



2 November 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. [Negative-Value Receipts Not Permitted in Client Folders](#) – Negative receipts can no longer be transacted on Client folders. Instead, please use the Returned Payment or Void Receipt feature.

1. Negative-Value Receipts Not Permitted in Client Folders

Previously, TBW/TUW users may have used a negative-value receipt in situations such as reversing an incorrect receipt or managing an NSF (non-sufficient funds) transaction. However, in the TBW/TUW Cash Drawer system, negative receipts are never cleared from the balance of the Cash Drawer account upon reconciliation, which causes the Cash Drawer to be unbalanced (as seen in the cashout / undeposited receipt report). As such, the ability to transact a negative receipt on a Client folder has been removed from TBW/TUW.

Alternatives to negative-value receipts include the following:

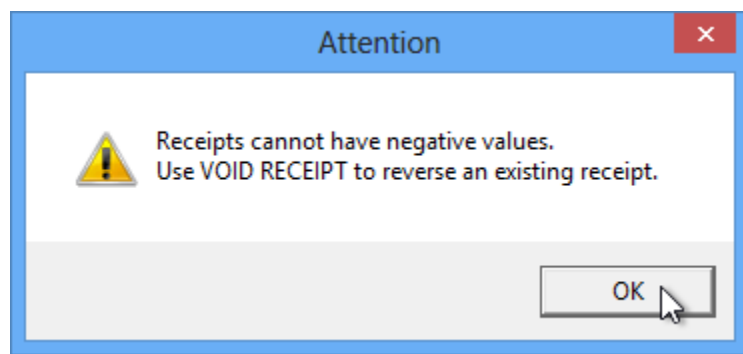
- **Returned Payment Feature:** When a client payment is returned for any reason, use the Returned Payment feature to update the TBW/TUW bank balance, recover the bank fee, and levy a customer service fee, if required. The Returned Payment can be initiated from the Policy Transactions Tray or the client's Ledger Card. Note: A payment must be deposited before it can be marked as a Returned Payment.

- **Void Receipt Feature:** TBW/TUW users can use the Void Receipt feature to cancel a receipt that is not required or was entered incorrectly. When a receipt is voided, it will be removed from the accounting system, but an audit trail for the voided receipt will be maintained in the system. A client receipt that has been posted but not deposited can be voided on The Broker's Desktop.

Please note the following regarding negative receipts:

- While negative values can be entered in the detail lines of a receipt, the overall value of the receipt itself must be positive.
- If you attempt to create a negative receipt on a Client folder, you will be reminded that receipts cannot have negative values (see Figure 1.1).

(Figure 1.1)



If you have any questions about the Returned Payment or Void Receipts feature, please contact Client Services for assistance.

[Return to Contents](#)

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.



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