



# AMS360 and WorkSmart Capabilities

Versions AMS360 7.5 and later and WorkSmart 6.1

***Audience:*** This document is intended for AMS360 agencies that also use WorkSmart.

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## Introduction

WorkSmart, powered by ImageRight, is the premier provider of insurance-focused content management, enterprise workflow, and business intelligence solutions. WorkSmart helps you improve operations, increase productivity, and reduce expenses.

AMS360, a market-leading Agency Management system, joins with WorkSmart to provide a powerful tool for process workflow and content management.

This guide explains how to use AMS360 together with WorkSmart to process three common workflows for commercial lines:

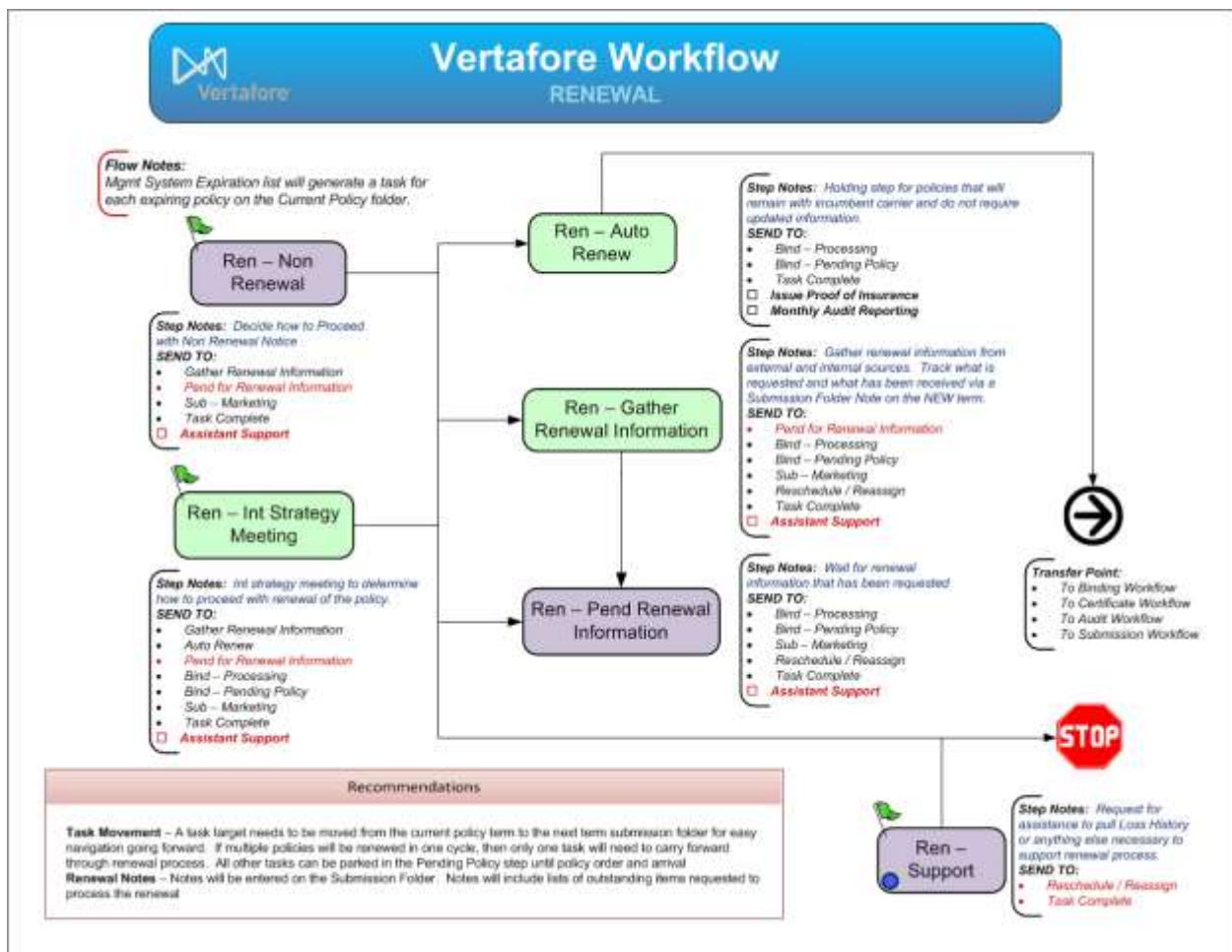
- Renewals
- Submissions
- Endorsements

In addition, this guide describes how you can use WorkSmart with AMS360 as a content management tool.

# Commercial Lines Renewal Workflow

The Commercial Lines workflow process includes three main phases:

1. Creating an Expiration/Renewal Report in AMS360.
2. Importing the Expiration/Renewal Report into WorkSmart.
3. Setting up, and then processing commercial lines renewals in WorkSmart.



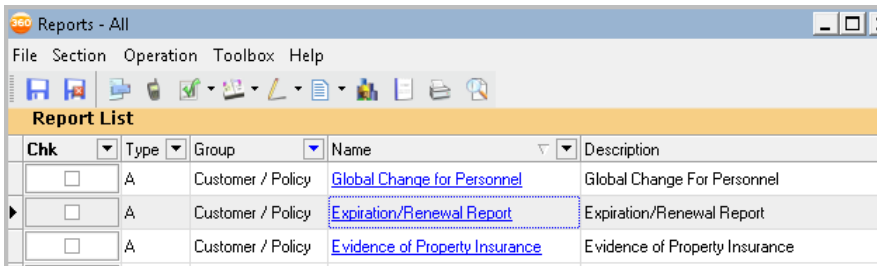
**Figure 1:** Commercial Lines Renewal workflow

To initiate the Renewal workflow shown in Figure 1, you need to create and save an Expiration/Renewal Report in AMS360.

## Creating and Saving the Expiration/Renewal Report in AMS360

The first step the Commercial Lines Renewal workflow is the creation and processing of a renewal report. The information in this section related to the report is for the WorkSmart administrator responsible for preparing and processing the report. If you are not responsible for the report, you can skip this section and continue with the sections related to processing tasks in the workflow.

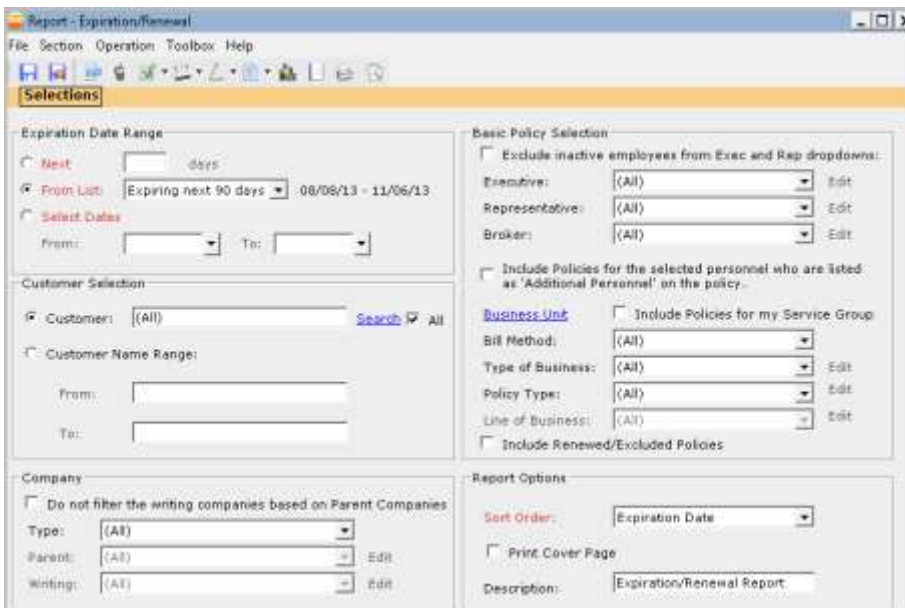
1. Log in to AMS360.
2. Open the Reports-All form by clicking **360 Toolbox > Classic Reports**.
3. Locate the Expiration/Renewal Report, and then click the report name link (Figure 2).



Chk	Type	Group	Name	Description
<input type="checkbox"/>	A	Customer / Policy	<a href="#">Global Change for Personnel</a>	Global Change For Personnel
<input checked="" type="checkbox"/>	A	Customer / Policy	<a href="#">Expiration/Renewal Report</a>	Expiration/Renewal Report
<input type="checkbox"/>	A	Customer / Policy	<a href="#">Evidence of Property Insurance</a>	Evidence of Property Insurance

**Figure 2:** Expiration/Renewal Report

4. Select the criteria for the report list based on the date range and other criteria for the list you want to import into WorkSmart (Figure 3).



**Report - Expiration/Renewal**

File Section Operation Toolbox Help

**Selections**

**Expiration Date Range**

Next: [ ] days

From List: Expiring next 90 days: 08/08/13 - 11/06/13

Select Dates

From: [ ] To: [ ]

**Customer Selection**

Customer: [(All)] Search:  All

Customer Name Range:

From: [ ] To: [ ]

**Company**

Do not filter the writing companies based on Parent Companies

Type: [(All)]

Parent: [(All)] Edit

Writing: [(All)] Edit

**Basic Policy Selection**

Exclude inactive employees from Exec and Rep dropdowns:

Executive: [(All)] Edit

Representative: [(All)] Edit

Broker: [(All)] Edit

Include Policies for the selected personnel who are listed as 'Additional Personnel' on the policy.

**Business Unit**  Include Policies for my Service Group

Bill Method: [(All)]

Type of Business: [(All)] Edit

Policy Type: [(All)] Edit

Line of Business: [(All)] Edit

Include Renewed/Excluded Policies

**Report Options**

Sort Order: Expiration Date

Print Cover Page

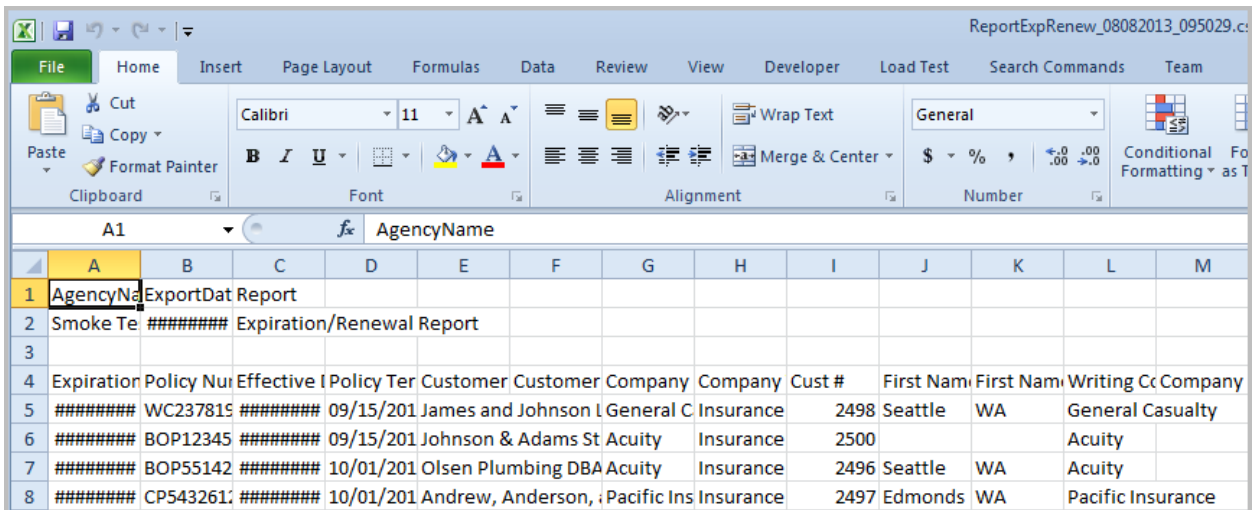
Description: Expiration/Renewal Report

**Figure 3:** Select the report criteria

5. When you have finished making your selections, click **File > Create CSV**.

6. When the .csv file opens in Excel, choose **File > Save As** using the following directory path: C:\Renewal\RawReport\[ReportName].csv. The report name should be unique for each Expiration/Renewal Report you run.
7. When saving the csv you may receive a message that the file contains features that are not compatible with CSV and asks in you want to keep the format. Click **Yes**.
8. On the Report-Expiration/Renewal dialog box you can save the report selections you've chosen or close without saving. If your selections will be used for future reports you can save the criteria over the existing report or save it with a new name.

For our scenario, we created an Expiration/Renewal List that includes four customers, each with one expiring policy (Figure 4).



	A	B	C	D	E	F	G	H	I	J	K	L	M
1	AgencyName	ExportDate	Report										
2	Smoke Test	#####	Expiration/Renewal Report										
3													
4	Expiration	Policy Number	Effective Date	Policy Term	Customer Name	Customer Address	Company Name	Company Type	Cust #	First Name	First Name	Writing Company	Company
5	#####	WC237815	#####	09/15/201	James and Johnson	General C	Insurance	2498	Seattle	WA		General Casualty	
6	#####	BOP12345	#####	09/15/201	Johnson & Adams St	Acuity	Insurance	2500				Acuity	
7	#####	BOP55142	#####	10/01/201	Olsen Plumbing DBA	Acuity	Insurance	2496	Seattle	WA		Acuity	
8	#####	CP543261	#####	10/01/201	Andrew, Anderson, i	Pacific Ins	Insurance	2497	Edmonds	WA		Pacific Insurance	

**Figure 4:** Expiration/Renewal List

You'll notice that some column widths are not set to adjust for the text in the cells. You won't need to change the column widths as WorkSmart will see the content behind the number symbols.

### Preparing the Expiration/Renewal Report for Import

Before the report can be imported into WorkSmart the data on the report must be modified so WorkSmart can use the information. An administration or designated person will run the preparation tasks on the report. It is done once for all items on the report.

The following steps prepare the report file for import. Begin by identifying the location of the following items:

- The Make\_FlatFile\_wLOB.vbs (Visual Basic script file), typically in C:\Renewal. The script file is used to format the report for the import process.
- The .csv file for the line of business that you want to run, typically in:  
C:\Renewal\[ReportName].csv (where [ReportName] equals the name of the .csv file, for example, RenewalReport.csv)

- The destination folder for the text (.txt) file that is created for the import process when you use the script file. The .txt file is placed in the same folder as the .csv file. The .txt file (referred to as the NUP file) name is the report name with a number and the .txt extension added, for example, RenewalReport\_1.txt.
- The folder defined in ImageRight Enterprise Management Console where files to be imported are placed, often referred to as the *import directory*.
  - The path for a WorkSmart Online environment may be similar to:


https://wsol-\*\*\*\*\*utl.worksmartonline.vertafore.com/imports/NUP/CL (where \*\*\*\*\* is your organization's unique customer number)

The long path noted above may be mapped to a network drive; therefore, you may have a path similar to DriveLetter\NUP\CL.

- The path for an in-house WorkSmart environment may be similar to:  
\\ServerName\NUP\CL

### Importing the Expiration/Renewal Report into WorkSmart

With the file locations identified, you are ready to import the .csv file into WorkSmart. During the import process, tasks are created on the folder notes of the expiring policy folders.

1. Click **Start**, type **Run** in the Search box, and then press **Enter**. Alternatively, you can press +R.
2. Open **Windows Explorer**, find the file named Make\_FlatFile\_wLOB.vbs
3. **Drag** the file to the Open field in the Run dialog box (Figure 5) to add the path of the file to the Run command, creating the command line.

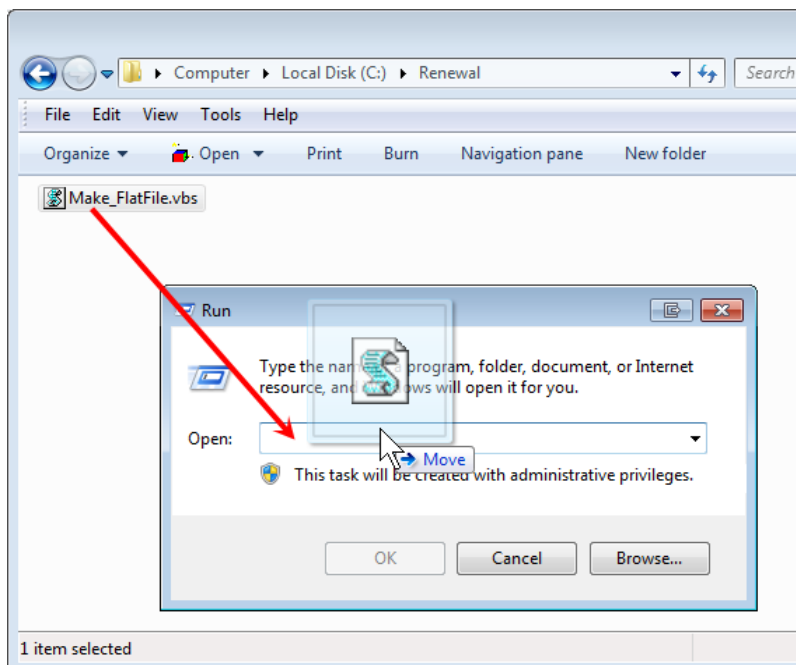


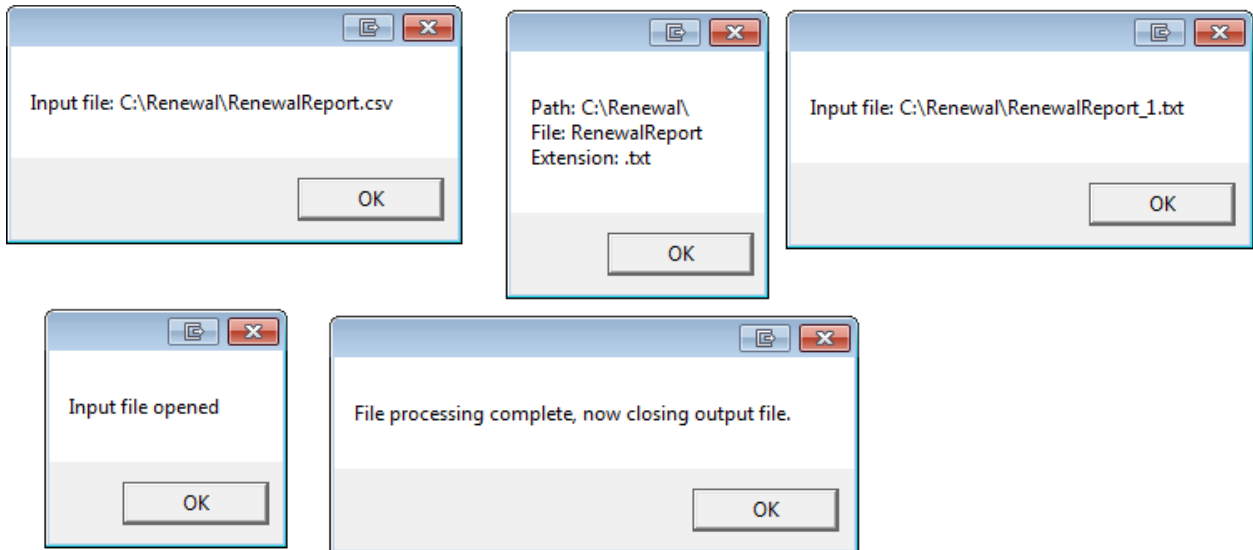
Figure 5: Drag the file to the Open field



- Before running the .vbs script, add the location (file path) of the .csv file to the Run dialog box.
  - Open **Windows Explorer** and find the .csv file (RenwalReport.csv).
  - Drag the file to the **Open** field (not shown).
- The command line will look *similar* to the following:

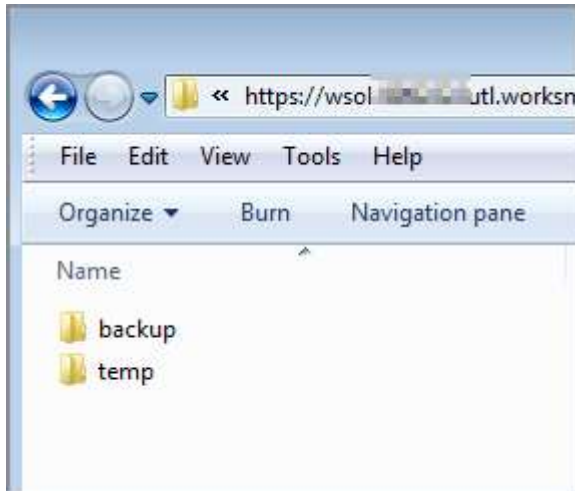
```
C:\Renewal\Make_FlatFile_wLOB.vbs C:\Renewal\RenewalReport.csv
```

- In **Run**, click **OK** to create the Note Update Import (NUP) file with the .txt extension (RenewalReport.txt).
- A series of messages (Figure 6) will be presented. Click **OK** for each one.



**Figure 6:** Click OK as the messages are presented.

- Move the newly created NUP file (RenewalReport\_1.txt) to the WorkSmart import directory that you identified as explained earlier.
- The NUP file is processed automatically by the import process. If the import is successful, a backup folder is created in the import folder. An error folder, which can be helpful for troubleshooting, is created when records in the file cannot be processed.
- Verify that the backup folder was created and that there is no error folder (Figure 7).

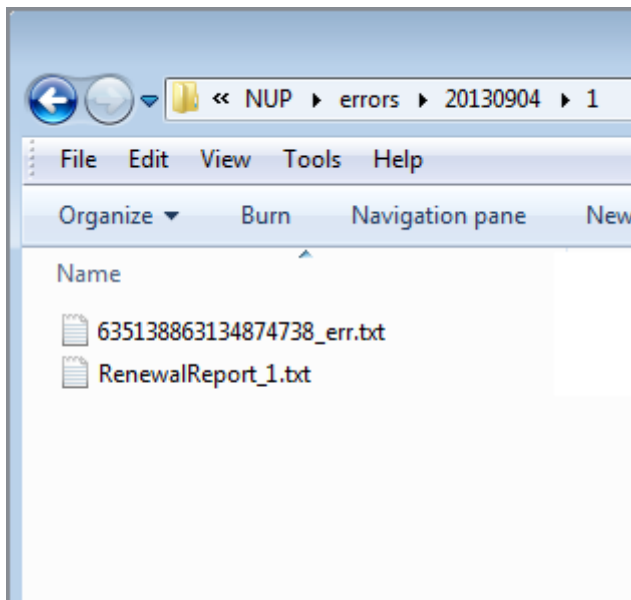


**Figure 7:** Verify the backup folder

### Checking for Errors

When specific records do not import correctly, a folder with the process date is created in the Errors folder. A folder for each job processed on the same date is created.

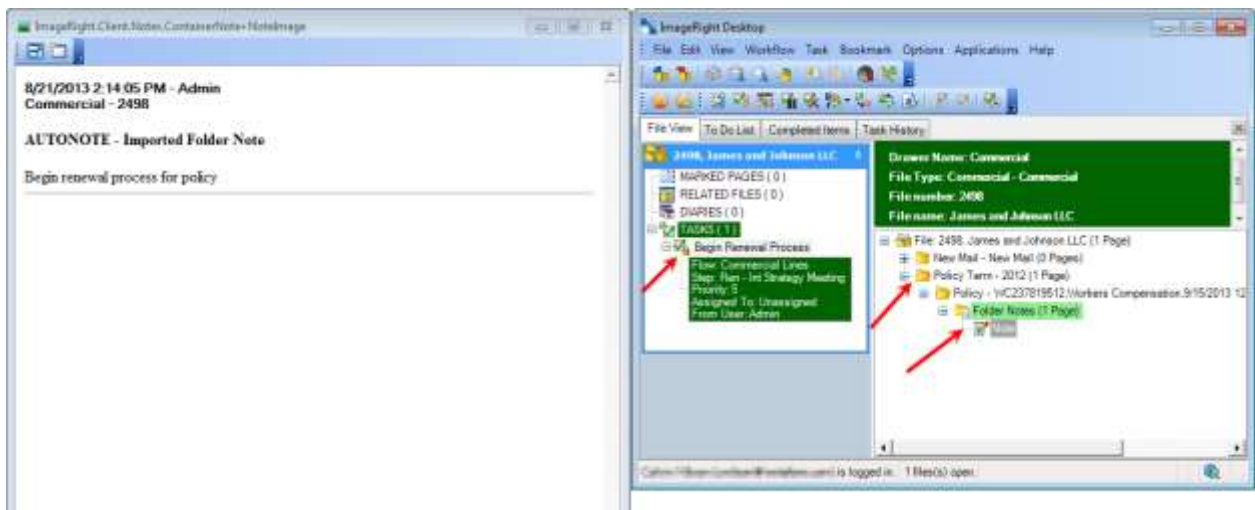
1. In the Errors folder, open the two text files. One file is an error log to aid you in determining what caused the import error. The second file contains only the records that could not be processed because of an error.
2. Review the error log and correct the errors related to the records that were not imported.
3. Move the text file containing the corrected records to the import directory where it will be processed again (Figure 8).



**Figure 8:** Move the corrected file

## System-Generated Tasks

After you process the Expiration/Renewal Report as explained in [Importing the Expiration/Renewal Report into WorkSmart](#) on page 5, you will find system-generated tasks in the Ren – Int Strategy Meeting step (the step in which all renewal tasks are created) of the Renewal workflow (Figure 1 on page 2). The tasks are created on the folder notes of the expiring policy folders. The appearance of a locked task is shown in Figure 9.



**Figure 9:** Locked task in a Policy folder

Based on the discussion in the strategy meeting, you can route the tasks to different steps in the workflow. When tasks are routed in a workflow, they move from one step to the next. Typically, tasks in the Renewal workflow are routed automatically based on task attributes that you set before you release the task. The attributes function as a “send to” mechanism to direct the task to the next step. For example, if you select Auto Renew from the Send To attribute list on a task in the Ren – Int Strategy Meeting step, and then release the task, the task will be moved to the Ren – Auto Renew step in the workflow.

## Using Your Strategy Decisions to Process the Tasks

In the separate sections listed below, we explain the steps you can follow to process tasks based on your strategy decisions. As a reminder, the workflow steps we discuss are shown in Figure 1 on page 2.

- [Ren – Int Strategy Meeting](#) on page 9
- [Ren – Gather Renewal Information](#) on page 14
- [Ren – Pending Renewal Information](#) on page 27
- [Ren – Auto Renew](#) on page 32
- [Ren – Non Renewal](#) on page 37
- [Ren – Support](#) on page 42

Typically, tasks related to expiring policies are processed in the workflow steps in the following order:

1. Ren – Int Strategy Meeting
2. Ren – Gather Renewal Information
3. Ren – Pending Renewal Information
4. Sub – Marketing step in the Submission workflow.

Along the way, keep in mind, you can route tasks to other steps in the workflow as needed. For example, if a policy is ready for automatic renewal, you can route the task directly to the Ren – Auto Renew step.

There are two recommendations to consider when processing the tasks.

- Task movement – A task target needs to be moved from the current policy term to the next term Submission folder for easy navigation going forward. If multiple policies will be renewed in one cycle, only one task will need to carry forward through the renewal process. All other tasks can be parked in the Bind – Pending Policy step until policy order and arrival. To park tasks, set the Bind – Pending Policy attribute as explained later. For information about changing the task target, see [Changing the Task Target](#) on page 118.
- Renewal notes – Notes should be entered on the Policy folder. Notes include lists of outstanding items requested to process the renewal. For more information, see [Adding Folder Notes](#) on page 122.

### Ren – Int Strategy Meeting

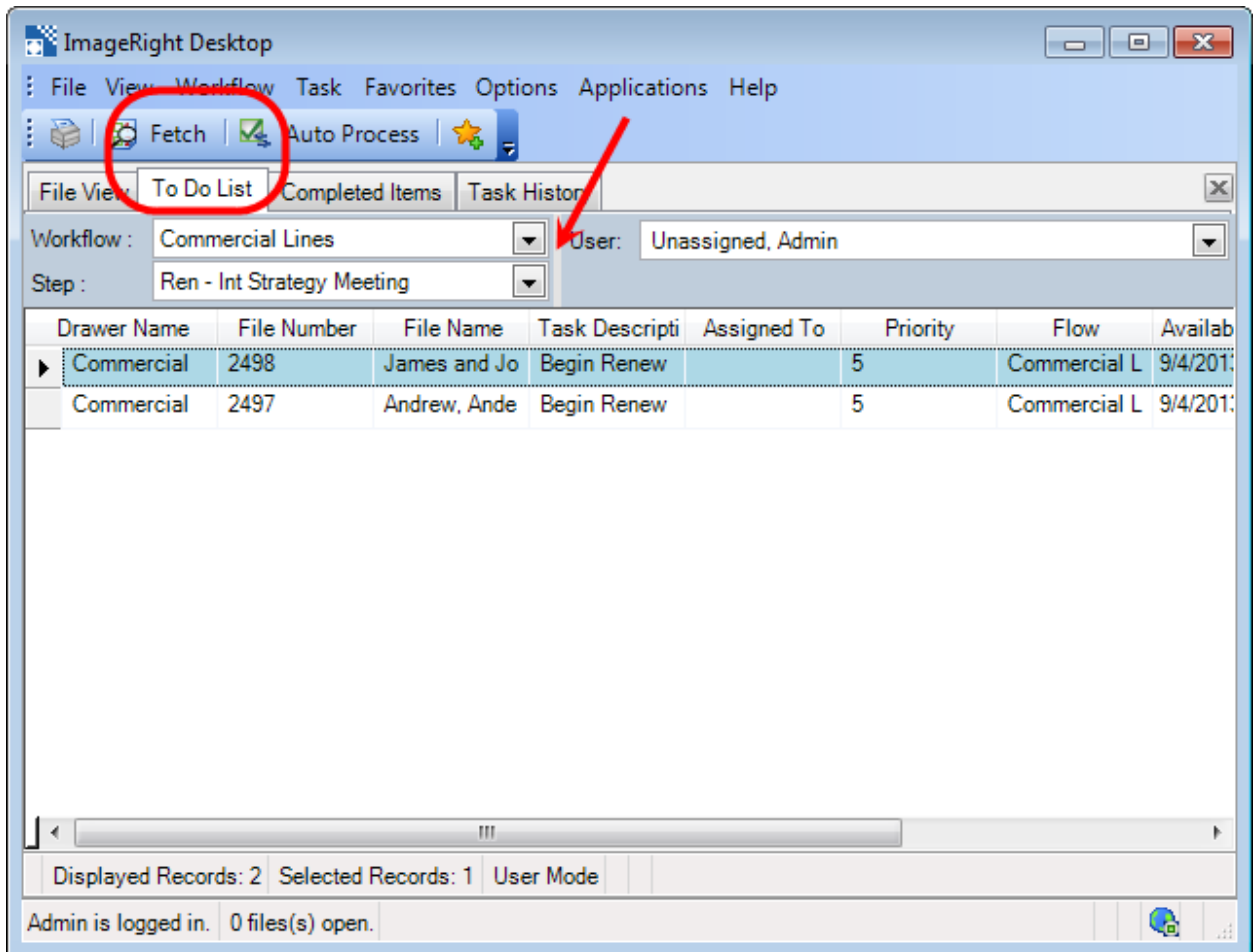
All tasks in the Renewal workflow start in the Ren – Int Strategy Meeting step. The tasks represent an electronic version of your Expiration/Renewal Report. The tasks are created on the folder notes of the expiring Policy folder under the Policy Term [Year] folder, as shown in Figure 9 on page 8.

After the strategy decision regarding how to handle the selected renewal, set the task attributes to define the path the task follows in the workflow.

Typically, tasks in Ren – Int Strategy Meeting are sent to Ren – Gather Renewal Information using the next steps.

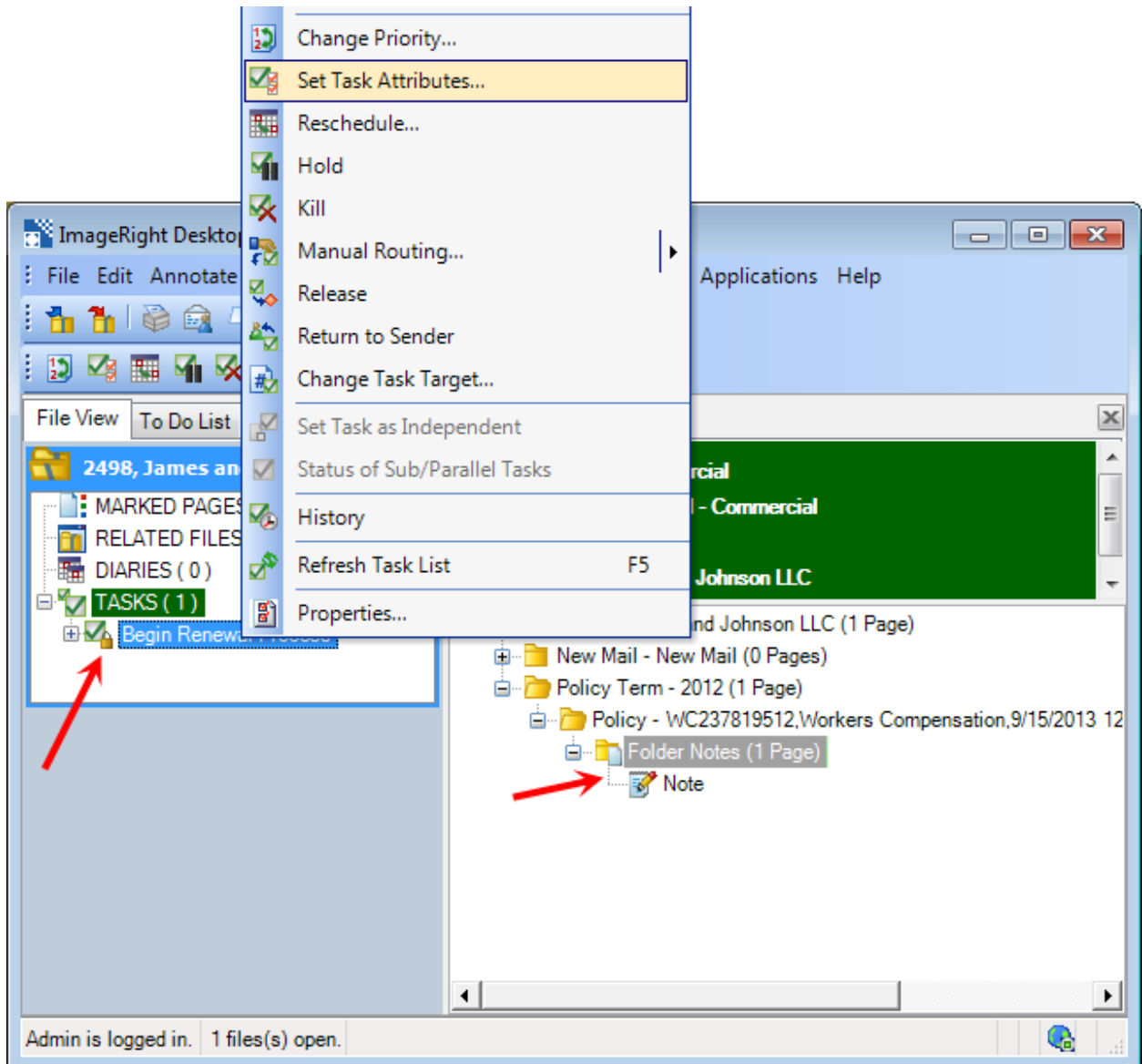
1. In WorkSmart, click the **To Do List** tab.
2. Select the following search criteria:
  - Workflow containing the tasks you want to locate and process, Commercial Lines in our example.
  - Step containing the tasks you want to locate and process, Ren – Int Strategy Meeting in our example.
  - User – name of the person to whom the tasks are assigned, typically your name or unassigned.
3. Click **Fetch**.

4. Double-click the task in the list (Figure 10) that you want to process to lock the task and open the file. In our simple system used for documentation, the number of tasks found is limited. The appearance of your to-do list will differ.



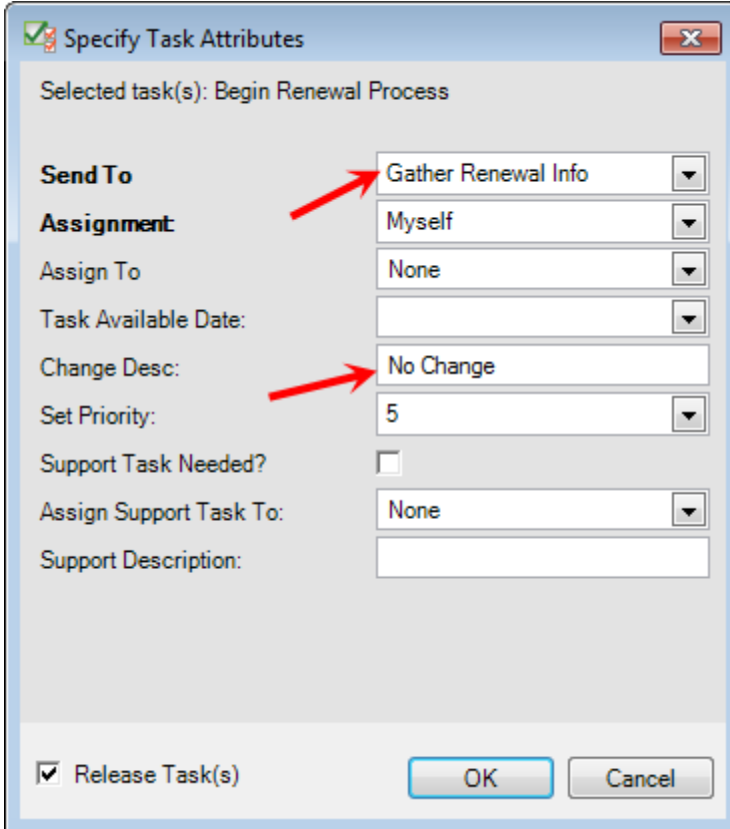
**Figure 10:** Double-click the task to open the file

5. Right-click the locked task, indicated by , and then click **Set Task Attributes** (Figure 11).



**Figure 11:** Click Set Task Attributes

6. In Specify Task Attributes:
  - Send To, select Gather Renewal Information.
  - **Change Desc**, enter a description for the task to identify the purpose of the task. Leave No Change to retain the current description, or remove No Change to replace the current description with a system-generated description.
7. Click **OK** to release the task and send it to the Ren – Gather Renewal Information step.



Specify Task Attributes

Selected task(s): Begin Renewal Process

**Send To** Gather Renewal Info

**Assignment** Myself

Assign To None

Task Available Date:

Change Desc: No Change

Set Priority: 5

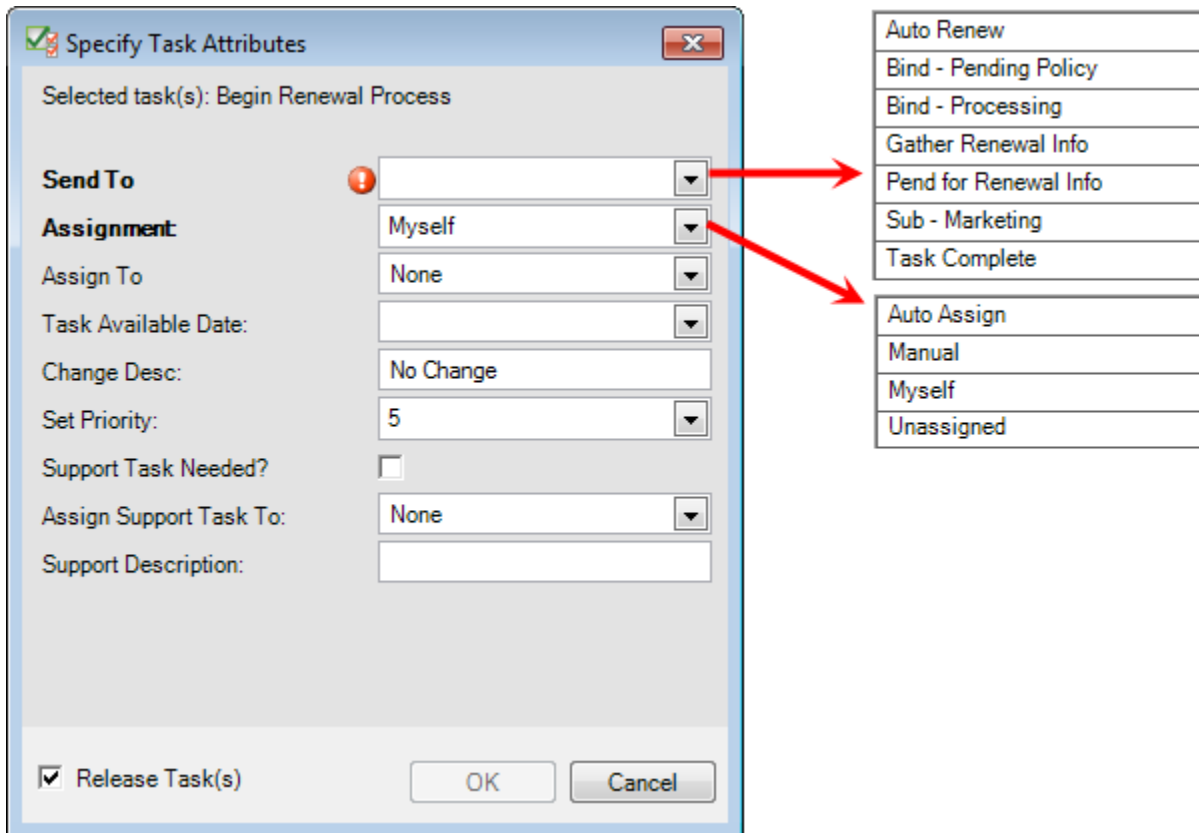
Support Task Needed?

Assign Support Task To: None

Support Description:

Release Task(s) OK Cancel

If you do not need to send the renewal to the Ren – Gather Renewal Information step, you can manage other processing options in the Specify Task Attributes dialog box (Figure 12) by defining attributes based on your requirements. For example, you might want to send the task to the Ren – Auto Renew step.



**Figure 12:** Specify attributes for processing alternatives

- Select the **Send To** attribute:
  - Auto Renew to send the task to the Ren – Auto Renew step.
  - Bind – Pending Policy to send the task to the Bind – Pending Policy step in the Binding workflow if you have authority to bind the policy and have already bound the policy.
  - Pend for Renewal Info to send the task to the Ren – Pending Renewal Information step in the Renewal workflow.
  - Sub – Marketing to send the task to the Sub – Marketing step in the Submission workflow.
  - Task Complete to send the task to the End step, no further processing necessary.
- Select the **Assignment** attribute:
  - Auto Assign to assign the task automatically to another person.
  - Manual to assign the task to person you select in the Assign To list.
  - Myself to assign the task to yourself.



- Unassigned to leave the task unassigned to anyone.
- Enter a **Task Available Date** to define the future date the task will be available for processing. Leave the date blank to have the task appear in the to do list on the current date.
- Enter a meaningful task description in **Change Desc** to identify the task or the needed processing. Leave No Change to retain the current description, or remove No Change to replace the current description with a system-generated description.
- Select the new priority in **Set Priority**.
- Select **Support Task Needed** to create a new task requesting support in the Ren – Support step, for example, to request a loss run.
- Select a name in **Assign Support Task To** if you want to assign the support task to a specific person.
- Enter a description in **Support Description** to provide information about the reason for the support request, for example, *"Pull Loss Run."*

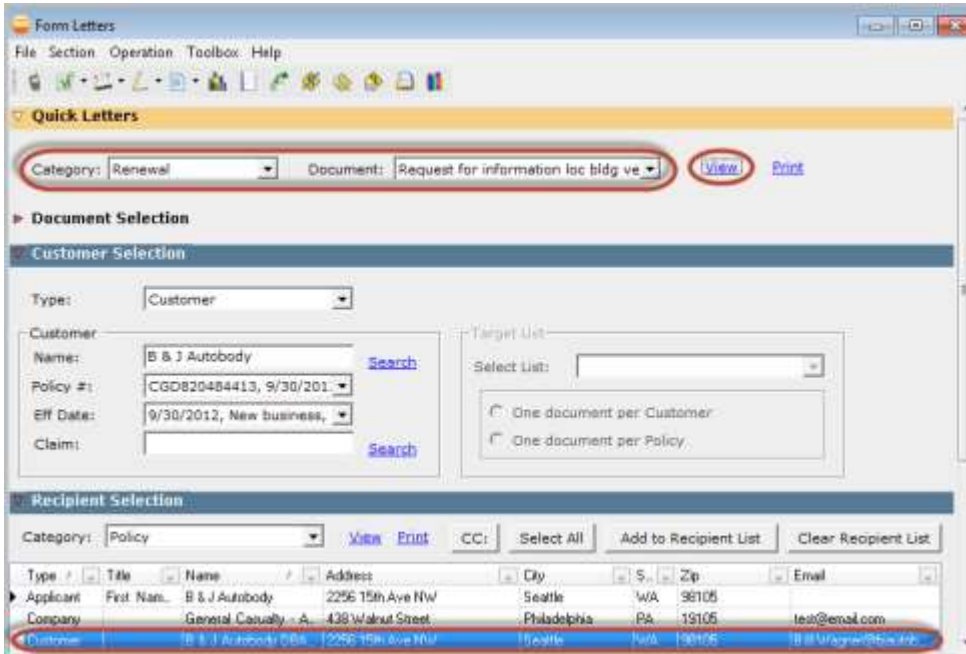
#### Ren – Gather Renewal Information

The tasks in the Ren – Gather Renewal Information require additional information before they can be completed. For example, you may need information about changes to the insured's property or vehicle. Also, a renewal letter is issued from AMS360 while the task is in the step.

#### Creating and Sending the Renewal Letter in AMS360

1. Select the renewal policy from the customer file in WorkSmart, and then click **Open in AMS360** from the toolbar.
2. From the AMS360 Dec Page toolbar, click **Form Letters**.
3. In the Form Letter dialog box select the **Renewal** category and the document name of the letter you want to merge and send to the customer.

- In our scenario we are choosing the Request for information on loc(ation), bldg (building), veh(icles). We have chosen the Customer as the recipient (Figure 13).

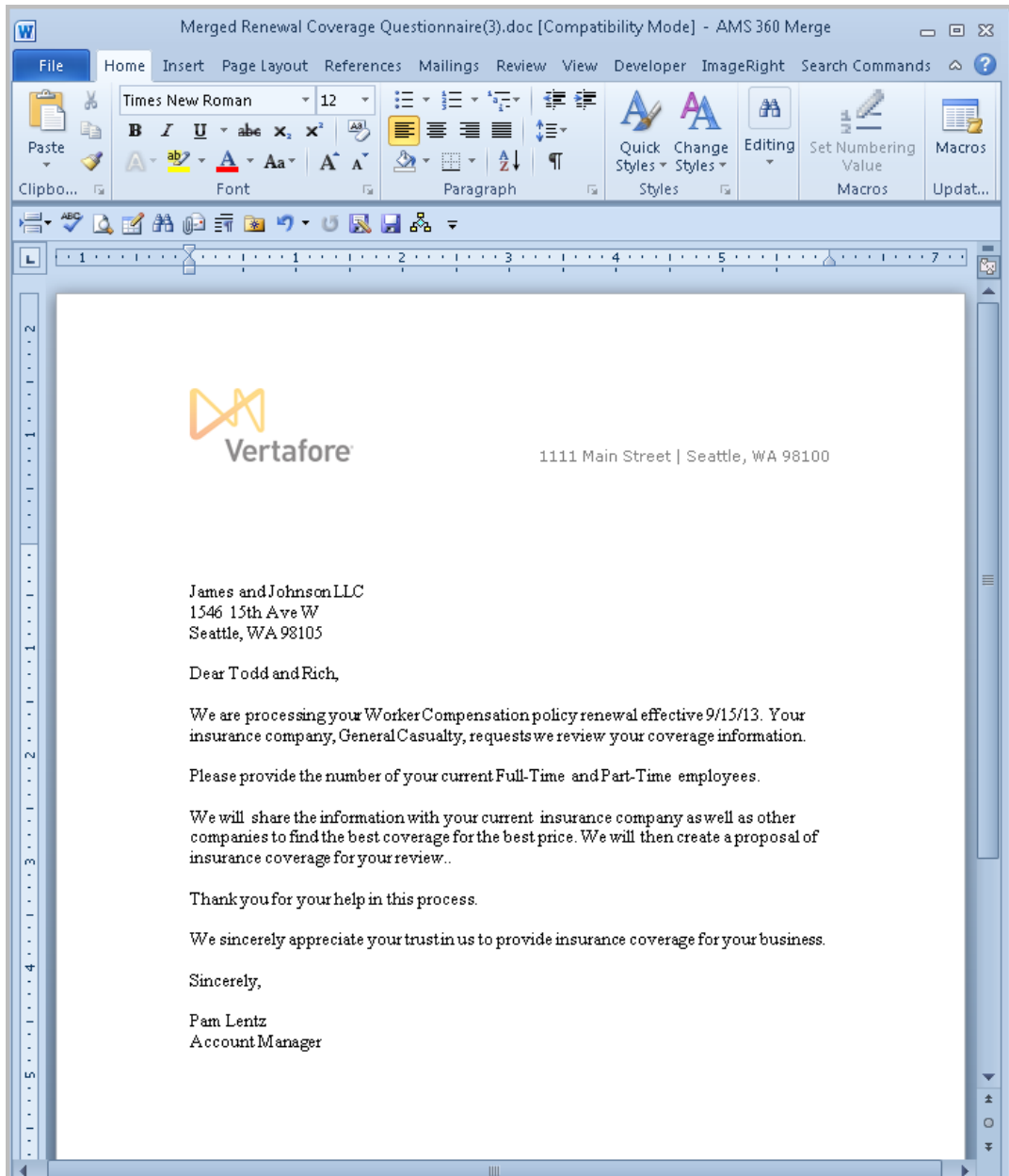


The screenshot shows the 'Form Letters' application window. The 'Quick Letters' section has 'Category: Renewal' and 'Document: Request for information loc bldg ve'. The 'Document Selection' section is expanded to 'Customer Selection', where 'Type' is set to 'Customer'. The 'Customer' section shows 'Name: B & J Autobody', 'Policy #: CGD820484413, 9/30/201', and 'Eff Date: 9/30/2012, New business'. The 'Recipient Selection' section shows 'Category: Policy' and a table of recipients. The 'Customer' row in the table is highlighted with a red circle.

Type	Title	Name	Address	City	St.	Zip	Email
Applicant	First Name	B & J Autobody	2256 15th Ave NW	Seattle	WA	98105	
Company		General Casualty - A	438 Walnut Street	Philadelphia	PA	19105	test@email.com
Customer		B & J Autobody DBA	2256 15th Ave NW	Seattle	WA	98105	B & J Agency@B&JAuto...

**Figure 13:** Request for information

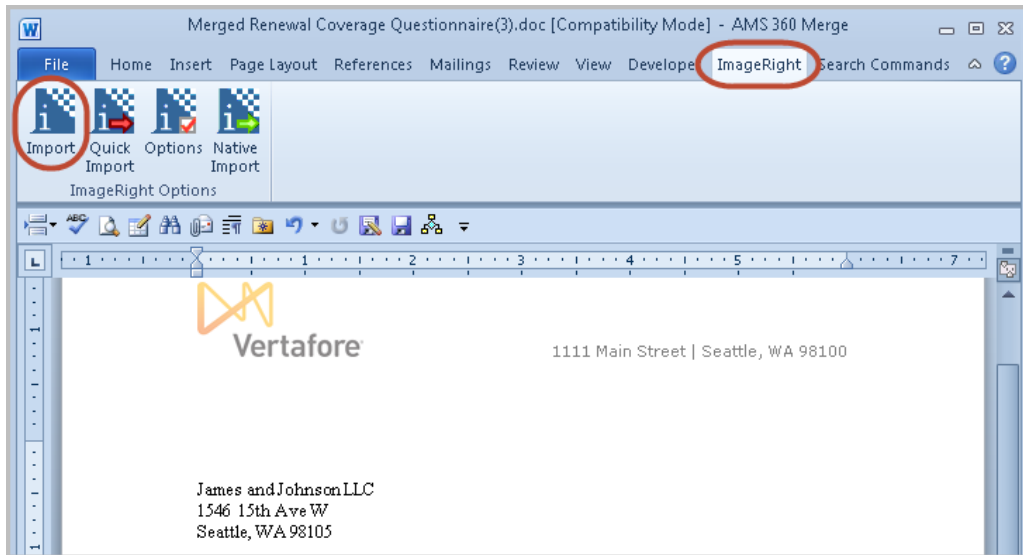
5. Click the **View** link to merge data from AMS360 into the Form Letter and open the document in Word (Figure 14).



**Figure 14:** Form letter with data inserted

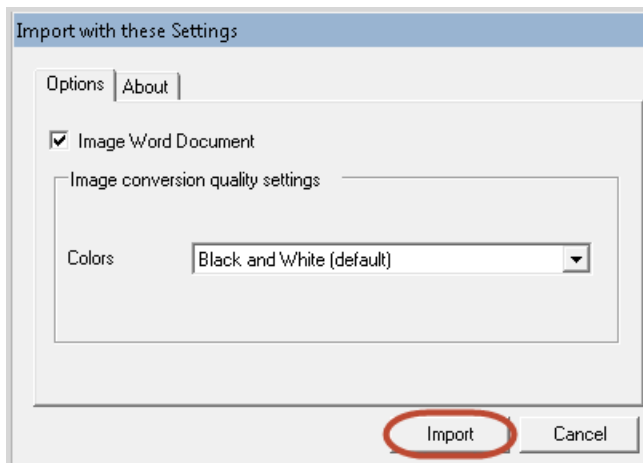
6. Click the **File** tab in the document and email the letter.

7. Switch to your email Sent Items folder. Click the message you sent to the insured with the letter attached. Hold down the left mouse button and drag the message to WorkSmart. Next, click the **ImageRight** tab (installation of an add-in is required for this tab) above the ribbon, and then click **Import** on the ribbon (Figure 15).



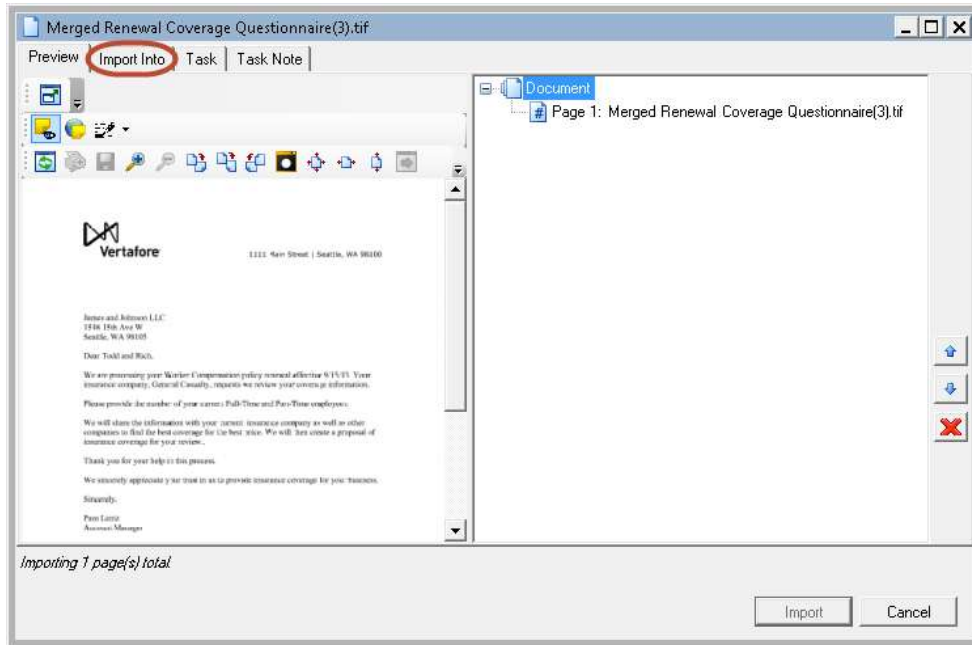
**Figure 15:** Import the letter

8. Click **Import** and choose the settings below when the dialog box appears. Leave the color as black and white (Figure 16).



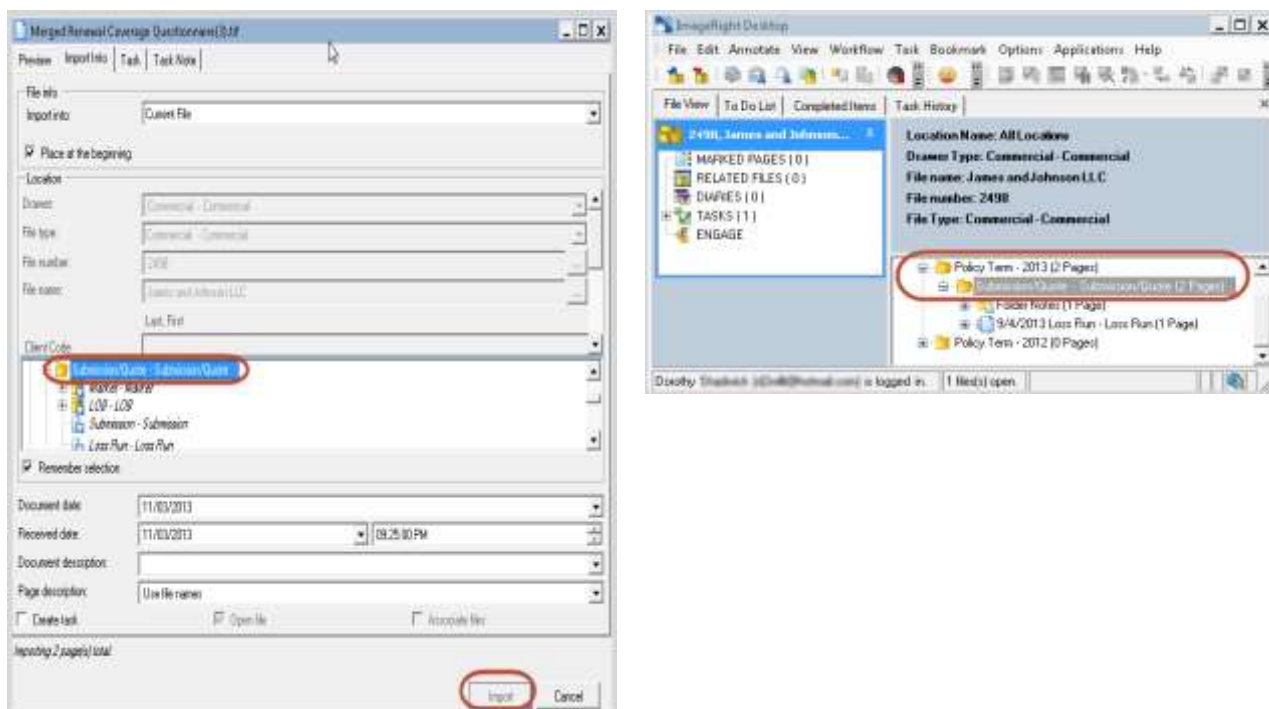
**Figure 16:** Define the format and color

9. The Merged (document name) dialog box shows a preview of the document being imported. Click the Import Into tab (Figure 17).



