27 January 2016

To: Users of The Broker's Workstation and/or The Underwriter's Workstation

Dear Valued Client:

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

Custom Software Solutions Inc. (CSSI) is pleased to announce the release of the following enhancements and newest features to **The Broker's Workstation (TBW)** and **The Underwriter's Workstation (TUW)**:

Contents

1. Upgraded RCT Express and RCT High Value from CoreLogic Now Available to All Users – The upgraded RCT Express and RCT High Value provide the TBW user with enhanced workflow, ease of use, and up-to-date Canadian reconstruction cost data.

2. Accounting Drilldown – Double-click an item in the GL Inquiry, the GL Report, the Standard Financial Report, or the Custom Financial Report to view detailed transaction information quickly and conveniently in one screen.

3. Folder Search by List Item Code – In the Open a File dialog, search for TBW/TUW List Item Folders by Code.

4. Speed Optimizations in TBW/TUW – Recent performance optimizations in TBW/TUW include improving the amount of time required to load User Rights and to check in and check out Client folders.

1. Upgraded RCT Express® and RCT High Value™ from CoreLogic® Now Available to All Users

CSSI is pleased to announce that the upgraded, web-enabled RCT Express platform, including RCT High Value, is now available to all TBW users.

The upgraded RCT Express and RCT High Value provide the TBW user with enhanced workflow, ease of use, and up-to-date Canadian reconstruction cost data. With RCT Express, the TBW user simply completes the Mandatory Details screen to create a new RCT™ estimate quickly and easily. The TBW user will only need to validate the information with the homeowner and make any necessary changes. Additional property details can be added immediately or at a later time, if required.

RCT High Value functionality is included and can be used to calculate reconstruction costs for high-value, single-family homes. This new feature will eliminate the need for a Broker to run additional high value calculators outside of TBW.

Each TBW/TUW user will be transitioned to the upgraded RCT Express platform and RCT High Value feature when he/she runs the Update Utility following this most recent Production release.

Create a New RCT Express Estimate

To generate a new RCT Express estimate, first check out the Client folder from the File Cabinet. Then, drag and drop the **RCT icon** onto the Client folder in the Desktop Tree (see Figure 1.1).

(Figure 1.1)
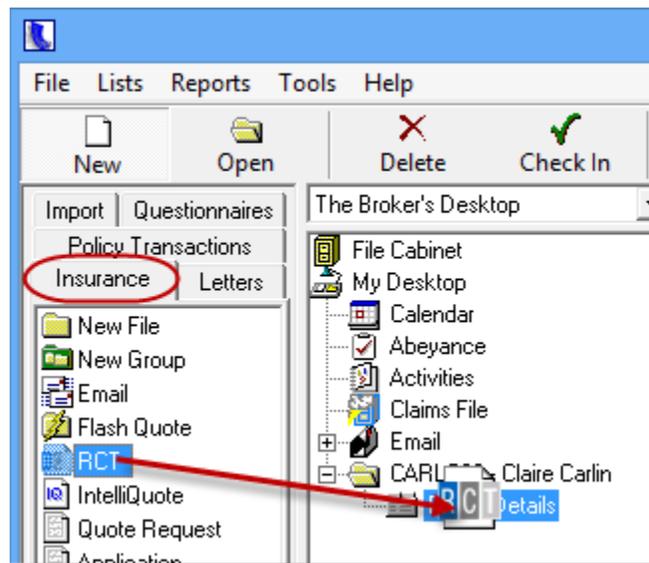
After you have entered a descriptive name for the document, the **RCT Wizard** will launch to help you create the new RCT.

In the first screen, adjust **Location** details, if required, and then click **Next**.

In the next step, enter the **Mandatory Data** for the home (see Figure 1.2).

(Figure 1.2)

Then, to create the RCT Express estimate, click the **Finish** button.

- If you would rather create a Full RCT and enter additional details for the property now, click the **Next** button instead of the Finish button, and work through the Wizard steps that follow.
  - If you click the **Next** button in this step and then change your mind about creating a Full RCT, you can use the **Back** button to return to the Mandatory Data step and click the Finish button to create the RCT Express estimate, instead.

After you click the Finish button in the Mandatory Data step, an **Attention** box will display, listing the assumed values that have been generated automatically during the creation process. Click **OK** to accept these values (see Figure 1.3).

- These assumed values, which are determined by MSB, are based on the values entered in the Location and Mandatory Data steps in the RCT Wizard.
- You can make any necessary changes to the assumed values later, with the help of the RCT Wizard.

(Figure 1.3)

To save a PDF copy of this list of assumed values, enter a descriptive name for the RCT Assumption Summary Report in the **Persist Assumptions** box, and then click **OK**.

