. **BND1** Activity – Bind Policy via Master Marketing    1. Leave open for receipt of policy    2. Add Notes 3. Change Policy view from MARKETED to CURRENT |

#### Policy Received from Carrier

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| Complete [Policy Checking](#_Policy_Checking_for_5) and close out **BND1** activity with detailed notes and add all final Policy documentation to the Activity level. If policy is Agency Billed review steps [here](#_Policy_Received_From). |

### Marketing Full Workflow

#### Add Master Marketing Submission

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| 1. Click **Policies** area from the left Navigation Panel of the Client’s account 2. Change policy view from **Current** to **Marketed**      1. Click the **ADD** button (+) 2. Enter a name for the Submission (Name: 24-25 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. **Add New Line**—Create new policy(ies) for marketing 6. **Add Existing Line—**Select from existing policies. Check all policies going out to market. ***Include ALL lines of business going out to market whether they are being sent to a particular carrier or not.*** 7. Click DETAIL 8. Close the **AMMK** – Activity and click Finish 9. ***Add Policy Detail to the Commercial AP/ACORD 125 first and then enter policy detail by clicking each line in the left navigation panel. This process will fill in details into the ACORD apps.*** 10. Click the **ATTACHMENTS** Tab and drag & drop all attachments to be included in the submission      1. When finished, close Submission from the navigation panel **(X)** |

#### Create Carrier Submission

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| 1. Right click on the appropriate Master Marketing Submission and select **Create Carrier Submission**    1. Enter Premium Payable (PPE), Carrier (CA) or Broker (BR) name.    2. Update Carrier Submission description (Ex: 24-25 Travelers Submission)    3. Submission Status: In-Progress    4. Check each line to submit to specific carrier    5. Enter the requested premium/commission (if desired)    6. Click the Attachments tab and uncheck attachments not needed for this carrier    7. Click the Add button to attach documents, if needed 2. Click **Add** to Add Multiple Carrier Specific Submissions and Repeat above steps. 3. Click **Finish** once all Carrier Submissions are created. |

#### Submit to Carriers

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| 1. Select the appropriate Master Marketing Submission 2. Click **ACTIONS** > **Submit to Carriers** 3. Click Continue 4. ***One activity will be created 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 7. Review attachments and ADD additional attachments if needed 8. Distribution—select Print, Email or Fax and complete the details 9. Highlight the next carrier (if applicable) and complete all tabs as above 10. Preview if desired; Click **Finish** 11. Keep open **SCAS** activities and attach all carrier documents and correspondence during Marketing Process. |

#### 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 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”** 7. Click Detail 8. Update Policy Lines, as needed 9. Close policy from the Navigation Panel (X) 10. If quoted, 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 carrier’s quote. |

#### Attach Quote-Related Documents to SCAS Activity

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| 1. Be sure to attach all emails, documents, applications, etc. to **the specific carrier SCAS activity** 2. Drag & drop onto the **SCAS** activity 3. Click Finish on the **Attach to** screen |

#### Bind/Accept Quote

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| 1. When a Carrier is selected for binding;   ***For Binding Carrier(s);*** Close **SCAS** as Successful and add final notes and documentation.  ***For all Non-Binding Carriers;*** Close **SCAS** activities as Unsuccessful and select reason from the dropdown list. Add notes and final documentation for why you’re not binding with each specific carrier, if applicable. |

#### Move Marketed Lines to Current Policies

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| 1. If “Move Marketed Lines to Current” was chosen above, continue to the Policies tab (below); Otherwise, highlight the submission being moved, and click **ACTIONS > Move Marketed Lines to Current**  * ***Policies Tab*:** * Select Add new Policy if this is a new policy/new business, Select Renew Existing Policy if creating the Marketing Submission from a Renewal or Select Update Existing Policy if adding policy lines to an existing policy. * Enter Policy Line, Description, Effective & Expiration Dates * Update Stage to: Submitted, Issued, or In Process * Select **Contracted** policy * ***Lines Tab*:** * Select the lines to be added to the new policy, renewal, or existing policy * Select: Add to this policy - Adds the line to the policy added under the Policies tab, Add to different policy or Do not add to any policy * Use **Apply to All Lines** if the choice(s) Apply to all lines and not just the highlighted line. * ***Attachments Tab*:**   + If Attachments were added to the Master Marketing Submission, they will show here. * ***Activities Tab:*** Any open activities existing for this Carrier Submission can be closed here.  1. When finished, click **MOVE and** Submission status to **Completed**; click Finish 2. **BND1** Activity—Leave open to follow up on receipt of policy and [Policy Checking](#_Policy_Checking_for_5). Click Finish 3. Change Policy view from MARKETED to CURRENT   *If policy is Agency Billed review steps* [*here*](#_Policy_Received_From). |

### Add New Policy Workflow

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 1. Click **Policies** from the Navigation Panel (left) 2. Click the **ADD** button - Select **Contracted** policy 3. Enter Policy Details:    1. **Select Policy Type** from 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    4. **Effective/Expiration date**: update as needed    5. **Source:** Choose from the dropdown **(Required field)**    6. **Agency = 1MW**    7. **Branch =** Use [Platform Structure](#_Structure) to determine.    8. **Department:** Select the department based on the total **account** revenue size  |  |  |  | | --- | --- | --- | | **CLL** | Commercial Large | 10k Revenue + | | **CLM** | Commercial Middle | 2500-10k Revenue | | **CLS** | Commercial Small | < 2500k Revenue |  * 1. **Status** = Select **NEW**   2. **Issuing Location** – Verify   3. **Bill type**: Select Agency or Direct Bill   4. Select **Profit Center**   5. **Issuing Company** – Select from dropdown list (Click description header to sort by Name)   6. **Premium Payable Entity** - Select from dropdown list (Click 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 broker name from 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. **Line Commission**: Enter carrier policy commission percentage. This can be found on the quote or carrier/broker invoice. ***Important: If Carrier Commission percentage is unknown enter 1%*** 2. **Line estimated premium:** Estimate Annual Premium only (no taxes or fees). Enter premium quoted.   A screenshot of a computer  Description automatically generated   1. Click **Detail** 2. **ACTIVITY:** Select **APOL**    1. Verify Who/Owner    2. Follow-up/Start Date    3. Add Notes and Click **Finish** 3. 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 getting paid commission on a policy, enter his/her name from the dropdown list.       2. When selected, their producer commission agreement will default. Confirm 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. Click on **Categories/History Tab** and click (+) if there is a need to add an Agency Defined Category (ADC) such as One Time Policy.   **For Non-Download Carriers only:** Update policy detail on the left panel prior to moving to step 9.   1. Click the **X** on the left panel 2. Click – Yes Perform Action > **Update Stage to Submitted** (If an Acord form needs to be sent to the carrier, Perform Action > **Submit Application** to generate the Acord for distribution) click **Finish**. 3. Complete [Policy Checking](#_Policy_Checking_for_5) and close out **APOL** activity with detailed notes and add final documents to the Activity level. *If policy is Agency Billed review steps* [*here*](#_Policy_Received_From)*.* |

