

Personal Lines

Workflows & Procedures

*for*

Acrisure Southwest Partner Insurance Services, LLC

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# How to Use this Document

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

## Epic Browser

### Logging in

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

### Browser Tabs

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

### 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 running on your computer. If you are experiencing functionality issues after shutting down, submit a ticket to [support@acrisure.com](mailto:support@acrisure.com).  ***Reminder: A hard shutdown of your computer should be done at the end of each workday.***  **A screenshot of a computer  AI-generated content may be incorrect.**A screenshot of a computer  AI-generated content may be incorrect. |

### Logging out of Epic

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| **\*\*IMPORTANT\*\***  When **closing out of Epic,** click the **LOGOUT** button at the top right in the blue Options Bar. **Do not X out.** Epic will not close properly, which may cause issues when signing back in again.  A blue box with white text  AI-generated content may be incorrect. **NO** |

### Shutting Down Desktop

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| A red and white stop sign  AI-generated content may be incorrect.  **\*\*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 | A white square logo on a black background  AI-generated content may be incorrect. | | 1. Click Power | A close up of a word  AI-generated content may be incorrect. | | 1. Click Shut Down |  | |

# EPIC BASICS

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## Home Base

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| 1. **Open Activities** (suspense, follow up, to-do list)    1. Use “**Select Columns**” to add columns to your view.    2. The position of the columns can also be changed by clicking and dragging the column headers to the desired location.    3. Sort columns in ascending or descending order by clicking on the column header. 2. **Activity at a Glance** – displays information about the highlighted activity. 3. **Activity Tasks** OR **Last Note Entered** – when a task within an activity is assigned to you, the task will appear here, but 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 to the client’s account. Items available will 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 will change depending on which screen is being utilized. 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 a list of the last 20 accounts accessed |

## Activities & Tasks

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| **Activities in Epic perform three essential functions:**   * Add a record to the client file for the action performed * Allow a follow up or Open Activity as a reminder to do something at a current or future date * Permanently document the file with the use of Notes within Activities   **Tasks in Epic can supplement an activity:**   * Can be used as a to-do list related to that activity or to share work with another user * Task owners and start dates can be independent 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

### Locate Account

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| 1. Click the **Locate** button to **search** for existing clients.   **Locate Options:**   * 1. **Account/Business Name** – *contains full or partial account name.*   2. **Claims: Additional Party** – by involvement type, name, or phone number   3. **Insurer Claim#** - must be exact & complete.   4. **Internal Claim#** - must be exact & complete.   5. **Date of Loss** – *range*   6. **Last name, first name** – *begins with,* and will search the account detail name field and individual contacts.   7. **Lookup Code** – *begins with*   8. **Phone Number** – must be exact & complete.   9. **Policy #** - *contains.*   10. **Prior Account ID** – *begins with* (from your prior system)   11. **Relationship** – relationship type and then account name.   12. **Submission ID** – *begins with* (in marketing)   13. **Vehicle Registration Number**  1. Click the **Locate** button to **add new** client accounts. 2. Click the **drop-down arrow** on the Locate button to access the last 20 accounts accessed (including client accounts, employee accounts, company accounts, etc.) |

### 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 itself. |

## Contacts

### Overview

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| **Individual Contact** | This is an additional individual contact (person) on the account. By choosing an individual contact, additional fields are made available, such as date of birth, SSN, marital status, driver's license number, etc. Click the lock to the right of the PII fields to secure the field, making it private. |
| **Primary Contact** | This is an **individual contact** that should be selected as the primary contact for the account. To make a contact **Primary,** click **ACTIONS** **> Change Primary Contact**. The Primary Contact is displayed in the Rolodex Card in the bottom left corner of the client’s account. |
| **Category** | Contacts are categorized based on their relationship to the Account: Contact Only—Policy Only—Both Contact & Policy |
| **Description** | Add **Description** to best represent the position or role of the Contact (i.e., Insured, Significant Other, etc.) Select the appropriate description (s) for each Contact. This information is used for tracking and reporting. |
| **Classifications** | **Be sure to select** the appropriate contact classification. DM=Decision Maker; PC=Primary Contact   |  |  | | --- | --- | | \_\_User - Indio | \_\_Surety (PC) | | \_\_Personal (DM) | \_\_Personal (PC) | |

### Additional Contacts

#### Add Individual Contact

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| 1. From the client’s account, click **Contacts** in the left navigation pane. 2. Click the **ADD** button.   A screenshot of a computer  AI-generated content may be incorrect.   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) and email address - ***NOTE: Email is a required field***. If the contact does not have an email address, enter [none@acrisure.com](mailto:none@none.com)   A screenshot of a computer  AI-generated content may be incorrect.   1. Click **DETAIL** to add additional information such as date of birth, SSN, personal info, etc.   Click **FINISH**. |

#### Inactivate a Contact

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

## Sticky Notes

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

## Email

### Email from the Distribution Manager

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

### Email from Attachments

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

## Faxing

### From Distribution Manager

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

## Attachments

### Add Documents

#### Add Existing Documents

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

#### Drag & Drop Existing Documents

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| 1. Drag your document to & release on an activity *(either open to full details or in list view)*    1. Attach to will automatically appear with the activity you selected to drop to    2. Check the box to **Mark as an Important Policy Document** as desired *(this feature can be used to quickly find important documents such as policy dec pages, audits, endorsements or other policy documents)*    3. Fill in a **description** *(according to the naming convention)*    4. Select your **folder** (if not defaulted)    5. Check the box to make **Client** accessible *(if 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 the Browser 6. Click the Magnifying Glass to the right of the Code Field to locate the Client. Click Finish once the 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 the email will be routed into Applied.   A screenshot of a computer  Description automatically generated  Attaching Existing Email   1. Right-click on the existing email in Outlook and select Attach to Epic 2. Attach to Tab will open in the Browser 3. Click the Magnifying Glass to the right of the Code Field to locate Client. Click Finish once the Account is found. 4. Uncheck the “Delete original after attaching” box 5. NOTE: If this box is not unchecked, your email will be deleted from your Outlook.   A screenshot of a computer  Description automatically generated   1. Under Attach To – Identify and select the appropriate dropdown (Policy or Activity) 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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| **A screenshot of a computer  Description automatically generated**Let Epic’s AI Email Summarization tool add activity notes while simultaneously attaching your email.   1. Drag your document to & release on an activity *(either open to full details or in list view)*    1. Select **Summarize** to summarize a thread    2. OR check the box to include **Latest Message Only,** and then select **Summarize** 2. The summarized notes will auto-populate and should be reviewed to confirm the results are valid and as expected *(you may add, delete or amend the notes as needed)* 3. **A screenshot of a computer     Description automatically generated**Complete your attachment **Description,** select the appropriate folder *(if not defaulted)* 4. Click **Finish** |

#### 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  AI-generated content may be incorrect. | * **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 PROTOCOL*** [***JOB AID***](#_Naming_Convention)***.***

### Find and view attachments/documents

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

### Folder View

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

### Access Filter

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| A screenshot of a computer  AI-generated content may be incorrect.  The Access button will filter items for a specific policy, activity, or transaction within the **Client’s Account**  **Example:**   1. From the policy screen, select a **policy.** 2. Click the **Access** button. 3. Select an option:    1. **Activities** = displays all the activities associated with the selected policy    2. **Attachments** = displays all the attachments associated with the selected policy    3. **Claims** = displays all the claims associated with the selected policy    4. **Opportunities** = displays all the sales opportunities associated with the selected policy    5. **Services** = displays all the services associated with the selected policy    6. **Proofs** = displays all the Proofs associated with the selected policy    7. **Transactions** = displays all the transactions associated with the selected policy    8. **Auditing** = displays all the documents a client has access to via the [CSR24](#_JA.8_CSR24_–) Portal    9. **Notifications** = displays notifications related to the selected policy |

## Policy Basics

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

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| 1. **ICO:** The Issuing Company is the writing company that is displayed on the policy DEC page. 2. **PPE:** The Premium Payable Entity should be the carrier or broker that is paying direct bill commission or invoicing for premium. 3. **Example:**    * 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 ICO and PPE**

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

**When your PPE is a Broker**

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

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

### Service Summary Rows and Stages

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| Service Summary Rows **(SSR)** provide a chronological order of services provided to the account. Each service/action taken to a policy will be reflected in the service summary row in the order of most recent.  When viewing a policy in Epic it is essential to view the most recent Service Summary Row.  From the policy view screen in a client account click to highlight the policy. Once doing so the most recent Service Summary Row will highlight. To view a different service summary row, click to highlight.  **For example**: Service Summary #2 *will* display the policy details for the endorsement effective on the date noted on the Service Summary row. While Service Summary Row #1 *will not* reflect the added vehicle since Service Summary row #1 is the details of the policy when the policy term began.  A screenshot of a computer  Description automatically generated  ***NOTE: When viewing a multi-line package, click to highlight one of the lines under the policy header to view the Service Summary Row. The screenshot below indicates if CPK1 is selected, there are no SSR’s displayed.***  A screenshot of a computer  Description automatically generated  ***Single click on a line of business then the most recent Service Summary Row will default.***  ***See below.***  A screenshot of a computer  Description automatically generated  Having multiple Service Summary Rows to view, allows us to be able to see the policy details at any given date during the term. We can use these details to compare the changes made between one Service Summary Row and another. To compare Service Summary rows, go to Blue Options bar and click **ON Demand>Service Summary Comparison**  The list below explains what the various stages represent. ***It is imperative to be sure the correct status of the policy is representative of the current stage of the policy details.***   * **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 |

### 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 the structure and policy details. 6. Click Detail 7. Policy has now been copied. Enter additional details as needed. |

### Print Application

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

### ACORD Application Prefills

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

### Multi-Year Policies

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

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

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

# Regional Epic Configuration

## Epic Icons

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

## Southwest Platform Epic Structure

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| |  |  |  |  | | --- | --- | --- | --- | | **AGENCY** | | | | | **1SW** | Acrisure Southwest Partners Insurance Services, LLC | | | | **BRANCHES** | | | | | | **CA2** | | California - South | | | | **NV1** | | Nevada | | | | **AZ1** | | Arizona | | | | **APH** | | Aponte Health Insurance Services | | | | **BBT** | | Barbot Insurance Services | | | | **BFI** | | Beall Financial & Insurance Services | | | | **DLL** | | DLL Insurance Agency | | | | **FHR** | | Firm Foundation HR | | | | **ISO** | | Insurance Solutions | | | | **K2B** | | K2 Insurance Brokers | | | | **PIB** | | Performance Insurance Benefits | | | | **PPI** | | Peck & Peck Insurance Brokers | | | | **SIL** | | Silverstone Insurance Group | | | | **UTS** | | Utility Tree Services | | | | **DEPARTMENTS** | | | | | **ACT** | Accounting | |  | | **BND** | Bonds | | All Policy Types = BO | | **ILF** | Individual Life & Health | |  | | **PEL** | Personal Lines - Large | | $2.5K+ Revenue | | **PEM** | Personal Lines - Middle | | $500-2.5K Revenue | | **PES** | Personal Lines - Small | | $500 Revenue | | **SRV** | Services | | Risk Resources and TPA | | **PROFIT CENTERS** | | | | | **ACT** | Accounting | |  | | **CHS** | Compliance & HR Services | |  | | **EEA** | PL Employee Account | |  | | **HNW** | PL High Net Worth | |  | | **ILF** | Individual Life & Health | |  | | **MED** | Medicare | |  | | **PER** | Personal Lines | |  | | **VIP** | PL Relationship (VIP) Account | |  | | **XSC** | Acrisure Service Center (HO Use Only) | |  | |

## 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 - Telemarketing | | 3. Marketing - Tradeshow | | 5. Win Back | | 6. Call In/Walk In | | 7. Campaign - CFC | | 7. Campaign – Encompass CC | | Z. Update Needed | | **Account Source** is a **Required Field** and should accurately reflect how this new client was generated.    **Be sure to select the appropriate one for tracking and reporting purposes.**  If the policy source is unknown,  select “**Z.** **Update Needed**” to update at the earliest opportunity.  This only needs to be updated on new accounts since your conversion to the regional Epic. Historical clients are not required to be updated.  **Why does it Matter?**   * Aligning our Epic Accounts with Auris third-party data gives us insights to our clients * Understanding how we generate new clients * Analyzing our client base to better understand their needs * Identifying opportunities to cross-sell Employee Benefits with our Commercial Clients. |