- The persisted copy of the Assumption Report will display in the Desktop Tree and will be available on the Documents tab in Folder Details.
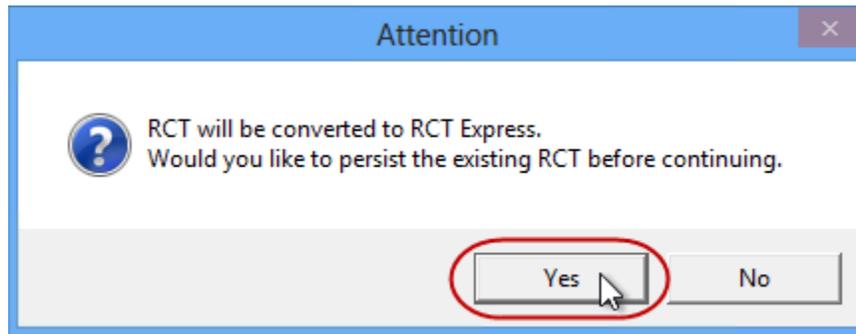
The newly created RCT will appear in the Document Window and in the Client folder in the Desktop Tree. Please disregard the **Estimate Number** that displays at the top of the report (this number is for use by MSB and CSSI) (see Figure 1.4).

(Figure 1.4)

To view additional information, click the **Detailed Report** tab at the bottom of the screen (see Figure 1.5).
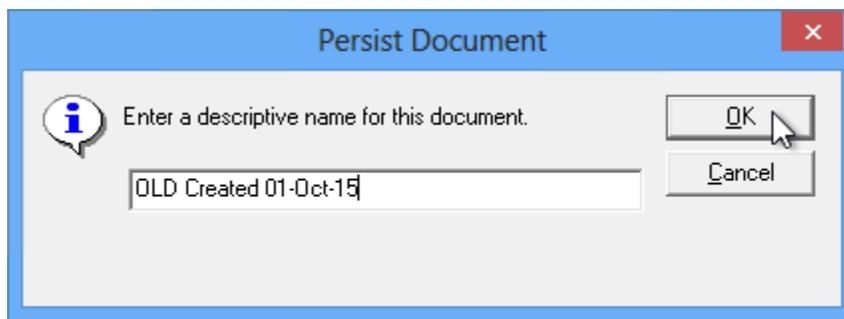
(Figure 1.5)

To modify or add any information for the RCT, simply select the applicable toolbar button to open the RCT Wizard (see Figure 1.6).

(Figure 1.6)

Make any necessary modifications with the help of the RCT Wizard, and then click **OK**. Remember to click the **Recalculate** $=$ button on the RCT toolbar after making any changes or additions to the RCT.

Using RCT Express with Pre-Existing RCTs

When a pre-existing RCT has been checked out of the File Cabinet, it can be opened and viewed in the Document Window in the usual manner. If you click one of the RCT toolbar buttons, a prompt will display informing you that this RCT will be converted to the new RCT Express format, and asking if you would like to persist the existing RCT before continuing (see Figure 1.7). Click **Yes** to ensure you will have a static copy of the existing RCT available in the Client folder.

- Creating a persisted (PDF) copy of the existing RCT will also allow you to view this document while working in the new RCT, if needed (i.e. you can minimize the new RCT and refer to the PDF copy of the pre-existing RCT to check any details that must be updated in the new document).

(Figure 1.7)

Enter a descriptive name for the document in the **Persist Document** box, and click **OK** (see Figure 1.8).