**Figure 17:** Click the Import Into tab

- On the Import Into tab you can choose the folder where the document is to be placed (Figure 18). If you have a file open in WorkSmart you can click the folders in WorkSmart and automatically update the folder location of the merged document.



**Figure 18:** Define the file location

- After selecting the folder where you want the letter filed, click Import.

### Adding Renewal Information

As you gather renewal information (letters, loss run, vehicle lists, etc.) in the Ren – Gather Renewal Information step, the information must be added to the customer’s file in WorkSmart, making it available for submission to the market as needed and preventing future E&O exposure.

In a typical example, a loss run is received as an email attachment. The loss run is added to the customer’s file in the Policy Term – YYYY, Submission/Quote folder, Loss Run document type.

- Open the customer’s file in WorkSmart.
- In the file tree, select the correct Policy Term – YYYY folder, Submission/Quote folder.
- Drag the loss run document and drop it at the Submission/Quote folder level (Figure 19). Notice the appearance of the yellow arrow to help you identify the position where the item will be added.

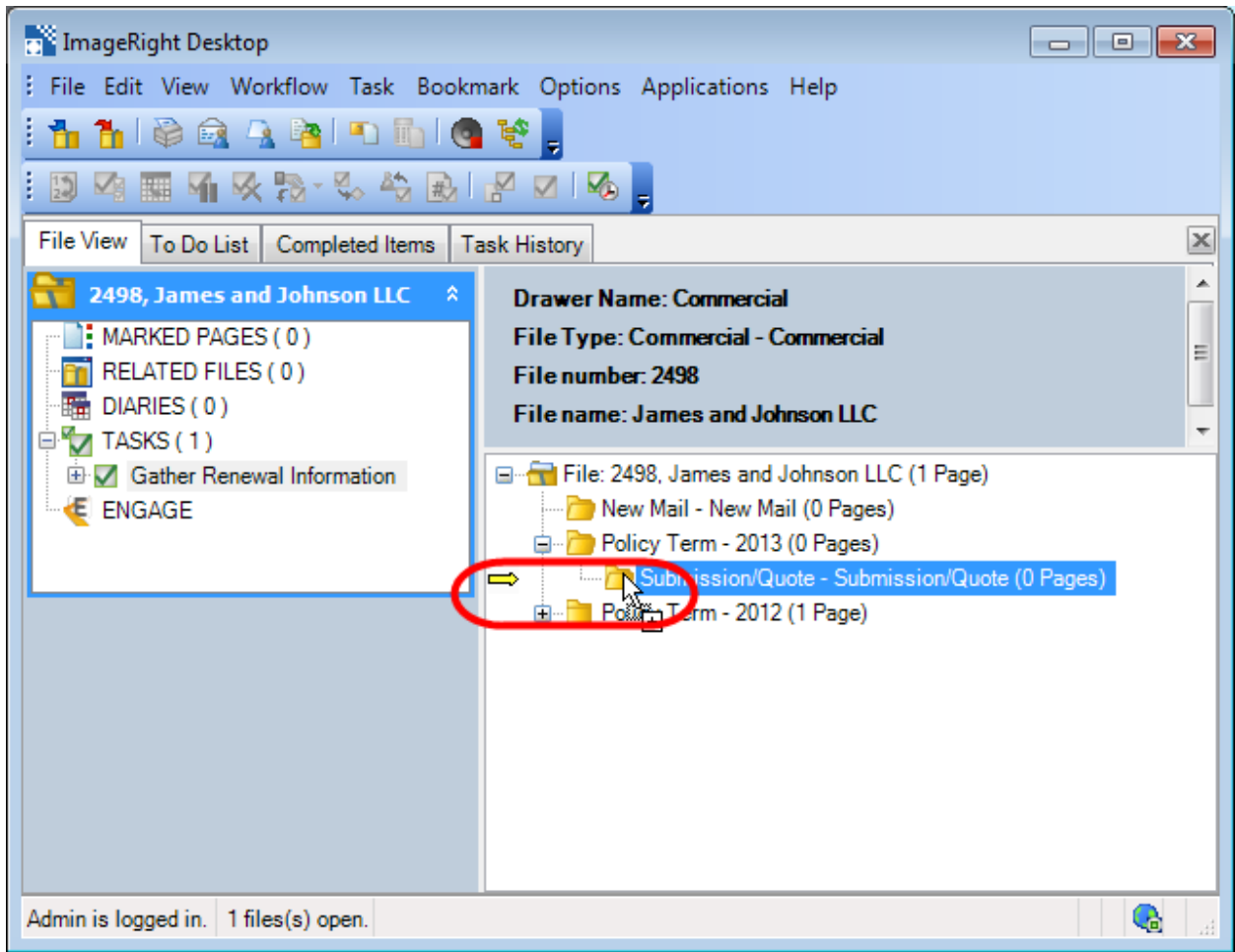
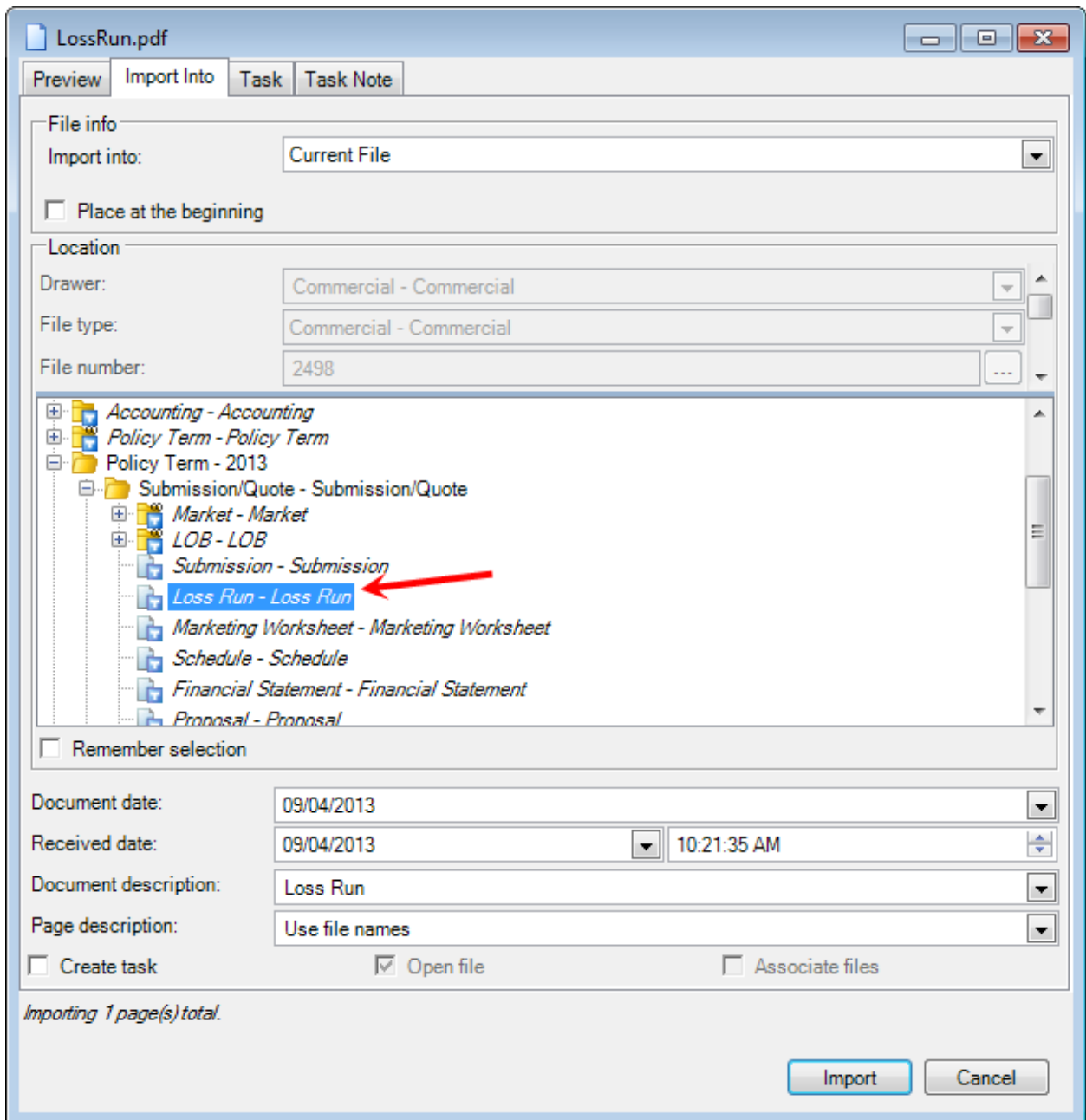


Figure 19: Drag and drop the document

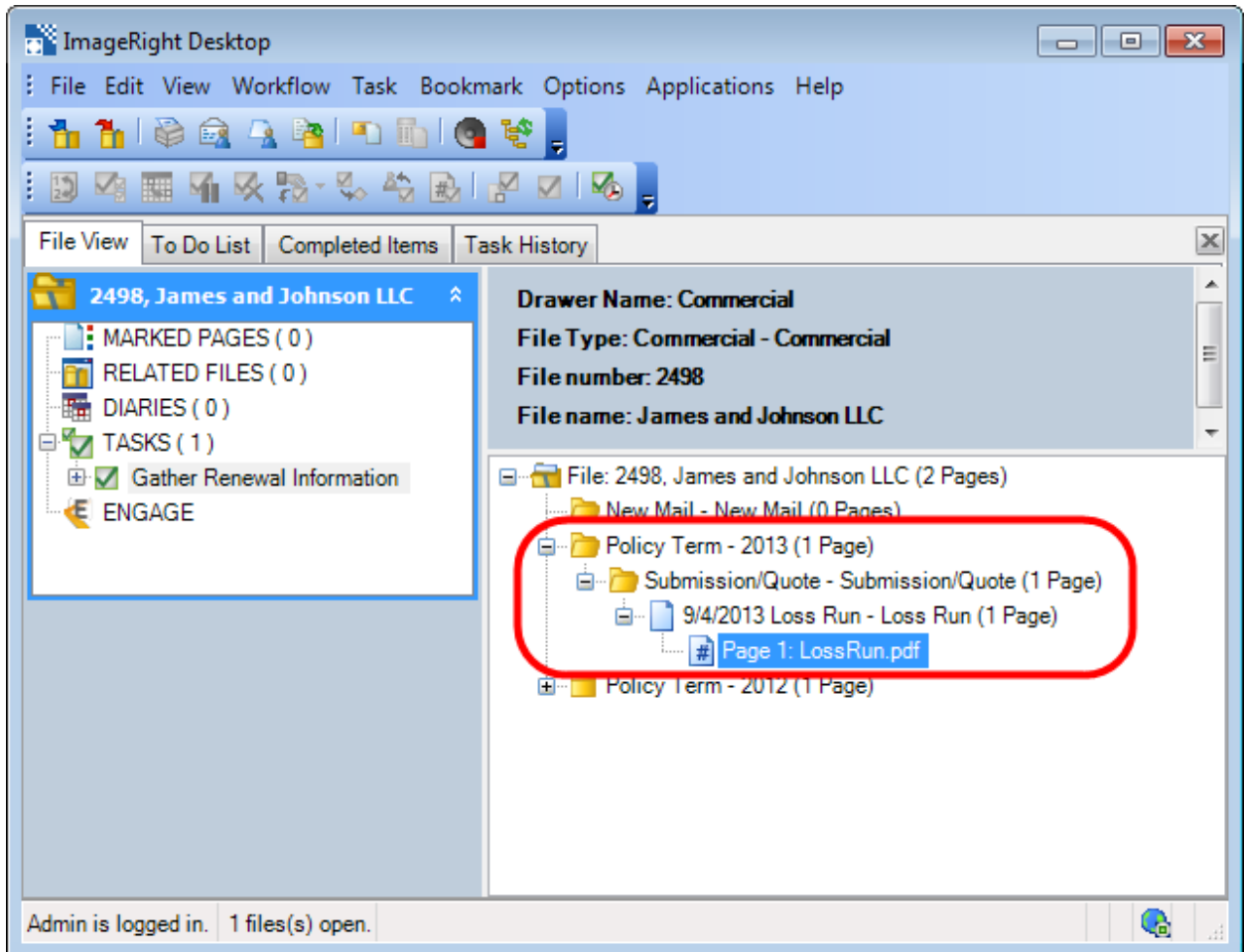
4. In the **Import Images** dialog box (Figure 20), click the **Import Into** tab.
5. Under **Policy Term – YYYY, Submission/Quote**, select **Loss Run**.
6. Click **Import**.



**Figure 20:** Select Loss Run



7. Verify that the document is added to the Policy Term – YYYY, Submission/Quote folder, and the Loss Run document type (Figure 21).



**Figure 21:** Verify the addition of the document

### Setting the Attributes and Releasing the Task

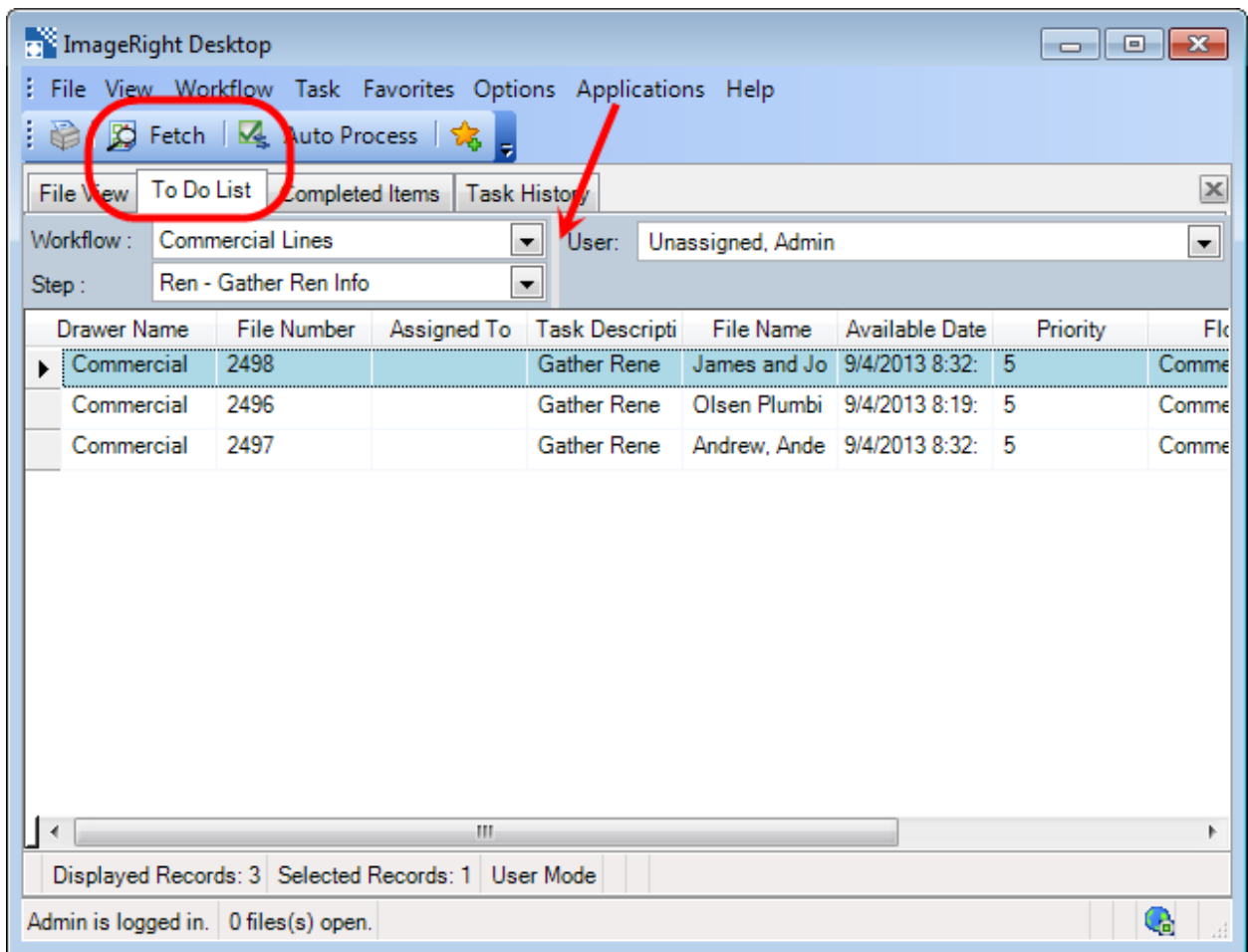
In the typical workflow introduced earlier, tasks are released from the Ren – Gather Renewal Information step to the Ren – Pending Renewal Information step after the needed information is available using the next steps.




To make it easier to find tasks in the to do list, you may want to create and use favorites. For more information about favorites, click ImageRight Help on the Help menu and search for Favorites.

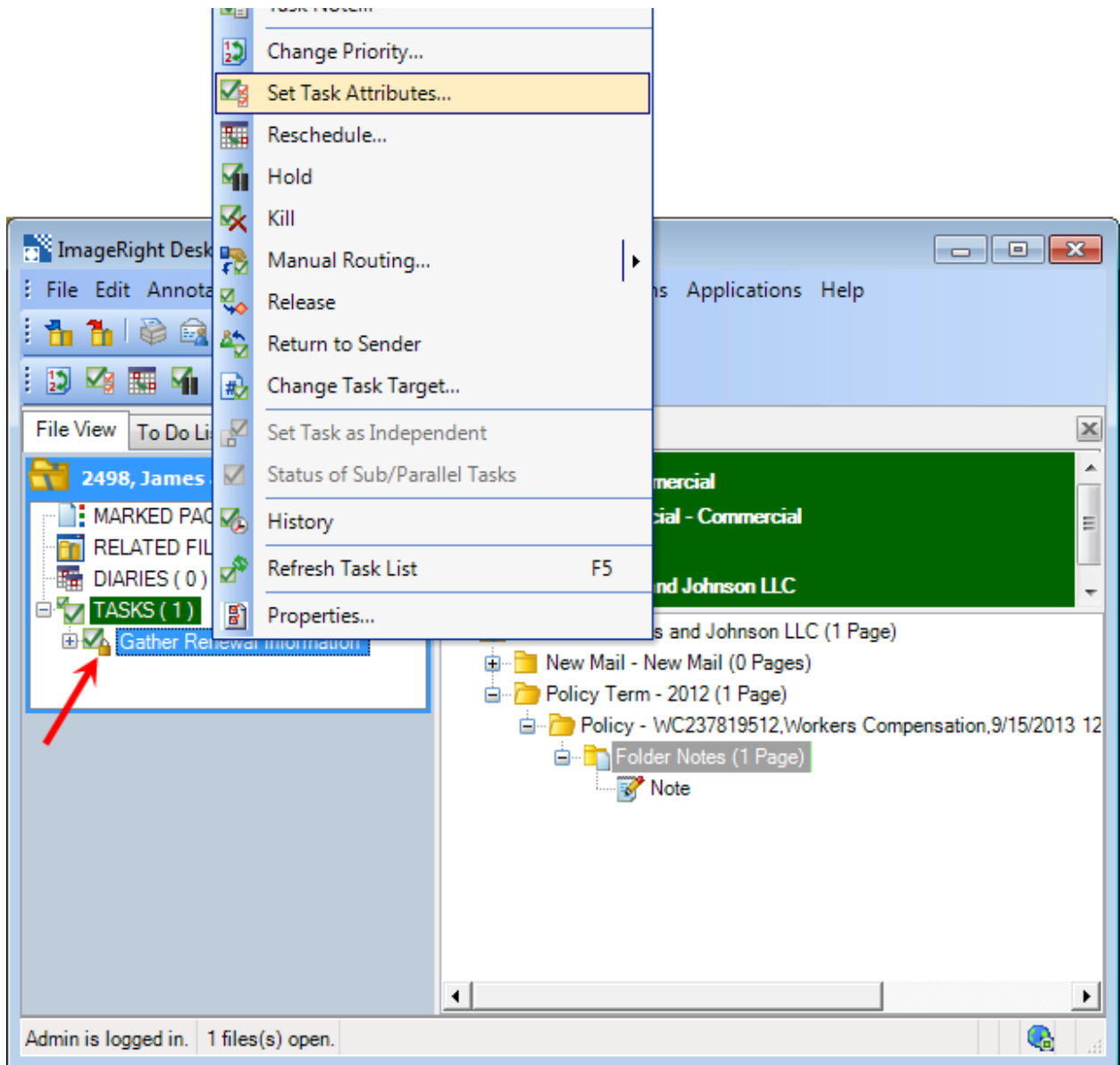
1. In WorkSmart, click the **To Do List** tab.
2. Select the following search criteria:
  - Workflow containing the tasks you want to locate and process, Commercial Lines in our example.

- Step containing the tasks you want to locate, Ren – Gather Renewal Information in our example.
  - User – name of the person to the tasks are assigned, typically your name or unassigned.
3. Click **Fetch**.
  4. Double-click the task in the list (Figure 22) that you want to process to lock the task and open the file. In our simple system used for documentation, the number of tasks found is limited. The appearance of your to-do list will differ.



**Figure 22:** Double-click the task to be worked

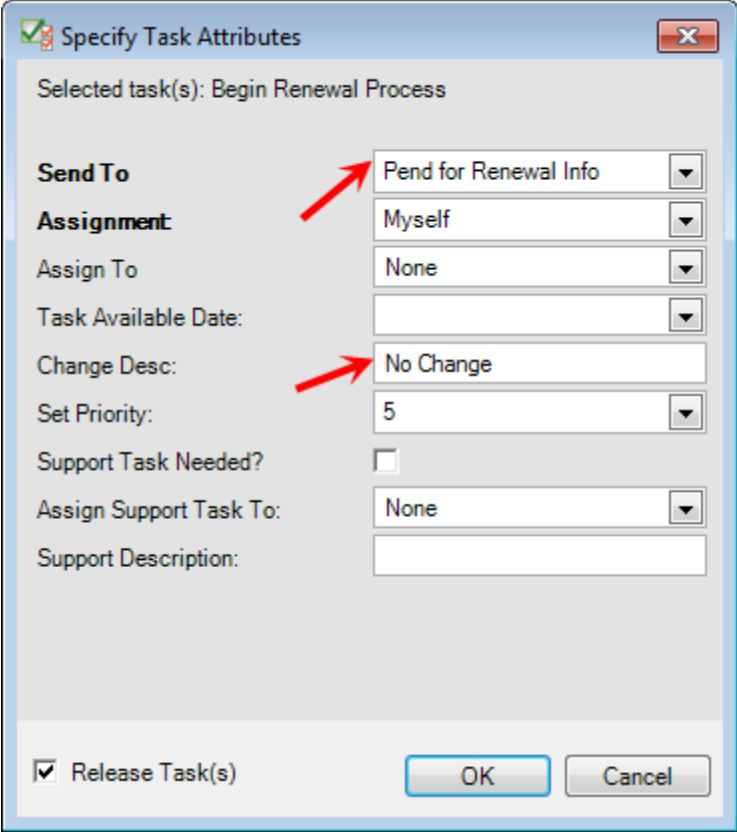
5. Right-click the locked task, indicated by , and then click **Set Task Attributes** (Figure 23).



**Figure 23:** Click Set Task Attributes

6. In **Specify Task Attributes** (Figure 24):

- **Send To**, select **Pend for Renewal Info**.
- **Change Desc**, enter a description for the task to identify the purpose of the task. Leave No Change to retain the current description, or remove No Change to replace the current description with a system-generated description.



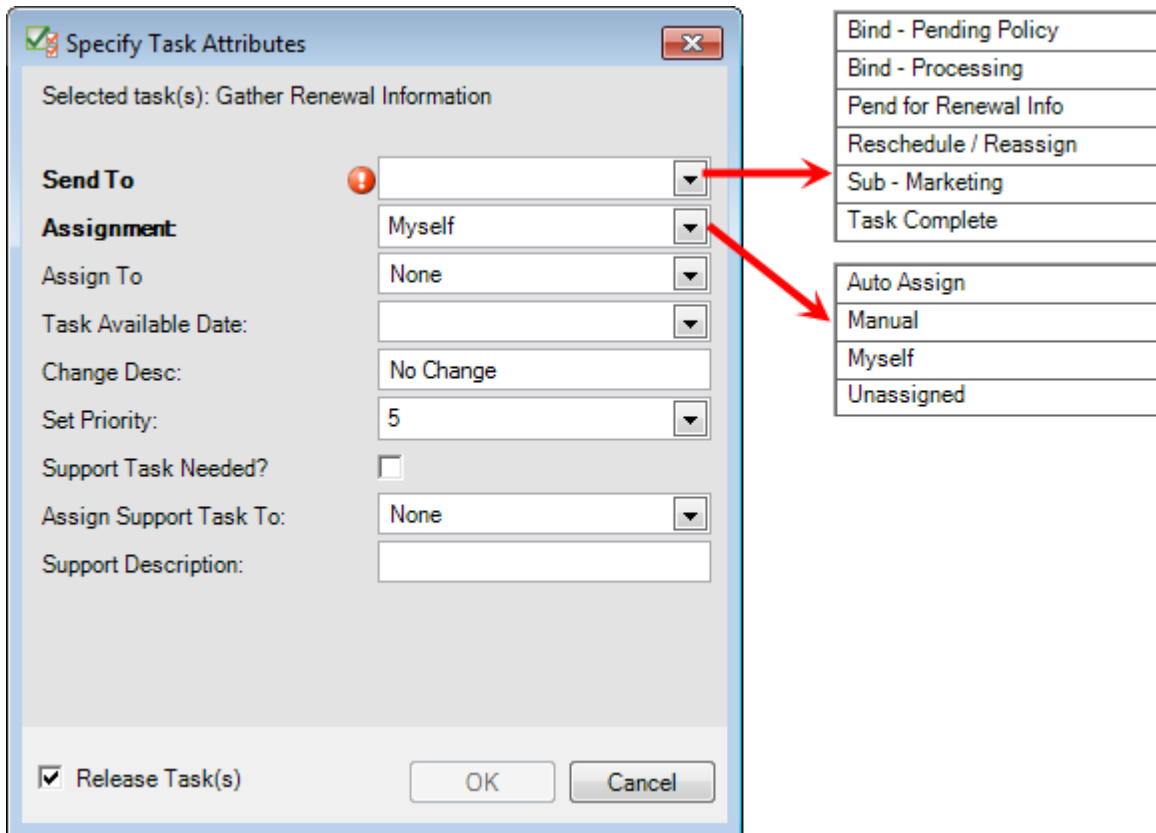
The image shows a dialog box titled "Specify Task Attributes" with a close button (X) in the top right corner. The dialog box contains the following fields and controls:

- Selected task(s):** Begin Renewal Process
- Send To:** Pend for Renewal Info (dropdown menu, highlighted with a red arrow)
- Assignment:** Myself (dropdown menu)
- Assign To:** None (dropdown menu)
- Task Available Date:** (empty dropdown menu)
- Change Desc:** No Change (dropdown menu, highlighted with a red arrow)
- Set Priority:** 5 (dropdown menu)
- Support Task Needed?:**
- Assign Support Task To:** None (dropdown menu)
- Support Description:** (empty text field)

At the bottom of the dialog box, there is a checked checkbox labeled "Release Task(s)", and two buttons: "OK" and "Cancel".

**Figure 24:** Specify the task attributes

If you do not need to send the task to the Ren – Pending Renewal Information step, you can manage other processing options in the Specify Task Attributes dialog box (Figure 25) by defining attributes based on your requirements. For example, you might want to send the task to the Bind – Processing step in the Binding workflow.



**Figure 25:** Specify attributes for processing alternatives

- Select the **Send To** attribute:
  - Bind – Pending Policy to send the task to the Bind – Pending Policy step in the Binding workflow if you have authority to bind the policy and have already bound the policy.
  - Bind – Processing to send the task to the Bind – Processing step in the Binding workflow if you do not have authority to bind the policy so the policy can be bound later.
  - Pend for Renewal Info to send the task to the Ren – Pending Renewal Information step.
  - Reschedule/Reassign to define a future date the task should be available and/or assign it to another person. The task remains in the current step.
  - Sub-Marketing to send the task to the Sub – Marketing step in the Submission workflow.
  - Task Complete to send the task to the End step, no further processing necessary.
- Select the **Assignment** attribute:
  - Auto Assign to assign the task automatically to another person.
  - Manual to assign the task to person you select in the Assign To list.

- Myself to assign the task to yourself.
- Unassigned to leave the task unassigned to anyone.
- Enter a **Task Available Date** to define the future date the task will be available for processing. Leave the date blank to have the task appear in the to do list on the current date.
- Enter a meaningful task description to identify the task or the needed processing in **Change Desc**. Leave No Change to retain the current description, or remove No Change to replace the current description with a system-generated description.
- Select the new priority in **Set Priority**.
- Select **Support Task Needed** to create a new task requesting support in the Ren – Support step, for example, to request a loss run.
- Select a name in **Assign Support Task To** if you want to assign the support task to a specific person.
- Enter a description in **Support Description** to provide information about the reason for the support request, for example, *“Pull Loss Run.”*

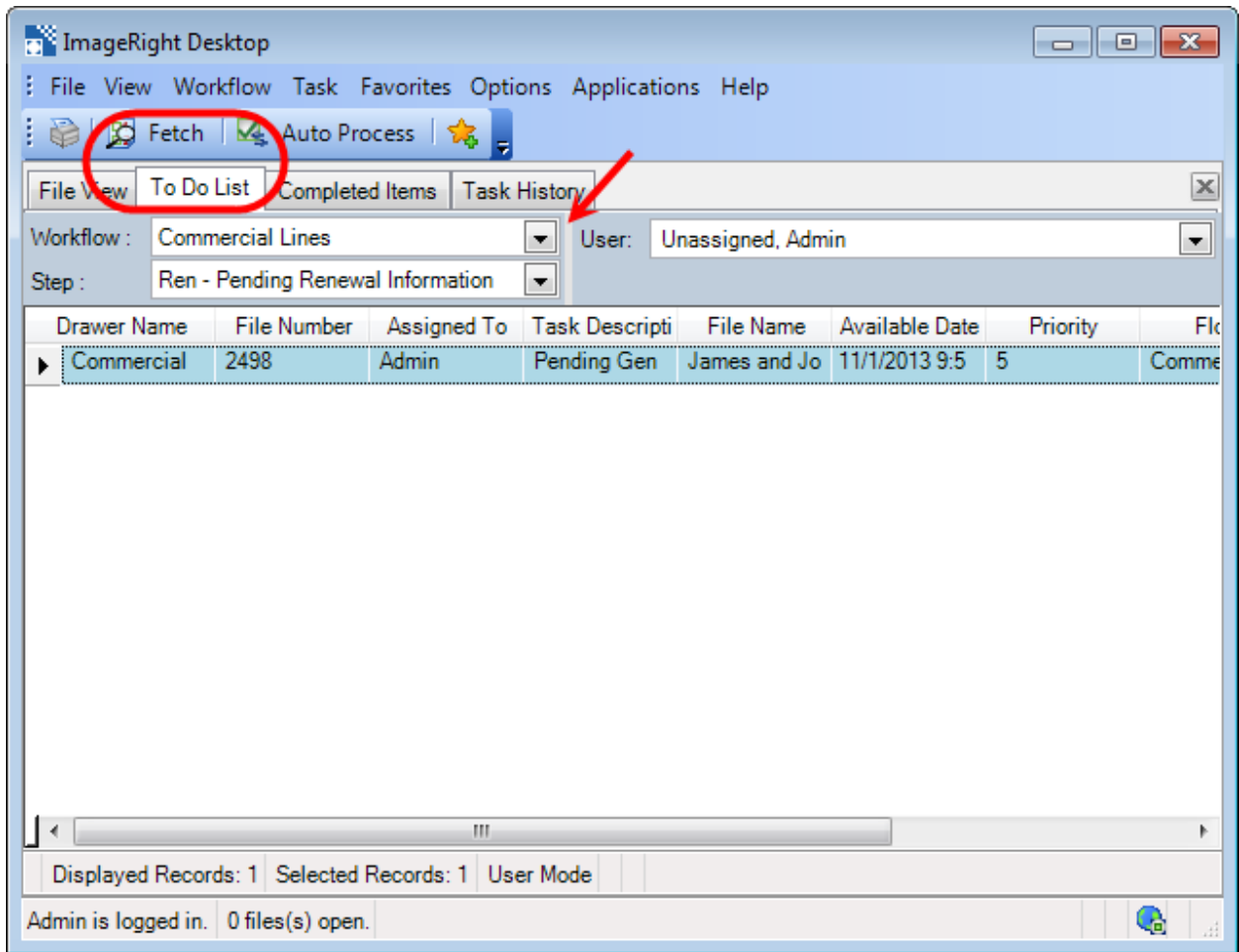
#### Ren – Pending Renewal Information

Typically, you route tasks to the Ren – Pending Renewal Information step after you have requested additional information in Ren – Gather Renewal Information. For example, you might request updated property information from the insured as you did in [Creating and Sending the Renewal Letter in AMS360](#) on page 14. After you have received the requested information, you are ready to complete the work in the step.

In the typical workflow introduced earlier, tasks are moved from the Ren – Pending Renewal Information step to the Sub – Marketing step in the Commercial Lines Submission workflow using the next steps.

1. In WorkSmart, click the **To Do List** tab.
2. Select the following search criteria:
  - Workflow containing the tasks you want to locate and process, Commercial Lines in our example.
  - Step containing the tasks you want to locate and process, Ren – Pending Renewal Information in our example.
  - User – name of the person to whom the tasks are assigned, typically your name or unassigned.
3. Click **Fetch**.

4. Double-click the task in the list (Figure 22) that you want to process to lock the task and open the file. In our simple system used for documentation, the number of tasks found is limited. The appearance of your to-do list will differ.



**Figure 26:** Double-click the task to be processed

5. Right-click the locked task, indicated by , and then click **Set Task Attributes** (Figure 23).

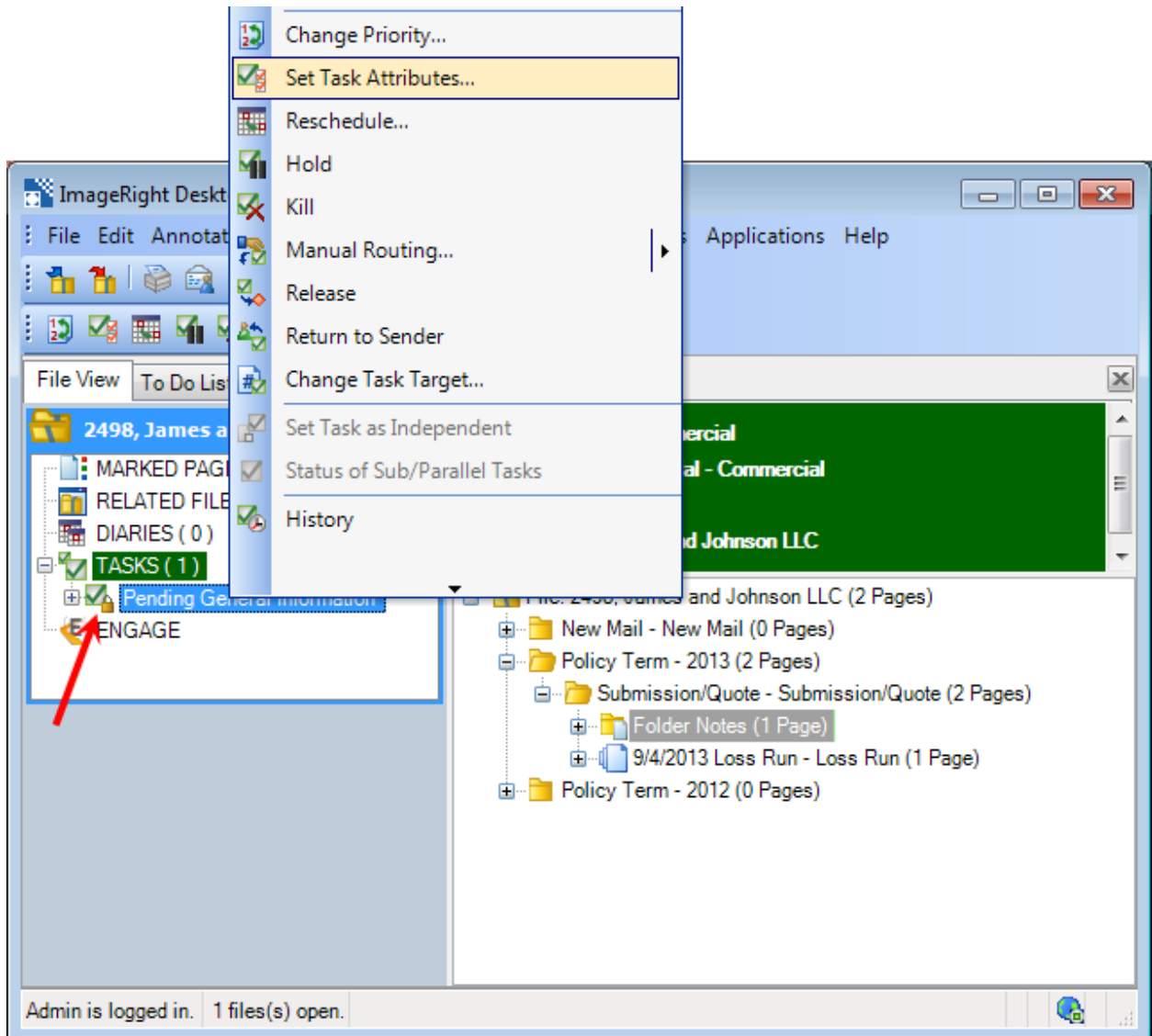


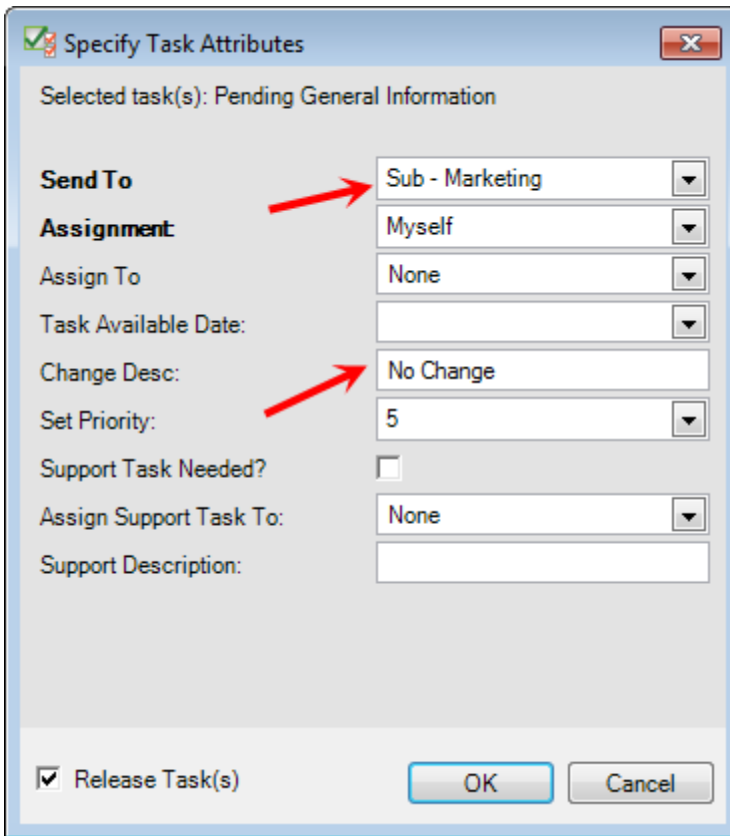
Figure 27: Click Set Task Attributes



6. In **Specify Task Attributes**:

- **Send To** select **Sub – Marketing**.
- **Change Desc**, enter a description to identify the purpose of the task. Leave No Change to retain the current description, or remove No Change to replace the current description with a system-generated description.

7. Click **OK** to release the task and send it to the Sub – Marketing step (Figure 28).



Specify Task Attributes

Selected task(s): Pending General Information

**Send To** Sub - Marketing

**Assignment** Myself

Assign To None

Task Available Date:

Change Desc: No Change

Set Priority: 5

Support Task Needed?

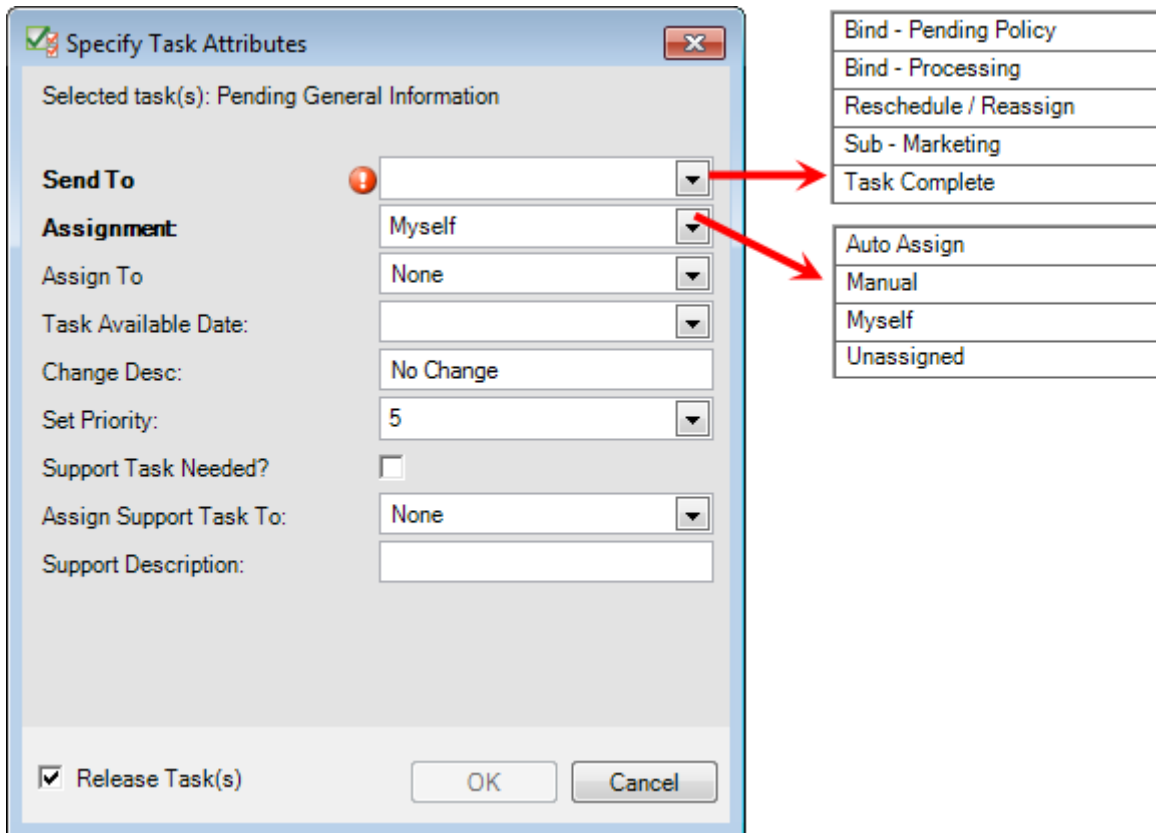
Assign Support Task To: None

Support Description:

Release Task(s) OK Cancel

**Figure 28:** Click OK to release the task

If you do not need to send the task to the Sub – Marketing step, you can manage other processing options in the Specify Task Attributes dialog box (Figure 29) by defining attributes based on your requirements. For example you might want to send the task to the Bind – Processing step in the Binding workflow.



**Figure 29:** Specify attributes for processing alternatives

- Select the **Send To** attribute:
  - Bind – Pending Policy to send the task to the Bind – Pending Policy step in the Binding workflow if you have authority to bind the policy and have already bound the policy.
  - Bind – Processing to send the task to the Bind – Processing step in the Binding workflow if you do not have authority to bind the policy so the policy can be bound later.
  - Reschedule/Reassign to define a future date the task should be available and/or assign it to another person. The task remains in the current step.
  - Sub-Marketing to send the task to the Sub – Marketing step in the Submission workflow.
  - Task Complete to send the task to the End step, no further processing necessary.
- Select the **Assignment** attribute:
  - Auto Assign to assign the task automatically to another person.
  - Manual to assign the task to person you select in the Assign To list.
  - Myself to assign the task to yourself.

- Unassigned to leave the task unassigned to anyone.
- Enter a **Task Available Date** to define the future date the task will be available for processing. Leave the date blank to have the task appear in the to do list on the current date.
- Enter a meaningful task description to identify the task or the needed processing in **Change Desc**. Leave No Change to retain the current description, or remove No Change to replace the current description with a system-generated description.
- Select the new priority in **Set Priority**.
- Select **Support Task Needed** to create a new task requesting support in the Ren – Support step, for example, to request a loss run.
- Select a name in **Assign Support Task To** if you want to assign the support task to a specific person.
- Enter a description in **Support Description** to provide information about the reason for the support request, for example, *“Pull Loss Run.”*

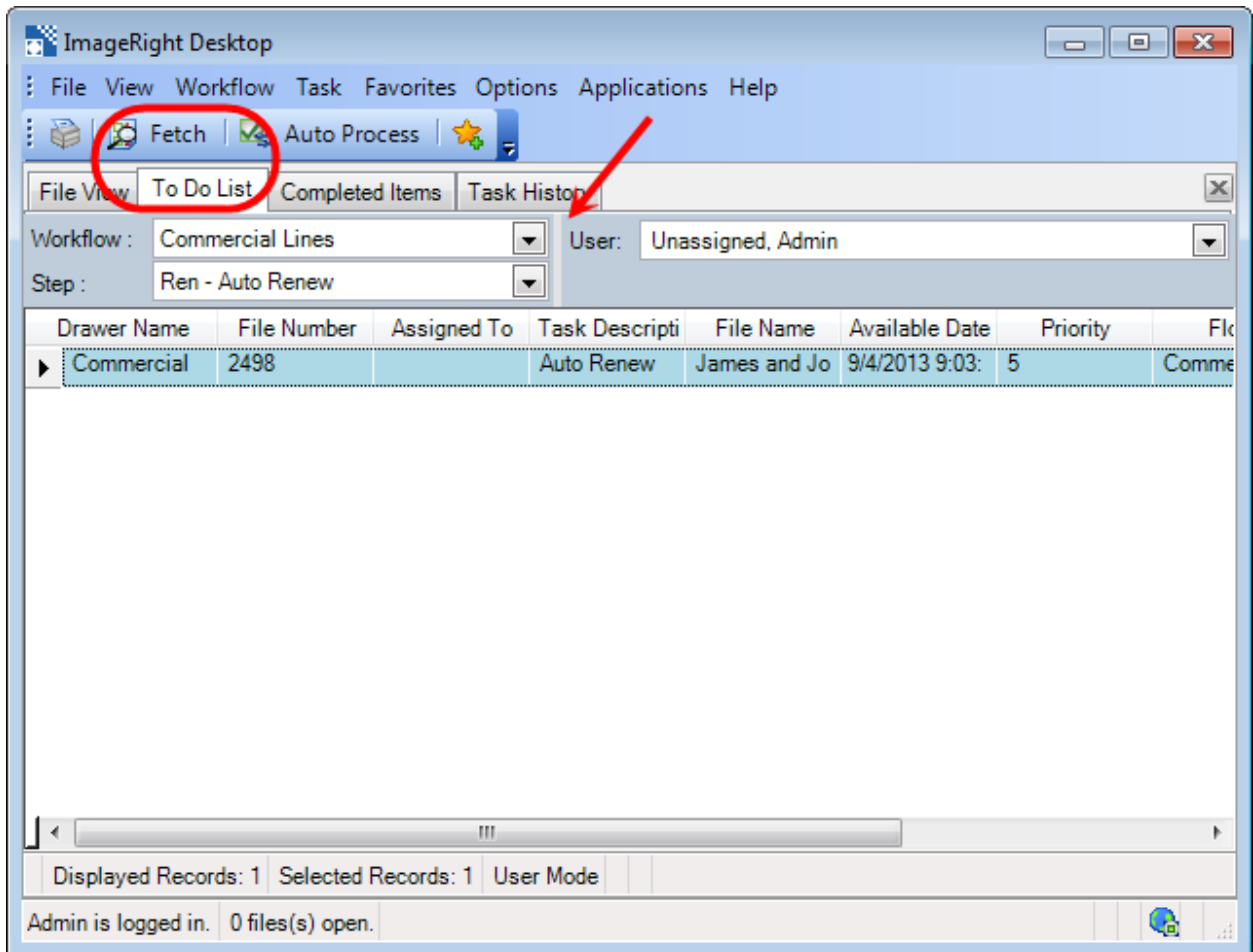
#### Ren – Auto Renew

The tasks in the Ren – Auto Renew step are related to policies that require no additional information or work. Typically, the tasks are sent from the Ren – Int Strategy Meeting step to the Ren – Auto Renew step. Tasks remain in the step until the policies are ready to be bound or the renewals are received.

In our example, the policy is ready for binding, and we are going to prepare and release the task to the Bind – Pending Policy step in the Commercial Lines Binding workflow.

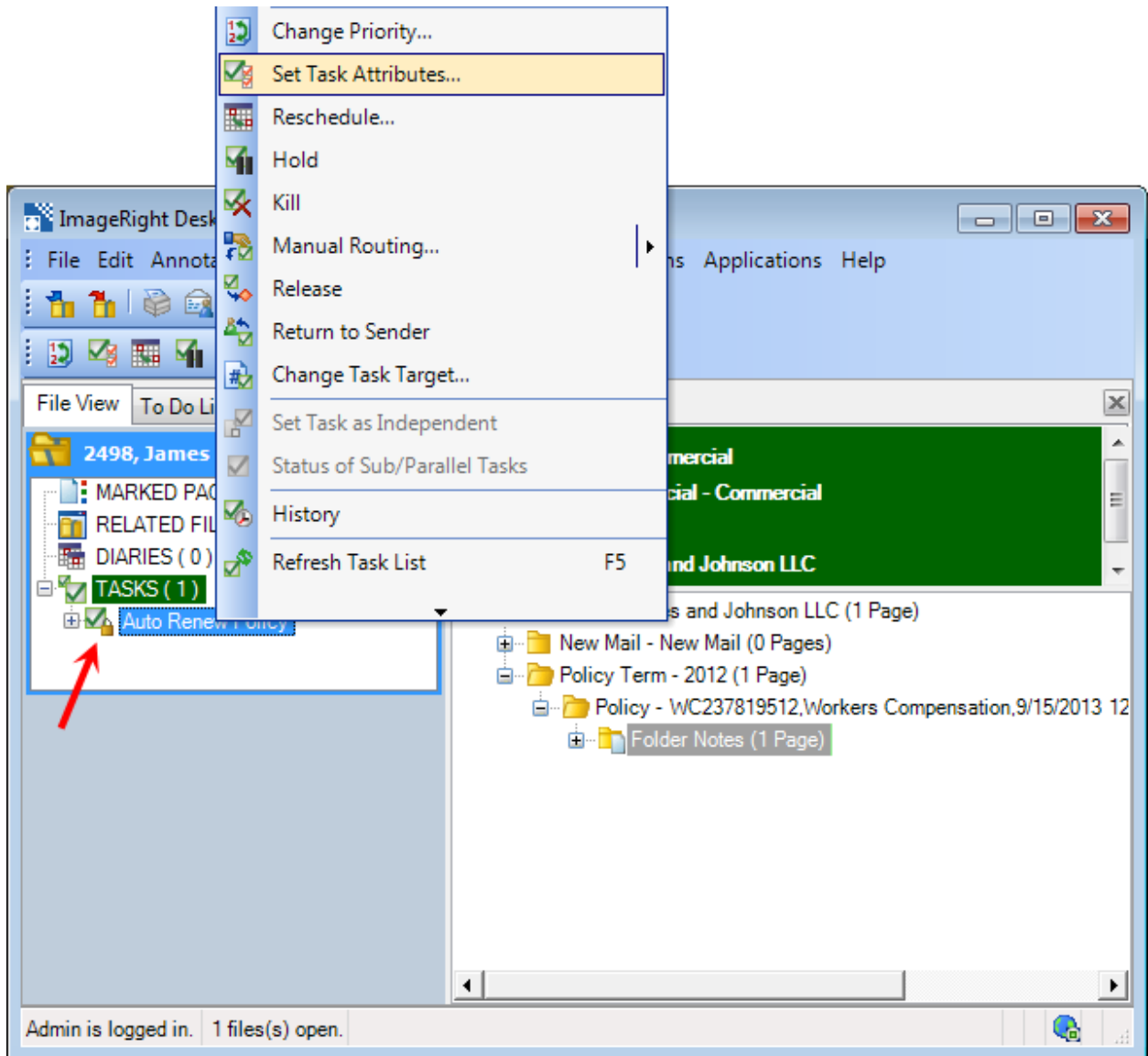
1. In WorkSmart, click the **To Do List** tab.
2. Select the following search criteria:
  - Workflow containing the tasks you want to locate and process, Commercial Lines in our example.
  - Step containing the tasks you want to locate and process, Ren – Auto Renew in our example.
  - User – name of the person to whom the tasks are assigned, typically your name or unassigned.
3. Click **Fetch**.

4. Double-click the task in the list (Figure 30) that you want to process to lock the task and open the file. In our simple system used for documentation, the number of tasks found is limited. The appearance of your to-do list will differ.



**Figure 30:** Double-click the task to be processed

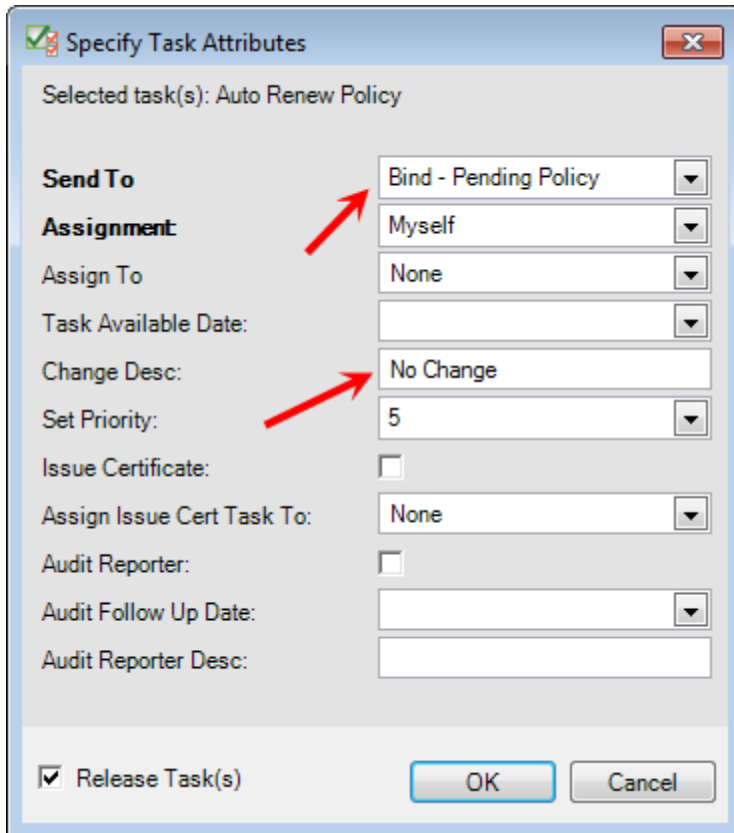
- Right-click the locked task, indicated by , and then click **Set Task Attributes** (Figure 31).



**Figure 31:** Click Set Task Attributes

- In **Specify Task Attributes**:
  - Send To** select **Bind – Pending Policy**.
  - Change Desc**, enter a description to identify the purpose of the task. Leave No Change to retain the current description, or remove No Change to replace the current description with a system-generated description.

7. Click **OK** to release the task and send it to the Bind – Pending Policy step (Figure 32).



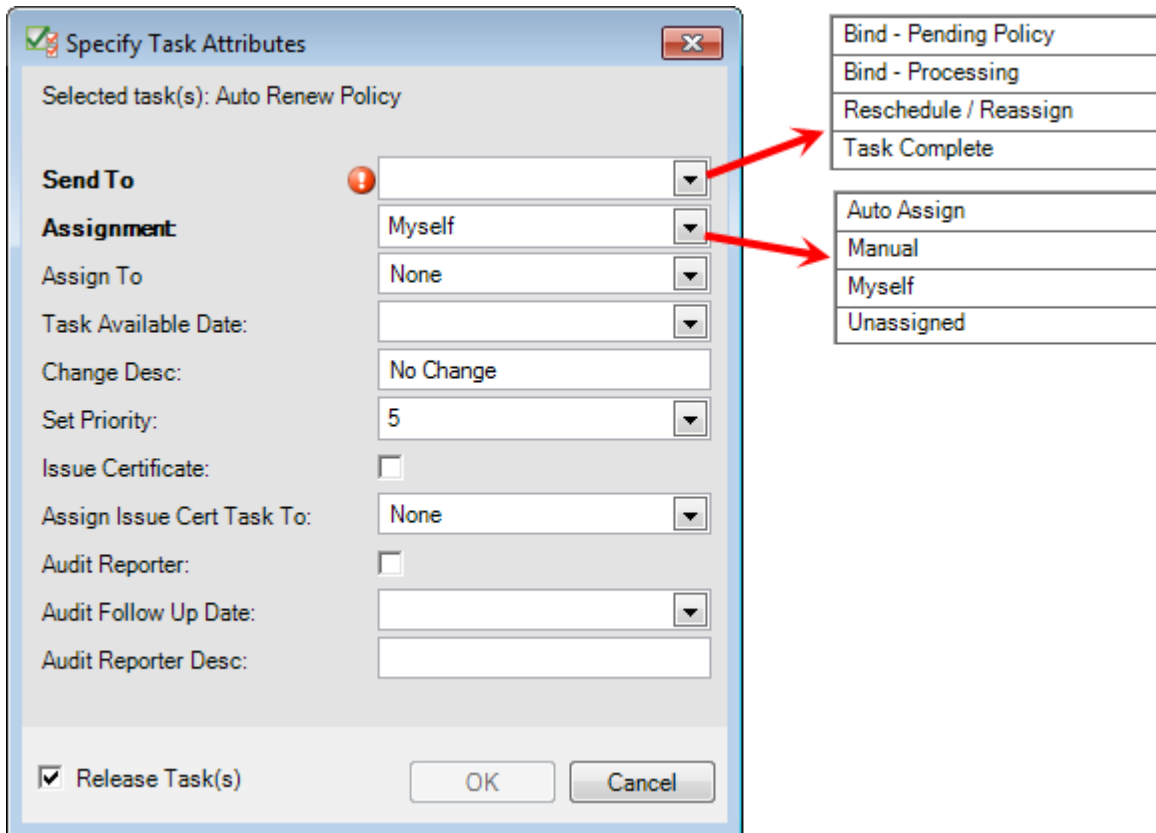
The image shows a dialog box titled "Specify Task Attributes" with a close button (X) in the top right corner. The selected task is "Auto Renew Policy". The dialog contains several fields and checkboxes:

- Send To:** Bind - Pending Policy (dropdown menu)
- Assignment:** Myself (dropdown menu)
- Assign To:** None (dropdown menu)
- Task Available Date:** (empty dropdown menu)
- Change Desc:** No Change (text field)
- Set Priority:** 5 (dropdown menu)
- Issue Certificate:**
- Assign Issue Cert Task To:** None (dropdown menu)
- Audit Reporter:**
- Audit Follow Up Date:** (empty dropdown menu)
- Audit Reporter Desc:** (empty text field)

At the bottom, there is a checkbox labeled "Release Task(s)" which is checked. To the right of this checkbox are two buttons: "OK" and "Cancel". Two red arrows point to the "Bind - Pending Policy" dropdown and the "No Change" text field.

