

Personal Lines

Workflows & Procedures

*for*

Acrisure Great Lakes Partners Insurance Services, LLC



vF 5.5.25

# How to Use this Document

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

# Epic Browser

## Logging in

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

## Browser Tabs

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| Browser tabs will open at the top when accounts are located and selected. Use browser tools like Tab Grouping and Zoom, if desired. |

## Connection Suite & New Functionality Popups

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

## 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.  **NO** |

**Shutting Down Desktop**

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| **\*\*IMPORTANT\*\***  Log out of Epic and SHUT DOWN your computer **at the end of each workday.**   |  |  | | --- | --- | | 1. Shut down the computer by clicking the Start Menu in the bottom left-hand corner of your desktop |  | | 1. Click Power |  | | 1. Click Shut Down |  | |

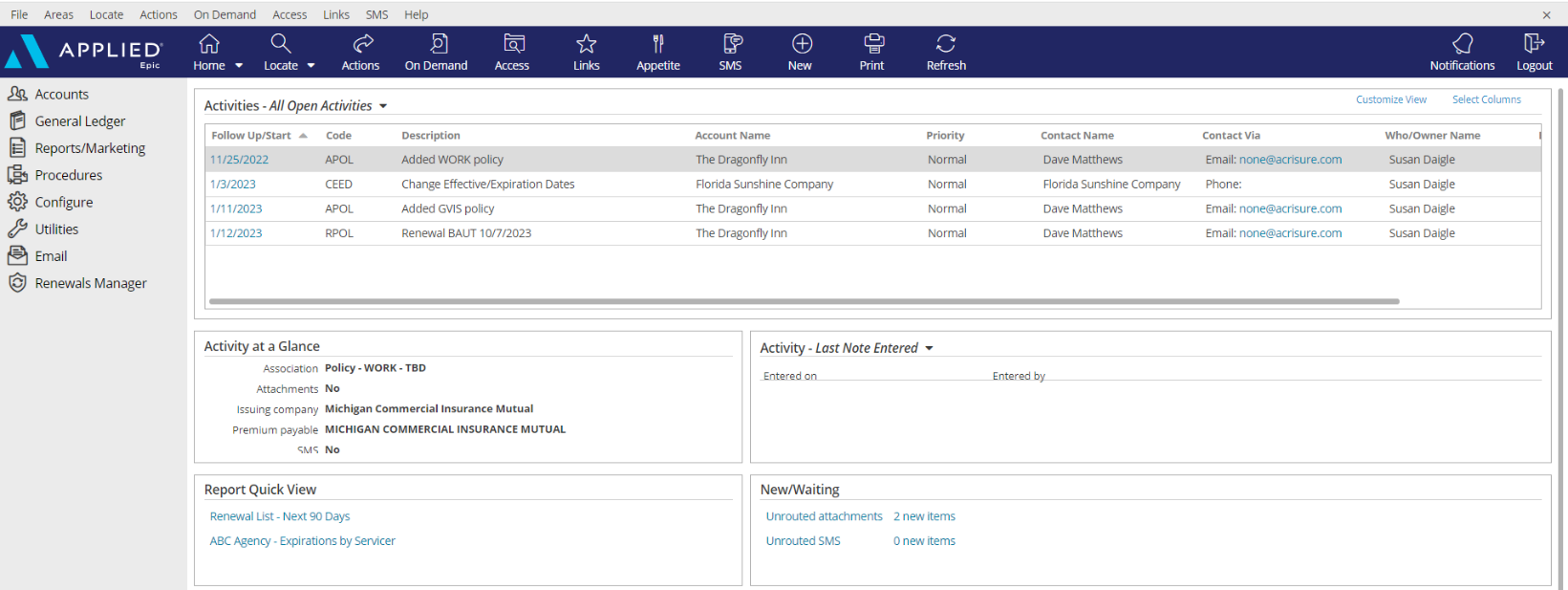
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| **Resource:** For recommendations on browser settings, please refer to your [**Welcome Kit**](https://acrisure.sharepoint.com/:f:/r/sites/AcriWorld/Shared%20Documents/Enterprise_Solutions_Center/Platforms/Great_Lakes/Epic,%20CSR24%20%26%20Indio%20Resources/Welcome%20Kit?csf=1&web=1&e=ZnDjgb). |

# EPIC BASICS

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## Home Base



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| 1. **Open Activities** (suspense, follow up, to-do list)    * Use “**Select Columns**” to add columns to your view.    * The position of the columns can also be changed by clicking and dragging the column headers to the desired location.    * Sort columns in ascending or descending order by clicking on the column header 2. **Activity at a Glance** – displays information about the highlighted activity 3. **Activity Tasks** OR **Last Note Entered** – 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”](#_Managing_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 |

### Managing Unrouted Attachments

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

## Activities & Tasks

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

### Manage Activities from Home Base

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

### Manage Tasks from Home Base

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

## Client Accounts

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| Best Practices:   * Create two separate accounts if your client has both Personal and Commercial policies.   + All Individual policies in a person’s name should be in an Individual Account   + All Company policies in a company name should be in a Business Account   + All individual Commercial type policies should go in a Business client account with the individual name   + Business Account Types will house Commercial, Bonds, and Benefits Policy Types in the same client account.   + Link the accounts using Relationships in the Account Detail Tab and by adding a Contact in both accounts. |

### Locate Account

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

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| Best Practices   * Add **each** Additional Named insured/Contact into the Contacts tab. |

### 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, marital status, driver's license number, etc. |
| **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 on the bottom left corner of the client’s account. |
| **Category** | Contacts are categorized based on their relationship to the Account:   * Contact only (cannot be added to applications but can be included on templates/letters) * Policy only (can be added to applications but cannot be included on templates/letters) * Both Contact & Policy (can be added to applications as well as be included on templates/letters) |
| **Description** | Description is used to best represent the position or role of the contact. Select the appropriate description(s) for each Contact.  **C** – Carrier Contact, **F** – Family Contact, **I** – Insured Contact, and **L** – Location Contact.  **This is a required field.** |
| **Contact**  **Classifications** | **Be sure to select** the appropriate contact classification.  **DM=Decision Maker; PC=Primary Contact**   |  |  | | --- | --- | | \_\_User - Benefits Technology | \_EB Eligibility Contact | | \_\_User - CSR24/Portal | \_EB HRLS Compliance Summit | | \_\_User - HR Portal | \_EB Plan Admin | | \_\_User - Indio | \_EB VIP | | \_\_User - Insite Portal | \_HR Leader | | \_\_User - Zywave | \_Personal (DM) | | \_Certificates | \_Personal (PC) | | \_Commercial (DM) | \_Risk Management (PC) | | \_Commercial (PC) | \_Safety (PC) | | \_Cyber (DM) | \_Surety (DM) | | \_Cyber (PC) | \_Surety (PC) | | \_EB (DM) | \_Work Comp (DM) | | \_EB (PC) | \_Work Comp (PC) | | \_EB Compliance | 401k Plan Administrator | | \_EB Compliance Newsletter | Acrisure Webinars | |

## Sticky Notes

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| 1. Go into Client Account 2. Add a sticky note by clicking the **NEW** button in the blue Options Bar 3. Enter note 4. Collapse the note by clicking the double up arrows in the top right hand corner of the note. 5. Manage the Sticky Note by clicking the three vertical dots      1. Delete the Sticky Note by clicking the X 2. Add a New Sticky Note by clicking the + |

## Email

### Email from Distribution Manager

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| As part of the normal workflow, when the ACORD form is ready to print/send, utilize the **Distribution Manager** to send documents.   1. From the **Distribution** Tab, set delivery option to **Email** 2. The **From** field defaults to your email address, however the sender can be changed 3. Add **Signature** (should default) 4. Add more than one recipient, cc, or bcc 5. Enter body of the email with full HTML functionality (change font size/color, add logos, pictures, change alignment, etc.) 6. **A screenshot of a computer     Description automatically generated**If the documents need to be sent to multiple recipients, use the blue **Apply To** link to apply the email to   all recipients   1. Click **Finish** to send |

### Email from Attachments

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

## Faxing

### Faxing from Distribution Manager

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

## Attachments

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

### Add Documents

#### Add Existing Documents

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

#### Drag & Drop Existing Documents

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

#### Epic Plug-In for Existing Emails

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| **Attaching Email when Sent**   1. Click NEW Email Button in Outlook 2. Checkbox Attach to Epic Box 3. A screenshot of a computer     Description automatically generatedAdd Client Email Address in the To Field, Type Title in Subject Line and Type out body of email. 4. When finished with email and all relevant documents are attached, click SEND. 5. Attach To Tab will open in Browser 6. Click Magnifying Glass to the right of the Code Field to Locate Client. Click Finish Once Account is found. 7. Under Attach To – Identify and select the appropriate dropdown (Policy or Activity) for where the Email and/or documents should be attached to. 8. Once all required fields are completed, Click Finish and email will be routed into Applied.   A screenshot of a computer  Description automatically generated  **Attaching Existing Email**   1. Right Click on existing email in Outlook and select Attach to Epic 2. Attach to Tab will open in Browser 3. Click Magnifying Glass to the right of the Code Field to Locate Client. Click Finish Once Account is found. 4. Uncheck the “Delete original after attaching” box 5. NOTE: If this box does not get un-checked, your email will be deleted from your outlook.   A screenshot of a computer  Description automatically generated   1. Under Attach To – Identify and select the appropriate dropdown (Policy or Activity) for where the Email and/or documents should be attached to. 2. Once all required fields are completed, Click **Finish** and email will be routed into Applied. |

#### AI Email Summarization

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

#### Add New Documents from Templates

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

#### Generate a Form Fillable Acord Application

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

### Attachment Actions

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| Click **ACTIONS** | * **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***](#_Naming_Convention_Guide) ***PROTOCOL***

### Find and View Attachments/Documents

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| * **Important Policy Documents:** In the attachments list view, click the link “Show Only Important Policy Documents” to view all documents being previously marked as “Important”   To revert to all documents, click “Show All Documents.” This link serves as a filtering tool.     * **Filters:** Choose a filter: Ex. Attached within last 6 months.     Filtering by multiple Types of Business is also an option and can be set as the filter default  A screenshot of a computer  AI-generated content may be incorrect.   * **Mark as an Important Policy Document** * Attaching a document to a POLICY will automatically check the box * Use this feature to quickly find important documents such as policy dec pages, audits, endorsements, or other important documents.   ***A screenshot of a computer  Description automatically generated*** ***NOTE: the Access button can also be used to filter attachments. Example: Highlight policy, Access/Attachments then only the attachments associated with the highlighted policy will be seen.***  Remove description and update using Platform [Naming Convention](#_Naming_Convention_Guide)  Check the Client Accessible box to make an attachment available in the client portal (CSR24)  Select the appropriate access level for security |

### Folder View

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

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

## Policy Basics

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

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

### Select the Correct Issuing Company (ICO)

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| **When setting up a policy, it is critical to select the correct writing/issuing company.**  **This selection will pre-fill the correct Billing Company (PPE).**  A screenshot of a computer  Description automatically generated |

**When your PPE is a Broker**

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

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

### Service Summary Rows and Stages

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| *Service Summary Rows* ***(SSR)*** *provide a chronological order of services provided to the policy. Each service/action taken will be reflected in the Service Summary Row area in the sequential order they occurred.* |

#### Viewing Service Summary Rows

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

#### Comparing Service Summary Rows

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

#### Service Summary Stages

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

### Change Policy Dates

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

### Copy Policy

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

### Merging Duplicate Accounts

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

### Cleanup – Duplicate Policies

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

### Print Application

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

### ACORD Application Prefills

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

### Multi-Year Policies

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

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

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

### Agency Defined Categories (ADC)

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

### Managing Potentially Missed Renewals Report

|  |
| --- |
| This report shows Policies with Expiration dates that have passed and have not taken one of the actions below. All Policies Identified on the report need to be addressed to ensure coverage was not ended by mistake and that the policies truly were not to be renewed.  *If the Renewal Term* ***is*** *in EPIC:*   * **Add an ADC to the Expiring Line(s)** – If the policy is manual renewal clean up or conversion clean up, an [Agency Defined Category](#_Agency_Defined_Categories_1) (ADC) may be required.   *If the Renewal Term* ***is NOT*** *in EPIC:*   * **Add an ADC to the Expiring Line(s)** – If the policy is a one-time policy, multi- year policy, or no premium policy an [Agency Defined Category](#_Agency_Defined_Categories_1) (ADC) may be required instead of following one of the three actions below*.* * **Actions > Cancel –** Canceling the expiring term when the client is not continuing the coverage/policy with their existing carrier is required. Follow the [Cancellation Workflow](#_Cancel_Policy). * [**Policy Not Renewed**](#_Policy_Not_Renewed_1) **Workflow** – If the coverage was not replaced Policy Status is required to be updated. * **Actions > Renew** – Continuing the policy lineage for all [Renewals](#_Renew_Policy_Workflow) and [Rewrites](#_Rewrite_Policy_Workflow), when we are not using the Marketing Module or Epic Quotes is required. *Do not click the + button to add a new policy shell when switching to a new carrier for the same risk.*   *Once action has been taken re-run your Quick View Report to confirm the policy lines have fallen off your Missed Renewal Report.* |

# Regional Epic Configuration

## Epic Icons

|  |  |  |  |
| --- | --- | --- | --- |
|  | Add New |  | Change column width |
|  | Edit |  | To define a search |
|  | Print list view |  | Executes search. These are cumulative. To begin a new search, click “Clear Filter” |
|  | Sortable column – ascending/descending |  | The logout button will close all open windows. If any screen requires validation (the process isn’t complete), the screen with display prior to closing |
|  | Change the order of items | **RIGHT CLICK** | Right clicking on a selected policy, activity or contact will often generate the same menu options as found in 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  AI-generated content may be incorrect. | Contacts in Outlook (from email) |

## Structure

|  |  |  |  |
| --- | --- | --- | --- |
| AGENCIES | | | |
| **1GL** | Acrisure Great Lakes Partners Insurance Services, LLC | | |
| **4SE** | Acrisure Great Lakes Partners Insurance Services, LLC | | |
| **ADB** | Advanced Benefit Solutions, Inc. | | |
| **BF1** | Benchmark Financial Insurance Services | | |
| **BFF** | Burnham & Flower Financial, Inc. | | |
| **GLA** | Acrisure Great Lakes Insurance Administrators, LLC | | |
| **HPS** | Beartooth Risk & Insurance Services, LLC | | |
| **MAY** | May Agency | | |
| **PFK** | Paye, Fischer & Krause Insurance Agency | | |
| **REB** | Regency Employee Benefits, Inc. | | |
| **BRANCHES** | | | |
| **1GL** | GL - IN - Indiana/Illinois | **IRC** | Intrinsic Risk Consulting |
| **2GL** | GL - MI - Grand Rapids | **KMU** | Kevin Murphy and Associates |
| **3GL** | GL - MI - Kalamazoo | **LVG** | Leverity Insurance Group |
| **4GL** | GL - MI - Metro Detroit | **LYS** | Lyman & Sheets |
| **4SE** | Acrisure Southeast | **MAY** | May Agency |
| **5GL** | GL - MI - Northern | **MIG** | McClure Insurance Group |
| **6GL** | GL - MI - Lansing | **MIN** | Masters Insurance Group |
| **7GL** | GL - OH - Cleveland | **MLB** | Miller-Lewis Benefit Consultants |
| **9GL** | GL - OH - Columbus | **MMI** | MIG of Michigan |
| **ADB** | Advanced Benefit Solutions, Inc. | **NSI** | NuStar Insurance Agency |
| **BAR** | Bartlett Insurance Agency | **PFK** | Paye, Fischer & Krause Insurance Agency |
| **BF1** | Benchmark Financial | **REB** | Regency Employee Benefits, Inc. |
| **BFF** | Burnham & Flower Financial, Inc. | **RHO** | Rhodes Insurance Group |
| **BKA** | Bonek Agency | **SA1** | Saunders Insurance Agency |
| **DCP** | DCP Insurance Services | **SAM** | Samar Financial Group |
| **DTA** | Dennis Taylor Insurance | **SGT** | Signature Insurance Agency Group |
| **GIA** | Garceau Insurance Agency | **SPI** | Superior Insurance Agency |
| **GLA** | Acrisure Great Lakes Insurance Administrators, LLC | **TBG** | The Benefits Group |
| **GLI** | Great Lakes Insurance Agency | **TIF** | Thompson Insurance & Financial Services |
| **HIF** | Hoosier Insurance and Financial Services | **WOA** | Woods Agency |
| **HPS** | The Home of Owner Operator Products & Services | **WYI** | Wyatt Insurance Group |
| **IAD** | Insurance Advisors | **IRC** | Intrinsic Risk Consulting |
| **DEPARTMENTS** | | | |
| PEL | Personal Lines - Large | 1k + Total Annual Revenue for Account | |
| **PEM** | Personal Lines - Middle | 250-1000 Total Annual Revenue for Account | |
| **PES** | Personal Lines - Small | < 250 Total Annual Revenue for Account | |
| **REF** | Non-Insurance Referrals | PEO Brokering Revenue, Acrisure Cyber Services Revenue | |
| **PROFIT CENTERS** | | | |
| **1S1** | Acrisure Southeast | Represents the SE book from Campbell | |
| **EEA** | PL Employee Account | Acrisure Employee | |
| **HNW** | PL High Net Worth / Private Client | Coverage A Limit exceeds 1.5 million | |
| **REF** | Non-Insurance Referrals | PEO Brokering Revenue, Acrisure Cyber Services Revenue | |
| **PER** | Personal Lines |  | |
| **PLA** | PL Affinity | Cross-sell to Non-Exec Employees | |
| **VIP** | PL VIP | "Important" Client that does not meet HNW | |

## 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 - Financial Partner/WM | | 2. Referral - FBC Mortgage | | 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 | | 4. Other/Unknown | | 5. Win Back | | 6. Call In/Walk In | | 7. Campaign - Encompass CC | | Z. Update Needed | | **Account Source is a Required Field.**  **Be sure to select the appropriate one for tracking and reporting purposes.**  If the policy source is unknown,  select “**Update Needed**” to update at a later time. |

### Servicing Roles

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

## Policies

### Policy Sources – REQUIRED FIELD

|  |  |
| --- | --- |
| 0. Cross Sell-Platform | **Account Source is a Required Field.  Be sure to select the appropriate  Source for tracking and reporting purposes.**  If the policy source is unknown, select “**Update Needed**” for update at a later time. |
| 1. AM/AE Solicited |
| 1. Producer Solicited |
| 2. Referral - Acrisure Cyber Services |
| 2. Referral - Acrisure Global Network |
| 2. Referral - Acrisure Title Partner |
| 2. Referral - Association |
| 2. Referral - Broker - Acrisure |
| 2. Referral - Broker - Non-Acrisure |
| 2. Referral - Carrier |
| 2. Referral - Client |
| 2. Referral - Employee |
| 2. Referral - Evolution Advisors |
| 2. Referral - Family Office |
| 2. Referral - FBC Mortgage |
| 2. Referral - Financial Partner/WM |
| 2. Referral - GA |
| 2. Referral - Loan Officer |
| 2. Referral - Mariner Wealth |
| 2. Referral - Other |
| 2. Referral - Payroll Firm |
| 2. Referral - Realtor |
| 2. Referral - TPA |
| 3. Marketing - Acrisure.com |
| 3. Marketing - Internet Search |
| 3. Marketing - Other |
| 3. Marketing - Social Media |
| 3. Marketing - Telemarketing |
| 3. Marketing - Tradeshow |
| 5. Win Back |
| 6. Call In/Walk In |
| 7. Campaign - Encompass CC |
| Z. Update Needed |

### Policy Types

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

#### Personal Lines Policy Types

|  |  |  |
| --- | --- | --- |
| **Code** | **Description** | **Application Type** |
| **PANI** | PER Animal Mortality | < None > |
| **PAU1** | PER Automobile | Personal Auto Detail |
| **PAU2** | PER Automobile - Antique/Collector | Personal Auto Detail |
| **PAU3** | PER Motorcycle | Personal Auto Detail |
| **PAU4** | PER Recreational Vehicle | Personal Auto Detail |
| **PAU5** | PER Golf Gart | Personal Auto Detail |
| **PAV1** | PER Aircraft | < None > |
| **PBR** | PER Builders Risk (NR) | Residential Section - Homeowners |
| **PCON** | PER Condominium | Residential Section - Homeowners |
| **PDF1** | PER Dwelling Fire | Residential Section - Dwelling Fire |
| **PDF2** | PER Dwelling Fire - Farm | Residential Section - Dwelling Fire |
| **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 > |
| **PSEV** | PER Special Event (NR) | < None > |
| **PTEN** | PER Tenant | Residential Section - Homeowners |
| **PTRV** | PER Travel Accident (NR) | < None > |
| **PUMB** | PER Umbrella | Personal Umbrella Detail |
| **PVAL** | PER Valuable Articles and Fine Art | < None > |
| **PWAT** | PER Watercraft (Under 26') | Watercraft Detail |
| **PWC1** | 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 |

#### Referral Policy Types

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Code** | **Description** | **ICO Code** | **ICO Description** | **PPE Type** | **PPE Code** | **PPE Description** |
| **R401** | 401k Referral | SERVIC | Service Only | BR | HUMAINT-01 | Human Interest |
| **RACS** | Acrisure Cyber Services | SERVIC | Service Only | BR | ACRICYB-01 | Acrisure Cyber Services |
| **RODP** | On Demand Pay Referral | SERVIC | Service Only | BR | DAILPAY-01 | Daily Pay |
| **RPA2** | Payroll Referral | SERVIC | Service Only | BR | ISOLVE0-01 | iSolved |
| **RPEO** | PEO | SERVIC | Service Only | BR | Varies based on who it’s written with | |
| **RSLO** | SMB Loan Referral | SERVIC | Service Only | BR | ONDECK0-01 | OnDeck |
| **RTIT** | Acrisure Title Referral (NR) | SERVIC | Service Only | BR |  |  |

### Policy/Line Status

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

#### Accuracy of Policy Statuses

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

## Activities

### Activity Access Levels

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

### Activity Workgroups

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| |  |  | | --- | --- | | **Code** | **Description** | | @APPAY | Applied Pay Default Work Group | | @EXT | External Default Box | | @LEADS | Leads Inbox Default Work Group | | ABRP | ABS – Resource Pro | | ACCT | Accounting | | APAY | Accounting - Payables | | ARVW | Accounting Review | | CASS | CAI – Support Services | | CIDT | ACRISURE Centralized Interface Download Team | | CPAT | CAI – Patra | | DBSC | Direct Bill Service Center | | HPAT | Huttenlocher - Patra | | INVO | Invoicing | | LPAT | Larkin - Patra | | SRPL | Surplus Lines | | VBSC | VAST BENEFITS SERVICE CENTER | | VCSB | VAST CL SBU | | VCSC | VAST CL SERVICE CENTER | | VPSC | VAST PL SERVICE CENTER | | VRSP | VAST – Resource Pro | |  |  | |

### System Generated Activity Codes

|  |  |  |
| --- | --- | --- |
| **Code** | **Description** | **When to Create Activity** |
| **ACLM** | # Added claim for DOL &DateLoss& | Add Claim |
| **ADD1** | # Add Insured &AcctName& | Add Account |
| **ADD2** | # Add Prospect &AcctName& | Add Account |
| **ADDC** | # Address Applied to Other Items | Address Applied to Other Items |
| **ADJR** | # Adjust Receipt | Adjust Receipt |
| **ADSC** | # Add Service | Add Service |
| **APOL** | # Added &PolType& policy effective &PolEffDate& | Add Policy |
| **AUID** | # Issued auto ID card | Issue Auto ID Card |
| **BIND** | # Issued binder &PolDesc& &PolEffDate &Policy#& | Issue Binder |
| **BORP** | # BOR P&C - Agent Received Date: | Add Policy |
| **CCTI** | # Change Client Type To Insured | Change Client Type |
| **CCTP** | # Change Client Type to Prospect | Change Client Type |
| **CEED** | # Change Effective/Expiration Dates | Change Effective/Expiration Dates |
| **CERT** | # Issued Certificate ( &OintNm& ) | Issue Certificate |
| **CHGA** | # Audit &ServSumEffDate& &ServSumDesc& | Endorse/Revise-Existing Lines |
| **CHGE** | # Change &ServSumEffDate& &ServSumDesc& | Endorse/Revise-Existing Lines |
| **CHGI** | # Internal Correction &ServSumEffDate& &ServSumDesc& | Endorse/Revise-Existing Lines |
| **CHGL** | # &ServSumEffDate& &ServSumDesc& | Endorse/Revise-Add Line Midterm |
| **CLBT** | # Close Binder Transaction | Close Binder Transaction |
| **CPOL** | # Canceled - Lost Policy Eff: &ServSumEffDate& &ServSumDesc& | Cancel Policy/Line |
| **CREW** | # Canceled - Rewritten Policy Eff: &ServSumEffDate& &ServSumDesc& | Cancel Policy/Line |
| **CS24** | # Client Portal Account Created &ContactName& | Client Portal Account Created |
| **DSUS** | # Processed downloaded policy suspense item | Process Downloaded Policy Suspense Item |
| **ESIG** | # Send to eSignature | Send to eSignature |
| **EVID** | # Issued Evidence of Insurance &PolDesc& &PolEffDate& | Issue Evidence of Insurance |
| **I-CS** | # Indio Carrier Submission Added | Indio Carrier Submission Added |
| **MQS** | # Mark Quote Sold - &PolDesc& | Mark Quote Sold |
| **NPQS** | # New Personal Quote Started - &PolDesc& | Generate New Quote in Epic Quotes |
| **PMT1** | # Receipt for Payment | Generate Receipt for Payment |
| **PMT2** | # Receipt for Payment - SWEEP | Generate Receipt for Payment |
| **PROP** | # Proposal Generated | Proposal |
| **RCER** | # Renewed COI | Renew Certificate of Insurance |
| **REIN** | # Reinstated policy/line | Reinstate Policy/Line |
| **RESC** | # Renew Service | Renew Service |
| **REVI** | # Renewed EOP | Renew Evidence of Insurance |
| **RPOL** | # Renewal &PolType& &PolEffDate& | Renew Policy |
| **SMR** | # SMS Routed | SMS Routed |
| **SMS** | # SMS Sent | SMS Sent |

### Manual Activity Codes (F9)

#### For Accounting Workflow Activities –See [SharePoint](https://acrisure.sharepoint.com/:w:/s/ACR-ABSAccountingTeam/ESAdZgcBwPdJt0_n5-hNILkBueeqZpQWrGK6rg54rr9l7g?e=uW1pxs)

#### Personal Lines Workflow Manual Activities

|  |  |  |
| --- | --- | --- |
| **Code** | **Description** | **When to Create Activity** |
| **CCRV** | Claim Review or Inquiry | Created when you need to Review a Claim scenario or annotate a Claim Inquiry. |
| **GACR** | Acrisure Real Estate Services Referral | Created by an Account Executive or Account Manager to track when a Real Estate Referral is Received |
| **GACS** | Acrisure Cyber Services Referral | Created by an Account Executive or Account Manager to track when a Cyber Services Referral is Received |
| **GAPT** | Appointment with &AcctName& | Created when an Appointment is made with a Client |
| **GCAL** | Call from &AcctName& | Created when a general call or email is received. |
| **GCSA** | Cross Sell Agreement |  |
| **GDRV** | Driver Request | Created when there is a Driver Request |
| **GNRN** | Policy Not Renewed | Created to attach the notice or communication of a client policy not being renewed. |
| **GXFL** | Ex-date follow-up for &AcctName& | Created to reach out to the client in the future to win them back |
| **PBIQ** | PL - Billing Inquiry | Created when a Billing Inquiry is received |
| **PBND** | PL Bind Request to Carrier | Created when a Bind Request is to be sent to the carrier. |
| **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 | Created when a Claim is referred to our Internal Claims Team |
| **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 to review 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 PL Client Onboarding | Created when we are Onboarding a New Client to our Agency |
| **PUND** | Underwriting | Created for Personal Lines Underwriting |
| **QCYB** | Quote - Cyber | Created for documentation for quote request for Cyber. |
| **QMDC** | Quote - Medicare | Created for documentation for quote request for Medicare. |
| **QNEW** | Quote - New Business | Created for documentation during the new business quoting process |
| **QREW** | Quote – Renewal/Rewrite | Created for documentation during the rewrite quoting process |

## Attachments

### Attachment Access Levels

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| Access levels allow restriction of access to attachments by granting security rights to certain groups.  The default Access Level = Public   |  |  | | --- | --- | | **Access Level** | **Description** | | 1 | HIPAA | | 2 | Accounting | | 3 | Financial Services | | 4 | HR Consulting | |

### Folder Structure

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
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| |  |  |  | | --- | --- | --- | | Property & Casualty | Applications |  | | Appraisals |  | | Audits |  | | Auto IDs |  | | Bind Requests |  | | Binders |  | | Cancellations/Reinstatements/LPRs |  | | Certificates |  | | Change Requests |  | | Claims | Claim Correspondence | | Claim Invoices | | Claim Payments | | Claims Analysis | | Estimates | | Loss Notice | | Photos | | Police Report | | Litigation | | Correspondence |  | | Evidences of Insurance |  | | Loss Control/Inspections |  | | Loss Runs |  | | Marketing |  | | MVR’s |  | | Policies/Endorsements |  | | Policy Checking |  | | Proposal/Summary |  | | Renewal |  | | Schedules |  | |

### Naming Convention Guide

*All attachments are attached to the* ***Activity*** *following the Platform Naming Convention below.*

*See* [*Adding Attachment guidelines*](#_Attachments) *for more Best Practices.*

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| --- |
| **All Policy Documents:** *Documents such as Policies, Endorsements, Cancellations*  **Policy Term (XX-XX) / LOB / Keyword / Description**   * **Policy Term:** Policy term years listed in XX-XX format. * **LOBs:** Line of Business Examples: Auto, Home, Builders Risk, Tenant, Package, UMB etc. * **Keyword:** *Use the keyword* ***POLICY (****New, Renewal or official Policy documents including Endorsements),* ***QUOTE*** *(Quotes), and* ***CANCEL*** *(Cancellations, Reinstatements and Non-Renewal).* * **Description:** Insert brief description of Client Request or Document type. Add Premium if applicable (Full Term, Additional(+) or Return(-)).   **Examples:**   * Policy: 24-25 Home Policy $1,876 * Policy Endorsement: 24-25 Auto Policy Eff 10.22.24 Add 24 Toyota #4567 +$1,123 * Quote: 24-25 UMB Quote Travelers * Cancel: 24-25 Builders Risk Insured’s Request Cancel -$456 |

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| **Evidence of Property:**  **Policy Term (XX-XX) / EOP / Description**  **Examples:**   * EOP: 24-25 EOP request from Chase Bank per client phone call |

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| **All Other Attachments:** *Such as client/carrier communication and reports.*  **LOB / Description (include Keywords where applicable)**   * **LOBs:** Line of Business Examples: Auto, GL, PROP, WC, Package, UMB etc. * **Description:** Insert brief description of Client Request or Document type. * **Keyword:** *Use keywords* **RCE** (*Replacement Cost Estimator),* **BILLING** (*Billing Inquiries), and* **PHOTO** (*Photos).*   **Examples:**   * Client Communication: Package – Auto Owners Billing inquiry, client rec’d carrier notice via mail * Carrier Communication: Home – Carrier notified of Roof Issues * Claim Communication: Auto – PIP Claim DOL 10/31/24 * RCE: Secondary – RCE |

# WORKFLOWS

A picture containing symbol, font, line, screenshot

Description automatically generated

## Best Practice Guide for Clients, Contacts & Addresses

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| ***Please follow the below Data standards for Clients, Contacts & Addresses.*** |

### Account

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| Best Practices:   * Create two separate accounts if your client has both Personal and Commercial policies.   + All Individual policies in a person’s name should be in an Individual Account   + All Company policies in a company name should be in a Business Account   + All individual Commercial type policies should go in a Business client account with the individual name   + Business Account Types will house Commercial, Bonds, and Benefits Policy Types in the same client account.   + Link the accounts using Relationships in the Account Detail Tab and by adding a Contact in both accounts. * All named insureds **NEED** to be listed as a **Separate Contact** in the Contacts Tab to ensure the client can be located. This is a Platform requirement. |

### Client Name

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| * The Account name should be the legal name of the Client. * Do not use Nicknames * Do no include extra symbols or words like \* ( ) "Do not use" or "DNU" |

### Client Addresses

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| * **Primary Account Address should reflect the Physical location of Client.** * **First Address Line**: **Enter Street address only – No PO BOX, Names or DBAs**   + DO NOT add P.O. Box numbers; add P.O. Box information as a separate contact using the L-Mailing [description](#_Contacts_Overview).   + It is okay to include Suite Number, Apartment Number, Floor Number with the street address   A screenshot of a computer  AI-generated content may be incorrect. A screenshot of a computer  AI-generated content may be incorrect.   * **Be sure to enter City, State & Zip Code** * **Address validation tools** are used in Epic Browser and in AcriVision mapping and will create errors if the street address is not shown on the first line |

## Add Client Workflow (Prospect or Insured)

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| 1. Click **LOCATE** 2. Click the **Add** button (+) 3. **Add Account** - Select **Individual** radio button and confirm Type of Business = **Personal** (Multiple types of business can be selected)   ***\*\*If Client also has Commercial Lines or Benefits LOB, it is Best Practice to make a separate Commercial account.***   1. **Account Information**    1. **Account Name –** Enter Legal Name of Client (No Nicknames or Special Characters should be used)    2. **Client Type** – Select Prospect or Insured ***\*\*Best Practice is to add client in as Prospect***    3. [**Account Source**](#_Account_Sources_–_1) – Select Appropriate from the dropdown list    4. [**Structure**](#_Structure) – Select Agency & Branch from dropdown lists 2. **Contact Information** - Enter Primary and Additional Contact Information (Name, DOB) 3. **Address**    1. Enter **physical** [**address**](#Judy) (Address will be verified and auto filled when selected)   *\*\*PO BOX’s and other addresses such as Mailing addresses should be listed as additional Contacts.*   * 1. A popup will appear if there are possible address duplicates found  1. **Phone**    1. Enter Type (i.e., Mobile, Residence, etc.) and Enter Number (must include all 10 digits)    2. Permission – Select from dropdown    3. **SMS** = checkbox to enable this number for SMS Text Messaging and Click Yes to popup to enable.    4. Click **+Phone** to add additional phone numbers 2. Enter **Email** and **Contact preferences**   ***Note: Email is required. If client has no email address enter*** [***none@acrisure.com***](mailto:none@acrisure.com)   1. Enter **Relationships** – to link together related accounts (i.e., account subsidiaries) and Click **Save.** 2. **Activity**: **ADD2** (Add Prospect) or **ADD1** (Add Insured)    1. Add **Notes** (How account was acquired, what has been done for this account thus far, etc.)    2. Click **FINISH** 3. Click the **Servicing Tab** and enter all applicable staff names within the Servicing Roles. |

## Add Individual Contact

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| 1. From the client’s account, click **Contacts** in the left panel 2. Click the **ADD** button 3. Select the **Individual** radio button 4. Enter First Name, Last Name 5. **Category:** Indicate whether contact only, policy only, or both contact & policy 6. **Description:** Select the appropriate description for this contact 7. Enter the address. If the account address is the same as the contact address, check the box for Use Account Address 8. Enter phone number (indicate type of phone) and email address   ***NOTE: Email is a required field***. If the contact does not have an email address, enter [none@acrisure.com](mailto:none@none.com)   1. Click **DETAIL** to add preferences and personal information such as date of birth, License Number, etc. 2. Click **Save Contact**. |

## New Business Quoting Workflow

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| Quote Manually on Carrier or Broker Website  **OR**  Use Epic Quotesfor rating |

### Quoting Manually on Carrier or Broker Website

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| 1. Add one **QNEW** activity for each carrier quoted; add notes and save attachments to the **QNEW** activity. 2. Update **QNEW** Activity with quoted PPE and Quoted Premium in the Amount field 3. Present quotes to the client 4. When a carrier is selected, send Bind Request to carrier via email or Bind on Carrier Website; Attach sent email and all correspondence to **QNEW** activity.  * **For Binding Carrier,** Close **QNEW** as successful * **For all Other Carriers**, Close **QNEW** as unsuccessful, Select reason and add notes.  1. When policy is bound, [Add Policy Shell](#_One-Click_Carrier_Quoting_1) in Epic and complete policy checking.   *If policy is Agency Billed review steps* [*here*](#_Agency_Billed_Policies)*.* |

### Quoting through Epic Quotes

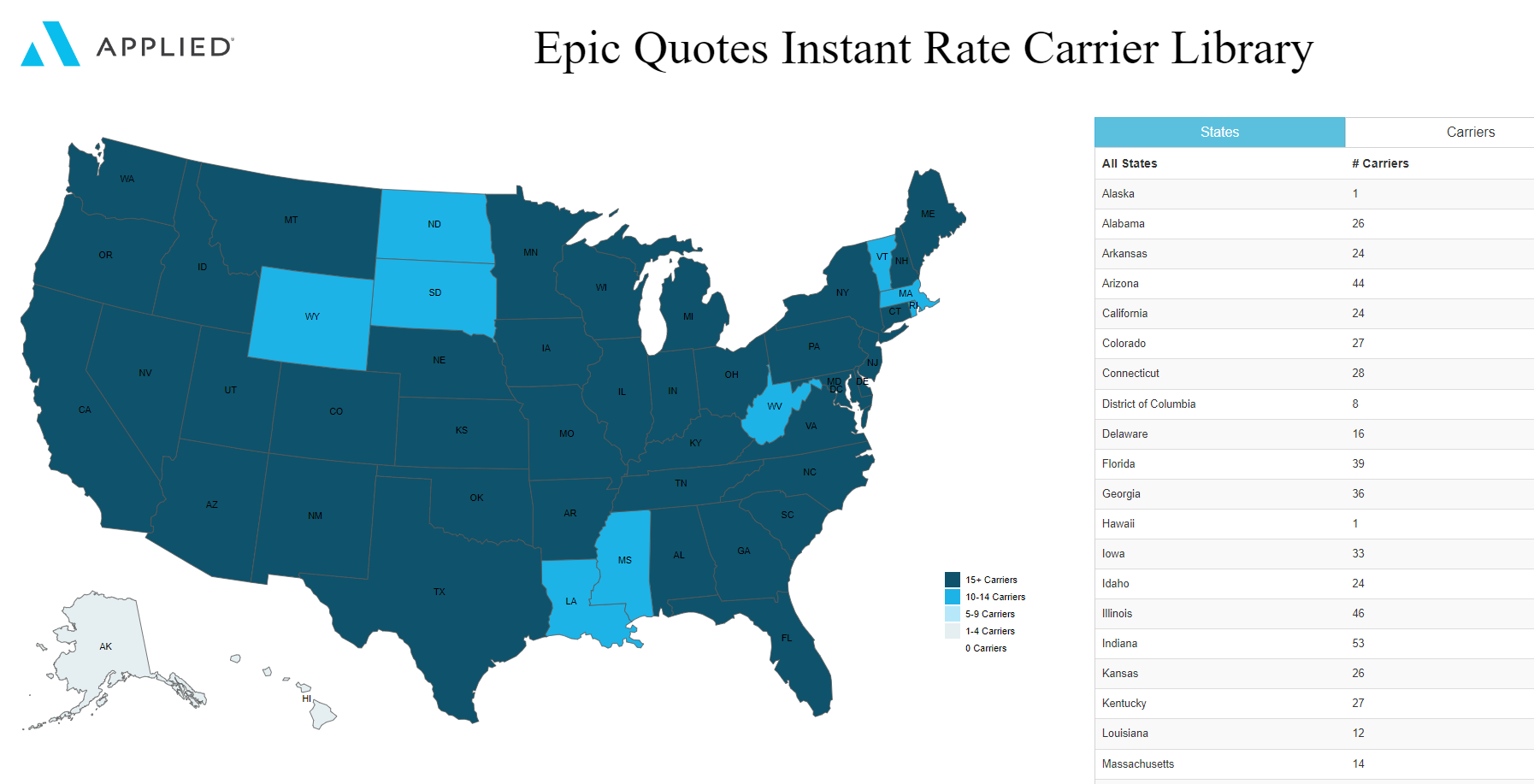
|  |
| --- |
| 1. Use [EpicQuotes](#_Add_Policy_Shell) for rating – See job aid for New Business Quoting 2. Activity: Use **NPQS** created during quoting process to document file and save attachments    * + Close **NPQS** closesuccessful when bound      + Close **NPQS** close unsuccessful if quote not taken – list reason and add notes 3. When bound on carrier website, Mark as Sold in Epic Quotes area and follow steps listed in Epic Quote workflow below to **Generate policy shell from Epic Quotes area.**   ***\*\*Do not follow Add Policy Workflow if quoting through Epic Quotes.*** |

### Epic Quotes Workflow

#### Search Available Carriers by State

Use the link below to pull an Interactive Map on the Carriers who will pull an Epic Quotes Rate, by State.

<https://cast.semcat.net/pub/carrier_state_map>



#### One-Click Carrier Quoting (New Business)

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| **For a New Prospect or Client:** Create a New Prospect or Client using Add Client Workflow. Once Client is created, Click Quotes from the left navigation panel   1. Complete the Quote information screen; Filling in the Type of Quote, Description, Effective Date, and Confirming Agency Branch and Department Structure are correct. Click **Add.** 2. **NPQS** Activity will generate. Leave open and add all notes, attachments and correspondence throughout the quoting process. 3. Data Prefill Window will open and once run, will allow for important information to Prefill into your quote. 4. Move through Tabs from Left to Right. Tab will appear **red** when there is missing required information and will turn green once the required fields are completed.   A screenshot of a computer  AI-generated content may be incorrect.   1. Under the Address tab, if the address is not USPS validated, type the correct address, and click Validate   A screenshot of a computer  AI-generated content may be incorrect.   1. If still no match, use the Full Edit button to enter the address A screenshot of a computer     AI-generated content may be incorrect. 2. The Dwelling tab offers the capability to bridge to Google, Zillow, Visit Assessor, Distance to Coast, etc. The view can also be changed from Map to Satellite.   A screenshot of a map  AI-generated content may be incorrect.   1. Enter information in all required fields under the Dwelling, Coverages, and Underwriting tabs. 2. Specific fields required by a carrier can be viewed by hovering your mouse over the asterisk   A screenshot of a computer  AI-generated content may be incorrect.   1. When all detail has been entered, click GET QUOTES   A screenshot of a computer  AI-generated content may be incorrect.   1. IVANS one-click or instant rate quotes will display automatically 2. If additional required information is needed for a carrier, hover the mouse over the message to see which required fields are missing data. Clicking on the message will bring you back to the quote tabs.   A computer screen shot of a computer screen  AI-generated content may be incorrect.   1. Enter the missing information and then Click Get Quotes button. 2. The Agent ID button will appear if it’s the first time processing a quote with a carrier. Enter the ID number and click Get Rate. Enter your username and password for the carrier if prompted and select “Remember Credentials”      1. The little box with the checkmark indicates a credit check was performed by the carrier. A screenshot of a computer     AI-generated content may be incorrect. 2. Review Quote Results. 3. Return to the Carrier’s Website by Clicking the Arrow to the Right.   A screenshot of a computer  AI-generated content may be incorrect.   1. To Quote with Carriers Not Available via “One-Click” see the Live Fill Workflow. If the Carrier is not a “One-Click” or “Live Fill” Carrier, Save a Manual Quote to Enter the Detail yourself by Clicking the “Save Manual Quote” button.   A screenshot of a computer  AI-generated content may be incorrect.   1. To Compare Quotes, Check the boxes of the carriers to compare and then Click the “Compare” **column header**. 2. Compare window will popup, Generate a PDF in the top right hand corner. 3. To see the details of the Quote, Click to highlight the Carrier Quote and view Coverages, Messages, Changes etc. 4. Once Carrier is chosen, proceed to carrier website by clicking the Carrier, and then clicking the Proceed to Carrier Button. 5. Click **Mark as Sold** and Complete the **“Accept Quotes”** screen.    1. Fill in Quote Detail Tab Important Policy Details such as Description, Policy #, Status, Issuing Location, Issuing Company (ICO) and Premium Payable Entity(PPE).    2. Fill in PR/BR Commissions information under the PR/BR Commissions tab. 6. Once the Accept Quotes screen is completed, click Accept in the bottom right. 7. **MQS** Activity will generate, keep open to add final notes, official policy documents and correspondence. The Policy will then appear in your Policies area as a **“Submitted”** policy. Download will update the Service Summary Stage to **“Issued”** for the policies created via Quotes. |

#### Quoting via Live Fill

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| 1. To Quote with Carriers not available via One-Click, Click the **“Start Website Quote”** button. A screenshot of a computer     AI-generated content may be incorrect. 2. Click the drop down to see a list of all your appointed carriers and Select a Carrier. 3. This will launch into the Carrier’s Quoting Portal 4. Run your quote as would normally be done on the carrier’s portal 5. **Epic will Pe-fill all information entered in QUOTES**. Information in data fields showing green or yellow came from Epic Quotes. Anything in white is a carrier-specific question. 6. The ability to change any of the prefilled data is there, if needed. 7. Once the Quote is processed, it can be saved in the Quote Results page for a side-by-side comparison with other One-Click quotes. 8. Once finished with One carrier, Close out of it, then Select the next carrier from the drop-down list to repeat the process, if necessary. 9. To save the quote, click the **“Save Quote”** button at the top right 10. Pop up will come up, Enter premium, term info and notes, then click Save Quote. 11. The quote will be saved on the “Quote Results” page, showing quote type as **“Website”** 12. If comparison is desired, Click the boxes in the Compare column of the rates (including the website quotes) then click the Compare column header to see the results. |

### Add Policy Shell

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 1. Click **Policies** from the Navigation Panel (left) 2. Click the **ADD** button - Select **Contracted** policy 3. Enter Policy Details:    1. **Select Policy Type** from dropdown list (click the Description header to sort by description)    2. **Policy Line** – description will default    3. **Policy number** – enter Policy Number or TBD if unknown    4. **Effective/Expiration date**: update as needed    5. **Source** – Choose from the drop down **(Required Field)**    6. **Agency = 1GL**    7. **Branch =** Use [Platform Structure](#_Structure) to determine.    8. **Department:** Select the department based on the **accounts** total annual revenue  |  |  |  | | --- | --- | --- | | PEL | Personal Lines - Large | 1k Rev + | | PEM | Personal Lines - Middle | 250-1000 Rev | | PES | Personal Lines - Small | < 250 Rev |  * 1. **Status** = Select **NEW**   2. **Issuing Location** – Verify   3. **Bill type**: Select Agency or Direct Bill   4. Select **Profit Center**   5. **Issuing Company** – Select from dropdown list (Click description header to sort by Name)   6. **Premium Payable Entity** - Select from dropdown list (Click description header to sort by Name)      * 1. If PPE is a Broker, change **CA** to **BR** and enter broker name from dropdown list     **NOTE: Be sure to select the appropriate PPE Contract if BR is selected**     1. **Line Commission**: Enter carrier policy commission percentage. This can be found on the quote or carrier/broker invoice. ***Important: If Carrier Commission percentage is unknown enter 1%*** 2. **Line estimated premium:** Estimate Annual Premium only (no taxes or fees). Enter premium quoted.      1. Click **Detail** 2. **ACTIVITY:** Select **APOL**    1. Verify Who/Owner    2. Follow-up/Start Date    3. Add Notes and Click **Finish** 3. From the Navigation Panel, click **Servicing/Billing > Line**    1. **Pr/Br Tab (Required)**: Each policy requires at least one PPAY (NOTE: PPAYs are Employees; BPAYs are outside brokers)       1. If a Producer is getting paid commission on a policy, enter his/her name from the dropdown list.       2. When selected, their producer commission agreement will default. Confirm 100% Production Credit (This is not commission related but gives the producer credit for booking the business written). **NOTE:** BPAYs never receive Production Credit    2. **Servicing Tab**: Verify Servicing Roles    3. Click on **Categories/History Tab** and click (+) if there is a need to add an [Agency Defined Category](#_Agency_Defined_Categories) (ADC).   **For Non-Download Carriers only:** Update policy detail on the left panel prior to moving to step 9.   1. Click the **X** on the left panel 2. Click – Yes Perform Action > **Update Stage to Submitted** (If an Acord form needs to be sent to the carrier, Perform Action > **Submit Application** to generate the Acord for distribution) click **Finish**. 3. Complete [Policy Checking](#_Policy_Checking_New_1) and close out **APOL** activity with detailed notes and add final documents to the **Activity.**   *If policy is Agency Billed review steps* [*here*](#_Agency_Billed_Policies)*.* |

### Add BOR Policy Workflow

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| ***NBR*** *Policy Status is used for the initial policy status for the first term only on a new policy taken by BOR*  ***NEW*** *Policy Status is used for the first renewal for a BOR'd policy* Follow [Add Client Workflow](#Judy) for new clients or if existing client locate Client Account.  1. Click Policies from the Navigation Panel 2. Click the **ADD** button - Select **Contracted** 3. Enter Policy Type from dropdown list 4. Change Policy Description as needed 5. Enter policy number if known or TBD if unknown 6. Verify the following:    1. **Effective and expiration dates** (Defaults to system date and One year term)    2. **Source:** Choose from the dropdown **(Required field)**    3. **Structure**: Verify Agency, Branch, Department    4. **Lines of Business**:    5. Policy Line    6. Status = **NBR**    7. Select Profit Center    8. Issuing Company    9. [Premium Payable Company](#_Determining_your_Issuing). If PPE is a Broker, change **CA** to **BR** and enter broker name from dropdown list    10. Add Carrier Commission percentage ***Important: If Carrier Commission percentage is unknown enter 1%***    11. Click **Detail**    12. Activity = **BORP**    13. Add detailed notes (leave open for follow up on receipt of policy) - click **Finish**. 7. Complete:    1. **Line Tab:** Enter Estimated Premium and Estimated Commission if known    2. **Billing Tab:** Verify Invoice information and delivery method    3. **Servicing Tab:** Enter Policy Producer and Policy Servicer    4. **PR/BR Tab:** Enter PR/BR name from dropdown list if area is not defaulted.    5. **Categories/History Tab** and click (+) if there is a need to add an [Agency Defined Category](#_Agency_Defined_Categories_1) (ADC). 8. Complete [Policy Checking](#_Policy_Checking_New_1) and close out **BORP** activity with detailed notes and add final documents to **Activity**.   *If policy is Agency Billed review steps* [*here*](#_Agency_Billed_Policies)*.* |

### Agency Billed Policies – New Business Handling

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| *For Agency Billed Policies, follow* [*Accounting Guide*](https://acrisure.sharepoint.com/:w:/s/ACR-ABSAccountingTeam/ESAdZgcBwPdJt0_n5-hNILkBueeqZpQWrGK6rg54rr9l7g?e=hAYgjm) *in SharePoint.*   1. From Policies Tab, highlight policy and click F9 or New > Activity.   *(Accounting activity owner will default to Accounting Workgroup)*   1. Attach all notes and documentation identified in Accounting Guide for request to be completed in a timely manner. 2. Complete Task inside Accounting Activity. 3. Leave Activity Open. Accounting will reassign activity back to Servicer once their Assigned task is received. 4. Send out invoice to insured via Email or mail out if insured does not have an email address. 5. Attach all invoices and correspondences to New Business Activity. |

### Policy Checking New Business

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| Policy Check **all policies** for accuracy.  ***If using Third-Party Vendor or Processor*** use existing **APOL/BORP/MQS** Activity and reassign to Third-Party Vendor or Processor to work. *Do not open an additional activity. Third-Party Processor or Servicer will close activity when policy checking is complete and will attach**all Policy documents to the* ***Activity.***  ***If policy does NOT download:***   * 1. Highlight policy, **click ACTIONS > Issue/Not Issue Policy**   2. **Issue**; enter/verify policy number; verify effective/expiration dates   3. Click **Close Activity tab**:  close **APOL/BORP/MQS** successful   ***If policy does download:***   1. The download will update the policy stage from Submitted to Issued and Update Policy detail 2. The open **APOL/BORP/MQS** Activity will need to be closed manually.     [Add Client to CSR24 Client Portal](#_JA.3_CSR24_–) (if applicable)  [Issue EPIC Auto ID Cards](#_Auto_ID_Cards)  [Issue Evidence of Property Insurance](#_Evidence_of_Property) |

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

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

### Manual Activity and Policy Types

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| * **Manual Activity with the Corresponding Code:**  |  |  | | --- | --- | | **Manual Activity Code** | **Description** | | **GACS** | Acrisure Cyber Services Referral | | **GACR** | Acrisure Real Estate Services Referral |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Code** | **Description** | **ICO Code** | **ICO Description** | **PPE Type** | **PPE Code** | **PPE Description** | | **R401** | 401k Referral | SERVIC | Service Only | BR | HUMAINT-01 | Human Interest | | **RACS** | Acrisure Cyber Services | SERVIC | Service Only | BR | ACRICYB-01 | Acrisure Cyber Services | | **RERT** | ERTC Credit (NR) | SERVIC | Service Only | BR |  |  | | **RODP** | On Demand Pay Referral | SERVIC | Service Only | BR | DAILPAY-01 | Daily Pay | | **RPA2** | Payroll Referral | SERVIC | Service Only | BR | ISOLVE0-01 | iSolved | | **RPEO** | PEO | SERVIC | Service Only | BR | Varies based on who it’s written with | | | **RPRP** | Portable Retirement Plan Referral | SERVIC | Service Only | BR |  | | | **RSLO** | SMB Loan Referral | SERVIC | Service Only | BR | ONDECK0-01 | OnDeck | | **RTIT** | Acrisure Title Referral (NR) | SERVIC | Service Only | BR |  |  |  * **Policy Type and Description:** |

Add Monoline Referral Policy

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

Add a Package Referral Policy

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

Add a PEO Admin Fee

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

## Policy Change Workflow

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

### Process Change Request (Existing Line)

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| ***Use this workflow for Policy Changes (CHGE) , Audits (CHGA) and for Internal Corrections (CHGI).***   1. Receive Policy change request from client and Go into **Policies** on left Navigation panel. 2. **ACTIONS > Endorse/Revise Existing Line;** enter:    1. Effective date of change    2. Description of change (Add Return (RP) or Additional premium (AP) $ amounts for ***all download policies***)       1. Example: Added 2023 Ford F150 AP $950.    3. Details    4. **Activity = CHGE**    5. Add detailed notes:  who called, what did they ask for, your responses or direction, etc.; click **Finish**   **Downloaded policies**:   1. Process changes on carrier website 2. Attach bind confirmation, emails with client/carrier, etc. to the **CHGE** activity 3. Click the X on the left panel to close out of the policy detail 4. Click Yes Perform Action > **Update Stage to Submitted** 5. Keep **CHGE** activity open for [Policy Checking](#_Endorsement_Checking)**.** *If policy is Agency Billed review steps* [*here*](#_Agency_Billed_Policies_1)   **Non-Downloaded Policies:**   1. Update ACORD detail in Epic to include the change requested and update line estimated premium. 2. Prepare ACORD Change Request Form (if applicable) and/or email change to carrier    1. Attach email/change request to the **CHGE** activity    2. Leave Activity Open for follow up 3. Click the X on the left panel   Yes, Perform Action > **Update Stage to Submitted**  **OR**  Yes, Perform Action > **Submit Change Request** (To generate the Acord for distribution)   1. Click **Finish**. 2. Keep **CHGE** activity open for [Policy Checking](#_Endorsement_Checking)**.** *If policy is Agency Billed review steps* [*here*](#_Agency_Billed_Policies_1)*.* |

### Agency Billed Policies – Endorsement Handling

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| *For Agency Billed Policies, follow* [*Accounting Guide*](https://acrisure.sharepoint.com/:w:/s/ACR-ABSAccountingTeam/ESAdZgcBwPdJt0_n5-hNILkBueeqZpQWrGK6rg54rr9l7g?e=RHduB5) *in SharePoint.*   1. From Policies Tab, highlight policy and click F9 or New > Activity.   *(Accounting activity owner will default to Accounting Workgroup)*   1. Attach all notes and documentation identified in Accounting Guide for request to be completed in a timely manner. 2. Complete Task inside Accounting Activity. 3. Leave Activity Open. Accounting will reassign activity back to Servicer once their Assigned task is received. 4. Send out invoice to insured via Email or mail out if insured does not have an email address. 5. Attach all invoices and correspondences to Endorsement Activity. |

### Endorsement Checking

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

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

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

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| 1. Receive Add Line Mid-Term request from client. Go into Policies area and Highlight package policy that the line is being added to. 2. **ACTIONS > Endorse/Revise Add Line Mid-Term;** enter:    1. Effective date of change    2. Description of change    3. Click the **ADD** (+) button    4. Add Line Code, Status, Issuing Location, Verify Profit Center, and ICO/PPE    5. Add Carrier Commission percentage if known ***Important: if unknown add 1%***    6. Click **Detail**    7. **Activity = CHGL -** Add detailed notes: who called, what LOB, coverage details, etc.; click **Finish**   **Downloaded Policies:**   1. Process Adding Line on carrier website 2. Attach bind confirmation, emails with client/carrier, etc. to the **CHGL** activity 3. Click the X on the left panel to close out of the policy detail 4. Click Yes Perform Action > **Update Stage to Submitted** 5. Keep **CHGL** activity open for [Policy Checking.](#_Policy_Checking_for) *If policy is Agency Billed review steps* [*here*](#_Agency_Billed_Policies_1)*.*   **Non-Downloaded Policies:**   1. Update ACORD detail in Epic to include the change requested and update line estimated premium. 2. Prepare ACORD Change Request Form (if applicable) and/or email change to carrier    1. Attach email/change request to the **CHGL** activity and leave Activity Open for follow up 3. Click the X on the left panel   Yes, Perform Action > **Update Stage to Submitted**  **OR**  Yes, Perform Action > **Submit Change Request** (to generate the Acord for distribution)   1. Click **Finish**. 2. Keep **CHGL** activity open for [Policy Checking.](#_Policy_Checking_for) *If policy is Agency Billed review steps* [*here*](#_Agency_Billed_Policies_1)*.* |

### Policy Checking for Add Line Mid-Term

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

## Renew Policy Workflow

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| An Automatic Pre-renewal Activity (**PLRR**) will appear on the Servicer’s Home Base **45 days** prior to the renewal. **1 PLRR Activity will be created per Account per Renewal Date**  ***As Needed: PLRR’s can be created as a manual activity if there is a need to create per Renewal policy.***  ***When creating activities start from Policies screen > Highlight Policy > F9 (Create New Activity) to link PLRR to specific policy(ies).*** |

### Downloaded Renewals

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

### Non-Downloaded Renewals

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| 1. Receive **PLRR** activity on homebase & review renewal policy. Keep open & attach all documentation and correspondence during Pre-renewal process. Close out once ready to move to step 2. 2. Highlight Policy in Epic and Click **ACTIONS > Renew** 3. Review policy details (policy number, effective/expiration dates, department structure etc.) and Click **Detail**   *Note: Policy Status will automatically update to* ***REN for Renewal***   1. **RPOL**Activity will populate. Add notes, update follow up and status of activity. Keep open for [Policy Checking](#_Policy_Checking_for_3) upon receipt of policy. Click **Finish** 2. From left navigational panel - update all policy details/ACORD forms and the line estimated premium.   ***If Policy has been submitted for binding:*** X out of policy and select Update **Stage to Submitted**  ***If Policy has been Issued:*** X out of policy and select Update **Stage to Issued**   1. Attach all final documents and Renewal Dec Pages to the **RPOL** Activity.   *If policy is Agency Billed review steps* [*here*](#_Policy_Checking_for_3)*.*  Issue Proofs – [ID Cards](#_Auto_ID_Cards), [Evidence of Property](#_Evidence_of_Property) |

### Update Department Structure at Renewal

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| |  |  |  | | --- | --- | --- | | PEL | Personal Lines - Large | 1k Rev + | | PEM | Personal Lines - Middle | 250-1000 Rev | | PES | Personal Lines - Small | < 250 Rev |   Best Practice is to Update Department Structure **at Renewal** if the total annual revenue on the Account has changed.  **For all policies** download and non-download; this can be completed through the **ACTIONS > Renew** steps above. |

## Rewrite Policy Workflow

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| **Best Practices**   * Remarket to carriers via [Epic Quotes](#_One-Click_Carrier_Quoting_3) **or** remarket directly via Carrier portal. * The below steps must be done **within 24 hours** of binding. |

### Remarket Downloaded Policies:

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| ***If using Epic Quotes for remarketing an existing policy***   1. Use **NPQS** activity code created during quoting process to document file and save attachments for all carriers. Follow steps in [One-Click Carrier Quoting (Remarket Existing Policy)](#_One-Click_Carrier_Quoting_3) to successfully remarket. 2. Close **NPQS** successful when bound 3. Close **NPQS** unsuccessful if remarket quote not taken 4. After marking Quote as sold in Epic Quotes – **MQS** activity will populate. 5. ***Renewal shell will populate from Epic Quotes area.*** Policy shell lineage will continue*(Example: Policy status will change from NEW to REW for New business being remarketed or REN to REW for Renewal Business)* 6. **Verify:**    1. Policy Type    2. Policy number (if unknown input TBD)    3. Effective/Expiration Dates    4. ICO/PPE = **update to new carrier** – be sure to [select correct ICO](#_***UPDATE_Policy_Types) so the [correct PPE](#_***UPDATE_Policy_Types) will default    5. Update to **REW** policy status    6. Close navigation panel: **Update Stage to Submitted** 7. Keep **MQS** open to complete [Policy Checking](#_Policy_Checking_Rewrite). *If policy is Agency Billed review steps* [*here*](#_Agency_Billed_Policies)*.*   ***If remarketing directly on Carrier Website***   1. Create a **QREW** activity for each carrier to document file and save attachments for carrier. 2. Update **QREW** Activity with quoted PPE and Quoted Premium in the Amount field   **For Binding Carrier,** Close **QREW** for binding carrier as **successful**  **For all other Carriers,** Close **QREW** as **unsuccessful**, select reason and add notes   |  | | --- | | **Policies rewritten from one carrier to a new carrier will use Actions > Copy Policy instead of Actions > Renew and the expiring carrier renewal download will need to be cancelled flat.**  **Copying the policy instead of renewing it will make sure the Rewritten policy is downloaded correctly. Confirming the expiring carrier renewal download is cancelled will remove the policy from Expiration and Potentially Missed Renewal reports.** |   If Remarketed Policy **Downloads:**   1. Select **EXPIRING** policy term 2. Click **Actions > Copy Policy** 3. **Destination** – To current account 4. Verify **Structure** 5. **Policy Detail** 6. Description 7. Policy Number 8. Effective/Expiration Date 9. **Lines of Business** (if more than one line of business, each line needs to be updated) 10. Verify Line(s) of Business 11. Policy Status **REW – Rewrite** 12. Billing – **Agency** or **Direct** 13. Profit Center – Select from dropdown 14. Issuing Company/Premium Payable 15. **Line Commission –** Enter carrier commission percentage if known  * **If Commission is Unknown –** * Check the box to use commission agreement * Select the policy type with **Acrisure Estimated Rate** in the dropdown      * If commission agreements are **not** in dropdown; enter 1%  1. Click **Detail** 2. Policy Opens - Click **Servicing/Billing > Line** on left Navigation Panel 3. **Servicing** tab – Verify required Servicing Contacts 4. **Pr/Br Commissions** tab – Verify Commission Agreement 5. Click the **X** on the left Navigation Panel to close out of Policy Detail 6. If Policy has been Submitted to the Carrier for binding – Close Policy Detail > **Update Stage to Submitted** 7. Click **Finish. *Create PPCK activity to complete policy checking and attach final documentation.*** 8. When **Expiring** carrier has downloaded the renewal; proceed with one of the following options:  * Confirm for carrier Cancellation Download and update policy status to **CRW – Cancelled – Rewritten**   Follow the **Cancellation Workflow** to cancel the downloaded renewal flat. Policy status of **CRW – Cancelled – Rewritten** and utilize the **CREW** activity code if needed. |

### Remarket Non-Downloaded policies:

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| 1. Remarket to carriers via Carrier Website or use [Quoting via Live Fill](#_Quoting_via_Live_1) option inside of Epic Quotes. 2. If Quoting on Carrier site Create **QREW** activity for each carrier quoted and document file and save attachments directly to QREW activity. 3. Review all carrier quotes; update **QREW** activities adding **PPE** and **Premium Quoted** amount. 4. **When New Carrier is selected:** Send Bind Request to carrier   **For Binding Carrier,** Close **QREW** for binding carrier as **successful**  **For all other Carriers,** Close **QREW** as **unsuccessful**, select reason and add notes   1. Renew policy in Epic – highlight expiring policy: **ACTIONS>Renew** Policy shell lineage will continue*(Example: Policy status will change from NEW to REW for New business being remarketed or REN to REW for Renewal Business)* 2. **Verify:**    1. Policy Type    2. Policy number (if unknown input TBD)    3. Effective/Expiration Dates    4. ICO/PPE = **update to new carrier** – be sure to [select correct ICO](#_***UPDATE_Policy_Types) so the [correct PPE](#_***UPDATE_Policy_Types) will default    5. Update to **REW** policy status    6. Close navigation panel: **Update Stage to Submitted** 3. **RPOL** Activity window will populate and verify renewal policy details. *Be sure to additionally update the line estimated premium.* **Update Stage to Submitted**. Keep **RPOL** open to complete [Policy Checking](#_Policy_Checking_for_3).   *If policy is Agency Billed review steps* [*here*](#_Policy_Checking_for_3)*.* |

### One-Click Carrier Quoting (Remarket Existing Policy)

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| **If using Renewals Manager,** Highlight the expiring policy from there then click the Get Quote button.  **If not,** Locate then Click into the Client Account   1. Click **Quotes** in the Left Navigation Panel 2. Cancel out of the New Quotes screen. Instead Click the link to **“Remarket Existing Policy”** at the top right   A screenshot of a computer  AI-generated content may be incorrect.   1. Select the Policy to Remarket and complete the Remarket information screen; Confirming all the information is correct and Click **Add** 2. **NPQS** Activity will generate. Leave open and add all notes, attachments and correspondence throughout the quoting process. 3. A screenshot of a computer     AI-generated content may be incorrect.Data Prefill Window will open and once run, will allow for important information to Prefill into your quote. 4. To view the information populated from the existing policy, click the Summary tab 5. Move through Tabs from Left to Right. Tab will be red when there is missing required information and will turn green once the required fields are completed. 6. If another Quote is needed for the insured, click the Add (+) Quote button   A screenshot of a computer  AI-generated content may be incorrect.   1. When all the fields have been completed, select Get Quotes 2. IVANS One-Click or Instant Rate Quotes display automatically 3. Highlight a Quote to View Details. 4. To Compare Several Quotes, Check the Compare boxes, then Click the Compare Column Header. 5. When a Carrier is chosen, go to the Carrier Website, then order the Coverage to be bound. 6. Mark Quote as Sold and Complete the Accept Quote screen, including information in the PR/BR Commissions tab, then click the Accept button at the bottom right. **MQS** will generate, close as successful. Go to **NPQS** and add final notes/attachments and close out. 7. All the Carriers and their Quotes are Retained for Historical Purposes. 8. Returning to the Policy area, note the expiring policy has been renewed with the Carrier that was bound and the Service Summary Stage has been marked as Submitted. *The download will update the stage to Issued.* |

### Agency Billed Policies – Renewal/Rewrite Handling

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| *For Agency Billed Policies, follow* [*Accounting Guide*](https://acrisure.sharepoint.com/:w:/s/ACR-ABSAccountingTeam/ESAdZgcBwPdJt0_n5-hNILkBueeqZpQWrGK6rg54rr9l7g?e=KGND2e) *in SharePoint.*   1. From Policies Tab, highlight policy and click F9 or New > Activity.   *(Accounting activity owner will default to Accounting Workgroup)*   1. Attach all notes and documentation identified in Accounting Guide for request to be completed in a timely manner. 2. Complete Task inside Accounting Activity. 3. Leave Activity Open. Accounting will reassign activity back to Servicer once their Assigned task is received. 4. Send out invoice to insured via Email or mail out if insured does not have an email address. 5. Attach all invoices and correspondences to Renewal/Rewrite Activity. |

Policy Checking for Renewals and Rewrites

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

## Cancel Policy Workflow

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| **Reminder: *To properly Cancel a policy, you must ACTIONS > CANCEL***  **Follow the Cancel Policy Workflow if:**   * If there is a Mid-term Broker of Record (BOR) change, follow the cancellation workflow. If my client's policy is ending at the end of the policy term, due to a BOR change use the Policy Not Renewed Workflow. * My client has requested a Cancellation:   + Resulting in the policy being terminated before its expiration date   + Resulting in the policy being terminated at the end of the term, and the policy will renew if not cancelled. (This is different from allowing the policy to run off and expire at the end of its term, Review [Policy Not Renewed](#_Policy_Not_Renewed_1) Workflow in this scenario.) * I am Cancelling my client's current policy and Rewriting a new Policy in its place.   **Best Practices:**   * *Set up* ***Follow up Reminders in DocuSign*** *to remind client to sign LPR* * *Client should be contacted on Signing LPR* ***twice****. Once at time of original request and once as a final reminder.* |

### Issuing a Cancellation for a Monoline Policy

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

### Signed LPR Received:

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

### Policy Check Cancellation for Accuracy

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

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

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| **Important Notes:**   * The Cancellation Status will only show on the Service Summary Line of the policy to be Cancelled. All other lines will show N/A because the Change/Cancellation did not affect the other Package lines. * The Expiration date will change only for the line of business for which the Cancellation was requested. The Policy expiration date will not change. * ON RENEWAL, remember to uncheck the cancelled line so it will not renew in the Package Policy Renewal term. |

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

### Policy Checking Cancelling a Line Mid-Term

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

**Notice of Cancellation for Non-Payment**

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| 1. When NOC for Non-Payment is received, Go to Policies area in the Client’s account 2. Highlight the policy in question from the policy list view 3. Click the **NEW** button in the top blue options bar and select Activity (or press F9) 4. Select the **PCN2** activity      1. Update the Follow-up/Start date to the Date of Cancellation 2. Add Notes 3. Click Detail 4. Drag and Drop the Pending Cancel notice into this activity 5. Update the Attach To description in accordance with the GL’s Platform [naming conventions](#_Naming_Convention_Guide)      1. Click **Finish** 2. Follow appropriate steps below based on whether the client did or did not make payment   ***If client makes payment by the due date***, drag & drop the carrier Rescind Notice to the open PCN2 activity on the Home Base. Update the description according to the Platform’s [naming conventions](#_Naming_Convention_Guide). Add to Cancellation folder as needed.   * + - Right click on the activity and select Close     - Mark as **Successful**     - Add Final note (i.e., Payment received – cancel notice rescinded)     - Click **FINISH**   ***If client does not make payment by the due date***, drag & drop the carrier Final Cancel Notice to the open PCN2 activity on the Home Base. Update the description according to the Platform’s [naming conventions.](#_Naming_Convention_Guide)  Add to Cancellation folder as needed.   * + - Right Click on the activity, select Close     - Mark as **Unsuccessful**     - Add Final note (i.e., Payment not received by due date – carrier cancelled)     - Click **FINISH** |

## Policy Not Renewed Workflow

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

### Mark Policy as Not Renewed

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| * Create GNRN manual activity for **all** Policies not Renewing. With the policy highlighted, press F9 (or click **NEW > Activity**) and select the **GNRN** Activity; add notes as to why the policy not renewed.   **Download Policies:**   1. Review **Download Report** and/or open **ZCAN** or **ZNON** Activity 2. Download will **automatically** update the:  * Service Summary Stage to **Cancelled** * Policy Status to **Cancelled (Renewal)**  1. Verify policy status: From the left Navigation Panel click Servicing/Billing > Line and update the **Policy Status** to represent the following:   If **Lost Policy/Coverage Not Replaced** –   * Update Expiring [policy status](#_Policy/Line_Status) to **Not-Renewed – X-N or X-R** (select based on original status) * If there **is** a **GNRN** or **CPOL** activity – Close as **Unsuccessful** and select reason; add notes and click **Finish**. Close the **downloaded** activity as **Successful** to prevent duplication.   If **Rewritten to another Carrier** –   * Update Rewritten [policy status](#_Policy/Line_Status) to **Rewrite - REW.** * Close the **GNRN /CREW** / **ZCAN / ZNON** activity as **Successful**; add notes and click **Finish**.   **Non-Download Policies:**   1. From the client’s account, click **Policies** from the left Navigation Panel 2. Double click the policy 3. Verify policy status: From the left Navigation Panel click Servicing/Billing > Line and update the **Policy Status** to represent the following:   If **Lost Policy/Coverage Not Replaced** –   * Update Expiring [policy status](#_Policy/Line_Status) to **Not-Renewed – X-N or X-R** (select based on original status) * If there **is** a **GNRN** or **CPOL** activity – Close as **Unsuccessful** and select reason; add notes and click **Finish**.   If **Rewritten to another Carrier** –   * Update Rewritten [policy status](#_Policy/Line_Status) to **Rewrite – REW** * Close the **GNRN** or **CREW** activity as Successful; add notes and click **Finish**. |

## Policy Reinstated Workflow

### Reinstate Policy

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

## Claims Workflow

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| **Best Practice:**   * Policyholder confirmation is required prior to submitting any claim. * Anytime we are contacted, and the result is a Claim being submitted to the carrier, it is required to follow the **Add New Claim Workflow** below. |

### Add Claim Review or Inquiry Activity

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

### Referring Claim to Internal Claims Representative or Team

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

### Add New Claim

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| 1. Locate Account 2. Click **NEW** Claim and Enter data in required fields. *Download will populate claim details if Claim’s download is turned on.* Click **Detail** 3. **ACLM** Activity – Leave open for follow up on claims such as major losses etc. Add all notes (who, what, where, when, how, why, etc.) - Click **Finish**. 4. Click all screens in the Navigation Panel to enter claim details. Click **X** once finished. 5. If Carrier requires a **Loss Notice**, highlight the claim; click **ACTIONS > Issue Loss Notice**  * Click the Distribution tab * Select Contact (use lookup button to locate) * Select Via (Print, Email) and enter additional details and Click **Finish**  1. Attach all claims documentation to the **ACLM** Activity. |

#### Claim Updates

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

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

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

## Client Contracts/Services Workflow

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

### Close Client Contract/Service

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

### Renew Client Contract/Service

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

# JOB AIDS

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## JA.1 Proofs of Insurance

### Auto ID Cards

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

### Evidence of Property Insurance

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| 1. Locate Account 2. Click the **NEW** button—**Proofs > Evidence** 3. Select the appropriate ACORD form; enter a Title 4. Under Type, Select appropriate policy and Service Summary row 5. Click Detail 6. Click each Section and Enter details 7. When completed, click **ACTIONS >** **Issue Evidence** 8. Click the Additional Interest Distribution Tab    * Select Contact (use magnifying glass to locate)    * Select Via (Print or Email) and enter additional details    * Click Finish 9. Click the X in the Navigation Panel to close the EPI   ***View Renew Evidence Workflow and Issue Single/Additional Interest Workflows Below.*** |

#### Renew Evidence

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

#### Issue Single / New Additional Interest

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

## JA.2 Creating a Proposal or Summary in Epic

### General Information

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| Epic has been configured with templates to allow users to generate Platform branded Proposal and Summary that can be used to present to clients when marketing coverage for new or renewal business. ***The Summary template is accessed using On Demand>Proposal***  **The following are highlights and pointers to consider:**   * The same Proposal Group works from either the Current/Future lines or the Marketed lines (at the Carrier Response Stage) * Each line of business is configured to pull the following four (4) areas from the Epic Policy details into the Line of Business page on the Proposal:   + Additional Coverages   + Forms & Endorsements   + Remarks (only when the Print on form is checked)   + Additional Interest * When using the Summary Group, users will have to associate the Line of business to both the Premium Summary pages and the Detail pages for each selected policy. This will ensure that the policies will appear on the premium summary page as well as the policy detail pages.      * Remember to enable Macros when the Word document generates as this is how the data merges into the document. * The overall formatting of each page of the Proposal and Summary templates has been designed to meet the legal specifications of Acrisure and to meet general needs of most of the users. **The Word Document will need to be reviewed carefully as some data may need to be manually updated.** Tables and data fields with no information should be updated or deleted and spacing should be adjusted to provide a professional look and feel. |

### How to Generate a Proposal

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| 1. Within the Client Account navigate to the Policies tab.  2. Click on a Policy (or Package header)   * 1. If creating a proposal for Marketed, Change the view from Current/Renew to Marketed and then select the Submission.   3. On the Option Bar/Menu Click **On Demand>Proposal.**  4. Click the (+) Button to Add and the (x) to Remove any policies that do/do not need to be included in the proposal.   * 1. Click on the ADD button and choose from either:   **The available current/renewed policies,** if generating from the current/renew policies view  **OR**  **The available lines being in the marketing submission,** if generating from the marketing area  ***\* You do not need to reposition the LOBs on the top half of the proposal box.***  5. Pick the Proposal Group. The GL Platform has approved templates. Choose the option that best suits your needs.  6. The Proposal Templates/Proposal Documents box will display all the preselected pages available based on the selected Proposal Group. This list must be reviewed, and pages deleted or rearranged based on guidelines determined by your leadership.   * 1. You **must** have a cover page and it must be in the top position.   2. Associate a Line of Business to the Location Summary page to pull premises data.  1. Individual Contacts are from the Account Contacts tab and will default with the Primary contact. added here will pull through to the Authorized Persons page.   **Notes:**  1. Before pressing Finish, you can add/move/delete pages, using the buttons on the left.  2. If you have Multiple LOB of the same type, Extras will drop to the bottom of the list. Be sure to reorder them before pressing Finish.  3. The Premium Summary Page must appear after all the LOBs. ***Note: After merging, it can be moved.***  4. LOBs without an associated Line will be suppressed by default. Uncheck the box next to Suppress blank templates to bring in the page even if there is not a LOB connected yet (e.g. You want to offer Cyber but it is not included on the Account yet). |

## JA.5 Renewal Manager

### Renewal Stages

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

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| **Stage Description** | **How it functions** |
| **Renewal Not Started** | Tied to the Event: **Policy Created** (Displays Policies in the RM "**0**" days after expiration) |
| **Pre-Renewal In-Process** | Manual - (display policies with this stage in the RM "**30**" days after expiration) |
| **Submitted For Quote** | Manual - (display policies with this stage in the RM "**30**" days after expiration) |
| **Quote Received** | Manual - (display policies with this stage in the RM to "**30**" days after expiration) |
| **Proposed** | Manual - (display policies with this stage in the RM to "**30**" days after expiration) |
| **Renewal In-Process** | Tied to the event: **Policy Renewed** (Displays Policies in the RM "**30**" days after expiration) |
| **Renewed** | Manual - (display policies with this stage in the RM "**0**" days after expiration) |
| **Did Not Renew** | Tied to the event: **Policy Cancelled** (Displays Policies in the RM "**0**" days after expiration) |

### Renewal Events

#### Policy Created

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| This Event is responsible for a new policy as well as a renewed policy to be given the Stage “Renewal Not Started.” This Stage begins the renewal effort. Policies coming up for renewal will show in the RM, in advance of the renewal date with the Stage “Renewal Not Started,” according to the time frame assigned to the policy type.   * 90-120 days for Commercial Lines Policy Types * 45 days for Personal Lines Policy Types |

#### Policy Renewed

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

#### Policy Cancelled

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

### Renewal Manager Workflows

#### View Renewals

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| 1. From **HOME** screen select **Renewals Manager** from Navigation Bar 2. Assigned Servicers accounts will be displayed with a **Renewal Not Started** Renewal Stage      * **Personal Lines**: 45 Days prior to expiration * **Commercial Lines**: 90-120 Days prior to expiration  1. Click once on renewal to select:      * **Go to Policy** – Moves directly into the policy under the client’s account * **Renew** – Starts the renewal process from the client’s account * **Marketing Submission** – Starts a marketing submission from the client’s account * **Update Renewal Stage** – Allows for manual update to the renewal stage * **Market Appetite** – Launches IVANS Market Appetite with list of possible markets |

#### Renew Policy

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| 1. Select **Renew** then Refer to the [**Renewal Process**/**Non-Downloaded Policies**](#_***REVIEW_Non-Downloaded_Renewals)section in the Workflows Document      1. Once renewal is started, the Renewal Stage will change to **Renewal in Process** 2. Manually update the stage as needed: |

#### Marketing Submission

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

#### Cancelled/ Non-Renewed Policies

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| **Cancelled Policies:**   1. Refer to [**Cancellations**](#_Cancel_Policy) section within the Workflows Document 2. Once **Cancellation** has been issued, the Renewals Manager Stage will automatically be updated to **DID NOT RENEW** and will drop off the Renewals Manger list   **Non-Renewed policies:**   1. Refer to [**Policy Not Renewed**](#_Policy_Not_Renewed_1) section of the Workflows Document 2. The Renewal Stage will NOT automatically update after the Policy has been manually Non-Renewed. Update the Renewal Stage by selecting **DID NOT RENEW** from **Update Renewal Stage**. This policy will NOT drop off the Renewals Manager list, but will stay for one day AFTER expiration |