- The persisted RCT will display in the Desktop Tree and will be available on the Documents tab in Folder Details.
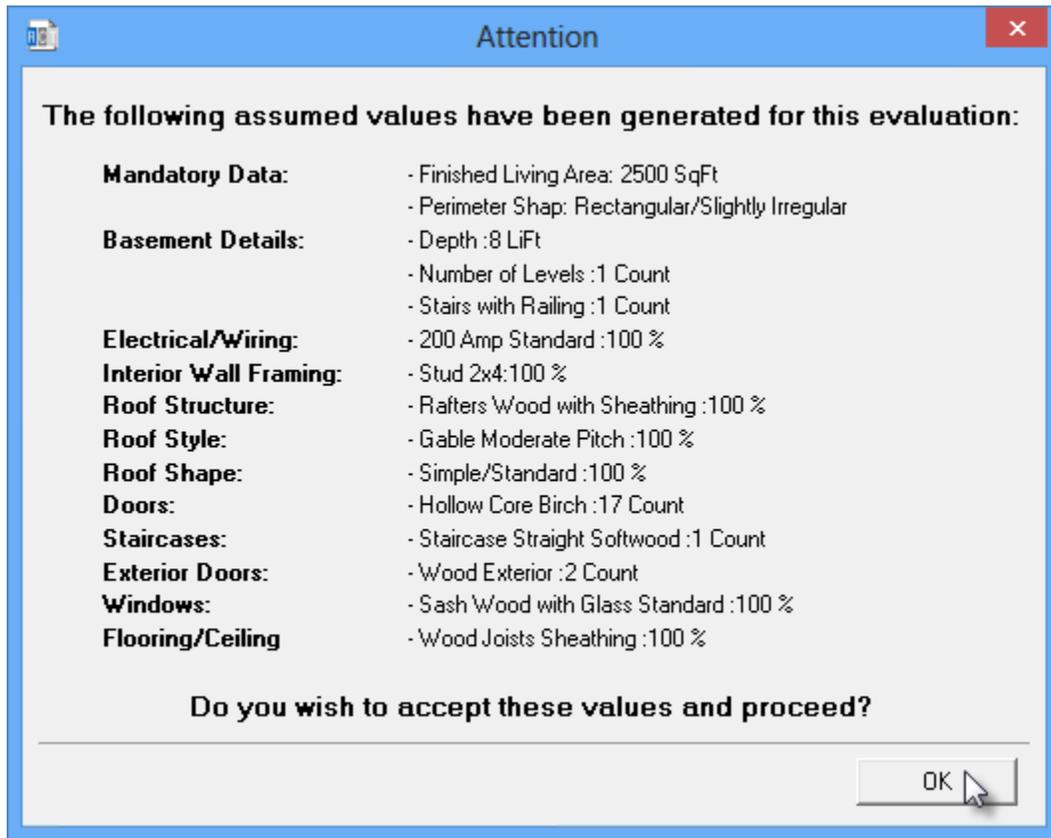
(Figure 1.8)

Now, the RCT conversion process will begin. An **Attention** box will display, listing the assumed values that have been generated automatically during the conversion process. Click **OK** to accept these values (see Figure 1.9). You can make any necessary changes to the values following the conversion.

- These assumed values, which are determined by MSB, are based on the values in the Location and Mandatory Data steps in the RCT Wizard.

(Figure 1.9)

To save a PDF copy of this list of assumed values, enter a descriptive name for the RCT Assumption Summary Report in the **Persist Assumptions** box, and then click **OK** (see Figure 1.10).

- The persisted copy of the Assumption Report will display in the Desktop Tree and will be available on the Documents tab in Folder Details.

(Figure 1.10)
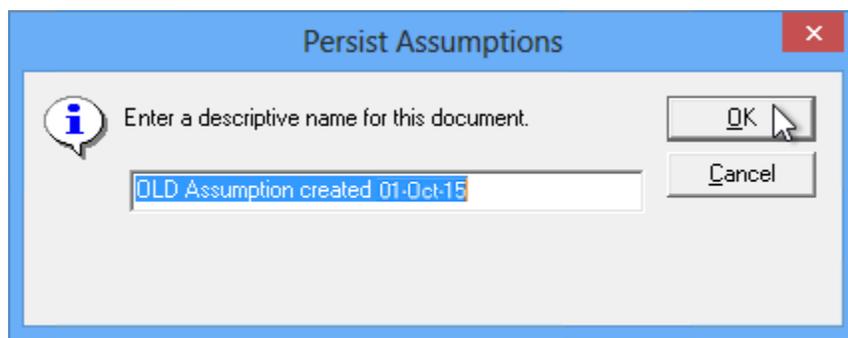
Next, the **Location** step in the RCT Wizard will display. Make any necessary adjustments, and click the **Next** button.

In the **Mandatory Data** screen, make changes as required, and click **Finish** (see Figure 1.11).

- **Note:** You will be able to make additional changes and additions to the updated RCT, as required, once the conversion has been completed.

(Figure 1.11)
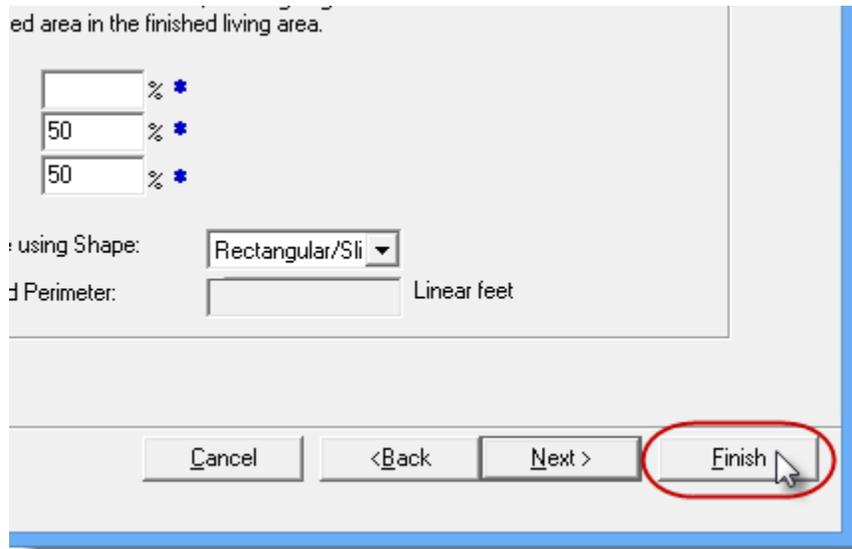
The updated RCT will display in the Document Window. Click the **Recalculate** = button on the RCT toolbar to apply the assumed values to the RCT and complete the conversion (see Figure 1.12).