**Figure 32:** Click OK to release the task

If you do not want to send the task to the Bind – Pending Policy step, you can manage other processing options in the Specify Task Attributes dialog box (Figure 33) by defining attributes based on your requirements. For example, you might want to send the task to the end of the workflow when there’s no further processing necessary.



**Figure 33:** Specify attributes for processing alternatives

- Select the **Send To** attribute:
  - Bind – Pending Policy to send the task to the Bind – Pending Policy step in the Binding workflow if you have authority to bind the policy and have already bound the policy.
  - Bind – Processing to send the task to the Bind – Processing step in the Binding workflow if you do not have authority to bind the policy so the policy can be bound later.
  - Reschedule/Reassign to define a future date the task should be available and/or assign it to another person. The task remains in the current step.
  - Task Complete to send the task to the End step, no further processing necessary.
- Select the **Assignment** attribute:
  - Auto Assign to assign the task automatically to another person.
  - Manual to assign the task to person you select in the Assign To list.
  - Myself to assign the task to yourself.
  - Unassigned to leave the task unassigned to anyone.

- Enter a **Task Available Date** to define the future date the task will be available for processing. Leave the date blank to have the task appear in the to do list on the current date.
- Enter a meaningful task description to identify the task or the needed processing in **Change Desc**. Leave No Change to retain the current description, or remove No Change to replace the current description with a system-generated description.
- Select the new priority in **Set Priority**.
- Select **Issue Certificate** to create a new task in the Proof of Insurance workflow
- Select a name in **Assign Issue Cert Task To** to specify the person to whom the issue certificate task should be assigned.
- Select **Audit Reporter** to create a new task in the Audit – Reporter step of the Audit workflow.
- Enter a date in **Audit Follow Up Date** to specify the date for following up on the Audit task.
- Enter a description in **Audit Reporter Desc** to provide identifying information regarding the audit related task.

### Ren – Non Renewal

The Ren – Non Renewal step is used when a policy will not be renewed.

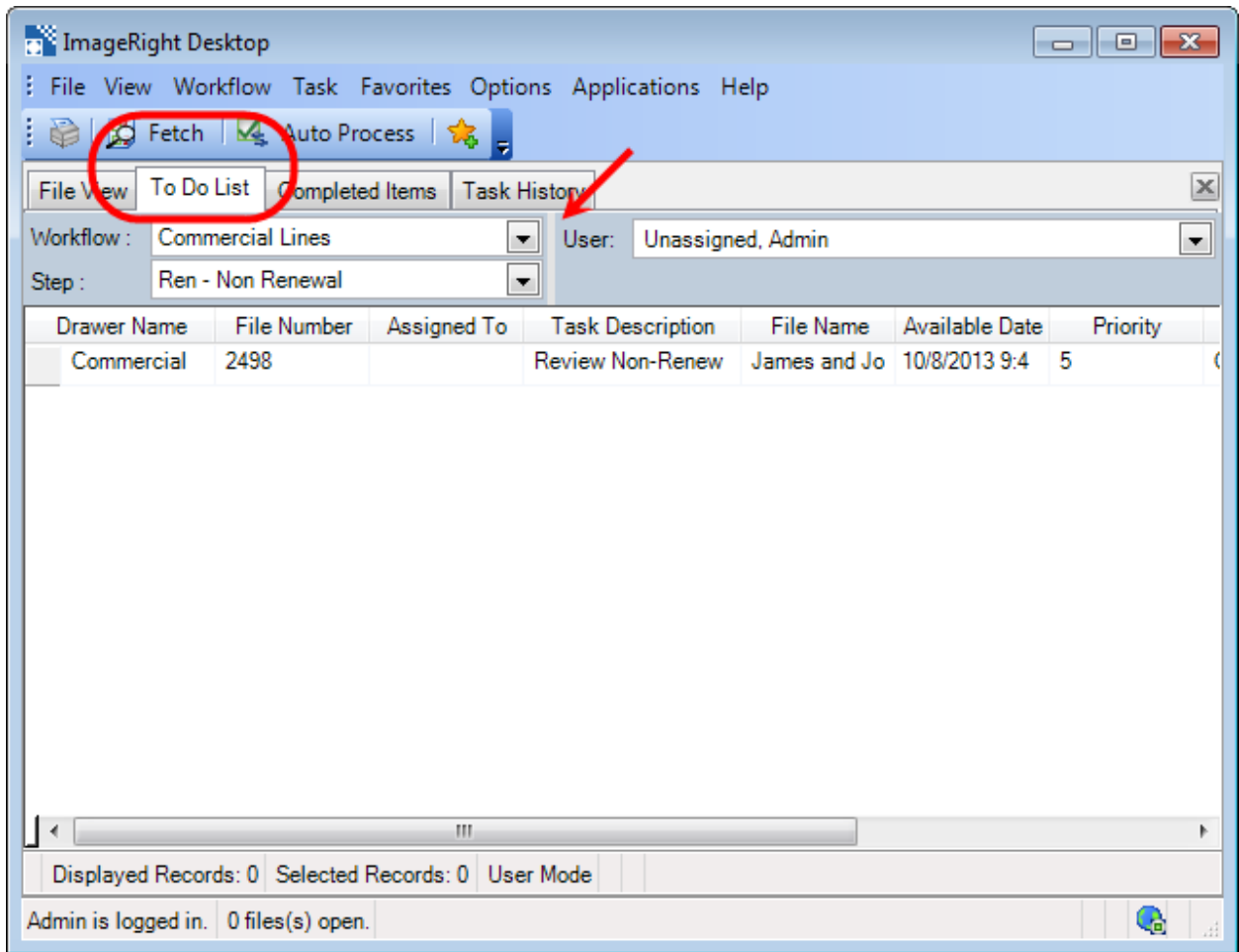
In our example, a non-renewal letter is received from the carrier. As a result, there is a need to find a new market. The letter is scanned, typically in the mailroom. The letter is indexed by the person who processes incoming mail. A task is created in the Ren – Non Renewal step and assigned to an account manager or an account service manager. The task is then sent to the Sub – Marketing step in the Submission workflow.

For purposes of our discussion, the scanning and indexing of the letter is outside our scope. For more information about the processes, consult your organization’s procedures related to processing new mail, indexing, etc.


1. In WorkSmart, click the **To Do List** tab.
2. Select the following search criteria:
  - Workflow containing the tasks you want to locate and process, Commercial Lines in our example.
  - Step containing the tasks you want to locate and process, Ren – Non Renewal in our example.
  - User – name of the person to whom the tasks are assigned, typically your name or unassigned.
3. Click **Fetch**.

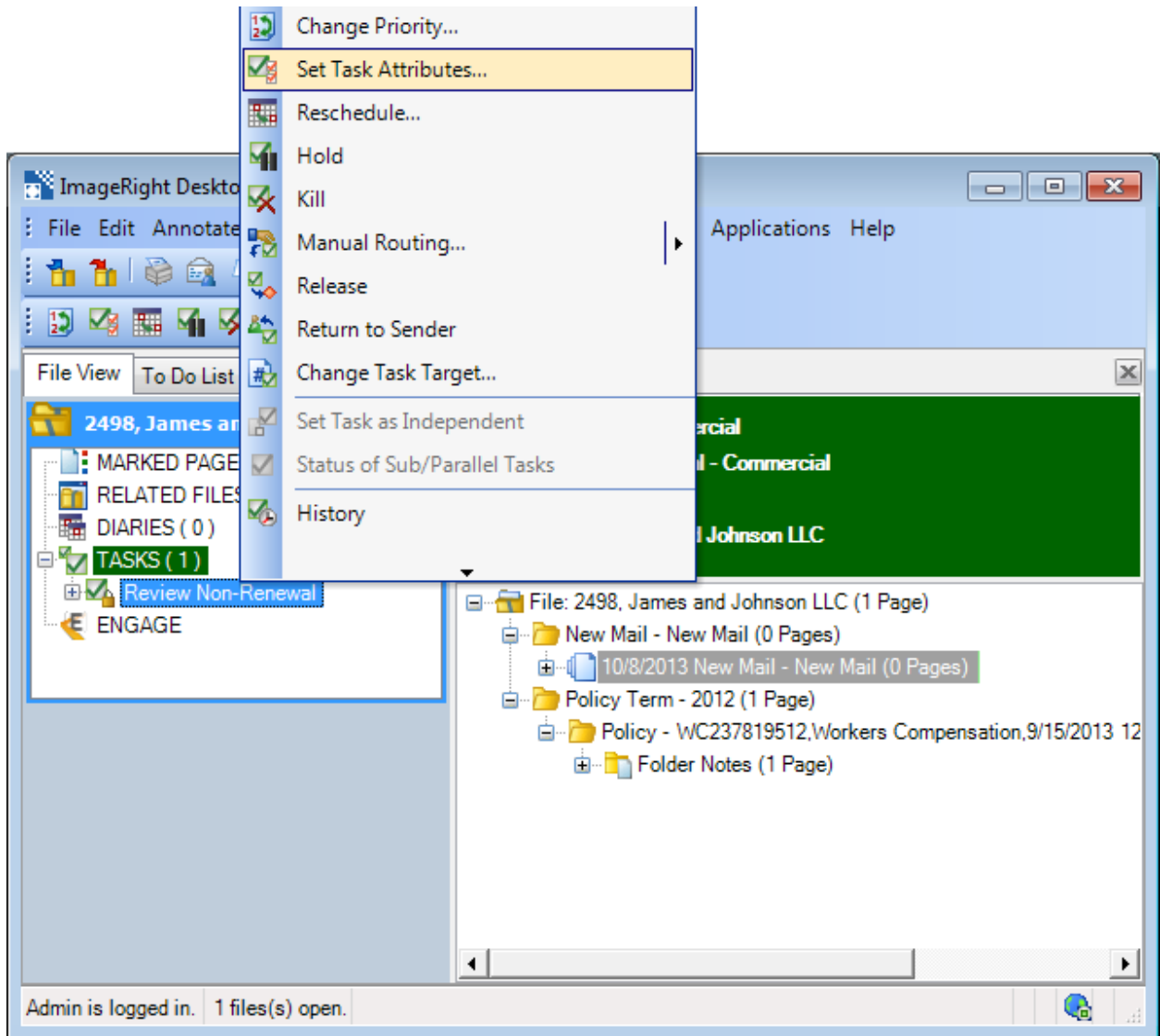


4. Double-click the task in the list (Figure 34) that you want to process to lock the task and open the file. In our simple system used for documentation, the number of tasks found is limited. The appearance of your to-do list will differ.



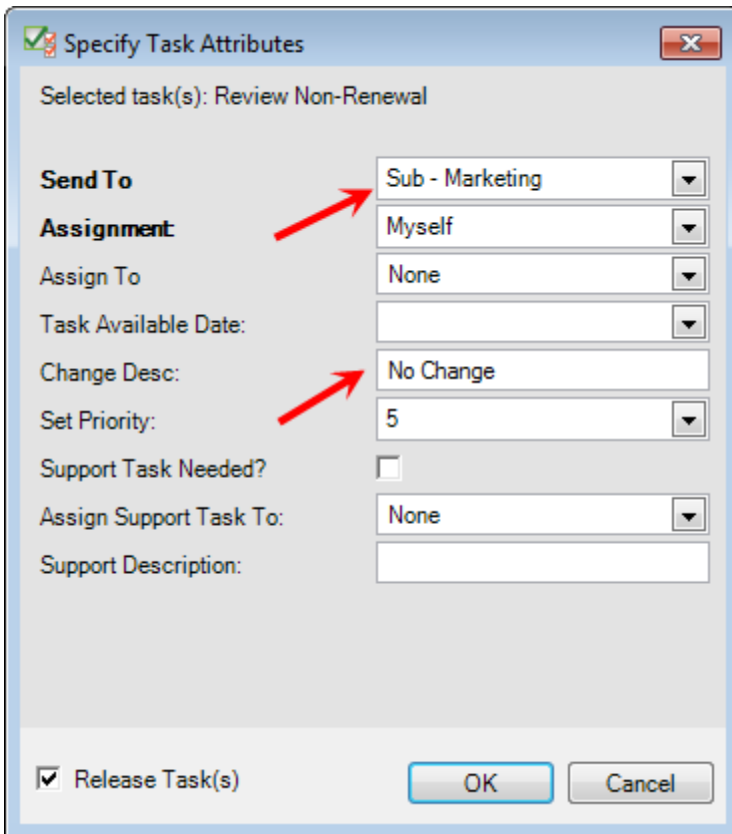
**Figure 34:** Double-click the task to be processed

5. Right-click the locked task, indicated by , and then click **Set Task Attributes** (Figure 35).



**Figure 35:** Click Set Task Attributes

6. In Specify Task Attributes:
  - **Send To**, select **Sub – Marketing**.
  - **Change Desc**, enter a description for the task to identify the purpose of the task Leave No Change to retain the current description, or remove No Change to replace the current description with a system-generated description.
7. Click **OK** to release the task and send it to the Sub – Marketing step in the Submission workflow (Figure 36).



Specify Task Attributes

Selected task(s): Review Non-Renewal

**Send To** Sub - Marketing

**Assignment** Myself

Assign To None

Task Available Date:

Change Desc: No Change

Set Priority: 5

Support Task Needed?

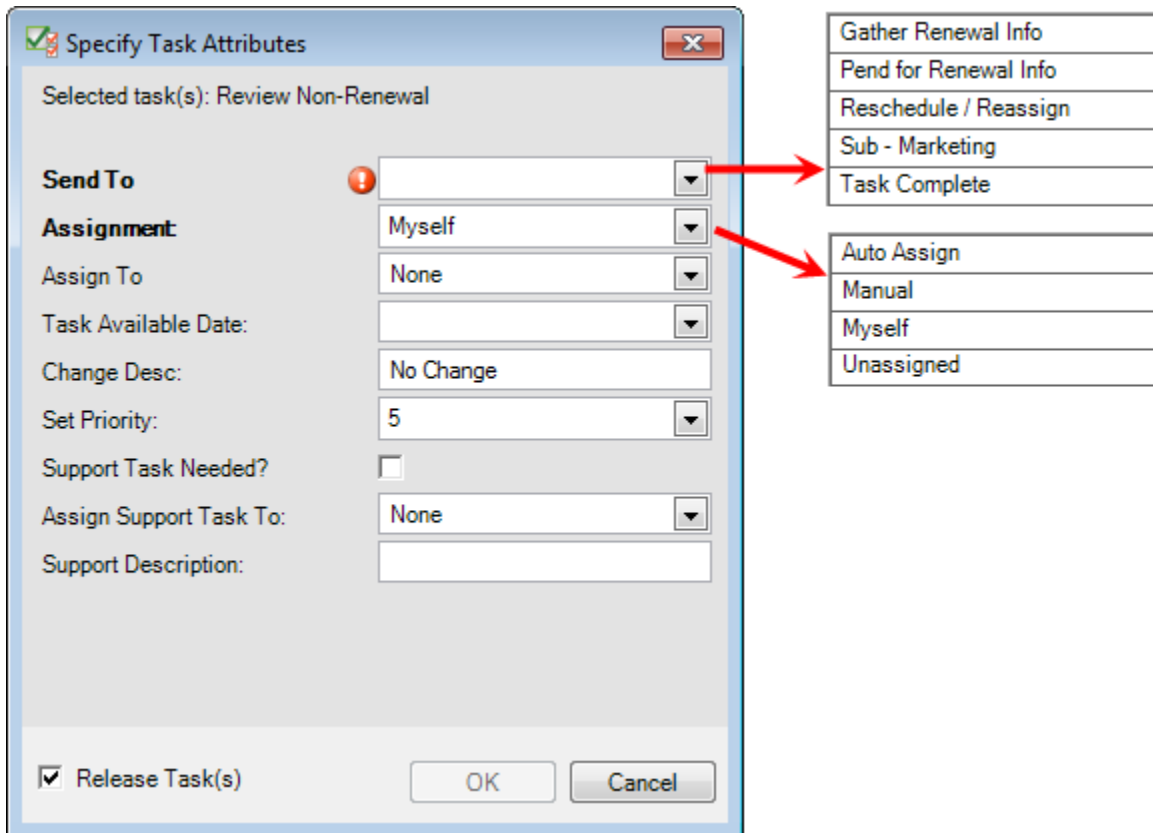
Assign Support Task To: None

Support Description:

Release Task(s) OK Cancel

**Figure 36:** Click OK to release the task

If you do not want to send the task to the Sub – Marketing step, you can manage other processing options in the Specify Task Attributes dialog box (Figure 37) by defining attributes based on your requirements. For example, you might want to send the task to the Ren – Gather Renewal Information step.



**Figure 37:** Specify attributes for processing alternatives

- Select the **Send To** attribute:
  - Gather Renewal Info to send the task to the Ren – Gather Renewal Information step.
  - Pend for Renewal Info to send the task to the Ren – Pending Renewal Information step.
  - Reschedule/Reassign to define a future date the task should be available and/or assign it to another person. The task remains in the current step.
  - Sub – Marketing to send the task to the Sub – Marketing step in the Submission workflow.
  - Task Complete to send the task to the End step, no further processing necessary.
- Select the **Assignment** attribute:
  - Auto Assign to assign the task automatically to another person.
  - Manual to assign the task to person you select in the Assign To list.
  - Myself to assign the task to yourself.
  - Unassigned to leave the task unassigned to anyone.

- Enter a **Task Available Date** to define the future date the task will be available for processing. Leave the date blank to have the task appear in the to do list on the current date.
- Enter a meaningful task description to identify the task or the needed processing in **Change Desc.** Leave No Change to retain the current description, or remove No Change to replace the current description with a system-generated description.
- Select the new priority in **Set Priority.**
- Select **Support Task Needed** to create a new task requesting support in the Ren – Support step, for example, to request a loss run.
- Select a name in **Assign Support Task To** if you want to assign the support task to a specific person.
- Enter a description in **Support Description** to provide information about the reason for the support request, for example, *“Pull Loss Run.”*

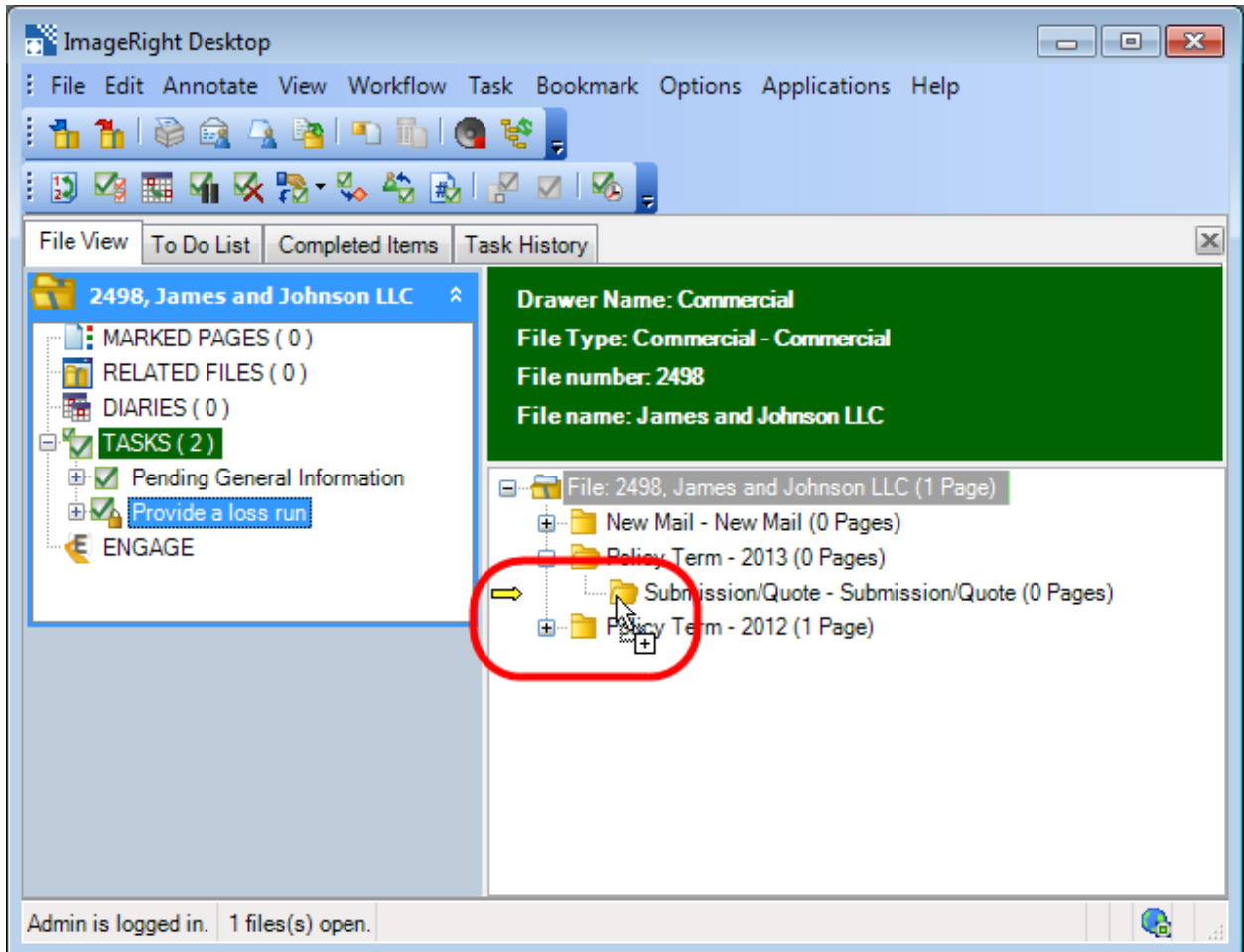
### Ren – Support

Tasks are created in the Ren – Support step when additional information or assistance is needed to support the renewal process, such as a loss run, and the task will be processed by another person.

In our example, a request for a loss run was sent to the Ren – Support step from the Ren – Gather Renewal Information step, creating a new task. The original task in the Ren – Gather Renewal Information step was sent to the Ren – Pending Renewal Information step, pending receipt of the loss run. When the loss run is obtained, it is added to the customer file, and the task is completed using the next steps.

The loss run should be added to the customer file in WorkSmart. In our example, we are going to add the loss run to the Submission/Quote folder in the Policy Term YYYY folder for the renewal.

1. Add the loss run to **Policy Term YYYY, Submission/Quote** using a drag-and-drop operation (Figure 38). Notice the appearance of the yellow arrow to help you identify the destination.



**Figure 38:** Drag and drop the document

2. In the **Import** dialog box (Figure 39), click the **Import Into** tab.
3. Under **File info**, **Import into**, select **Current File**.
4. In the file tree:
  - Expand the **Submission/Quote** folder.
  - Select the document type, **Loss Run**.
5. Click **Import** to add the loss run to the folder.

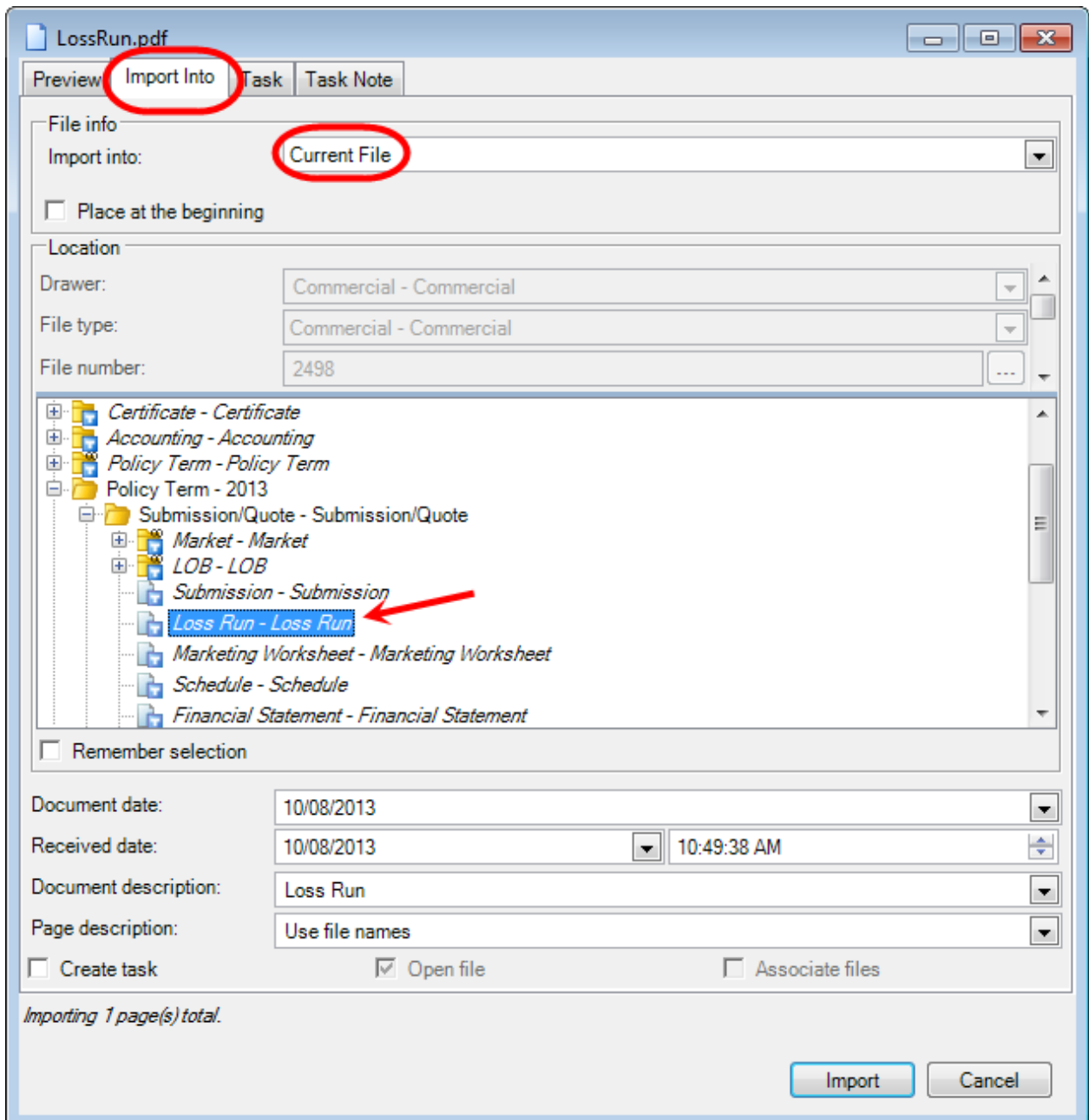

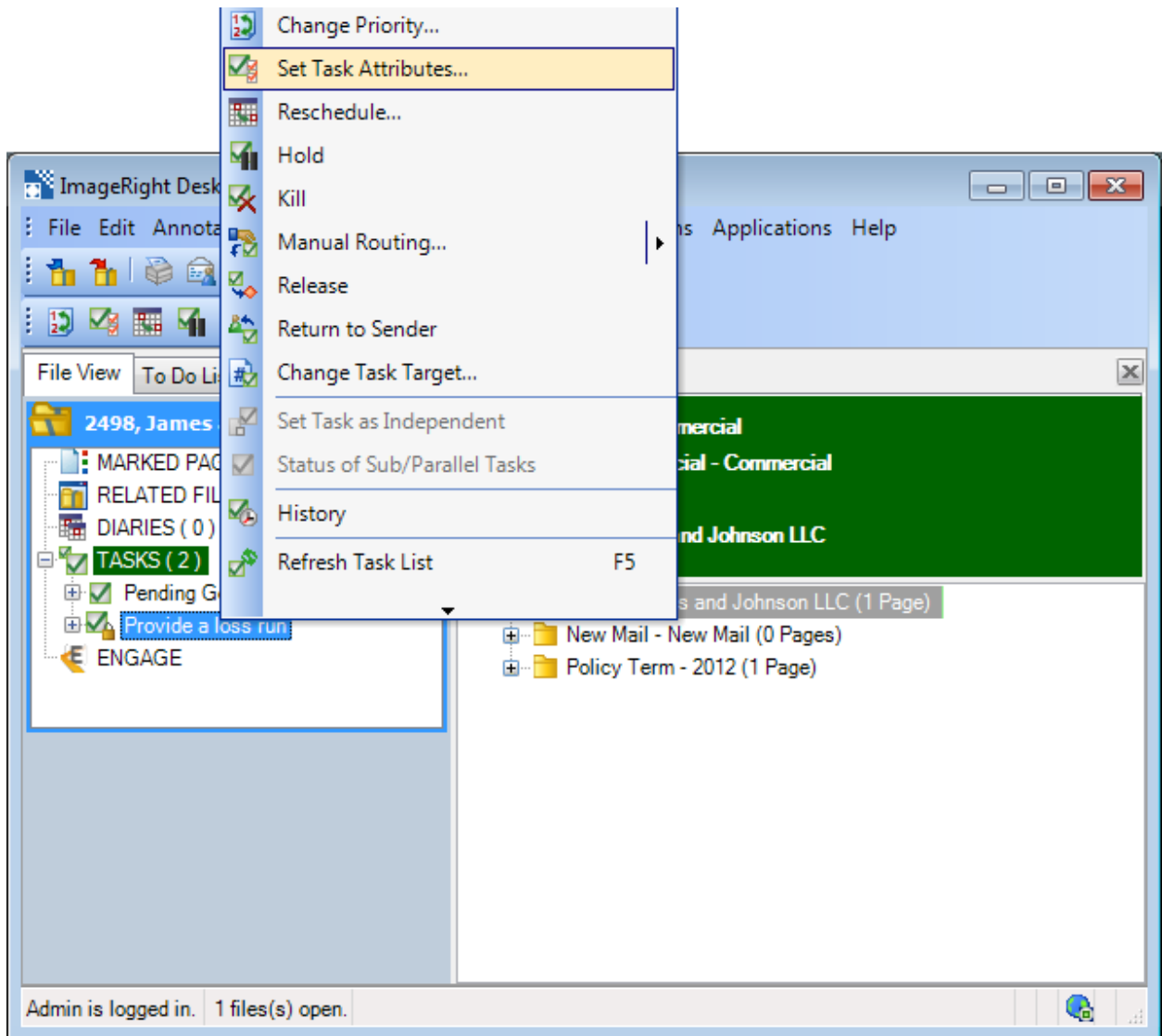


Figure 39: Define the filing options

After adding the loss run to the file, you are ready to complete the task using the next steps while the file is open.

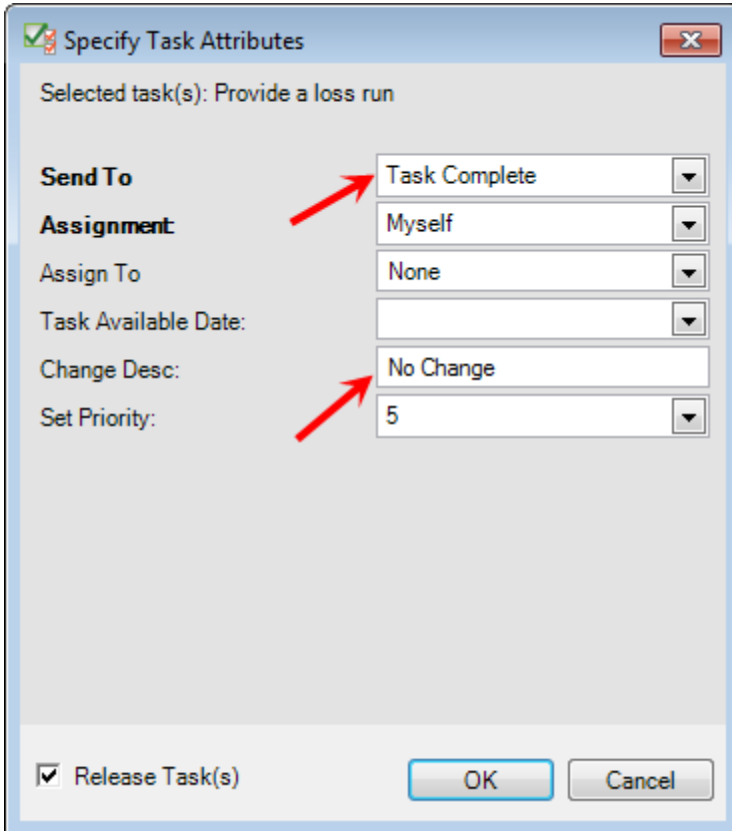
1. In navigation pane, double-click the task related to the request for support to lock it.
2. Right-click the locked task, indicated by , and then click **Set Task Attributes** (Figure 40).



**Figure 40:** Click Set Task Attributes



3. In Specify Task Attributes, select **Task Complete**.
4. Click **OK** to save your changes and release the task to the End step (Figure 41).



The image shows a dialog box titled "Specify Task Attributes" with a close button (X) in the top right corner. The dialog contains the following fields and controls:

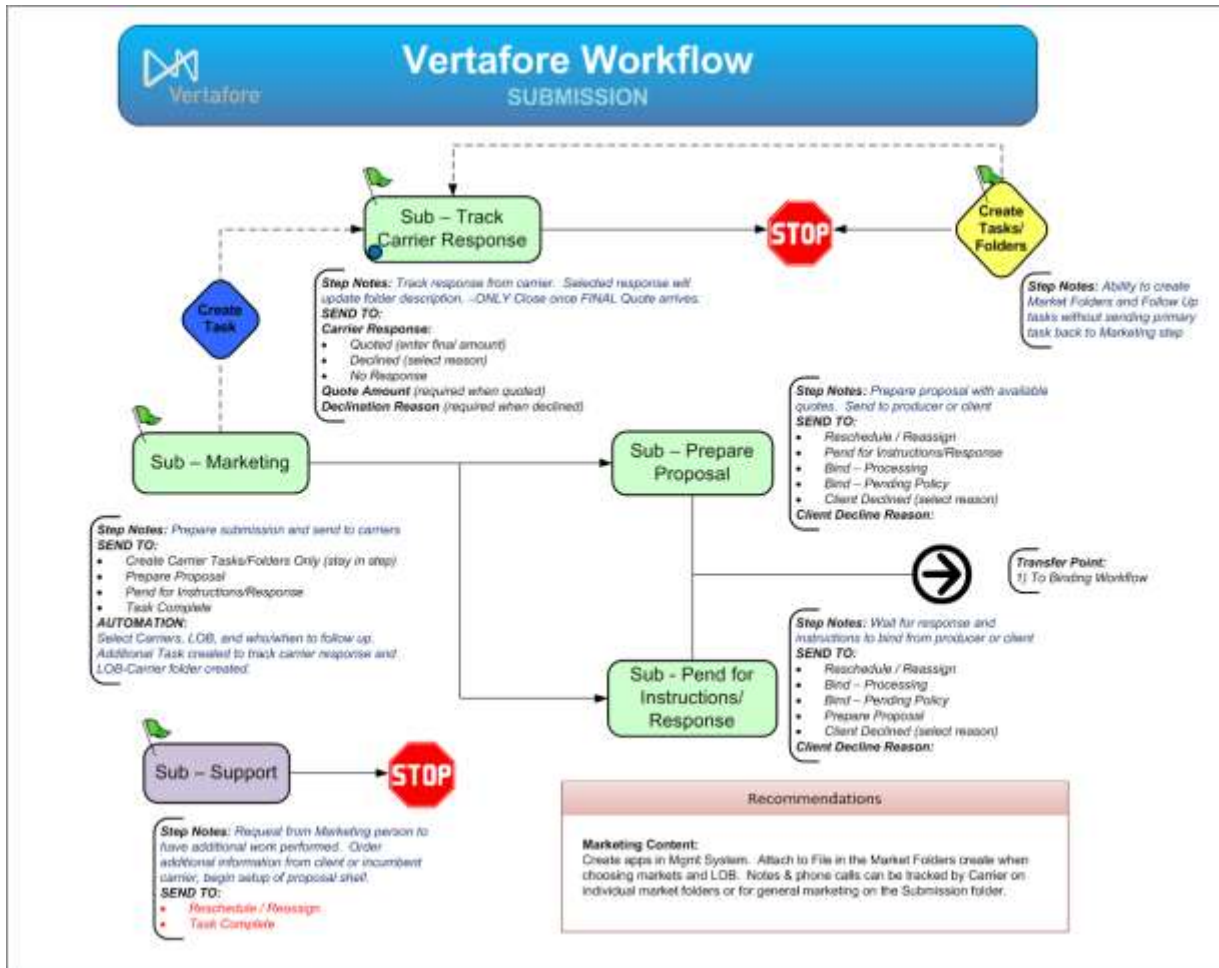
- Selected task(s): Provide a loss run
- Send To: Task Complete (dropdown menu, with a red arrow pointing to it)
- Assignment: Myself (dropdown menu)
- Assign To: None (dropdown menu)
- Task Available Date: (empty dropdown menu)
- Change Desc: No Change (text field)
- Set Priority: 5 (dropdown menu, with a red arrow pointing to it)

At the bottom of the dialog, there is a checked checkbox labeled "Release Task(s)", and two buttons: "OK" and "Cancel".

**Figure 41:** Click OK to release the task

## Commercial Lines Submission Workflow

The Commercial Lines Submission Workflow process is used to process tasks when a policy requires marketing.



**Figure 42:** Commercial Lines Submission workflow

The workflow shown in Figure 42 is initiated when you create a submission in AMS360, and then send the submission to WorkSmart for processing of the related tasks. Additionally, tasks for submissions may be sent from the Commercial Lines Renewal Workflow, as explained in [Using Your Strategy Decisions to Process the Tasks](#) on page 8.

In the separate sections listed below, we explain the steps you can follow to process tasks in the workflow steps. Our discussion is based on the processing of tasks related to submissions sent from the [Commercial Lines Renewal Workflow](#) (page 2). You can adapt our steps to process tasks related to submissions created in AMS360 first. Along the way, we will explain how to create a new submission in AMS360.

- [Sub – Marketing](#) below
- [Sub – Track Carrier Response](#) on page 56
- [Sub – Prepare Proposal](#) on page 70
- [Sub – Pend for Instructions/Response](#) on page 82
- [Sub – Support](#) on page 87

Typically, submission tasks are processed in the workflow steps in the following order:

1. Sub – Marketing
2. Sub – Track Carrier Response
3. Sub – Prepare Proposal
4. Sub – Pend for Instructions/Response

Along the way, keep in mind, you can route tasks to other steps in the workflow as needed. For example, you can send a task to the Sub – Support step by selecting the appropriate task attribute.

Our discussion is based on a simple system used for documentation. The makeup of the files, workflows, tasks, etc., we use is limited. The appearance of your system will differ.

## Sub – Marketing

Tasks are typically sent from the [Ren – Int Strategy Meeting](#) (explained on page 9) to the Sub – Marketing step when a policy should be sent to market.

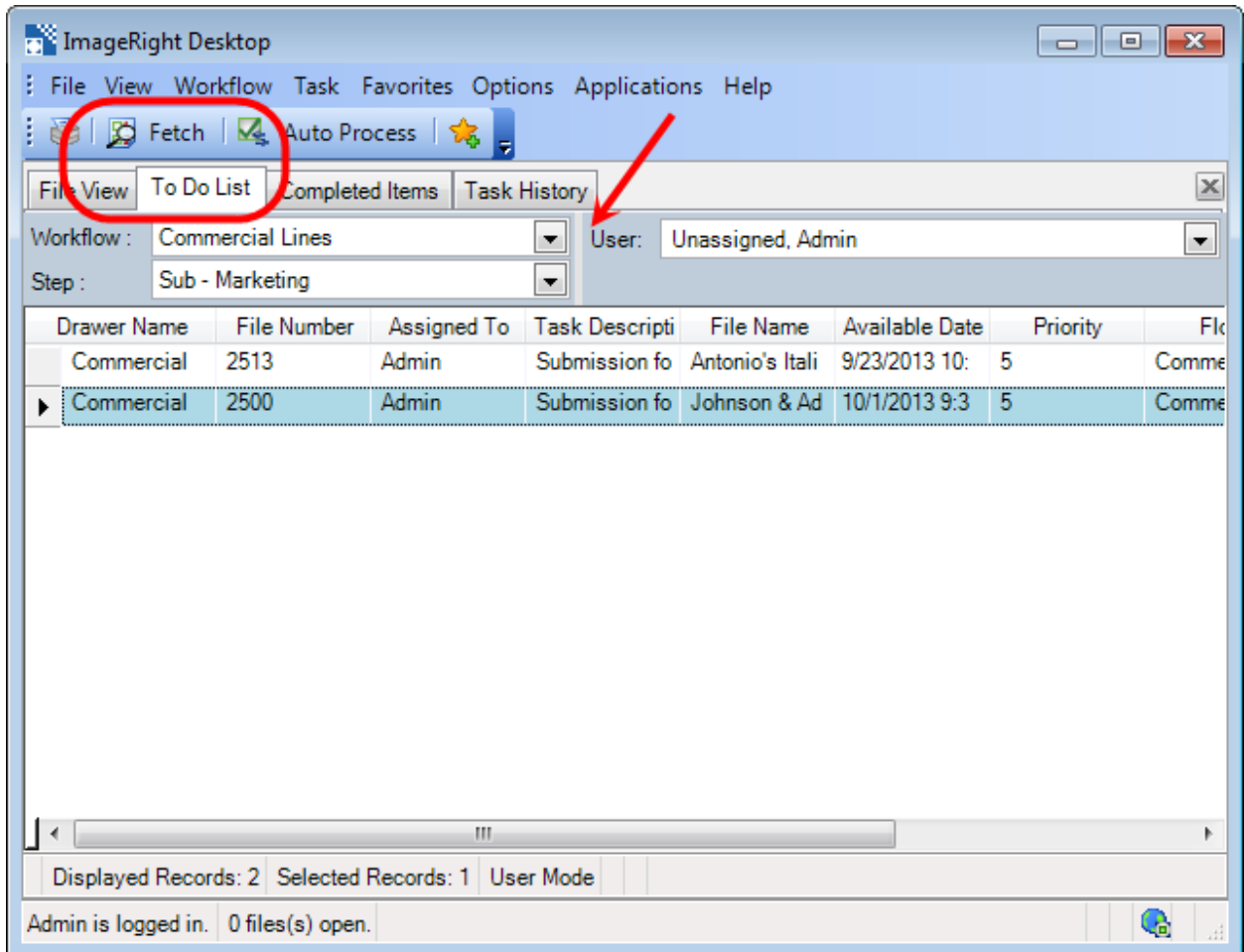
Specific carrier folders and tasks related to each carrier to which the submission will be sent must be created. The creation of the folders and tasks is initiated by defining the appropriate task attribute as explained next.

The additional tasks are created in the Sub – Track Carrier Response step. The original or main task, remains in the Sub – Marketing step. The additional tasks in Sub – Track Carrier Response are used to track correspondence, etc., with the carriers that you select as explained in [Sub – Track Carrier Response](#) on page 56.


After the additional tasks are completed in the Sub – Track Carrier Response step, you return to the Sub – Marketing step and continue processing the main task.

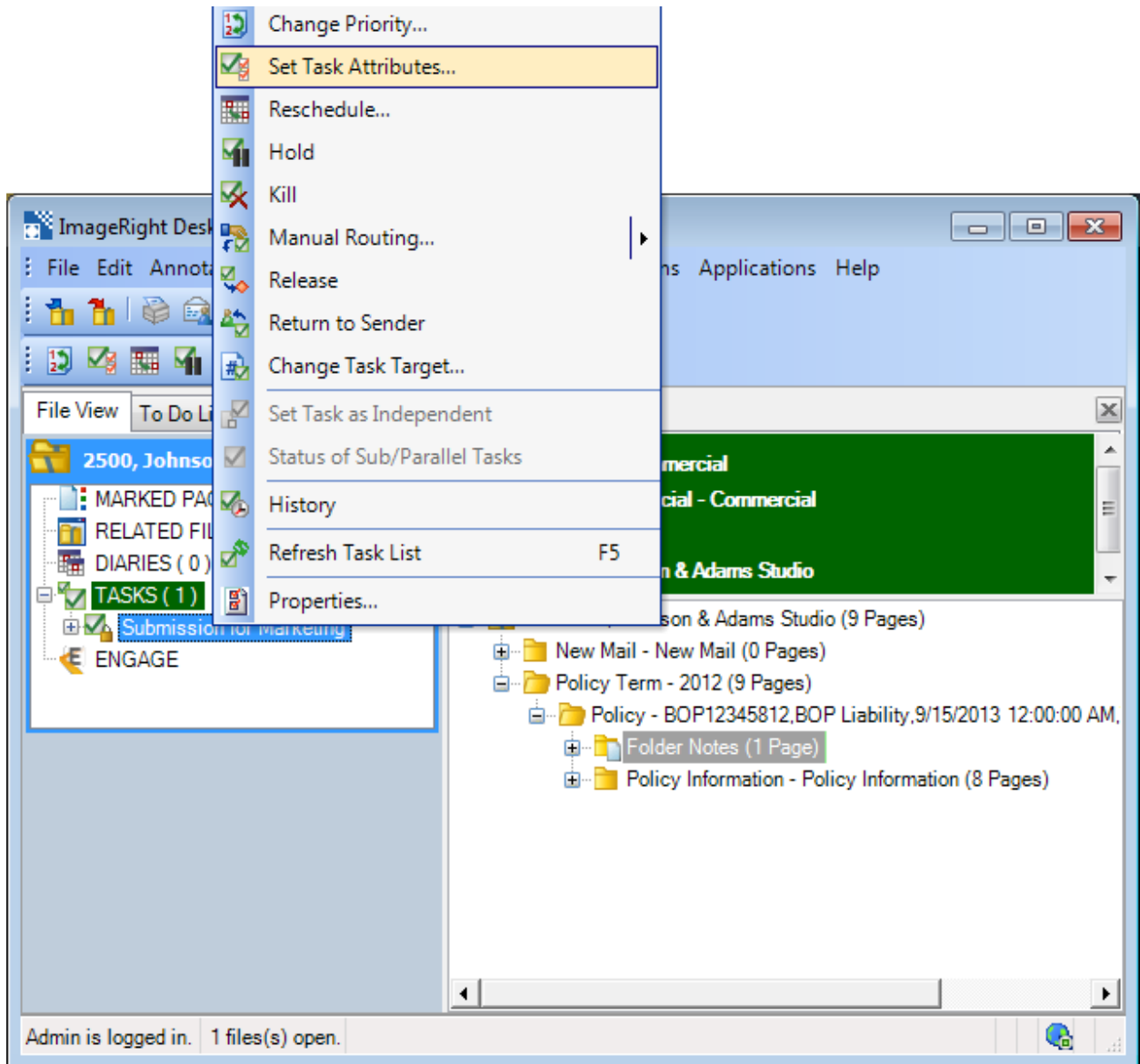
1. In WorkSmart, click the **To Do List** tab.
2. Select the following search criteria:
  - Workflow – **Commercial**
  - Step – Sub – Marketing
  - User – name of the person to whom the tasks are assigned
3. Click **Fetch**.

4. Double-click the task in the list (Figure 43) that you want to process to lock the task and open the file.



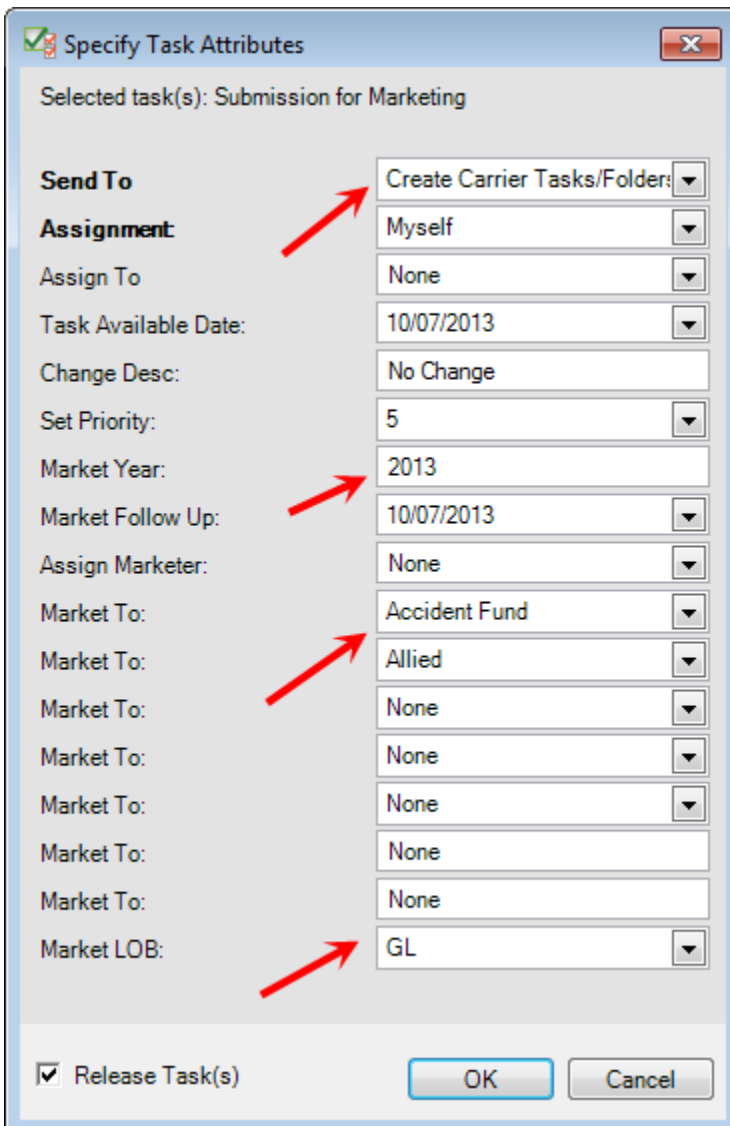
**Figure 43:** Double-click the task to be processed

5. Right-click the locked task, indicated by , and then click **Set Task Attributes** (Figure 44).



**Figure 44:** Click Set Task Attributes

6. In **Specify Task Attributes** (Figure 45), **Send To**, select **Create Carrier Tasks/Folders**.
7. Enter the information for the following:
  - Market Year – a Policy Term – YYYY folder will be created, if it does not exist
  - Market To – select carriers to which the submission will be sent. A folder will be created for each carrier.
  - Market LOB – line of business being submitted (GL in our example). The line of business is shown next to the carrier name in the folder and in the task description. If you are submitting multiple lines of business and you want to keep them all under the same carrier folders, leave this field blank.
8. Click **OK** to save your changes.



Specify Task Attributes

Selected task(s): Submission for Marketing

**Send To**: Create Carrier Tasks/Folders

**Assignment**: Myself

Assign To: None

Task Available Date: 10/07/2013

Change Desc: No Change

Set Priority: 5

Market Year: 2013

Market Follow Up: 10/07/2013

Assign Marketer: None

Market To: Accident Fund

Market To: Allied

Market To: None

Market To: None

Market To: None

Market To: None

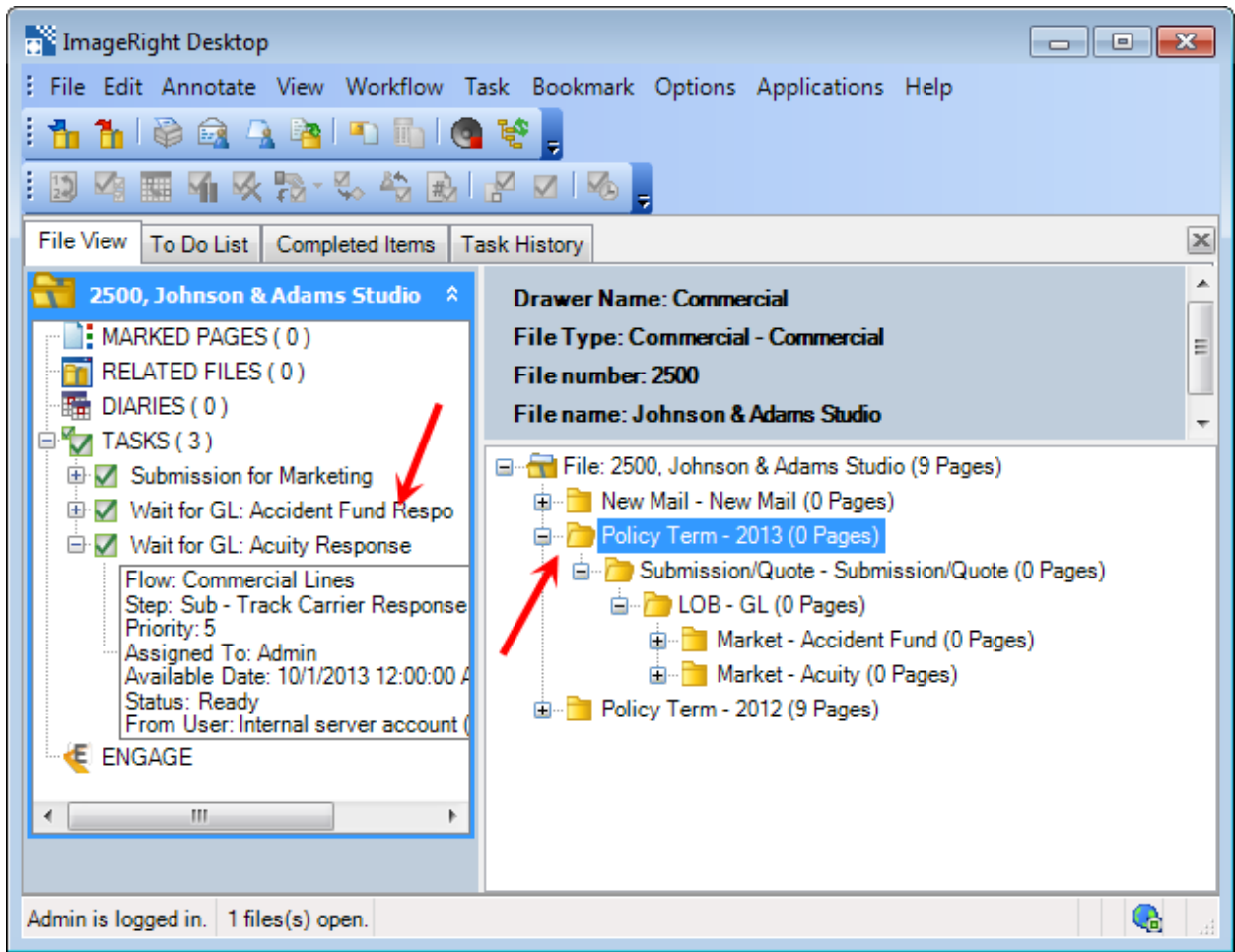
Market To: None

Market LOB: GL

Release Task(s)

OK Cancel

Figure 45: Click OK



**Figure 46:** File structure changes


After you define the task attributes as explained earlier, the following changes are made in the file (see highlights in Figure 46):

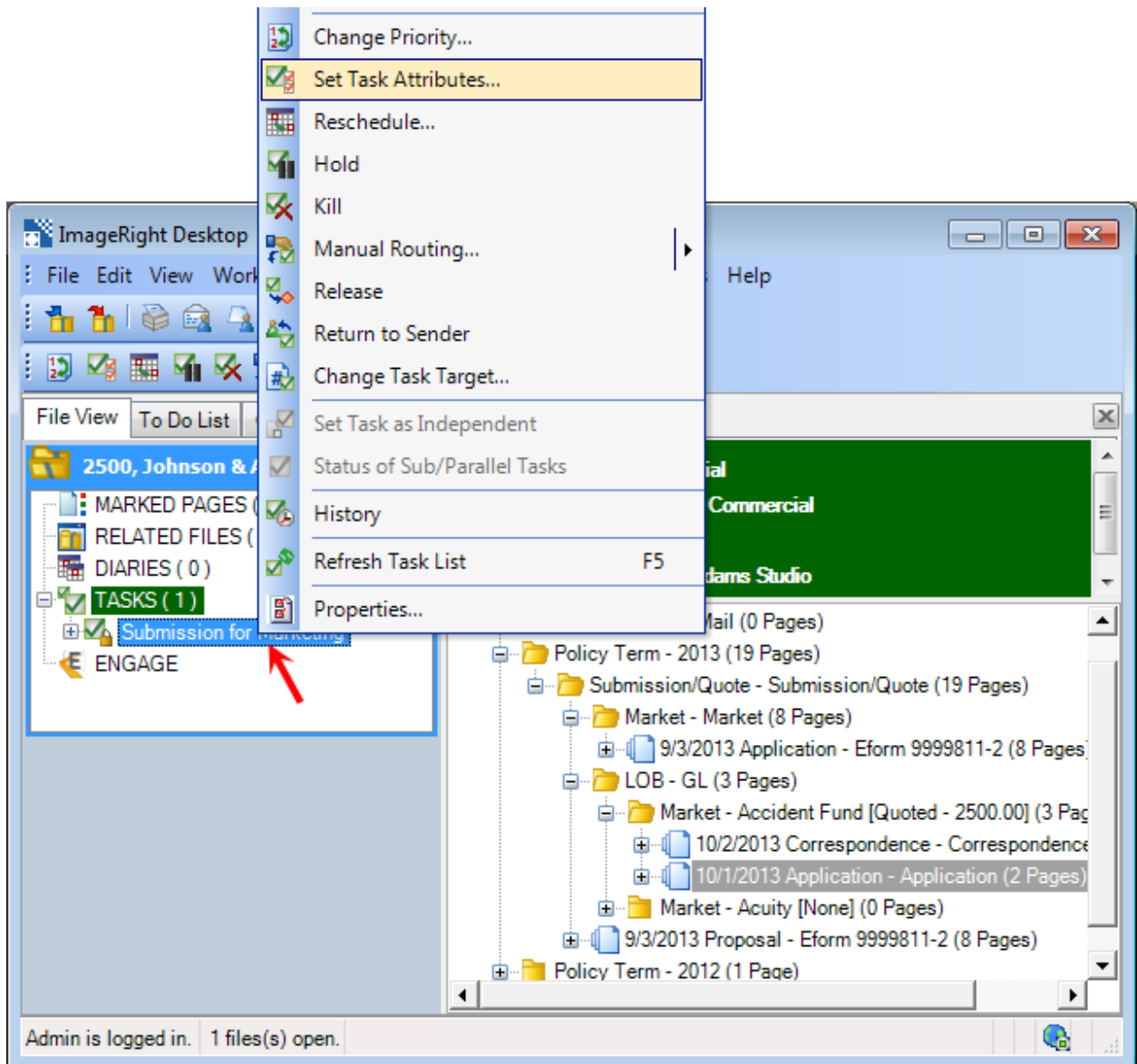
- Policy Term – YYYY folder created
- Submission/Quote – Submission/Quote folder created
- LOB folder created
- Market – [carrier name] created (one for each carrier selected)
- Tasks added in Sub – Track Carrier Response step (one for each carrier selected)

You are now ready to track the carrier responses as explained in [Sub – Track Carrier Response](#) on page 56.