### Add BOR Policy Workflow

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| ***NBR*** *Policy Status is used for the initial policy status for the first term only on a new policy taken by BOR*  ***NEW*** *Policy Status is used for the first renewal for a BOR'd policy*   1. Follow [Add Account Workflow](#_Add_Client_Workflow_1) for new clients or if existing client locate Client Account. 2. Click Policies from the Navigation Panel (left) 3. Click the **ADD** button - Select whether the policy is Prospective or Contracted 4. Enter Policy Type from dropdown list 5. Change Policy Description as needed 6. Enter policy number if known 7. Verify the following:    1. **Effective and expiration dates** (defaults to system date and one year term)    2. **Source:** choose from the dropdown **(required field)**    3. **Structure**: Agency, Branch, Department (Set defaults under Config/User Options)    4. **Lines of Business**:    5. Policy Line    6. Status = **BOR**    7. Select Profit Center    8. [Issuing Company](#_Policy_Types)    9. Premium Payable Company If PPE is a Broker, change **CA** to **BR** and enter broker name from dropdown list    10. Add Carrier Commission percentage if known ***Important: If unknown add 1%***    11. Click Detail    12. Activity = **BORP**    13. Add detailed notes, leave open to follow up on receipt of policy; click **Finish**. 8. Complete:    1. **PR/BR Tab:** Enter PR/BR name from dropdown list if area is not defaulted.    2. **Servicing Tab:** Enter Policy Producer and Policy Servicer    3. **Billing Tab:** Verify Invoice information and delivery method    4. **Line Tab:** Enter Estimated Premium and Estimated Commission if known 9. Complete [Policy Checking](#_Policy_Checking_for_5) and close out **BORP** activity with detailed notes and add final documents to the Activity level. *If policy is Agency Billed review steps* [*here*](#_Policy_Received_From)*.* |

### Agency Billed Policies – New Business Handling

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| *For Agency Billed Policies, follow* [*Accounting Guide*](#_For_Accounting_Workflow) *in SharePoint.*   1. From Policies Tab, highlight policy and click F9 or New > Activity.   *(Accounting activity owner will default to Accounting Workgroup)*   1. Attach all notes and documentation identified in Accounting Guide for request to be completed in a timely manner. 2. Complete Task inside Accounting Activity. 3. Leave Activity Open. Accounting will reassign activity back to Servicer once their Assigned task is received. 4. Send out invoice to insured via Email or mail out if insured does not have an email address. 5. Attach all invoices and correspondences to New Business Activity. |

### Policy Checking for New Business

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| Policy Check **all policies** for accuracy.  ***If using Third-Party Vendor or Processor*** use existing **BND1/APOL/BORP** Activity and reassign to Third-Party Vendor or Processor to work. *Do not open an additional activity. Third-Party Processor or Servicer will close activity when policy checking is complete and will attach**all Policy documents to the* ***Activity.***  ***If policy does NOT download:***   * 1. Highlight policy, **click ACTIONS > Issue/Not Issue Policy**   2. **Issue**; enter/verify policy number; verify effective/expiration dates   3. Click **Close Activity tab**:  close **APOL/BND1/BORP** successful   ***If policy does download:***   1. The download will update the policy stage from Submitted to Issued and Update Policy detail 2. The open **APOL/BND1/BORP** Activity will need to be closed manually.     [Issue EPIC Auto ID Cards](#_Auto_ID_Cards)  [Issue Evidence of Property Insurance](#_Evidence_of_Property)  [Issue Certificate of Liability Insurance in EPIC](#_EPIC_-_Certificate)  *Find CSR24 workflow in Job Aids folder to add client to CSR24 Portal or Issue a Certificate or Evidence.* |

## Referral Policy Workflow (Real Estate, Cyber, PEO, Payroll, etc)

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| * Referrals and related correspondence will be documented with Activities in the Epic system * Whenever a Referral is given to the Real Estate or Cyber division at Acrisure, or any outside carrier or vendor where we get a share of commission or referral fee, a policy needs to be set up to receive the renewal commission. |

### Manual Activity and Policy Types

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| * **Manual Activity with the Corresponding Code:**  |  |  | | --- | --- | | **Manual Activity Code** | **Description** | | **GACS** | Acrisure Cyber Services Referral | | **GACR** | Acrisure Real Estate Services Referral |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **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 | ACRICYB-01 | Acrisure Cyber Services | | **RERT** | ERTC Credit (NR) | SERVIC | Service Only | BR |  |  | | **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 | | | **RPRP** | Portable Retirement Plan Referral | SERVIC | Service Only | BR |  | | | **RSLO** | SMB Loan Referral | SERVIC | Service Only | BR | ONDECK0-01 | OnDeck | | **RTIT** | Acrisure Title Referral (NR) | SERVIC | Service Only | BR |  |  |  * **Policy Type and Description:** |

Add Monoline Referral Policy

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| 1. Go to **Policies** in the left Navigation Panel within the client account. 2. Click the plus (+) button to **Add** a Policy   A screenshot of a computer  AI-generated content may be incorrect.   * 1. **Type**: Select from the R-type PEO policies   2. **Policy #**: Enter the policy # from the carrier   3. **Effective/Expiration Dates**: Enter the dates to match the policy term   4. **Source**: Select applicable   5. **Agency/Branch**: Select applicable   6. **Department:** Will default to REF Non-Insurance Referrals   7. **Line:** Will default based on the policy type   8. **Status:** Select applicable   9. **Issuing Location:** Will default based on the primary location   10. **Bill Mode:** Select applicable agency or direct bill   11. **Profit Center:**       1. Select **PEO: PEO – AcriSource** when coverage has been placed with our AcriSource team       2. A screenshot of a computer           AI-generated content may be incorrect.Select **REF: Non-Insurance Referrals** when coverage has been placed directly with a PEO   12. **Issuing Company:** Select the applicable insuring carrier   13. **Premium Payable:** Use the dropdown to change to BR and select the broker that coverage has been placed with   14. **Line Commission:** Enter the accurate commission percentage   15. **Premium:** Enter premium   16. **Commission:** Use the blue hyperlink to calculate commission  1. Click **Detail** 2. Select the **APOL** activity code    1. Add applicable notes    2. Status will default to Open; amend to **Closed** > **Successful** if policy documents have been received and no follow up is needed    3. Click **Finish** 3. Go to the **Servicing/Billing > Pr/Br Commissions** tab   A screenshot of a computer  Description automatically generated   1. Click the plus (+) button to add a PPAY 2. Use the dropdown to select the appropriate producer who wrote the business or House 3. Use the defaulted commission agreement 4. Click **Finish** 5. Go to the **Servicing/Billing > Servicing** tab and use the dropdown to select the policy servicer in the **Non-Insurance Product Sales** field   A screenshot of a computer  AI-generated content may be incorrect.   1. Add application detail as needed 2. Click the **X** in the left Navigation Panel to close the policyA screenshot of a computer     AI-generated content may be incorrect. 3. In Process Policy    * 1. Select No, leave “In Process” if further details need to be entered      2. Select the **Yes, perform action** radio button if all details have been entered         + Use the dropdown to select **Issue/Not Issue Policy** if all policy documents have been received         + Use the dropdown to select **Update State to Submitted** if policy docs are pending   A screenshot of a computer  Description automatically generated   1. Click **Finish** |