- Once the conversion has been completed, use the applicable RCT toolbar button to open the RCT Wizard and make any additional changes, as required.

(Figure 1.12)
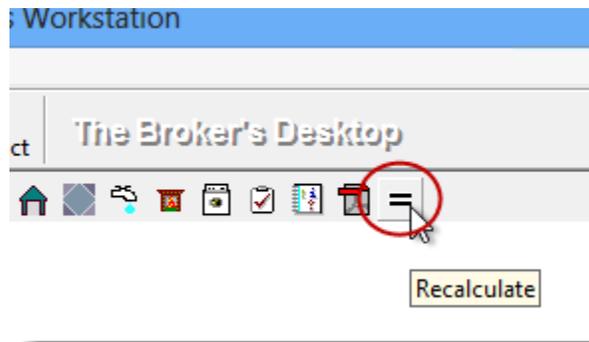
2. Accounting Drilldown

The Accounting Drilldown feature makes financial analysis easier by allowing the TBW/TUW user to view transaction details within an inquiry or a report with the simple double-click of the mouse. Rather than having to print reports for reference or open and close various screens to retrieve

details about a particular transaction, now you can simply double-click an item in the GL Inquiry, the GL Report, the Standard Financial Report, or the Custom Financial Report to view detailed transaction information, including attachments, quickly and conveniently, while leaving the original report on hand for continued use.

To view the Accounting Drilldown feature in the GL Inquiry, move to The Accountant's Desktop and run the GL Inquiry in the usual manner. Once inquiry results have loaded, double-click the target policy transaction to open the **Transaction Details** box (see Figure 2.1), which will display the Accounting Date, Transaction Type, Creator, GL Posting Details, and other frequently needed transaction details.

- Click the **Print** button in the Transaction Details window to print the information, if necessary.

(Figure 2.1)
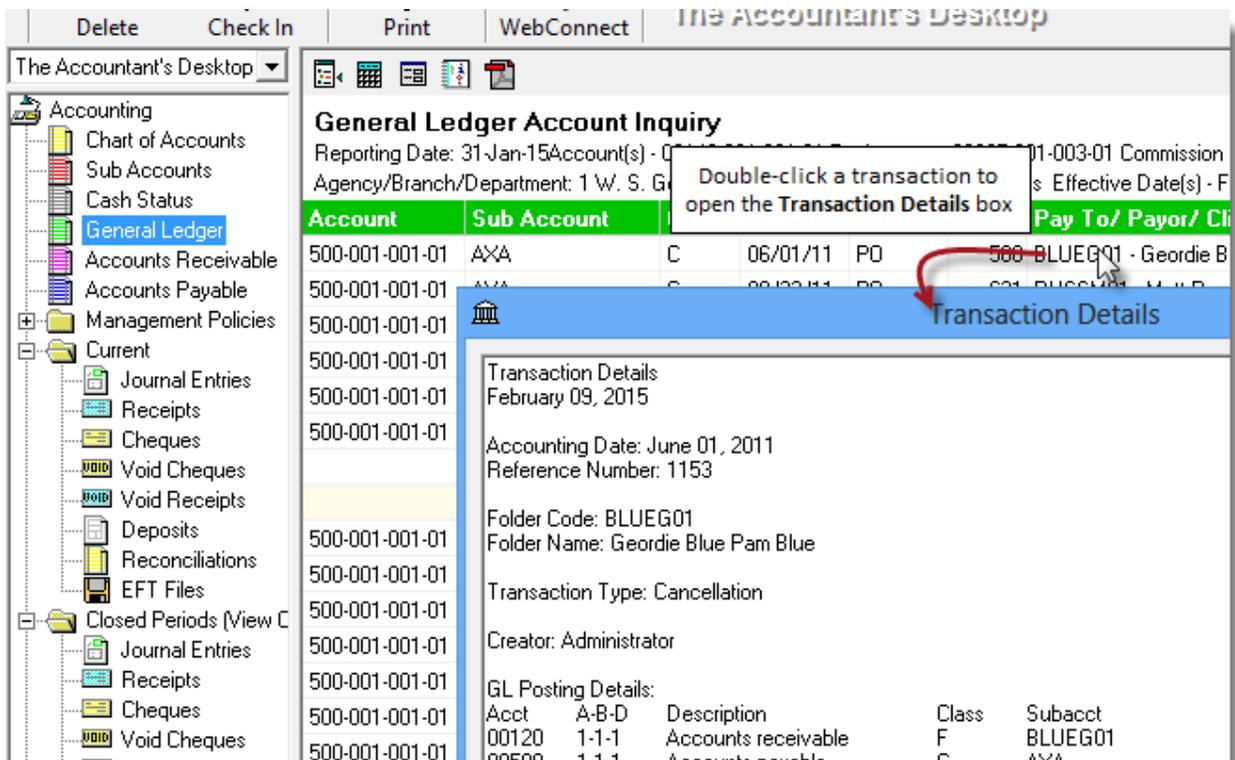
When you are ready to return to and continue working in the GL Inquiry screen, simply **Cancel** or close the Transaction Details dialog.