### Servicing Roles

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

## Policies

### Policy Sources – REQUIRED FIELD

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

### Policy Types

|  |  |  |
| --- | --- | --- |
| **CODE** | **DESCRIPTION** | **APPLICATION DETAIL** |
| **PANI** | PER Animal Mortality | < None > |
| **PAU1​** | PER Automobile​ | Personal Auto Detail​ |
| **PAU2​** | PER Automobile - Antique​ | Personal Auto Detail​ |
| **PAU3​** | PER Motorcycle​ | Personal Auto Detail​ |
| **PAU4​** | PER Recreational Vehicle​ | Personal Auto Detail​ |
| **PAU5** | PER Golf Cart | Personal Auto Detail​ |
| **PAV1​** | PER Aircraft​ | < None >​ |
| **PBR​** | PER Builders Risk​ (NR) | Residential Section - Homeowners​ |
| **PCL1** | PER Cyber Liability | < None> |
| **PCON​** | PER Condominium​ | Residential Section - Homeowners​ |
| **PDF1​** | PER Dwelling Fire​ | Residential Section - Dwelling Fire​ |
| **PDF2​** | PER Dwelling Fire - Farm​ | Residential Section - Dwelling Fire​ |
| **PDIC** | PER Difference in Condition | Residential Section - Homeowners​ |
| **PEP1** | PER Employment Practices Liability | < None > |
| **PEQ1​** | PER Earthquake (HO)​ | Residential Section - Homeowners​ |
| **PEQ2** | PER Earthquake (DF) | Residential Section – Dwelling Fire |
| **PEQU** | PER Equine | < None > |
| **PFL1​** | PER Flood (NFIP)​ | Flood Insurance Preferred Risk Policy Application​ |
| **PFL2​** | PER Flood (Private)​ | Flood Insurance Preferred Risk Policy Application​ |
| **PFL3​** | PER Flood - Excess​ | Flood Insurance Preferred Risk Policy Application​ |
| **PHO1​** | PER Homeowners​ | Residential Section - Homeowners​ |
| **PIM​** | PER Inland Marine​ | Inland Marine Detail​ |
| **PKR** | PER Kidnap & Ransom | < None > |
| **PLG1** | PER Group Personal Excess Liability | < None > |
| **PLG2** | PER Group Personal Cyber Liability | < None > |
| **PLIA​** | PER Personal Liability​ | Residential Section - Homeowners |
| **PMH1​** | PER Mobile Home​ | Residential Section - Mobile Home​ |
| **PPET​** | PER Pet​ | < None >​ |
| **PPKG​** | PER Personal Package​ | < None >​ |
| **PPKP** | PER Personal Farm Package | < None > |
| **PSEV​** | PER Special Event​ (NR) | Special Events Application |
| **PTEN​** | PER Tenant​ | Residential Section - Homeowners​ |
| **PTRV​** | PER Travel Accident​ (NR) | < None >​ |
| **PUMB​** | PER Umbrella​ | Personal Umbrella Detail​ |
| **PUMX** | PER Umbrella – Excess | Personal Umbrella Detail |
| **PVAL** | PER Valuable Articles and Fine Art | < None > |
| **PW01** | PER Warranty – Automobile (NR) | < None > |
| **PW02** | PER Warranty – Home (NR) | < None > |
| **PW03** | PER Warranty – Other (NR) | < None > |
| **PWAT​** | PER Watercraft​ (Under 26’) | Watercraft Detail​ |
| **PWCI** | PER Workers Compensation | < None > |
| **PWI1​** | PER Wind (HO)​ | Residential Section - Homeowners​ |
| **PWI3** | PER Wind Deductible Buy Back | Residential Section - Homeowners |
| **PWI4** | PER Wind – Assigned Risk | Residential Section - Homeowners |
| **PWI5** | PER Wind (DF) | Residential Section – Dwelling Fire |
| **PYAC** | PER Watercraft (Over 26’) | Watercraft Detail |

### Line Status

|  |  |  |
| --- | --- | --- |
| **CODE** | **DESCRIPTION** | **WHEN USED** |
| **CNW** | Cancelled (New) | Cancelled policy when original policy status was NEW |
| **CRN** | Cancelled (Renewal) | Cancelled policy when original policy status was REN |
| **CRW** | Cancelled – Rewritten (Flat or Mid-Term Renewal) | Cancelled from original carrier and rewritten with another carrier |
| **NBR** | New - BOR | New policy acquired via BOR |
| **NEW** | New | Net New Policy |
| **NX1** | New - Cross Sell – Under 10k | New Policy Cross-Sold within the platform with a Total annual account revenue under $10,000 |
| **NX2** | New - Cross Sell – Over 10k | New policy Cross-Sold within the platform with a total annual account revenue exceeding $10,000 |
| **REN** | Renewal | Renewed policy with same carrier |
| **REW** | Renewal – Rewrite (First renewal w/new carrier) | Policy rewritten with another carrier on renewal |
| **RX1** | Renewal - Cross Sell – Under 10k | Renewal of a Cross-Sold policy if Total Annual Account revenue is under $10,000 |
| **RX2** | Renewal - Cross Sell – Over 10k | Renewal of a Cross-Sold policy if Total Annual Account revenue exceeds $10,000 |
| **X-N** | Not-Renewed (New) | Policy went to term but did not renew – original status = NEW |
| **X-R** | Not-Renewed (Renewal) | Policy went to term but did not renew – original status = REN |
| **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 |

### Source of Business – Cross Sell – Examples

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

A screenshot of a computer

Description automatically generated

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

A screenshot of a computer

Description automatically generated

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

A screenshot of a computer

Description automatically generated

EB Producer introduces COM Producer for the cross-sell. **Nothing changes on the ACCOUNT at** Account Detailas the account was originally generated by the producer solicitation.

A screenshot of a computer

Description automatically generated

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

A screenshot of a computer

Description automatically generated

### Policy – Agency Defined Categories

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

**How to Add ADC to Policy Level**

|  |
| --- |
| 1. Locate Account and click on Policies in the Left Navigation Pane 2. Double-click on Policy and click Line in the Left Navigation Pane   A screenshot of a computer  Description automatically generated   1. Go to Categories/History Tab 2. Click on **Add (+)**   A screenshot of a computer  Description automatically generated   1. Choose by Mills/AWLE, Programs or Type of Policy   A screenshot of a computer  Description automatically generated   1. Click **Finish** |

**Policy Types ADC’s Required For**

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

## Activities

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

### Activity Access Levels

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

### Activity Workgroups

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| |  |  | | --- | --- | | **Code** | **Description** | | @APPAY | Applied Pay Default Work Group | | @EXT | External Default Work Group | | @LEADS | Leads Inbox Default Work Group | | ACCT | Accounting | | AIA | AIA | | APAY | Accounting-Payables | | APFF | Premium Financing Funding | | ARR | At Risk Management | | ARVW | Accounting Review | | CIDT | ACRISURE Centralized Interface Download Team | | GLCL | General Claims Group – 2025 CA Wildfire | | DBSC | Direct Bill Service Center | | INVO | Invoicing | | PLAP | PL Application Entry | | PLEP | PL Evidence of Insurance | | PLCK | PL Policy Checking | | PLNC | PL NOC | | PLNR | PL non-renewal | | SA | Systems Analyst | | SRPL | Surplus Lines | | SWPUR | SW $PUR Admin Team | |

### System Generated Activity Codes

|  |  |  |
| --- | --- | --- |
| **Code** | **Description** | **Event** |
| **ACLM** | # Added claim for DOL &DateLoss& | Add Claim |
| **~~ADD1~~** | ~~# Add Insured &AcctName&~~ | ~~Add Insured~~ |
| **~~ADD2~~** | ~~# Add Prospect &AcctName&~~ | ~~Add Prospect~~ |
| **~~ADD3~~** | ~~# Add Billing Company: &LookCode& &AcctName&~~ | ~~Add Billing Company~~ |
| **ADD4** | # Add Issuing Company: &LookCode& &AcctName& - Moving to Manual Activities | Add Issuing Company |
| **~~ADD5~~** | ~~# Add Broker: &LookCode& &AcctName&~~ | ~~Add Broker~~ |
| **~~ADD6~~** | ~~# Add Employee: &AcctName&~~ | ~~Add Employee~~ |
| **~~ADD7~~** | ~~# Add Finance Company~~ | ~~Add Finance Company~~ |
| **ADDC** | # Address Applied to Other Items-Background/Hidden | Address Applied to Other Items |
| **~~ADSC~~** | ~~# Add Service~~ | ~~Add Service~~ |
| **AMMK** | # Added master marketing submission for &AcctName& | New Marketing Submission |
| **AOP** | # Add Opportunity | Add Opportunity |
| **~~APOL~~** | ~~# Added &PolType& policy effective &PolEffDate&~~ | ~~Add Policy~~ |
| **AUID** | # Issued auto ID card-Background/Hidden | 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: - Moving to Manual Activty | Add Policy |
| **CBOR** | #Canceled – Lost Policy via BOR Eff: &ServSumEffDate& &ServSumDesc& | Cancel Policy/Line |
| **~~CCTP~~** | ~~# Change Client Type to Prospect~~ | ~~Change Client to Prospect~~ |
| **~~CCTI~~** | ~~# Change Client Type To Insured~~ | ~~Change Client to Insured~~ |
| **CEED** | # Change Effective/Expiration Dates-Background/hidden | Change Effective/Expiration Dates |
| **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 |
| **CPOL** | # Canceled - Lost Policy Eff: &ServSumEffDate& &ServSumDesc& | Cancel Policy/Line |
| **CREW** | # Canceled - Rewritten Policy Eff: &ServSumEffDate& &ServSumDesc& | Cancel Policy/Line |
| **DSUS** | # Processed downloaded policy suspense item | Process Downloaded Policy Suspense Item |
| **ESIG** | # Send to eSignature-Background/Hidden | Send to eSignature |
| **EVID** | # Issued Evidence of Insurance &PolDesc& &PolEffDate&-Background/Hidden | Issue Evidence of Insurance |
| **I-CS** | # Indio Carrier Submission Added | Indio Carrier Submission Added |
| **~~LOS1~~**  **1LOS** | ~~# Lost Opportunity: &AcctName&~~  # Lost Opportunity: &AcctName& (replacing LOS1) | ~~Close Opportunity~~  Close Opportunity |
| **MQS** | # Mark Quote Sold - &PolDesc& | Mark Quote Sold |
| **NPQS** | # New Personal Quote Started - &PolDesc& | Generate New Quote in Epic Quotes |
| **PNCO** | New CL Client Onboarding-moved from Manual | Closed Opportunity (Won) |
| **PROP** | # Proposal Generated | Proposal |
| **REIN** | # Reinstated policy/line- Background/Hidden | Reinstate Policy/Line |
| **~~RESC~~** | ~~# Renew Service~~ | ~~Renew Service~~ |
| **REVI** | # Renewed EOP-Background/Hdden | Renew Evidence of Insurance |
| **~~RPOL~~** | ~~# Renewal &PolType& &PolEffDate&~~ | ~~Renew Policy~~ |
| **RPQS** | # Rewrite Personal Quote Started &PolDesc& | Generate Rewrite Quote in Epic Quotes |
| **SCAS** | # Submitted to Carrier &PPEName& for quote on &PolDesc& | Submit to Carriers |
| **SMR** | # SMS Routed | SMS Routed |
| **SMS** | # SMS Sent | SMS Sent |
| **SUMM** | #Summary Generated | Summary Generated |
| **~~Won1~~** | ~~# Won Opportunity: &AcctName&~~ | ~~Close Opportunity~~ |