Add a Package Referral Policy

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| 1. Go to **Policies** in the left Navigation Panel within the client account. 2. Click the plus (+) button to **Add** a Policy   A screenshot of a computer  AI-generated content may be incorrect.   1. **Line:** Select from the R-type PEO policies 2. **Status:** Select applicable 3. **Issuing Location:** Will default based on the primary location 4. **Bill Mode:** Select applicable agency or direct bill 5. **Profit Center:**    * 1. Select **PEO: PEO – AcriSource** when coverage has been placed with our AcriSource team      2. A screenshot of a computer          Description automatically generatedSelect **REF: Non-Insurance Referrals** when coverage has been placed directly with a PEO 6. **Issuing Company:** Select the applicable insuring carrier 7. **Premium Payable:** Use the dropdown to change to BR and select the broker that coverage has been placed with 8. **Line Commission:** Enter the percentage 9. **Premium:** Enter premium 10. **Commission:** Use the blue hyperlink to calculate commission 11. Click **Detail** 12. Use the dropdown to select the **APOL** activity code   A screenshot of a computer  Description automatically generated   * 1. Add applicable notes   2. Status will default to Open; amend to Closed > Successful if policy documents have been received and no follow up is needed   3. Click **Finish**  1. Go to the **Servicing/Billing > Pr/Br Commissions** tab   A screenshot of a computer  Description automatically generated   1. Click the plus (+) button to add a PPAY 2. Use the dropdown to select the appropriate producer who wrote the business or House 3. Use the defaulted commission agreement 4. Click **Finish** 5. Go to the **Servicing/Billing > Servicing** tab and use the dropdown to select the policy servicer in the **Non-Insurance Product Sales** field   A screenshot of a computer  Description automatically generated   1. Return to the **Servicing/Billing > Line** screen to add additional lines to the package 2. Click the plus (+) button to **Add** a Line   A screenshot of a computer  AI-generated content may be incorrect.   * 1. **Line:** Select from the R-type PEO policies   2. **Line Commission:** Enter the percentage   3. **Premium:** Enter premium   4. **Commission:** Use the blue hyperlink to calculate commission   5. To add additional lines, click **Add** and repeat steps a-d   6. Once all lines have been added to the package, click **Finish**  |  | | --- | | If there is no breakdown of premium by line, enter all estimated premium and commission under one line of business. |  1. Add application detail as needed 2. Click the **X** in the left Navigation Panel to close the policy detail   A screenshot of a computer  Description automatically generated   1. **In Process Policy**    * 1. Select No, leave “In Process” if further details need to be entered      2. Select the **Yes, perform action** radio button if all details have been entered         + Use the dropdown to select **Issue/Not Issue Policy** if all policy documents have been received         + Use the dropdown to select **Update State to Submitted** if policy docs are pending 2. Click **Finish**   A screenshot of a computer  Description automatically generated |

Add a PEO Admin Fee

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| 1. Go to **Policies** in the left Navigation Panel within the client account. 2. Click the plus (+) button to **Add** a Policy   A screenshot of a computer  AI-generated content may be incorrect.   1. **Type**: Select the RPEO policy type 2. **Policy #**: Enter a member number or the word Fee 3. **Effective/Expiration Dates**: Enter the dates to match the policy term of the other policies 4. **Source**: Select applicable 5. **Agency/Branch**: Select applicable 6. **Department:** Will default to REF Non-Insurance Referrals 7. **Line:** Will default based on the policy type 8. **Status:** Select applicable 9. **Issuing Location:** Will default based on the primary location 10. **Bill Mode:** Select applicable agency or direct bill 11. **Profit Center:**     1. Select **PEO: PEO – AcriSource** when coverage has been placed with our AcriSource team     2. A screenshot of a computer         Description automatically generatedSelect **REF: Non-Insurance Referrals** when coverage has been placed directly with a PEO 12. **Issuing Company:** Select **SERVIC** for SERVICE ONLY 13. **Premium Payable:** Use the dropdown to change to BR and select the broker that coverage has been placed through 14. **Line Commission:** Enter the accurate commission percentage 15. **Premium:** Enter the fee 16. **Commission:** Use the blue hyperlink to calculate commission 17. Click **Detail** 18. Select the **APOL** activity code   A screenshot of a computer  Description automatically generated   * 1. Add applicable notes   2. Amend Status to **Closed > Successful**   3. Click **Finish**  1. Go to the **Servicing/Billing > Pr/Br Commissions** tab   A screenshot of a computer  Description automatically generated   1. Click the plus (+) button to add a **PPAY** 2. Use the dropdown to select the appropriate producer who wrote the business or House 3. Use the defaulted commission agreement 4. Click **Finish** 5. Go to the **Servicing/Billing > Servicing** tab and use the dropdown to select the policy servicer in the **Non-Insurance Product Sales** field   A screenshot of a computer  Description automatically generated   1. Click the **X** in the left Navigation Panel to close the policy 2. Select the **Yes, perform action** radio button 3. Use the dropdown to select **Issue/Not Issue Policy** 4. Click **Finish**   A screenshot of a computer  Description automatically generated |

## Policy Change Workflow

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

### Process Change Request (Existing Line)

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| ***Use this workflow for Policy Changes (CHGE) , Audits (CHGA) and for Internal Corrections (CHGI).***   1. Receive policy change request from client and Go into **Policies** on left Navigation panel. 2. **ACTIONS > Endorse/Revise Existing Line;** enter:    1. Effective date of change    2. Description of change (Add Return (-) or Additional premium (+) $ amounts for ***all download policies***)       1. Example: Added 2023 Ford F150 +$950.    3. Details    4. **Activity = CHGE**    5. Add detailed notes:  who called, what did they ask for, your responses or direction, etc.; click **Finish**   **Downloaded Policies:**   1. Process changes on Carrier Website 2. Attach bind confirmation, emails with client/carrier, etc. to the **CHGE** activity 3. Click the X on the left panel to close out of the policy detail 4. Click Yes Perform Action > **Update Stage to Submitted** 5. Keep **CHGE** activity open for [Policy Checking](#_Endorsement_Checking_1).   **Non-Downloaded Policies:**   1. Update ACORD detail in Epic to include the change requested and update line estimated premium. 2. Prepare ACORD Change Request Form (if applicable) and/or email change to carrier    1. Attach email/change request to the **CHGE** activity    2. Leave Activity Open for follow up 3. Click the X on the left panel –   Yes, Perform Action > **Update Stage to Submitted**  **OR**  Yes, Perform Action > **Submit Change Request** (to generate the Acord for distribution)   1. Click **Finish**. 2. Keep **CHGE** activity open for [Policy Checking](#_Endorsement_Checking_1). |

### Agency Billed Policies – Endorsement Handling

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| *For Agency Billed Policies, follow* [*Accounting Guide*](#_For_Accounting_Workflow) *in SharePoint.*   1. From Policies Tab, highlight policy and click F9 or New > Activity.   *(Accounting activity owner will default to Accounting Workgroup)*   1. Attach all notes and documentation identified in Accounting Guide for request to be completed in a timely manner. 2. Complete Task inside Accounting Activity. 3. Leave Activity Open. Accounting will reassign activity back to Servicer once their Assigned task is received. 4. Send out invoice to insured via Email or mail out if insured does not have an email address. 5. Attach all invoices and correspondences to Endorsement Activity. |