After you receive and complete tracking of the carrier responses, return to the original task in this step and send it to the Sub – Prepare Proposal step.

1. Find and lock the task in the Sub – Marketing step that you want to process by doing one of the following:

- Locate the task in the to do list and double-click it to lock it and open the file.
  - Open the file and locate the task in the navigation pane as shown. Double-click the task to lock it.
2. Right-click the locked task, indicated by , and then click **Set Task Attributes** (Figure 47).

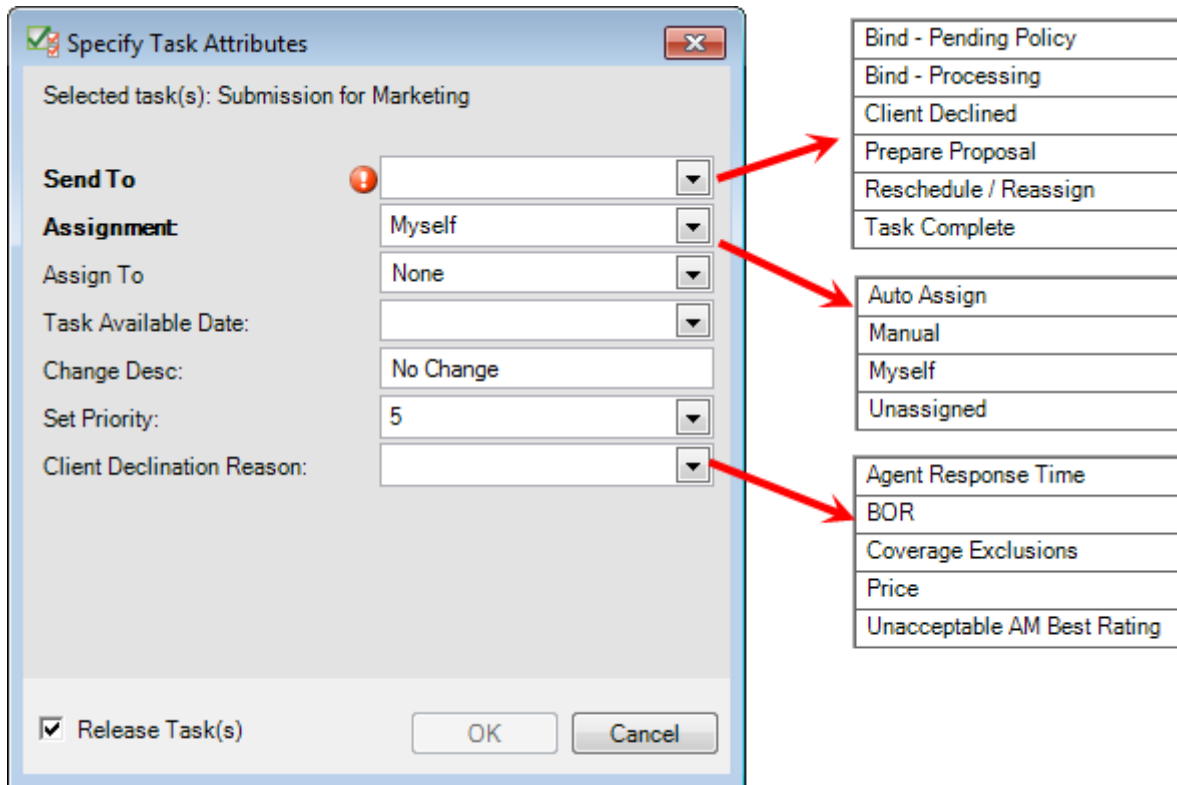


**Figure 47:** Click Set Task Attributes

3. In **Specify Task Attributes, Send To**, select **Prepare Proposal**.
4. Click **OK** to release the task and send to the Sub – Prepare Proposal step.



If you do not need to send the task to the Sub – Prepare Proposal step, you can manage other processing options in the Specify Task Attributes dialog box (Figure 48) by defining attributes based on your requirements.



**Figure 48:** Specify attributes for processing alternatives

- Select the **Send To** attribute:
  - Bind – Pending Policy to send the task to the Bind – Pending Policy step in the Binding workflow if you have authority to bind the policy and have already bound the policy.
  - Bind – Processing to send the task to the Bind – Processing step in the Binding workflow if you do not have authority to bind the policy so the policy can be bound later.
  - Client Declined to send the task to the End step, no further processing necessary.
  - Prepare Proposal to send the task to the Sub – Prepare Proposal step.
  - Reschedule/Reassign to define a future date the task should be available and/or assign it to another person. The task remains in the current step.
  - Task Complete to send the task to the End step, no further processing necessary.
- Select the **Assignment** attribute:
  - Auto Assign to assign the task automatically to another person.
  - Manual to assign the task to person you select in the Assign To list.
  - Myself to assign the task to yourself.
  - Unassigned to leave the task unassigned to anyone.

- Enter a **Task Available Date** to define the future date the task will be available for processing. Leave the date blank to have the task appear in the to do list on the current date.
- Enter a meaningful task description to identify the task or the needed processing in **Change Desc**. Leave No Change to retain the current description, or remove No Change to replace the current description with a system-generated description.
- Select the new priority in **Set Priority**.
- Select the **Client Declination Reason** if the Send To attribute is Client Declined.

## Creating a Submission in AMS360 and sending it to WorkSmart

The following scenario is for an existing client that you are creating a submission at renewal to remarket the policy.

### Creating a Submission for an Expiring Policy in AMS360

1. Open WorkSmart and AMS360.
2. In AMS360, click the Customer tab and search for and open the customer with the expiring policy you want to remarket.
3. Under the sidebar menu Actions: New section, click **Submission**.
4. In the Submission Group, click **Copy Submission**. Rename the Group Submission number to include the marketing year and type of coverage being submitted (e.g., 2013-14 Pkg).
5. In the Copy Policy/Submission window, select the current term policy number from the list and enter the following:
  - Submission # (Can be the same as the Submission Group Name.)
  - Effective Date
  - Other options that you want to change when remarketing the policy.
6. On the Submission form, enter/change submission information for the remarket. Click Save & Close.
7. If the Activity dialog box appears, enter information for the activity, and then click **Save & Close**.
8. Click **eForms Manager > Applications > New** from the toolbar In the Submission Group dialog box.

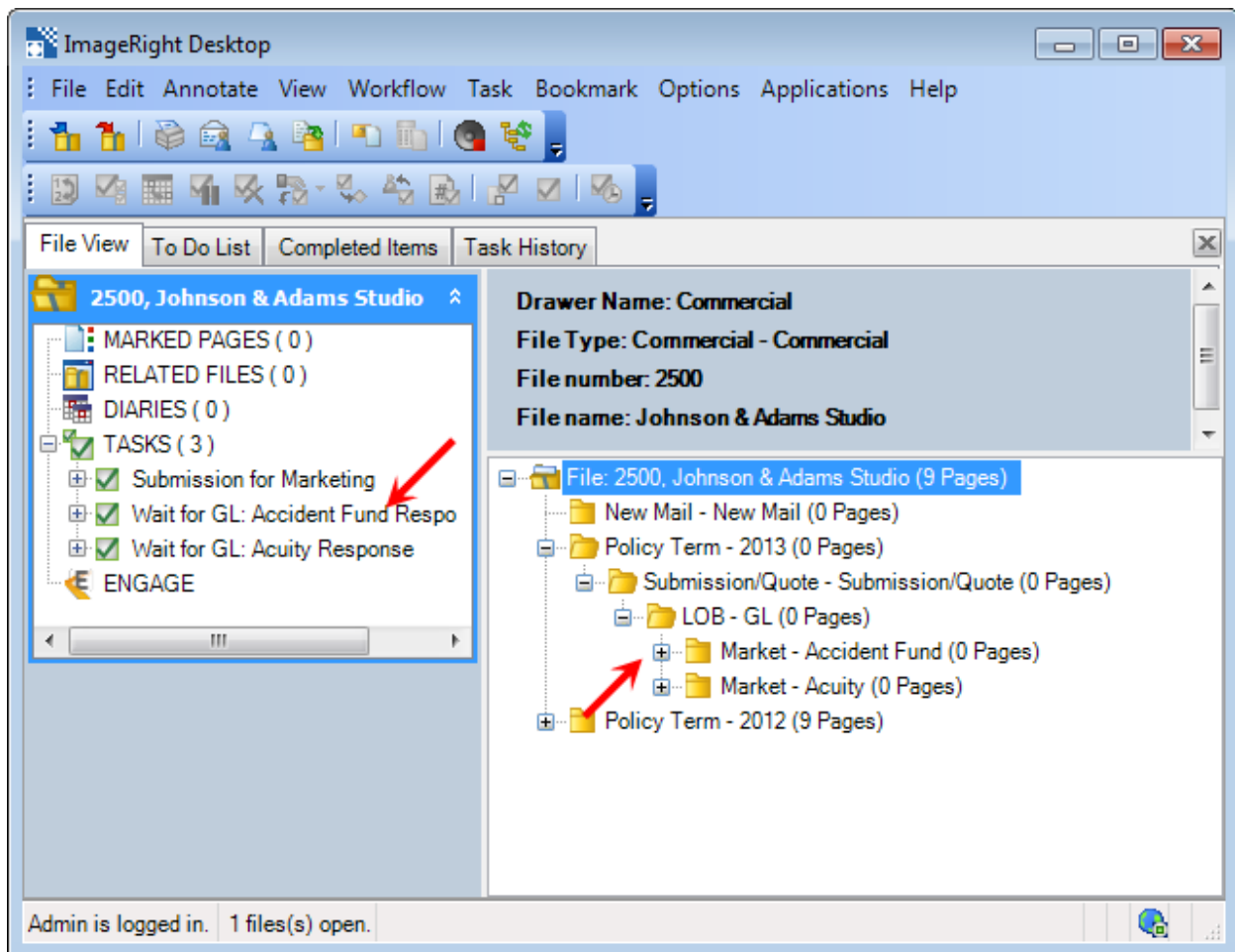
### Sending the eForms to WorkSmart for Processing

1. On the Create Applications (Integrated) window, select the lines of business you want to include in the remarket process. Click **Create Forms**.
2. From the Toolbar in eForms Manager, with the Submission selected in the tree, click **Send to WorkSmart**.
3. In the eForm Manager WorkSmart Options, select the options to use for the forms you are sending to WorkSmart.
4. In the right panel, select the forms, overflow pages, and attachments you want to send to WorkSmart for remarketing. Click **Send to WorkSmart**.
5. When the forms have been sent to WorkSmart you may see an Activity dialog box with the forms being sent to WorkSmart listed as attachments to the activity.

6. Enter any additional information to the activity, and then click **Save & Close**.
7. In WorkSmart, verify you see the forms you have just sent.

## Sub – Track Carrier Response

Tasks are created in the Sub – Track Carrier Response step when you send a task from the [Sub – Marketing](#) step as explained on page 48. Sending tasks from Sub – Marketing triggers the creation of folders and tasks in Sub – Track Carrier Response. A folder in the file structure and a task are created for each carrier you select (Figure 49).



**Figure 49:** New carrier folders

The tasks and folders are used to track any correspondence with the carriers and the carrier responses to the submission. Any correspondence, information, the quote, etc. received from the carriers should be filed in the appropriate carrier folder.

Notes regarding phone calls, etc., should be added as folder notes to the Submission/Quote folder. By adding all notes to the named folder, it will be easier to review all notes related to the submission in one

place as opposed to the individual market folders. For information about adding folder notes, see [Adding Folder Notes](#) on page 122.

In our limited example, we are going to send an application in the file to one carrier, and explain how to track the responses from the carrier. You can easily adapt our steps to send documents to multiple carriers and track their responses.

The application is created in AMS360 and sent to WorkSmart as an eForm. In our environment, the application appears in the Policy Information folder. The location of the application may differ in your environment because the location is predefined to meet each organization's needs. For information about creating the application in AMS360 and sending it to WorkSmart, see [Creating a Submission in AMS360 and sending it to WorkSmart](#) on page 55.

1. Select the application to be moved and drag it to the **Submission/Quote** folder (Figure 50). Notice the appearance of the yellow arrow to help you identify the destination.

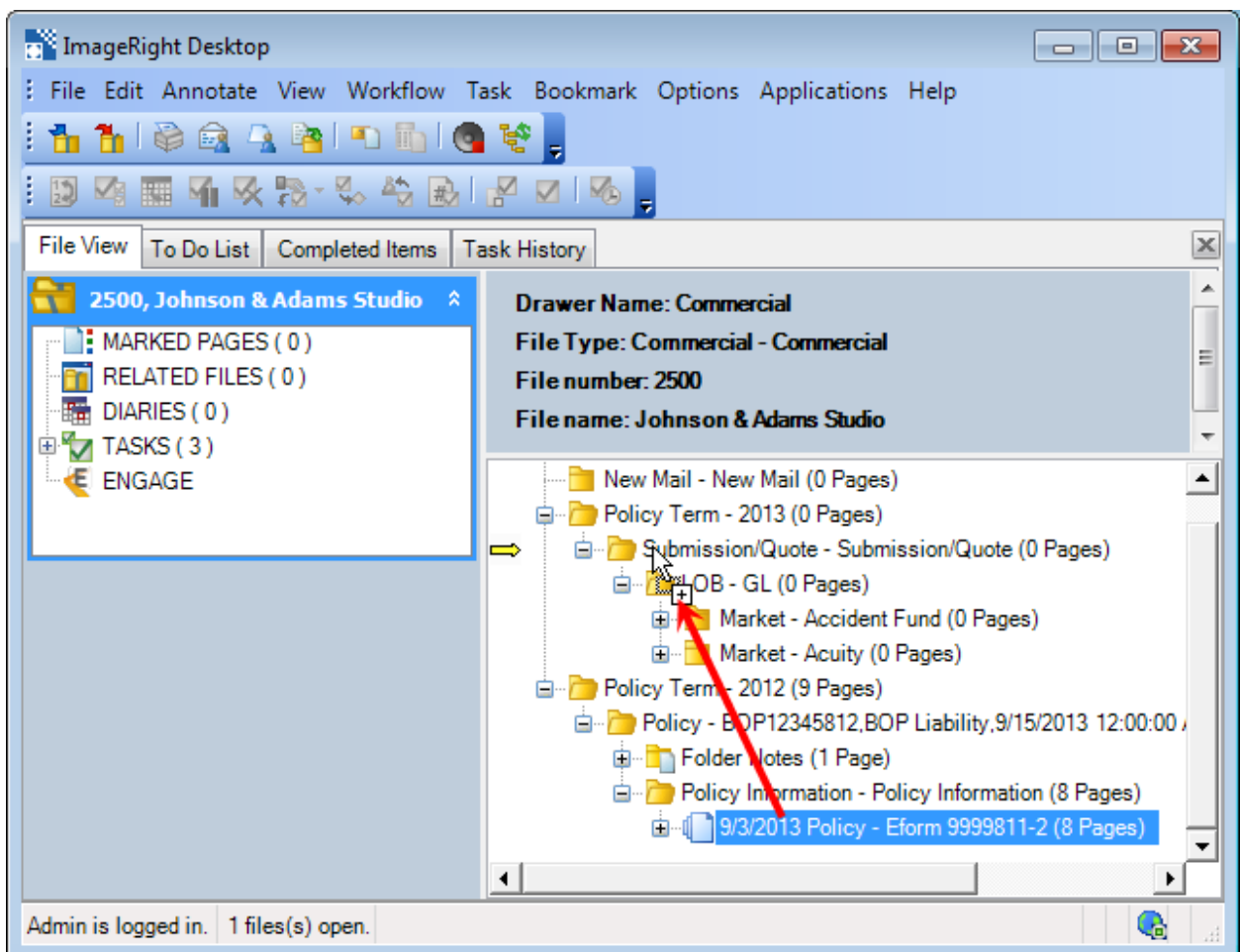
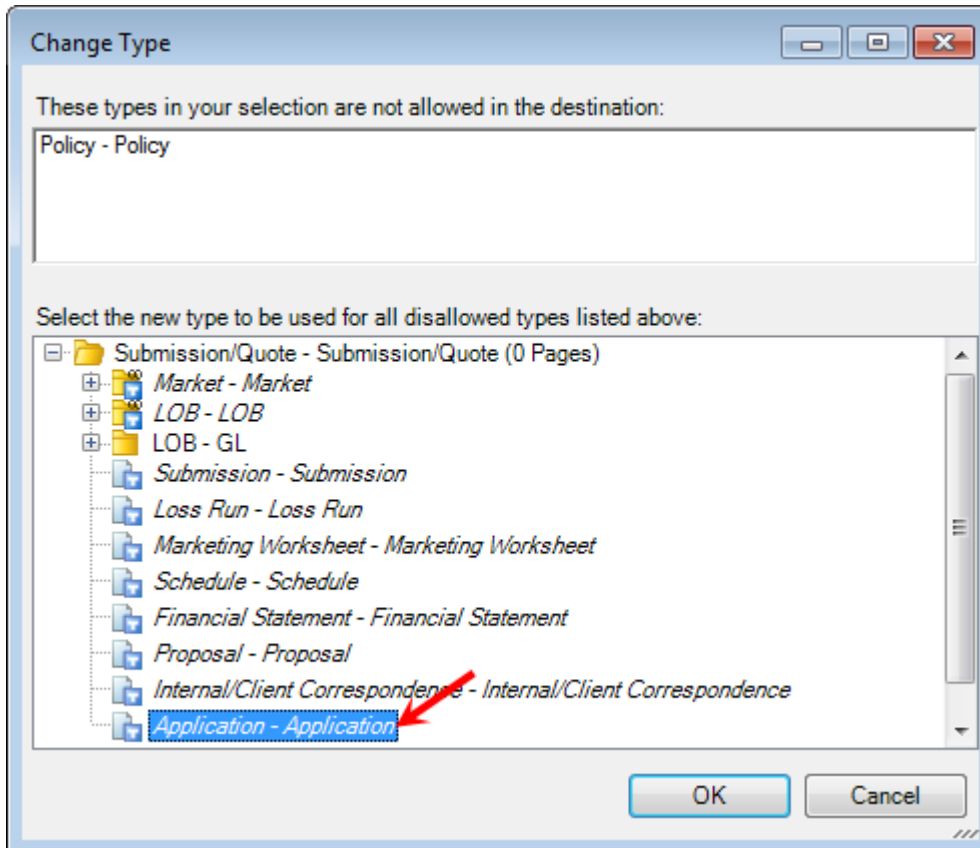


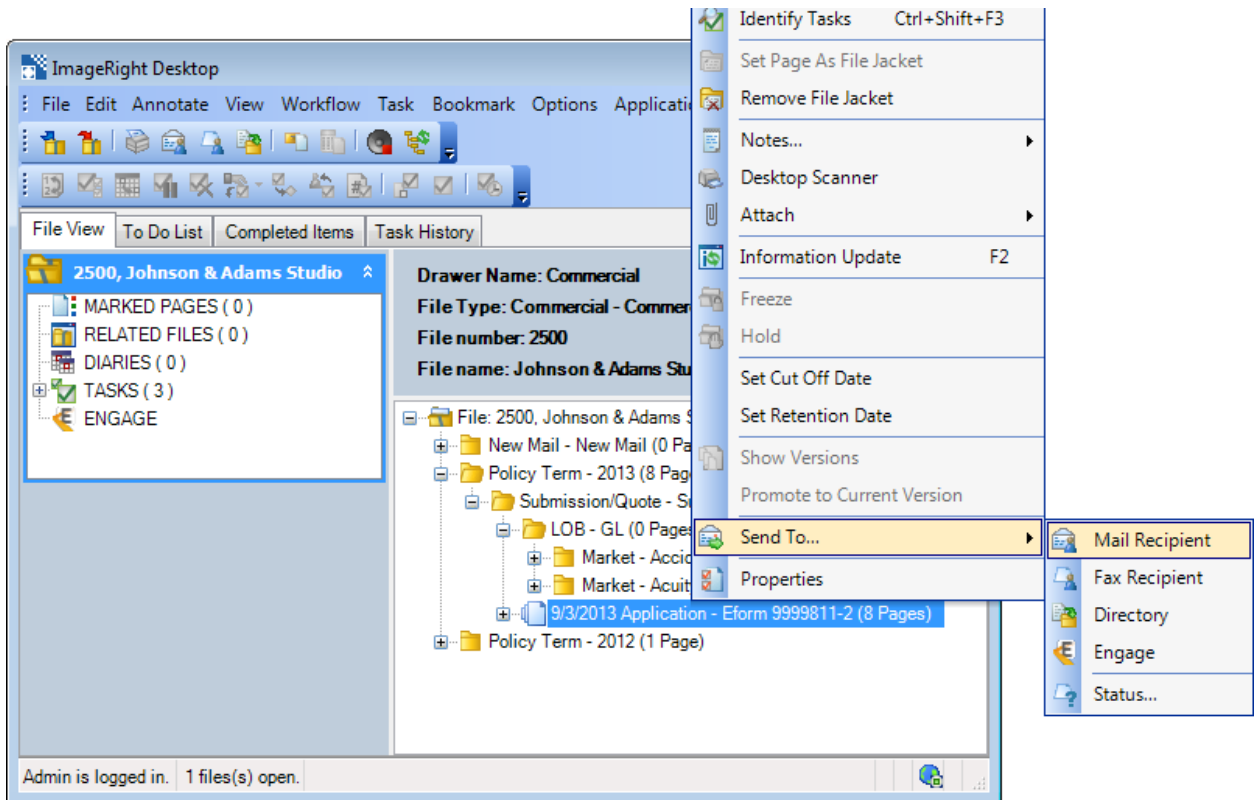
Figure 50: Drag the application to the folder

2. In **Change Type**, Submission/Quote – Submission/Quote, select the **Application** document type (Figure 51).



**Figure 51:** Select the document type

- To send the application to the carrier via email, right-click the application in the file tree, point to **Send To**, and then click **Mail Recipient** (Figure 52).



**Figure 52:** Send the document

- In **Send To Mail Recipient**, select **Attach Selected Pages** to ensure the attachments are added to the message.
- Right-click the generic name **Attachment**, and then click **Rename**.
- Enter an easily identifiable name for the attachment, Application for example.

7. Click **Send** (Figure 53).

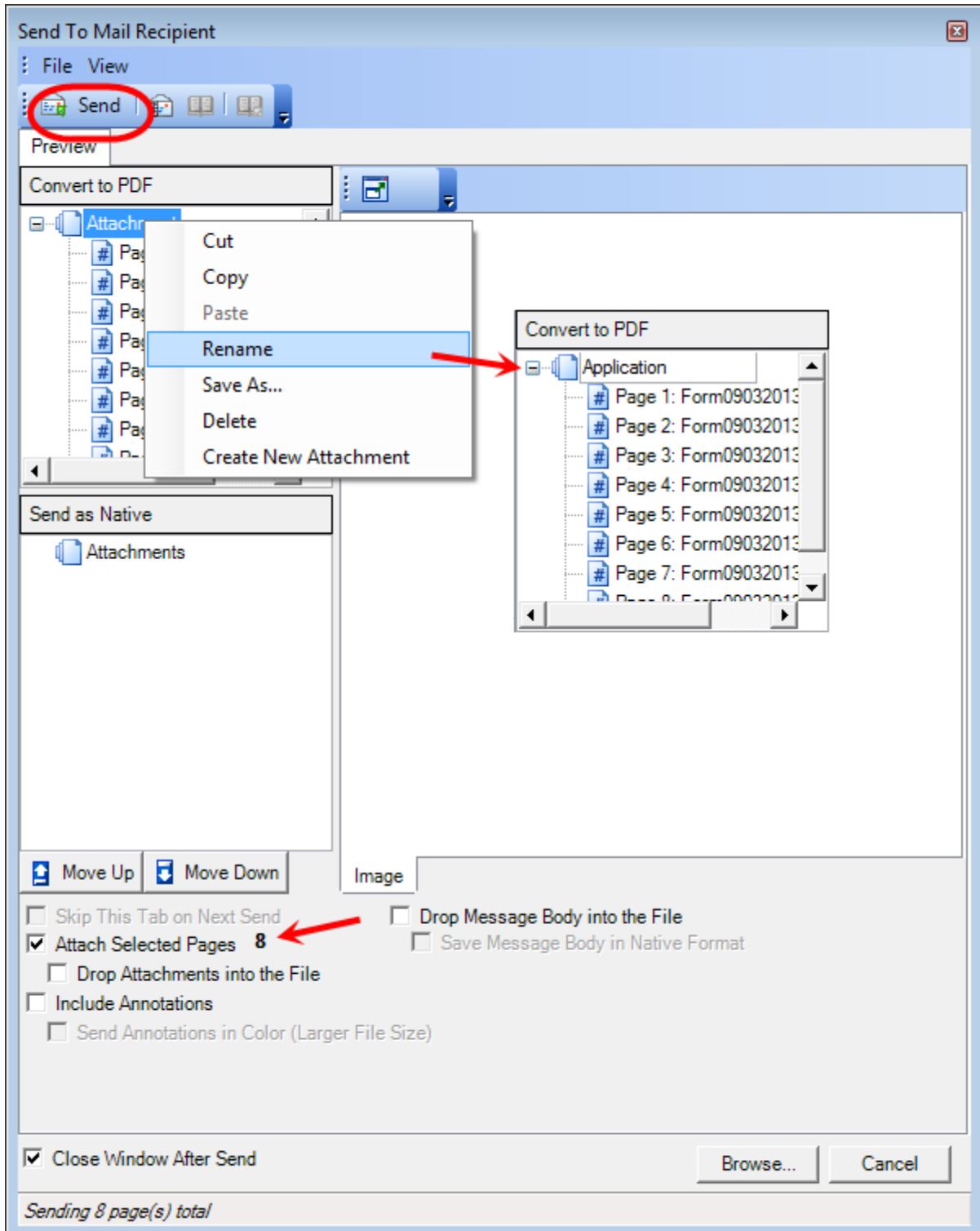
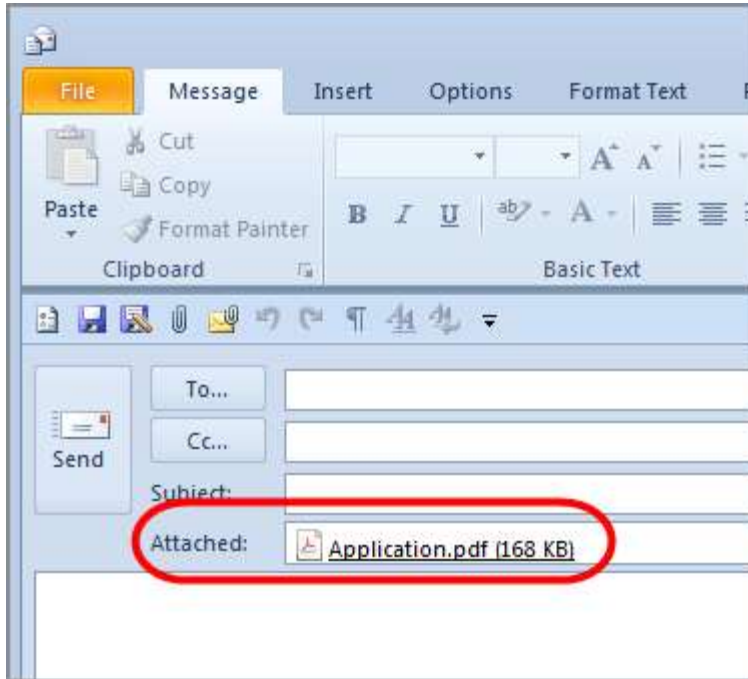


Figure 53: Click Send

8. Prepare the email address and message for the carrier in your email editor (Microsoft Outlook in our example), and then send the message (Figure 54).



**Figure 54:** Prepare the address and message

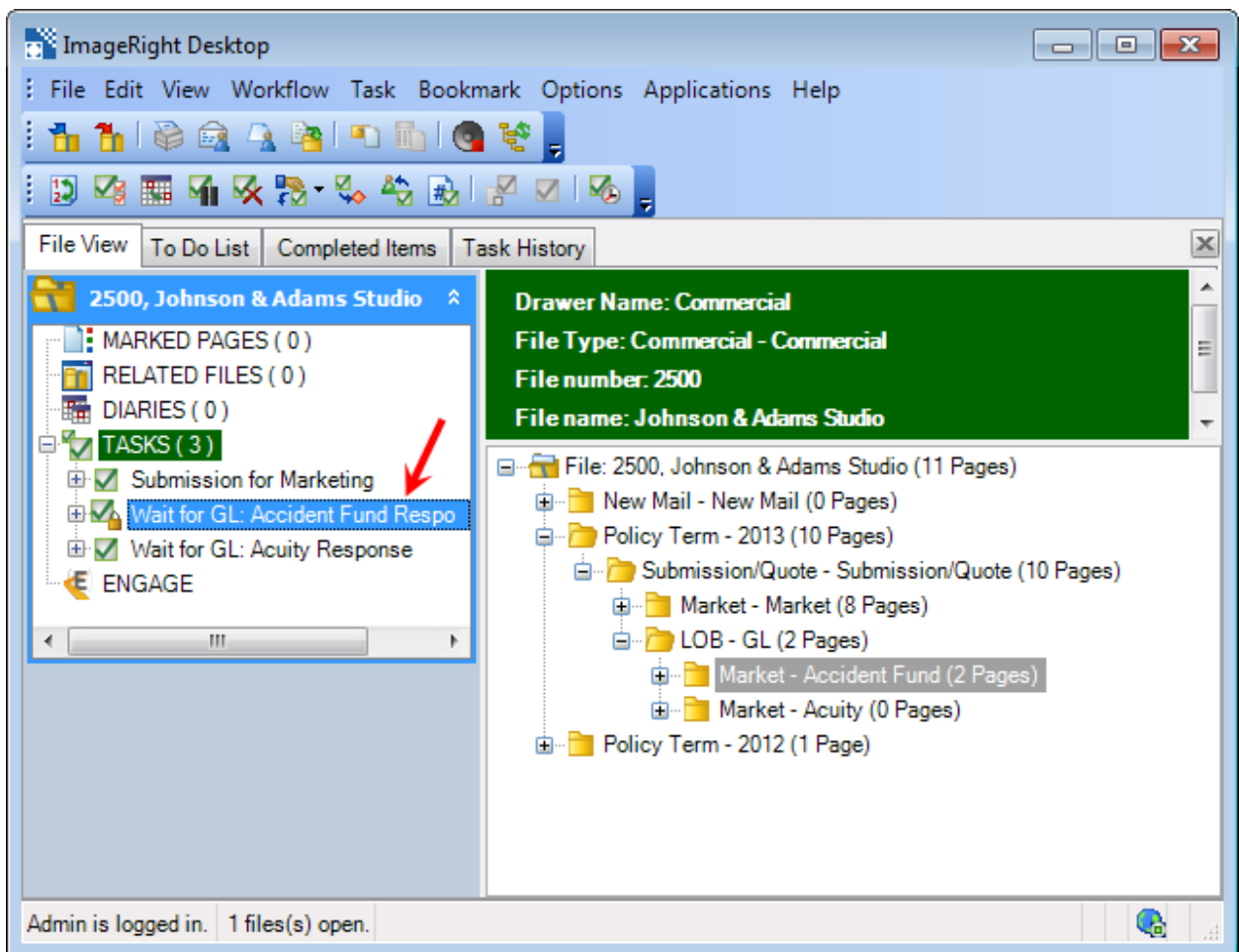
After sending the application and message to the carrier, the message and attachments should be filed in WorkSmart using a drag-and-drop operation as explained in [Adding Email Messages](#) on page 124.



## Tracking Carrier Response with a Quote

Using the next steps, you can process a carrier response that includes a quote.

1. Find and lock the task related to the carrier, Wait for GL: Accident Fund Response, in our example, by doing one of the following:
  - Locate the task in the to do list and double-click it to lock it and open the file.
  - Open the file and locate the task in the navigation pane as shown in Figure 55. Double-click the task to lock it.



**Figure 55:** Locate and lock the task

2. Add the correspondence, email message, etc., from the carrier to the carrier folder. In our example, a drag-and-drop operation is used to add an email message to the folder (Figure 56). Notice the yellow arrow that indicates the destination of the message.

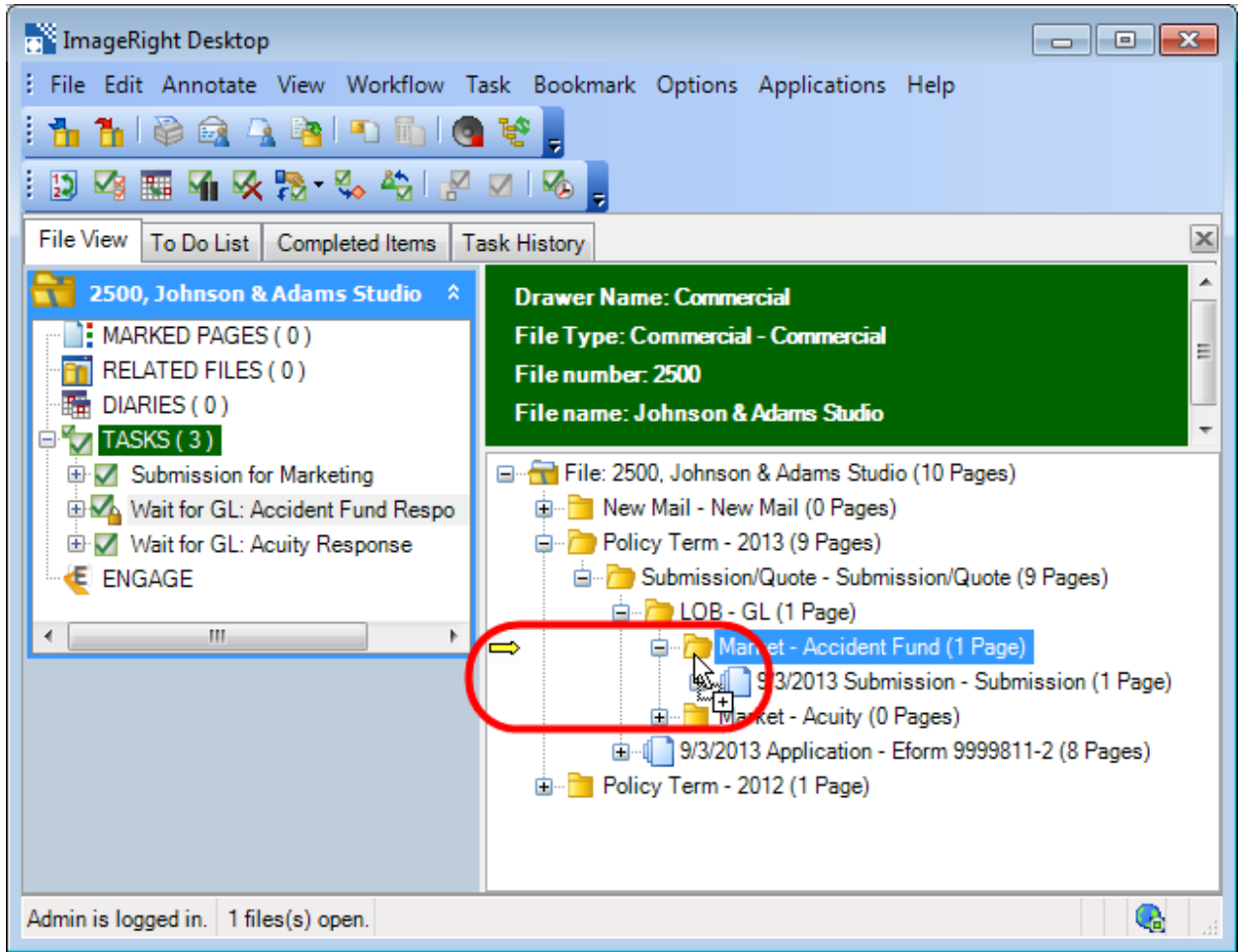
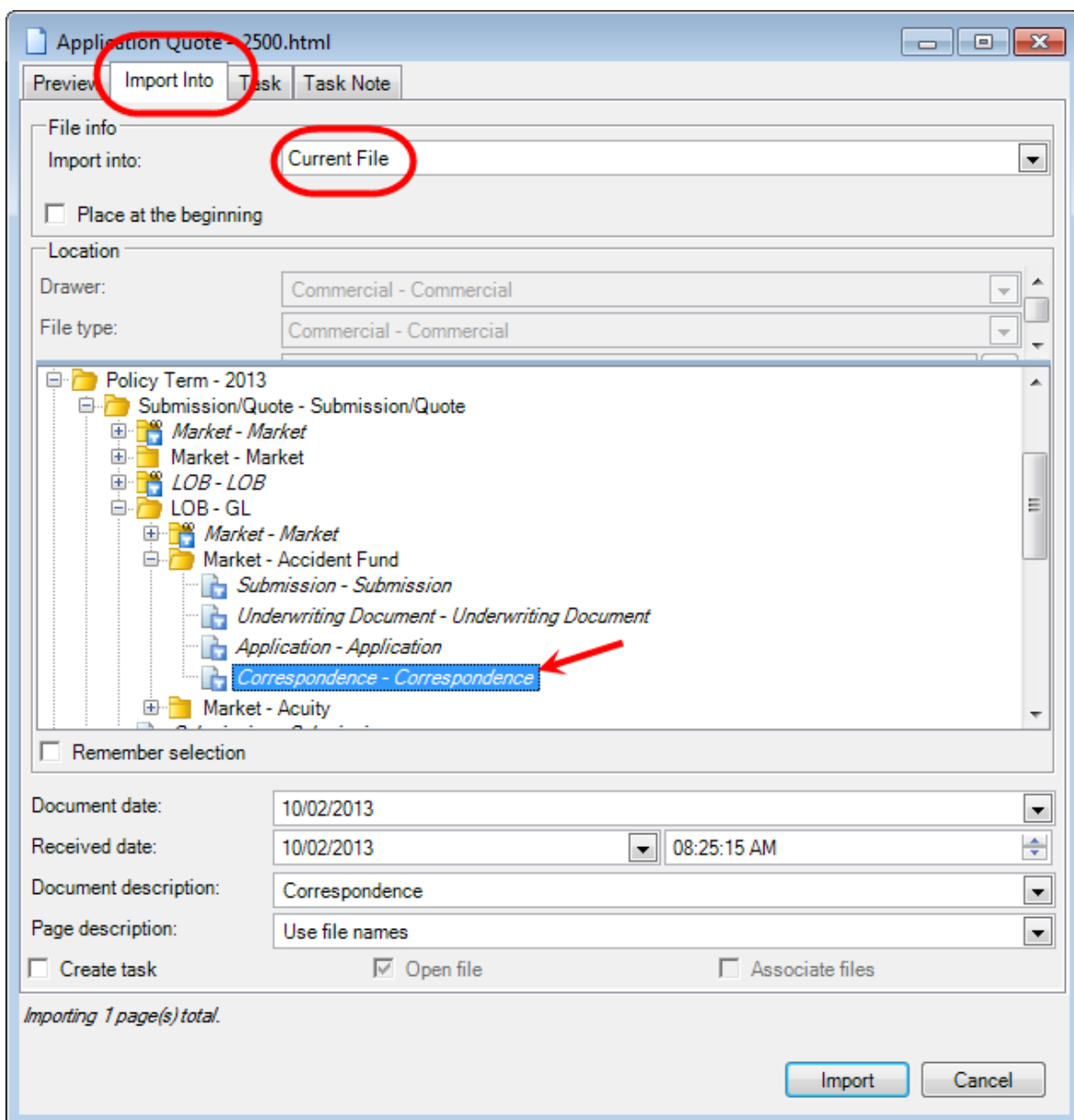


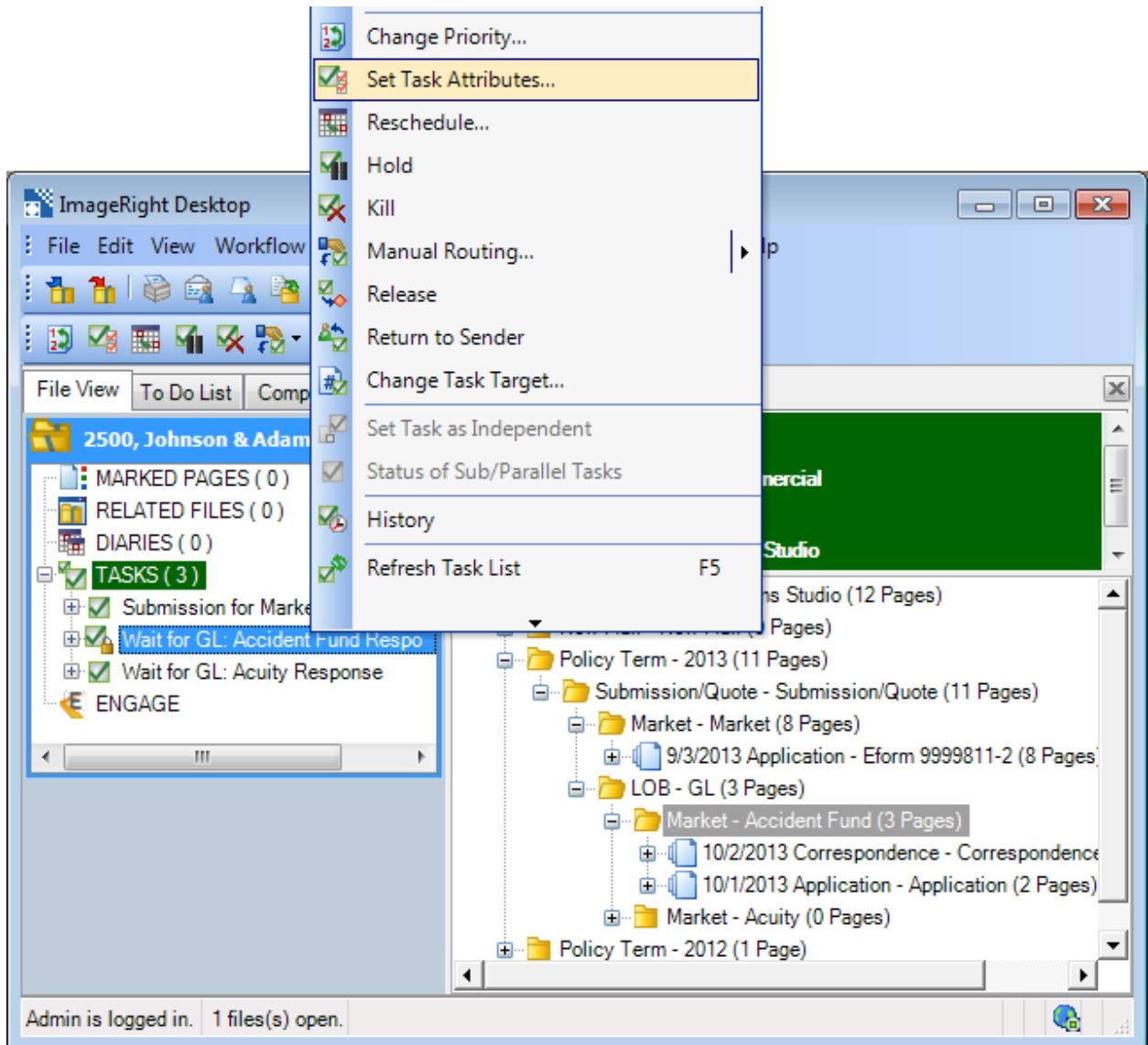
Figure 56: Drag and drop the message

3. In the **Import** dialog box (Figure 57), click the **Import Into** tab.
4. Under **File info**, **Import into**, select **Current File**.
5. In the file tree, select:
  - The **Market – [carrier name]** folder of the carrier to which the message was sent, Market – Accident Fund in our example.
  - The document type, **Correspondence** in our example.
6. Click **Import** to add the message and attachments to the folder.



**Figure 57:** Define the filing options

7. Right-click the task, and then click **Set Task Attributes** (Figure 58).

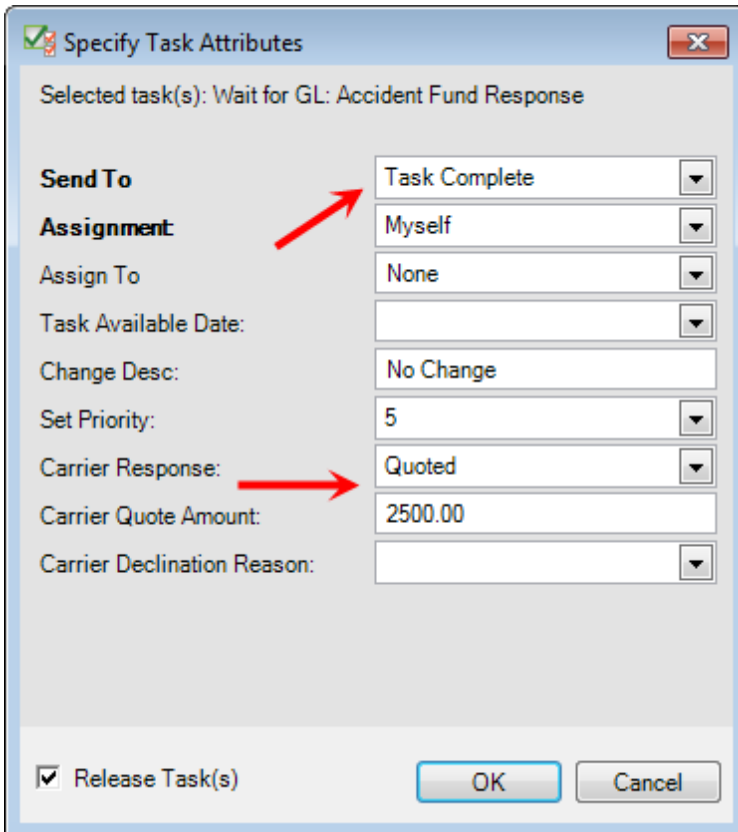


**Figure 58:** Click Set Task Attributes



Remember, after all tasks related to the individual carriers are completed, you must return to and complete the processing of the original task.

8. In **Specify Task Attributes**, **Send To**, select **Task Complete** (Figure 59). The task will be sent to the End step in the workflow.
9. In **Carrier Response**, select **Quoted**.
10. Enter the **Carrier Quote Amount**.
11. Click **OK** to release the task. The task is sent to the End step and removed from the navigation pane.



**Specify Task Attributes**

Selected task(s): Wait for GL: Accident Fund Response

**Send To**: Task Complete

**Assignment**: Myself

Assign To: None

Task Available Date:

Change Desc: No Change

Set Priority: 5

Carrier Response: Quoted

Carrier Quote Amount: 2500.00

Carrier Declination Reason:

Release Task(s)

OK Cancel

**Figure 59:** Define the task attributes

## Tracking Carrier Declinations and Non-Responses

If a carrier declines to quote the business or does not respond, you can use the next steps to complete the processing of the task related to the specific carrier.

1. Find and lock the task related to the carrier, Wait for GL: Acuity Response, in our example, by doing one of the following:
  - Locate the task in the to do list and double-click it to lock it and open the file.
  - Open the file and locate the task in the navigation pane as shown. Double-click the task to lock it (Figure 60).

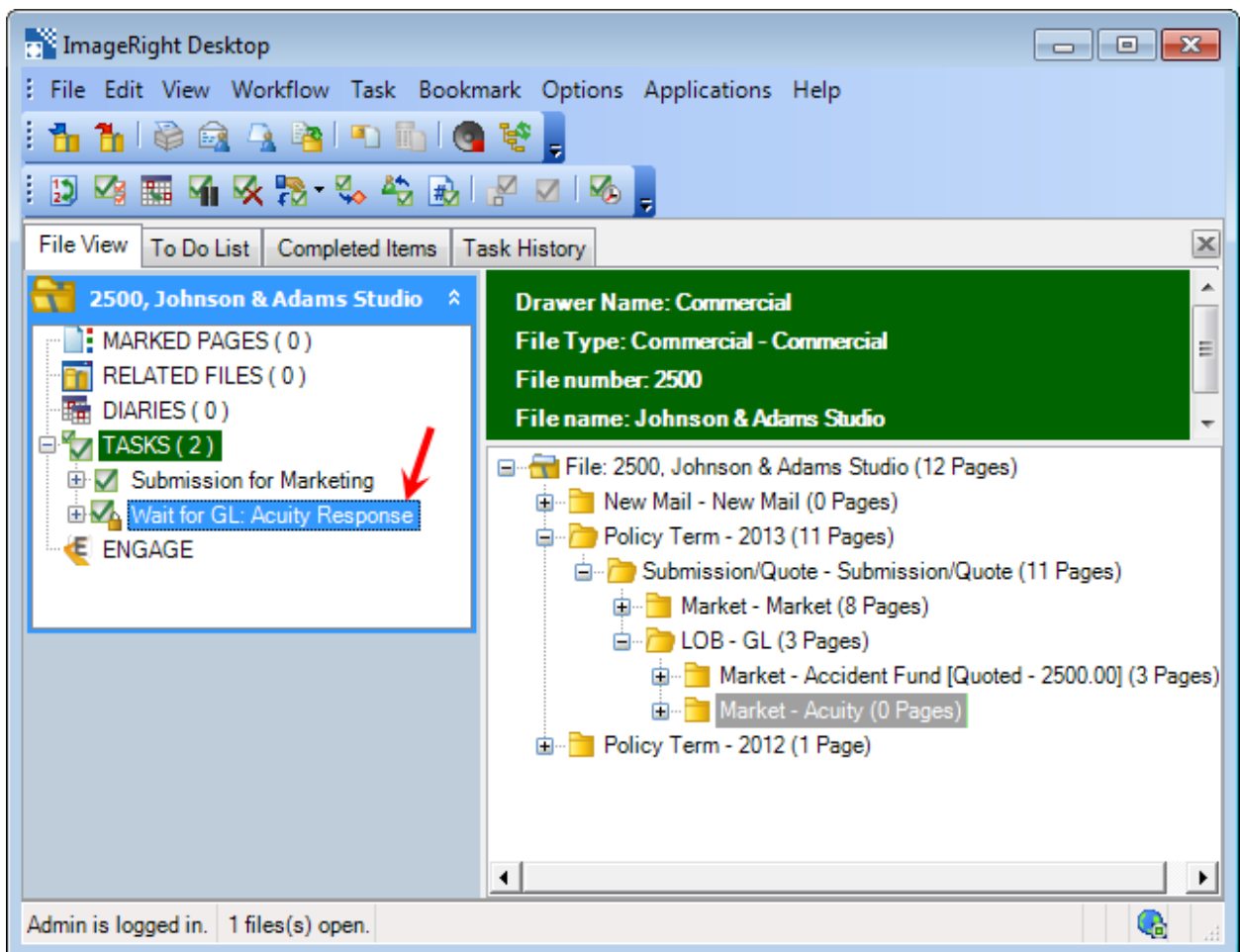
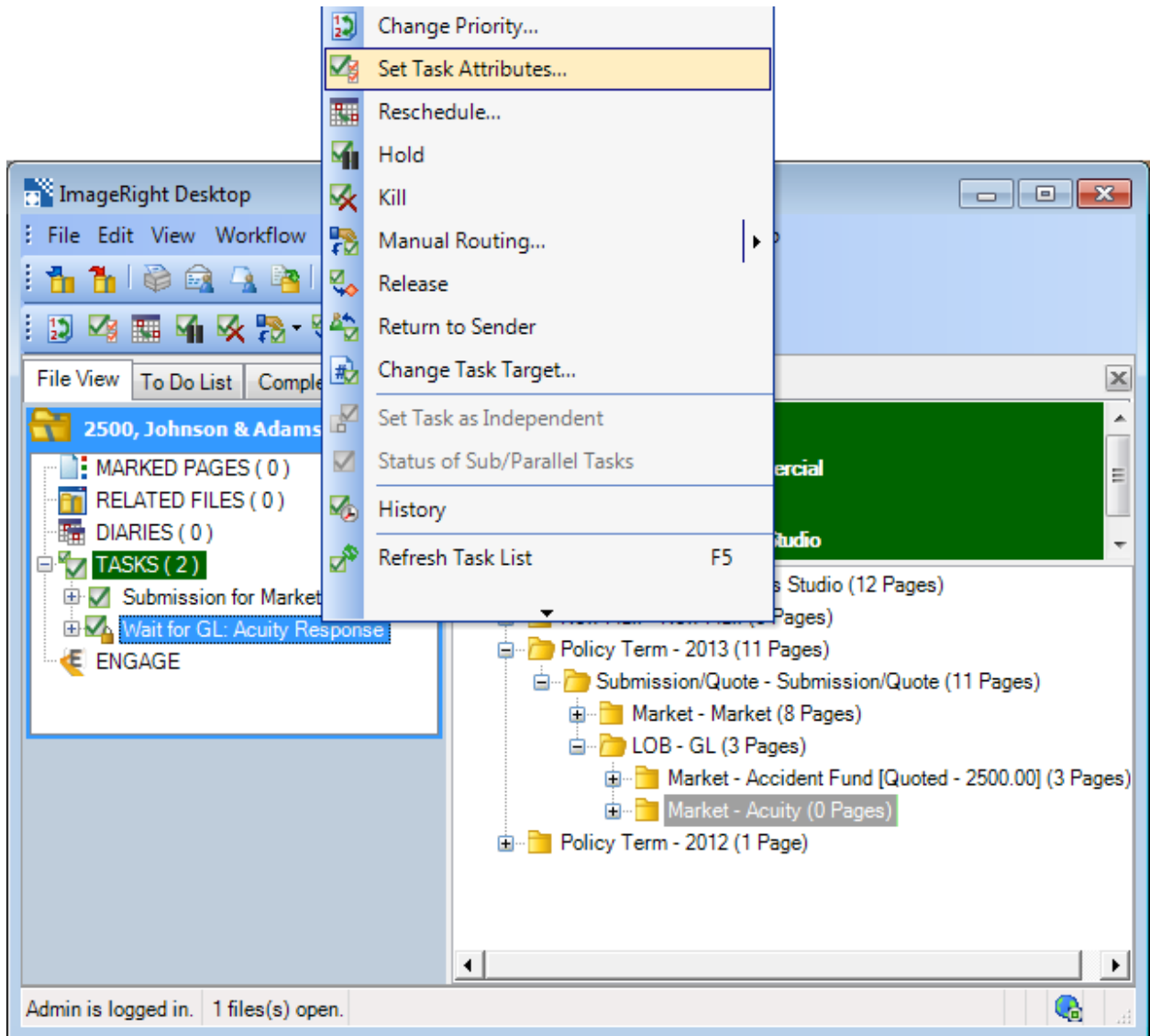


Figure 60: Locate and double-click the task

2. Right-click the task, and then click **Set Task Attributes** (Figure 61).

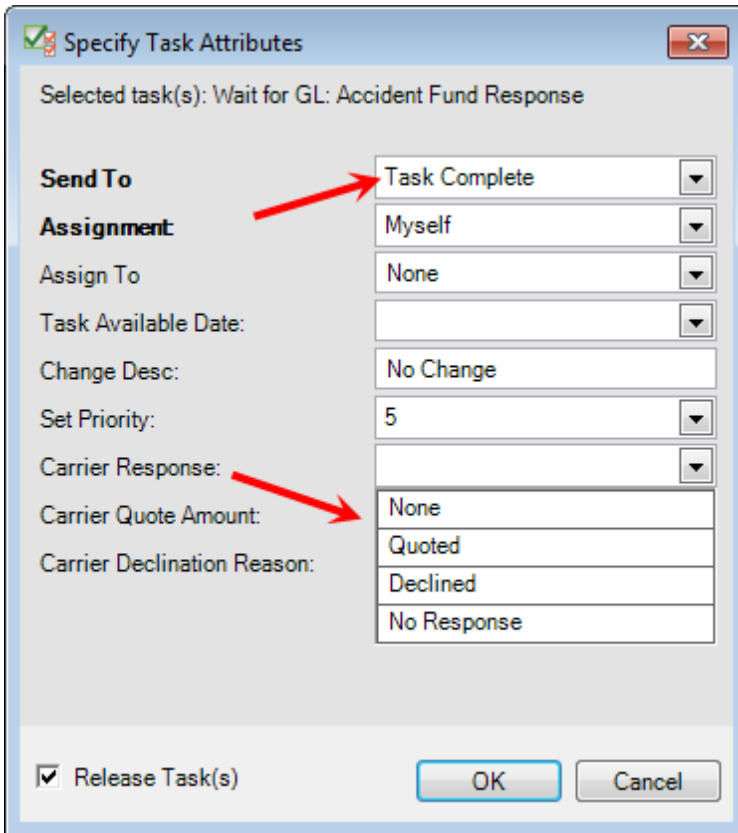


**Figure 61:** Click Set Task Attributes



Remember, after all tasks related to the individual carriers are completed, you must return to and complete the processing of the original task.

3. In **Specify Task Attributes**, **Send To**, select **Task Complete** (Figure 62). The task will be send to the End step in the workflow.
4. Select the appropriate **Carrier Response** in the list, **Declined** or **No Response**.



Specify Task Attributes

Selected task(s): Wait for GL: Accident Fund Response

**Send To**: Task Complete

**Assignment**: Myself

Assign To: None

Task Available Date: [Empty]

Change Desc: No Change

Set Priority: 5

Carrier Response: [Open List]

- None
- Quoted
- Declined
- No Response

Carrier Quote Amount: [Empty]

Carrier Declination Reason: [Empty]

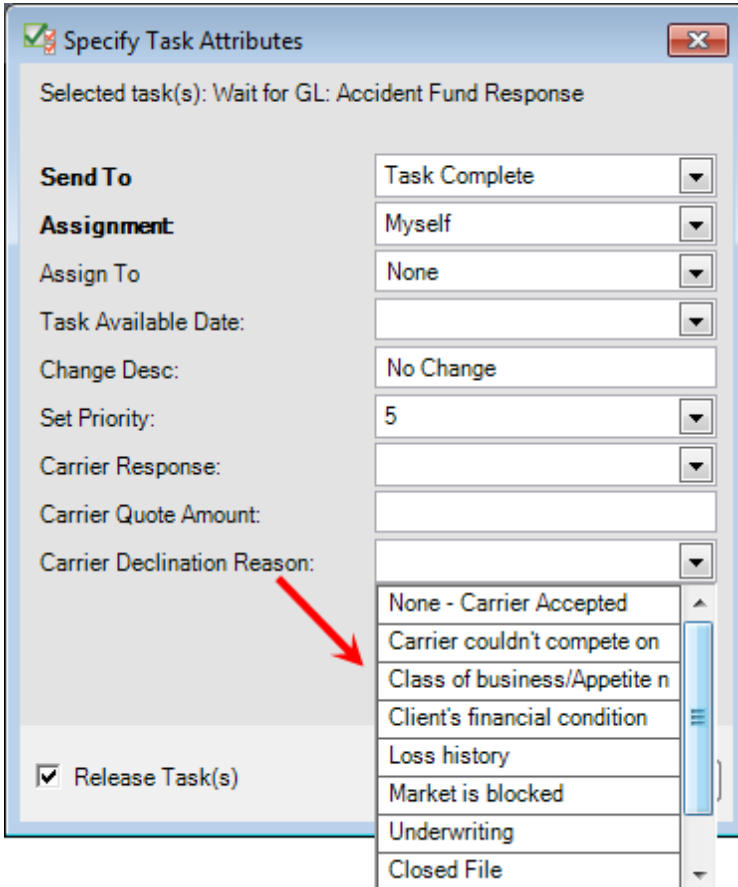
Release Task(s)

OK Cancel

**Figure 62:** Define the task attributes

5. If the Carrier Response is Declined, select the appropriate **Carrier Declination Reason** (Figure 63).
6. Click **OK** to release the task. The task is removed from the navigation pane.