### Personal Lines Workflow Manual Activities (F9)

|  |  |  |
| --- | --- | --- |
| **Code** | **Description** | **When to Create Activity** |
| **1DS2** | Service Transition back to Regional Service | Created to move servicing from Digital to Platform |
| **ADD4** | # Add Issuing Company: &LookCode& &AcctName& - Moved from System generated | Add Issuing Company |
| **BORP** | # BOR P&C - Agent Received Date: - Moved from system generated Activity | Add Policy |
| **~~GACR~~** | ~~Acrisure Real Estate Services Referral~~ | **~~GACR~~** |
| **~~GACS~~** | ~~Acrisure Cyber Services Referral~~ | **~~GACS~~** |
| **~~GAPT~~** | ~~Appointment with &AcctName&~~ | **~~GAPT~~** |
| **GCAL** | Call from &AcctName& | Created when a general call or email is received. |
| **GCSA** | Cross Sell Agreement | Cross Sell |
| **GDRV** | Driver Request | Created when a driver is added in CSR24 |
| **~~GMKT~~** | ~~Original Marketing File~~ | ~~Created when other broker documents are to be attached~~ |
| **GNRN** | Policy Not Renewed | Created to attach the notice or communication of a client policy not being renewed. |
| **~~GPOL~~** | ~~&PolDesc& &Policy#&PolExpDate - &AttachDesc&~~ | ~~Created by Admin team for Loss Runs, Policies, Endorsements, requests for renewals, Cyber quotes, etc and set to AM to move to the appropriate activity.~~ |
| **GREF** | Non-Insurance Referral | Created when there is a Non-Insurance Product Referral |
| **GSMA** | SMS Routed Automatically | Created when routing a SMS |
| **GSMM** | SMS Message Moved | Created when moving a SMS |
| **GSUP** | Support Team Updates | Created to update Support team |
| **GXFL** | Ex-date follow-up for &AcctName& | Created to reach out to the client in the future to win back their business |
| **PBIQ** | PL - Billing Inquiry | Created when a Billing Inquiry is received |
| **PCIQ** | Coverage Inquiry | Created when a Coverage inquiry is received from the client or an additional interest. |
| **PCN1** | PL - Carrier Notice of Cancellation | Created when a carrier notice of cancellation (NOC) is received. |
| **~~PCN2~~** | ~~PL - Notice of Cancellation for Non-Payment~~ | ~~Created when a notice of cancellation (NOC) for non-payment is received.~~ |
| **PCRF** | PL - ~~Refer Claim to Claims Team~~ Claim Notification/Inquiry | Created when a Claim Notification or Inquiry is made |
| **PCRV** | PL – Claim Review | Created when a Claim needs to be reviewed |
| **PEOP** | PL - EOP Request | Created when an Evidence of Property is Requested from our client or an additional interest. |
| **PLCR** | PL - Loss Control Recommendation | Created when a Loss Control Program is created for the client. |
| **PLRR** | PL – Renewal Review | Created when reviewing an upcoming renewal policy to be sure the incumbent is still the best fit. |
| **PMVR** | PL - MVR Request | Created when we receive an MVR Request. |
| **PNCO** | New CL Client Onboarding-moved to System-Generated | Closed Opportunity (Won) |
| **PPCK** | PL - Policy Checking | Created for Checking Policy Shell information for accuracy after adding, renewing, or endorsing a policy. |
| **PRSK** | Account At Risk | Created for review of an Account at Risk. |
| **PRUN** | PL – Loss Runs | Created for ordering, receipt of Loss Runs |
| **PSLF** | PL – State Taxes and Fees Filing  PL – Surplus Lines Tax Documents | Created for filing of State Taxes and Fees |
| **PUND** | PL – Underwriting | Created for underwriting requests |
| **~~QCYB~~** | ~~Quote - Cyber~~ | ~~Created for documentation during Cyber quoting process~~ |
| **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 |
| **~~SARV~~** | ~~Account Review~~ | ~~Created for documentation during an Account Review~~ |

### Downloaded Activity Codes

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

## Attachments

### Access Levels

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

### Folder Structure

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| |  |  |  | | --- | --- | --- | | **Main Folder** | **Sub-Folder 1** | **Subfolder 2** | | Bonds | <None> |  |  | Audits |  | | Account Correspondence |  | Auto IDs |  | | Account Rates |  | Bind Requests |  | | Agreements | Buy Sell | Binders |  | | Bond File | Approval | Cancellations |  | |  |  | Bond Correspondence | Certificates |  | |  |  | Bond Forms | Change Requests |  | |  |  | Bond System Details | Claims | Claim Correspondence | |  |  | Carrier Invoice |  | |  |  | Consents/Payment Application | Claim Invoices | | Property & Casualty |  | Contract | Auto | |  | Rate Calculator | Liability | | Bondability Letters |  | Property | | Financial Statements | Interim Financials | Workers Compensation | |  | Personal Financial Statements | Policy Checking |  | |  | Tax Returns | Proposal |  | | Year End Review |  |  | |  | WIP | Renewal |  | | General Agreement of Indemnity |  | Schedules |  | | Supplemental Underwriting | Affiliate Information |  |  |  | |  | Background |  |  |  | |  | Bank Data |  |  |  | |  | Surety Letter of Authority |  |  |  | |  | Trade Reports |  |  |  | | <None> |  |  |  |  | | Claims |  |  |  |  | | Policy Documents |  |  |  |  | | eDocs |  |  |  |  |  | |

### Naming Convention

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

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

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

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

|  |  |  |
| --- | --- | --- |
| **Document Type** | **Naming Convention** | **Example** |
| Renewal Policy - PL Policies | YY-YY LOB Carrier Desc w/keywords | 23-24 Auto Travelers Policy $1,000 |
| New Policy - PL | YY-YY LOB Carrier Desc w/keywords | 23-24 Auto Travelers Policy $1,500 |
| Endorsement to  carrier | MM/DD/YYYY LOB Carrier Desc w/keywords | 06/29/2023 Auto Travelers Endt Request Add 24  Ford Explorer #1234 |
| Cancellation  Confirmation | MM/DD/YYYY LOB Carrier Desc w/keywords | 01/15/2024 Auto Travelers Cancellation  Non-Payment |
| Intent to Cancel | MM/DD/YYYY LOB Carrier Desc w/keywords | 06/29/2023 Homeowners IPFS Notice of Intent to  Cancel non-payment  06/29/2023 Auto Travelers Notice of Intent to  Cancel underwriting |
| Nonrenewal  Notice | MM/DD/YYYY LOB Carrier Desc w/keywords | 06/29/2023 Auto Travelers Non-Renewal no longer  a market |
| Reinstatement | MM/DD/YYYY LOB Carrier Desc w/keywords | 06/29/2023 Auto Travelers Reinstatement |
| Quotes | YY-YY LOB Carrier Desc w/keywords | 23-24 Auto Safeco Quote $500 |
| Applications | YY-YY LOB Carrier Desc w/keywords | 23-24 Auto Travelers Application (unsigned) |
| Carrier  Submissions | YY-YY LOB Carrier Desc w/keywords | 23-24 Homeowners Travelers Submission |
| Endorsement Received | MM/DD/YYYY LOB Carrier Desc w/keywords | 05/01/2023 Homeowners Travelers Amend Home  Limit to $500,000 Endt #5 AP $1,000 |
| Emails | YY-YY LOB Carrier Desc w/Keywords | 23-24 Auto Travelers Non-Renewal no longer  a market |
| 23-24 Auto Travelers Reinstatement |

# EPIC WORKFLOWS

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Description automatically generated

## New Business Workflow

### New Business Activities

|  |  |
| --- | --- |
| Activity Code | Description |
| ~~ADD2~~ | ~~Add Prospect~~ |
| AMMK | Added master marketing submission for {Account Name}. Automatically generated when a master submission is added; **used to document marketing strategy** |
| AOP | New Business Opportunity – System generated when adding Opportunity & **Used to track all data gathering with the prospects, as well as the unsuccessful reasons if not written** |
| ~~APOL~~ | ~~# Added &PolType& policy effective &PolEffDate&~~ |
| QNEW | New Business Quote Activity – Manually generated for each online carrier portal, PL Rater, and Marketing Submissions |
| PROP | System generated when a Proposal is created – **Use to document all activity regarding the proposal.** ~~Auto Closes~~ |
| BND1 | System generated when the Submission moved from the Marketed to the Current/Renewed policy screen, utilized for receipt, attaching, and check-in of policy) ~~Set to Close automatically~~ |
| BORP | **Manually created** when adding a new policy obtained through a BOR, utilized for receipt, attaching, and check-in of policy) ~~Set to Close automatically~~ |
| PNCO | **New CL Client Onboarding – Automatically generated when closing an Opportunity** |
| PPCK | Manually created activity created; used to attach the policy and document policy checking and delivery |
| ~~LOS1~~  1LOS | ~~# Lost Opportunity: &AcctName&~~  # Lost Opportunity: &AcctName& (replacing LOS1) |
| ~~WON1~~ | ~~Won Opportunity~~ |

### Add New Account

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

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

|  |
| --- |
| 1. Click **LOCATE** 2. Click the **Add** button (+) 3. **Add Account**    1. Select the **Individual** radio button.    2. Type of Business = **Personal**      1. **Account Information**    1. **Client Type** – Prospect or Insured    2. **Account Source** – Select from the dropdown list **(required field)**    3. **Structure –** Select Agency & Branch from the dropdown lists.   A screenshot of a computer  AI-generated content may be incorrect.   1. **Contact Information**    1. **Primary Contact**: Enter First Name, Last Name, Date of Birth    2. **Additional Contact**: Enter First Name, Last Name, Date of Birth (if applicable)    3. **Address**: Enter a valid Street Address on the first line (the address verification tool will find the correct address, and a pop-up will alert if any duplicate addresses are found)   A address box with a list of address  AI-generated content may be incorrect.   * 1. Enter Address **Description**  1. **Phone**    1. Enter Type (i.e., Business, Mobile, Residence, etc.)    2. Enter Number (must include all 10 digits)    3. Permission – select from dropdown.    4. **SMS** = check to enable this number for SMS Text Messaging    5. Click Yes to enable conversational SMS for this number.   A screenshot of a computer  AI-generated content may be incorrect.   * 1. Click **+Phone** to add additional phone numbers.   A screenshot of a computer  AI-generated content may be incorrect.   1. **Email**    1. Enter **Primary Contact Email** and **contact preferences.**   A screen shot of a computer  AI-generated content may be incorrect.   1. **Agency Information**    1. **Agency Defined Categories** – predetermined by the agency; used to tag an account for a specific reporting purpose (i.e., to mark as a VIP account)    2. **Relationships** – add related accounts (i.e., account subsidiaries)   A screenshot of a computer  AI-generated content may be incorrect.   1. Click **Save Account**      1. **~~Activity~~**~~:~~ **~~ADD2~~** ~~(add Prospect) or~~ **~~ADD1~~** ~~(Insured)~~   Click **FINISH**   1. **Account Details**    1. Click the **Servicing Tab** and enter all applicable staff names within the Servicing Roles   A screenshot of a computer  AI-generated content may be incorrect. |
| **Data Standards**  Other teams, including the accounting team and invoicing teams, reference the '**Servicing**' tab. This screen must be updated with accurate information. |

## Create Opportunity

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

### Creating a new Opportunity

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

1. A screenshot of a computer screen

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

A screenshot of a computer

Description automatically generated

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

A screenshot of a computer

Description automatically generated

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

A screenshot of a computer

Description automatically generated

1. Complete the **Estimated Value** section.
   1. Make sure you fill in estimated **Revenue** since this is what pulls to your **Dashboard**, but other information may be entered.

A screenshot of a computer

Description automatically generated

1. **The Sales Team** is only used if working with a Placement Specialist; otherwise, leave blank and add yourself as the **Owner** of the **Opportunity**. ~~The Owner could be you as the salesperson, or it could be the producer if you are entering this information on behalf of the salesperson~~

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AI-generated content may be incorrect.

1. Complete **Stage Details** to show what stage you are at in your Opportunity.
   1. Stage Group will be Placement. ~~Choose Stage group, if you have one created for your team. If not, you can use~~ **~~Default~~**

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AI-generated content may be incorrect.

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

A screenshot of a computer

AI-generated content may be incorrect.

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

A screen shot of a computer

Description automatically generated

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

A screenshot of a computer

Description automatically generated

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

A screenshot of a computer

Description automatically generated

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

A screenshot of a computer

Description automatically generated

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

A screenshot of a computer

Description automatically generated

### Updating the Opportunity

|  |
| --- |
| **TIP:** As you are working on your Opportunity, you will want to update the Stage, add documents, and maybe update Comments. |

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

A screenshot of a computer

Description automatically generated

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

A screenshot of a computer screen

AI-generated content may be incorrect.

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

A screenshot of a computer

Description automatically generated

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

A screenshot of a computer

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

AI-generated content may be incorrect.