To view details for a non-policy transaction in the GL Inquiry, double-click the item and, in the details window that opens, additional information about the item will display. If necessary, click the **About** button to view additional transaction details about the selected item (see Figure 2.2).

(Figure 2.2)
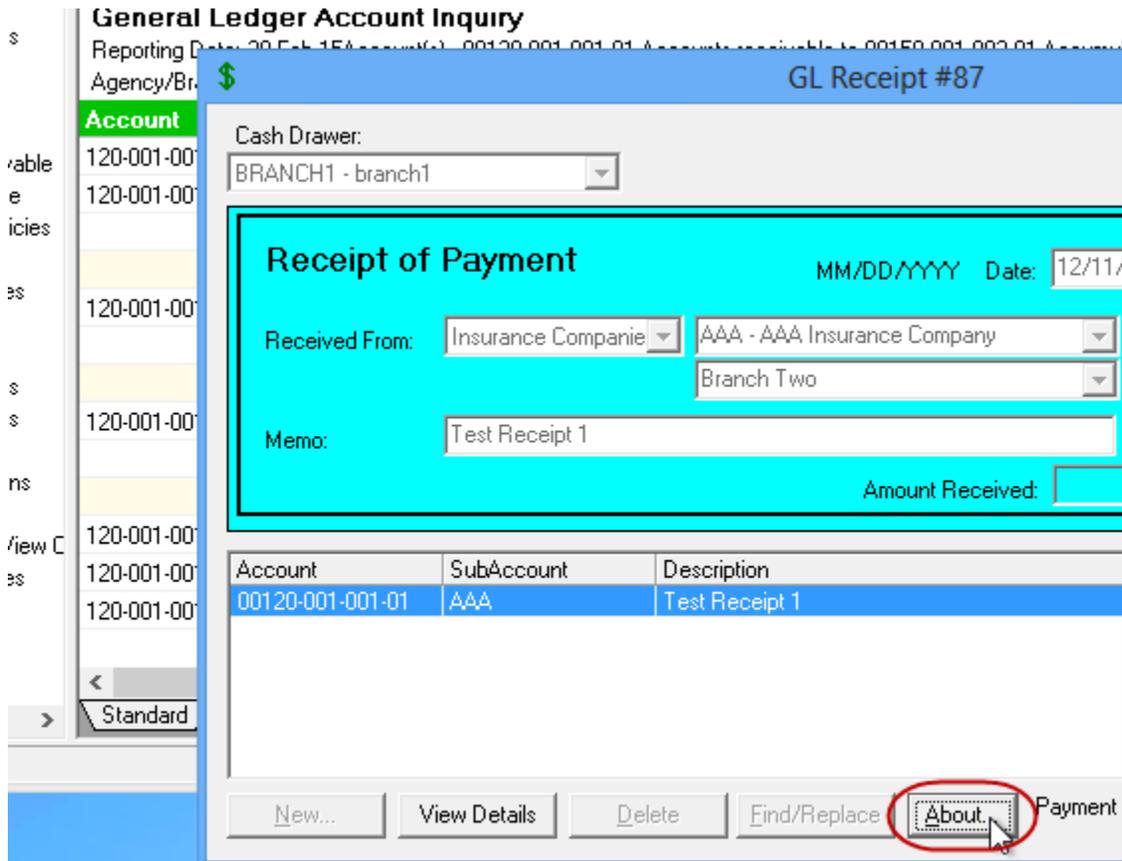
After you have clicked the About button, the **Transaction Details** box will open, displaying the applicable Accounting Date, Creator, Cash Drawer, etc. for that item (see Figure 2.3). Close the Transaction Details window to return to the details window.

(Figure 2.3)

To view any documents attached to the transaction, click the **Attach** button in the details window. In the **File Attachments** box that displays, select the target document and click the **View** button to preview the file (see Figure 2.4).

- Attachments can be viewed for a variety of accounting transactions.