**Specify Task Attributes**

Selected task(s): Wait for GL: Accident Fund Response

**Send To**: Task Complete

**Assignment**: Myself

Assign To: None

Task Available Date:

Change Desc: No Change

Set Priority: 5

Carrier Response:

Carrier Quote Amount:

Carrier Declination Reason:

- None - Carrier Accepted
- Carrier couldn't compete on
- Class of business/Appetite n
- Client's financial condition
- Loss history
- Market is blocked
- Underwriting
- Closed File

Release Task(s)

**Figure 63:** Click OK to release the task

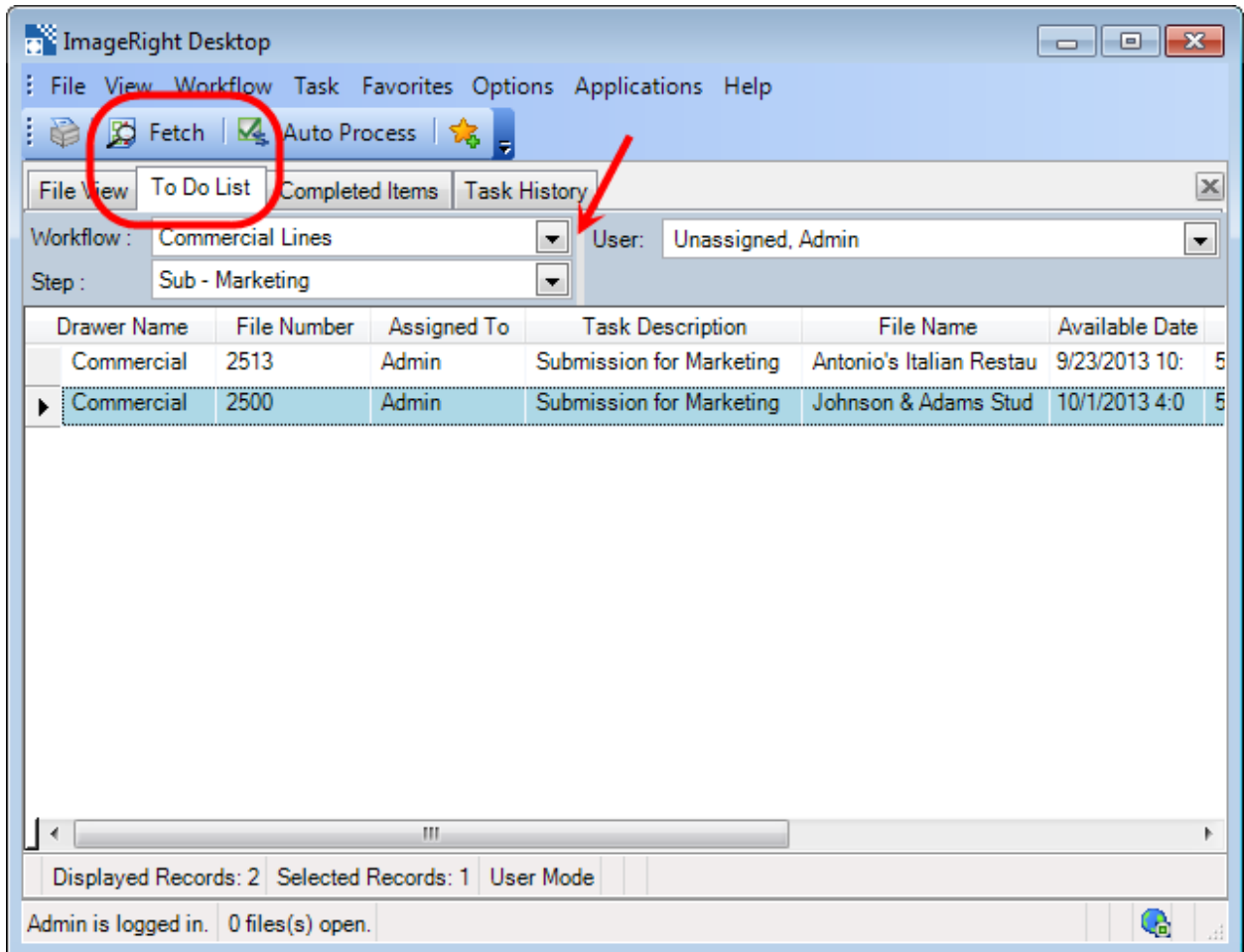
After completing all tasks related to each carrier to which the submission was sent, you are ready for the next step in the typical submission workflow, preparing the proposal as explained in [Sub – Prepare Proposal](#) below.

## Sub – Prepare Proposal


Tasks are typically sent to Sub – Prepare Proposal from the Sub – Marketing step. After the necessary quotes have been received from the carriers, the next step, in the typical submission workflow, is to prepare the proposal and send it to the producer or client.

1. In WorkSmart, click the **To Do List** tab.
2. Select the following search criteria:
  - Workflow – Commercial Lines
  - Step – Sub – Marketing
  - User – name of the person to whom the task is assigned
3. Click **Fetch**.

4. Double-click the task in the list (Figure 64) that you want to process to lock the task and open the file.



**Figure 64:** Double-click the task to be processed

5. Right-click the locked task, indicated by , and then click **Set Task Attributes** (Figure 65).

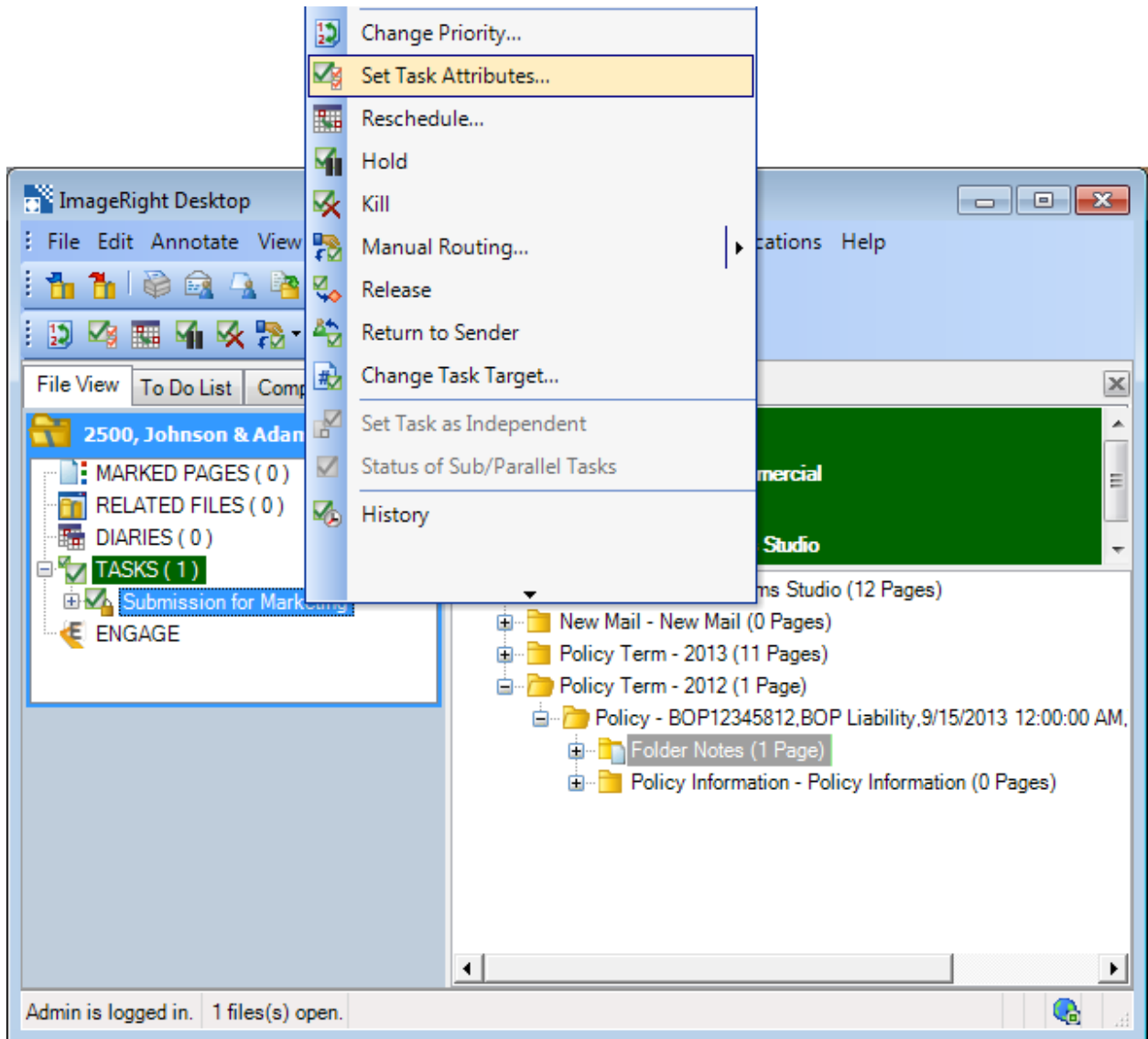
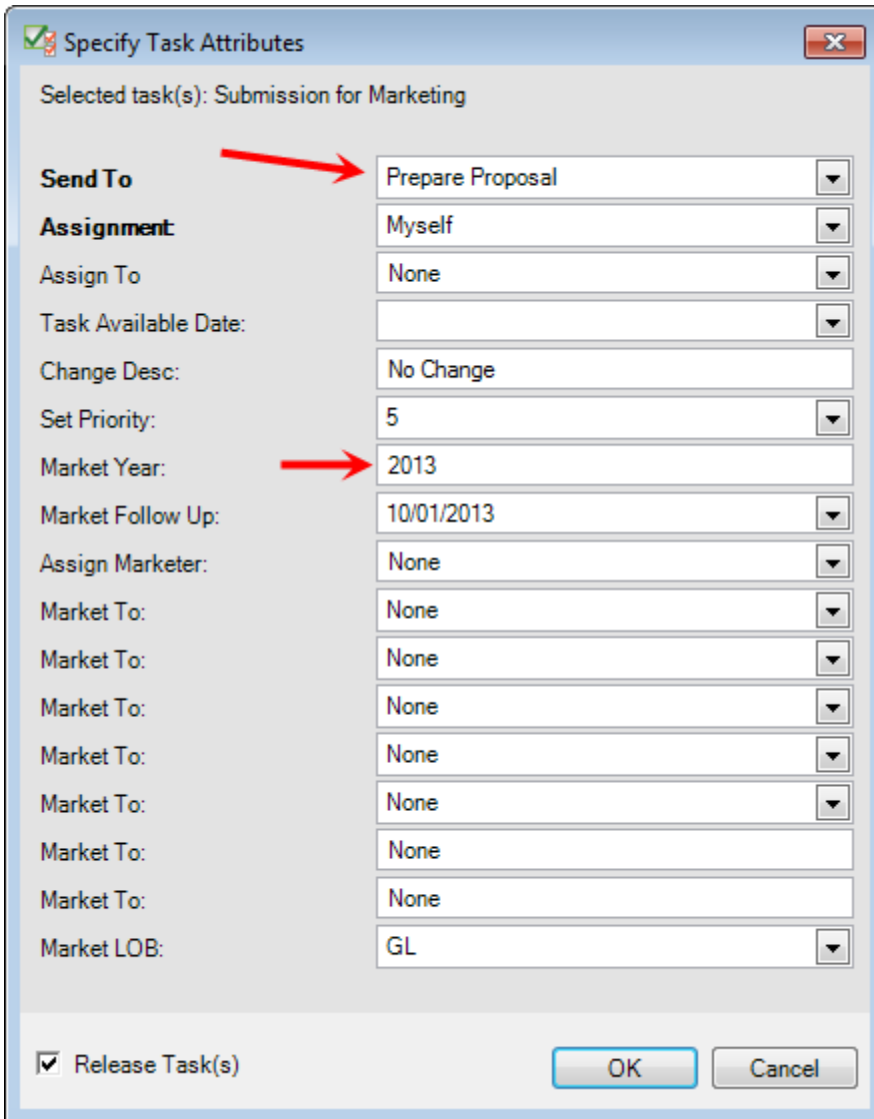


Figure 65: Click Set Task Attributes

6. In **Specify Task Attributes** (Figure 66), **Send To**, select **Prepare Proposal**.
7. Enter the **Market Year**.
8. Click **OK**.



Specify Task Attributes

Selected task(s): Submission for Marketing

**Send To** Prepare Proposal

**Assignment** Myself

Assign To None

Task Available Date:

Change Desc: No Change

Set Priority: 5

**Market Year:** 2013

Market Follow Up: 10/01/2013

Assign Marketer: None

Market To: None

Market To: None

Market To: None

Market To: None

Market To: None

Market To: None

Market To: None

Market To: None

Market LOB: GL

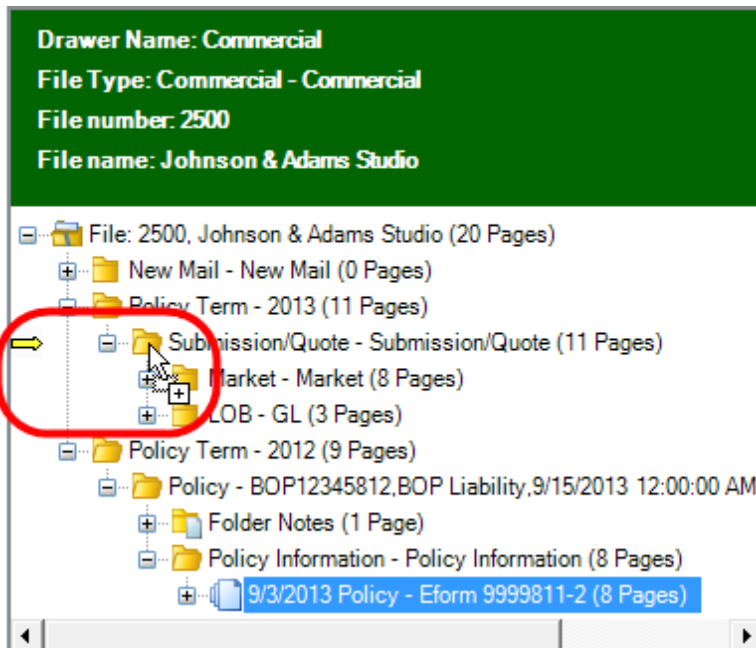
Release Task(s)

OK Cancel

**Figure 66:** Click OK to release the task

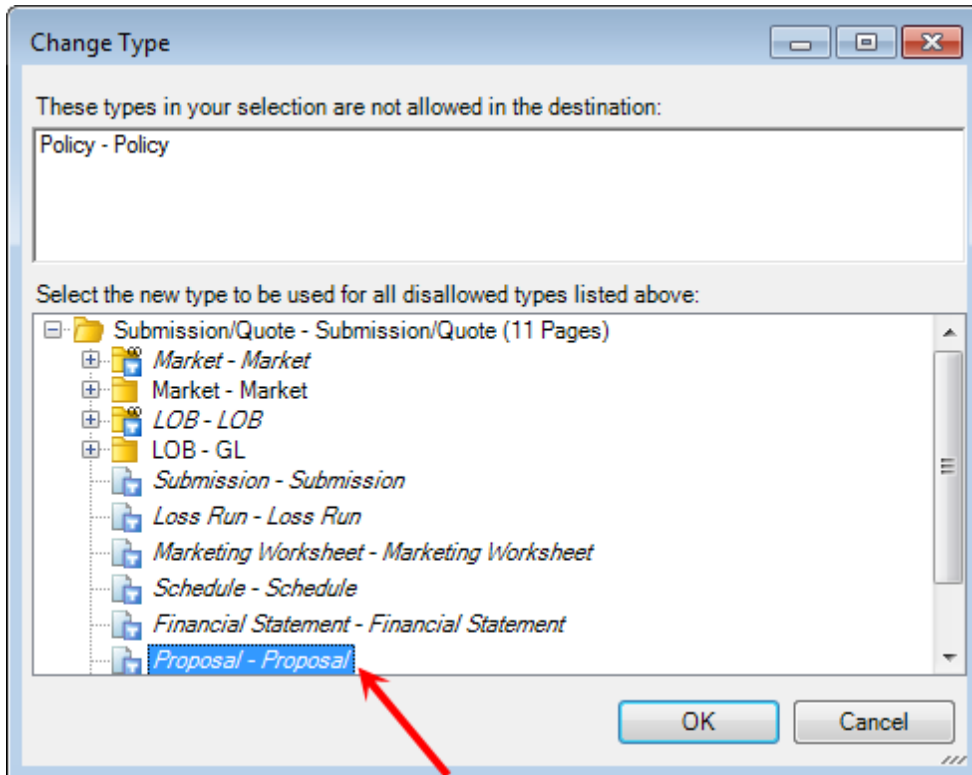
9. Prepare the proposal (e.g., documents, etc.).

10. Add the proposal to the **Policy Term – YYYY, Submission/Quote** folder as a Proposal document (Figure 67). In our example, we use a drag-and-drop operation to move a proposal (an eForm) created in AMS360 to the folder.



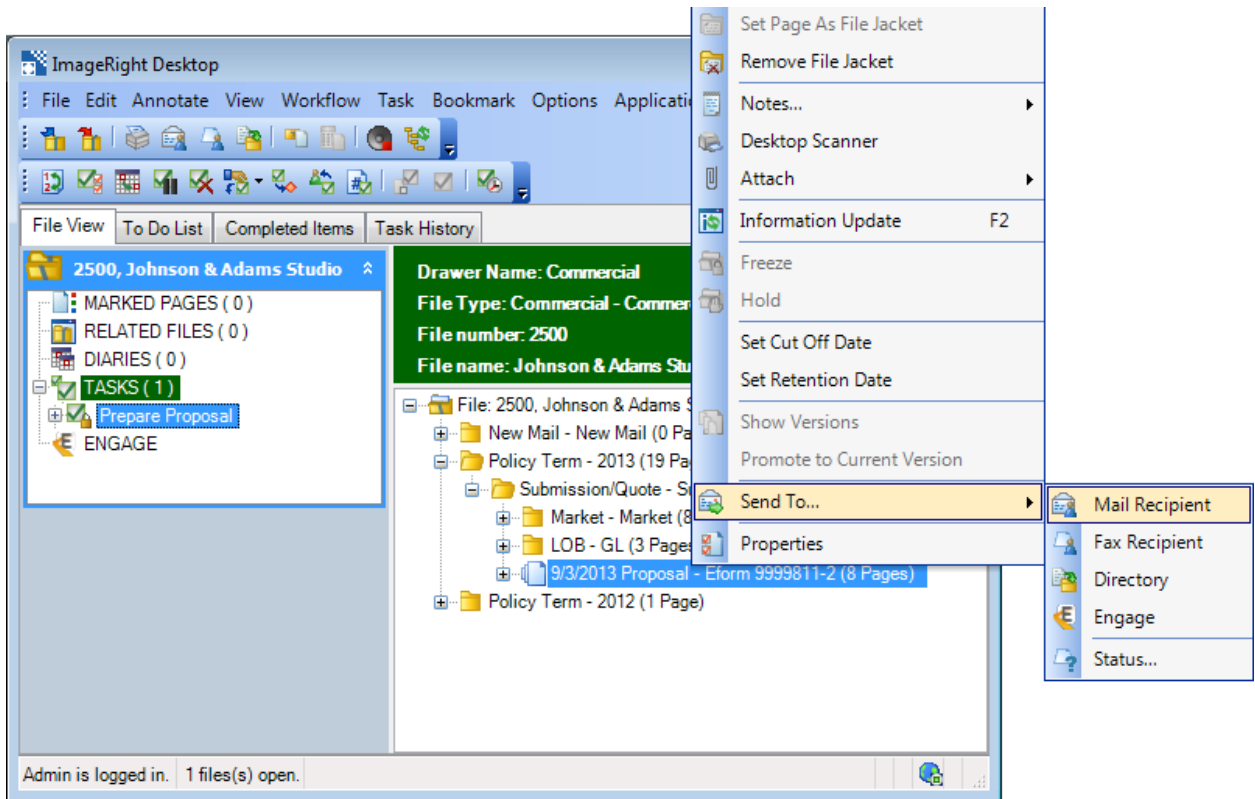
**Figure 67:** Drag and drop the document

11. In **Change Type**, open the **Submission Quote** folder, and then select the **Proposal** document type (Figure 68).



**Figure 68:** Select the document type

- Right-click the **Proposal** document, point to **Send To**, and then click **Mail Recipient** (Figure 69).



**Figure 69:** Send the document

You are now ready to create the email message and attachments to send the proposal to the producer or client and file the sent items in the Submission/Quote folder. After the proposal is sent, the task in the Sub – Prepare Proposal step is released to the Sub – Pend for Instructions/Response step by defining task attributes.

- In **Send To Mail Recipient** (Figure 70), select **Attach Selected Pages** to ensure the attachments are added to the message.
- Right-click the generic name **Attachment**, and then click **Rename**.
- Enter an easily identifiable name for the attachment, Proposal for example.
- Click **Send**.

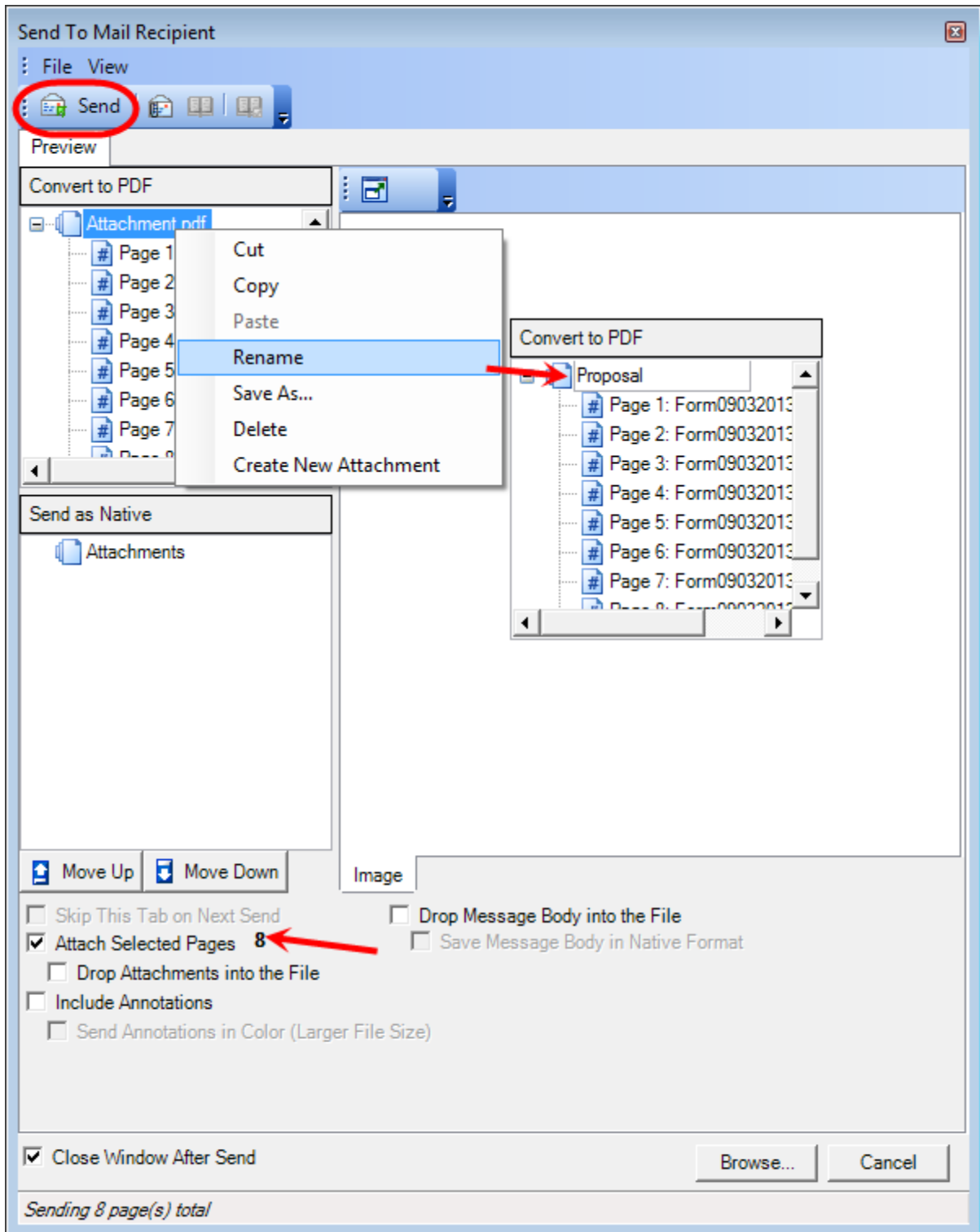


Figure 70: Click Send



5. Prepare the email address and message in your email editor (Microsoft Outlook in our example), and then send the message (Figure 71).

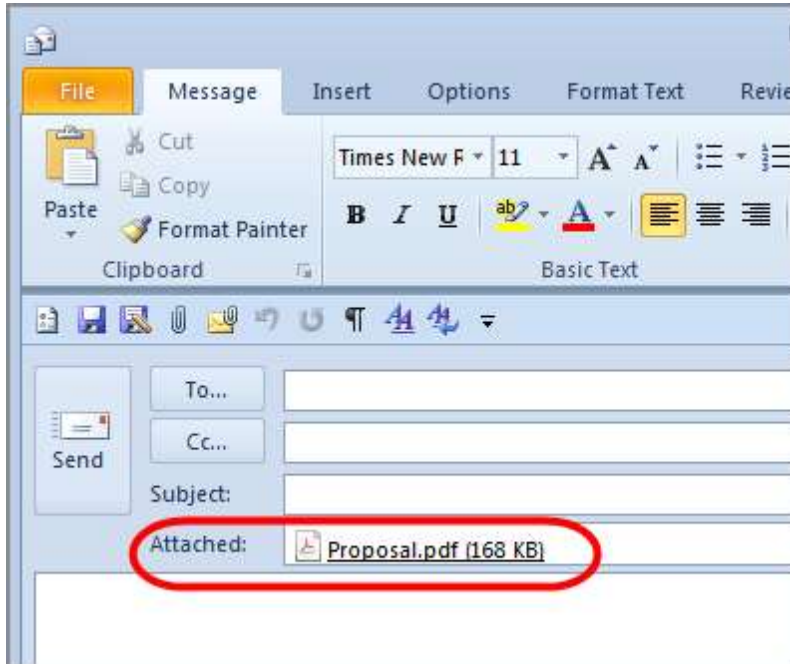
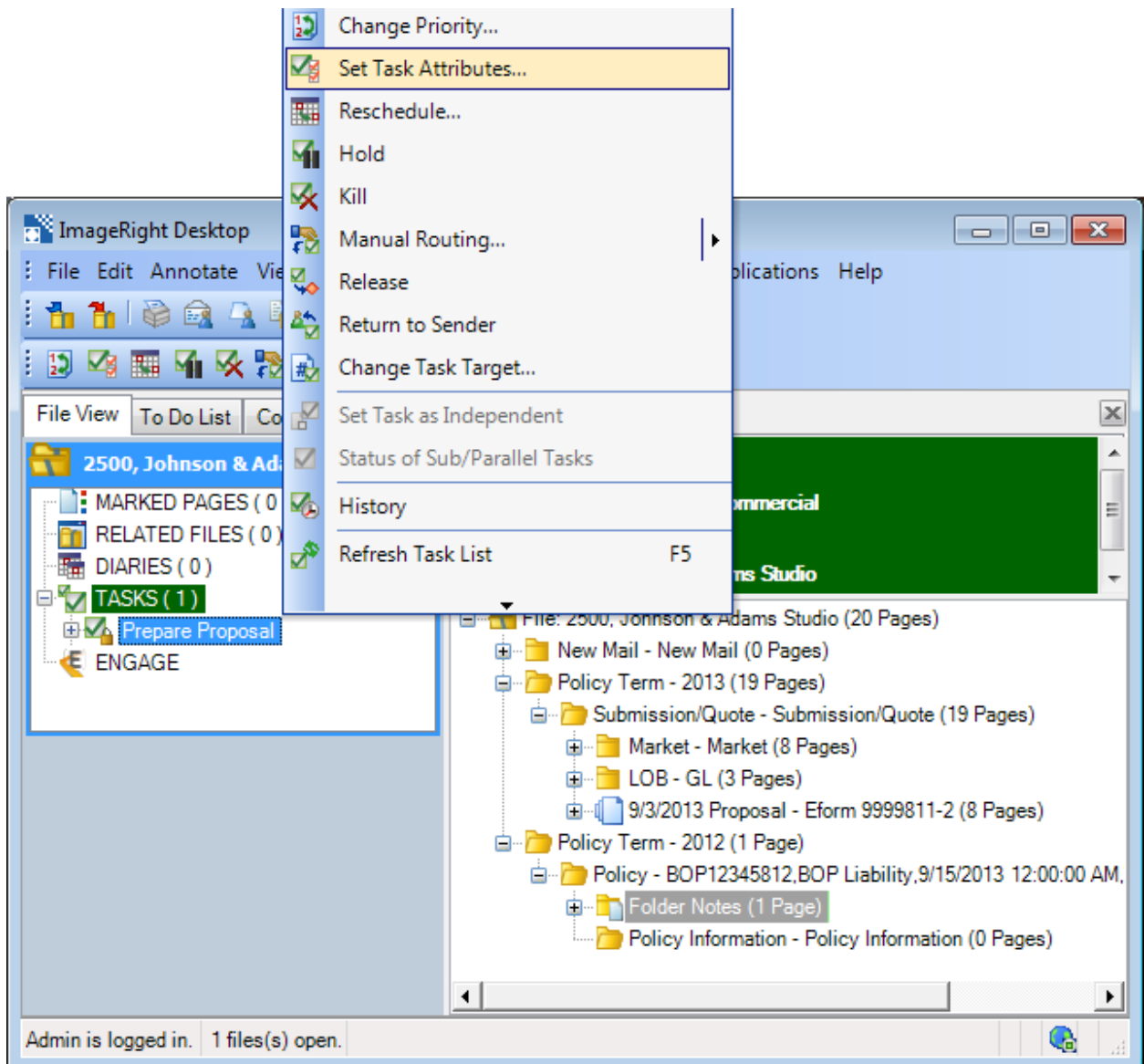


Figure 71: Prepare the message

After sending the application and message to the carrier, the message and attachments should be filed in the Market – [carrier name] folder using a drag-and-drop operation as explained in [Adding Email Messages](#) on page 124.

You are now ready to define the task attributes and send the task to the next step.

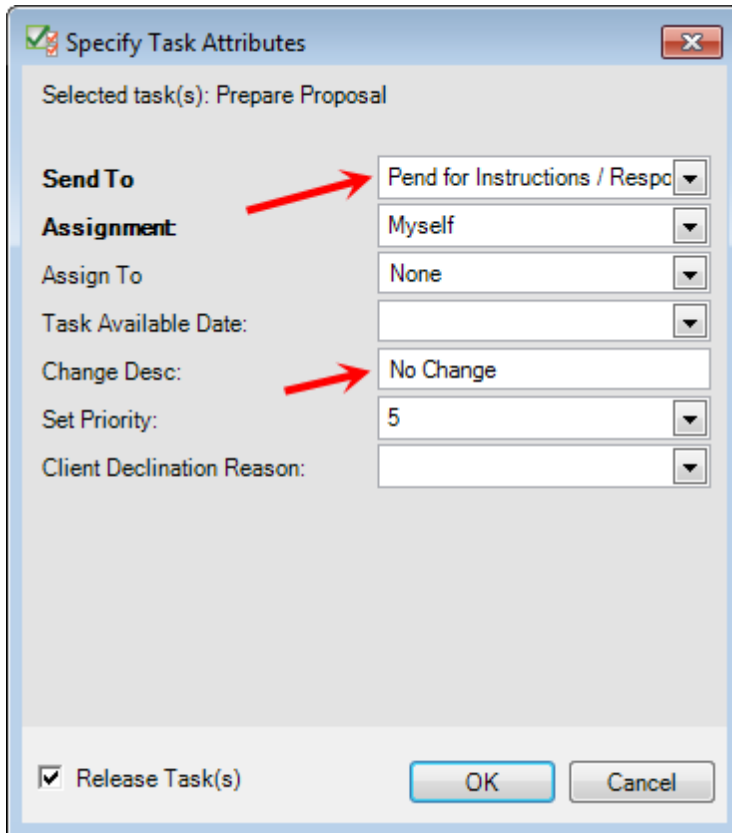
1. Right-click the locked task, and then click **Set Task Attributes** (Figure 72).



**Figure 72:** Click Set Task Attributes

2. In Specify Task Attributes, select Pend for Instructions/Response.
3. In **Change Desc**, leave No Change to retain the current description, or remove No Change to replace the current description with a system-generated description.

4. Click **OK** to release the task to the Sub – Pend for Instructions/Response step (Figure 73).



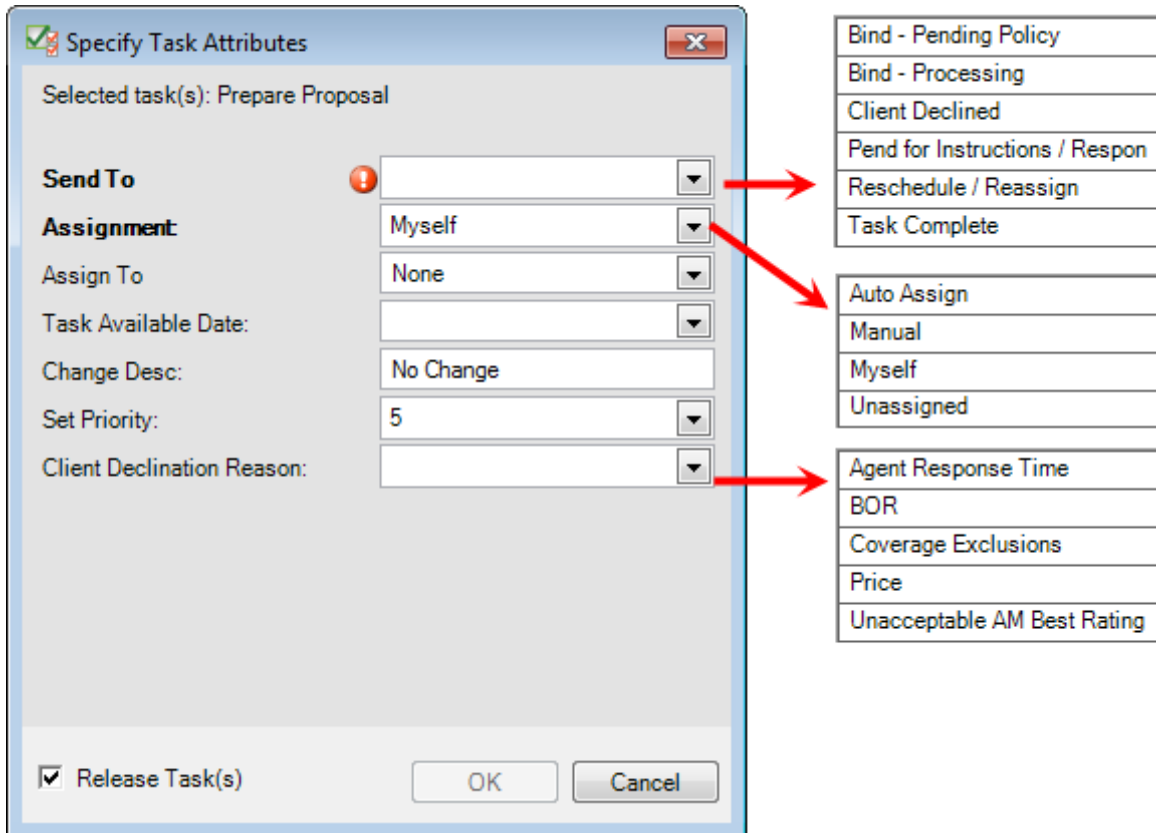
The image shows a dialog box titled "Specify Task Attributes" with a close button (X) in the top right corner. The dialog contains the following fields and controls:

- Selected task(s):** Prepare Proposal
- Send To:** Pend for Instructions / Respo (dropdown menu, with a red arrow pointing to it)
- Assignment:** Myself (dropdown menu)
- Assign To:** None (dropdown menu)
- Task Available Date:** (empty dropdown menu)
- Change Desc:** No Change (text field, with a red arrow pointing to it)
- Set Priority:** 5 (dropdown menu)
- Client Declination Reason:** (empty dropdown menu)

At the bottom of the dialog, there is a checked checkbox labeled "Release Task(s)", and two buttons: "OK" and "Cancel".

**Figure 73:** Click OK to release the task

If you do not need to wait for a response or instructions, you can manage other processing options in the Specify Task Attributes dialog box (Figure 74) by defining attributes based on your requirements.



**Figure 74:** Specify alternative task attributes

- Select the **Send To** attribute:
  - Bind – Pending Policy to send the task to the Bind – Pending Policy step in the Binding workflow if you have authority to bind the policy and have already bound the policy.
  - Bind – Processing to send the task to the Bind – Processing step in the Binding workflow if you do not have authority to bind the policy so the policy can be bound later.
  - Client Declined to send the task to the End step, no further processing needed. Enter the **Client Declination** Reason also if the client declines.
  - Pend for Instructions Response to send the task to the Sub – Pend for Instructions/Response step.
  - Reschedule/Reassign to define a future date the task should be available and/or assign it to another person. The task remains in the current step.
  - Task Complete to send the task to the End step, no further processing necessary.
- Select the **Assignment** attribute:
  - Auto Assign to assign the task automatically to another person.
  - Manual to assign the task to person you select in the Assign To list.

- Myself to assign the task to yourself.
- Unassigned to leave the task unassigned to anyone.
- Enter a **Task Available Date** to define the future date the task will be available for processing. Leave the date blank to have the task appear in the to do list on the current date.
- Enter a meaningful task description to identify the task or the needed correction in **Change Desc**. Leave No Change to retain the current description, or remove No Change to replace the current description with a system-generated description.
- Select the new priority in **Set Priority**.
- Select the **Client Declination Reason** if the Send To attribute is Client Declined.

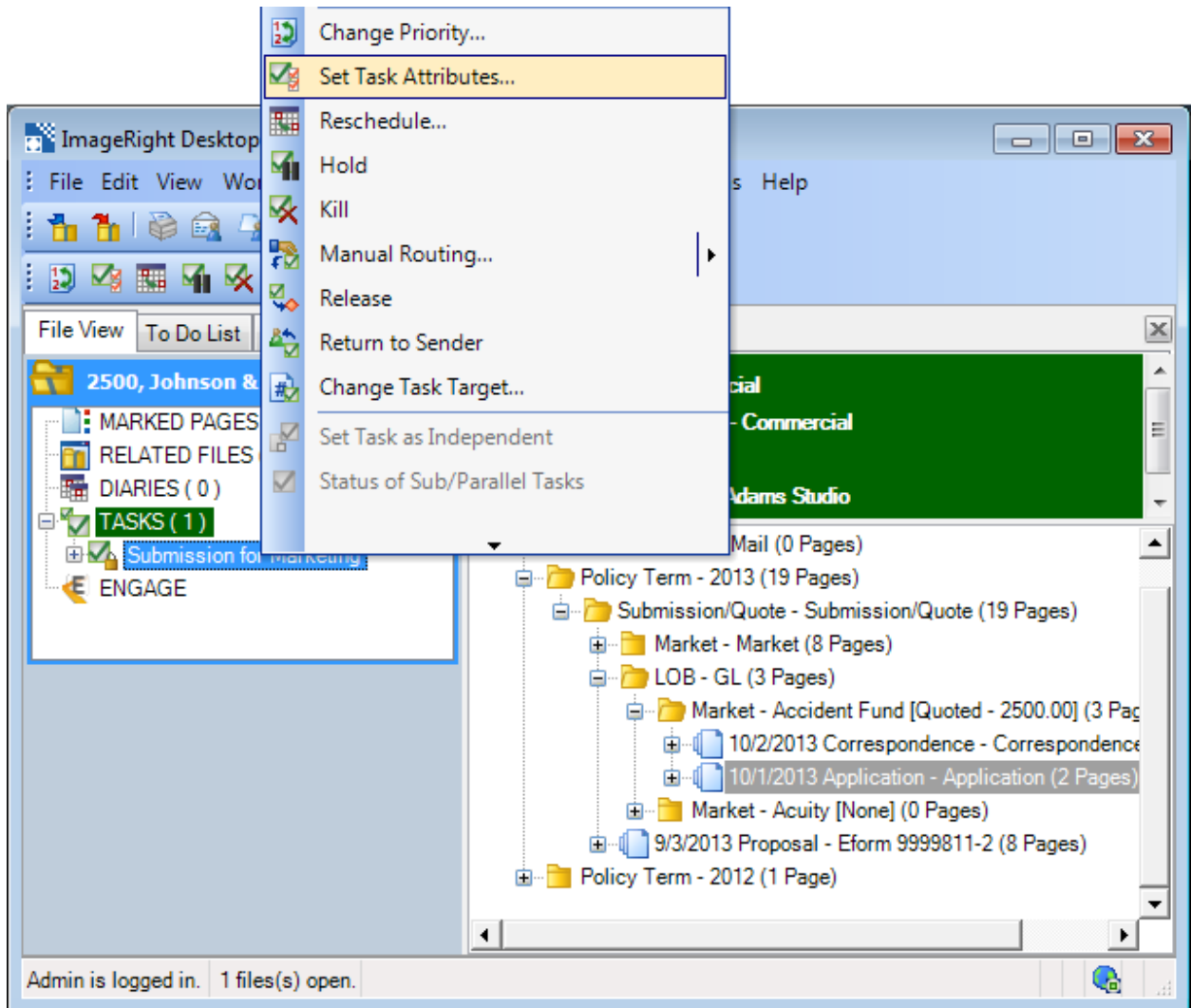
## Sub – Pend for Instructions/Response

When you are waiting for responses and binding instructions from the producer or client, the related submission task should be in the Sub – Pend for Instructions/Response step, having been sent from the Sub – Prepare Proposal step when the proposal was delivered. Once you have received the information you need, you are ready to process the tasks in the step.

Typically, tasks are sent from the Sub – Pend for Instructions/Response step to the Binding workflow as explained next.

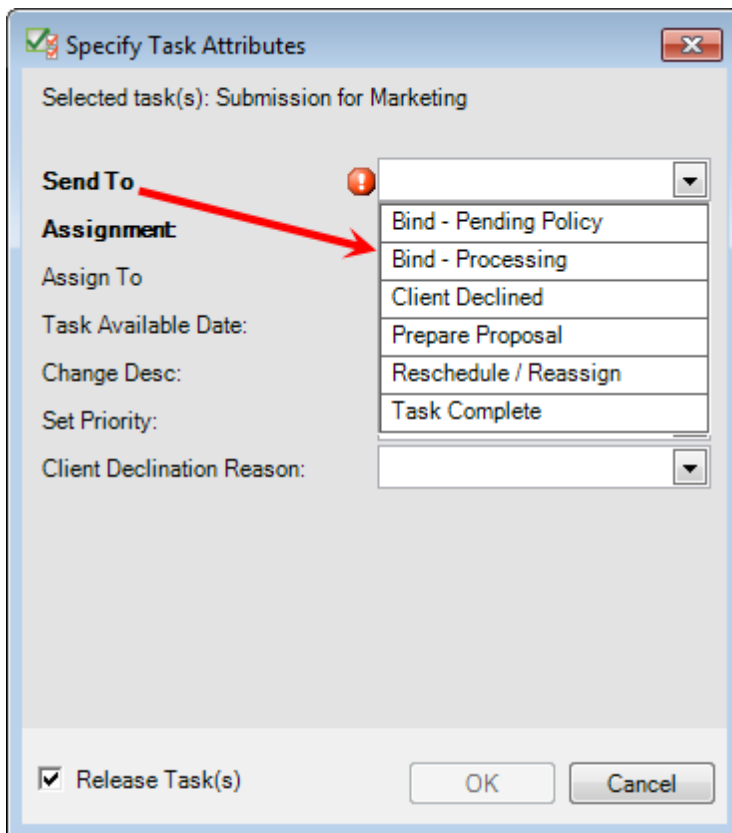
1. Find and lock the task in the Sub – Pend for Instructions/Response step related to the submission by doing one of the following:
  - Locate the task in the to do list and double-click it to lock it and open the file.
  - Open the file and locate the task in the navigation pane as shown. Double-click the task to lock it.

2. Right-click the task, and then click **Set Task Attributes** (Figure 75).



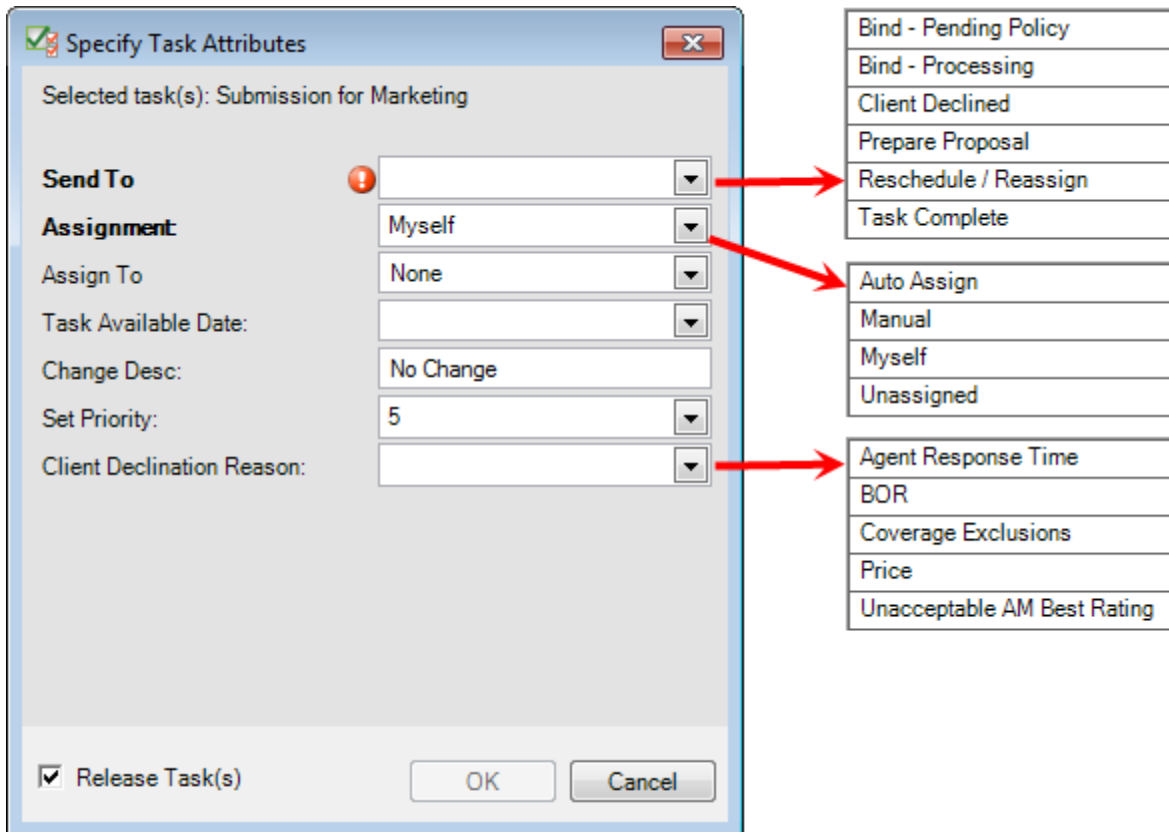
**Figure 75:** Click Set Task Attributes

3. In **Specify Task Attributes** (Figure 76), select the appropriate **Send To** attribute based on your needs and the following descriptions:
  - If you have authority to bind the policy, select **Bind – Pending Policy** to send the task to the Bind – Pending Policy step in the Binding workflow and have already bound the policy.
  - If you do not have authority to bind the policy, select **Bind – Processing** to send the task to the Bind – Processing step in the Binding workflow so the policy can be bound later.
4. Click **OK** to release the task and send it to the Binding workflow where processing will be completed.



**Figure 76:** Click OK to release the task

If the policy will not be bound as explained earlier, you can manage other processing options in the Specify Task Attributes dialog box (Figure 77) by defining attributes in the dialog box based on your requirements.



**Figure 77:** Specify attributes for processing alternatives

- Select the **Send To** attribute:
  - Bind – Pending Policy to send the task to the Bind – Pending Policy step in the Binding workflow if you have authority to bind the policy and have already bound the policy.
  - Bind – Processing to send the task to the Bind – Processing step in the Binding workflow if you do not have authority to bind the policy so the policy can be bound later.
  - Client Declined to send the task to the End step, no further processing needed. Enter the **Client Declination** Reason also if the client declines.
  - Prepare Proposal to send the task to the Sub – Prepare Proposal step.
  - Reschedule/Reassign to define a future date the task should be available and/or assign it to another person. The task remains in the current step.
  - Task Complete to send the task to the End step, no further processing necessary
- Select the **Assignment** attribute:
  - Auto Assign to assign the task automatically to another person.
  - Manual to assign the task to person you select in the Assign To list.



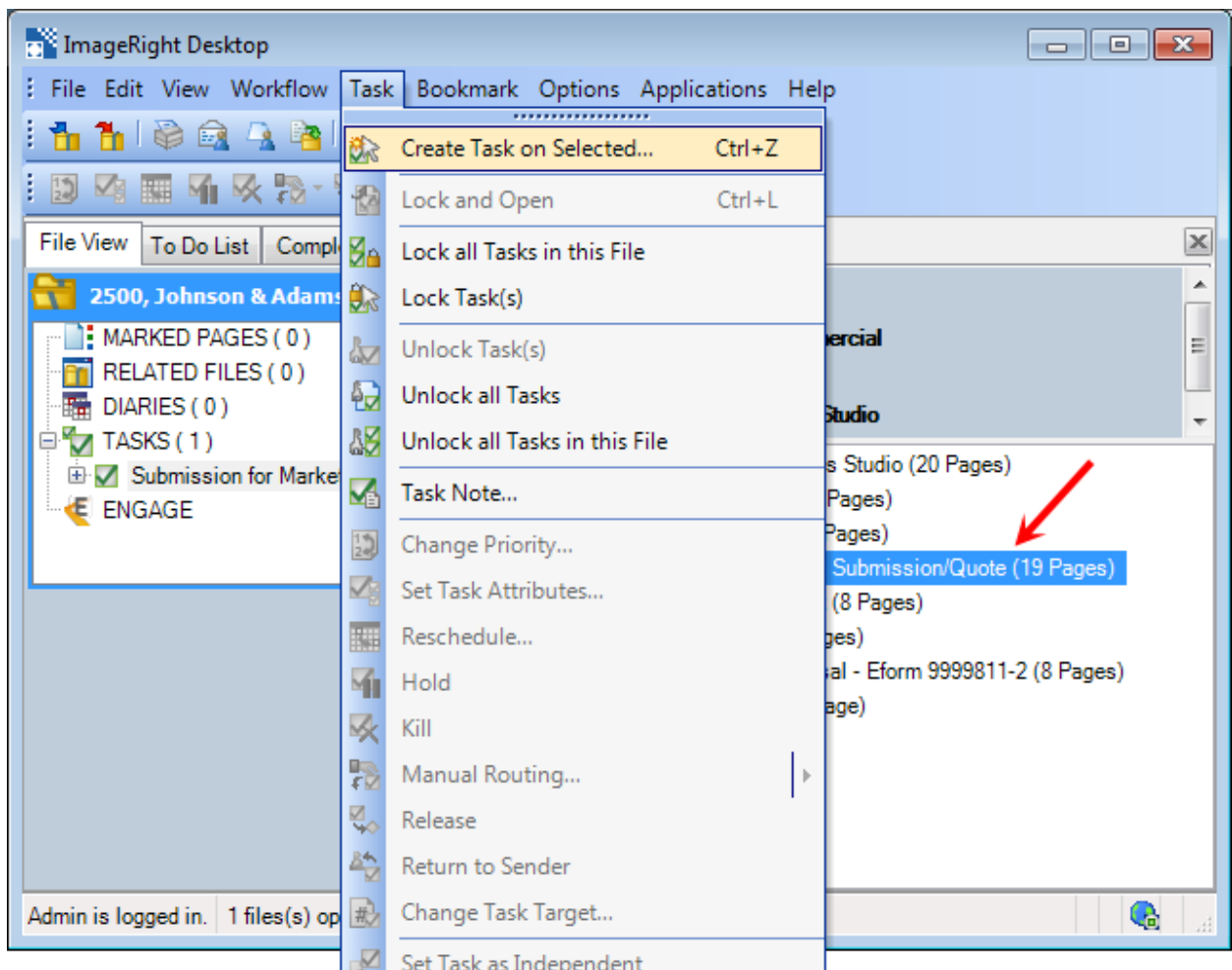
- Myself to assign the task to yourself.
- Unassigned to leave the task unassigned to anyone.
- Enter a **Task Available Date** to define the future date the task will be available for processing. Leave the date blank to have the task appear in the to do list on the current date.
- Enter a meaningful task description to identify the task or the needed correction in **Change Desc**. Leave No Change to retain the current description, or remove No Change to replace the current description with a system-generated description.
- Select the new priority in **Set Priority**.
- Select the **Client Declination Reason** if the Send To attribute is Client Declined.

## Sub – Support

Tasks are created in the Sub – Support step when additional information or assistance is needed to support the submission process, such as a loss run, and the task will be processed by another person.

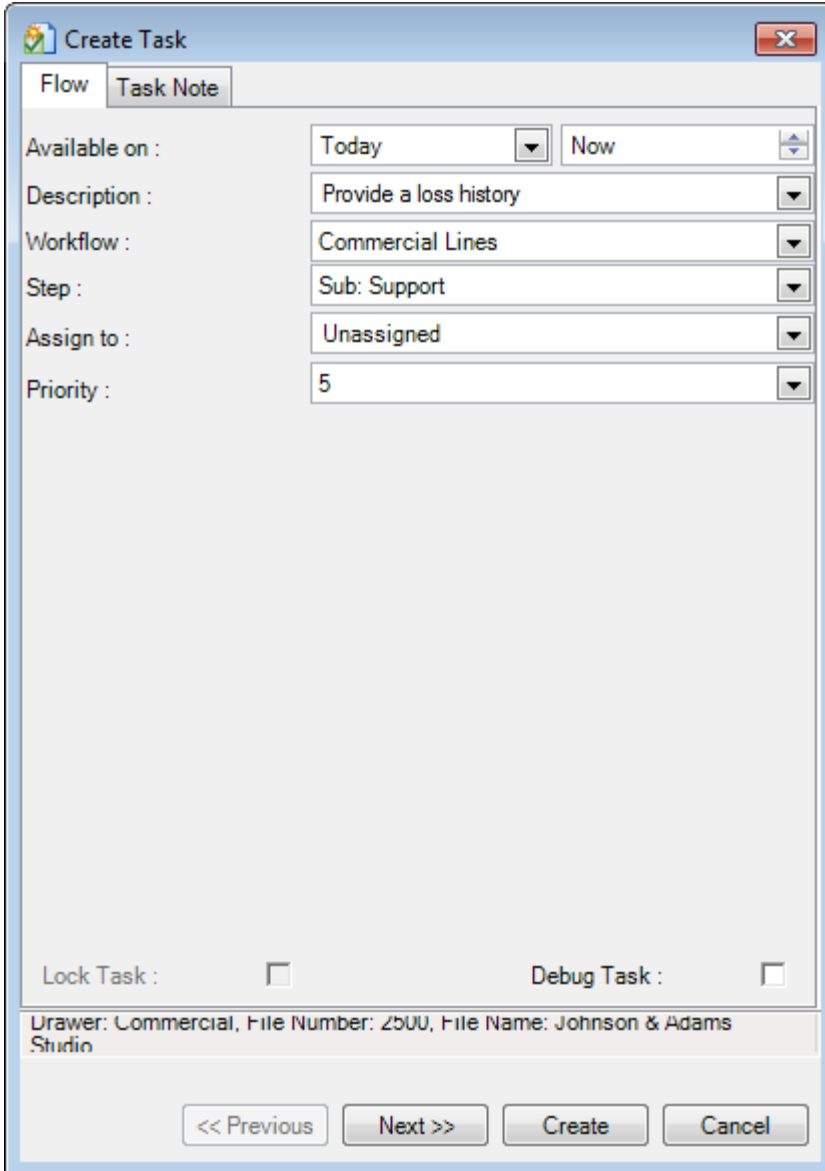
We explain how to create a task to request a loss run. In our example, we create the task at the folder level. Keep in mind that you can create the task at other levels, the document level for example, as needed. We wrap up by explaining how to add the loss run to the file and complete the task.

1. Select the folder, **Submission/Quote** in our example, for which you want to create the task.
2. On the **Task** menu, click **Create Task on Selected** (Figure 78).



**Figure 78:** Click Create Task on Selected

3. In **Create Task** (Figure 79), enter or select a **Description** to identify the purpose of the task.
4. Select the **Commercial Lines** workflow and the **Sub: Support** step.
5. In **Assign to**, select the name of the person to whom the task should be assigned.
6. Click **Create** to save your changes and create the task.



**Create Task**

Flow Task Note

Available on : Today Now

Description : Provide a loss history

Workflow : Commercial Lines

Step : Sub: Support

Assign to : Unassigned

Priority : 5

Lock Task :  Debug Task :

Drawer: Commercial, File Number: z500, File Name: Johnson & Adams Studio

<< Previous Next >> Create Cancel

**Figure 79:** Click Create

After the loss run is received, it should be added to the file, and the task should be completed using the following steps.

1. Find and lock the task related to the request for the loss run by doing one of the following:
  - Locate the task in the to do list and double-click it to lock it and open the file.
  - Open the file and locate the task in the navigation pane as shown. Double-click the task to lock it.
2. Add the loss run to the **Submission/Quote** folder using a drag-and-drop operation.