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

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AI-generated content may be incorrect.

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

### Working through the Dashboard

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

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

A diagram of a business pipeline

Description automatically generated with medium confidence

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

### Quoting/Marketing/Binding

|  |
| --- |
| Use the online carrier portal for rating/ PL Rater **and/or**  Use [Marketing Module Extra Lite](#_JA_1_Marketing) for Carrier Submissions (When Acords are required)  *An Opportunity and AOP activity must be created for all New Business Sourced by Servicer* |
| Create Activity when Using Carrier Portals/PL Rater 1. Create one **QNEW** activity for all carriers quoted; utilized to document the ICO, PPE, and Quoted Premium for the Binding Carrier.    2. All notes and attachments (including the quotes) should be attached and saved to the corresponding **AOP or QNEW** activity.   1. Present quotes to the client and document the **AOP or QNEW** Activity. 2. When a carrier is selected, either bind on the Carrier Portal or send a Bind Request to the carrier via email and save the sent email to the **AOP or QNEW** activity.   **Update Activity When Quote Approved/Rejected by Prospect/Client:**   1. For non-binding carriers, close the **QNEW** as unsuccessful 2. Add Notes to the **AOP or** binding **QNEW** Activity. 3. When bound on the carrier portal, [Add Policy Shell](#_Add_Policy_Shell)in Epic. 4. **~~APOL~~** ~~activity will auto-generate and is set to auto-close, change to open, and set to~~ **~~PLAP~~** ~~Workgroup to retrieve, attach, and check-in Policy~~. **Manually create PPCK activity and set to PLAP Workgroup to retrieve, attach, and check in policy.** 5. Attach the binder or confirmation of binding to **AOP or QNEW** Activity. |

#### Add Policy Shell

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 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 the dropdown list (click the Description header to sort by description)    2. **Policy Line** – the 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 drop-down **(Required Field)**    6. **Agency = 1S**    7. **Branch = CA2, AZ1 or NV1**    8. **Department:** Select the department based on the **account** **revenue** size. Revenue is calculated by **adding the entire account’s premium and multiplying by 10%.**  |  |  |  | | --- | --- | --- | | PEL | Personal Lines - Large | $2,501 Rev + | | PEM | Personal Lines - Middle | $500 - $2,500 Rev | | PES | Personal Lines - Small | <$500 Rev |  * 1. **Status** = Select **NEW**   2. **Issuing Location** – verify   3. **Bill type**: Select Agency or Direct Bill   4. Select **Profit Center** = Select **PER** **unless** the policy fits into a specific **practice group**  (Note: Options shown in the dropdown are based on the Department selected)   5. **Issuing Company** – Select from the dropdown list (Click the description header to sort by Name)   6. **Premium Payable Entity** - Select from the dropdown list (Click the description header to sort by Name)   A screenshot of a computer  AI-generated content may be incorrect.   * 1. If **PPE** is a Broker, change **CA** to **BR** and enter the broker’s name from the dropdown list.   A screenshot of a computer  AI-generated content may be incorrect.  **NOTE: Be sure to select the appropriate PPE Contract if BR is selected**  **A close up of a sign  AI-generated content may be incorrect.**   * 1. **Payable Contract:** If Description ACH Carrier Group is available choose it otherwise choose Default Premium/Commission Payable Contract   A screenshot of a computer  Description automatically generated   1. **Line Commission**: Enter the carrier policy commission percentage. This can be found on the quote or carrier/broker invoice. **(If unknown enter 1%)** 2. **Line estimated premium:** Estimated Annual Premium only (no taxes or fees). Enter the premium quoted.   Screens screenshot of a computer screen  AI-generated content may be incorrect.   1. Click **Detail** 2. **ACTIVITY:** ~~Select~~ **~~APOL~~** ~~(Set to close automatically~~) ~~change to open~~ 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)       * + If a Producer is to be paid a commission on a policy, enter his/her name from the dropdown list.         + When selected, use the **Commission Agreement**.         + **Override Commission Agreement** – only for specific scenarios, and supporting documentation and leadership approval are required         + Be sure to enter 100% Production Credit (this is not commission-related but gives the producer credit for booking the business written). **NOTE:** BPAYs never receive Production Credit    2. **Servicing Tab**: Verify Servicing Roles    3. **Billing**: **Send Invoice To** section to show Primary **Contact** 4. **For Non-Download Policies Only:** update policy details on the left navigation pane before moving to step 10 5. Click the X on the left navigation pane. 6. Choose **No- Leave in Process**; click **Finish**. (The **PLAP** Workgroup will enter details) 7. Click (+) New – Add Activity or F9 and create **PPCK** Activity, and set to **PLAP** Workgroup for the policy to be attached and checked in. 8. Close **AOP** or **QNEW** Activity as Successful 9. Close the Opportunity as Won. A system-generated activity box will populate, **choose PNCO, keep open if onboarding applies, otherwise, close as successful.** **~~WON1~~** ~~which will close as successful automatically.~~   **Send Welcome Letter to Client**  Issue [Auto ID Cards](#_EPIC_Auto_ID)  [Issue Evidence of Property Insurance](#_EPIC_Evidence_of)  Agency Billing/Accounting Activities found in Accounting Guide |

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

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| 1. If using **Opportunities,** go to New (+) and scroll down to Master Marketing Submission.  A screenshot of a computer  Description automatically generated   1. If not using Opportunities, follow the [Marketing Module Extra Lite](#_JA_1_Marketing) and create **QNEWs** from Marketing Submission screen 2. Utilize one **QNEW** activity for all carriers quoted to update the Activity with binding ICO, PPE, and Quoted Premium in the Amount field. 3. Once the **QNEW** activity has been updated, all notes and attachments (including the quote) can be attached and saved to the **AOP or QNEW** activity. 4. Present quote(s) to the client and document the **AOP or QNEW** Activity. 5. When a carrier is selected, send a Bind Request to the carrier via email; save the sent email to **AOP or QNEW** activity.   **Update Activity When Quote Selected**   1. For the Close the **QNEW** as successful and add final notes to the **AOP or QNEW** Activity. 2. When the binder is received, attach it to the **AOP or QNEW** Activity and move the carrier submission from Marketed to Current/renewed policy screen per [Marketing Module Extra](#_JA.2_Marketing_Module_2) Lite. 3. System-generated **BND1** (~~Set to close automatically) change to open-~~If using Renewal Manager, update stage to renewed, and set the activity to **PLAP** Workgroup to retrieve, attach, and check-in policy. 4. Close **AOP/QNEW** Activity as Successful. 5. Close Opportunity as Won: system-generated activity box will populate, choose PNCO, keep open if onboarding applies, otherwise close. **~~WON1~~** ~~which will close as successful automatically.~~   **\*Send Welcome Letter to Client**  Issue [Auto ID Cards](#_EPIC_Auto_ID)  [Issue Evidence of Property Insurance](#_EPIC_Evidence_of)  Agency Billing/Accounting Activities found in Accounting Guide |

## Marketing Module Extra Lite – New & Renewal

### Add Master Marketing Submission-New & Renewal

***\*\*Only utilized for those carriers that need submissions, including Acords.***

1. Click the **Policies** area from the left Navigation Panel of the Client’s account
2. Change policy view from **Current/Renewed** to **Marketed**



1. Click the ADD button (+)
2. Enter a name for the Submission (Name: 24-25 Master Submission)
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1. Add policies to the submission by clicking the **ADD** button under Policies to Market
2. **Add new line**—Create new policy(ies) for marketing or
3. **Add existing line** – pull through existing policy accords from the Current/Renewed screen

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1. Click Continue
2. Add Line or Lines, Profit Center, Line Status & issuing Location then click Finish

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1. Click **DETAIL**
2. System-generate **AMMK** Activity populates manually Close as Successful; click Finish.

**\*\*Please note if you are closing the AMMK activity, it is not required to update tasks to close.**

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   Description automatically generatedClick on the Submission Detail area from the Navigation Panel and click the **ATTACHMENTS** Tab and drag & drop all attachments or click the (+) to add via **Existing client document** to be included in the submission
2. From the Left Navigation Pane - enter policy details by clicking each line and completing each of the screens to fill in details in the ACORD apps
3. When finished, close Submission from the left navigation panel (X)

### Add QNEW (New Business) or QREW (Renewal) Activity

1. From the **Policies Marketed** list view, highlight the Master Submission
2. Click the **NEW** button at the top in the blue bar; select **Activity** (or press F9)
3. Activity Code = **QNEW or QREW**
4. Save Activity

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1. Utilize this activity to document the binding carrier info**, Issuing Company, Premium Payable,** and **Premium Quoted.**
2. All notes, documents, and correspondence will be added to the **AOP, QNEW, QREW or PLRR** activity.

### Send Applications to Carriers

#### Save & Submit ACORD Applications

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. Add notes and edit attachments to move Submissions & Emails to the Open **AOP, QNEW, QREW or** or **PLRR** Activity.

### Attach quote-related documents to AOP/PLRR Activity

Be sure to attach all emails, documents, applications, etc. toth**e AOP, QNEW, QREW, or PLRR** activity

1. Drag & drop onto the **AOP, QNEW, QREW, or PLRR** activity
2. Click Finish on the **Attach to** screen

### Carrier Responses Received

1. Record carrier responses by adding NOTES in the **AOP, QNEW, QREW, or PLRR** activity.
   1. Right-click on the **AOP, QNEW, QREW, or PLRR** activity
   2. Select Add Note
   3. Enter a detailed note
2. Drag & Drop Carrier emails to the **AOP, QNEW, QREW, or PLRR** Activity

## 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 proposals and summaries that can be used to present to clients when marketing coverage for new or renewal business. The Summary template is accessed using On Demand>Proposal – Do not use On Demand>Summary of Insurance.  A screenshot of a computer  Description automatically generated  **The following are highlights and pointers to consider:**  1. The same proposal group works from either the Current/Future lines or the Marketed lines (at the carrier response stage)  \*\*\* Please note that all lines must be on the same package to pull through to the Proposal from the Marketed area.  2. Each line of business is configured to pull the following four (4) areas from the Epic policy details into the Line of Business page on the Proposal:   * 1. Additional Coverages   2. Forms & Endorsements   3. Remarks (only when the Print on the form is checked)   4. Additional Interest   3. When using the Summary Group, users will have to associate the Line of business to both the Premium Summary pages and the Detail pages for each selected policy. This will ensure that the policies will appear on the premium summary page as well as the policy detail pages.  A screenshot of a computer  Description automatically generated  4. Remember to enable Macros when the Word document is generated, as this is how the data merges into the document.  5. The overall formatting of each page of the Proposal and Summary templates has been designed to meet the legal specifications of Acrisure and the general needs of most users. The Word document will need to be reviewed carefully, as some data may need to be manually updated. Tables and data fields with no information should be updated or deleted, and spacing should be adjusted to provide a professional look and feel. |

### How to Generate a Proposal

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| 1. Within the Client Account, navigate to the Policies tab.  A screenshot of a computer  Description automatically generated  2. Click on a policy (or package header)   * 1. If creating a proposal for Marketed, change the view from Current/Renew to Marketed and select Carrier Submission. *\*\*Please note that all lines must be in one submission to pull through the proposal.*   3. On the Blue Option Bar/Menu (top navy bar) click On Demand>Proposal.    **Refer to the screen shot below and the corresponding numbers with the following steps:**    See Notes  4. Add/Remove the policies that must be included in the proposal.   * 1. Click on the ADD button and choose from either:   2. the available current/renewed policies, if generated from the current/renewed policy view   3. the available lines in the marketing submission, if generating from the marketing area   \* You do not need to reposition the LOBs on the top half of the proposal box.  5. Pick the Proposal Group. Choose the option that best suits your needs.   * 1. 1. Acrisure Standard Proposal   2. 1. CL Acrisure Summary of Insurance   3. 1. PL Acrisure Summary of Insurance   4. 1. PER Acrisure Standard Proposal   5. TRU. Acrisure Trucking Proposal   6. The Proposal Templates/Proposal Documents box will display all the preselected pages available based on the selected Proposal Group. This list must be reviewed, and pages deleted or rearranged based on guidelines determined by your leadership.   * 1. A cover page is required, and it must be in the top position   2. Users must associate the Line of business by highlighting one of the following Titles and clicking the Change Line Associate Hyperlink (CP1 line if available): * \*Cover Page\_AP Footer\* * \*Associate to LOB\* * Subjectivities to Bind\* * \*Authorized Persons\* A screenshot of a computer    Description automatically generated   1. Highlight any lines requiring the position change and utilize the up and down arrows to move.   7. Individual Contacts are from the Account Contacts tab and will default to the Primary contact. The Primary contact and any other individual (s) listed here will be pulled to the Authorized Persons page.   * 1. If other contact (s) should be added, click the add (+) button to navigate to the Contacts area in Epic.   A screenshot of a computer  Description automatically generated   * + - Check the appropriate contact and click Finish   A screenshot of a computer  Description automatically generated  8. The Service area of the Proposal can be left blank unless you have a service/contract to add to the proposal.  9. **Suppress blank templates** and **Apply header(s) and footer(s) from the first template to all others** should be checked, and the radio button - **Page break** should be marked **Yes.**  A close up of a website  Description automatically generated  **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 your account yet). |

### Attach to and Activity System Generated

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| 1. **The Attach To** box will populate. 2. Update the Description per your platform’s naming conventions. 3. The folder should populate to Property and Casualty 4. Click **Finish** 5. **Add an Activity** box will populate. 6. Choose either PROP or SUMM, depending on if it is a mid-term Summary of Insurance or a renewal Proposal of Insurance. 7. This is auto-set to close as successful; click Finish. |

### Manipulating Proposal/Summary of Insurance

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

### Bind/Accept Quote

1. When a carrier is selected for **binding**, document and leave the **QNEW** **or QREW** activity open for receipt of the binder.