### Endorsement Checking

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| ***If Endorsement is incorrect, keep the CHGE/CHGI/CHGA open and send request back to the carrier or to servicer for correction. When received, check again, then close the change activity.***  Policy Check **all endorsements** for accuracy.  ***If using Third-Party Vendor or Processor*** use existing **CHGE/CHGI/CHGA** Activity and reassign to Third-Party Vendor or Processor to work. *Do not open an additional activity. Third-Party Processor or Servicer will close activity when policy checking is complete and will attach**all Policy documents to the* ***Activity.***  ***If policy does NOT download:***   * 1. Highlight policy, **click ACTIONS > Issue/Not Issue Policy**   2. **Issue**; enter/verify policy number; verify effective/expiration dates   3. Click **Close Activity tab**:  close **CHGE/CHGI/CHGA** successful   ***If policy does download:***   1. The download will update the policy stage from Submitted to Issued and Update Policy detail 2. The open **CHGE/CHGI/CHGA** Activity will need to be closed manually.   [Issue EPIC Auto ID Cards](#_Auto_ID_Cards)  [Issue Evidence of Property Insurance](#_Evidence_of_Property)  [Issue Certificate of Liability Insurance in EPIC](#_EPIC_-_Certificate)  *Find CSR24 workflow in Job Aids folder to add client to CSR24 Portal or Issue a Certificate or Evidence.* |

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

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| **Best Practices**   * 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 below steps must be done **within 24 hours** of binding the endorsement. * This process should **only be followed** if we are adding an additional Line of Business to a Package policy Mid-Term and the **policy number is the same.** |

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| 1. Receive Add Line Mid-Term request from client. Go into Policies area and Highlight package policy that the line is being added to. 2. **ACTIONS > Endorse/Revise Add Line Mid-Term;** enter:    1. Effective date of change    2. Description of change    3. Click the **ADD** (+) button    4. Add Line Code, Status, Issuing Location, Verify Profit Center, and ICO/PPE    5. Add Carrier Commission percentage if known ***Important: if unknown add 1%***    6. Click **Detail**    7. **Activity = CHGL -** Add detailed notes: who called, what LOB, coverage details, etc.; click **Finish**   **Downloaded Policies:**   1. Process Adding Line on carrier website 2. Attach bind confirmation, emails with client/carrier, etc. to the **CHGL** activity 3. Click the X on the left panel to close out of the policy detail 4. Click Yes Perform Action > **Update Stage to Submitted** 5. Keep **CHGL** activity open for [Policy Checking.](#_Policy_Checking_for_2)   **Non-Downloaded Policies:**   1. Update ACORD detail in Epic to include the change requested and update line estimated premium. 2. Prepare ACORD Change Request Form (if applicable) and/or email change to carrier    1. Attach email/change request to the **CHGL** activity and leave Activity Open for follow up 3. Click the X on the left panel   Yes, Perform Action > **Update Stage to Submitted**  **OR**  Yes, Perform Action > **Submit Change Request** (to generate the Acord for distribution)   1. Click **Finish**. 2. Keep **CHGL** activity open for [Policy Checking.](#_Policy_Checking_for_2) |

### Endorsement Checking for Add Line Mid-Term

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| Policy Check **All lines added Mid-Term** for accuracy.  ***If using Third-Party Vendor or Processor*** use existing **CHGL** Activity and reassign to Third-Party Vendor or Processor to work. *Do not open an additional activity. Third-Party Processor or Servicer will close activity when policy checking is complete and will attach**all Policy documents to the* ***Activity.***  ***If policy does NOT download:***   * 1. Highlight policy, **click ACTIONS > Issue/Not Issue Policy**   2. **Issue**; enter/verify policy number; verify effective/expiration dates   3. Click **Close Activity tab**:  close **CHGL** successful   ***If policy does download:***   1. The download will update the policy stage from Submitted to Issued and Update Policy detail 2. The open **CHGL** Activity will need to be closed manually.   [Issue EPIC Auto ID Cards](#_Auto_ID_Cards)  [Issue Evidence of Property Insurance](#_Evidence_of_Property)  [Issue Certificate of Liability Insurance in EPIC](#_EPIC_-_Certificate)  *Find CSR24 workflow in Job Aids folder to add client to CSR24 Portal or Issue a Certificate or Evidence.* |

## Renew Policy Workflow

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| An Automatic Pre-renewal Activity (**CLRR**) will appear on the Servicer’s Home Base following the below department standards. **1 CLRR Activity will be created per Renewal Date**. Use CLRR to attach all Pre-renewal documents.   * **Commercial –** 120 daysprior to the renewal   ***As Needed: CLRR’s can be created as a manual activity if there is a need to create per Renewal policy.***  ***When creating activities start from Policies screen > Highlight Policy > F9 (Create New Activity) to link CLRR to specific policy(ies).*** |

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### Downloaded Renewals

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| *Downloaded policies will automatically renew the new term as Issued and* ***Update status to REN***   1. Receive **CLRR** activity on homebase. 2. Review the Renewal Policy.An **XRWL** activity will generate for carriers who participate in Electronic Documents (eDocs). If carrier does not participate in eDocs, go to Carrier Site. As Needed, review daily download report and **Update policy/Client record with any missing information** 3. Policy Check renewal for accuracy by using existing **CLRR** Activity, Reassign to 3rd Party Vendor or Account Manager if applicable. All Pre-Renewal & Renewal Correspondence & Dec Pages should be attached to **CLRR**.   ***If using one CLRR; Attach everything for all policies to this activity and annotate each policy in your notes.***  ***If additional CLRR’s are created; Attach each policy specific document to corresponding CLRR activity.*** |

### Non-Downloaded Renewals

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| ***In Platform EPIC a bound policy is required prior to Renewing a policy shell. The Marketing Lite or Marketing Full Workflow is required anytime ACORD forms are needed.***   1. Receive **CLRR** activity on homebase & review renewal policy. Keep open & attach all documentation and correspondence during Pre-renewal process. Close out once ready to move to step 2. 2. **IF ACORD Forms are not needed;** Highlight Policy in Epic and Click **ACTIONS > Renew**   ***\*\*If ACORD forms are needed, use*** [***Marketing Lite***](#_Add_Policy_Shell) ***or*** [***Marketing Full***](#_Add_New_Policy_1) ***Workflow.***   1. Review policy details (policy number, effective/expiration dates, department structure etc.) and Click **Detail**   *Note: Policy Status will automatically update to* ***REN for Renewal***   1. **RPOL**Activity will populate. Add notes, update follow up and status of activity. Keep open for [Policy Checking](#_Policy_Checking_for_6) upon receipt of policy. Click **Finish** 2. From left navigational panel - update all policy details/ACORD forms and the line estimated premium.   ***If Policy has been submitted for binding:*** X out of policy and select Update **Stage to Submitted**  ***If Policy has been Issued:*** X out of policy and select Update **Stage to Issued**   1. Attach all final documents, correspondence and Renewal Dec Pages to the **RPOL** Activity |

### Update Department Structure at Renewal

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| |  |  |  | | --- | --- | --- | | CLL | Commercial - Large | 10k Revenue + | | CLM | Commercial - Middle | 2500-10k Revenue | | CLS | Commercial - Small | < 2500k Revenue |   Best Practice is to Update Department Structure at Renewal if the total annual revenue on the Account has changed.  **For all policies** download and non-download; this can be completed through the **ACTIONS > Renew** steps above. |