(Figure 2.4)
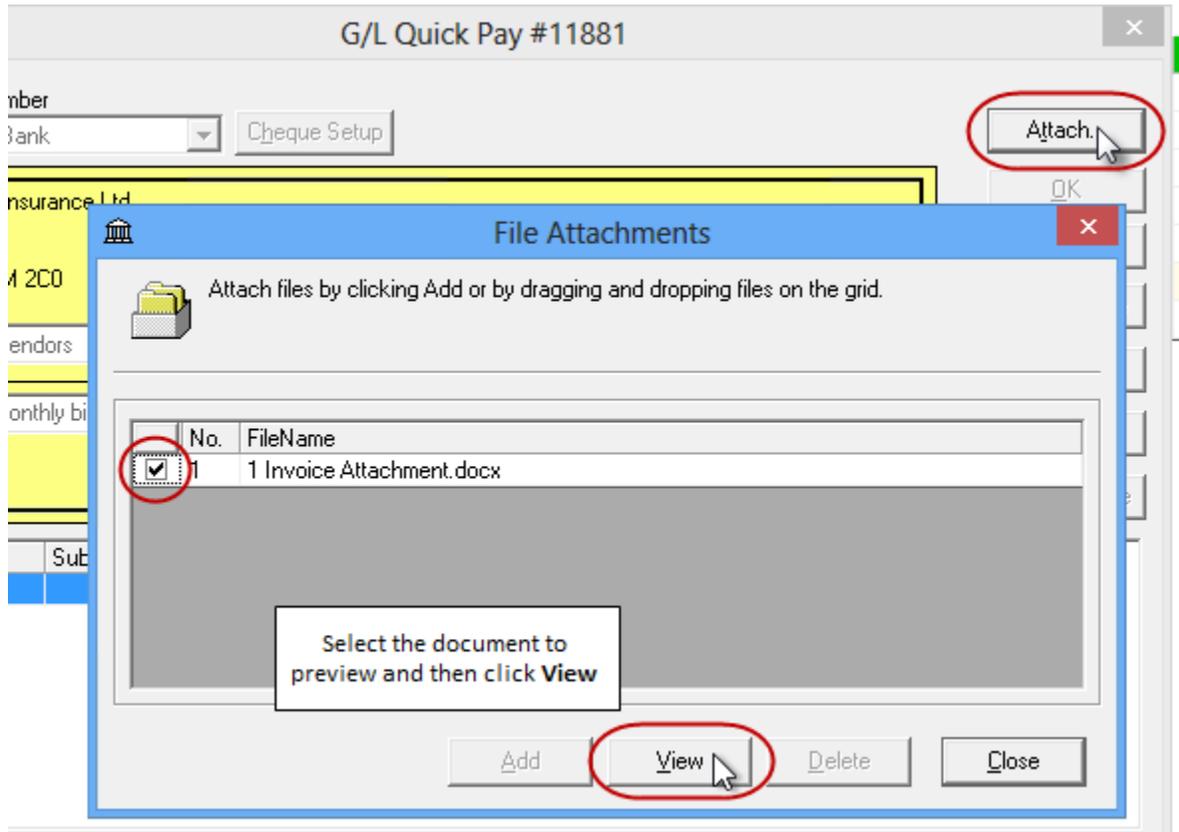
Once again, simply close or cancel the details window(s) when you are ready to return to the GL Inquiry results.

To view the Accounting Drilldown feature in the Standard Report, run the report in the usual manner. Then, double-click an amount field (this can be any amount field in the Current or YTD column) to launch a GL Inquiry for the applicable account and date range. Results will display in the **Account Drilldown Information** dialog (see Figure 2.5).

- In the GL Standard Statement and related drills, please note that the drill is available on non-total amounts (i.e. the drill doesn't work on total lines, such as Total Assets, Total Revenue, etc.). You can only drill into an account line.

(Figure 2.5)

Financial Statement (Standard)
W. S. Goodall Insurance Ltd.
Month End: December 31, 2014, Agency/Branch/Department: 001 W. S. Goodall Insurance Ltd./ALL/01 Personal Lines

| Account	Description	Current Month	Balance To Date
	SubTotal (00120) Clients	0.00	27,446.86
0120001-	Accounts receivable - Vendors	0.00	150.00
	SubTotal (00120) Vendors	0.00	150.00
0120001-	Accounts receivable - Companies	(4,900.00)	(4,625.20)

Account Drilldown Information

Account No.: 00120   Date : 12/01/2014 ▼ To : 12/31/2014 ▼   MM/DD/YYYY

Agency/Branch/Department: 001 W. S. Goodall Insurance Ltd./ALL/01 Personal Lines

Account	Sub Account	Class	Date	Source	Ref	Pay To/ Payor/ Client	Description
120-001-001-01	AA	B				Accounts receivable	Opening Balance
							Net Change-AA-B
							Closing-AA-B
120-001-001-01	AAA	C	12/11/14	RECPT	87	AAA Insurance Company	Test Receipt 1
							Net Change-AAA-C

- To export the contents of the Account Drilldown Information dialog to Microsoft Excel for additional use and analysis, click the **Export to Excel** ⊠ button in the lower left-hand corner of the window (see Figure 2.6). In the **Save As** dialog that displays, select a location to save the file, enter a **File Name**, and click **Save**.