***Please note, if no carrier is selected for Binding, close the corresponding QNEW or QREW as Unsuccessful and add notes. No further steps are required.***

### Move Binding Carrier Submission to Current Policies

You must follow these steps in order:

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**

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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. Add Issuing company if known
   6. Click Finish

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* 1. On the popup, select **Yes** **Perform Action** and select **Move Marketed Lines to Current Policies**

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***Policies Tab****:*

1. Select - *Add New Policy* if this is a new policy/business.
2. Select - *Renew Existing Policy* if creating the Marketing Submission from a Renewal
3. Select - *Update Existing Policy* if adding policy lines to an existing policy.
4. Enter Policy Line, Description, Effective & Expiration Dates
5. Select Prospective or Contracted policy.
   * 1. Prospective – This should only be done when an invoice is needed for the client before binding [Policy setup – Invoice Needed Before Binding](#_Policy_Setup_–)
     2. Contracted – Coverage has been bound

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***Lines Tab:***

1. Select the lines you want to add to the new policy, renewal, or existing policy
2. Select:
   1. *Add to this policy* - Add the line to the policy under the Policies tab.
   2. *Add to a different policy*.
   3. *Do not add to any policy*.
3. The choices made here affect only the line highlighted. Use Apply to All Lines if the choices apply to all lines. \*\*There are three opportunities to Apply to All Lines in this section.
4. Select Status; enter Issuing Co (writing co); enter carrier commission percentage, premium, and click the hyperlink, **Calculate**

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1. Click the **SERVICING** tab – verify the employees in each servicing role

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1. Click the **PR/BR COMMISSIONS** tab

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* 1. Click the ADD button to add the producer to be paid commission on this policy if applicable
  2. Choose Commission Agreement to default the commission percentage
  3. Production credit should be 100%

1. ***Attachments Tab:*** Check the attachments being moved with this Policy.
2. ***Activities Tab:*** Any open activities existing for this Carrier Submission can be closed here.
3. When finished, click **MOVE**
   1. Update Submission status to Completed; click **Finish**
4. **BND1** Activity – Bind Policy via Master Marketing ~~(set to close automatically~~) leave open for receipt of, attaching, and check-in of policy.
5. Unless it is renewal marketing – allow **BND1** activity to close and Policy to be attached to PLRR activity
   * **Description** - # Bind [Policy Description] via Master Marketing
   * **Who/Owner** – Verify
   * **Follow up/Start** – Defaults to today’s date; manually update to the date you want to follow up for bind confirmation
   * Defaults as **Open**
   * Add **Notes**
   * Click **Detail**
   * Go to **Tasks**
     + Highlight the task
     + Double click or click the **edit** pencil to open
       - Status – **Completed**
       - Click **Finish**
6. Tasks can be disregarded for now and activity closed without completing tasks
7. Change Policy view from MARKETED to CURRENT

**Policy Received from Carrier**

**DOWNLOAD:**

1. Downloaded policies will automatically update the policy stage to Issue with the policystatus **– NEW or REN.**
2. **ZNEW** activity will generate and is set to close automatically.
3. Review the **Daily Download Report** to view downloads received to update policy/client records with missing information.
4. Policy Check for accuracy: Assign the **BND1 or PLRR** Activity to the **PLAP** Workgroup to attach the policy for policy check.
   1. If the Policy is inaccurate, leave **BND1 or PLRR** open for follow-up; send to the carrier or account servicer for correction.
   2. **PLAP** will create a note when the policy checking is complete and will attach **the** policy document to the **Policy in** the client's account
5. Close the **BND1 or PLRR** as **successful.**

**NON-DOWNLOAD:**

1. Drag & drop the policy to the appropriate **BND1 or PLRR** activity and place a checkmark in **Mark as an Important Policy Document** so the policy is attached to the policy and the activityin the client’s account
2. Issue the Policy in Epic:
   1. Highlight the policy
   2. Click ACTIONS > Issue/Not Issue Policy and **Issue**
   3. Verify Policy #, Effective/Expiration Dates, Estimated Premium, and Policy Status (NEW/REN/REW)
   4. Click the **Close Open Activities** tab, close the open **BND1/PLRR** activity as Successful, and add the final note
   5. Click **FINISH**

### Add BOR Policy Workflow

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| 1. Receive the signed BOR from the prospect or existing client and follow [Add Account Workflow](#_Add_New_Account_1) for new clients or if an existing client, locate the Client Account 2. Create New Opportunity adding stage of BOR, and **AOP** activity (Placement Team Only) - describe who, what, why, etc. – and attach any correspondence and documents collected to start the marketing process 3. If Producer sourced, utilize **BORP** activity (~~System-Generated~~ Manually created when policy created in Current/Renewed Policy screen) - describe who, what, why, etc. – and attach any correspondence and documents collected to start the marketing process 4. Click Policies from the Navigation Pane (left) 5. Click the **ADD** button - Select Prospective or Contracted status. 6. Enter Policy Type from the dropdown list. 7. Change the Policy Description as needed. 8. Enter the policy number if known or TBD.    1. Do not add additional characters (spaces, dashes) to ensure download success. 9. Verify the following:    1. **Effective and expiration dates** (defaults to system date and one-year term)       * The effective date should be the date of the carrier BOR & Expiration should match the policy expiration date.    2. **Source:** choose from the dropdown **(required field)**    3. **Structure**: Verify Agency, Branch, Department (Set defaults under Config/User Options)    4. **Lines of Business**:    5. Policy Line    6. Status = **NBR**    7. Select Profit Center    8. **Issuing Company** – Select from the dropdown list (Click the description header to sort by Name)    9. **Premium Payable Entity** – Select from the drop-down list (Click the description header to sort by Name)   A screenshot of a computer  Description automatically generated   * 1. If PPE is a Broker, change CA to BR and enter the broker’s name from the dropdown list.   A screenshot of a computer  Description automatically generated  **NOTE: Be sure to select the appropriate PPE Contract if BR is selected)**   * 1. **Payable Contract**: If Description ACH Carrier Group is available, choose it; otherwise, choose the Default Premium/Commission Payable contract.   A screenshot of a computer  AI-generated content may be incorrect.   * 1. Add Carrier Commission percentage **(if unknown add 1%)**   2. Click **Detail**   3. Manually create Activity = **BORP** ~~(Set to auto close) change to open~~ and set to the **PLAP** Workgroup to retrieve, attach, and check-in policy.   4. **PR/BR Tab:** Enter PR/BR name from the dropdown list if the area is not defaulted.      + Use **Commission Agreement**      + **Override Commission Agreement** – only for specific scenarios and supporting documentation is required   5. **Servicing Tab:** Enter Policy Producer and Policy Servicer   6. **Billing Tab:** Verify Invoice information and delivery method.   7. **Line Tab:** Enter Estimated Premium and Estimated Commission if known.  1. Add detailed notes, confirmation of BOR, and correspondence to **AOP** or **BORP** activity and set to the **PLAP** Workgroup to retrieve, attach, and check in Policy. 2. Close the Opportunity as Won **and choose PNCO, keep open if onboarding applies,** otherwise close. **~~WON1~~** ~~which will close as successful automatically.~~ 3. **Servicer -** Send Welcome Letter to Client   Issue [Auto ID Cards](#_EPIC_Auto_ID)  [Issue Evidence of Property Insurance](#_EPIC_Evidence_of)  Agency Billing/Accounting Activities found in Accounting Guide |

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

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| **DOWNLOAD:**   1. Downloaded policies will automatically update the policy stage to Issue with the policystatus **- NEW.** 2. **ZNEW** activity will generate and is set to close automatically. 3. Review the **Daily Download Report** to view downloads received to update policy/client records with missing information. 4. Policy Check for accuracy: The PLAP Workgroup will utilize the **APOL or BND1** activity    1. If the Policy is inaccurate, the **PLAP** Work Group will set the **APOL or BND1** activity to the servicer to request correction from the carrier. The servicer will then set the **APOL or BND1** activity back to the **PLAP** Work Group to follow up for correction.    2. **PLAP** Workgroup will create a note when policy checking is complete and attachthepolicy document to the **Policy** in the client's account. 5. **The PLAP** Workgroup will close **APOL or BND1** as **successful.**   **NON-DOWNLOAD:**   1. Policy Check for accuracy: The **PLAP** Workgroup will utilize the **APOL or BND1** activity    1. If the Policy is inaccurate, the **PLAP** Work Group will set the **APOL or BND1** activity to the servicer to request correction from the carrier. The servicer will then set the **APOL or BND1** activity back to the **PLAP** Work Group to follow up for correction.    2. **PLAP** Work Group will create a note when policy checking is complete and attachthepolicy document to the **Policy** in the client's account 2. The **PLAP** work group will perform: **ACTIONS > Issue/Not Issue Policy** 3. The **PLAP** Workgroup will select the **Close Activity tab** and closethe**APOL or BND1** activityassuccessful**.** |

## Renew Policy Workflow

### Renewal Activities

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| Activity Code | Description |
| AMMK | System Generated Activity when creating a Master Marketing Submission – Set to Auto close, manually change to Open to attach all documents, correspondence and notate through receipt of Binder |
| PLRR | Renewal Activity – Auto-generated at 90 days before expiration to house all documentation, correspondence, and documents for renewal including binder (If applicable) |
| QREW | Renewal/Rewrite Quote Activity – Manually generated for each online carrier portal and Auris |
| BND1 | System generated when Submission moved from Marketed to Current/Renewed policy screen ~~(Set to close automatically~~, use **PLRR** set to PLAP Workgroup for policy check-in) |
| ~~RPOL~~ | ~~System generated when current policy renewed in Current/Renewed policy screen (Set to close automatically, use~~ **~~PLRR~~** ~~for policy check-in)~~ |
| PPCK | Manually created activity created to have a policy attached and checked in on |
| PROP | System-Generated when a Proposal is created |

## Renewal Manager

### Renewal Stages

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

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

### Renewal Events

#### Policy Created

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 days for personal lines policy types

#### Policy Renewed

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

#### Policy Cancelled

This Event is tied to the Actions>Cancel>Issued process. The Stage shown on a policy canceled 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 canceled.