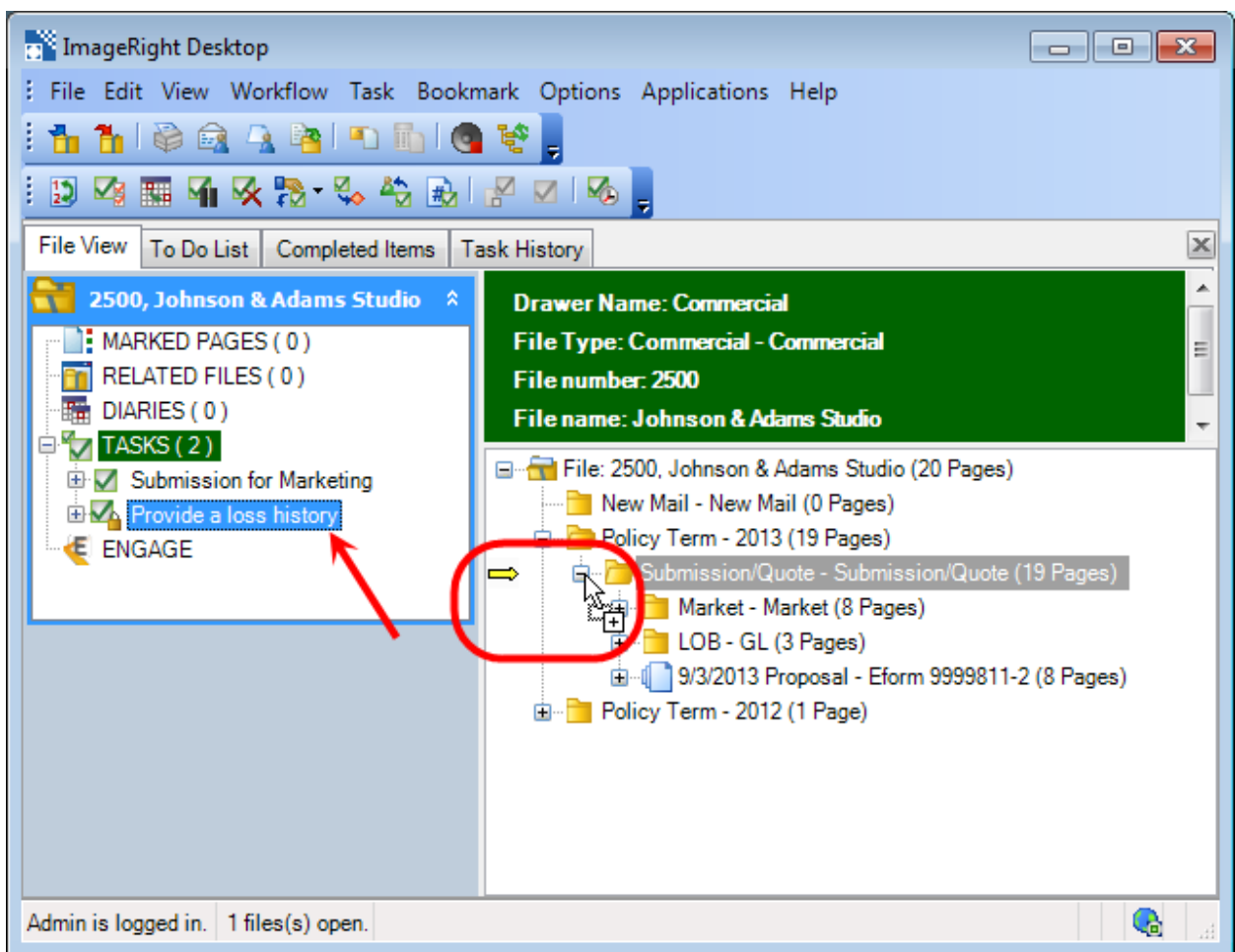
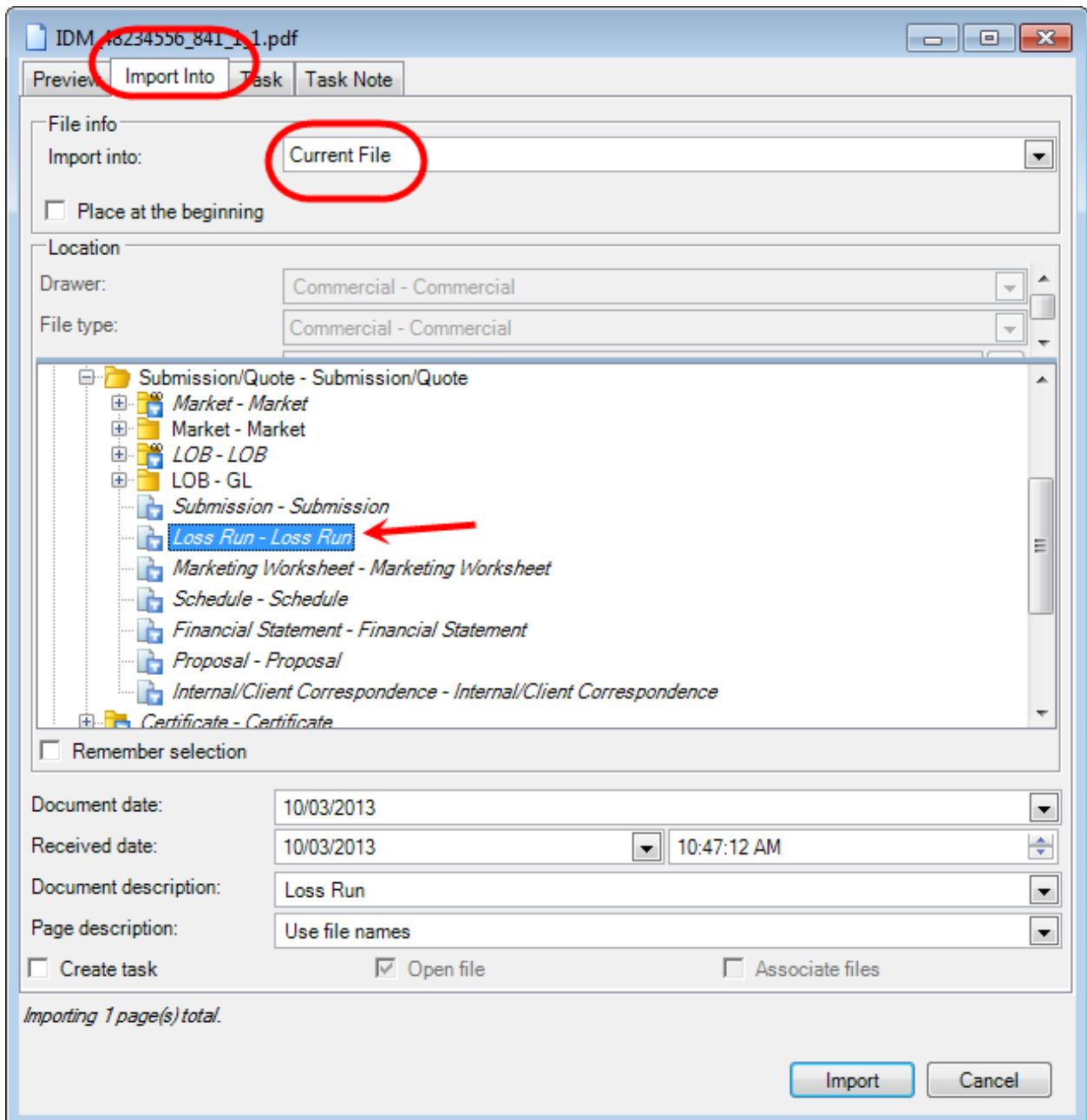


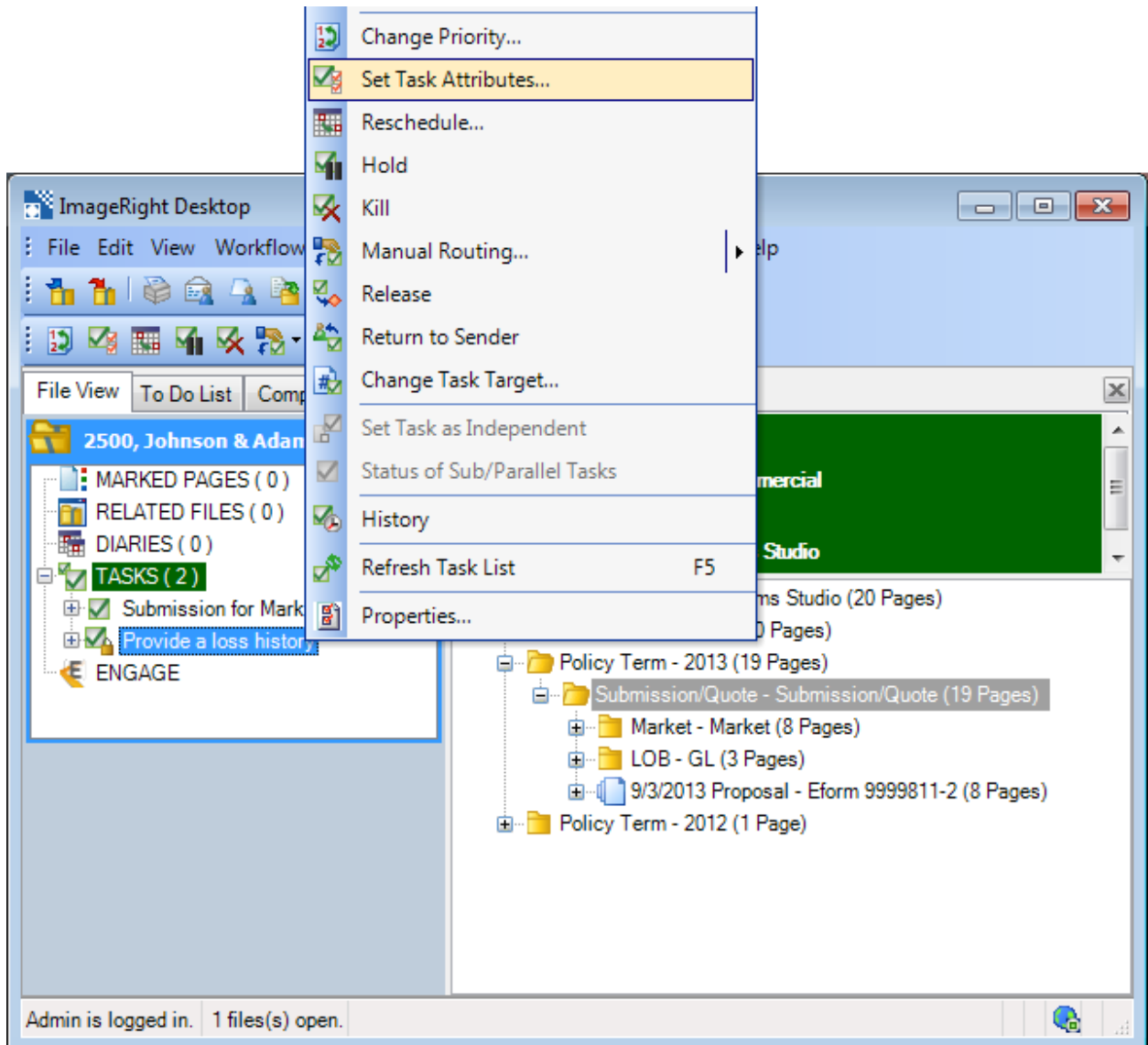
Figure 80: Drag and drop the document

3. In the **Import** dialog box (Figure 81), click the **Import Into** tab.
4. Under **File info**, **Import into**, select **Current File**.
5. In the file tree:
  - Expand the **Submission/Quote** folder.
  - Select the document type, **Loss Run**.
6. Click **Import** to add the loss run to the folder.



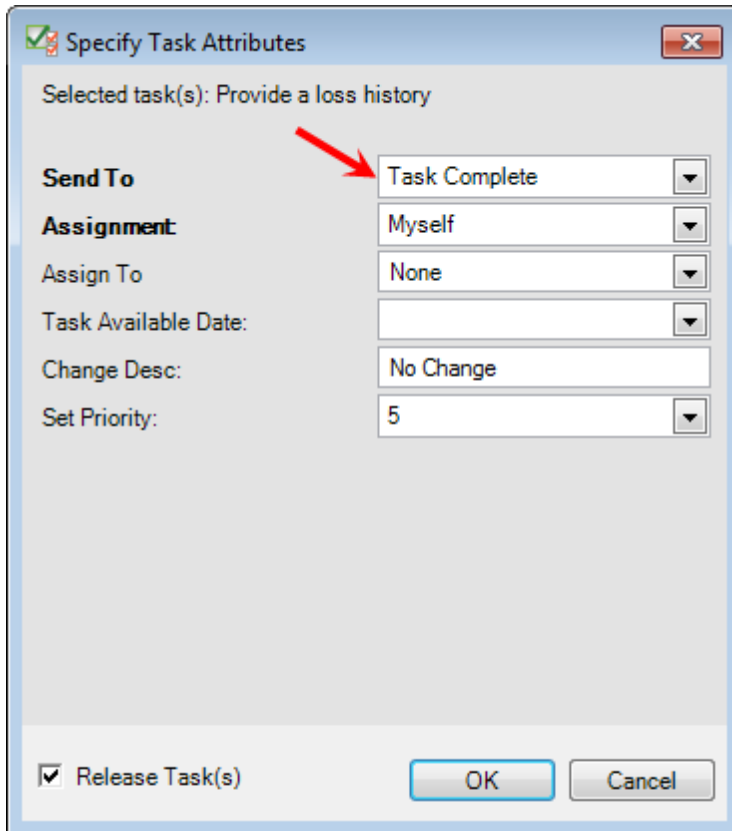
**Figure 81:** Define the filing options

7. In the **navigation pane**, right-click the task, and then click **Set Task Attributes** (Figure 82).



**Figure 82:** Click Set Task Attributes

8. In **Specify Task Attributes** (Figure 83), **Send To**, select **Task Complete**.
9. Click **OK** to complete the task and send it to the End step.



The image shows a dialog box titled "Specify Task Attributes" with a close button (X) in the top right corner. The dialog contains the following fields:

- Selected task(s): Provide a loss history
- Send To**: Task Complete (indicated by a red arrow)
- Assignment**: Myself
- Assign To: None
- Task Available Date: (empty)
- Change Desc: No Change
- Set Priority: 5

At the bottom of the dialog, there is a checked checkbox labeled "Release Task(s)", and two buttons: "OK" and "Cancel".

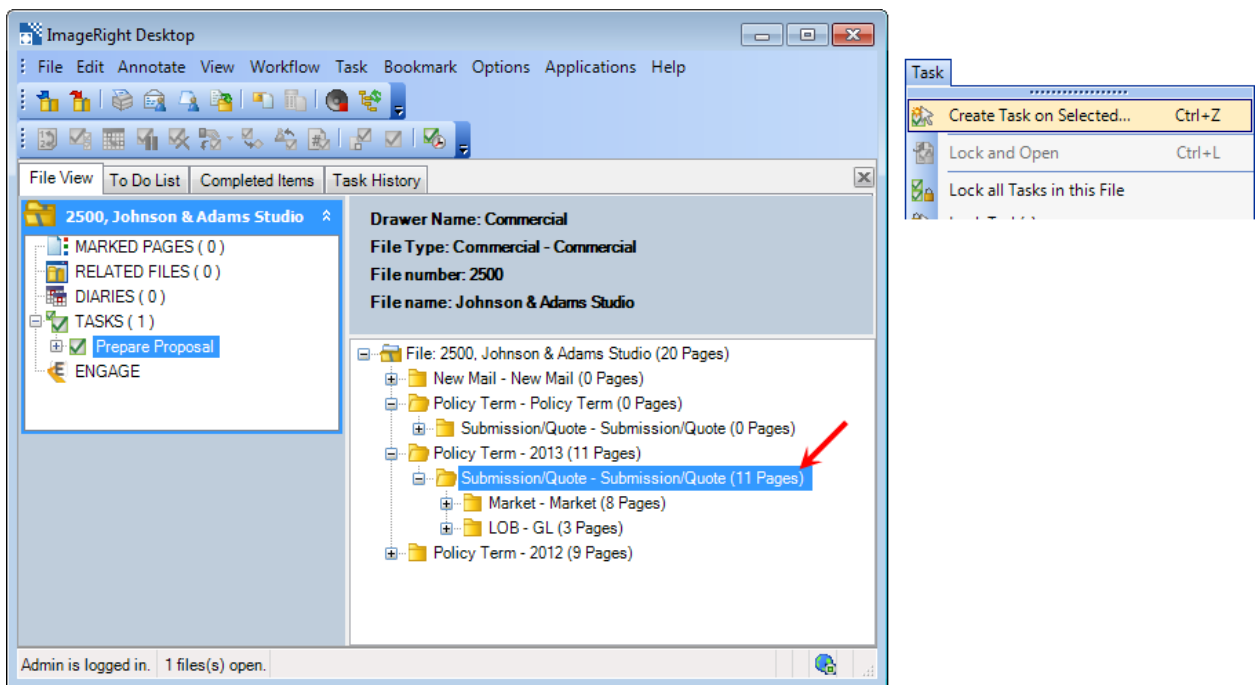
**Figure 83:** Click OK to release the task

## Create Tasks and Folders

In [Sub – Marketing](#) on page 48, we explain how to create tasks and folders in the [Sub – Track Carrier Response](#) step (explained on page 56) when you have an existing task in the Sub – Marketing step.

At some point, you may need to create additional carrier folders in order to send a submission to specific carriers but have no task in the Sub – Marketing step. In our example, we are going to create one carrier folder that can be used to store carrier-related correspondence and track responses. You can easily adapt our steps to create multiple folders as needed.

1. In the **Policy Term – YYYY** folder, select the **Submission/Quote** folder.
2. On the **Task** menu, click **Create Task on Selected** (Figure 84).

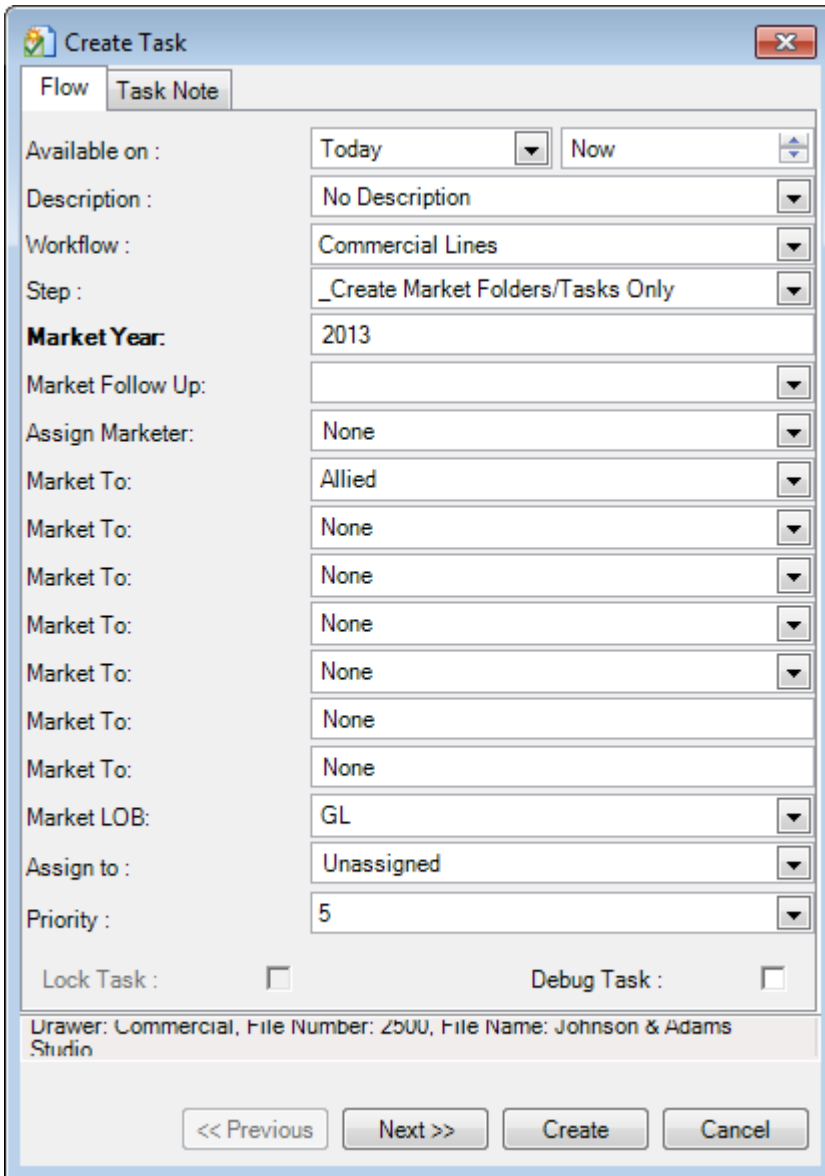


**Figure 84:** Click Create Task on Selected

3. In **Create Task** (Figure 85), enter the following:
  - **Description – Track Carrier Response**
  - **Workflow – Commercial Lines.**
  - **Step – \_Create Market Folders/Tasks Only.**
  - **Market Year – YYYY**
  - **Market Follow Up** – the schedule date for each task created for the selected carrier
  - **Assign Marketer** – name of the person to whom the task should be assigned
4. In **Market To**, select the carrier (one or multiple as needed).
5. Enter the following attributes as needed:
  - **Market LOB** – line of business being submitted



- **Assign to** – name of the person to whom the tasks should be assigned
  - Priority
6. Click **Create** to create the task and carrier folder.



**Create Task**

Flow | Task Note

Available on : Today | Now

Description : No Description

Workflow : Commercial Lines

Step : \_Create Market Folders/Tasks Only

**Market Year:** 2013

Market Follow Up:

Assign Marketer: None

Market To: Allied

Market To: None

Market To: None

Market To: None

Market To: None

Market To: None

Market To: None

Market LOB: GL

Assign to : Unassigned

Priority : 5

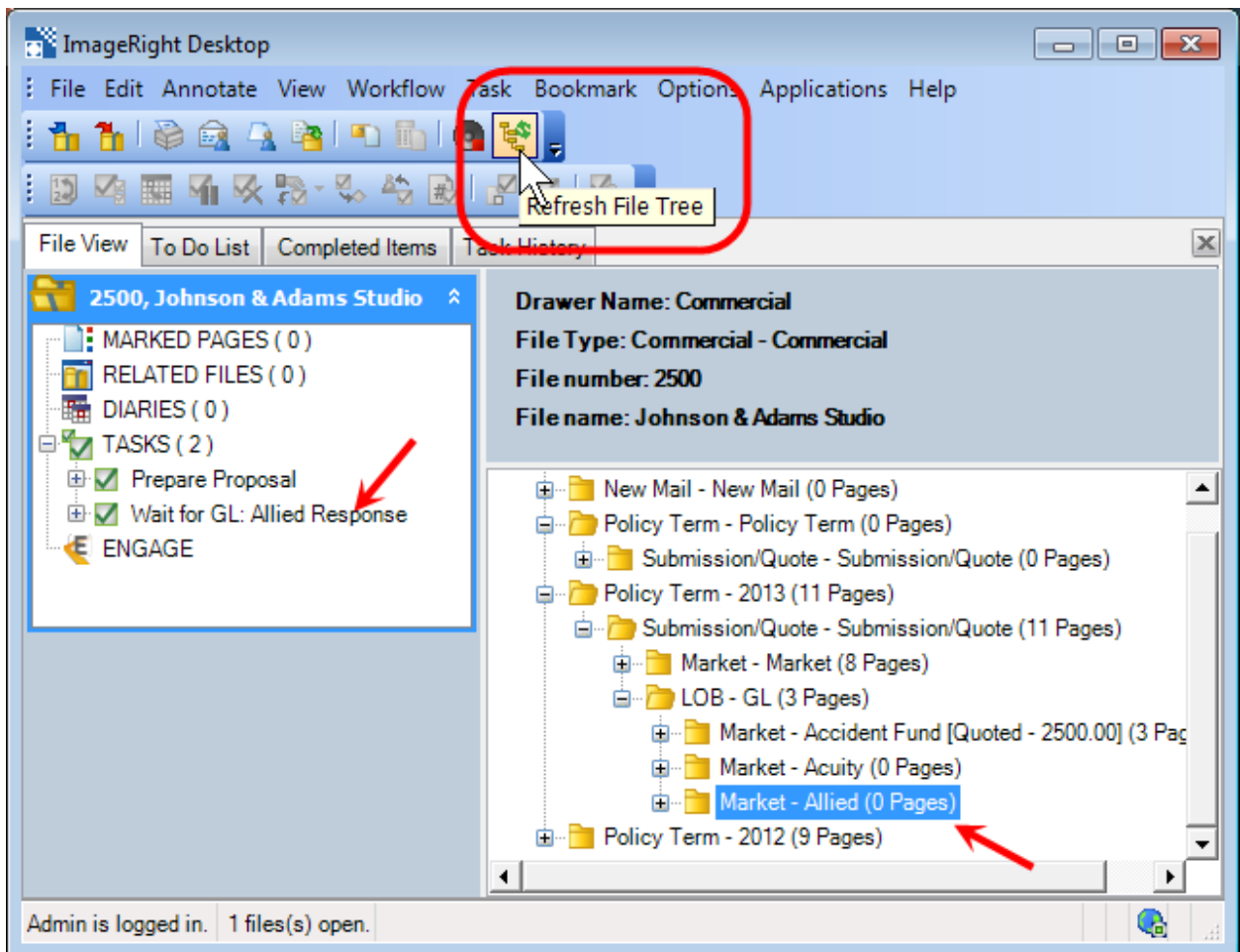
Lock Task :  Debug Task :

Drawer: Commercial, File Number: z500, File Name: Johnson & Adams Studio

<< Previous | Next >> | Create | Cancel

**Figure 85:** Define the task parameters

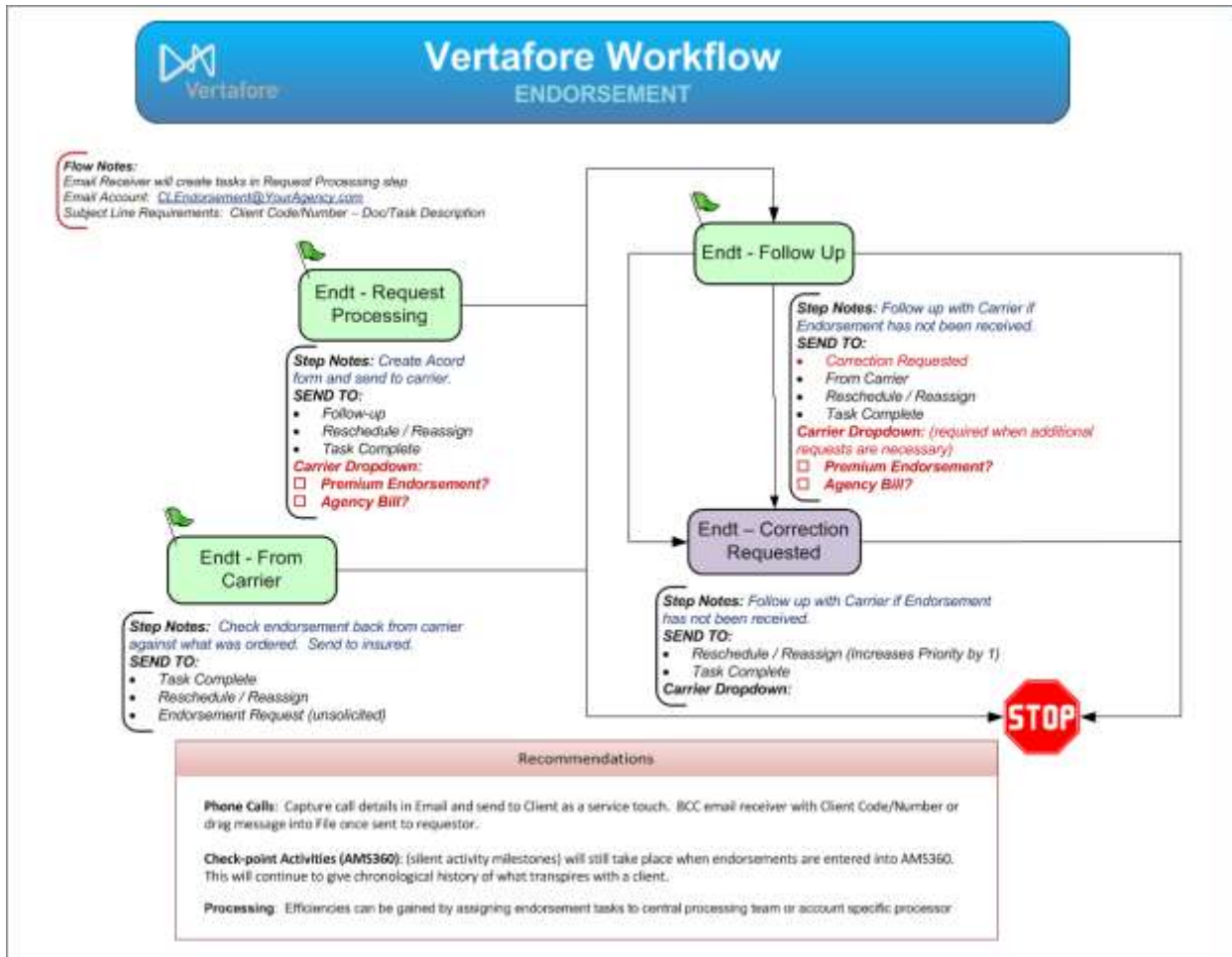
7. Click the **Refresh File Tree** button repeatedly as needed until you see the new folder and task added to the file (Figure 86).



**Figure 86:** Click Refresh File Tree

## Commercial Lines Endorsement Workflow

In this section, we provide information you can use to process commercial lines endorsement requests. An endorsement request may be initiated by the insured, producer, carrier, etc. The request may be in the form of a phone call, an email message, mail, etc.



**Figure 87:** Endorsement workflow

Endorsing a commercial lines policy begins by creating an endorsement for the policy in AMS360 and sending it to WorkSmart. The processing of tasks related to the endorsement is completed in WorkSmart in the Commercial Lines Endorsement workflow shown in Figure 87.

Endorsement requests received are typically processed in the workflow steps in the following order:

1. Endt – Request Processing (request not received from carrier) or
2. Endt – From Carrier (request received from the carrier)
3. Endt – Follow Up

In [Entering an Endorsement in AMS360 and Sending it to WorkSmart](#) below, we explain how to create an endorsement transaction in AMS360 and send it to WorkSmart.

In the separate sections listed below, we explain the steps you can follow to process tasks in the Endorsement workflow. As a reminder, the workflow steps we discuss are shown in Figure 87 on page 96.

- [Endt – Request Processing](#) below
- [Endt – From Carrier](#) on page 102
- [Endt – Follow Up](#) on page 111
- [Endt – Correction Requested](#) on page 115

## Entering an Endorsement in AMS360 and Sending it to WorkSmart

1. The customer requests a change to a policy.
2. Create an endorsement for the policy and enter the information being changed.
3. Open eForms Manager and create the policy change request.
4. On the toolbar, click WorkSmart.
5. Choose the Change Request you've just entered, and then click **Send to WorkSmart**.
6. In the eForm Manager WorkSmart Options, select the options to use for the forms you are sending to WorkSmart.
7. In the right panel, select the forms, overflow pages, and attachments you want to send to WorkSmart for remarketing.
8. Click Send to WorkSmart.
9. When the forms have been sent to WorkSmart you may see an Activity dialog box with the forms being sent to WorkSmart listed as attachments to the activity.
10. Enter any additional information to the activity, and then click **Save & Close**.
11. Switch to the WorkSmart Desktop and you'll see the policy change request displayed in the customer's file.

## WorkSmart Task Creation and Processing

After you create the policy change request as explained in [Entering an Endorsement in AMS360 and Sending it to WorkSmart](#) above and send it to WorkSmart using eForms integration, you are ready to create and process the related task. We are going to explain the creation of the WorkSmart task and the processing that may be applied in each workflow step.

### Endt – Request Processing

Tasks are created in Endt – Request Processing when you are not planning to process the task right away, if at all, or you are sending the task to another person or processing role.

In the steps that follow, we explain how to add an email message requesting a change in coverage received from the insured to WorkSmart, create a task, and assign the task to another person for processing.

Using the following steps, add the email message to WorkSmart.

1. In WorkSmart, open the file to which the email message should be added.
2. Drag the message to WorkSmart and add it to the **Policy Term – YYYY** folder (Figure 88).

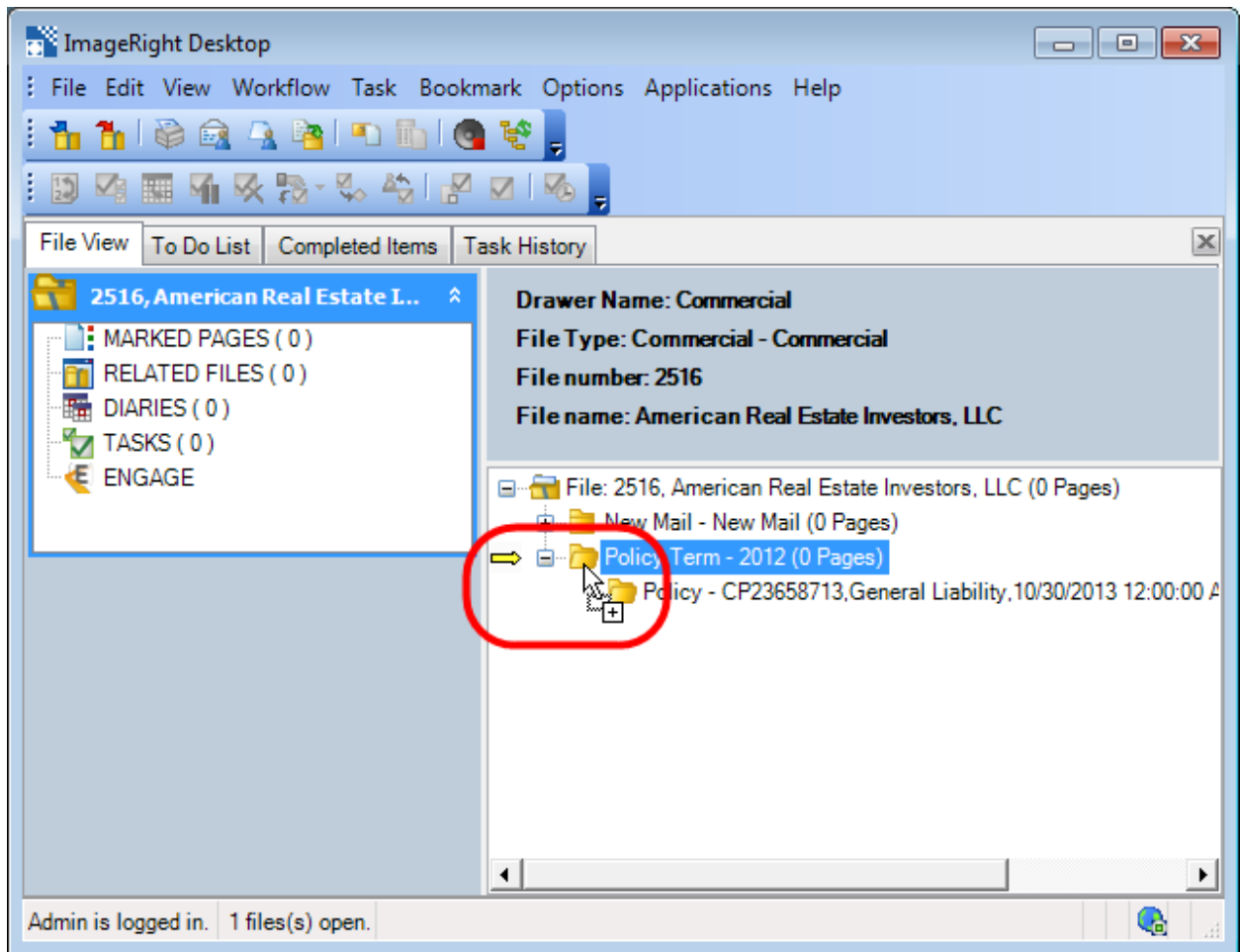
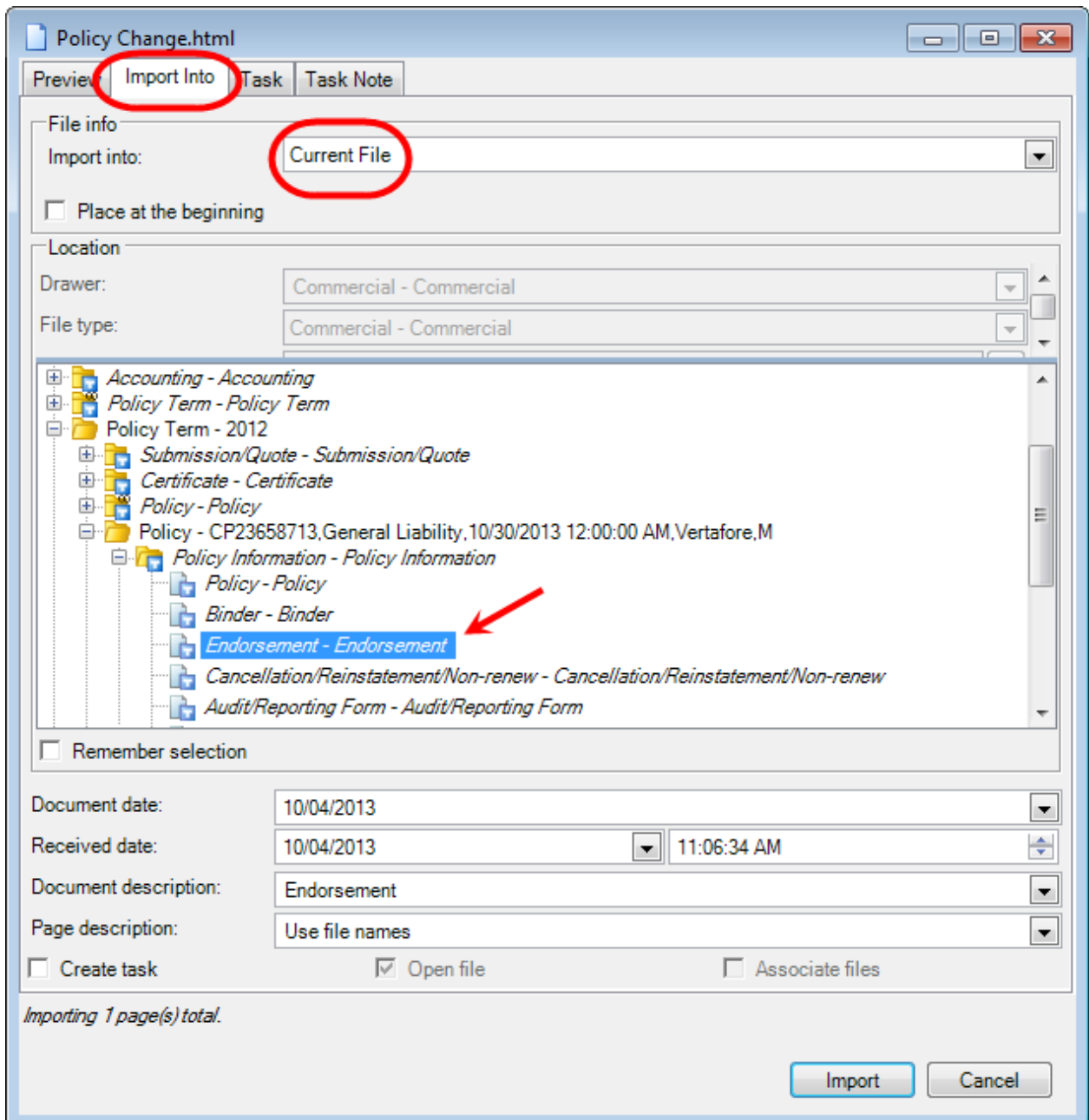


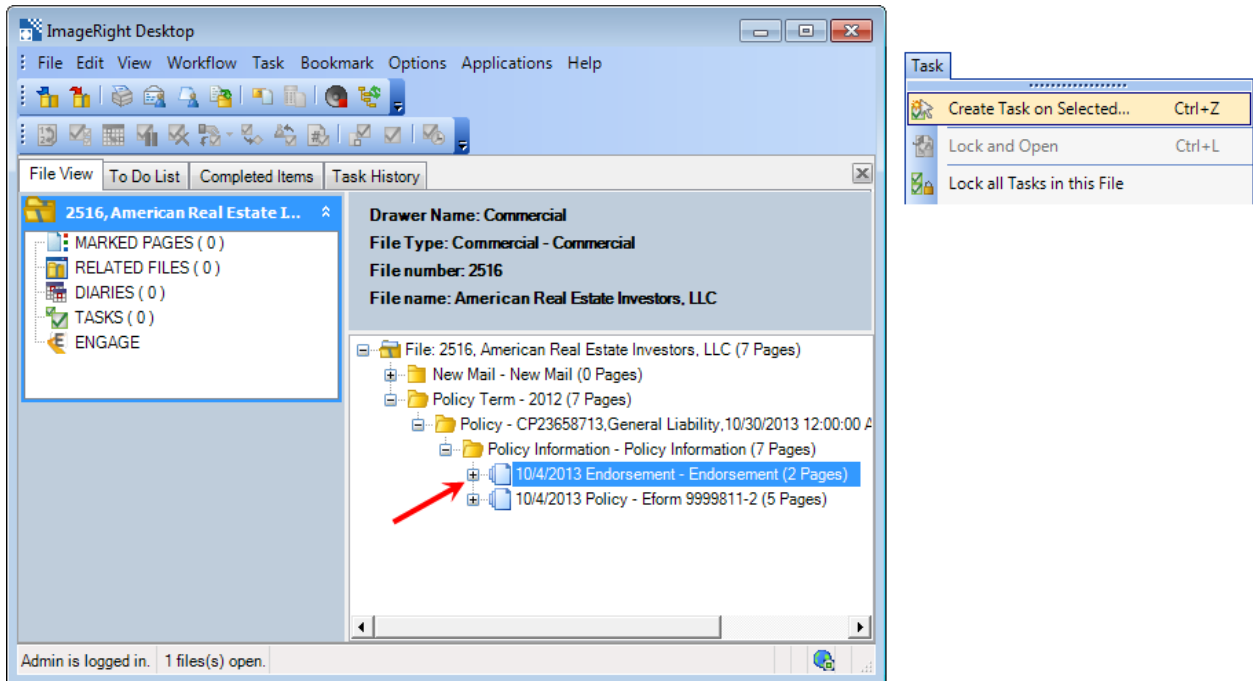
Figure 88: Drag and drop the document

3. In the **Import** dialog box (Figure 89), click the **Import Into** tab.
4. Under **File info**, **Import into**, select **Current File**.
5. In the file tree:
  - Expand the **Policy Term – YYYY**, **Policy [number]**, and **Policy Information** folder.
  - Select the **Endorsement** document type.
6. Click **Import** to add the message and attachments to the folder.



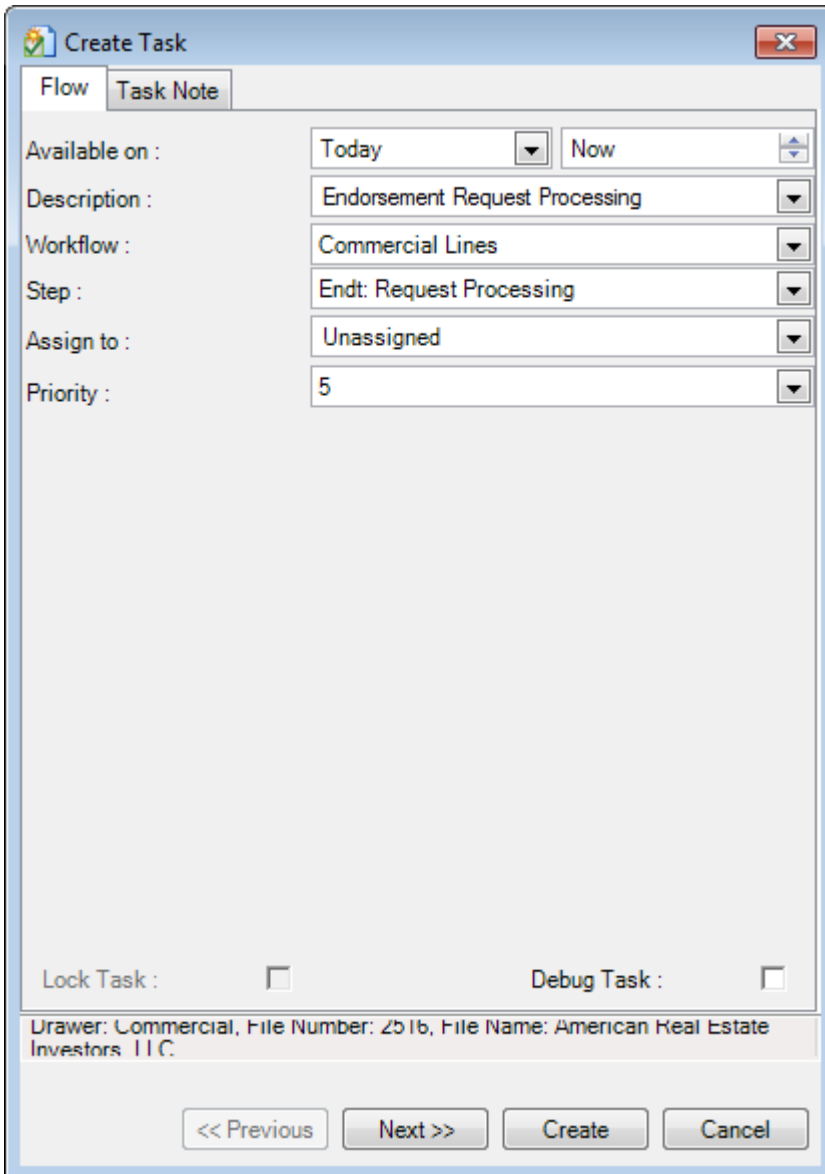
**Figure 89:** Define the filing options

7. Select the document just added, and then on the **Task** menu, click **Create Task on Selected** (Figure 90).



**Figure 90:** Click Create Task on Selected

8. In **Create Task** (Figure 91), enter the following information:
  - Description – Endorsement Request Processing
  - Workflow – Commercial Lines
  - Step – Endt: Request Processing
  - Assign to – name of the person to whom the task should be assigned
9. Click **Create** to save your changes and create the task.



**Create Task**

Flow Task Note

Available on : Today Now

Description : Endorsement Request Processing

Workflow : Commercial Lines

Step : Endt: Request Processing

Assign to : Unassigned

Priority : 5

Lock Task :  Debug Task :

Drawer: Commercial, File Number: 2516, File Name: American Real Estate Investors, LLC.

<< Previous Next >> Create Cancel

**Figure 91:** Define the task parameters



## Endt – From Carrier

When you receive an endorsement (policy change) directly from the carrier, a task is created in the Endt – From Carrier step. You might receive an unsolicited endorsement or an endorsement as a paper document returned due to a request.

The following steps can be used when an email message along with an endorsement is received from the carrier. The message and endorsement are added to WorkSmart. In our example, the endorsement is correct and no follow up is required; therefore, a task will be created and sent to the End step in the workflow for tracking purposes.

Using the following steps, add the email message to WorkSmart.

1. Drag the email message to WorkSmart and add it to the **Policy Term – YYYY** folder (Figure 92).

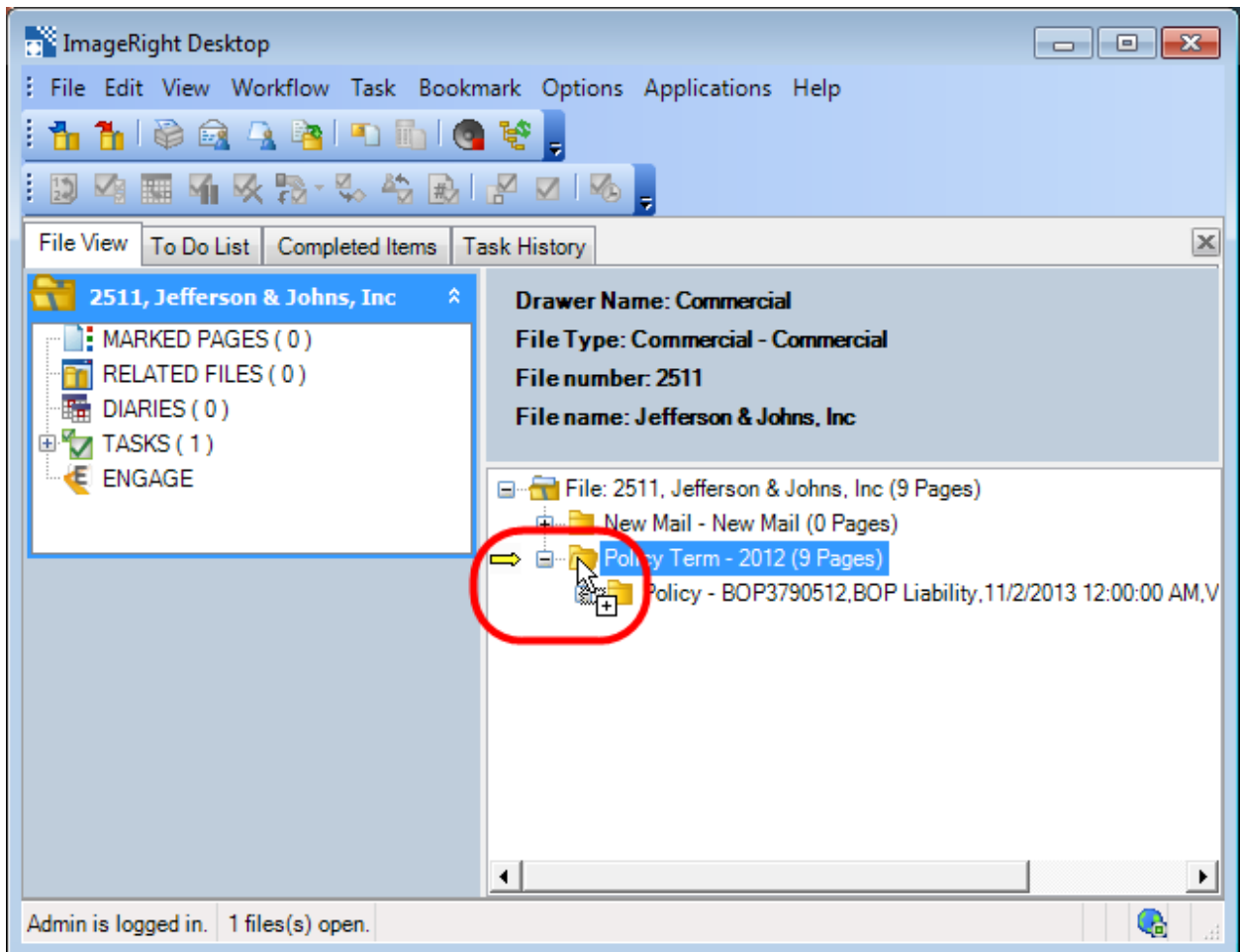
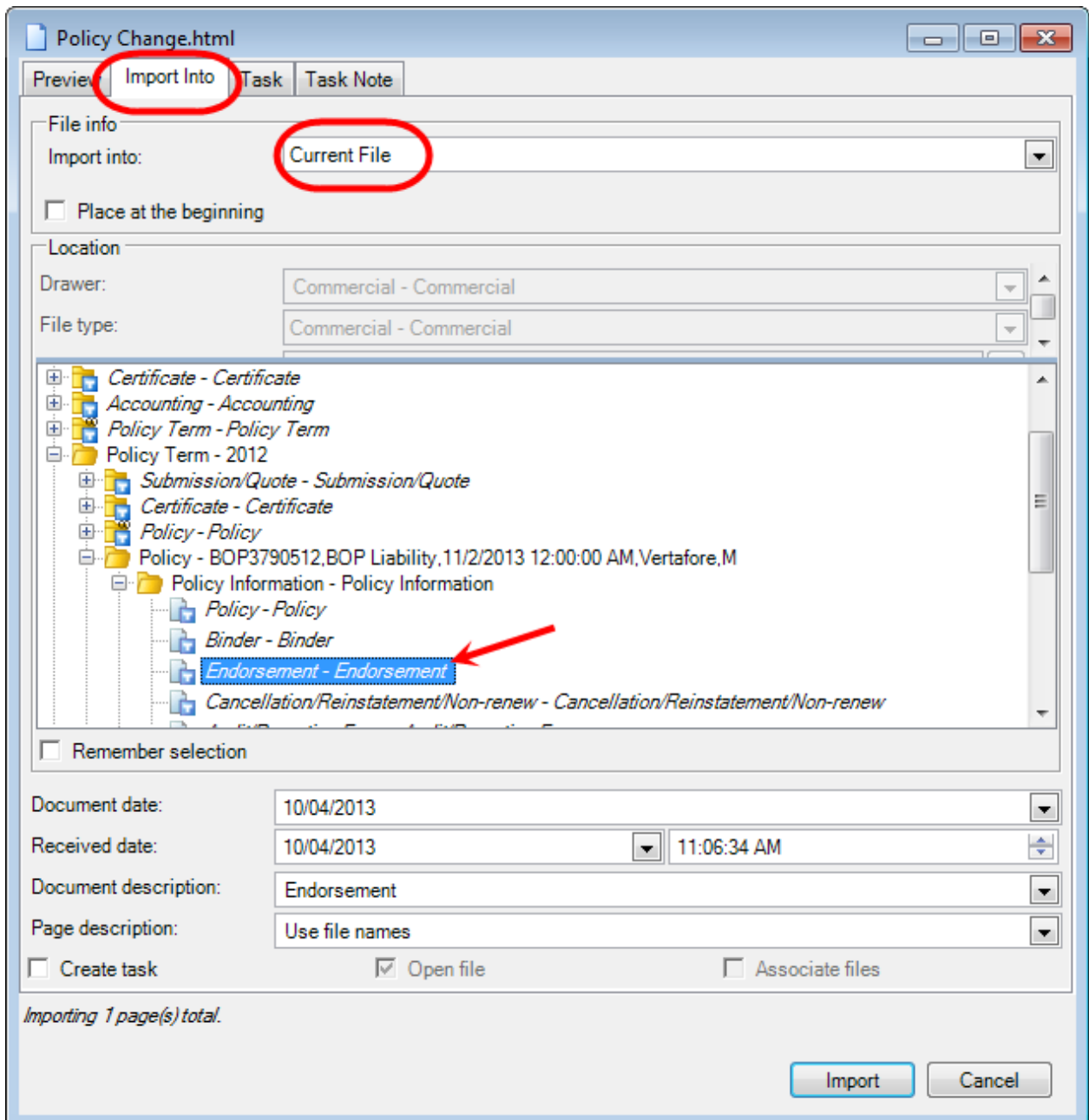


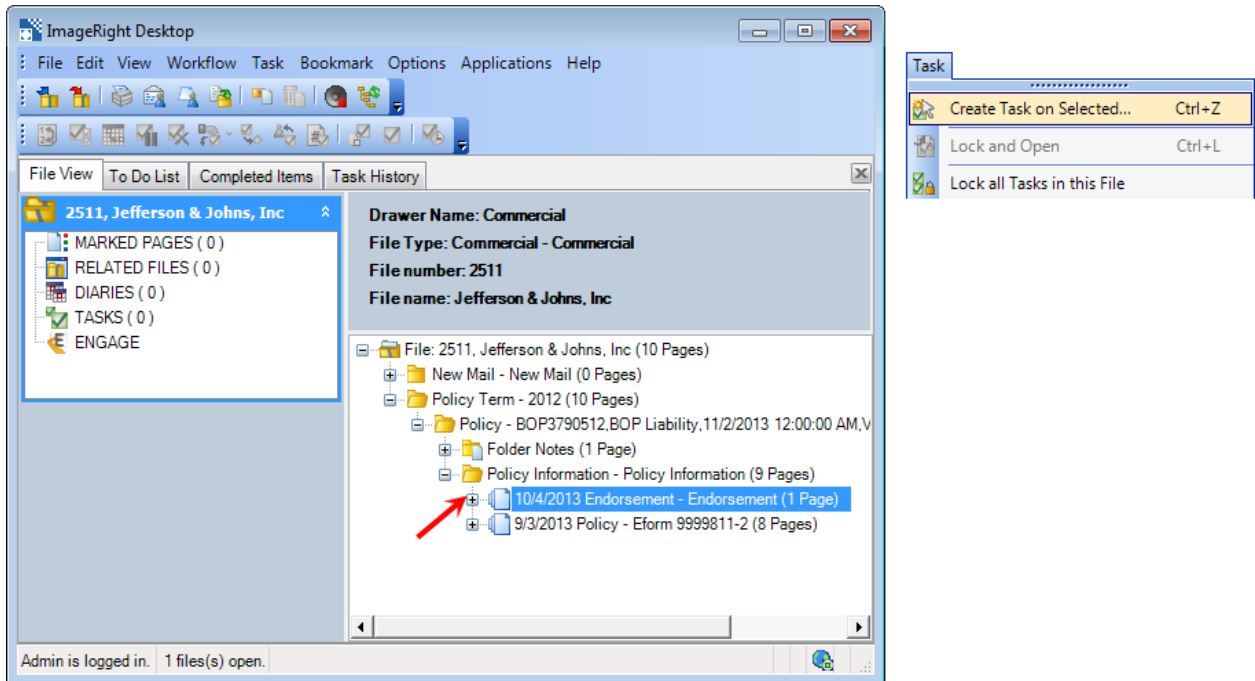
Figure 92: Drag and drop the message

2. In the **Import** dialog box (Figure 93), click the **Import Into** tab.
3. Under File info, Import into, select Current File.
4. In the file tree:
  - Expand the **Policy Term – YYYY, Policy [number]**, and **Policy Information** folder.
  - Select the **Endorsement** document type.
5. Click **Import** to add the message and attachments to the folder.