(Figure 2.6)
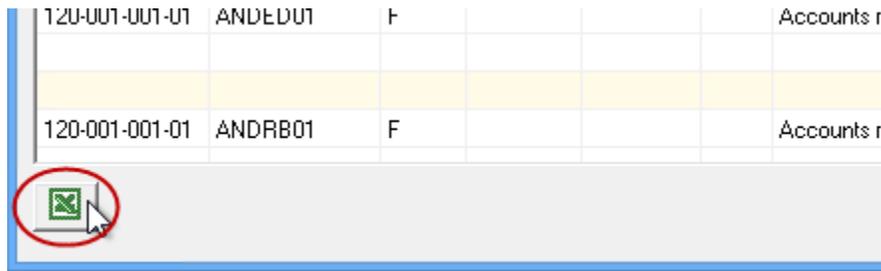
120-001-001-01	ANDEDU1	F			Accounts r
120-001-001-01	ANDRB01	F			Accounts r

To drill further down to the individual transaction level, double-click a transaction in the **Account Drilldown Information** dialog to view additional information in the details window. Again, the **About** button is available when more detail about the item is required (see Figure 2.7). You can also use the **Attach** button to view any documents attached to the transaction.

297 Nelson St. W. • P.O. Box 639, Virden, MB, R0M 2C0 • **thebrokersworkstation.com**
Tel: 204-748-4800 • Toll-free: 1-888-291-3588 • Fax: 204-748-4806

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(Figure 2.7)

When you are ready to return to the Financial Report, click **Cancel** or **Close** to close the details window(s).

This feature is available in both Canadian and Foreign Currency modules. Please note that the Accounting Drilldown feature is subject to User Rights (through *Tools*, *Administration*, *User Manager*, *Rights*), and also to Bank Account Control permissions.
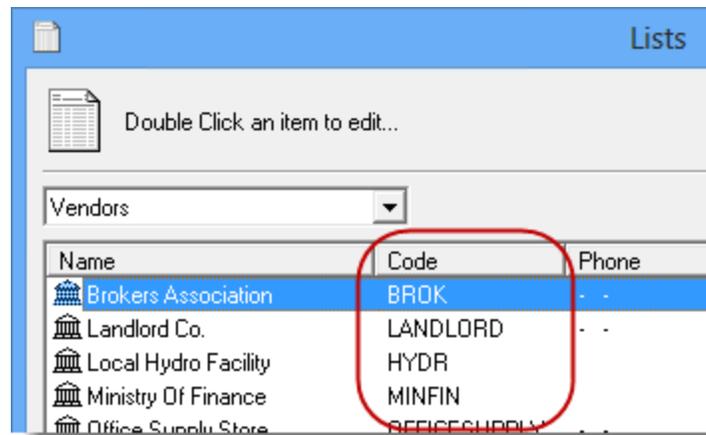
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3. Folder Search by List Item Code

The TBW/TUW Folder Search feature has been enhanced with the option to search for List Item Folders by List Item Code.

Many TBW/TUW List items (such as Vendors, Brokers, and Employees) are assigned a **Code** when the List item is created. This Code displays in the **Lists** dialog for the target item (see Figure 3.1).
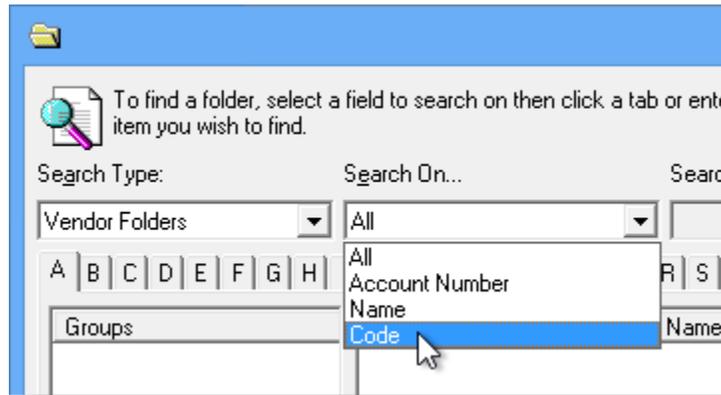
(Figure 3.1)

For List Items with corresponding List Item Folders, a Folder Search can now be performed using the Code. To search for a List Item Folder by its Code, click the **Open** button on the TBW/TUW toolbar to open the **Open a File** dialog (see Figure 3.2).