### Renewal Manager Workflows

#### View Renewals

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| 1. From **HOME** screen select **Renewals Manager** from Navigation Bar   A screenshot of a computer  AI-generated content may be incorrect.   1. Assigned Servicers accounts will be displayed with a **Renewal Not Started** Renewal Stage   A screenshot of a computer  AI-generated content may be incorrect.   * **Personal Lines**: 90 Days before 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 a list of possible markets. |

#### Renew Policy

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| 1. Select **Renew,** then refer to the [**Renewal Process**/**Non-Downloaded Policies**](#_***REVIEW_Non-Downloaded_Renewals)section in the Workflows Document      1. Once the renewal is started, the Renewal Stage will change to **Pre-Renewal in Process** |

#### Marketing Submission

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| 1. Select **Marketing Submission,** then refer to the **Marketing Module** section in the Workflows Document |

#### Canceled/ Non-Renewed Policies

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

### Downloaded Renewals

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| 1. **PLRR** activity will auto-generate on the Servicer’s Home base **90 days** before renewal.   1. **ZREN** automatically closed activity (created by download) 2. Review the **Daily Download Report** to review downloads received to update policy/client records with missing information. 3. Once the renewal downloads, the **PLRR** can then be closed 4. Downloaded policies will automatically renew from the current term. The new term will be issued, and the **status** will be updated to **REN.** If it is renewal/rewrite, manually update the status to **REW**. 5. **eDoc**to be manually attached to Policy and labeled per Naming Conventions. 6. **eDoc** - Policy Check for accuracy    1. If the Policy is inaccurate, the Servicer requests correction from the carrier. The servicer will then follow up for correction/endorsement.    2. If the Policy is accurate, the Servicer will Issue policy – Actions>Issue/Not Issue Policy and close **edoc**.   Issue [Auto ID Cards](#_EPIC_Auto_ID)  [Issue Evidence of Property Insurance](#_EPIC_Evidence_of)  Agency Billing/Accounting Activities found in the Accounting Guide |

### Non-Downloaded Renewals

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| 1. **PLRR** activity will auto-generate on the Servicer’s Home base **90 days be**fore renewal. 2. Review the upcoming renewal list **~~35-~~90 days** in advance (or use [Renewal Manager](#_JA.4_Renewal_Manager)) 3. From policy in Epic, **ACTIONS > Renew -** ~~System generated~~ **~~RPOL~~** ~~activity appears~~ ~~– (It is set to close as successful automatically) Click finish;~~ Utilize the **PLRR** activity for retrieval, attachment, and check-in of policy. 4. Review and update details such as (i.e., policy number, effective/expiration dates, Dept, Status, Profit Center, ICO & PPE, Billing, Pr/Br, premium) 5. Epic will auto-set thepolicy **status** to **REN;** if it is renewal/rewrite, manually update the **status** to **REW.** 6. Update the policy details in the Left navigation pane 7. Use the X in the Navigation pane and select **Yes, Perform and Action – Issue/Not Issue Policy** 8. **PLRR** stays open until the policy and proofs are issued.   Issue [Auto ID Cards](#_EPIC_Auto_ID)  [Issue Evidence of Property Insurance](#_EPIC_Evidence_of)  Agency Billing/Accounting Activities found in the Accounting Guide |

## Renewal/Rewrite Policy Workflow

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| **Best Practices**   * Review the upcoming renewal list **~~35-~~90 days** in advance (or use [Renewal Manager](#_JA.3_Renewal_Manager)) * Remarket to carriers via Online Carrier Portals, PL Rater, or [Marketing Module Extra Lite](#_JA.2__Marketing) |

### Remarket Policies:

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| 1. If remarketing via Carrier Portals or [Marketing Module Extra Lite,](#_JA_1_Marketing) use one **QREW** for all carriers quoted and document the binding carrier ICO, PPE, and Quoted Premium in activity detail. 2. All quotes, declinations, correspondence, and other documents are attached to the **PLRR** activity. 3. Review all carrier quotes and send the proposal (if applicable) to the client.    1. System-generated **PROP** Activity will populate, 4. Save the bind request email to **PLRR,** or if binding online, the confirmation of the bind should be attached to **PLRR.** 5. Close **QREW** as successful when bound. 6. If not utilizing [Marketing Module Extra Lite](#_JA_1_Marketing), renew the policy in Epic – From expiring: **ACTIONS> Renew.**     1. ~~A system-generated~~ **~~RPOL~~** ~~activity will populate (it will automatically close successfully), click~~ ~~Finish, and~~ utilize the **PLRR** for retrieval, attachment, and check-in of the policy. 7. If utilizing the [Marketing Module Extra Lite](#_JA_1_Marketing), follow the workflow to move the marketed line to the **Current/Renewed** Policy view.    1. A **BND1** activity will system-generate ~~(it will auto-close as successful),~~    2. **Update Renewal Manager Stage to “Renewed”**    3. **Close as successful (it can be closed without Task being completed)**    4. Click Finish, and utilize the **PLRR** for retrieval, attachment, and check-in of the policy. 8. **If it is a Downloaded Policy, follow the** [**Policy Received from Carrier**](#_Policy_Received_from_2) **instructions.** 9. Verify:    1. Policy Type    2. Policy number (if known)    3. Effective/Expiration Date    4. ICO/PPE = update to the new carrier –select the correct **ICO** so **PPE** will default correctly**.**    5. Use **REW** policy status (if changing Premium Payable Carrier)    6. Line Commission %, Estimated Premium and Commission 10. Use the X in the navigation panel and select **Yes, perform action:** **Update Stage to Submitted** 11. **PLRR** activity stays open until the Binder and Policy are received and attached, Invoice activity is created (if applicable), and Proofs are issued. 12. Issue Proofs – [ID Cards](#_Auto_ID_Cards), and [Evidence of Property](#_Evidence_of_Property)   Agency Billing/Accounting Activities found in the Accounting Guide |

### Policy Received from Carrier

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| **DOWNLOAD:**  **Policies rewritten from one carrier to a new carrier will use Actions > Copy Policy instead of Actions > Renew, and the expiring carrier renewal download will need to be canceled flat.**  **Copying the policy instead of renewing it will ensure that the Rewritten policy is downloaded correctly. Confirming that the expiring carrier renewal download is cancelled will remove the policy from the Expiration and Potentially Missed Renewal reports.**   1. Select **EXPIRING** policy term 2. Click **Actions > Copy Policy** 3. **Destination** – To current account 4. Verify **Structure** 5. **Policy Detail** 6. Description 7. Policy Number 8. Effective/Expiration Date 9. **Lines of Business** (if more than one line of business, each line needs to be updated) 10. Verify Line(s) of Business 11. Policy Status **REW – Rewrite** 12. Billing – **Agency** or **Direct** 13. Profit Center – Select from dropdown 14. Issuing Company/Premium Payable 15. **Line Commission –** Enter carrier commission percentage if known  * **If Commission is Unknown –** * Check the box to use the 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 the Policy has been submitted to the Carrier for binding, Close Policy Detail > **Update Stage to Submitted** 7. Click **Finish** 8. When the **Expiring** carrier has downloaded the renewal, proceed with one of the following options:    1. Confirm for carrier Cancellation. Download and update policy status to **CRW – Cancelled – Rewritten** 9. Follow the [Cancellation Workflow](#_Cancel_Policy) to cancel the downloaded flat renewal. Policy status of **CRW – Cancelled – Rewritten,** and utilize the **CREW** activity code if needed.   **NON-DOWNLOAD:**   1. **PLRR** - Policy Check for accuracy:    1. If the Policy is inaccurate, leave **PLRR** open for follow-up; send to the carrier for correction.    2. The Servicer will create a note when policy checking is complete    3. Highlight policy, **click ACTIONS > Issue/Not Issue Policy**    4. **Issue**; enter/verify policy number; verify effective/expiration dates.    5. Click the **Close Activity tab**: Close **PLRR** as successful. 2. Epic will auto-set thepolicy **status** to **REN;** if it is a renewal/rewrite, manually update the **status** to **REW.** |

## Policy Setup – Invoice Needed Before Binding

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

### Create Policy

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

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

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

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

### Create Invoice Request for Invoicing

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

### Quote Accepted/Rejected

#### Quote Accepted

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

#### Quote Rejected

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

## Policy Change Workflow

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| **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 the endorsement download comes through properly. The steps below must be done **immediately after** binding the endorsement with the carrier. * A confirmation email to the Client is required |

### Change Activities

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

### Change Policy Dates

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| 1. Select Policy 2. **ACTIONS** > Change Effective/Expiration Dates 3. Enter new dates   A screenshot of a computer  Description automatically generated   1. ~~Activity~~ **~~CEED~~** ~~– Auto set to Close – Successful; Add notes before clicking finish explaining why changing Effective & Expiration dates if you are not endorsing with the carrier.~~ 2. If endorsing with the carrier, please move to step 6 to update the Service Summary Row. 3. In Epic – **ACTIONS > Endorse/Revise Existing Line;** enter:    1. Effective date of change    2. Description of change (this will flow into the Activity description) – D-Delete, A-Add, C-Chng, MP-Multiple Changes.    3. Click **Detail**    4. System-generated Activity **= CHGE** *(This activity will have an automatic Follow-up/start date of 30 days from the current date) (Update to the current date if a processor is marking the change)*    5. Add detailed notes for change including D-Delete, A-Add, C-Chng, MP-Multiple Changes, how the request was received, etc.    6. Drag and drop correspondence and any documents to the **CHGE** Activity.    7. Click Finish and set it to the processor (if applicable) to follow up for endorsement.   **Downloaded Endorsements:**   1. Process changes on the carrier website or email the change request to the carrier. 2. Attach bind confirmation, emails with client/carrier, etc. to the **CHGE** activity and leave it open for follow-up. 3. Send a confirmation email to the insured. (Templates are available in the Distribution manager) 4. Click the X on the left navigation pane to close out the policy detail. 5. Click Yes Perform Action > **Update Stage to Submitted**   **Non-Downloaded Policies:**   1. 1. Prepare ACORD Change Request Form (if applicable) and/or email the change to the carrier.    1. Attach email/change request to the **CHGE** activity.    2. Leave Activity Open for follow-up. 2. 2. Click the X on the left navigation pane to close out the policy detail.    * 1. Click Yes Perform Action > **Update Stage to Submitted**      2. Send a confirmation email to the insured.   **Issue Proofs:**  [Auto ID Card](#_Auto_ID_Cards) and [Evidence of Property](#_Evidence_of_Property) |

#### Endorsement Received from Carrier

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| **Downloaded Endorsement:**   1. Review the daily download list and update missing information. 2. Reassign the **edoc** & **CHGE** activities to a processor (if applicable) to label via Naming Conventions, attach to the **CHGE** activity and Policy, and verify the Endorsement is accurate.    1. If the Endorsement is incorrect, the **CHGE** activity will remain open, Servicer 1 will send a request to the carrier for correction.    2. Servicer 1 will then set **CHGE** Activity to processor (if applicable) to follow up for revised endorsement 30 days from the current date.    3. The **CHGE** activity can be closed as successful if the endorsement is accurate. 3. Download will update the service summary row and **issue** the endorsement. 4. ~~Manually update the Line Premium & Commission per Endorsement~~   **Non-Downloaded Endorsement:**  1. Reassign the **CHGE** activities to a processor (if applicable) to label via Naming Conventions, attach to the **CHGE** activity and Policy, and verify the Endorsement is accurate.   * 1. If the Endorsement is incorrect, the **CHGE** activity will remain open, and Servicer 1 will send a request to the carrier for correction.   2. Servicer 1 will then set **CHG**E Activity back to the processor (if applicable) to follow up for revised endorsement 30 days from the current date.   3. The **CHGE** activity can be closed as successful if the endorsement is accurate.   2. From policy, **ACTIONS > Issue/Not Issue Endorsement**  5. Manually update Line Premium & Commission per Endorsement  **Agency Billing:** Follow theAccounting Activityworkflows found in the Accounting Guide |