## Rewrite Policy Workflow

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| **Best Practices**   * [Marketing Lite](#_Marketing_Lite_Workflow) or [Marketing Full](#_Marketing_Full_Workflow) is **required** anytime you need ACORD forms. * If no ACORD forms needed remarket to Carriers via Carrier Website **or** using [Auris/Tarmika](https://auris.acrisure.com/app/placement) * The below steps must be done **within 24 hours** of binding. |

### Remarket Downloaded Policies:

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| 1. Create one **QREW** for each carrier quoted to document file and save attachments. Add Quoted Premium to activity amount and specify PPE within the activity) 2. Close **QREW** successful when bound 3. Close **QREW** unsuccessful if quote not taken – add reason and notes  |  | | --- | | **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 cancelled flat.**  **Copying the policy instead of renewing it will make sure the Rewritten policy is downloaded correctly. Confirming the expiring carrier renewal download is cancelled will remove the policy from Expiration and Potentially Missed Renewal reports.** |   If Remarketed Policy **Downloads:**   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 dropdown 14. Issuing Company/Premium Payable 15. **Line Commission –** Enter carrier commission percentage if known  * **If Commission is Unknown –** * Check the box to use commission agreement * Select the policy type with **Acrisure Estimated Rate** in the dropdown      * If commission agreements are **not** in dropdown; enter 1%  1. Click **Detail** 2. Policy Opens - Click **Servicing/Billing > Line** on left Navigation Panel 3. **Servicing** tab – Verify required Servicing Contacts 4. **Pr/Br Commissions** tab – Verify Commission Agreement 5. Click the **X** on the left Navigation Panel to close out of Policy Detail 6. If Policy has been Submitted to the Carrier for binding – Close Policy Detail > **Update Stage to Submitted** 7. Click **Finish. *Use CLRR activity to complete policy checking and attach final documentation.*** 8. When **Expiring** carrier has downloaded the renewal; proceed with one of the following options:  * Confirm for carrier Cancellation Download and update policy status to **CRW – Cancelled – Rewritten**   Follow the **Cancellation Workflow** to cancel the downloaded renewal flat. Policy status of **CRW – Cancelled – Rewritten** and utilize the **CREW** activity code if needed. |

### Remarket Non-Downloaded policies:

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| 1. Create one **QREW** activity for each carrier to document file and save attachments 2. Review all carrier quotes; update **QREW** activities **using Amount qualifier (Premium Quoted)** 3. Send [proposal](#_JA.2_Marketing_Module_1) to client **PROP**   **When New Carrier is selected:**   1. Send Bind Request to carrier 2. Follow Steps 2-5 above to Create **REW** shell if using Auris or Carrier Website **OR** Generate renewal shell(s) in Policies Marketed area. Update all policy details/ACORD forms and the line estimated premium. 3. Close **QREW** for binding carrier as successful 4. Close **QREW** for all other carriers as unsuccessful, select reason and add notes 5. Keep open **BND1/RPOL** activity. Complete [Policy Checking.](#_Policy_Checking_for_6) |

### Agency Billed Policies – Renewal/Rewrite Handling

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| *For Agency Billed Policies, follow* [*Accounting Guide*](#_For_Accounting_Workflow) *in SharePoint.*   1. From Policies Tab, highlight policy and click F9 or New > Activity.   *(Accounting activity owner will default to Accounting Workgroup)*   1. Attach all notes and documentation identified in Accounting Guide for request to be completed in a timely manner. 2. Complete Task inside Accounting Activity. 3. Leave Activity Open. Accounting will reassign activity back to Servicer once their Assigned task is received. 4. Send out invoice to insured via Email or mail out if insured does not have an email address. 5. Attach all invoices and correspondences to Renewal/Rewrite Activity. |

### Policy Checking for Renewals and Rewrites

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| Policy Check **Renewals and Rewrites** for accuracy.  ***If using Third-Party Vendor or Processor*** use existing **BND1/RPOL** Activity and reassign to Third-Party Vendor or Processor to work. *Do not open an additional activity. Third-Party Processor or Servicer will close activity when policy checking is complete and will attach**all Policy documents to the* ***Activity.***  ***If policy does NOT download:***   * 1. Highlight policy, **click ACTIONS > Issue/Not Issue Policy**   2. **Issue**; enter/verify policy number; verify effective/expiration dates   3. Click **Close Activity tab**:  close **BND1/RPOL** successful   ***If policy does download:***   1. The download will update the policy stage from Submitted to Issued and Update Policy detail 2. The open **BND1/RPOL** Activity will need to be closed manually.     [Issue EPIC Auto ID Cards](#_Auto_ID_Cards)  [Issue Evidence of Property Insurance](#_Evidence_of_Property)  [Issue Certificate of Liability Insurance in EPIC](#_EPIC_-_Certificate)  *Find CSR24 workflow in Job Aids folder to add client to CSR24 Portal or Issue a Certificate or Evidence.* |

## Cancel Policy Workflow

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| **Reminder: *To properly Cancel a policy, you must ACTIONS > CANCEL***  **Follow the Cancel Policy Workflow if:**   * If there is a Mid-term Broker of Record (BOR) change, follow the cancellation workflow. If my client's policy is ending at the end of the policy term, due to a BOR change use the Policy Not Renewed Workflow. * My client has requested a Cancellation:   + Resulting in the policy being terminated before its expiration date   + Resulting in the policy being terminated at the end of the term, and the policy will renew if not cancelled. (This is different from allowing the policy to run off and expire at the end of its term, Review [Policy Not Renewed](#_Cancel_Policy_Workflow) Workflow in this scenario.) * I am Cancelling my client's current policy and Rewriting a new Policy in its place.   **Best Practices:**   * *Set up* ***Follow up Reminders in DocuSign*** *to remind client to sign LPR* * *Client should be contacted on Signing LPR* ***twice****. Once at time of original request and once as a final reminder.* |

### Issuing a Cancellation for a Monoline Policy

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| 1. Locate Account 2. Select/Highlight Policy 3. **ACTIONS > Cancel** 4. Select **Policy Release** 5. Enter Effective Date of Cancellation 6. Enter description 7. Click DETAIL    * Activity: **CPOL-** Add notes (who, what, where, when how) or **CREW** if rewriting with a new carrier    * Click **Finish** 8. From the left panel, Enter Reason/Method, Additional Interest, and Remarks as needed. 9. To generate the Lost Policy Release (LPR), Click **PRINT > Cancellation** within the Blue Options Bar 10. Click the Distribution tab and select **Attach Without Distributing** as the delivery method, click **Finish** 11. From Attachments, right click on the LPR and select **Send to eSignature** 12. If DocuSign Log in window pops up, sign in using Acrisure.com email and password. 13. Add eSignature Contacts window will appear, Highlight the name(s) who need to receive the document. 14. Click the TO Button to bring the name(s) down. Click **Finish.** (Epic will open DocuSign). 15. Click Blue Back button in top Left Corner to Add Recipients and Add Email Subject (Required) and Message. 16. Click **Next** 17. Add appropriate fields for signature, date, text, etc by dragging and dropping onto the document. 18. If multiple recipients, click carrot drop down next to client name (top left) to select additional signer and repeat Step 19. Once this step has been completed for all recipients click **Send.** 19. Close out of DocuSign window. 20. **ESIG** activity will generate. Close **ESIG** as successful if there is another open activity related to this process. |

