



June 20, 2006

To: The Broker's Workstation Users

Dear Valued Client:

## **Re: The Broker's Workstation – Important Releases and Changes**

Custom Software Solutions Inc. (CSSI) is pleased to announce the release of the following enhancements and new features to its The Broker's Workstation (TBW) product.

### **Accounting Enhancements and New Features**

#### **Accounts Receivable Report by Producer/CSR:**

These new reports take the familiar AR Aged Summary and AR Aged Detail Reports and group the accounts by the assigned Producer or CSR. The new reports provide a quick and easy way to assign accounts receivable management functions to the appropriate personnel based on the client folder or broker Producer/CSR assignment.

#### **Accessing the New Reports:**

The new AR Reports by Producer are accessed in the same way as the other AR report options. Go to the Accounting side of the application, double click Accounts Receivable on the accounting tree, and then click the Reports tab at the bottom of the viewer. The user will then be presented with a dialog box containing all the AR report options including the new Aged Summary by Producer and Aged Detail by Producer. Select the desired report type and click OK.

#### **Report Options:**

Upon clicking OK after selecting either the Aged Summary by Producer or Aged Detail by Producer, the user is presented with a report option form. There are two options for report parameters:

1. **Producer/CSR Assignment** – Up to 3 producers or CSRs may be assigned to a given client folder. This control allows the user to select what producer level, 1 through 3, is desired for the report. If 1 is selected, the report will group the accounts by the Producer/CSR that is assigned to Producer/CSR 1. Likewise, if 2 is selected, the report will group the accounts by the Producer/CSR that is assigned to Producer/CSR 2. This may be useful if, for example, an organization assigns multiple Producer/CSRs to accounts and delegates account collection functions to the persons assigned to a particular level.
2. **Producer/CSR** – This control is used to select the particular Producer/CSR for which a report is desired. A user may select one Producer or all Producers.

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Then click OK and TBW will generate the report as specified.

#### Viewing the Report:

Once TBW has calculated the report, it will display in a collapsed tree view in the document viewer. The user may then expand the desired branch for a particular producer to view summary and then more detailed information depending on the report type selected.

#### Printing the Report:

The AR Reports by Producer will print in substantially the same fashion as the regular AR reports. One key difference is that a page break will be inserted at the end of each Producer's accounts listing. This feature will facilitate the production of one report that is easily divided into integral sub-reports that can be distributed to the individuals that will be working with them.

#### General Comments:

Except as described above, the new AR Reports by Producer work in exactly the same fashion as the other AR reports. Users have the same Reporting Date and Agency-Branch-Department options. The new reports continue to report based on aged open items.

Accounts (folders) that do not have a Producer assigned at the level for which the report is prepared, will be grouped and reported as Unassigned. For example, no Producer/CSR 2 is assigned on John Smith's client folder. If the AR Report by Producer is prepared based on Producer/CSR 2 and there is a balance in Mr. Smith's account, his account will appear in the Unassigned group on the report output.

While The Broker's Workstation permits the assignment of a producer to a folder, it is also possible to assign a different producer to a particular policy transaction within that folder. Regardless of the Producer assignment on the individual transactions within a folder, the AR Report by Producer will only consider the folder Producer assignment.

### **Bank Reconciliation Protection Facilities:**

The Broker's Workstation Business Management System has been enhanced by the addition of protection facilities for bank reconciliations. These changes are intended to maintain the integrity of bank accounts once reconciled by preventing the edit or deletion of transactions that are included in a bank reconciliation. Tools are also provided to release a transaction from a bank reconciliation when necessary and to track such releases to facilitate the reconstruction of the affected bank reconciliation.

The changes resulting from the implementation of the protection facilities are as follows:

1. Deletion and Edit Controls on Transaction Documents -If a user attempts to delete an accounting document such as a receipt, cheque, deposit or journal entry that has been included in a bank reconciliation, the deletion will not be permitted. If a user opens an existing accounting document such as a receipt, cheque, deposit or journal entry and attempts to edit the transaction that has been included in a bank reconciliation, the changes will not be accepted. If it is essential that the item be deleted or edited, it must first be released from the bank reconciliation. This can be accomplished via the Release Cleared Bank Items menu item found in Tools>Accounting Tools. Use the search tools to find the desired transaction in the release tool then click the checkbox and enter a reason for the release to facilitate the later reconstruction of the bank reconciliation. Then click

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the Release button to complete the release of the selected transactions. Subject to other data integrity rules, the deletion or edit of the transaction will now be permitted.

2. Bank Reconciliation - The process of reconciling a bank account is unchanged. The only visible change to the bank reconciliation user form is the addition of a View Log button for viewing the Release Log. The use of this button from within the bank reconciliation will permit a user to look for issues that may affect the current bank reconciliation project without the need for exiting the reconciliation screen. The Release Log allows the user to search for transactions fitting desired criteria (date range, transaction type, amount, and/or reference number) and will present all matching transactions along with useful information to assist in completing the reconciliation such as the nature of the released transaction, the date of the release, the name of the releaser and the reason for the release. For convenience, the contents of the Release Log viewer may be printed. The Release Log may also be accessed at any time from Tools>Accounting Tools>Release Cleared Bank Items and then clicking on the Release Log tab on the resulting form. When performing a bank reconciliation and it becomes necessary to de-select an item that was selected as cleared in a previous session, the item will be released, and it will be logged for future reference.
3. User Rights - Access to the Release Cleared Transactions tool and the Release Log is controlled by TBW User Rights (Tools>Administrative>User Manager) on the Accounting Tab. The various settings control the ability to:
  - a. Release a transaction from the bank reconciliation
  - b. View the Release Log
  - c. Print the Release Log

### **Helpful Hints for Reconciling Bank Accounts:**

The following are some tips that can make reconciling a bank account easier:

1. When preparing to reconcile a new month, have the banks statement and reconciliation printout available from the previous month. Enter the ending bank statement balance in the TBW bank reconciliation tool and click details. Ideally the system will indicate that the account remains reconciled. If so, enter the ending bank statement balance and click Details and begin reconciling the new month. If the last month does not display as reconciled, it is likely that one or more items have been released from the reconciliation. Consult the Release Log for the relevant release date range for clues about which items may need to be re-selected. Reselect the items as required until the account reconciles. Then move on to perform the current month reconciliation.
2. Whenever possible, use an adjusting entry instead of a deletion or edit. This can save a lot of effort in subsequent attempts at reconciling the affected account.
3. Always print and save the output from a bank reconciliation. This report can provide very useful information if problems arise in reconciling statements for subsequent months.

### **Creating a Permanent Record of General Ledger and Accounts Receivable Reports:**

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TBW now allows all General Ledger and Accounts Receivable reports to be persisted in a PDF format. Once a report has been generated a user will see a PDF icon on the tool bar. When the PDF icon is selected the user will be presented with a “save as” page. This page allows the user to select where to save the report and allows the report to be named or take the default name. Once this page is saved a PDF document will have been created in the path/ directory you chose. This feature allows the user to create a persisted copy of the reports for any point in time.

## **Intelliquote and I-Biz Enhancements and New Features**

### **Improvements and Enhancements to the Change Memo:**

The following are improvements or enhancements made to the automated change memo:

1. Reinstatement Request now generates a change memo (similar to a cancellation request).
2. Change memos no longer show premium changes on individual coverage items.
3. Substituted Vehicles will now show all attached endorsements.
4. A Client Signature line has been added.
5. Fields have been removed that should have been invisible (eg AppStatCode, PolTermFactor etc...).
6. More information has been added to Vehicles (ex. Distance to Work, Purchase Price, and Number of Cylinders).
7. Added and Substituted Dwellings will now include more information such as:
  - General Details (Stories, Ground Floor area, occupancy, roof etc...)
  - Protection info (Fire halls etc...)
  - All Construction Information
  - Security Information (alarms, smoke detectors etc...)
  - All upgrade information
  - All heating System Information

### **License Validation Improvements:**

The previous Drivers License Validation tools would validate a driver's license by verifying it was in the correct format. New Validation tools check to see if the driver's license is valid for a particular driver. This new tool allows for the validation process to be more accurate.

### **Vehicles in Storage Enhancement:**

This enhancement feature is now available for all types of vehicles except trailers and commercial trailers. In Storage has been removed from the Vehicle Use drop down and added as a new check box (see Figure 1A). A user can now indicate “in storage” and a Vehicle Use at the same time.

Example:

Vehicle Use: Farming  
In Storage: Checked

Existing documents will automatically be converted. If Vehicle Use was In Storage, the In Storage box will be checked and the user will be required to pick a different Vehicle Use.

(Figure 1A)  
(Vehicle Display – Vehicle Details Tab)

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**Persons and Claims Tabs on Folder Details Hidden When Editing a Request Document:**

The 'Persons' and 'Claims' tabs in Folder Details (first screen presented to the user – see Figures 2A and 2B) are now no longer displayed when editing a requesting document. This then forces the user to edit the Persons or Claims from within the request document rather than the from Folder Details screen.

Figure 2A - Current

Figure 2B - New

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### **Deleting Abeyances When the Parent Document Has Been Deleted:**

In the current system deleting a parent document of an abeyance item can cause problems with the view of the abeyance screen. An abeyance item can become orphaned and remain in the abeyance table without being marked as done and without any information relating back to the parent document.

An enhancement has been added to the system that allows for handling of the abeyance(s) at the time the parent document is deleted. After a successful delete of the parent document, TBW will look for any outstanding abeyances (not marked as deleted and not marked as done). If any abeyances are found the user will be prompted with the following message - "This document has one or more outstanding Abeyance Items. You must either delete each Abeyance Item or mark as 'Done' on the following screen.". The user will click "OK" to the message box and then will be presented with the regular abeyance screen listing only the outstanding abeyances for this document. The user will either mark the abeyance as done or manually delete. If the user tries to exit out of the screen (either through the OK button or the "X") they will be prompted with "You must either delete each outstanding Abeyance item or mark as 'Done'" and will not be allowed to exit the screen until the abeyance(s) are dealt with. Users will be able to mark Critical Abeyances as deleted from this screen.

Please run the TBW Remote Update Utility to access these changes. For assistance in using these new features, please contact our Support Team at 1-888-291-3588.

Please share this information with all TBW users in your office(s) and thank you for using TBW.

Yours truly,

Custom Software Solutions Inc.

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