### Process Change Request (Existing Line)

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| 1. Receive a policy change request from the client via email. If more info is required to process, go to Instruction #2. If all information is available to process the change, go to Instruction #3.  2. Locate Policy – (+) New or F9 (Add Activity) and choose **CHGM** at the Account level.   * 1. Drag & Drop email from client to activity, add detailed notes from email (copy & paste) including details of the requested change, and set Who/Owner code to Servicer 1   2. Servicer 1 will confirm that all information required is attached, including document(s), instructions, etc.; click finish or   3. Servicer 1 will gather the required information from the insured, document responses and instructions, etc.; click finish   4. From Policy screen - **ACTIONS > Endorse/Revise Existing Line;** enter:      + - Effective date of change        - Description of change (this will flow into the Activity description)        - Click Detail        - System-generated activity **= CHGE –** *Manually Close as Successful*   5. Add detailed notes to **CHGM** activity:      + processed online or,      + sent the change ACORD to the carrier or,      + emailed the underwriter.      + Click Finish and set the follow-up/start date for 30 days from the current date to a third-party processor or Servicer 1.   3. Locate Policy – **ACTIONS > Endorse/Revise Existing Line;** enter:   * 1. Effective date of change   2. Description of change (this will flow into the Activity description) including A-Add, D-Delete, or M-Multiple changes   3. Click **Detail**   4. System-generated activity **= CHGE** *(This activity will have an automatic Follow-up/start date of 30 days from the current date) (Update to current date if 3rd party is processing change)*   5. Add detailed notes for change (Copy & paste from Insured’s email)   6. Click Finish and set it to third-party/processor/workgroup (if applicable) to follow up for endorsement.   7. Add detailed notes to **CHGE** activity:      + processed online or,      + sent change ACORD to the carrier or,      + emailed the underwriter.      + Click Finish and set a follow-up/start date 30 days from the current date to Servicer 1.   **Downloaded Endorsement**:  1. Process changes on the carrier website  2. Attach bind confirmation, emails with client/carrier, etc., to the **CHGE or CHGM** activity.   1. Click the X in the left navigation pane to close out the policy details. 2. Click **Yes, perform action** > **Update Stage to Submitted** 3. Send confirmation to the insured   **Non-Downloaded Endorsement:**  1. Update the ACORD detail in Epic to include the change requested.  2. Prepare the ACORD Change Request Form (if applicable) and/or email the change to the carrier.   1. Attach email/change request to the **CHGE or CHGM** activity. 2. Leave Activity Open for follow-up. 3. Click the X on the left navigation pane to close out the policy details. 4. Click Yes, Perform Action > **Update Stage to Submitted** 5. Send confirmation to the insured.   **Issue Proofs:**  [Auto ID Card](#_EPIC_Auto_ID) and [Evidence of Property](#_EPIC_Evidence_of) |

#### Endorsement Received from Carrier

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| **Downloaded Endorsement:**   1. Review the daily download list and update missing information. 2. Reassign the **edoc** & **CHGE** or **CHGM** activities to a processor (if applicable) to label via Naming Conventions, attach to the **CHGE or CHGM** activity and policy, and verify the endorsement is accurate.    1. If the Endorsement is incorrect, the **CHGE or CHGM** activity will remain open, Servicer 1 will send a request to the carrier for correction.    2. Servicer 1 will then set **CHGE or CHGM** Activity to processor (if applicable) to follow up for revised endorsement 30 days from the current date.    3. The **CHGE or CHGM** activity can be closed as successful if the Endorsement is accurate. 3. Download will update the service summary row and **issue** the endorsement. 4. Update the Line Premium & Commission per Endorsement   **Non-Downloaded Endorsement:**  1. Reassign the **CHGE or CHGM** activity to a processor (if applicable) to label via Naming Conventions, attach to the **CHGE or CHGM** activity and policy, and verify the endorsement is accurate.   * 1. If the Endorsement is incorrect, the **CHGE or CHGM** activity will remain open, and Servicer 1 will send a request to the carrier for correction.   2. Servicer 1 will then set **CHGE or CHGM** Activity back to the processor (if applicable) to follow up for revised endorsement 30 days from the current date.   3. The **CHGE or CHGM** activity can be closed as successful if the Endorsement is accurate.   2. From policy, **ACTIONS > Issue/Not Issue Endorsement**  3. Verify the effective date of change and other details.  4. Update the Line premium & Commission per Endorsement.  **Agency Billing:** Follow theAccount Activities workflows found in the Accounting Guide. |

## Add Line Mid-Term Change Workflow

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| **Best Practices**  1. When endorsing a policy, the ***ACTIONS>Endorse/Revise Add Line Mid-Term*** workflow is **required** to generate a detailed service summary row and to ensure the download comes through properly. The steps below must be completed within 24 hours of the endorsement being bound.  2. This process should only be followed if we add a Line of Business to a Package policy Mid-Term and the **policy number is the same.**  3. A confirmation email is required to be sent to the insured. |

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

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

### Endorsement Received from Carrier

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| --- |
| **Downloaded Endorsement:**  1. Review the daily download list and update missing information.  2. Reassign the **edoc** & **CHGL or CHGM** activities to a processor (if applicable) to label via Naming Conventions, attach to the **CHGL or CHGM** activity and policy, and verify the endorsement is accurate.  a. If the Endorsement is incorrect, the **CHGL or CHGM** activity will remain open, the Servicer 1 will send a request to the carrier for correction.  b. Servicer 1 will then set **CHGL or CHGM** Activity to the processor (if applicable) to follow up for revised endorsement 30 days from the current date.  c. The **CHGL or CHGM** activity can be closed as successful if the Endorsement is accurate.  3. Download will update the service summary row and **issue** endorsement.  4. Update the Line Premium & Commission per Endorsement  **Non-Downloaded Endorsement:**  1. Reassign the **CHGL or CHGM** activity to a processor (if applicable) to label via Naming Conventions, attach to the **CHGL or CHGM** activity and policy, and verify the endorsement is accurate   * 1. If the Endorsement is incorrect, the **CHGL or CHGM** activity will remain open, and Servicer 1 will send a request to the carrier for correction.   2. Servicer 1 will then set **CHGL or CHGM** Activity back to the processor (if applicable) to follow up for revised endorsement 30 days from the current date.   3. The **CHGL** activity can be closed as successful if the Endorsement is accurate.  1. From policy, **ACTIONS > Issue/Not Issue Endorsement** 2. Verify the effective date of change and other details. 3. Update the Line premium & Commission per Endorsement.   **Agency Billing:** Follow theAccount Activities workflows found in the Accounting Guide. |

## Cancel Policy Workflow

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| **Best Practices: A Signed LPR from the Insured for all cancellation requests is required whether or not it is required by the carrier.** |

### Cancelation Activities

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| Activity Code | Description |
| CBOR | **System-generated activity is created when utilizing Actions>Cancel on the Current/Renewed Policy per received BOR** |
| CPOL | System-generated activity is created when utilizing Actions>Cancel on the Current/Renewed policy screen per insured request |
| CREW | System-generated activity is created when utilizing Actions>Cancel on the Current/Renewed policy screen when rewriting to a new carrier |
| PCN1 | Manually created activity utilized when a Notice of Intent to Cancel is received from a carrier |
| ~~PCN2~~ | ~~Manually created activity utilized when a Notice of Cancellation received from a carrier due to Non-Payment of Premium~~ |
| ~~REIN~~ | ~~System-generated activity created when utilizing Actions>Reinstate on the Current/Renewed policy screen~~ |
| ZREI | Policy Reinstatment Downloaded |

### Cancel Monoline Policy

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

#### Signed LPR Received:

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

#### Cancellation Confirmation Received from Carrier:

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

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

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

#### Signed LPR Received:

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

#### Cancel Confirmation Received from Carrier:

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| **Download:**  1. Attach Cancellation Confirmation to the **CPOL** activity—update the description.  2. Download will update the service summary stage to **Cancelled.**  3. The policy status will auto default to **CNW or CRN** depending on the status of the policy canceled.  4. Close the **CPOL** activity as **Unsuccessful** and select the lost reason; click Finish.  **Non-Download:**  1. Attach Cancellation Confirmation to the **CPOL** activity—update the description.  2. Select Policy, then **ACTIONS** > **Issue Cancellation** – verify details.  a. The policy status will auto default to **CNW or CRN** (based on original status) **A screenshot of a computer  AI-generated content may be incorrect.**  3. Click the **Close Open Activity** tab, close the **CPOL** activity as **Unsuccessful**, select **Lost reason**; add notes, and click Finish.  **If Agency Bill Return Premium:**   * Create a $CRR activity with instructions on how to manage the funds when they are received.   + Return to Insured   + Send to Finance Company   + Hold funds on account |
| **\*Important Notes:**   * **The Cancellation status will only show on the Service Summary Line of the policy to be canceled. All other lines will show N/A because the change/cancellation did not affect the other package lines.** * **The expiration date will change only for the line of business for which the cancellation was requested. The policy expiration date will not change.** * **ON RENEWAL, remember to uncheck the canceled line so it will not be included in the package policy renewal term.** |

### Cancel Policy for BOR Midterm

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| 1. Locate Account > Select Policy > **ACTIONS > Cancel**  2. Select Policy Release or Cancellation Request  3. Enter the Effective Date of Cancellation  4. Enter a description.  5. Click DETAIL   1. Activity: **CBOR ~~CPOL~~-** attachBOR**,** add notes (who, what, where, when, how), and click Finish   7. From the left navigation pane, enter Reason/Method, Additional Interest, and Remarks as needed.  A screenshot of a computer  Description automatically generated  8. X out of Policy (from the left navigation panel)  9. Select Policy > **ACTIONS > Issue Cancellation**  10. The Status Description will auto-default to **CNW or CRN** (based on original status)  11. Click Finish.  **Download:**  1. If you receive a download endorsement for **BOR,** validate the status and expiration date.  2. Attach BOR Endorsement and correspondence to the **ZCAN** activity—update the description.  3.The policy status will automatically update to **CNW or CRN** (based on the original status)  4. Close the **ZCAN** activity as **Unsuccessful** and select the **Lost–Reason**; Click Finish  **Non-Download:**  1. Attach BOR & Correspondence to the **CBOR** activity—update the description.  2. Select Policy, then **ACTIONS** > **Issue Cancellation** – verify details.  3. The policy status will automatically update to **CNW or CRN** (based on the original status)  4. Click the **Close Open Activity** tab, close the **CBOR** activity as **Unsuccessful,** select **Lost - reason**, add notes, and click Finish. |

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

**Notice of Intent to Cancel for *Non-Payment*, N*on-compliance with Loss control requirements, Underwriting, Inspection:***

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| 1. When NOC is received for a Carrier or Finance Company, click Policies in the left panel. 2. Highlight the policy in question from the policy list view. 3. Click the **NEW** button in the top blue options bar and select Activity (or press F9) 4. Select the **PCN1** activity, and click Save & Go to Detail   A screenshot of a computer  AI-generated content may be incorrect.   1. The **PCN1** Activity auto sets to Servicer 1 with a Follow-up/Start date matching the date **PCN1** entered: Add Notes and Click Finish 2. Drag and drop the Pending Cancel notice into the **PCN1** activity and label the Document per Naming Conventions. 3. Add Notes and click Finish. 4. Follow the appropriate steps below based on whether the client made payment or provided the requirements.    1. If a rescission notice is received, drag & drop to the open **PCN1** activity on the Home Base. Update the description according to the Platform’s [naming conventions](#_Naming_Convention).       * Right-click on the activity and select Close.       * Mark as **Successful**       * Add Final note (i.e., Payment received – cancel notice rescinded)       * Click **FINISH**    2. If the client does not make payment or comply by the due date, drag & drop the carrier Final Cancel Notice to the open **PCN1** activity on the Home Base. Update the description according to the Platform’s [naming conventions.](#_Naming_Convention)        * Right-click on the activity and select Close.       * Mark as **Successful –** If cancellation is not downloaded (the **CPOL** activity should be closed as Unsuccessful with Lost reason)       * Mark as **Unsuccessful** – If cancellation is downloaded. Choose **Lost - Reason**       * Add Final note (i.e., Payment not received by the due date – carrier canceled)       * Click FINISH    3. Cancel Policy in Epic following the [Cancel Policy Workflow,](#_Cancel_Policy) (*except the LPR is not required*)   **If Agency Bill Return Premium:**   1. Create a $CRR activity with instructions on how to manage the funds when they are received  * Return to Insured * Send to Finance Company * Hold funds on account |

## Policy Not Renewed Workflow

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

### Mark Policy as Not Renewed

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| 1. Locate the Client account and Policy screen 2. From the Policy that will not be renewed, utilize either the F9 or New (+) and create a **GNRN** activity & set the Follow-up/Start Date to the expiration date of the policy    1. Add notes as to why the policy was not renewed or attach the non-renewal notice received from the carrier 3. When the **GNRN** appears on your home screen on the Follow-up/Start Date, go to the Policy screen and double-click the policy that is not renewing 4. In the left panel, click **Servicing/Billing > Line.** 5. **Update the policy status to X-N or X-R** (Select based on original policy status) 6. **X-N** (Not-Renewed NEW) – The Policy was a new business. 7. **X-R** (Not-Renewed REN) - The policy was a renewal 8. Click the X on the left navigation pane. 9. Close **GNRN** Activity as **Unsuccessful – Lost - Reason** 10. Click Finish |