### Signed LPR Received:

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| 1. DocuSign will send a verification email confirming the LPR was signed and will **automatically attach** the signed LPR to the Attachments area of the client’s account. 2. Add notes to the **CPOL** or **CREW** Activity 3. **Option 1: Submit Cancellation request through Carrier Website**     * Enter cancellation on carrier website    * Select Policy and **ACTIONS** > **Update Stage to Submitted**—Click Finish   **Option 2: Submit Cancellation through Epic**   * + Select the signed LPR from attachments   + Right click and **Send Via Email** to the carrier   + Highlight the policy in question; then click **ACTIONS > Update Stage to Submitted**  1. Keep **CPOL/CREW** activity open for [Policy Checking](#_Checking_Cancellation_for). |

### Checking Cancellation for Accuracy – Monoline Policy

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| Policy Check **Cancellation** for accuracy.  ***If using Third-Party Vendor or Processor*** use existing **CPOL/CREW** Activity and reassign to Third-Party Vendor or Processor to work. *Do not open an additional activity. Third-Party Processor or Servicer will close activity when policy checking is complete and will attach**all Policy documents to the* ***Activity.***  ***If policy does NOT download:***   * 1. Highlight policy, **click ACTIONS > Issue Cancellation**   2. **Update policy status to** [**Cancelled**](#_Policy/Line_Status) **– CNW/CRN/CRW** (Select based on original status)   3. Click **Close Activity tab**:  close **CPOL** as Unsuccessful or close **CREW** as Successful. Select reason, add notes, and click finish.   4. Attach Cancellation Confirmation to the **Activity.**   ***If policy does download:***   1. The download will update the **policy stage to** [**Cancelled**](#_Policy/Line_Status) – **CNW/CRN/CRW** (Based on original status) 2. Close **CPOL** as Unsuccessful or close **CREW** as Successful. Select reason, add notes, and click finish. |

### Issuing a Cancellation from a Package Mid-Term

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| **Important Notes:**   * The Cancellation Status will only show on the Service Summary Line of the policy to be Cancelled. 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 cancelled line so it will not renew in the Package Policy Renewal term. |

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| 1. From the Client’s account, click **Policies** from the left navigation panel 2. Select the policy line to be cancelled; click **ACTIONS > Cancel** 3. Select Policy Release 4. Enter Effective Date of cancellation and Enter description as to why Policy Line is Cancelling 5. ***Uncheck all lines NOT being cancelled*** *and* ***check ONLY the line that IS being cancelled*** 6. Click **DETAIL** 7. Select **CPOL Activity** - Change Description to reflect only the one line in the package policy being cancelled    1. Activity = Keep open for follow-up on receipt of Cancel Confirmation/Endorsement from the Carrier    2. Add notes as to why Policy Line is cancelling and Click **FINISH** |

### Check Cancellation for Accuracy – Cancel Line Mid-Term

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| Policy Check for **Cancelling a line Mid-Term** for accuracy.  ***If using Third-Party Vendor or Processor*** use existing **CPOL/CREW** Activity and reassign to Third-Party Vendor or Processor to work. *Do not open an additional activity. Third-Party Processor or Servicer will close activity when policy checking is complete and will attach**all Policy documents to the* ***Activity*.**  ***If policy does NOT download:***   * 1. Highlight policy, **click ACTIONS > Issue Cancellation**   2. **Update policy status to Cancelled – CNW/CRN/CRW** (Select based on original status) only for the line being cancelled.   3. Click **Close Activity tab**:  close **CPOL** as Unsuccessful or close **CREW** as Successful. Select reason, add notes, and click finish.   ***If policy does download:***   1. The download will update the **policy stage to Cancelled** – **CNW/CRN/CRW** (Based on original status) only for the line being cancelled. 2. Close the **CPOL/CREW** Activity close **CPOL** as Unsuccessful or close **CREW** as Successful. Select reason, add notes, and click finish. |

**Notice of Cancellation for Non-Payment**

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| *When NOC for Non-Payment is received, Use existing* ***XXLP*** *if eDoc Cancellation activity is received. Begin at Step 5.*  If no **XXLP** eDoc activity is receivedfollow all steps below**:**   1. Go to Policies area in the Client’s account. 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 **CCN2** activity      1. Update the Follow-up/Start date to the Date of Cancellation 2. Add Notes 3. Click Detail 4. Drag and Drop the Pending Cancel notice into this activity 5. Update the Attach To description in accordance with the MW’s Platform [naming conventions](#_Commercial_Lines_Naming_1) using keyword **CANCEL** in attachment description. 6. Click **Finish** 7. Follow appropriate steps below based on whether the client did or did not make payment   ***If client makes payment by the due date***, drag & drop the carrier Rescind Notice to the open CCN2 activity on the Home Base. Update the description according to the Platform’s [naming conventions](#_Commercial_Lines_Naming_1). Add to Cancellation folder as needed.   * + - Right click on the activity and select Close     - Mark as **Successful**     - Add Final note (i.e., Payment received – cancel notice rescinded)     - Click **FINISH**   ***If client does not make payment by the due date***, drag & drop the carrier Final Cancel Notice to the open CCN2 activity on the Home Base. Update the description according to the Platform’s [naming conventions.](#_Commercial_Lines_Naming_1)  Add to Cancellation folder as needed.   * + - Right Click on the activity, select Close     - Mark as closed **Successful.**   [*Cancel*](#_Cancel_Policy_Workflow_1) *policy and close CPOL activity as* ***Unsuccessful.***   * + - Add Final note (i.e., Payment not received by due date – carrier cancelled)     - Click **FINISH** |

## Policy Not Renewed Workflow

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| **Follow the Policy Not Renewed Workflow if:**   * My client's policy is ending at the end of the policy term, due to a Broker of Record (BOR) change. If there is a Mid-term BOR change, follow the cancellation workflow. * The Carrier is Not Renewing the risk. (Ex: losses, appetite, exposure/risk etc.) * The policy will run off and expire at the end of its term and will not auto renew |