(Figure 3.2)
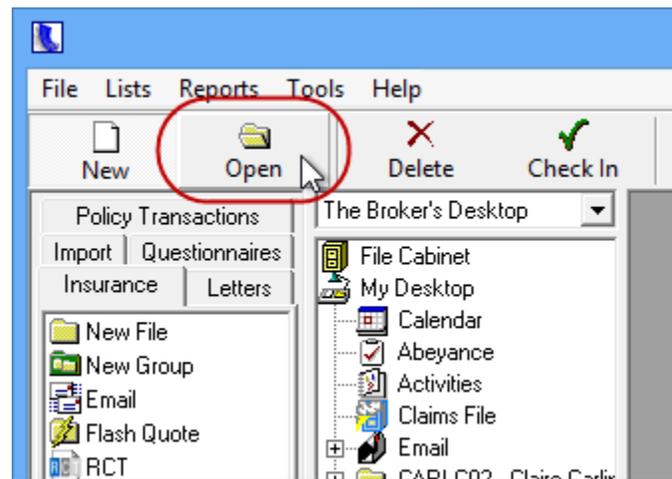
In the **Open a File** dialog, select the **Search Type**, and, in the **Search On** menu, select **Code** (see Figure 3.3).

(Figure 3.3)

In the **Search For** field, enter one or more target characters, and then click the **Find Now** button. List Item Folders with Codes matching the given parameters will display in the list (see Figure 3.4), with their corresponding Codes provided in the **Code** column. Double-click the target folder to check it out of the File Cabinet and place it on the TBW/TUW Desktop.

(Figure 3.4)
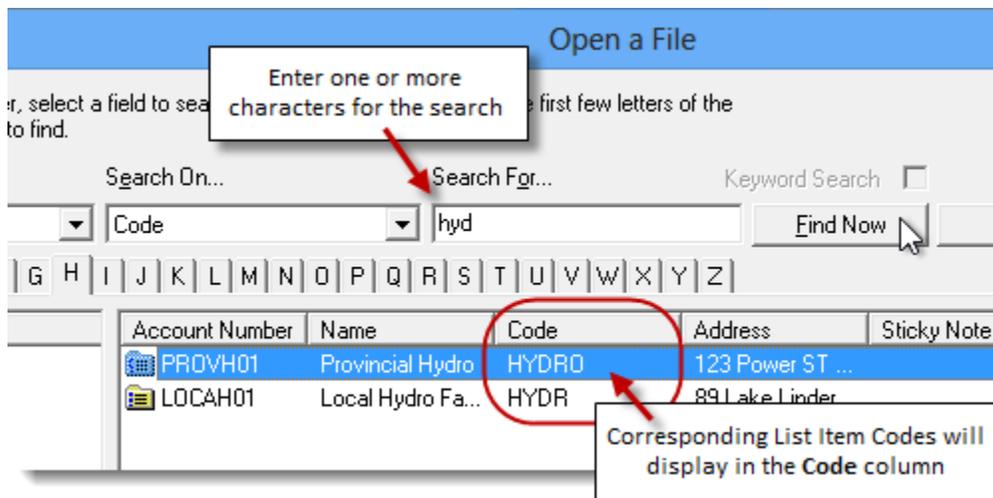
4. Speed Optimizations in TBW/TUW

The Broker's Workstation and The Underwriter's Workstation are subject to ongoing improvement, with continual development of new features and performance optimization that make daily workflows more efficient, enable the delivery of high-end customer service, and help you better manage your business.

Recent performance optimizations in TBW/TUW include the following:

- Steps have been taken to improve the amount of time required to check in and check out Client folders. This improvement will be particularly noticeable for large folders with many documents, and when the user is checking out documents from the Documents tab and the Current Policies tab in Folder Details.

- Loading of User Rights has also been optimized, and the amount of time needed to open the User Rights window after selecting a User in User Manager has been improved. Also optimized is the amount of time required to modify Agency/Branch/Department selections in the User Access Rights dialog. This User Rights optimization will be especially apparent in offices with many users and/or multiple ABDs (Agencies/Branches/Departments).

You will notice these performance optimizations once the TBW Update Utility has been run.

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Please share this information with the appropriate TBW and TUW users in your office(s). Once you have reviewed this document, if you have any questions regarding these features or need further assistance in their usage, please contact our Client Services Team at clientservices@cssionline.com (email) or 1-888-291-3588 (toll-free telephone).

Thank you for using The Broker's Workstation and The Underwriter's Workstation.

Yours sincerely,

Custom Software Solutions Inc.

Microsoft Partner

Gold Independent Software Vendor (ISV)

To unsubscribe from our email notifications and updates, please contact us at info@cssionline.com or reply to this email.