## Policy Not Renewed for BOR

### Mark Policy as Not Renewed

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| 1. Locate the Client account and Policy screen  2. From the Policy that will not be renewed, utilize either the F9 or New (+) and create **GNRN** activity & set Follow-up/Start Date to the expiration date of the policy  3. Add notes as to why the policy was not renewed  4. When the **GNRN** appears on your home screen on the Follow-up/Start Date, go to the Policy screen and double-click the policy that is not renewing  5. In the left panel, click **Servicing/Billing > Line.**  6. **Update the policy status to X-N/X-R** (Select based on original policy status)  a. **X-N** (Not-Renewed NEW) – The Policy was a new business.  b. **X-R** (Not Renewed REN) - The policy was renewal   1. Click the X on the left navigation pane.   8. Close **GNRN** Activity as **Unsuccessful – Lost - BOR**   1. Click Finish |

## Policy Reinstated Workflow

### Reinstate Policy

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| **Download:**   |  | | --- | | **Download will automatically amend your policy/line status to Renewal. If the original policy status was other than Renewal, the status will need to be updated appropriately.**  **If a policy status is Cancelled, it will NOT show up on your expiration reports or create system-generated renewal activities.** |      1. Review the **Download Report** and/or open **ZREI** or **ZRNR** activities. 2. Download will **automatically** update the: 3. Service Summary Stage to **Reinstated** 4. Expiration date of the original **Expiration Date** 5. Policy Status to **REN** - **Renewal** 6. Policy status will need to be verified: from the 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 |  1. Mark the task on **ZREI** or **ZRNR** as completed and close the Activity as **Successful**, add notes, and click Finish 2. If closed, reopen the **ZCAN or ZNON**Activity and close as **Successful**; add notes and click Finish. 3. If there is an original closed **CPOL or CREW** Activity, reopen the Activity, then close as **Successful**; add notes and click Finish.   **Non-Download:**  1. From the client’s account, click Policies from the left panel  2. Select the CANCELLED policy to be reinstated  3. Click **ACTIONS > Reinstate**  4. Enter the date the policy was reinstated  5. Add Description  6. Click Finish  ~~7. Activity =~~ **~~REIN~~**~~: Add detailed notes as to why the policy was reinstated~~   * 1. ~~Close Activity Successful; click Finish~~   8. Verify the Policy Status was updated correctly per the original Policy Status  9. If there is an original closed **CPOL** or **CBOR** Activity, Reopen theActivity, attach Reinstatement, then Close as **Successful** |

## Claims Workflow

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| Please note: We are only following the workflow below if the insured calls a servicer and the servicer calls it into the carrier. Otherwise, the **~~GCAL~~** PCRF activity can be used to document that you spoke with an insured and referred him/her to the carrier to file a claim. |

### Claim Activities

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| Activity Code | Description |
| ~~GCAL~~ | ~~Manually created activity utilized when referring a client to the carrier to file a claim~~ |
| PCRF | Manually created activity for Claim Notification/Inquiry ~~Refer Claim to Claims Team~~ |
| ACLM | System-generated activity is created when adding a new Loss under the Claims area in Epic |
| PCRV | Manually created activity for Claim Review |

### Add New Claim

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

### Claim Updates

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

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

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| 1. Select Claim 2. Click **ACTIONS > Close Claim**; add the close date and click Finish. 3. With the claim highlighted, click **ACCESS > Activity – Open Activities**    1. Select the open **ACLM** Activity    2. Add notes.    3. Mark as Closed – Successful    4. Click Finish |

### Claim Details

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| **Servicing Section**   * 1. If adding an older claim, confirm current Account Producer and Servicer are selected.   2. In Policy Other, enter the name of the Claims Advocate who will be assigned to the claim   **Insured/Contact Section**   * + Identification Section:   + Insured Location Code – Enter Location Code (if applicable)   + Report Purpose Code – Enter Claimant Name   + Jurisdiction – Enter State   **Insured / Contact Section:**   * Insured Tab – Confirm Correct Insured is selected * Contact Tab – Click on Magnifying Glass and select Insured Claim Contact   + If the contact is not listed, add information manually   + Authority Contacted – Enter Police Report data on this tab (if applicable)   **Litigation Section (if applicable)**   * + Add Case #, Court and Date Served   **Additional Parties Section**   * + Add all parties to claim here, and they will pull to other sections of the Loss Notice   + Claimant, GC, Subcontractor, Driver, Injured parties, Witnesses, etc.   **Continue to Coverage Section (Line of Business in BOLD beneath Payments/Expenses)**  *\*Note: Only complete this section if it is relevant to reporting the claim. If an incident report or DWC-1 form is available to send to the carrier or claim has already been reported, no need to complete the details in this section.*  **Loss Section** – Add and/or confirm loss location and description \*  *\*Description on Acord Loss Notice pulls from this section and does not auto-update if the Claim Summary is updated.*  **Policy Section** – Verify coverage/deductibles are correct (View Policy Detail)  **Injured** – Complete if any injured parties.  **Property Damaged** – Complete for the Owner of Property and note what was damaged.  **Witnesses** – Add any witnesses  **Remarks** – Add any additional information on claims   * 1. If to be printed on the form with claim notice, check the box ‘Print on Form’ |

## Client Contracts/Services Workflow

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| **\*\*This area allows the recording of fee-based agreements. These are used for Service/Consulting Agreements and fees in Lieu of Commission Agreements.**   1. Locate the Client Account 2. On the left Navigation Pane, click Client Contracts 3. Click Services 4. Click the **ADD** button. 5. Select a **Service Code** from the dropdown menu.  |  |  |  | | --- | --- | --- | | **CODE** | **DESCRIPTION** | **DEPARTMENT** | | \*FLP | PL Fee in Lieu of Commission | PEL, PLM, PLS |  1. Enter the Contract number, if applicable  ***NOTE: When adding a New Service and including billable fees with no policy association, be sure to add #NEW in the Contract Number field.*** 2. Enter the Description of the Service provided. 3. Enter the term of service from the dropdown menu and the inception and expiration dates 4. The inception and Expiration date should match what is on the fee agreement signed by the client. 5. If there isn’t an expiration date, use the month and day of the inception and make the year 9999. 6. If a single event, the Term should be Other, and the inception and expiration date should be the date the service will be performed. 7. **Be sure to enter the correct Agency/Branch & Department** 8. Click DETAIL 9. **~~ADSC~~** ~~Activity defaults~~ 10. Add Type of Fee (Flat or Hourly) 11. Enter contracted fee / contracted hours as needed. 12. Click the **Association** tab: Click ADD to associate this service with existing client policy(ies) 13. Click the **Itemizations** tab: Click ADD   a. Enter a description of service  b. Name of the person who provided the service  c. Account Contact  d. Mileage (if applicable)  e. Hours of service provided  f. Hourly rate  g. Calculate total   1. Click the Servicing Tab:   a. Enter Product Producer & Product Servicer   1. Click the PR/BR Commissions Tab:   a. Click ADD if someone will be receiving commission on the service fee and enter their percentage of commission and production credit.   1. Click Attachments from the left Navigation Pane and click the **ADD** button to add any attachments associated with the service (i.e., Service Contract, etc.) 2. When finished, close the Service from the left Navigation Pane. 3. Create an [Accounting](#_RMS_Workflow_Manual) Activity that corresponds with the Client Contract/Service   a. Highlight Service>Click F9 to add Manual Activity  b. Attach the signed fee agreement for INVO team to provide the invoice.   1. Once a Service Contract is expired, close the contract – **Actions>Close Service**   **Renew Fee or Service**  1.Change Services View from Open to Closed and locate the service to renew.  2. Highlight service and right-click or Actions>Renew Service.    3. **Default –** Choose all areas to be defaulted and click **Detail**   1. **~~System-generated activity RESC~~** 2. Follow the workflow above to update all areas of the Service. |

# JOB AIDS

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## JA.1 DocuSign Integration

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| **From Attachments in the Client’s account**:   1. Right-click the attachment and select **Send to eSignature.**   A screenshot of a computer  AI-generated content may be incorrect.   1. A screenshot of a login screen     AI-generated content may be incorrect.A screenshot of a login form     AI-generated content may be incorrect.Log into **DocuSign** using your email address and password. 2. Allow DocuSign permission to integrate with Epic.   A screenshot of a computer  AI-generated content may be incorrect.   1. Select an Epic Contact; click the TO button.   A screenshot of a computer  AI-generated content may be incorrect.   1. Please wait while Epic directs the document to DocuSign for signature fields. 2. Add appropriate fields for signature, date, text, etc. by dragging and dropping them onto the document.   A close-up of a document  AI-generated content may be incorrect.   1. If using a template, remove the extra recipient. Actions>Edit Recipient   A computer screen shot of a application  AI-generated content may be incorrect.   1. Once finished, select Actions>Edit Message.   A computer screen shot of a application  AI-generated content may be incorrect.   1. Edit the email subject line and personalized message to client and select Done.   A screenshot of a application  AI-generated content may be incorrect.   1. Select Send in the top right or bottom right corner when finished.   A application form with text and numbers  AI-generated content may be incorrect.   1. DocuSign will redirect you to sign into your account to manage your envelopes. Close out when finished.   **~~ESIG~~** ~~will be the automatic activity generated once finished and will automatically remain open for follow up. Close~~ **~~ESIG~~** ~~as successful if there is another open activity related to this process~~. |

## JA.2 Proofs of Insurance

### EPIC Auto ID Cards

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| 1. Select Policy 2. **ACTIONS > Issue Auto ID Card** 3. Highlight the appropriate vehicle—make sure there’s a Y under the Issue Column or Click Select to Issue if not. 4. Click the Distribution Tab 5. Select Contact (use a magnifying glass to locate) 6. Select Via (Print, Email, Fax) and enter additional details. 7. Click **Finish**—~~AUID Activity defaults closed~~. |

### EPIC Evidence of Property Insurance

#### Add New Evidence

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

#### Renew Evidence

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| * + - 1. Locate Account       2. Click Proofs of Insurance from the Navigation Panel       3. Select Evidence       4. Highlight the appropriate EPI.       5. Click **ACTIONS** > **Renew Evidence**   1. Select the renewal policy and service summary row.   2. Select the lines of business to include.   3. Check the defaults to include.   4. Click **Detail**   **~~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 the appropriate EPI.         3. Highlight the additional interest—click the **ADD** button to add new AI and detail.         4. Click **ACTIONS > Issue Singe Additional Interest**         5. Uncheck Insured if not needed. Verify AI distribution.         6. Click **Finish** |

### EPIC Binder - Only to be used when Evidence of Property is not an option.

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| 1. Locate Client's Account 2. Highlight the client on the **Locate** screen and click **Proof of Insurance** on the left navigation pane. 3. Click **Binder** 4. Click **Add** 5. Add Description of Binder 6. Highlight the policy you are issuing a binder for 7. Click **Detail** 8. Review each section of the binder in the left navigation pane.      1. When completed, click **ACTIONS** > **Issue Binder.**      1. In the Issue Binder Pop-up    1. Click the **Additional Interest Distribution Tab**    2. Select **Contact** (use the magnifying glass to locate)    3. Select **Via** (Print, Email, or Fax via Email) and enter details.      1. Click **Download and Print** to preview the Certificate before sending. 2. Click **Finish** 3. Click the X in the Navigation Panel to close out of the Binder. 4. System-generated activity, **BIND~~,~~** ~~and close successful~~. Leave open to close binder or extend binder 5. Click **Finish** |

#### Extend Binder

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| 1. Locate the Client Account 2. Highlight the client on the **Locate** screen and click **Proof of Insurance** on the left navigation pane. 3. Click **Binder** 4. Highlight the appropriate Binder. 5. Click **ACTIONS** > **Extend Binder** 6. Verify the new expiration date (30 days is automatic) 7. Select the time. 8. Enter a description.      1. Click Finish 2. **ACTIONS** > **Issue Binder (**see steps above for distribution instructions) |

#### Close Binder (Policy Received)

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| * + - 1. Locate Account       2. Click Proofs of Insurance from the Navigation Panel       3. Select **Binders**       4. Highlight the appropriate binder.       5. Click **ACTIONS** > **Close Binder** |