### Mark Policy as Not Renewed

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| * Create GNRN manual activity for **all** Policies not Renewing. With the policy highlighted, press F9 (or click **NEW > Activity**) and select the **GNRN** Activity; add notes as to why the policy not renewed.   **Download Policies:**   * Review **Download Report** and/or open **ZCAN** or **ZNON** Activity * Download will **automatically** update the: * Service Summary Stage to **Cancelled** * Policy Status to **Cancelled (Renewal)** * Verify policy status: Double click the policy. From the left Navigation Panel click **Servicing/Billing > Line** and update the **Policy Status** to represent the following:   If **Lost Policy/Coverage Not Replaced** –   * Update Expiring [policy status](#_Policy/Line_Status) to **Not-Renewed – X-N or X-R** (select based on original status) * If there **is** a **GNRN** or **CPOL** activity – Close as **Unsuccessful** and select reason; add notes and click **Finish**. Close the **downloaded** activity as **Successful** to prevent duplication.   If **Rewritten to another Carrier** –   * Leave Expiring Policy Status as is (Ex: NEW or REN) – Do not update. * Update Rewritten [policy status](#_Policy/Line_Status) to **Rewrite - REW.** * Close the **GNRN /CREW** / **ZCAN / ZNON** activity as **Successful**; add notes and click **Finish**.   **Non-Download Policies:**   * From the client’s account, click **Policies** from the left Navigation Panel * Verify policy status: Double click the policy. From the left Navigation Panel click **Servicing/Billing > Line** and update the **Policy Status** to represent the following:   If **Lost Policy/Coverage Not Replaced** –   * Update Expiring [policy status](#_Policy/Line_Status) to **Not-Renewed – X-N or X-R** (select based on original status) * If there **is** a **GNRN** or **CPOL** activity – Close as **Unsuccessful** and select reason; add notes and click **Finish**.   If **Rewritten to another Carrier** –   * Leave Expiring Policy Status as is (Ex: NEW or REN) – Do not update. * Update Rewritten [policy status](#_Policy/Line_Status) to **Rewrite – REW** * Close the **GNRN** or **CREW** activity as Successful; add notes and 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, 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.** |  * Review **Download Report** and/or open **ZREI** or **ZRNR** activities. * Download will **automatically** update the: * Service Summary Stage to **Reinstated** * Expiration date to the original **Expiration Date** * Policy Status to **REN** - **Renewal** * 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 |  * Mark task on **ZREI** or **ZRNR** as completed and close Activity as **Successful**, add notes and click Finish * If closed, reopen the **ZCAN / ZNON**Activity and close as **Successful**; add notes and click Finish. * If there is an original closed **CPOL or CREW** Activity; Reopen Activity, then close as **Successful**; add notes and click Finish.   **Non-Download:**   * From the client’s account, click Policies from the left panel * Select the CANCELLED policy to be reinstated * Click **ACTIONS > Reinstate** * Enter date the policy was reinstated * Add Description * Click Finish * Activity = **REIN**: Add detailed notes as to why the policy was reinstated   + Close Activity Successful; click Finish * Verify the Policy Status was updated correctly per the original Policy Status * If there is an original closed **CPOL** Activity; Reopen **CPOL** Activity then Close as Successful |

## Claims Workflow

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| **Best Practice:**   * Policyholder confirmation is required prior to submitting any claim. * Anytime we are contacted, and the result is a Claim being submitted to the carrier, it is required to follow the **Add New Claim Workflow** below. * When able, transfer client directly to Carrier. Provide client or carrier claims representative with Policy number prior to transferring. |

### Add Claim Review or Inquiry Activity

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| *Use if a Client calls in to* ***Review or Inquire*** *about a Claim Situation. If a new Claim is being submitted and you handle your own claims, use Add New Claim workflow below.*  1. Click **New>Activity (or F9)**  2. Select **CCRV**  3. Add Notes and All Documentation regarding conversation with client.  4. Close out Activity unless follow up is required. |

### Referring Claim to Internal Claims Representative

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| *If Referring Claims to a designated Claims Representative:*   1. Highlight the policy 2. Click **NEW>Activity (or F9)** and select **CCRF** 3. Assign to Claims Representative for handling 4. Add Notes regarding conversation with client; Leave Open, Click Finish   ***If you currently handle your own claims, continue to do so. If you currently refer your claims to another individual or team, please use the CCRF activity code above to do so.*** |

### Add New Claim

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| 1. Locate Account 2. Click **NEW** Claim    * When receiving **claims download**, enter data in required fields only. Download will populate claim details.    * If **NOT receiving claims download**, enter all detail in all fields manually. 3. Click **Detail** 4. **ACLM** Activity – Leave open for follow up on claims such as major losses, workers comp, injuries etc. Add all notes (who, what, where, when, how, why, etc.) - Click **Finish**. 5. Click all screens in the Navigation Panel to enter claim details 6. Click the **X** in the left panel to close out of claim detail 7. If Carrier requires a **Loss Notice**, highlight the claim; click **ACTIONS > Issue Loss Notice**  * Click the Distribution tab * Select Contact (use lookup button to locate) * Select Via (Print, Email) and enter additional details and Click **Finish**  1. Attach all claims documentation to the **ACLM** Activity |

#### Claim Updates

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| 1. Double click the Claim to open the left panel 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 panel to close out of the claim detail 4. To add notes to the **ACLM** Activity:    * Click once on the claim from the list view    * Click **ACCESS > Activity – Open Activities**    * Add notes, 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, click Finish 3. With the claim highlighted, click **ACCESS > Activity – Open Activities**    * Select the open **ACLM** Activity    * Add notes    * Mark as Closed – Successful    * Click Finish |

## Client Contracts/Services Workflow

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| 1. Locate Client Account 2. On the left Navigation Panel, click Client Contracts 3. Click Services 4. Click **Add(+)** button 5. Select a **Service Code** from the dropdown menu  |  |  |  | | --- | --- | --- | | **CODE** | **DESCRIPTION** | **DEPARTMENT** | | \*FLB | EB Fee in Lieu of Commission | BEL, BEM, BES | | \*FLC | CL Fee in Lieu of Commission | CLL, CLM, CLS | | \*FLP | PL Fee in Lieu of Commission | PEL, PEM, PES | | BPAF | B. Policy Administration Fee (Micro Fee) | CLL, CLM, CLS | | CCT1 | C.Cert Tracking (One time) | CLL, CLM, CLS | | CCTA | C.Cert Tracking (Annual fee) | CLL, CLM, CLS | | CCTS | C.Cert Tracking Sub-Contractor |  |  1. Enter Contract number, if applicable  ***NOTE: When adding a New Service and including billable fees where there is no policy association, be sure to add #NEW in the Contract Number field*** 2. Enter Description of the Service provided 3. Enter term of service from the dropdown menu, and the inception and expiration dates 4. **Be sure to enter the correct Agency/Branch & Department** 5. Click DETAIL 6. **ADSC** Activity defaults    * Verify Who/Owner    * Defaults as Closed, but mark as Open if follow up is needed and verify follow-up/start date    * Add Notes 7. Add Type of Fee (Flat or Hourly) 8. Enter contracted fee / contracted hours as needed 9. Click the **Association** tab: Click **Add** to associate this service with existing client policy(ies) 10. Click the **Itemizations** tab: Click **Add:** Enter description of service, Name of Person who provided the Service, Account Contact, Mileage (If Applicable), Hours of Service Provided, Hourly rate etc. 11. Click the Servicing Tab: Enter Policy Producer & Policy Servicer 12. Click the PR/BR Commissions Tab:     * Click **Add** if someone will be receiving commission on the service fee and enter their percentage of commission and production credit 13. **Add** all attachments associated with the service (i.e., Service Contract, etc.) to the **ADSC** activity. 14. When finished, Close the Service from the Navigation Panel |

### Close Client Contract/Service

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| 1. On the left Navigation Panel, click Client Contracts 2. Click **Services** 3. Highlight the appropriate service. 4. From the blue options bar, click **Actions.** 5. From the drop down, select **Close Service** 6. Close Service: 7. If you **do not** **have** an open ADSC activity, Click **Finish** 8. If you **have** an open ADSC activity: Close activity, Successful/Unsuccessful as applicable or leave Open if follow up is needed and Click **Finish** |

### Renew Client Contract/Service

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| 1. From your clients left navigation panel, click **Client Contracts** 2. Click **Services** 3. Highlight the appropriate service. 4. From the blue options bar, click **Actions.** 5. From the drop down, select **Renew Service** 6. **Renew Service**, verify/update, **RED** is required in **addition to DEFAULT options**:    1. **Service**    2. **Contract Number**    3. **Description**    4. **Term**    5. **Agency**    6. **Branch**    7. **Department**    8. **Profit Center**    9. **Default,** the following fields are **REQUIRED**, check each box to ensure data is carried into the renewal Client Contract/Service: 7. **Detail** 8. **Association – Important** 9. **Servicing - Important** 10. **Pr/Br Commissions - Important** 11. **Comments** 12. **Attachments**     1. Click **Finish** 13. **Activity, RED is required:**      1. **Code, RESC** - # Renew Service     2. **Description**, best practice is to leave the description that prefills based on your activity, adding in any data if prompted, you can add to the end of the description.     3. **Who/Owner**     4. **Follow up/Start.**     5. **Status**, defaults as **Closed,** choose **Successful/Unsuccessful** as applicable or leave **Open** if follow up is needed.     6. **Notes**     7. Click **Finish** |

# JOB AIDS

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## JA.1 Creating a Proposal or Summary in Epic

### General Information

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| Epic has been configured with templates to allow users to generate Platform branded Proposal and Summary 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***  **The following are highlights and pointers to consider:**   * The same Proposal Group works from either the Current/Future lines or the Marketed lines (at the Carrier Response Stage) * 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:   + Additional Coverages   + Forms & Endorsements   + Remarks (only when the Print on form is checked)   + Additional Interest * 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.      * Remember to enable Macros when the Word document generates as this is how the data merges into the document. * The overall formatting of each page of the Proposal and Summary templates has been designed to meet the legal specifications of Acrisure and to meet general needs of most of the 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.  2. Click on a Policy (or Package header)   * 1. If creating a proposal for Marketed, Change the view from Current/Renew to Marketed and then select the Submission.   3. On the Option Bar/Menu Click **On Demand>Proposal.**  4. Click the (+) Button to Add and the (x) to Remove any policies that do/do not need to be included in the proposal.   * 1. Click on the ADD button and choose from either:   **The available current/renewed policies,** if generating from the current/renew policies view  **OR**  **The available lines being 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. The MW Platform has approved templates. Choose the option that best suits your needs.  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. You must have a cover page and it must be in the top position.   2. Associate a Line of Business to the Location Summary page to pull premises data.  1. Individual Contacts are from the Account Contacts tab and will default with the Primary contact. added here will pull through to the Authorized Persons page.   **Notes:**  1. Before pressing Finish, you can add/move/delete pages, using the buttons on the left.  2. If you have Multiple LOB 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 the Account yet). |

## JA.2 Proofs of Insurance

### Auto ID Cards

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| 1. Select Policy 2. **ACTIONS >** **Issue Auto ID Card** 3. Highlight the Vehicle(s) needing an AUID card. 4. Make sure there’s a **Y** under the Issue Column or Click **Select to Issue** if not. *If multiple vehicles Click Select All, then Select to Issue.* 5. Click (+) to Add a Vehicle if the Auto Id Card is not downloaded, or currently added in the policy shell. 6. Review the State Specific tab to confirm nothing additional is needed. 7. Click the Distribution Tab 8. Update Number of Cards (If more than 1 are needed) 9. Select Via (Print or Email) and enter details 10. Click **Finish**—AUID Activity defaults closed |

### 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 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    * Select Contact (use magnifying glass to locate)    * Select Via (Print or Email) and enter additional details    * 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**   + Select the renewal policy and service summary row   + Select the lines of business to include   + Check the defaults to include   + Click **Detail**  1. **Activity REVI** defaults closed—add notes, click Finish |

#### Issue Single / New Additional Interest

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| * + - * 1. Locate Account         2. Click Proofs of Insurance and edit 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** |

## JA.3 EPIC - Certificate Processing

### 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 panel 3. Under the Certificates – Liability Section, click the **ADD(+)** button 4. Select the ACORD type and enter a title (i.e., 2045-25 Master Certificate) 5. Click **DETAIL** at the bottom right 6. Verify the Insured’s name and address 7. On the left panel click **General Liability** to build the GL template 8. Click the **ADD** button under **Available Templates** 9. Click the dropdown in the **Line of Business** field and Select the **Current GL policy** 10. Enter a **Description** (i.e., GL 2024-25) 11. The Limits will pull in from the Policy Detail. **If not, go back to the policy detail enter the coverage and limits detail first before creating the certificate templates.** 12. Be sure to check the **Default Template** box to ensure the limits will pull in for each Certificate Holder added.      1. Repeat Steps 8-12 for all policies. On the left Panel Click each policy; Auto Liability, Excess Umbrella Liability, Work Comp Liability, etc. 2. 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.*** 3. 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 panel 2. 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 2. 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 **Checkbox 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. 2. 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. 3. 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. 2. Enter a **Contact Name** (required) from the dropdown list 3. Click the **Organization Contact** tab to verify the agency’s address and contact information 4. 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 showing 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, subject is a required field. The certificate delivery can also include a cc and bcc.    5. Click Finish. 5. An Activity will default **CERT**. Click **Finish**. 6. A copy of the Certificate is attached automatically in the client’s Attachments. |

## JA.5 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** (Displays Policies in the RM "**0**" days after expiration) |
| **Pre-Renewal In-Process** | Manual - (display policies with this stage in the RM "**30**" days after expiration) |
| **Submitted For Quote** | Manual - (display policies with this stage in the RM "**30**" days after expiration) |
| **Quote Received** | Manual - (display policies with this stage in the RM to "**30**" days after expiration) |
| **Proposed** | Manual - (display policies with this stage in the RM to "**30**" days after expiration) |
| **Renewal In-Process** | Tied to the event: **Policy Renewed** (Displays Policies in the RM "**30**" days after expiration) |
| **Renewed** | Manual - (display policies with this stage in the RM "**0**" days after expiration) |
| **Did Not Renew** | Tied to the event: **Policy Cancelled** (Displays Policies 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.   * 90-120 days for Commercial Lines Policy Types * 45 days for Personal Lines Policy Types |

#### Policy Renewed

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| 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 to before it was cancelled. |

### Renewal Manager Workflows

#### View Renewals

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| 1. From **HOME** screen select **Renewals Manager** from Navigation Bar 2. Assigned Servicers accounts will be displayed with a **Renewal Not Started** Renewal Stage      * **Personal Lines**: 45 Days prior to expiration * **Commercial Lines**: 90-120 Days prior to expiration  1. Click once on renewal to select:      * **Go to Policy** – Moves directly into the policy under the client’s account * **Renew** – Starts the renewal process from the client’s account * **Marketing Submission** – Starts a marketing submission from the client’s account * **Update Renewal Stage** – Allows for manual update to the renewal stage * **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**](#_Non-Downloaded_Renewals)section in the Workflows Document      1. Once renewal is started, the Renewal Stage will change to **Renewal in Process** 2. Manually update the stage as needed: |

#### Marketing Submission

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| 1. Select **Marketing Submission** then refer to the **Marketing Module** section in 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 [**Cancellations**](#_Cancel_Policy_Workflow_1) 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 Manger list   **Non-Renewed policies:**   1. Refer to [**Policy Not Renewed**](#_Cancel_Policy_Workflow) section of the Workflows Document 2. The Renewal Stage will NOT automatically update after the Policy has been manually Non-Renewed. Update the Renewal Stage by selecting **DID NOT RENEW** from **Update Renewal Stage**. This policy will NOT drop off the Renewals Manager list, but will stay for one day AFTER expiration |