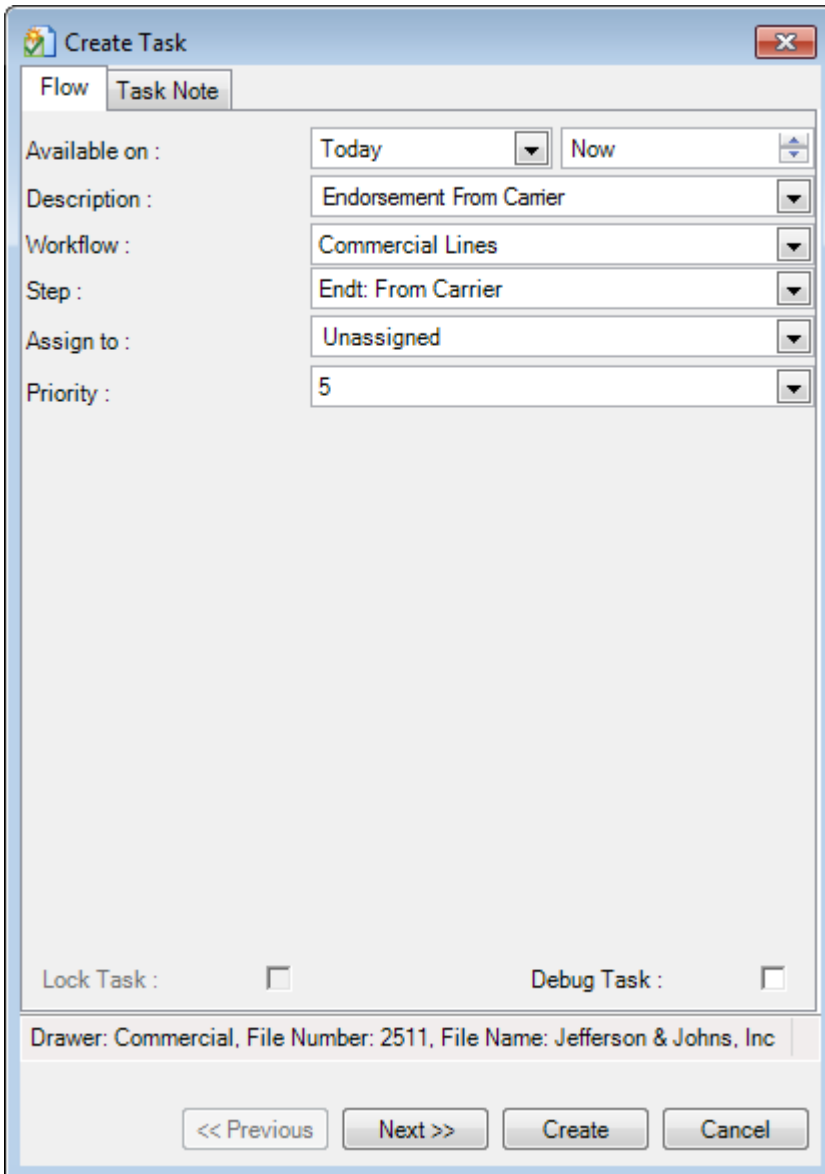
**Figure 93:** Define the filing options

6. Select the document just added, and then on the **Task** menu, click **Create Task on Selected** (Figure 94).



**Figure 94:** Click Create Task on Selected

7. In **Create Task** (Figure 95), enter the following information:
  - Description – Endorsement From Carrier
  - Workflow – Commercial Lines
  - Step – Endt: From Carrier
  - Assign to – name of the person to whom the task should be assigned
8. Click **Create** to save your changes and create the task.



**Create Task**

Flow Task Note

Available on : Today Now

Description : Endorsement From Carrier

Workflow : Commercial Lines

Step : Endt: From Carrier

Assign to : Unassigned


Priority : 5

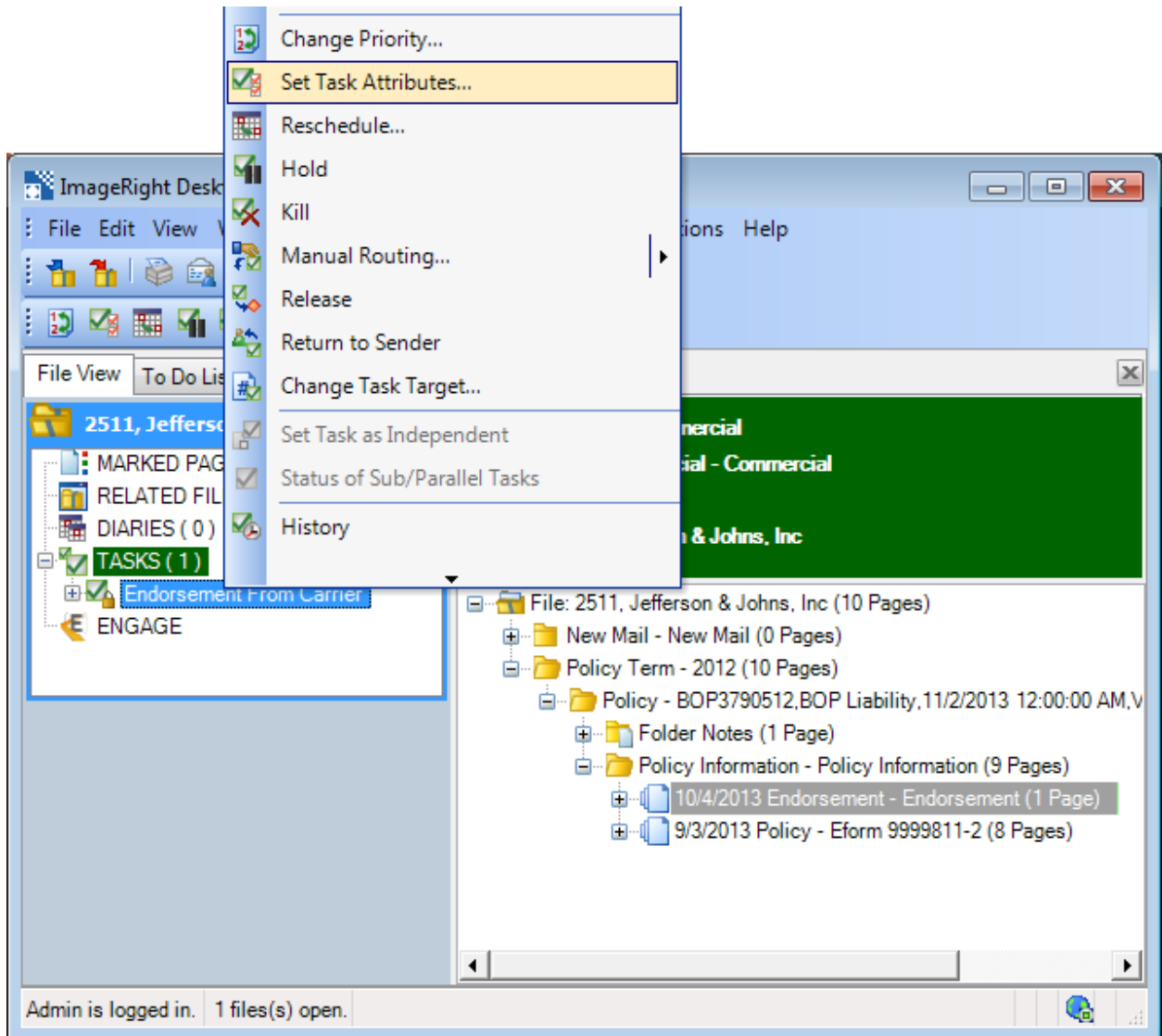
Lock Task :  Debug Task :

Drawer: Commercial, File Number: 2511, File Name: Jefferson & Johns, Inc

<< Previous Next >> Create Cancel

**Figure 95:** Define the task parameters

9. Double-click the task to lock it, indicated by , right-click the task, and then click **Set Task Attributes** (Figure 96).

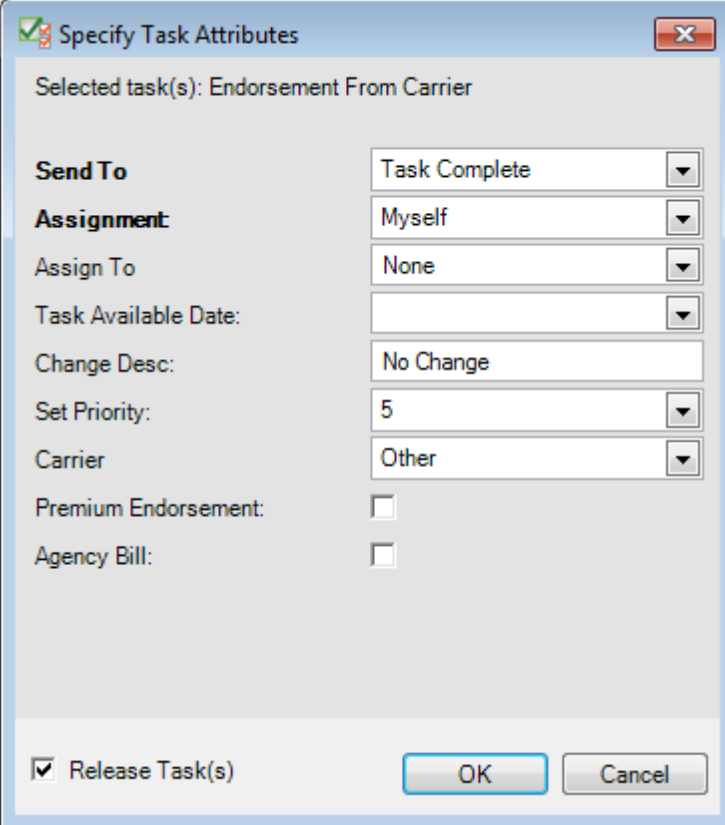


**Figure 96:** Click Set Task Attributes

10. In Specify Task Attributes:

- **Send To**, select **Task Complete**.
- **Change Desc**, enter a description for the task in **Change Desc** to identify the purpose of the task. Leave No Change to retain the current description, or remove No Change to replace the current description with a system-generated description.
- Select the **Carrier** that sent the endorsement.
- Select **Premium Endorsement** if the endorsement is premium bearing.
- Select **Agency Bill** if an AMS360 invoice transaction is required.

11. Click **OK** to release the task to the End step (Figure 97).



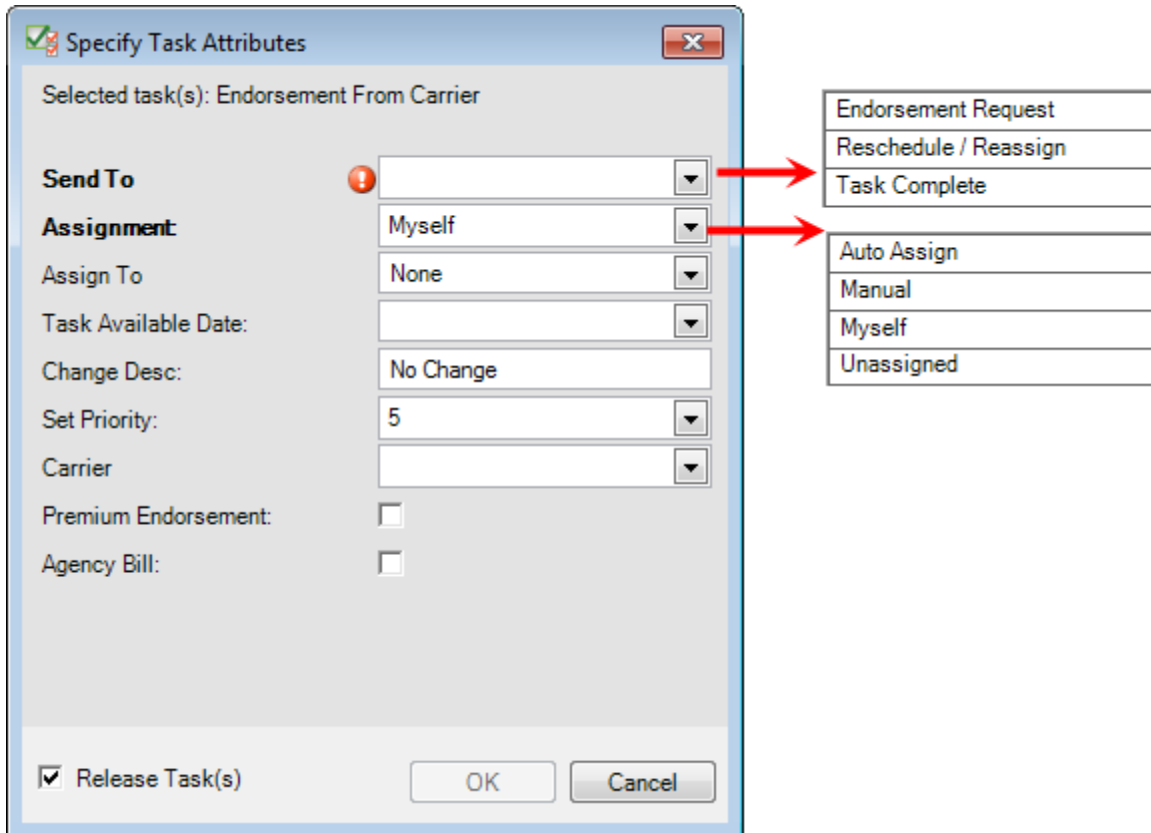
The dialog box titled "Specify Task Attributes" has a close button (X) in the top right corner. It displays "Selected task(s): Endorsement From Carrier". The fields are as follows:

<b>Send To</b>	Task Complete
<b>Assignment</b>	Myself
Assign To	None
Task Available Date:	
Change Desc:	No Change
Set Priority:	5
Carrier	Other
Premium Endorsement:	<input type="checkbox"/>
Agency Bill:	<input type="checkbox"/>

At the bottom, there is a checked checkbox for "Release Task(s)", and "OK" and "Cancel" buttons.

**Figure 97:** Click OK to release the task

If you do not want to send the task to the End step, you can manage other processing options in the Specify Task Attributes dialog box (Figure 98) by defining attributes based on you requirements.



**Figure 98:** Specify alternative task attributes

- Select the **Send To** attribute:
  - Endorsement Request to send the task to the Endt – Request Processing step.
  - Reschedule/Reassign to define a future date the task should be available and/or assign it to another person. The task remains in the current step.
  - Task Complete to send the task to the End step, no further processing necessary.
- Select the **Assignment** attribute:
  - Auto Assign to assign the task automatically to another person.
  - Manual to assign the task to person you select in the Assign To list.
  - Myself to assign the task to yourself.
  - Unassigned to leave the task unassigned to anyone.
- Enter a **Task Available Date** to define the future date the task will be available for processing. Leave the date blank to have the task appear in the to do list on the current date.

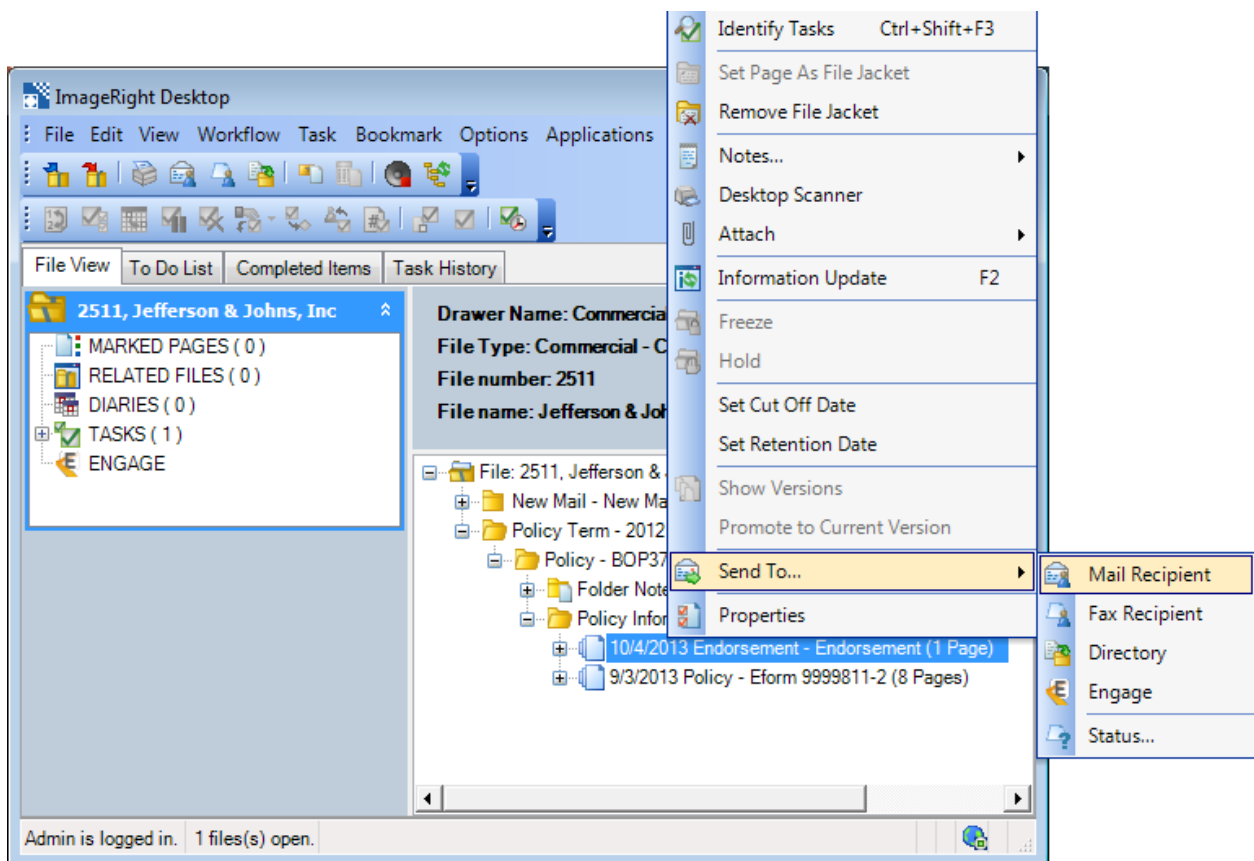
- Enter a meaningful task description to identify the task or the needed correction in **Change Desc.** Leave No Change to retain the current description, or remove No Change to replace the current description with a system-generated description.
- Select the new priority in **Set Priority.**
- Select **Premium Endorsement** if the endorsement is premium bearing.
- Select **Agency Bill** if an AMS360 invoice transaction is required.



The Premium Endorsement and Agency Bill options are used for reporting purposes only and do not result in any additional processing.

The endorsement can be sent to the insured using your preferred method, email in our example, and the message filed in WorkSmart.

1. Right-click the **Endorsement** document, point to **Send To**, and then click **Mail Recipient** (Figure 99).



**Figure 99:** Send the document

2. In **Send To Mail Recipient** (Figure 100), select **Attach Selected Pages** to ensure the attachments are added to the message.
3. Right-click the generic name **Attachment**, and then click **Rename**.
4. Enter an easily identifiable name for the attachment, Endorsement for example.



5. Click **Send**.

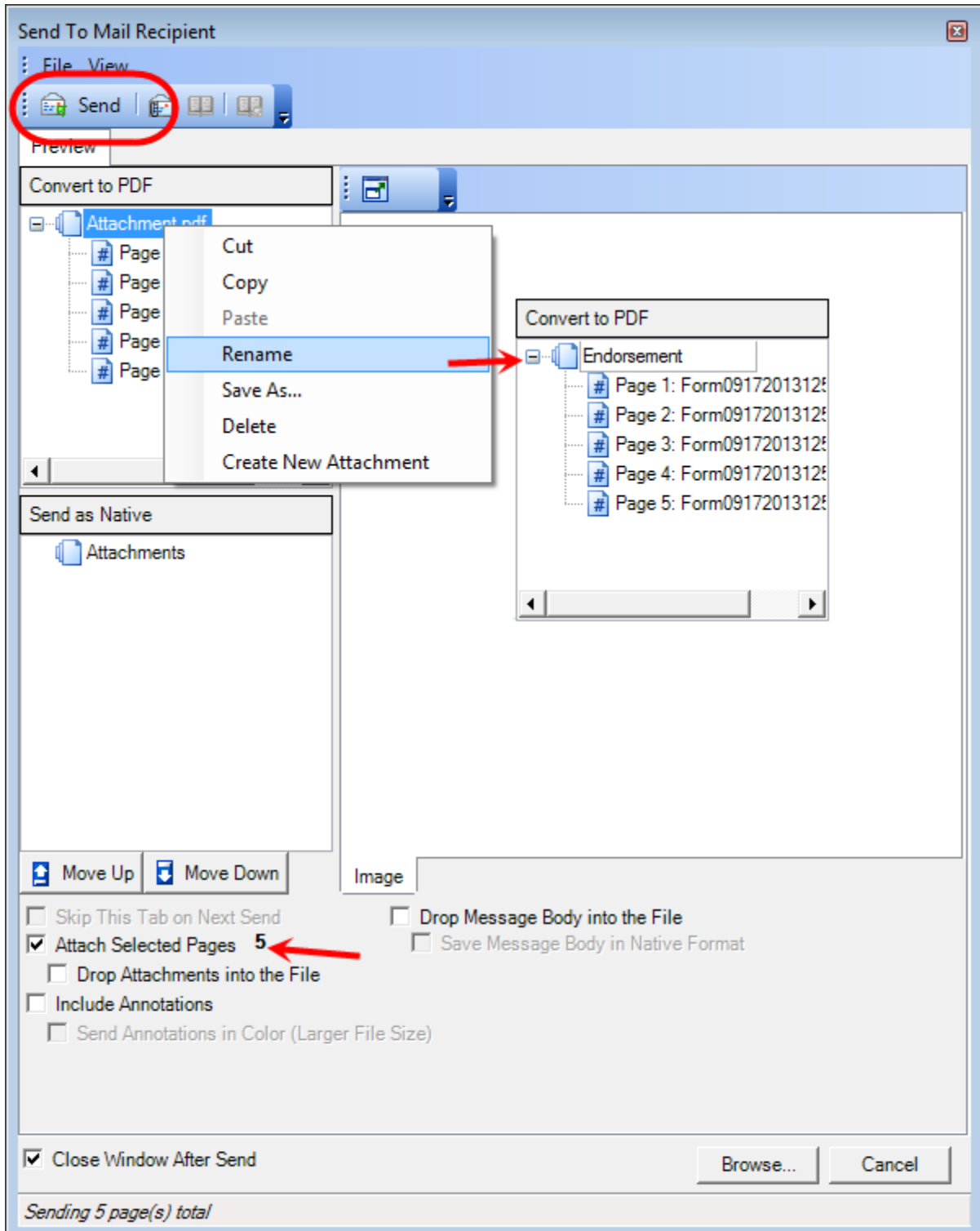
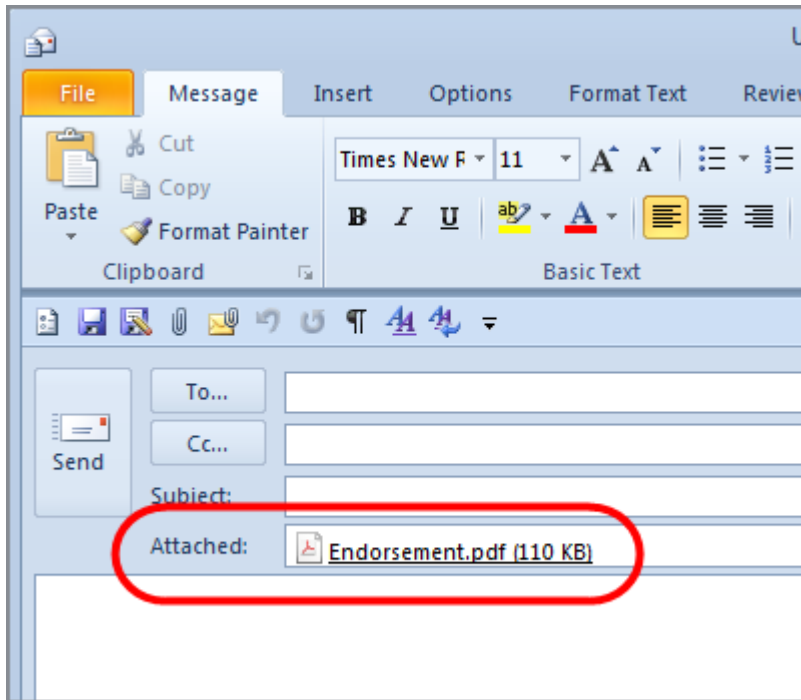


Figure 100: Click Send

6. Prepare the email address and message in your email editor (Microsoft Outlook in our example), and then send the message (Figure 101).



**Figure 101:** Prepare the message

After sending the endorsement, the message and attachments should be filed in the Policy Information folder using a drag-and-drop operation as explained in [Adding Email Messages](#) on page 124.

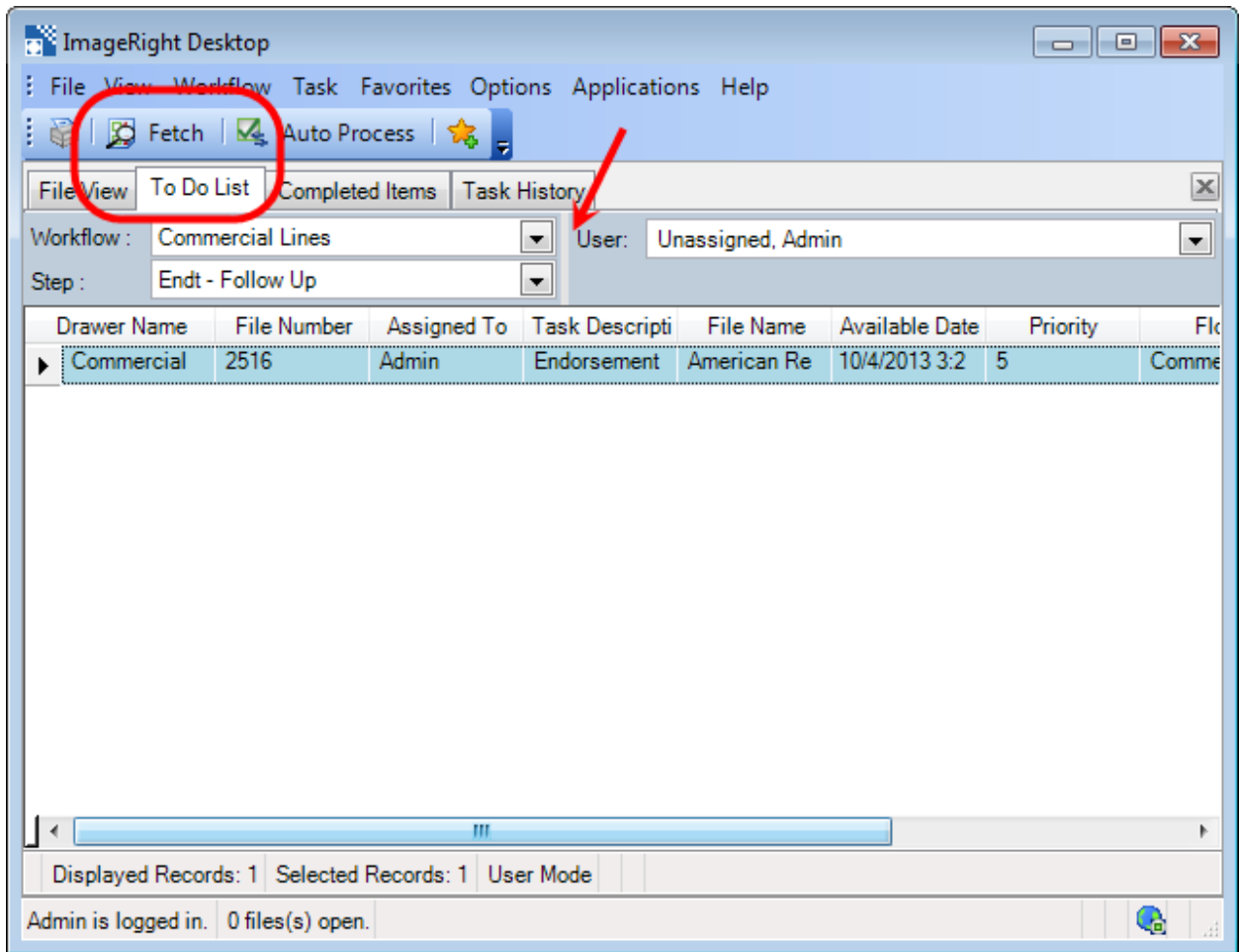
### Endt – Follow Up

Tasks may be sent to the Endt – Follow Up step from the Endt – Request Processing step if follow-up is required. For example, you may need to contact the carrier if the endorsement is not received.

After completing your follow up, you can use the next steps to set the task attributes and process the task. In our example, we are going to complete the task and send it to the End step because no additional processing is needed.

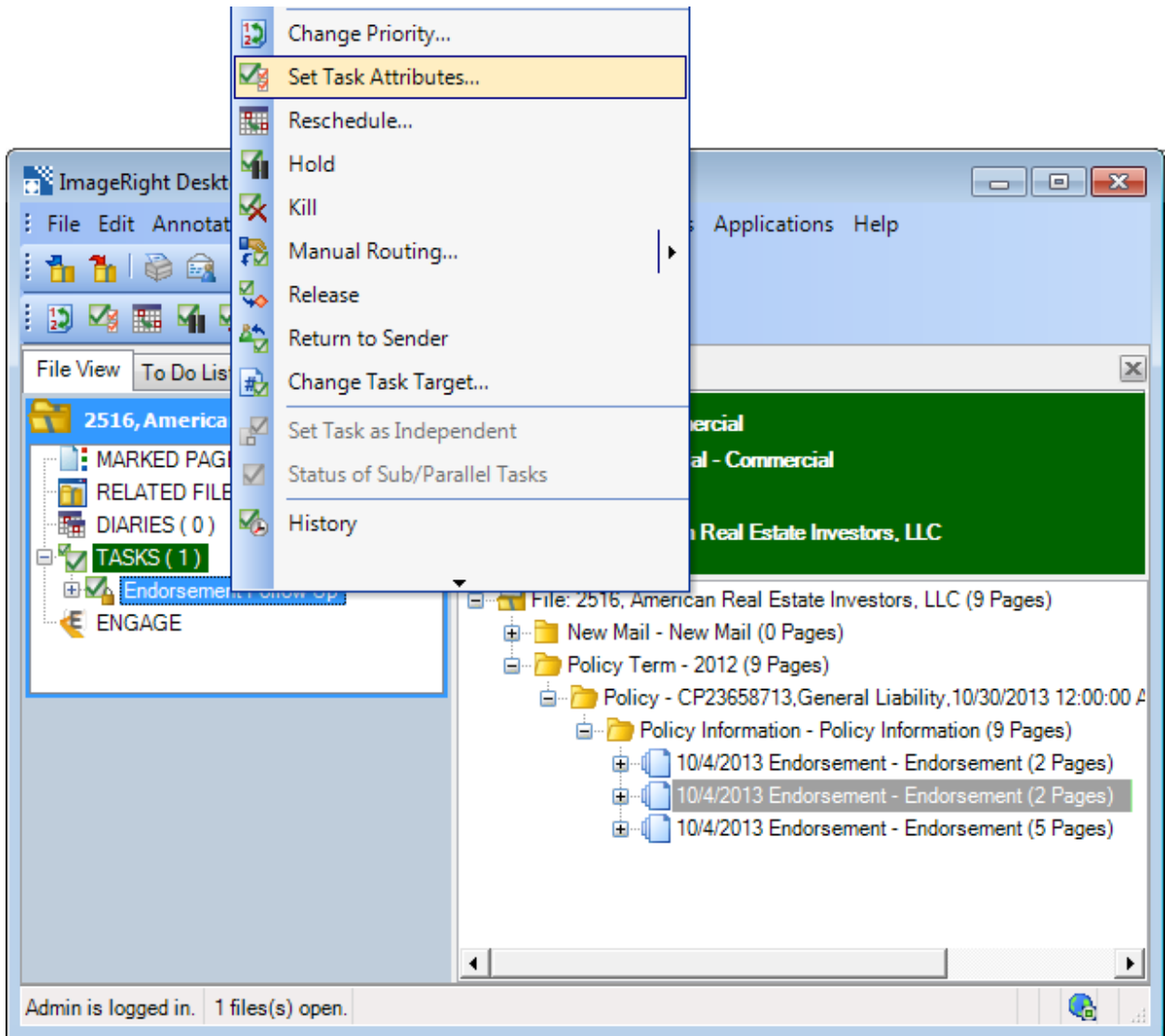
1. In WorkSmart, click the **To Do List** tab.
2. Select the following search criteria:
  - Workflow – Commercial Lines
  - Step – Endt – Follow Up
  - User – name of the person to whom the tasks are assigned
3. Click **Fetch**.

4. Double-click the task in the list that you want to process to lock the task and open the file (Figure 102). In our simple system used for documentation, the number of tasks found is limited. The appearance of your to-do list will differ.



**Figure 102:** Double-click the task to be processed

- Right-click the locked task, indicated by , and then click **Set Task Attributes** (Figure 103).



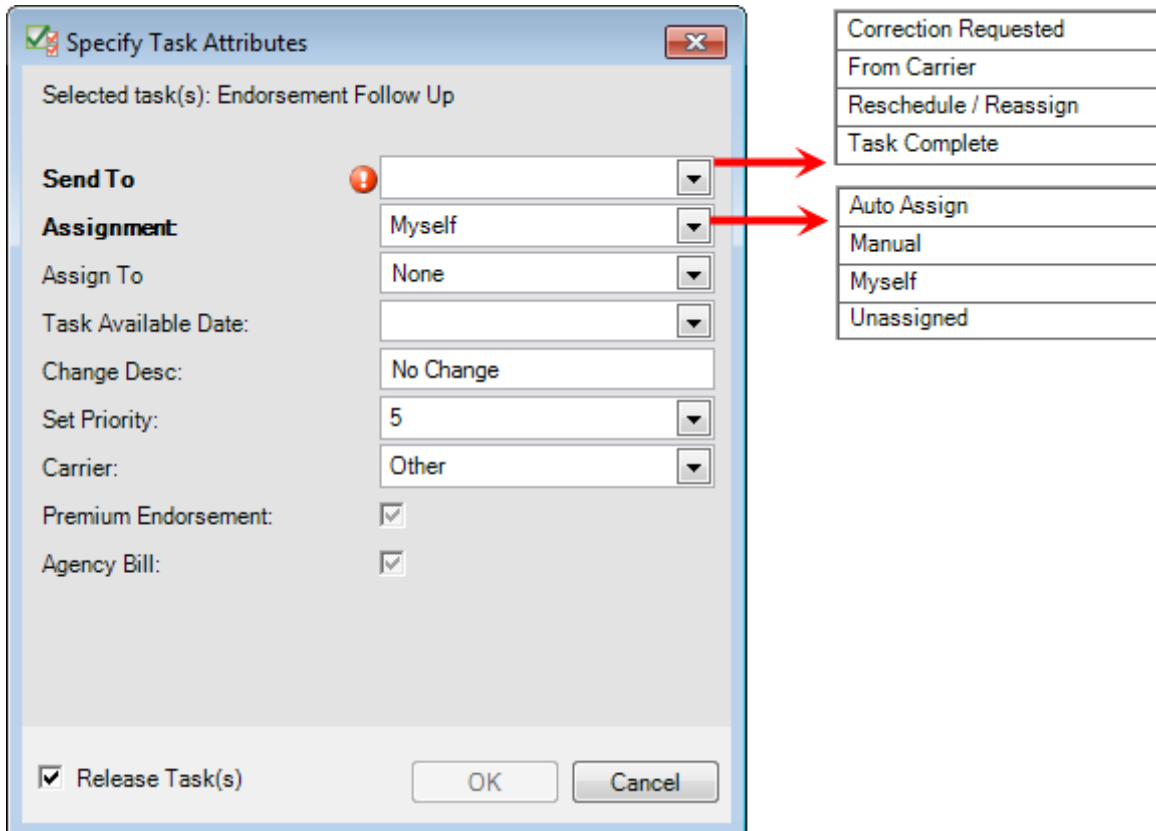
**Figure 103:** Click Set Task Attributes

- In **Specify Task Attributes, Send To**, select:
  - **Task Complete.**
  - **Premium Endorsement** if the endorsement is premium bearing.
  - **Agency Bill** if the endorsement requires an AMS360 billing transaction.
- Click **OK** to release the task and send it to the End step.



The Premium Endorsement and Agency Bill options are used for reporting purposes only and do not result in any additional processing.

If you do not need to send the task to the End step, you can manage other processing options in the Specify Task Attributes dialog box (Figure 104) by defining attributes based on your requirements.



**Figure 104:** Specify alternative task attributes

- Select the **Send To** attribute:
  - Correction Requested to send the task to the Endt – Correction Requested step if a correction is needed in AMS360 or you need corrected information from the carrier.
  - From Carrier to send the task to the Endt – From Carrier step if you need to verify the endorsement received is correct.
  - Reschedule/Reassign to define a future date the task should be available and/or assign it to another person. The task remains in the current step.
  - Task Complete to send the task to the End step, no further processing necessary.
- Select the **Assignment** attribute:
  - Auto Assign to assign the task automatically to the person listed as the account representative on the customer account in AMS360.
  - Manual to assign the task to person you select in the Assign To list.
  - Myself to assign the task to yourself.
  - Unassigned to leave the task unassigned to anyone.

- Enter a **Task Available Date** to define the future date the task will be available for processing. Leave the date blank to have the task appear in the to do list on the current date.
- Enter a meaningful task description to identify the task or the needed correction in **Change Desc.** Leave No Change to retain the current description, or remove No Change to replace the current description with a system-generated description.
- Select the new priority in **Set Priority.**
- Select the name of the **Carrier** related to the endorsement.

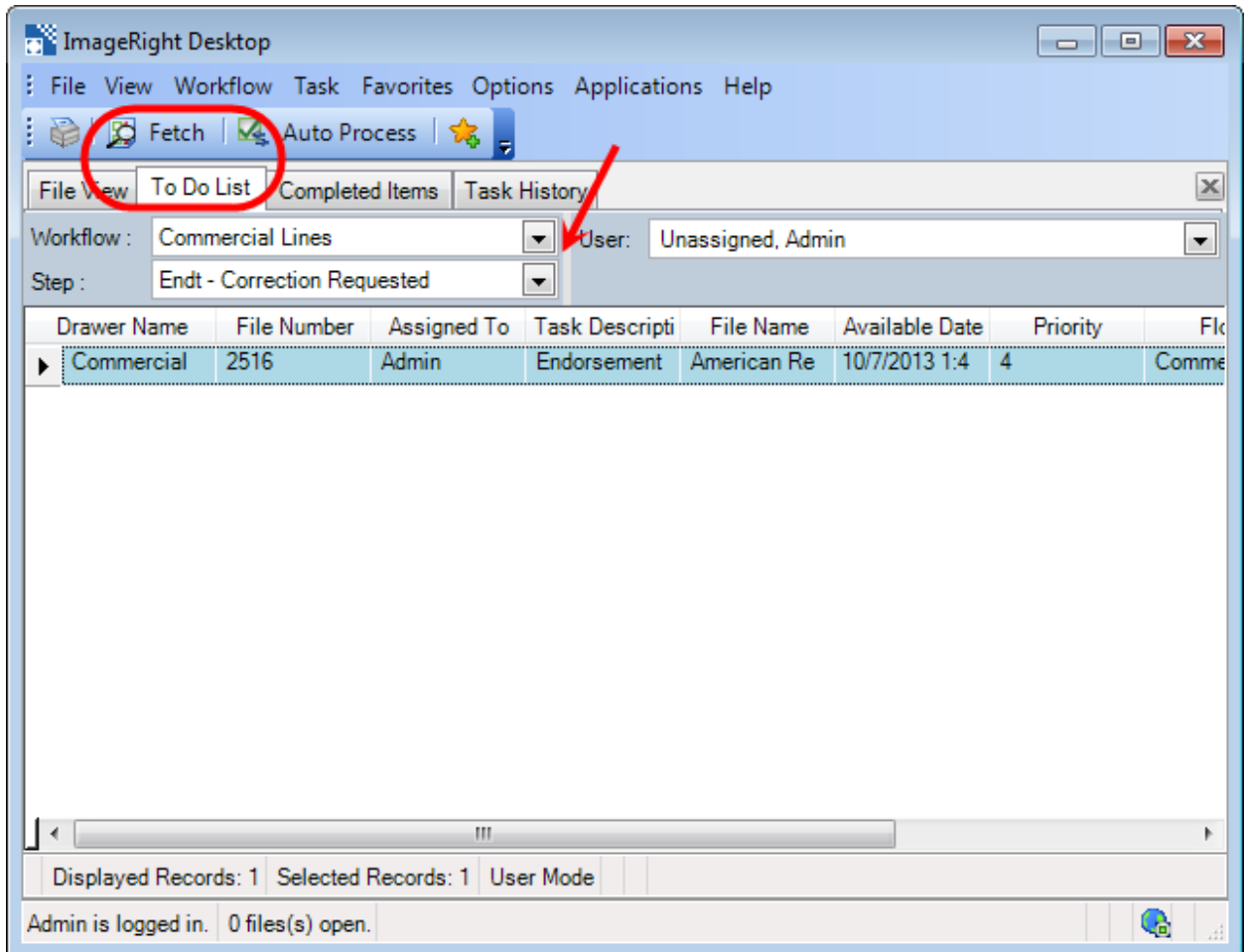
### Endt – Correction Requested

Tasks are routed to the Endt – Correction Requested step from the Endt – Follow Up step when a correction to the endorsement is required. For example, when the endorsement received from the carrier does not match the requested change, it may be necessary to contact the carrier and request an updated endorsement.

After you have completed the correction, you can follow the next steps to process the task and send it to the End step.

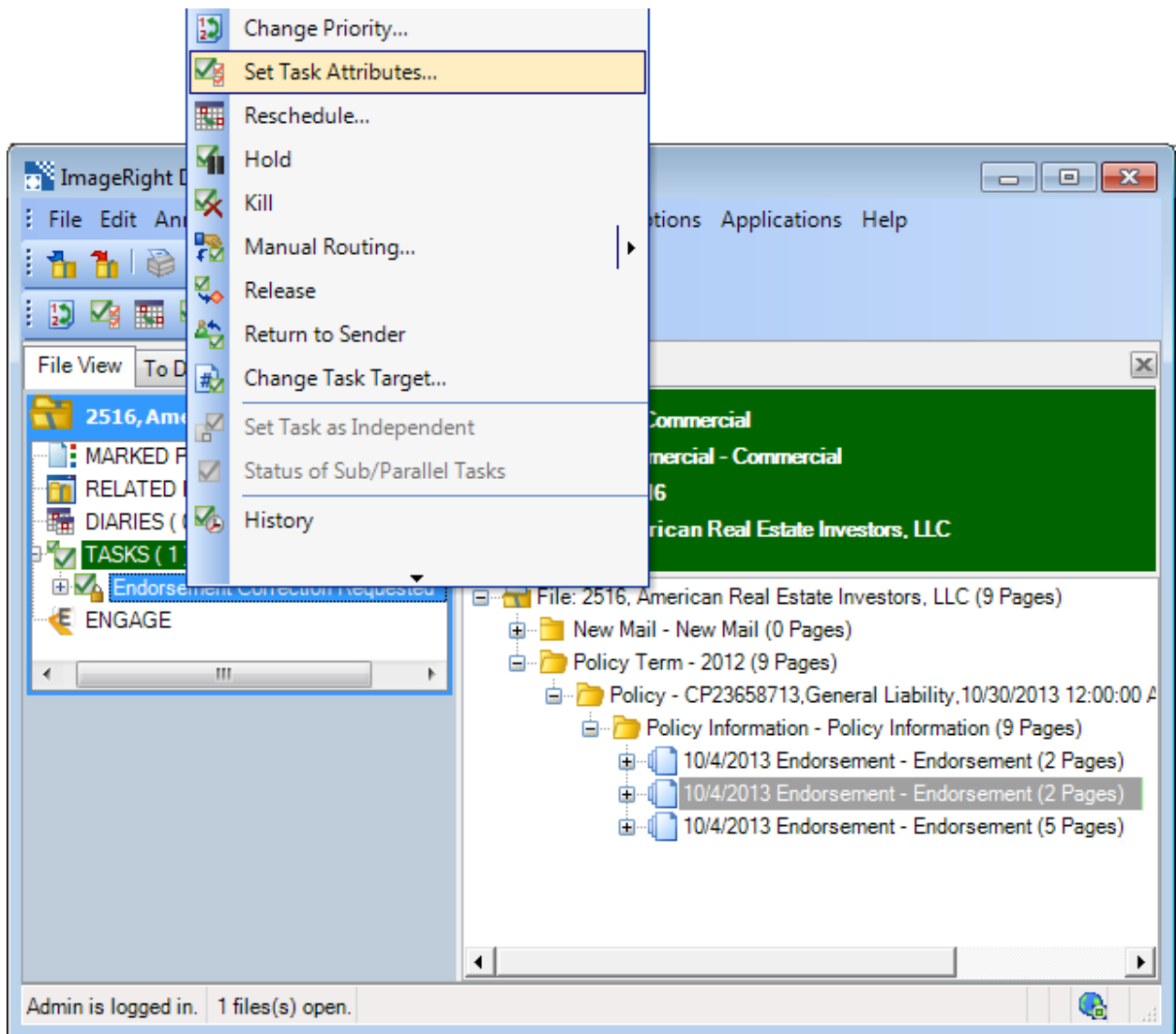
1. In WorkSmart, click the **To Do List** tab.
2. Select the following search criteria:
  - Workflow – **Commercial Lines**
  - Step – **Endt – Correction Requested**
  - User – name of the person to whom the tasks are assigned
3. Click **Fetch**.

4. Double-click the task in the list that you want to process to lock the task and open the file (Figure 105).



**Figure 105:** Double-click the task to be processed

5. Right-click the locked task, indicated by , and then click **Set Task Attributes** (Figure 106).

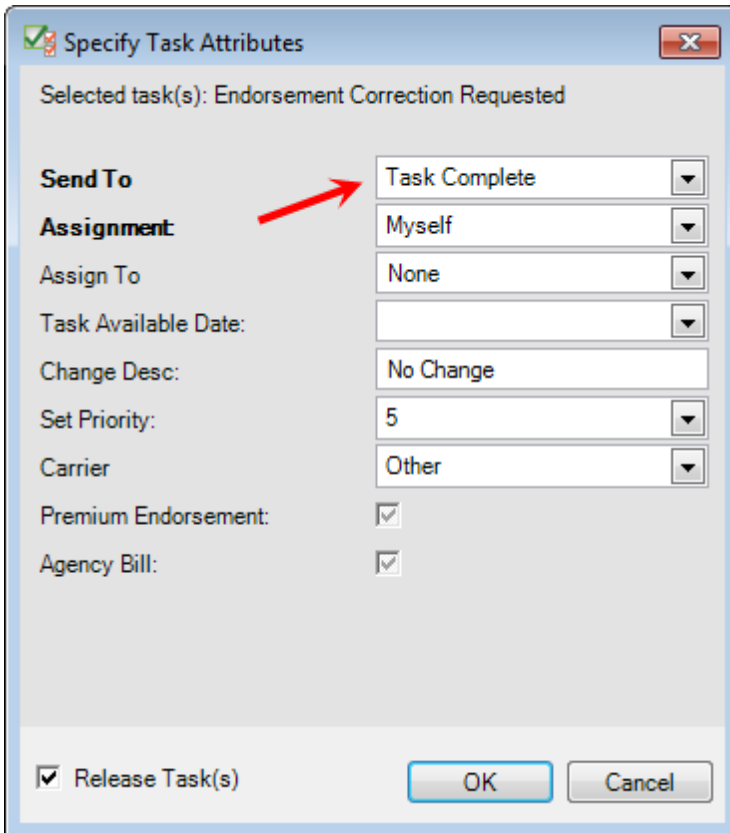


**Figure 106:** Click Set Task Attributes

6. In **Specify Task Attributes, Send To**, select **Task Complete**. Alternatively, you may select **Reschedule/Reassign** to schedule the task for a future date, assign it to another person, and increase the priority by one (1).



7. Click **OK** to release the task and send it to the End step (Figure 107).



The image shows a dialog box titled "Specify Task Attributes" with a close button (X) in the top right corner. The selected task is "Endorsement Correction Requested". The dialog contains several fields and checkboxes:

- Send To:** Task Complete (indicated by a red arrow)
- Assignment:** Myself
- Assign To:** None
- Task Available Date:** (empty)
- Change Desc:** No Change
- Set Priority:** 5
- Carrier:** Other
- Premium Endorsement:**
- Agency Bill:**

At the bottom, there is a checkbox for "Release Task(s)" which is checked, and two buttons: "OK" and "Cancel".

Figure 107: Click OK to release the task


## Changing the Task Target

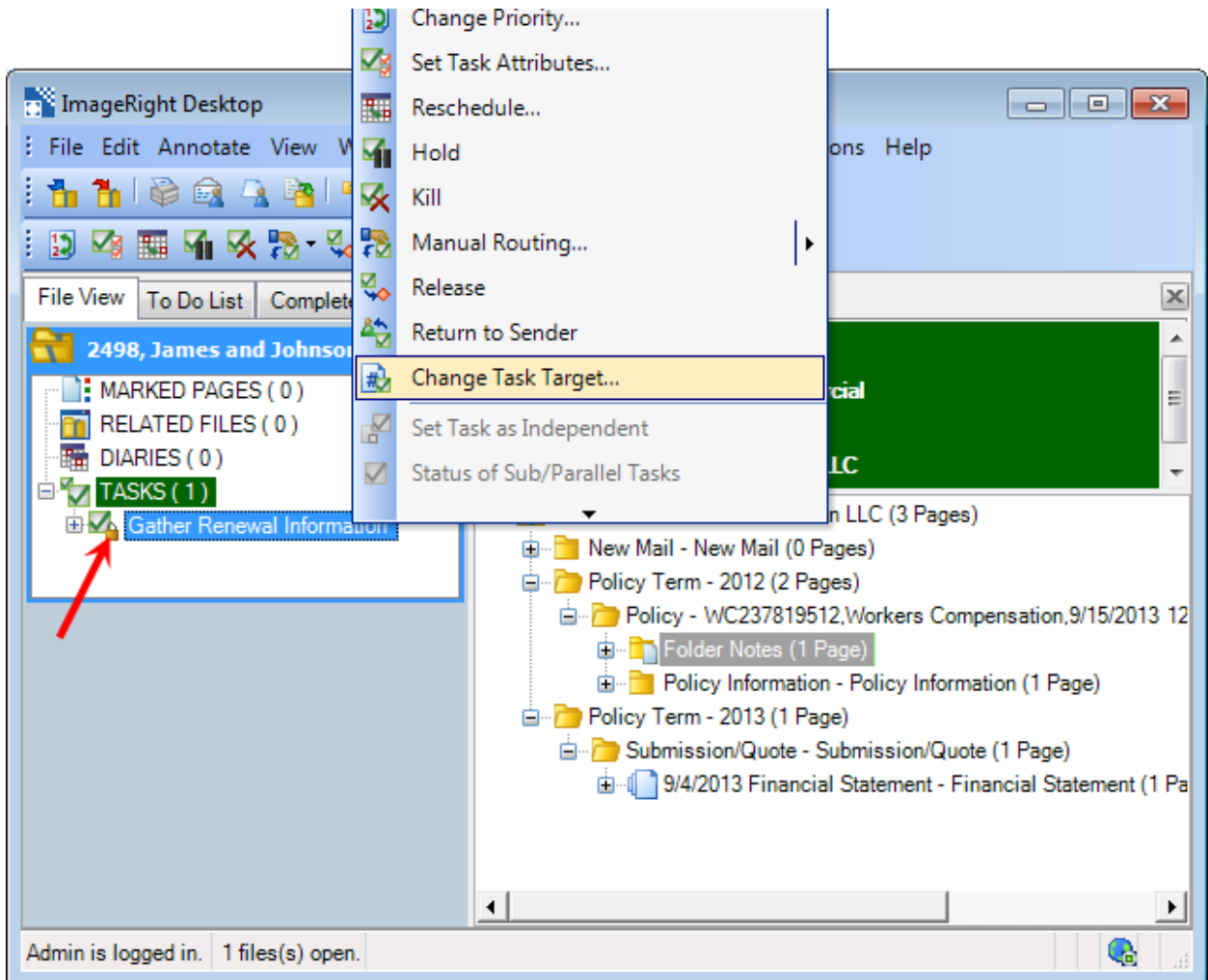
If you start working on a task only to determine that it is related to the wrong document, page, etc., of a file, you can move the task to the correct item using the Change Task Target command.

The target is almost always changed for renewal tasks. The renewal task target should be changed from the old policy folder to the new term submission folder. When you add the task target to the folder level, it will be associated with (point to) updated content, eliminating the need to change the task target again.

In our example, we have an open file, and the task target for the Gather Renewal Information task is on the folder notes. We are going to move the task target to a financial statement in the customer's file. By making the change, the task is associated with the document that requires the actual work as opposed to notes associated with a folder.

1. In the **Navigation** pane, click to expand the list of tasks.
2. Based on the task description, Gather Renewal Information, locate the task for which you want to change the target

3. Double-click the task to lock it, indicated by .
4. Right-click the task, and then click **Change Task Target** (Figure 108).



**Figure 108:** Click Change Task Target

5. In the file tree, click the item to which you want to add the task target to select it, **Financial Statement** in our example.

6. In **Set As Task**, click **Set** (Figure 109).

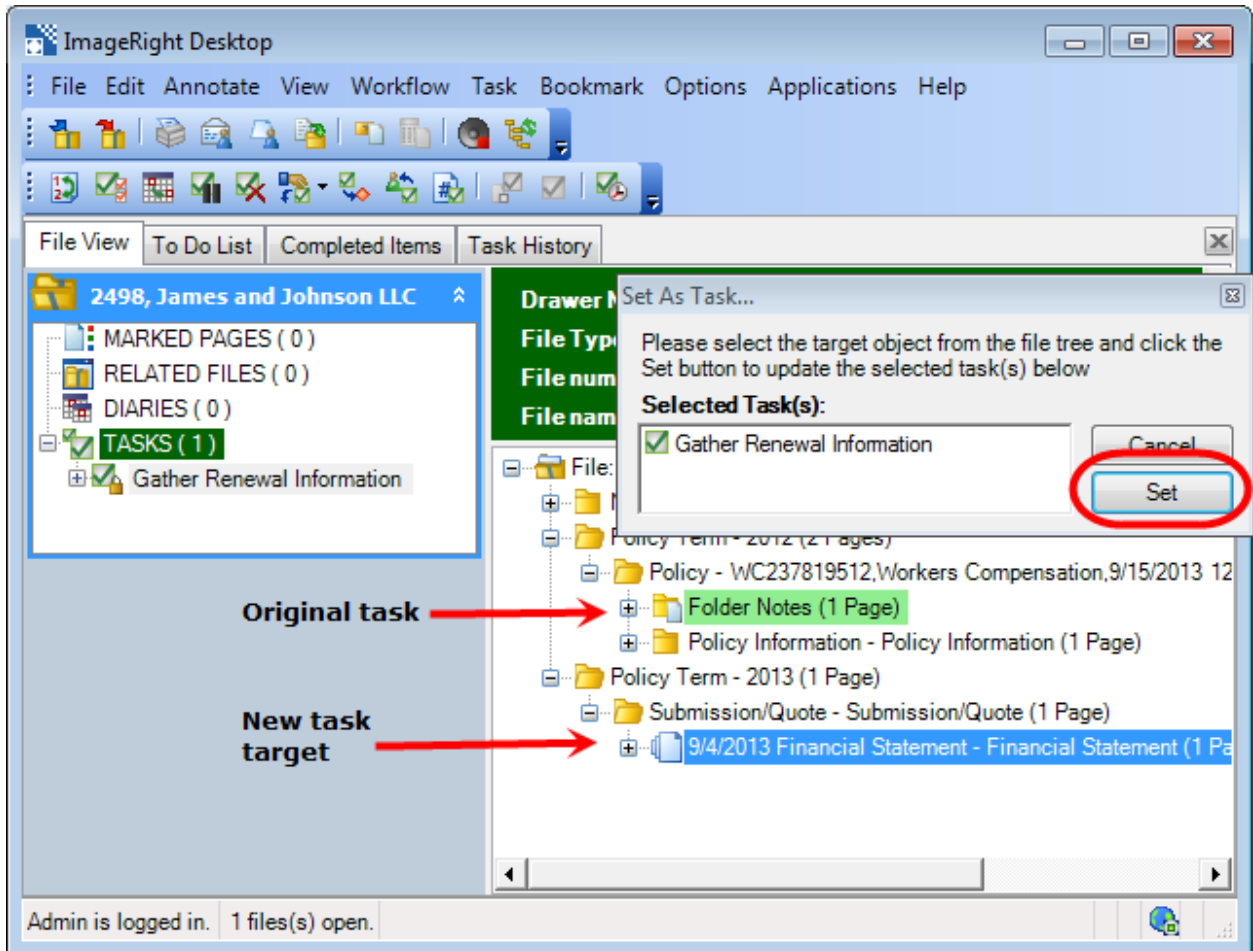


Figure 109: Click Set

7. To ensure the target was changed, double-click the task to unlock it, and then lock it again. The green highlight will be moved to the new target (Figure 110).

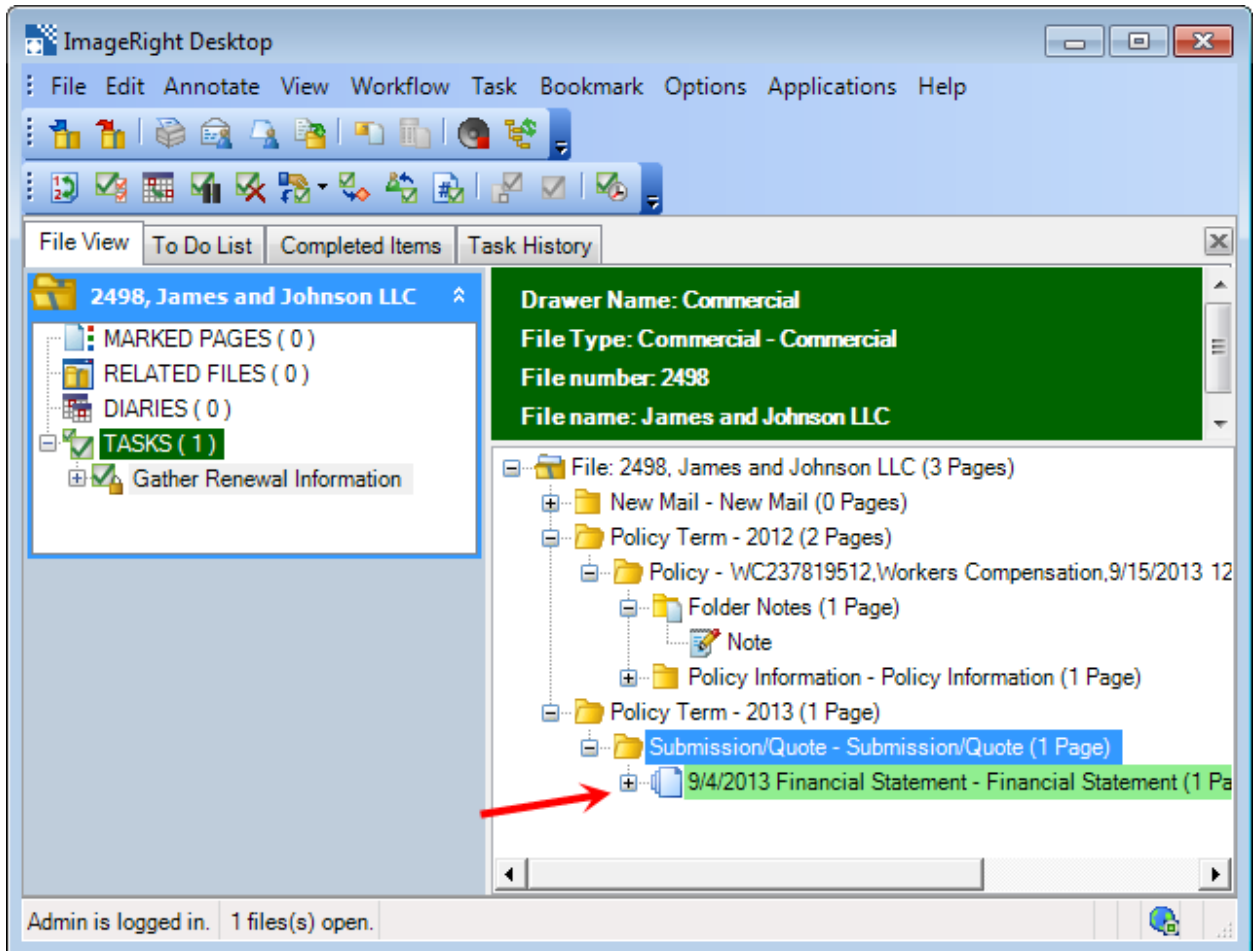
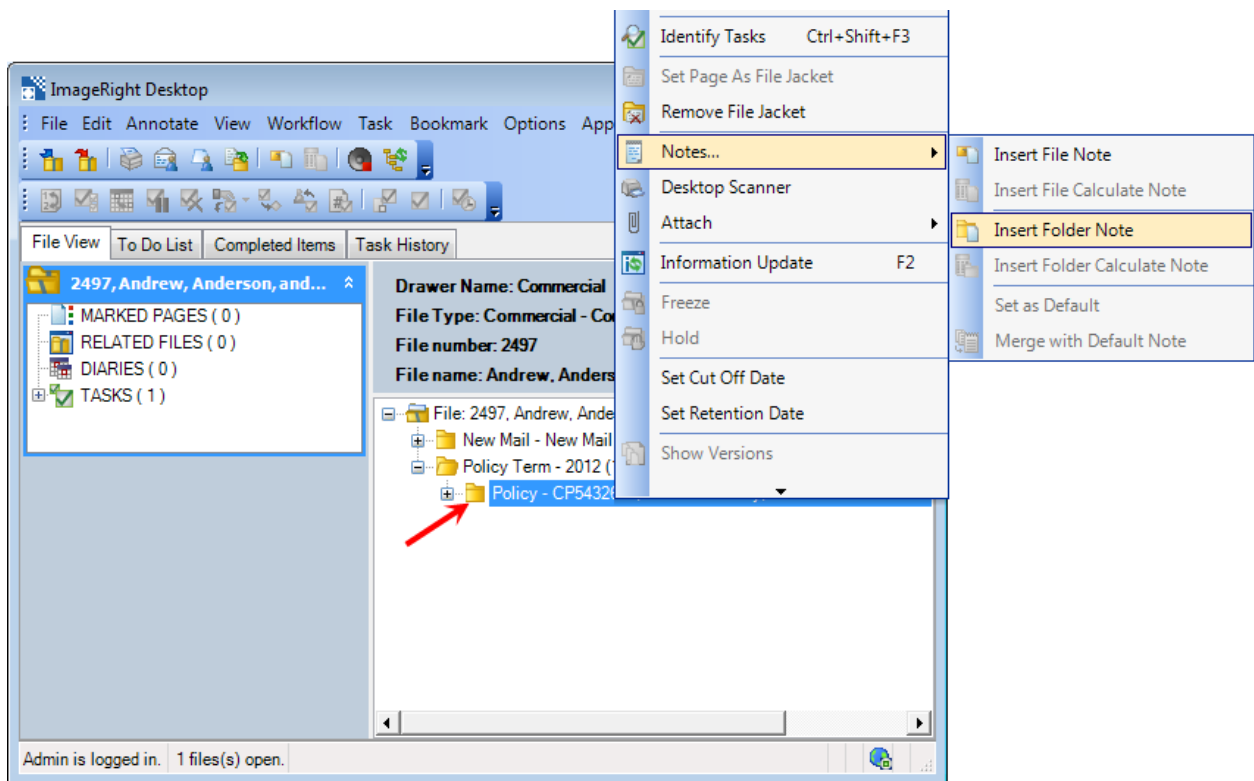


Figure 110: Verify new task target

## Adding Folder Notes

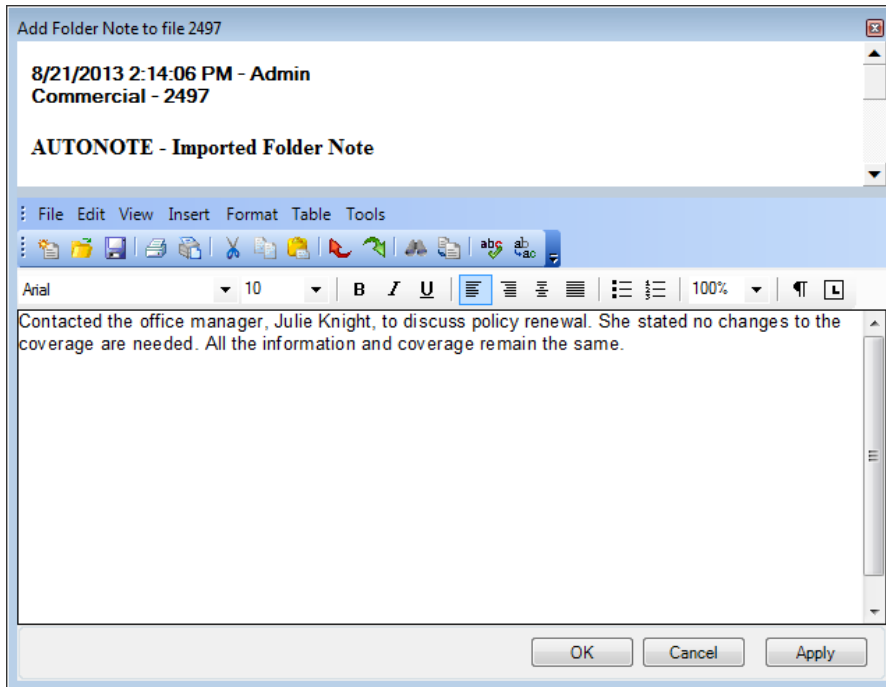
Notes regarding renewals, submissions, outstanding items requested, contacts with the customer, etc., should be added to the Policy folder, Policy Term folder, or the Submission/Quote folder to make them easily accessible.

1. Right-click the folder to which you want to add notes.
2. Point to **Notes**, and then click **Insert Folder Note** (Figure 111).



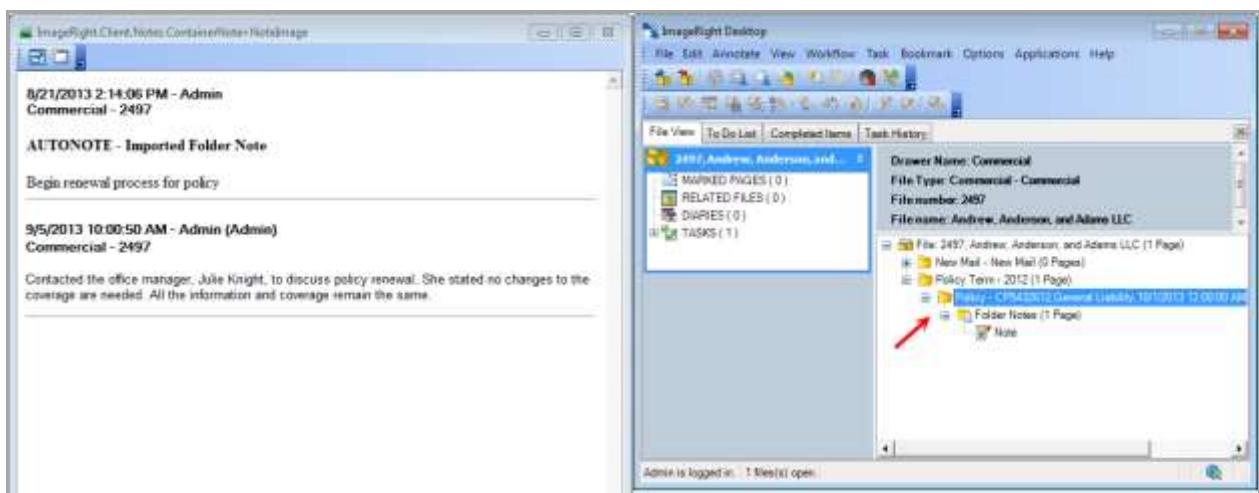
**Figure 111:** Click Insert Folder Note

3. Add your notes to **Add Folder Note** (Figure 112).
4. Click **OK** to save the notes.



**Figure 112:** Type the note

5. Click the **Policy** folder to select it and see all the folder notes (Figure 113). You can also expand the **Policy** branch, **Folder Notes**, and then click the **Note** document.



**Figure 113:** Read the notes

## Adding Email Messages

After sending email messages and attachments (a submission for example) you should add the messages to WorkSmart. Adding the messages as explained next preserves the message format which means you can open the message from WorkSmart, forward the message, reply to the message, etc.

In our example, we are going to add a message related to a submission sent to a specific carrier to the current term policy folder. You can easily adapt our steps to add messages to other folders, etc.

1. Drag the email message from your sent items (not shown) to WorkSmart.
2. Drop the message in the file tree where you want to store it. In our example shown in Figure 114, we are dropping the message in a specific carrier folder – **Market – Carrier Name**. Notice the appearance of the yellow arrow to help you identify the position where the message will be added.

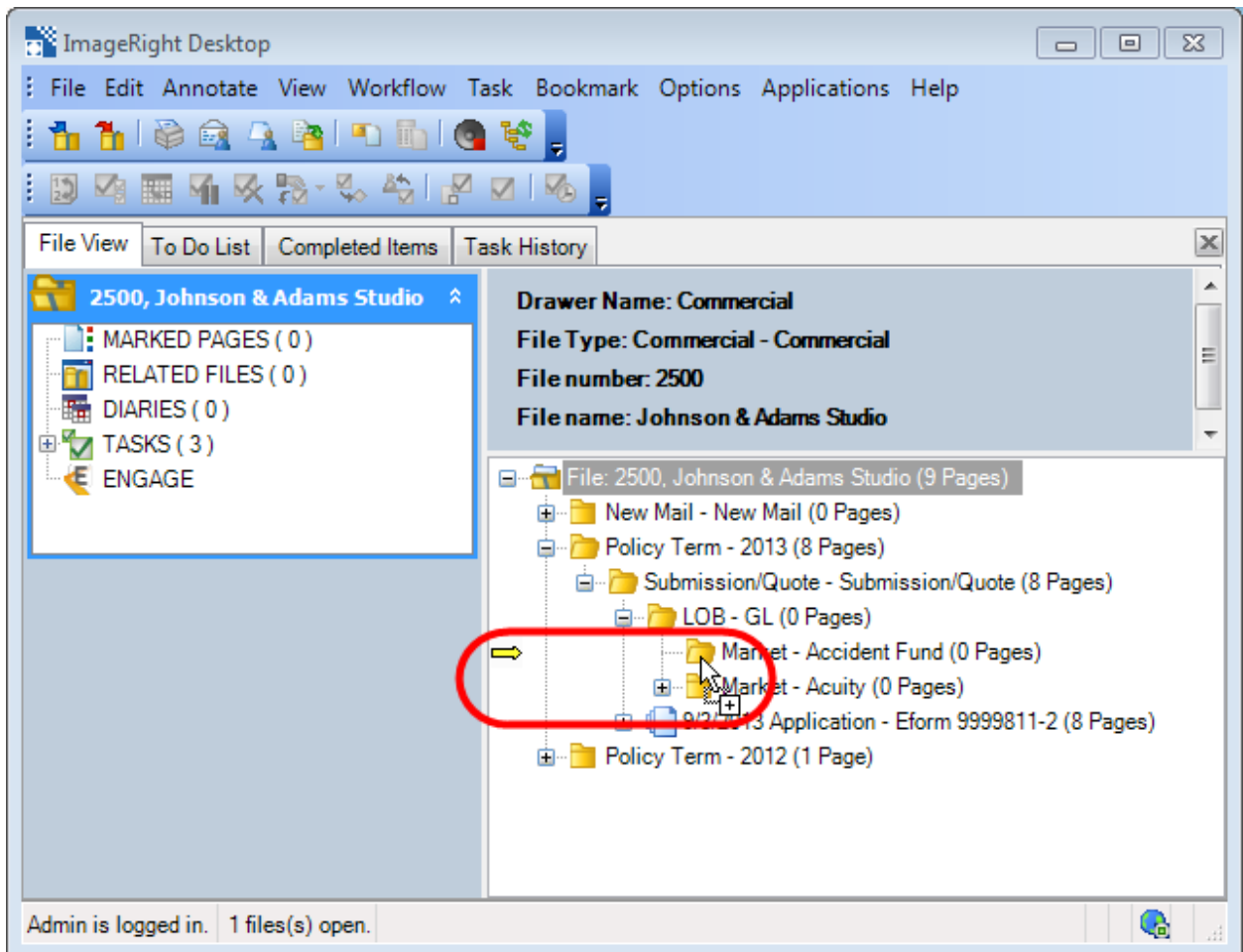


Figure 114: Drag and drop the message

3. In the **Import Images** dialog box (Figure 115), click the **Import Into** tab.
4. Under File Info, select **Current File**.

5. Under **Policy Term – YYYY, Submission/Quote – Submission/Quote, Market – [carrier name]** folder, select **Submission**.
6. Click **Import**.

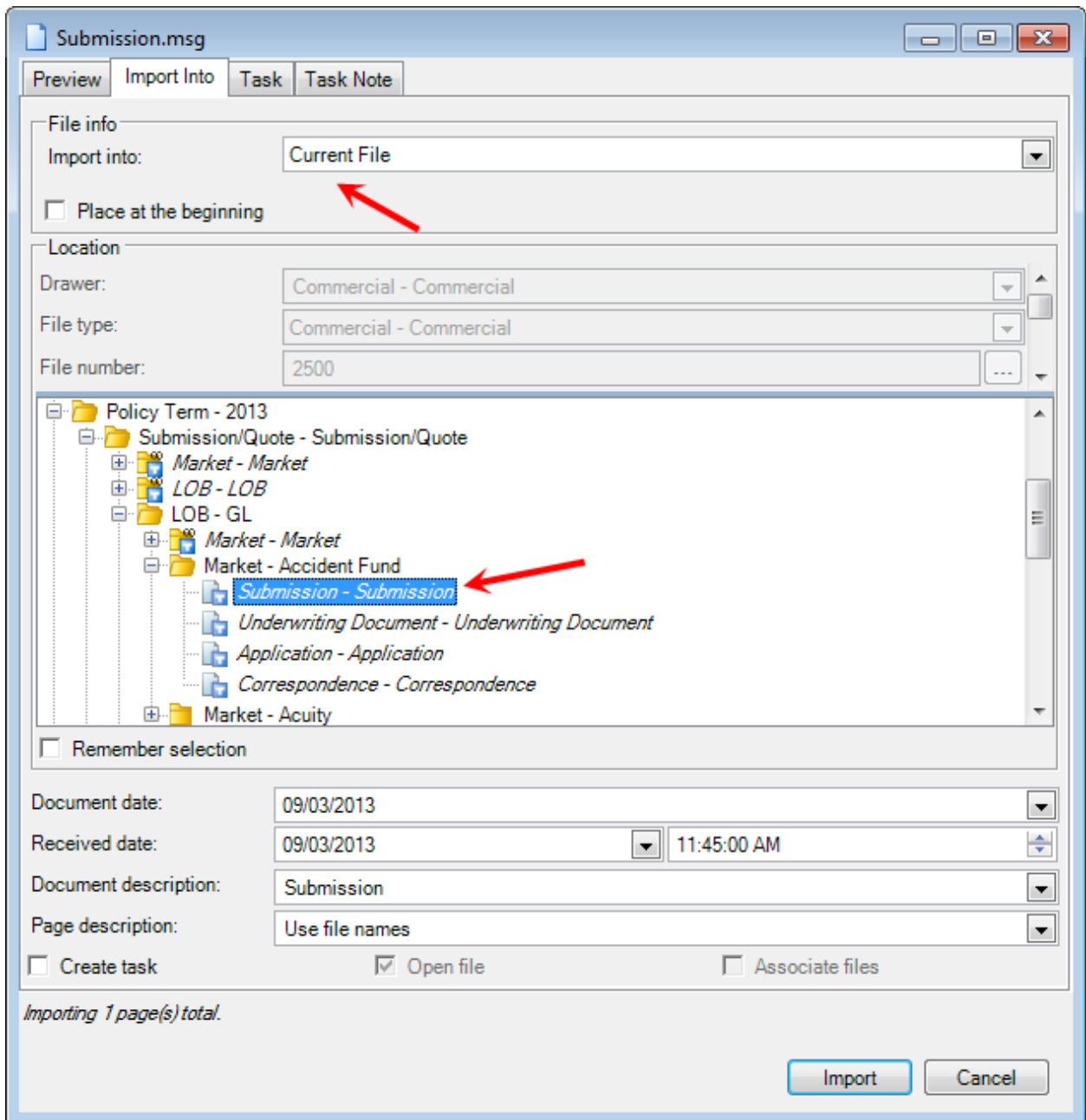


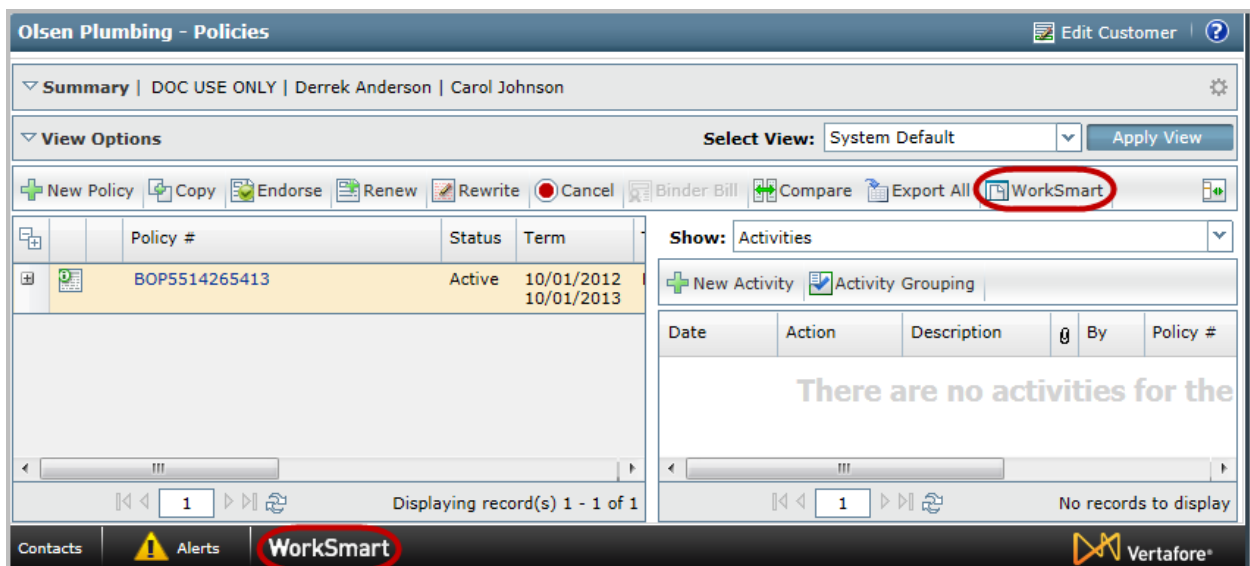
Figure 115: Define the filing options



## Customer Level Capabilities

### WorkSmart Open

The AMS360 and WorkSmart combination provides the ability to open a customer in WorkSmart from AMS360. To do this, click the WorkSmart button (Figure 116) in the footer or the one on the toolbar in the customer center.



**Figure 116:** Open a file in WorkSmart

The WorkSmart configuration options determine the drawer and file type used to open the file.

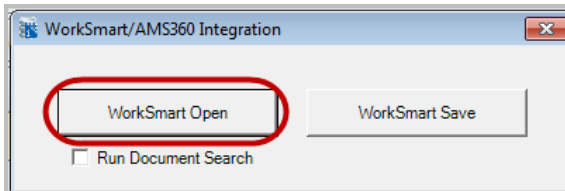


When an AMS360 customer is associated with multiple file types and WorkSmart is configured:

- To search by attribute, all files for each file type open in WorkSmart.
- Without a search attribute, then the first file type in the configuration file opens.

The following example steps you through opening a customer in WorkSmart from AMS360:

1. Open a customer in AMS360 and click the WorkSmart button.
2. From the integration dialog box, click **WorkSmart Open** (Figure 117), to see the customer file in WorkSmart.



**Figure 117:** Click WorkSmart Open

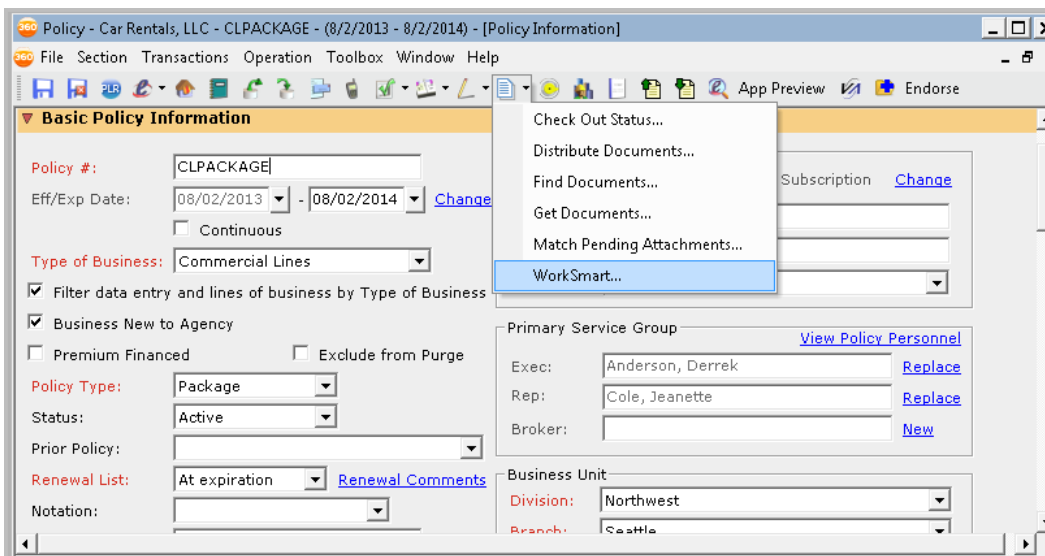
## Policy-Level Capabilities

Just as an AMS360 customer is mapped to a WorkSmart drawer, policies in AMS360 are also mapped to a WorkSmart folder and file using a unique identifier. This enables you to keep all policy-related documents in the same place. That way you have easy access to the documents from AMS360.

### Using Policy Level Capabilities

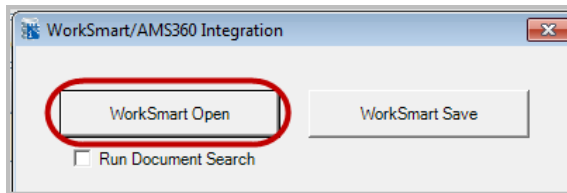
The following steps explain how to open a policy in WorkSmart from the corresponding policy in AMS360.

1. Open the policy in AMS360 that you want to open in WorkSmart.
2. Click WorkSmart from the DocManagement icon on the toolbar of the policy (Figure 118).



**Figure 118:** Click WorkSmart

- To open the Customer and navigate directly to the policy click **WorkSmart Open** (Figure 119) from the WorkSmart/AMS360 Integration dialog box.



**Figure 119:** Click WorkSmart Open

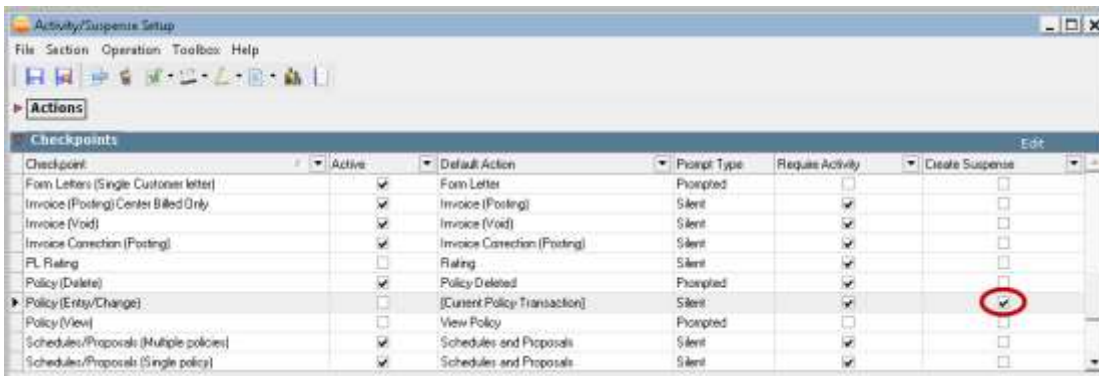
## Activity/Document-Level Capabilities

Document-level integration stores virtual documents or document pointers in AMS360. The virtual documents/document pointers link to the document that is stored in WorkSmart.

We recommend that you create Activities in AMS360 only for automated processes and key touch points not related to workflows. For example:

- Activity Setup – create checkpoints for automated processes, such as
  - Renew transaction process
  - View/Edit Policy Detail
  - Create eForms
 (Other checkpoints, relating to workflow, should be set to Inactive, in Activity/Suspense Setup.)
- Key Touch points- For example, Coverage confirmation - Phone Call with Customer.

We also recommend that you remove any automatically created suspense checkpoints (Figure 120). Use Activity/Suspense Setup to make the change. Use WorkSmart Tasks to replace Suspense.

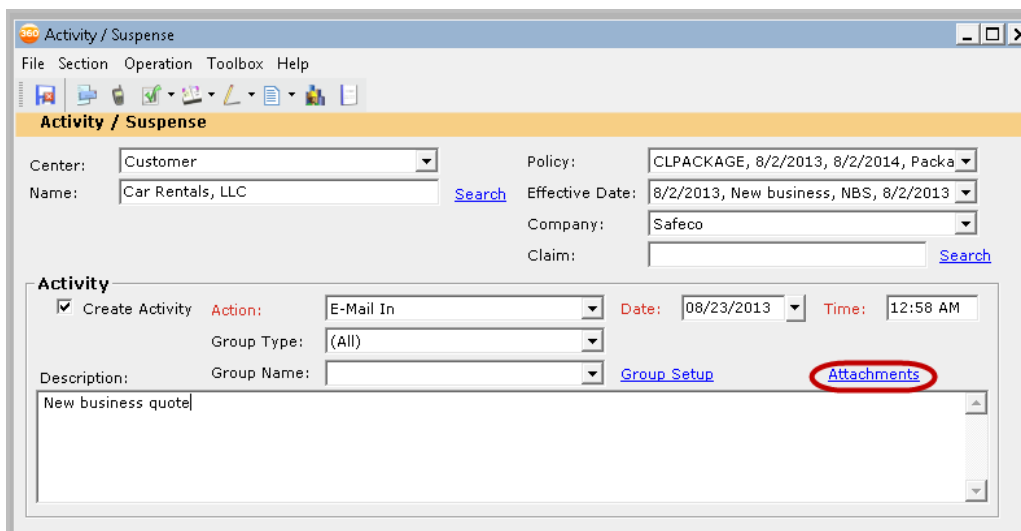


Checkpoint	Active	Default Action	Prompt Type	Requires Activity	Create Suspense
Form Letters (Single Customer letter)	<input checked="" type="checkbox"/>	Form Letter	Prompted	<input type="checkbox"/>	<input type="checkbox"/>
Invoice (Posting) Center Billed Only	<input checked="" type="checkbox"/>	Invoice (Posting)	Silent	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Invoice (Void)	<input checked="" type="checkbox"/>	Invoice (Void)	Silent	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Invoice Correction (Posting)	<input checked="" type="checkbox"/>	Invoice Correction (Posting)	Silent	<input checked="" type="checkbox"/>	<input type="checkbox"/>
PL Rating	<input type="checkbox"/>	Rating	Silent	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Policy (Delete)	<input checked="" type="checkbox"/>	Policy Deleted	Prompted	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Policy (Entry/Change)	<input type="checkbox"/>	[Current Policy Transaction]	Silent	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Policy (View)	<input type="checkbox"/>	View Policy	Prompted	<input type="checkbox"/>	<input type="checkbox"/>
Schedules/Proposals (Multiple policies)	<input checked="" type="checkbox"/>	Schedules and Proposals	Silent	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Schedules/Proposals (Single policy)	<input checked="" type="checkbox"/>	Schedules and Proposals	Silent	<input checked="" type="checkbox"/>	<input type="checkbox"/>

**Figure 120:** Remove create suspense checkpoints

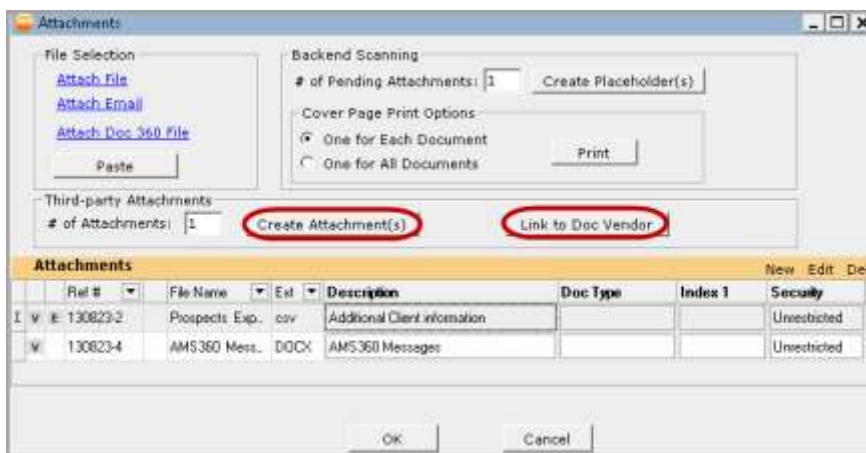
## Creating an Activity

1. To create a new document pointer and link in AMS360, open the same customer in both AMS360 and WorkSmart. The appropriate file in WorkSmart must be open because the link uses the active AMS360 customer and policy to map the documents to the appropriate drawer and file in WorkSmart.
2. In the AMS360 customer, click **New > Activity**.
3. Enter information for the Activity including the Action.
4. Click the **Add Attachments** link (Figure 121).



**Figure 121:** Click the Attachments link

5. Click the **Create Attachment(s)** button and add information about the attachment (Figure 122).



	Ref #	File Name	Ext	Description	Doc Type	Index 1	Security
I	E-130823-2	Prospects Exp.	cov	Additional Client information			Unrestricted
W	130823-4	AMS360 Mess.	DOCK	AMS360 Messages			Unrestricted

**Figure 122:** Click Create Attachments

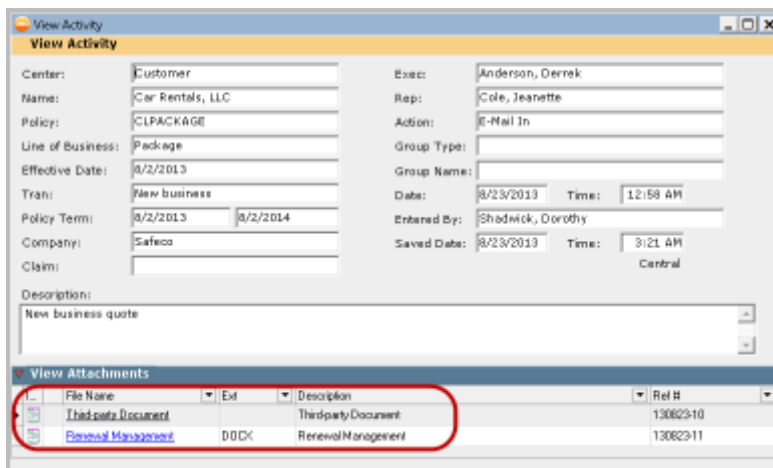
6. After creating the attachment in AMS360, link the attachment to a WorkSmart client by clicking the **Link to Doc Vendor** button.

- The AMS360 activity is now linked to a WorkSmart document(s).

## Viewing an Activity in AMS360

Do the following to see the AMS360 Activity with attachments stored in WorkSmart.

- Open the Customer and from the sidebar menu click **Activities**.
- Click the link to the activity you entered in the [Creating an Activity](#) as explained on page 129. Click the link to any document in the Documents view (Figure 123).



**Figure 123:** Click the document link

- The document opens in WorkSmart.


## Sending Policy Applications, Forms, Overflow pages, and Attachments to WorkSmart

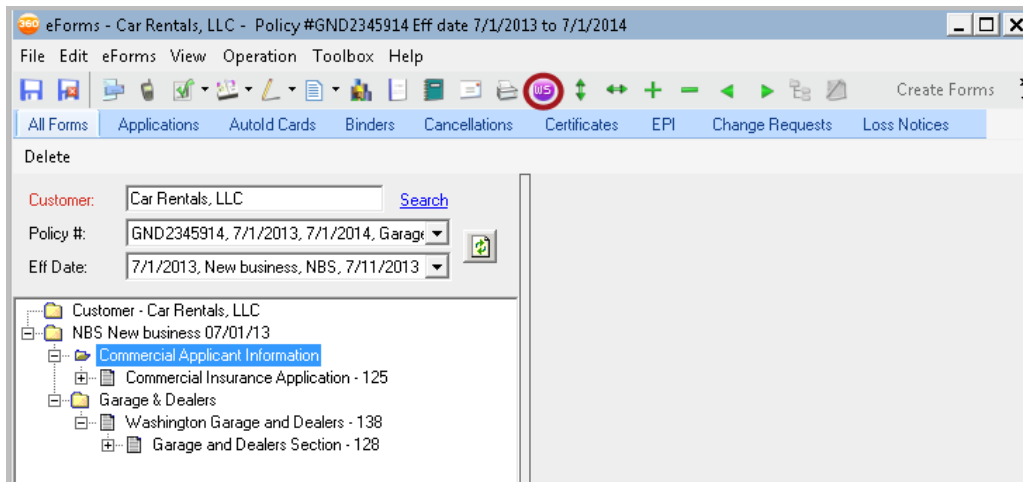
When you enter and maintain policy information in AMS360 you can send that information to WorkSmart.

To send the applications and forms to WorkSmart, begin in the Customer Center with the customer open. You can choose a policy or select one in eForms Manager.

- Open WorkSmart.
- In AMS360, click **Launch eForms Manager** from the 360 Toolbox in the lower left corner of the page.

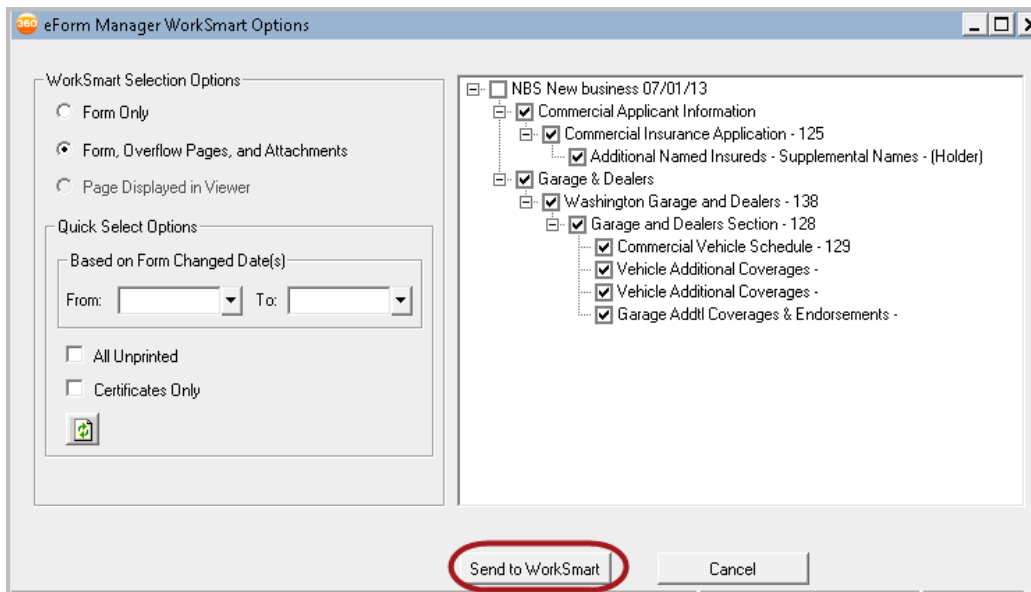
Or

- In **eForms Manager**, with a customer and policy selected, click the **WorkSmart** button  on the toolbar (Figure 124).



**Figure 124:** Click the WorkSmart button

- Use the eForms Manager WorkSmart Options dialog box (Figure 125) to choose the items you want to send to WorkSmart. After making your selections, click **Send to WorkSmart**. A “Sending to WorkSmart” message appears in the status bar, in the lower left corner of the window, as the forms are being sent to WorkSmart.



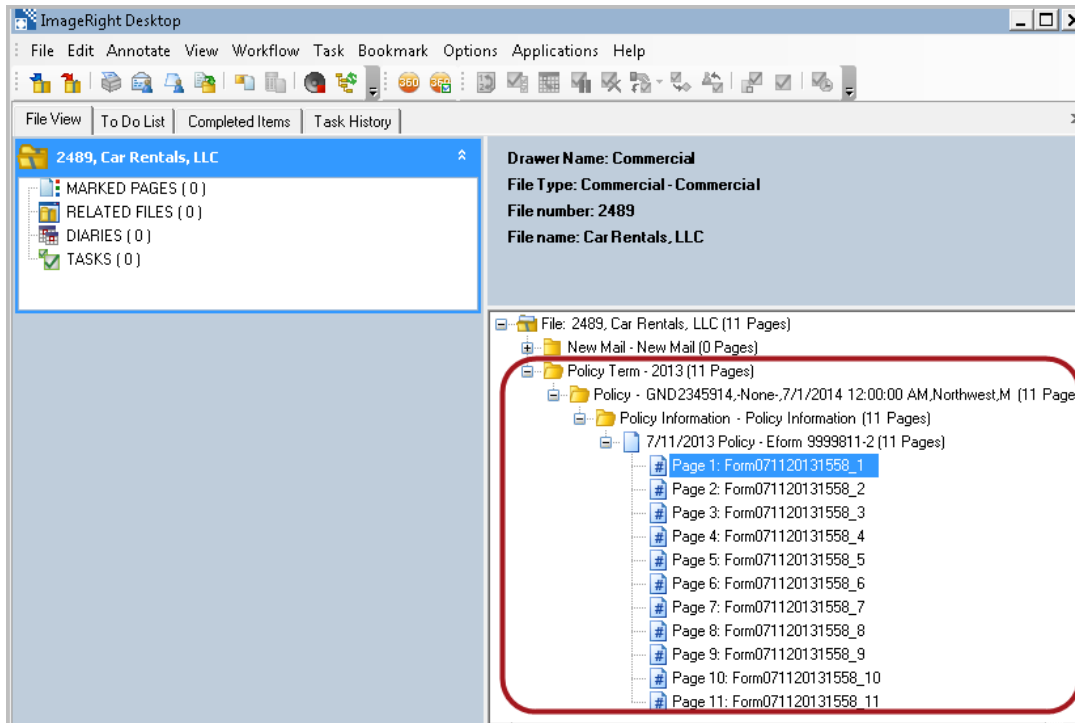
**Figure 125:** Choose the items to send to WorkSmart

An AMS360 Activity dialog box opens listing the forms being sent to WorkSmart. You can add to the Activity. Click **Save** when you are finished.



The Activity dialog box opens if you have set up to prompt for an Activity when leaving eForms Manager.

When the forms transfer is complete the customer opens in WorkSmart and the first page of the forms you've sent is selected in the file tree (Figure 126).



**Figure 126:** View the form in the file tree

You can use any of the features in WorkSmart. The following sections describe using the new forms integration, opening the customer or Dec page in AMS360 from WorkSmart, and creating an Activity for AMS360 while in WorkSmart.

## Working with Customers and Policies in WorkSmart and AMS360


The following scenarios show how you can take advantage of the new integration features.

### Scenario One

While working in WorkSmart you may have received a renewal response from the insured. You need to update the application in AMS360 and create an eForm.


In this scenario, you have the customer and policy open in WorkSmart and AMS360 open in the background.

1. In WorkSmart, from the file tree locate the policy term folder > submission folder where the application renewal packet is filed. Select the submission folder.

2. Click the **Open in AMS360** button  on the toolbar. The declaration page opens in AMS360 for the customer and policy selected in WorkSmart.
3. You can verify the current policy data on the Dec page; open the policy to make the change, followed by creating the form in eForms Manager.


## Scenario Two

In another scenario you are working in WorkSmart and have just received a Loss Policy Release cancellation from the insured. You file the form for the customer in the policy folder in the file tree. Now you need to verify the policy term in AMS360.

1. With the Customer open and selected in WorkSmart, (and AMS360 open in the background) click the **Open in AMS360** button  on the toolbar.
2. The customer information opens in AMS360 to the customer record selected in WorkSmart.
3. Here View the policies with effective and expiration dates as well as the policy status and more.

## Creating an AMS360 Activity while in WorkSmart

When working in WorkSmart you can create an AMS360 activity without leaving the Desktop. To create an activity, do the following:

1. On the WorkSmart Desktop click the **Create AMS360 Activity** button  on the toolbar.
2. On the Activity window, enter the information for the Activity, and then click **Save** (Figure 127).

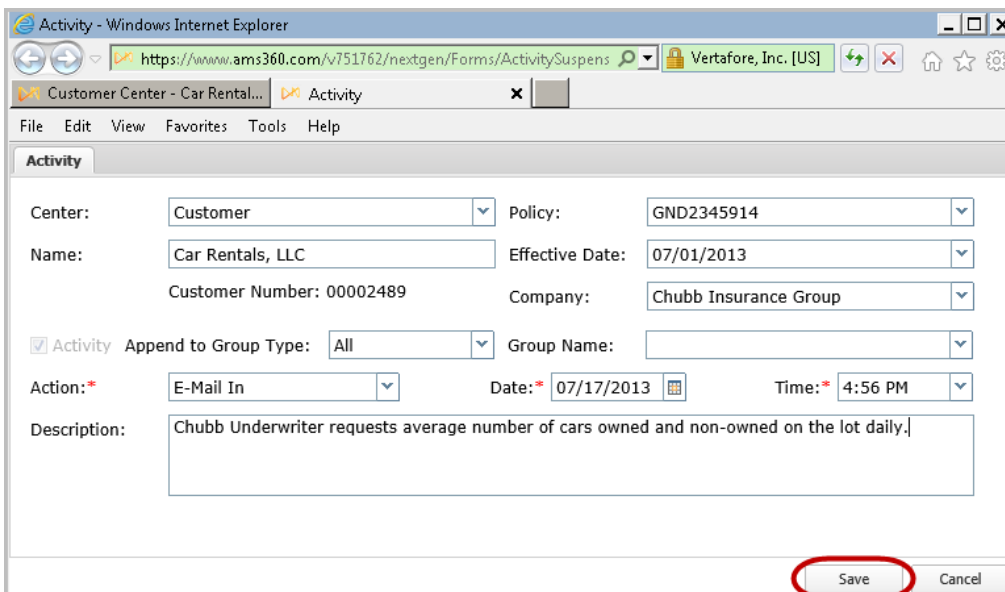


Figure 127: Click Save



The activity appears in the customer's Activity View in AMS360 (Figure 128).

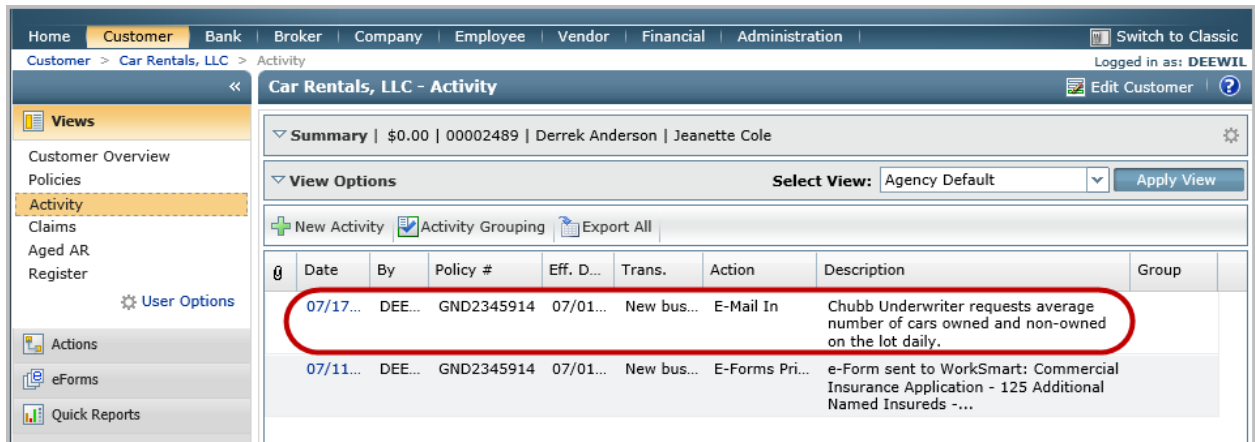


Figure 128: Activity view

## Viewing WorkSmart documents in AMS360

In the policy side view, you can see documents associated with the policy that have forms you've sent to WorkSmart. This feature is available only for Online agencies with Vertafore Single Sign-On (VSSO).

1. Choose WorkSmart Documents from the Show list in the policy side view (Figure 129).

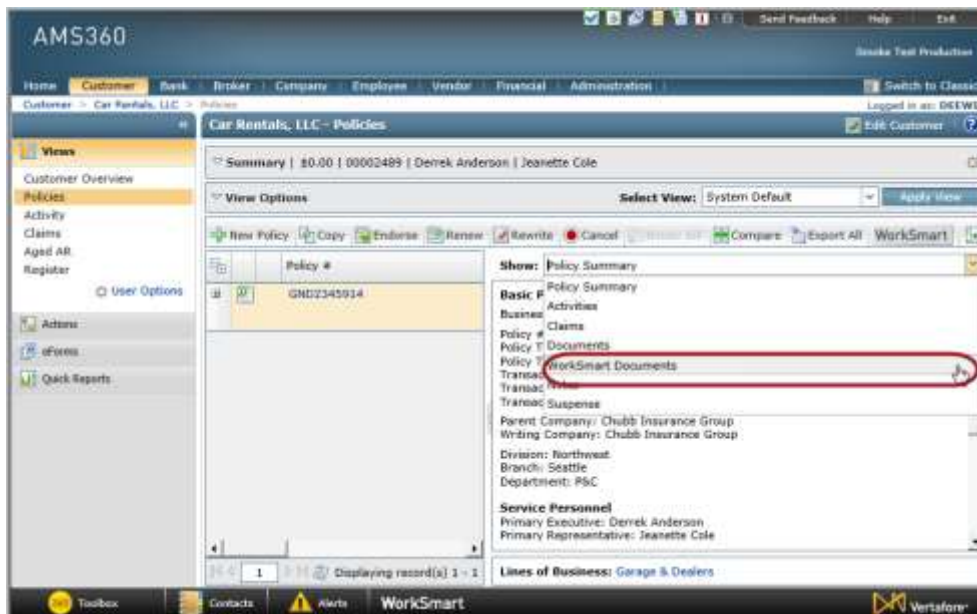
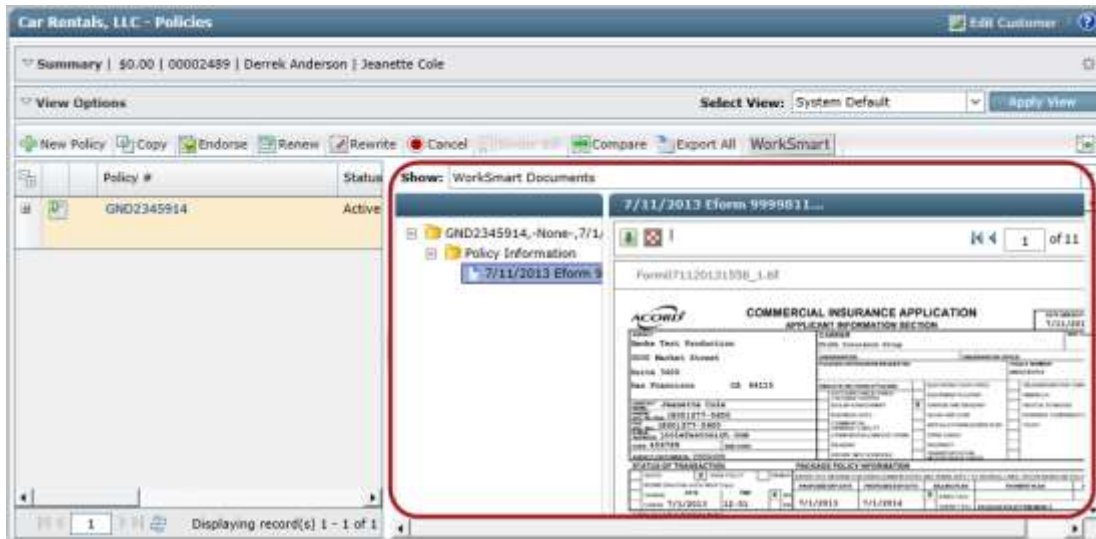


Figure 129: Choose WorkSmart Documents

2. Choose the document from the list on the left (Figure 130).



**Figure 130:** Choose the document

3. You can see the number pages in upper right corner and scroll through the document pages.

## Vendor Level Capabilities

The Vendor Center in AMS360 stores information about vendors your agency pays on a regular basis (e.g., telephone and utility companies, rent, office supplies). Just as the Customer is mapped to a WorkSmart drawer, a Vendor is also mapped to a WorkSmart drawer (e.g. Accounts Payable).

Each vendor is represented by a file in WorkSmart. Any vendor can be opened in WorkSmart by clicking WorkSmart in the AMS360 footer. The integration component will open the vendor file in the corresponding WorkSmart drawer.

1. Open a Vendor in AMS360 and click the **WorkSmart button** in the footer.
2. At the AMS360/WorkSmart integration buttons dialog box, click WorkSmart Open.
3. The configuration options determine the drawer and file type used to open the file.
4. If the file exists, the WorkSmart uses the assigned identifier from the AMS360 Vendor to open the file.
5. If the file does not exist, you have the option to create the file in WorkSmart using the previously defined configuration options. When the file is created and it opens in WorkSmart.

## WorkSmart Best Practice File Structure

The WorkSmart best practice file structure is designed to provide organization for the documents, folders, etc., related to your customer files. The organization, in essence, creates a relationship that defines the folders that can be stored in a file and documents that can be stored in the folders. All the documents and information related to each customer are contained in one easy to navigate file structure. As an example, you will find a customer's policies in separate policy year folders.

The best practice file structure was developed after researching the needs of agencies and the manner in which they perform their work. Additionally, we based the design on recommendations from the Big I.

Using the best practice file structure as it is delivered ensures that the integration points related to WorkSmart function as they are designed. For example, certain changes made to customer files in AMS360 are updated in WorkSmart automatically. Additionally, the file structure supports the integration of Vertafore Engage.

In the sections that follow, you will find the file structures for:

- Commercial Lines
- Personal Lines
- Benefits

## Commercial Lines File Structure

The following structures specify the minimum rules to follow when implementing WorkSmart Integration for commercial lines.

- Primary Index
  - Client Code
  - Client Name
- Secondary Indexes/Attributes
  - Producer (Exec Employee Code)
  - Servicer (Rep Employee Code)
  - Client ID
  - Category Codes
  - Status (Active, Inactive, or Code)
- File Marks (predefined)
  - Status
- Folder Attribute (Policy Term, Employee Benefits)
  - Policy Year
- Folder Attribute (Policy)
  - Policy ID
  - LOB
  - Policy Number
  - Effective Date
  - Expiration Date
- Folder Attribute (Engagement)
  - Engagement ID
- Folder Attribute (Claim Occurrence)
  - Claim ID (Sagitta only)
- Document Attributes (all docs)
  - Policy ID
  - Claim ID (Sagitta only)
  - Activity ID
- Document Attributes (Engage)
  - Submission ID
  - Submission Name (optional)
  - Carrier Name (optional)

Commercial

Commercial

- Client Number / Client Name
  - New Mail
    - New Mail
  - Permanent File
    - Appraisal
    - Forms (ERM14, Elevation Certificate, Alarm Cert, WC, etc.)
    - Photo
    - Employee Handbook
    - Schedule
    - Survey
    - Business Information
    - Underwriting Document
    - Miscellaneous
  - Client Correspondence
    - Broker of Record
    - Contract/Agreement
    - Miscellaneous
    - Email
  - Certificate
    - Correspondence
    - Certificate
  - Accounting
    - Finance Agreement
    - Correspondence
  - Policy Term (Repeatable – Year)
    - Pre-Renewal Information
    - Engage
      - Engagement (Repeatable) (Engagement Name)
        - Carrier (Repeatable) (Carrier Name)
          - Engage (Repeatable) (Engage folder name)
            - Engage (Submission Name – Carrier)

...Continue from the root of the client file




















- Submission/Quote
  - Submission
  - Loss Run
  - Marketing Worksheet
  - Schedule
  - Financial Statement
  - Proposal
  - Internal/Client correspondence
  - Market (Repeatable – Carrier)
    - Correspondence
    - Quote
    - Binder Information
    - Application
    - Declination
- Certificate
  - Correspondence
  - Certificate
- Policy (Repeatable – Coverage Type, Policy #)
  - Policy Information
    - Policy
    - Binder
    - Endorsement
    - Cancellation/Reinstatement/ Non-renew
    - Audit/Reporting Form
    - Statement of Value
    - Miscellaneous
  - Policy Correspondence
    - Miscellaneous
  - Billing/Accounting
    - Invoice
    - Miscellaneous
    - Payment
- Claims
  - Claim Occurrence (Repeatable – Loss Date)
    - Notice of Loss
    - Correspondence
    - Carrier Notices/Payment
    - Legal Document
    - Estimates
    - Photo

Legend:  –Location     –Drawer     –File Type     –File     –Folder     –Document


































## Personal Lines File Structure

The following structures specify the minimum rules to follow when implementing WorkSmart Integration for personal lines.

- Primary Indexes
  - Client Code
  - Client Name
- Secondary Indexes/Attributes
  - Producer (Exec Employee Code in 360)
  - Servicer (Rep Employee Code in 360)
  - Client ID
  - Category Codes
  - Status (Active, Inactive, or Code)
- File Marks (predefined)
  - Status
- Folder Attribute (Policy Term)
  - Term Year
- Folder Attribute (Policy)
  - Policy ID
  - Policy Number
  - Effective Date
  - Expiration Date
- Folder Attribute (Claim Occurrence)
  - Claim ID (Sagitta only)
- Document attributes (all docs)
  - Policy ID
  - Claim ID (Sagitta only)
- Activity ID

-  Personal
  -  Personal
    -  Client Number / Client Name
      -  New Mail
        -  New Mail
      -  Permanent File
        -  Appraisal
        -  Photo
        -  Alarm Certificate
        -  Survey
        -  Mitigation Form
        -  Schedule
        -  MVR/Clue Report
        -  Good Student Form
        -  Miscellaneous
        -  Underwriting Document
      -  Client Correspondence
        -  Miscellaneous
        -  Email

...Continue from the root of the client file

-  Policy Term (Repeatable – Year)
  -  Certificate
    -  Certificate
    -  Correspondence
  -  Policy (Repeatable – Coverage Type, Policy #)
    -  Policy Information
      -  Policy
      -  Binder
      -  Endorsement
      -  Cancellation/Reinstatement
      -  UW Info/Request
      -  Coverage Confirmation
      -  Miscellaneous
    -  Quotes
      -  Application
      -  Quote
      -  Declination
    -  Billing/Accounting
      -  Invoice
      -  Miscellaneous
      -  Payment/Check
    -  Policy Correspondence
      -  Miscellaneous
  -  Proposal/Summary of Insurance
  -  Renewal Review
-  Claims
  -  Claim Occurrence (Repeatable – Loss Date)
    -  Notice of Loss
    -  Correspondence
    -  Carrier Notice/Payment
    -  Legal Document
    -  Estimate
    -  Photo

Legend:  –Location     –Drawer     –File Type     –File     –Folder     –Document

## Benefits File Structure

The following structures specify the minimum rules to follow when implementing WorkSmart for benefits.

- Primary Indexes
  - Client ID
  - Client Code
  - Client Name
- Secondary Indexes/Attributes
  - Primary Sales Lead
  - Primary Service Lead
  - Primary Contact
  - Account Administrator
- Folder Attribute (Plan Term)
  - Plan Year
- Folder Attribute (Line of Coverage)
  - Coverage ID – AMS360 auto; all others manual at this time.
- Folder Attribute (Plan)
  - Plan ID
  - Policy Number
  - Effective Date
  - Expiration Date
- Folder Attribute (Request #) – future integration
  - Request ID
- Folder Attribute (Carrier) – future integration
  - Carrier ID
- Document attributes
  - Plan ID
  - Activity ID
  - Claim ID (Sagitta only)



**Benefits**
**Benefits**

- Client Number / Client Name
      - New Mail
        - New Mail
      - Permanent File
        - BOR
        - Miscellaneous [Misc]
        - Plan Review
        - Key Document [Key Doc]
        - Census
        - Contract
      - Service Plan
        - Service Plan [Svc Plan]
        - Stewardship
      - Plan Term (Repeatable – Year)
        - Marketing/Proposal
          - Cover Letter [Cover Ltr]
          - Plan History
          - General Marketing Material [Mkt Info]
          - Marketing Strategy Letter [Mkt Strategy Ltr]
          - Contribution/Pricing
          - Rate History
          - Claims History
          - Census
          - Benefit Summary/SPD [SPD]
          - Miscellaneous [Misc.]
          - Request (Repeatable – Request #, Request Desc, Eff Date)
            - Carrier (Repeatable)
              - Request PDF (Carrier)
              - Correspondence [Corr]
              - Questionnaire [QNA]
              - Network Analysis
              - Carrier Proposal [RFP]

...Continue from the root of the client file

- Reports
    - Report
  - Plan (Repeatable – Plan Type, Carrier, Plan Desc(20char), Policy Group #)
    - Plan Information
      - Plan/SPD
      - Employee Communication Material [EE Comm Mat]
      - EOB
      - Cancellation / Reinstatement [Canc/REI]
      - 5500 Form/Schedule A [5500]
      - HIPAA
      - COBRA
      - Miscellaneous [Misc]
    - Enrollment Information
      - Application [APP]
      - Correspondence [Corr]
    - Plan Correspondence
      - Correspondence [Corr]
    - Claims
      - Claim Occurrence (Repeatable)
        - Claim Doc
        - Plan History
    - Compliance
      - Compliance

Legend:

