

# Applied Epic Certificates of Insurance

SESSION HANDOUT

## Prepared for Applied Client Network and Applied Systems

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## Updated By:

Name:

Organization Affiliation:

Date Updated:

## Target Audience:

<input type="checkbox"/>	Accountant/Bookkeeper
<input checked="" type="checkbox"/>	CSR
<input type="checkbox"/>	Carrier
<input type="checkbox"/>	IT Manager/Systems Coordinator
<input checked="" type="checkbox"/>	Operations
<input type="checkbox"/>	Principal/Owner

<input type="checkbox"/>	Producer
<input checked="" type="checkbox"/>	Trainer
<input type="checkbox"/>	Vendor
<input type="checkbox"/>	ALL
<input type="checkbox"/>	Other: (describe)

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## Epic Certificate of Insurance

The following steps outline how to successfully create coverage options that can be used to create Certificates of Liability for:

- Acord 22 (2012/04) Intermodal Interchange Certificate
- Acord 24 (2009/09) Certificate of Property
- Acord 25 (2014/01) Certificate of Liability

## First Things First

Before users can issue certificates they need to enter client details.

1. Add an Insured in Epic
2. Enter Business Contacts (Other Named Insureds) with their associated Locations
3. Add Policies entering coverage information – even if your group isn't using Acord forms to submit underwriting data to the insurance market you can still enter policy limits in the application that will be used to create Certificate Template coverage options.

### Did You Know...?

In configuration you can mark a box that has Epic look at the limits of insurance on an application and prohibits staff from creating a certificate with limits HIGHER than those purchased by the Insured. Even if you don't use an Acord application for your coverage details entering the Limits on the Acord form are a good practice.

### General Liability Acord Form

Coverages		Limits
<input checked="" type="checkbox"/> Commercial general liability	<input type="checkbox"/> Claims made	<input checked="" type="radio"/> Occurrence
<input type="checkbox"/> Owner & contractor's protective		
<input type="checkbox"/> Other <input type="text"/>		
Limits		General aggregate
		4,000,000
Applies per: <input type="checkbox"/> Policy <input checked="" type="checkbox"/> Project <input type="checkbox"/> Location		
Products & completed operations aggregate		4,000,000
Personal & advertising injury		2,000,000
Each occurrence		2,000,000
Damage to rented premises (each occurrence)		300,000
Medical expense (any one person)		10,000
Employee benefits		1,000,000

### **Business Auto Acord Form**

Coverages		Ea Person	Ea Accident
<b>Liability</b>			
<input checked="" type="checkbox"/> 1	<input type="checkbox"/> 4	<input checked="" type="checkbox"/> 9	CSL
<input type="checkbox"/> 2	<input type="checkbox"/> 7		BI
<input type="checkbox"/> 3	<input checked="" type="checkbox"/> 8		PD
			2,000,000

### **Workers Compensation Acord Form**

Policy Information/Total Estimated Annual Premium - All States	
<b>Part 1 - Workers Compensation (States)</b>	
States	CA
<b>Part 2 - Employer's Liability</b>	
Each accident	WCEL 2,000,000
Disease - policy limit	2,000,000
Disease - each employee	2,000,000

### **Umbrella/Excess Acord Form**

Policy Limits of Liability			
<input type="radio"/> New <input checked="" type="radio"/> Renewal		<input checked="" type="radio"/> Umbrella <input type="radio"/> Excess	
		<input checked="" type="radio"/> Occurrence <input type="radio"/> Claims made <input type="radio"/> Voluntary	
Retroactive Date		Limit of liability	
Proposed	<input type="text"/>	Each occurrence	5,000,000
Current	<input type="text"/>		5,000,000
Expiring policy #	<input type="text"/>		
		Retained limit	<input type="text"/>
		First dollar defense	<input type="text"/>

## **Configuring User Options / Distribution Email Accounts**

When users right-click on an Attachment and select the email option their Outlook signature block automatically appends in the email screen.

When they email from the Distribution Manager window their signature does NOT automatically append, however, there is a configuration option to have the Outlook signature appear when creating output documents for email.

1. From Home Base click on Configure
2. Click User Options
3. Select Distribution Email Accounts
4. Click the Add icon
5. Click on the Email Signature tab
6. Click the Add Icon
7. Copy and paste your Outlook signature onto the screen
8. Click Finish

## Application Details – Additional Interests

When completing application underwriting details staff may choose to enter Additional Interest information on the General Liability, Automobile or Property, etc. applications. If you do it is important to remember to **mark the Certificate box** – this allows certificate holder information to automatically populate on certificate templates in Epic.

- This only populates their name and address.
- You will still need to enter a Description of Operations, associate any required endorsements and indicate the coverage(s) that apply to that Holder.

Additional Interests				
Veh #	Name	Address 1	City	State
1	Bank of Money	123 Main St	San Diego	CA
2	Toyota Motor Credit	PO Box 1234	Beverly Hills	CA

Lookup code	<input type="text"/>	Vehicle #	2	2020 Toyota RAV4 1J920391920392919
Name	Toyota Motor Credit	Rank	<input type="text"/>	
Address	PO Box 1234 Beverly Hills, CA 90210	Interest	AI	Additional Insured
Phone	<input type="text"/>	If "Other"	<input type="text"/>	
Fax	<input type="text"/>	Reference/loan #	<input type="text"/>	
Email	<input type="text"/>	Lien amount	<input type="text"/>	
Reason for int	<input type="text"/>	Interest end	<input type="text"/>	

Certificate  
 Policy  
 Send bill

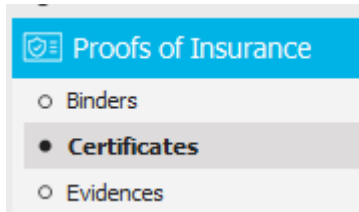
### Did You Know...?

When processing a job that will create a large PDF Epic will automatically prompt user to **Save to File** rather than to immediately print. This makes better use of computer resources while processing the job.

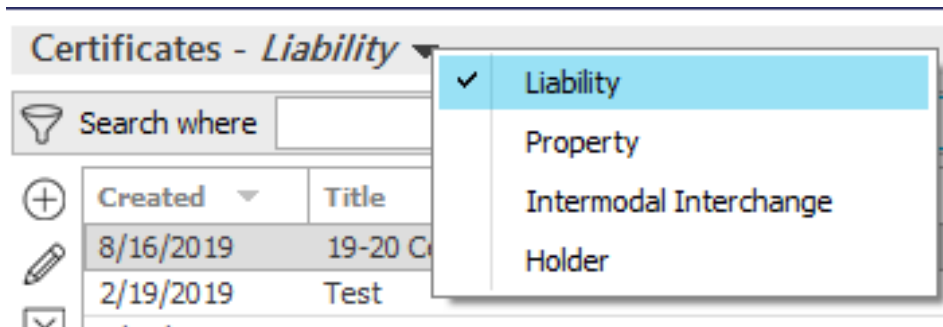
## Creating a Master Template

In Epic you don't create a traditional template (e.g. you don't see the Acord 25 and enter all information on one form). Instead, you create coverage variables for each Section on the Acord certificate. For example, if your General Liability policy has \$4 million aggregate / \$4 million occurrence limits you can create a variable that shows those two limits. You may have holders who request to see \$4 million aggregate and \$2 million occurrence limits – Epic allows you to create another coverage option showing the requested limits.

1. **Locate Account**
2. Click on **Proofs of Insurance** in the Navigation Panel
3. Click on **Certificates** in the Navigation Panel



4. The **List View** defaults to Certificates – Liability (this is the Acord 25). Clicking on the List View Drop down users can select the Certificate – Property (Acord 24) or Certificate – Intermodal Interchange (Acord 22).





Acord 25 Menu Options Certificate of Liability	Acord 24 Menu Options Certificate of Property	Acord 22 Menu Options Intermodal Interchange Certificate
<p>Proofs of Insurance</p> <ul style="list-style-type: none"> <li>Binders</li> <li><b>Certificates</b> <ul style="list-style-type: none"> <li><b>Liability</b> 8/16/2019 [X]</li> <li>Insured</li> <li>General Liability</li> <li>Automobile Liability</li> <li>Excess Umbrella Liability</li> <li>Work Comp Employers Liab...</li> <li>Other 1</li> <li>Other 2</li> <li>Description of Operations</li> <li>Attachments</li> <li>Holders</li> <li>Remarks</li> </ul> </li> <li>Evidences</li> </ul>	<p>Proofs of Insurance</p> <ul style="list-style-type: none"> <li>Binders</li> <li><b>Certificates</b> <ul style="list-style-type: none"> <li><b>Property</b> 8/17/20... [X]</li> <li>Insured</li> <li>Property</li> <li>Inland Marine</li> <li>Crime</li> <li>Boiler &amp; Machinery</li> <li>Other 1</li> <li>Other 2</li> <li>Location of Premises/Descr...</li> <li>Special Conditions</li> <li>Attachments</li> <li>Holders</li> <li>Remarks</li> </ul> </li> <li>Evidences</li> </ul>	<p>Proofs of Insurance</p> <ul style="list-style-type: none"> <li>Binders</li> <li><b>Certificates</b> <ul style="list-style-type: none"> <li><b>Intermodal Interch...</b> [X]</li> <li>Insured</li> <li>General Liability</li> <li>Automobile Liability</li> <li>Cargo</li> <li>Trailer Interchange</li> <li>Excess Umbrella Liability</li> <li>Work Comp Employers Liab...</li> <li>Other 1</li> <li>Other 2</li> <li>Description of Operations</li> <li>Attachments</li> <li>Holders</li> <li>Remarks</li> </ul> </li> <li>Evidences</li> </ul>

The Navigation Panel expands showing options for each form. From left to right above we see (1) Acord 25 Certificate of Liability; (2) Acord 24 Certificate of Property and (3) Acord 22 Intermodal Interchange.

**The detail instructions below focus on the Acord 25, Certificate of Liability**

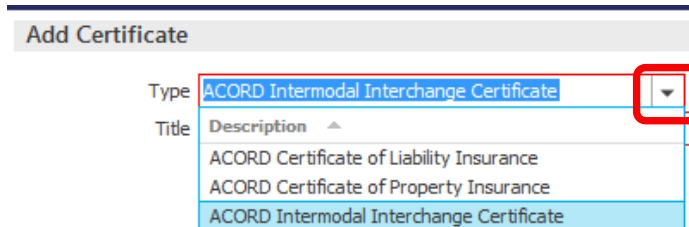
- Click the **Add** icon on the left under the List View

Certificates - Liability ▼

Search where [ ] [ ] [ ] Find

Created ▼	Title	Last Updated
4/14/2020	20-21 Master Liability	7/11/2020

6. If the appropriate List View was selected (e.g. Certificates – Liability; Certificates – Property) the corresponding Acord form will appear in the list. User can correct the form at this point if an incorrect selection was made.



Add Certificate

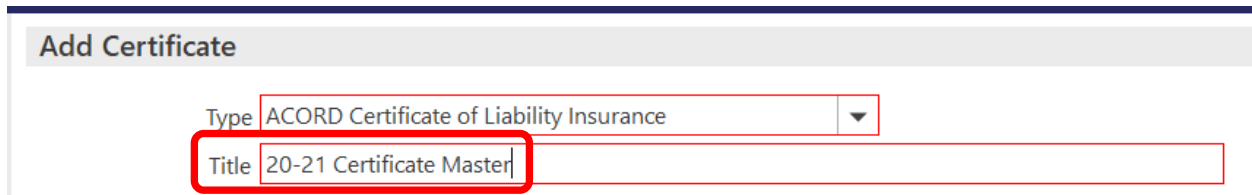
Type ACORD Intermodal Interchange Certificate

Title Description ^

- ACORD Certificate of Liability Insurance
- ACORD Certificate of Property Insurance
- ACORD Intermodal Interchange Certificate

7. Enter a generic **label** for the Certificate. This is like an empty folder where we will add coverages in the next steps.

**FOOD FOR THOUGHT:** Today Epic does NOT give us a “history” view for certificate templates like we see for Policies. I encourage you to include the policy term in your naming convention for both the Master and the Coverage Options.

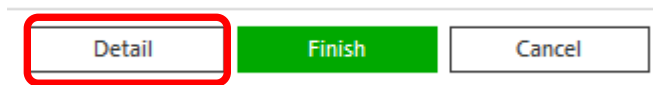


Add Certificate

Type ACORD Certificate of Liability Insurance

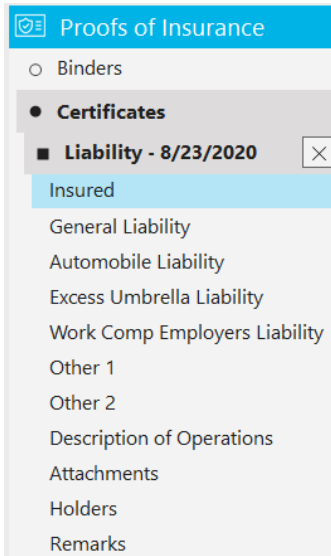
Title 20-21 Certificate Master

8. Click Detail in the bottom right to continue.



Detail Finish Cancel

9. The **Navigation Panel** expands showing the Menu options based on the Acord form selected. The sample below shows Acord 25 options.



10. The **Insured** option shows the Title of the document started in the previous steps and the Named Insured from the Account Detail screen. Certificates of Insurance may need to be issued showing Other Named Insureds. This is NOT where you make this change – that information is selected at the Certificate HOLDER level later in the process.

**General Information**

Title

**Insured**

Name

Address

Austin TX 78738-4043

County United States of America

11. Users need to click on each of the subsequent coverages controlled by the Insured and create coverage options.
- If a coverage is NOT controlled by our Agency users will NOT be able to create a coverage option (e.g. if we do not control Umbrella and no Umbrella policy is in Epic users CANNOT create a certificate showing Umbrella coverage). Steps are shown for each of the available coverages.

12. Click on **General Liability** and a blank Available Templates screen appears.
13. Click the **Add** icon in the top left corner to Activate the screen

Available Templates

Description ^	Line	Policy Number	Effective	Expiration
[X]				

Include history     Include all lines of business  
 Line of business:   
 Service summary:   
 Description:   
 Default template

Type Of Insurance/Limits: ACORD 855 NY

Type of Insurance

 Commercial general liability  
 Claims made     Occurrence  
 Coverage type:   
 Coverage type:   
 Gen aggr limit applies per:  Policy     Project     Location  
 Other:

Limits

Each occurrence	<input style="width: 50px;" type="text"/>	<input type="text"/>	<input type="text"/>
Damage to rented premises (each occurrence)	<input style="width: 50px;" type="text"/>	<input type="text"/>	<input type="text"/>
Medical expense (any one person)	<input style="width: 50px;" type="text"/>	<input type="text"/>	<input type="text"/>
Personal and advertising injury	<input style="width: 50px;" type="text"/>	<input type="text"/>	<input type="text"/>
General aggregate	<input style="width: 50px;" type="text"/>	<input type="text"/>	<input type="text"/>
Products - completed/operations aggregate	<input style="width: 50px;" type="text"/>	<input type="text"/>	<input type="text"/>
	<input style="width: 50px;" type="text"/>	<input type="text"/>	<input type="text"/>

**Did You Know...?**  
 Your Agency may choose to create a Security Group that includes the permissions to create a certificate template and another group where users can create certificates but cannot create, renew or edit the Certificate Master.

14. Click on the **Line of Business** drop down to select the appropriate Liability policy. If multiple Service Summary Rows exist for the policy the system will default to the most current service summary row reflecting current policy limits. Policy limits entered on the application will appear in the Limits section. Also, if multiple policies exist for a specific line of coverage they will appear in the list.

Available Templates

Description	Line	Policy Number	Effective	Expiration

Include history     Include all lines of business

Line of business: [1CGL] ▼

Service summary	Description	Status	Effective	Expiration	Policy Number	Policy Descr...
1CGL	Commer...	NEW	1/30/2019	1/30/2020	23589888	Commercial ...
1CGL	Commer...	NEW	8/1/2019	8/1/2020	PKG12345	Commercial ...

15. In the **Description** field give this coverage a name. This should be more descriptive than just "General Liability". Entering the policy term and limits is helpful. Other application information will be marked on the page, if entered on the Acord application (e.g. Occurrence, Aggregate applies to....)

Include history     Include all lines of business

Line of business: [1CGL] ▼ **Commercial General Liability - 8/1/2019 - 8/1/2020**

Service summary: [1] ▼ **8/1/2019 - New - Commercial Package - Issued**

Description: [19-20 CGL \$4M/\$4M]

Default template

Type Of Insurance: ACORD 855 NY

Type of Insurance

Commercial general liability  
 Claims made     Occurrence

Coverage type: [ ]

Coverage type: [ ]

Gen aggr limit applicat...:  Policy     Project     Location

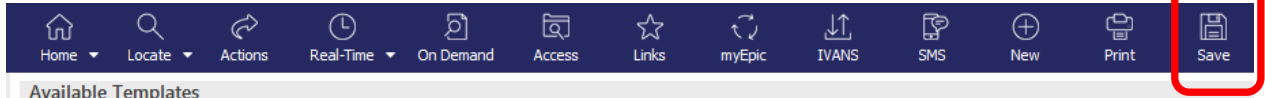
Other [ ]

**Limits**

Each occurrence	4,000,000	▼
Damage to rented premises (each occurrence)	100,000	▼
Medical expense (any one person)	1,000	▼
Personal and advertising injury	4,000,000	▼
General aggregate	4,000,000	▼
Products - completed/operations aggregate	4,000,000	▼

### Did You Know...?

If you only have one coverage variable (e.g. everyone receives Liability with limits of \$4M/\$4M) users can mark the **"Default Template"** box immediately under the Description line. When a Holder is added the Liability coverage will automatically be applied to the Holder.



Available Templates

Description	Line	Policy Number	Effective	Expiration
19-20 CGL \$4M/\$4M	1CGL	PKG12345	8/1/2019	8/1/2020

### Did You Know...?

When creating coverage variables if user leaves the screen and comes back changes are automatically saved and information appears at the top of the screen. Users can also click on the **SAVE** button on the options bar to refresh the view without leaving the screen.

16. If Holders request other Liability coverage options (e.g. \$2M/\$1M limits) users can create additional coverage options by clicking on the Add icon in the top left corner of the screen again and repeating step #15 where they (1) select the Line of Business, (2) enter an appropriate description (e.g. 19-20 CGL \$2M/\$1M) and (3) edit the limits to reflect this coverage option. Users are not limited in the number of coverage options they can create.

Available Templates

Description	Line	Policy Number	Effective	Expiration
19-20 CGL \$4M/\$4M	1CGL	PKG12345	8/1/2019	8/1/2020
19-20 CGL \$2M/\$1M	1CGL	PKG12345	8/1/2019	8/1/2020

Include history     Include all lines of business  
 Line of business: 1CGL    Commercial General Liability - 8/1/2019 - 8/1/2020  
 Service summary: 1    8/1/2019 - New - Commercial Package - Issued  
 Description: 19-20 CGL \$2M/\$1M  
 Default template

Type Of Insurance/Limits: ACORD 855 NY

Type of Insurance	Limits
<input checked="" type="checkbox"/> Commercial general liability <input type="radio"/> Claims made <input checked="" type="radio"/> Occurrence Coverage type: <input type="text"/> Coverage type: <input type="text"/> Gen aggr limit applies per: <input checked="" type="checkbox"/> Policy <input type="checkbox"/> Project <input type="checkbox"/> Location <input type="checkbox"/> Other: <input type="text"/>	Each occurrence: 1,000,000 Damage to rented premises (each occurrence): 100,000 Medical expense (any one person): 1,000 Personal and advertising injury: 1,000,000 General aggregate: 2,000,000 Products - completed/operations aggregate: 2,000,000

17. Coverage options created for General Liability will appear at the top of the Available Templates view.

Available Templates				
Description	Line	Policy Number	Effective	Expiration
19-20 CGL \$2M/\$1M	1CGL	PKG12345	8/1/2019	8/1/2020
19-20 CGL \$2M/\$2M	1CGL	PKG12345	8/1/2019	8/1/2020
19-20 CGL \$4M/\$2M	1CGL	PKG12345	8/1/2019	8/1/2020
19-20 CGL \$4M/\$4M	1CGL	PKG12345	8/1/2019	8/1/2020

18. Click on **Automobile Liability** and add Template(s) using the steps above.

Available Templates				
Description	Line	Policy Number	Effective	Expiration
19-20 Auto \$2M	1AUT	PKG12345	8/1/2019	8/1/2020
19-20 Auto \$1M	1AUT	PKG12345	8/1/2019	8/1/2020

Include history     Include all lines of business  
 Line of business: 1AUT Business Auto - 8/1/2019 - 8/1/2020  
 Service summary: 1 8/1/2019 - New - Commercial Package - Issued  
 Description: 19-20 Auto \$1M  
 Default template

Type of Insurance	Limits
<input checked="" type="checkbox"/> Any auto <input type="checkbox"/> Owned autos only <input type="checkbox"/> Scheduled autos <input checked="" type="checkbox"/> Hired autos only <input checked="" type="checkbox"/> Non-owned autos only <input type="text"/> <input type="text"/>	Combined single limit (each accident) 1,000,000 Bodily injury (per person) <input type="text"/> Bodily injury (per accident) <input type="text"/> Property damage (per accident) <input type="text"/> <input type="text"/> <input type="text"/>

19. Click on **Excess Umbrella Liability** and add Template(s) using the steps above.

**Available Templates**

Description ^	Line	Policy Number	Effective	Expiration
19-20 UMB \$10M	1UMB		8/1/2019	8/1/2020
19-20 UMB \$7M	1UMB		8/1/2019	8/1/2020
19-20 UMB \$5M	1UMB		8/1/2019	8/1/2020
19-20 UMB \$2M	1UMB		8/1/2019	8/1/2020

Include history     Include all lines of business  
 Line of business: 1UMB **Commercial Umbrella - 8/1/2019 - 8/1/2020**  
 Service summary: 1 **8/1/2019 - New - Commercial Umbrella - In Process**  
 Description: 19-20 UMB \$10M  
 Default template

**Type of Insurance**

Umbrella liab  
 Excess liab

Occurrence  
 Claims made

Deductible  
 Retention 10,000

**Limits**

Each occurrence	10,000,000
Aggregate	10,000,000

(Intermodal only)

**ACORD 855 NY Only**

▼	Is this insurer admitted or authorized in the State of New York?
▼	Is the insurer on the stamping list of approved unauthorized insurers maintained by the Excess Line Association of New York?
▼	Is the insurer licensed as a special risk "Free Trade Zone" insurer in the State of New York?

Is this policy primary and non-contributory for additional insureds?   ▼

If "No" are there any other options available with this insurer?   ▼



20. Click on **Work Comp Employers Liability** and add Template(s) using the steps above.

**Available Templates**

Description ^	Line	Policy Number	Effective	Expiration
<input type="checkbox"/> Include history <input type="checkbox"/> Include all lines of business Line of business: 1WC - 8/1/2019 - 8/1/2020 Service summary: 1 8/1/2019 - New - Workers Compensation - In Process Description: 19-20 WC \$2M <input type="checkbox"/> Default template				

**Type of Insurance** | **Limits**

Any proprietor/partner/executive officer/ member excluded?

If yes, describe under special provisions on the description of operations tab

Per statute      Other  
 Employer's liability - each accident: 2,000,000  
 Employer's liability disease - each employee: 2,000,000  
 Employer's liability disease - policy limit: 2,000,000

**Did You Know...?**  
Staff will only have access to the most current Acord forms when creating proofs.

21. Users can enter other miscellaneous coverages in **Other 1** and **Other 2** as required. These fields do **NOT** pull from Acord application information but instead provide a small amount of space for freeform information to be entered. Users can also create multiple Other 1 and Other 2 combinations to use in conjunction with each other.

Other Available Templates

Description	Line	Policy Number	Effective	Expiration
19-20 Pollution \$5M	1POL	POL 12345	8/1/2019	8/1/2020

Include history

Line of business: 1POL **Pollution Liability - 8/1/2019 - 8/1/2020**

Service summary: 1 **8/1/2019 - New - Pollution Liability - In Process**

Description: 19-20 Pollution \$5M

Default template

Type of Insurance: Description: Pollution Liability

Limits: Description: \$10,000 Retention Limit: 5,000,000

22. At the master template level is a **Description of Operations** option. Any words entered in this box will appear on 100% of certificates issued for the Insured. Some users may find it beneficial to enter a handful of other Additional Named Insureds in this box (e.g. you have 250 certificate holders and you don't know which Insured they work with). This box can provide options when a creative solution is required.

Account Detail

Contacts

Opportunities

Client Contracts

Policies

Proofs of Insurance

- Binders
- Certificates
  - Liability - 8/16/2019
    - Insured
    - General Liability
    - Automobile Liability
    - Excess Umbrella Liability
    - Work Comp Employers Liab...
    - Other 1
    - Other 2
    - Description of Operations**

Description of Operations / Locations / Vehicles / Exclusions Added By Endorsement / Special Provisions

Any words entered in this box will appear on 100% of the certificates issued for the Insured.

Each Certificate Holder has their own Description of Operations wording which will print below these words when a certificate is issued.

This description of operations applies to the entire certificate and prints for each holder.

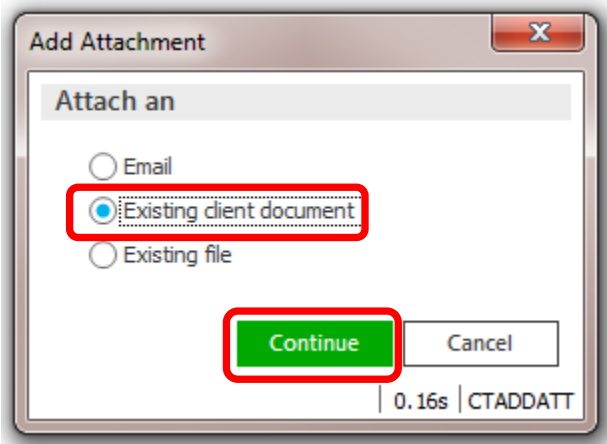
23. At the master template level is an Attachments option. Any Attachments included here will print with 100% of certificates issued for the Insured. If you have a long Named

Insured list and several Holders where you don't know which Insured they work with the Named Insured schedule could be attached here and will print with each certificate.

Attachments

Description
No items found

24. To add an Attachment click on the **Add** icon in the top left corner and do one of the following:
- If the form already exists in Attachments for the Account select “**Existing client document**” and click **Continue** and select document(s) from the Available Attachments pop-up.

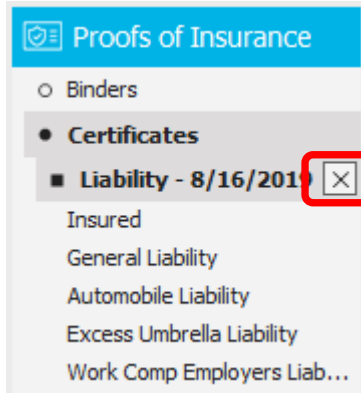


- b. If the form does not yet exist at the Account level in Epic but is on the network select **Existing file** and click **Continue** and browse on the computer to find the document(s). When documents are selected and appear in the **Attach Existing File** pop-up users can click on each document one at a time renaming using in-house standards for Epic before clicking Finish. Any document attached at the Master level automatically appends to the Account's Attachment level.

### Did You Know...?

Users can choose to mark the Delete original after attaching box to remove the document from the network once it has been moved to Epic. This can also be set as a default under User Options.

25. Click the **X** in the Navigation panel to close the Certificate Master file and return to the Certificates view. The master now appears and displays the policies used in the process in the Line of Business box.



The screenshot shows the "Certificates - Liability" view. It features a search bar with the text "Search where" and a "Find" button. Below the search bar is a table with the following data:

Created	Title	Last Updated
8/16/2019	19-20 Certificate Master	8/17/2019

A red box highlights the first row of the table.

## Certificate Holders

To consistently document certificate of insurance requests your Agency may consider creating a workflow for **BEFORE** issuance of either Certificates of Insurance or Evidence of Property.

### Processing Certificate/Evidence Requests

1. What do you do with the certificate request that you received?
2. Do you need to clarify information with the Insured? Get permission from the Underwriter?
3. Epic gives us a CERT activity AFTER we create a certificate – you may consider creating an Activity Code for Certificate Requests where you can (a) attach the request, (b) document any back and forth conversations and (c) attach subsequent email communication

#### You may consider consistent Abbreviation's:

- Certificate – Cert or COI
- Evidence – Evid or EOI
- Additional – Add'l
- Received – Rec'd

### Adding Certificate Holders Manually

1. **Locate** client
2. Click on **Proofs of Insurance**
3. Click on **Certificates**
4. Highlight the desired master template

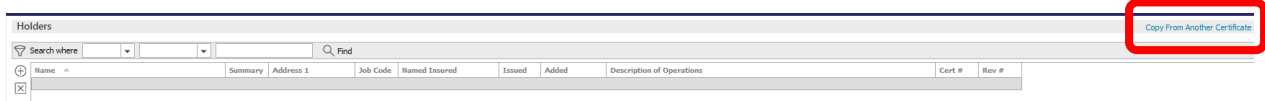
We encourage the use of ONE certificate template – Applied Epic architecture allows us to capture at the Holder level the variables and when we generate certificates of insurance we are given sort options. Those migrating from Legacy systems were often compelled to create multiple templates (e.g. for combinations of coverage and/or Named Insureds and may choose to simplify when using Applied Epic).

Certificates - <i>Liability</i> ▼			
Search where			Find
+	Created ▼	Title	Last Updated
	8/23/2020	20-21 Certificate Master	
	4/14/2020	20-21 Work Comp Only	8/23/2020

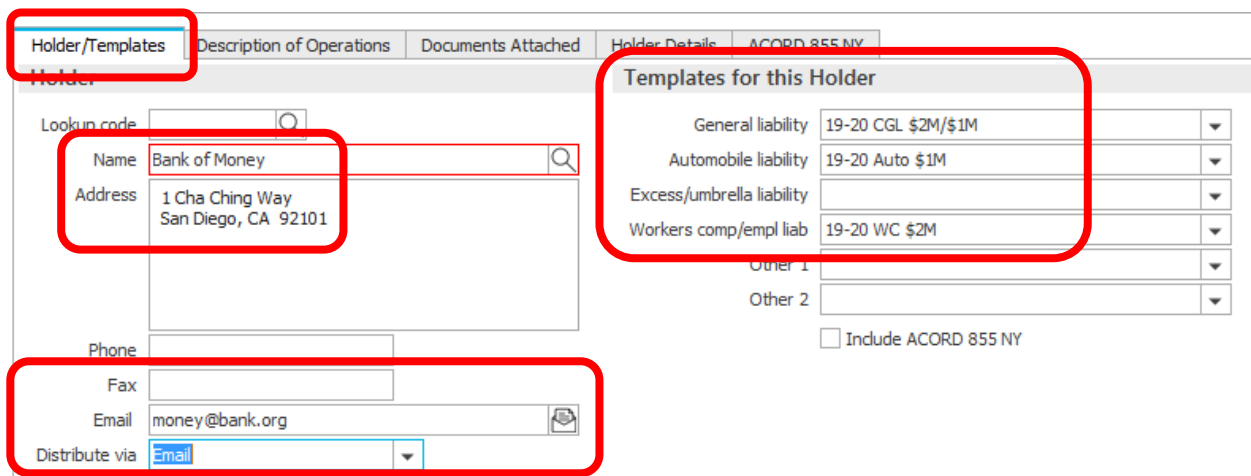
5. Holders appear in the bottom right corner of the screen. For a new account this information will be blank.



6. Click the **Add** (circle +) icon to enter a Certificate Holder
  - a. Have you previously issued a certificate for this same holder? Clicking on the **Copy From Another Certificate** in the top right of the screen and selecting a template will allow user to select holder saving keystrokes (e.g. name and address are the same but description of operations needs to be updated)



7. Enter the **Certificate Holder** information using the four Tabs
  - a. **Holder / Templates**
    - i. Enter the Certificate Holder name, address and distribution method (If your agency is maintaining a Universal list holders can be located by clicking on the magnifying glass look-up).
    - ii. Indicate how the certificate will be delivered (Print, Fax or Email). For Fax or email enter appropriate delivery information.
    - iii. From the dropdowns select the appropriate coverage options for this Certificate Holder



**b. Description of Operations**

- i. Clicking on the **Select Risk Detail** option in the upper right corner allows user to select **Equipment, Locations** and/or **Vehicle** coverage information to pull from the Acord application and print in the Description of Operations field



- ii. The **Summary** description entered for the holder is a “search” option in Attachments.
- iii. Marking the **Print Holder Summary** box will include Summary words in the Description of Operations field when the certificate is issued.

**Available Risks**

Risk type: **Locations**

Policy Type	Policy #	Loc #	Bldg #	Address 1	City	St	Zip Code
<input type="checkbox"/>	1WC WC12345	4		1 Silence Game Way	Oakley	ID	83346
<input type="checkbox"/>	1UMB UMB12345	4		1 Silence Game Way	Oakley	ID	83346
<input type="checkbox"/>	1WC WC12345	1		123 Main St	San Diego	CA	92101
<input type="checkbox"/>	1UMB UMB12345	1		123 Main St	San Diego	CA	92101
<input type="checkbox"/>	1WC WC12345	2		555 Somewhere Else Way	Beverly Hills	CA	90210
<input type="checkbox"/>	1UMB UMB12345	2		555 Somewhere Else Way	Beverly Hills	CA	90210
<input type="checkbox"/>	1WC WC12345	3		7 Lucky Strike Ln	Bakersfield	CA	93309
<input type="checkbox"/>	1UMB UMB12345	3		7 Lucky Strike Ln	Bakersfield	CA	93309

Holder/Templates | Description of Operations | Documents Attached | Holder Details | ACORD 855 NY

**Description of Operations**

The description of operations is holder specific.

**Summary**   Print Holder Summary

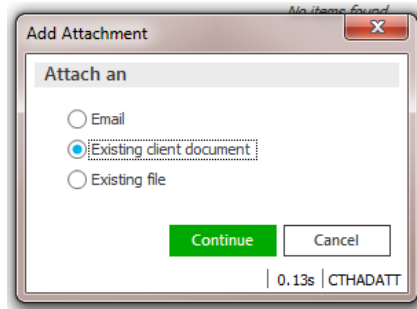
Loc #4, 1 Silence Game Way, Oakley, ID 83346  
 Loc #1, 123 Main St, San Diego, CA 92101  
 Loc #2, 555 Somewhere Else Way, Beverly Hills, CA 90210  
 Loc #3, 7 Lucky Strike Ln, Bakersfield, CA 93309

- iv. User can also freeform enter information in the area below the Summary row.



c. **Documents Attached**

- i. Click on the **Add** icon to import new document and attach existing client documents to the certificate holder

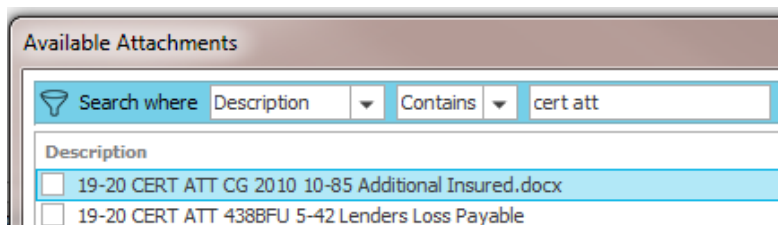


1. **Email** – allows user to attach an Outlook email
  2. **Existing client document** – allows user to choose a document from an existing client list (if documents were previously attached)
  3. **Existing file** – allows user to navigate on their computer to locate a document they want to attach to the Insured and user for certificate(s)
- ii. Indicate for each document whether the form will print or not when the certificate is processed by marking the **Print holder attachments** box in the bottom left corner

Print holder attachments

**Did You Know...?**

When adding Certificate Attachments it is helpful to start the naming convention with something consistent that is sortable (e.g. CERT ATT and policy term naming a document 19-20 CERT ATT CG2010). This makes it easier to filter the Account's Attachment view to find documents specific for certificate attachments.



d. **Holder Details**

- i. Indicate whether the Certificate Holder is an **Additional Insured** for a specific coverage(s)
- ii. When a certificate **holder** is no longer required this tab allows them to be **marked as Inactive** and a valid reason selected (i.e. Job complete, loan paid off, one-time job, etc.)
- iii. In the Named Insured box use the magnifying glass to the right of the name to select another Business Contact if this certificate holder does business with an entity other than the First Named Insured (Account Detail name).

Holder/Templates	Description of Operations	Documents Attached	Holder Details	ACORD 855 NY
<b>Additional Insured On</b>		<b>Named Insured</b>		
<input checked="" type="checkbox"/> General liability	<input type="checkbox"/> Excess/umbrella liability	<input type="checkbox"/> Other 2		
<input type="checkbox"/> Automobile liability	<input type="checkbox"/> Other 1		Name <input type="text" value="Surfer Bob Boards and More"/> <input type="button" value="Q"/>	
<b>Subrogation Waived On</b>		<input type="text" value="10 Mission Bay Dr"/> <input type="text" value="San Diego, CA 92108"/>		
<input type="checkbox"/> General liability	<input type="checkbox"/> Excess/umbrella liability	<input type="checkbox"/> Other 1		
<input type="checkbox"/> Automobile liability	<input type="checkbox"/> Workers comp/empl liab	<input type="checkbox"/> Other 2		
Issue date Certificate # <input type="text"/> Revision # <input type="text"/> Job code <input type="text"/> <input type="checkbox"/> Inactivate holder for this certificate Inactivation reason <input type="text"/>		Client output category <input type="text"/>		

8. Click the **Add** icon in the top left corner of the screen to add additional certificate holders. Clicking Add or the Save icon on the Options bar refreshes the screen adding the certificate holder to the list at the top of the screen under Holders.
9. Click the **X** in the Navigation Panel under Certificates when done.

## Associating a certificate holder with a specific Named Insured

1. When entering a Certificate Holder go to the Holder Details tab.
2. By default the First Named Insured name and address appear in the Named Insured field

Holder/Templates | Description of Operations | Documents Attached | **Holder Details** | ACORD 855 NY

**Additional Insured On**

General liability    Excess/umbrella liability    Other 2  
 Automobile liability    Other 1

**Subrogation Waived On**

General liability    Excess/umbrella liability    Other 1  
 Automobile liability    Workers comp/empl liab    Other 2

**Named Insured**

Name:

1 Newport Way  
Beverly Hills, CA 90210

3. Use the magnifying glass to select another Business Contact previously entered in Epic.

Contacts

Search where:

Name	Contact Description	Address 1	City	State	ZIP Code	Address Description	Site ID
Beach Bike Rentals	Additional Named In...	1 Newport Way	Beverly Hills	CA	90210		
Mr. Bob McKee		10 Mission Bay Dr	San Diego	CA	92109		
Surfer Bob's Surf's Up Boards an...		10 Mission Bay Dr	San Diego	CA	92109		
Wacky Wave Boards	Additional Named In...	1305 Surfin Way	Bakersfield	CA	93309		

Finish   Cancel

0.14s | NMADLKUP

Holder/Templates | Description of Operations | Documents Attached | **Holder Details** | ACORD 855 NY

**Additional Insured On**

General liability    Excess/umbrella liability    Other 2  
 Automobile liability    Other 1

**Subrogation Waived On**

General liability    Excess/umbrella liability    Other 1  
 Automobile liability    Workers comp/empl liab    Other 2

**Named Insured**

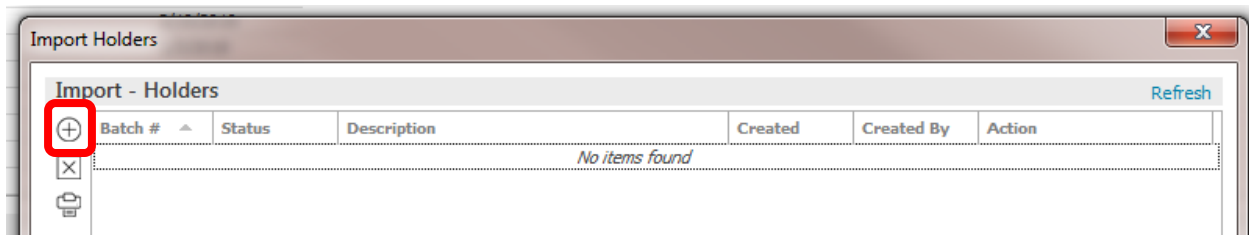
Name:

1305 Surfin Way  
Bakersfield, CA 93309

## Importing Certificate Holders

Certificate holder import instructions are outlined below. Holders need to be included on a properly formatted Excel spreadsheet. **Use the Export Holder instructions to secure a copy of the formatted spreadsheet.**

1. Locate **Client**
2. Click on **Proofs of Insurance**
3. Click on **Certificates**
  - a. If you have more than one Master template for a year select it now
4. Select **Actions** at the top of the screen
5. Select **Import Holders**
6. Click the **Add** con



7. Enter information in the **Import Holders** screen
  - a. Epic comes with a default mapping file. If your agency has configured multiple mapping files make a correct selection from the dropdown. We are using Certificate Holder List.
  - b. Make an appropriate selection for Importing Options:

Import and Update	<ul style="list-style-type: none"> <li>• If you are importing holders for the first time this is the option you will use.</li> <li>• If a holder list was exported (each holder has a Unique ID associated with it that you will not remove or edit) and you add new items to the list Epic will check to see if you “amended” existing items with a Unique ID and will add new holders without a Unique ID. If you remove the Unique ID and reimport the list you’ll find that you have “duplicate” holders.</li> </ul>
Import and Replace	<ul style="list-style-type: none"> <li>• If you imported a list and find that you want a “do over” this option lets you import a new list replacing the original.</li> </ul>
Import, Update and Remove	<ul style="list-style-type: none"> <li>• If you have an updated list to import where you are adding and removing items use this option.</li> </ul>

Start import from row	Row #1 of your Import Spreadsheet includes the header rows (holder name, address, description of operations, etc.). By default Epic indicates that it will start importing from Row #2 where you holder information is shown.
-----------------------	---

**Importing Options**

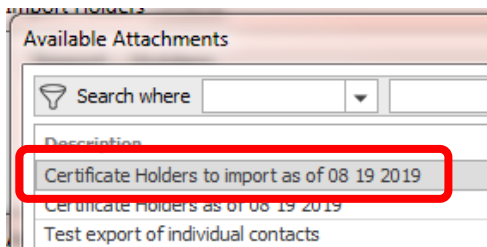
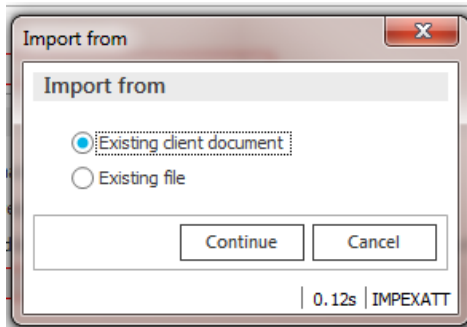
Import and Update - imported list will match on Unique ID. Items with no match will be added.  
 Import and Replace - imported list will replace all existing Holders.  
 Import, Update and Remove - imported list will match on Unique ID. Items with no match will have the option to be deleted.

Select file to import   Start import from row

8. In the Select file to import click on the magnifying glass and Browse to find the formatted Excel spreadsheet and click Process to continue.

Is the spreadsheet already on the Account's Attachment tab? If so, select Existing Client Document.

- a. If the spreadsheet is on the network select Existing file. Click Finish.



9. The document name populates in the “**Select file to import**” field. Click **Process**.

Add Batch - Import Holders

Import Holders

Select file by Account

Mapping File: Certificate Holder List

Importing Options

Import and Update - imported list will match on Unique ID. Items with no match will be added.

Import and Replace - imported list will replace all existing Holders.

Import, Update and Remove - imported list will match on Unique ID. Items with no match will have the option to be deleted.

Select file to import: Certificate Holders to import as of 08 19 2019

Start import from row: 2

Process Cancel

0.12s | CIMOPTNS

10. The **Import Holders** window appears and has a status of “**Processing**”. Users **MUST** click **REFRESH** in the top right corner for the status to update to **Created**.

Import Holders

Batch #	Status	Description	Created	Created By	Action
7775	Processing	19-20 Certificate Master	8/19/2019	BNEVIL	Import and Update

Refresh

Import Holders

Batch #	Status	Description	Created	Created By	Action
7775	Created	19-20 Certificate Master	8/19/2019	BNEVIL	Import and Update

Refresh

11. Click **Preview** in the bottom right corner of the screen to continue.

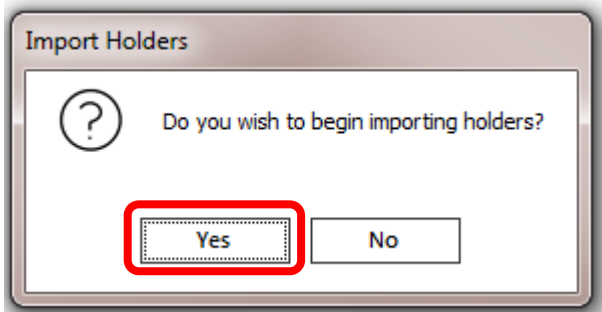
12. A list of Holders appears. Click **Import** to continue.

Import Holders

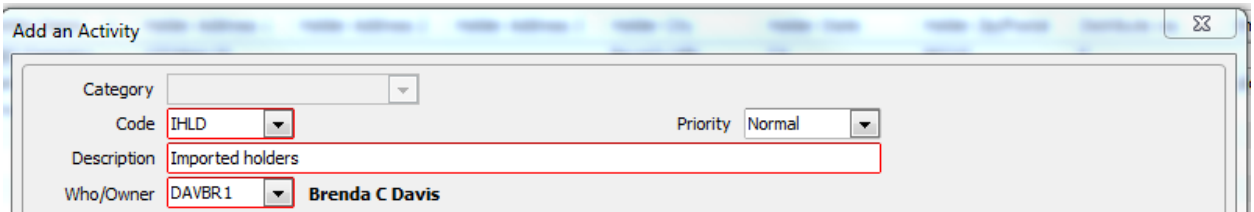
Holder Name	Holder Address 1	Holder Address 2	Holder Address 3	Holder City	Holder State	Holder Zip/Postal	Distribute via	Email
ABC Company	23 Main St			San Diego	CA	92108	E	abc@
Bank of Money	Cha Ching Way			San Diego	CA	92101	E	mon

Import Cancel

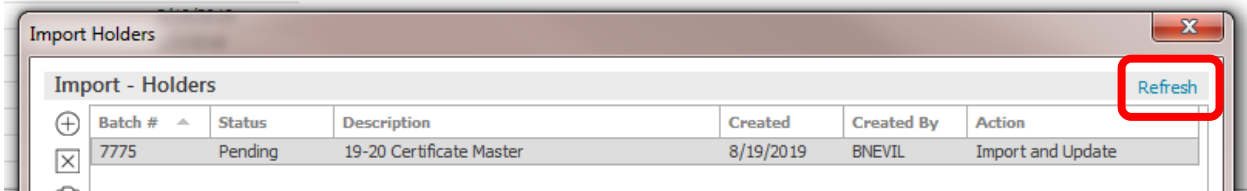
13. System asks user to confirm they want to continue by selecting the **Yes** response.



14. The **IHLD** (Imported holders) System Generated Event Activity can appear if your agency configured it to do so. In our example we have an activity that appears and defaults as a closed item. Click **Finish** to close the screen.



15. The Import Holders screen appears with a **Pending** Status. Users must click **Refresh** in the top right corner. The screen will clear and user will click the **X** to close the pop-up.



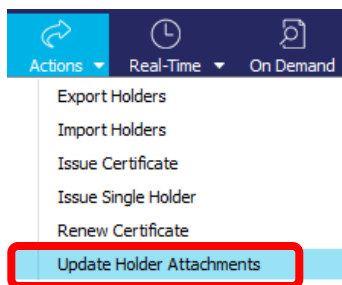
16. Holders are updated.

**NOTE:** It is important that you do **NOT** change the order of the columns on the import spreadsheet. If you do information will import into Epic in the wrong fields.

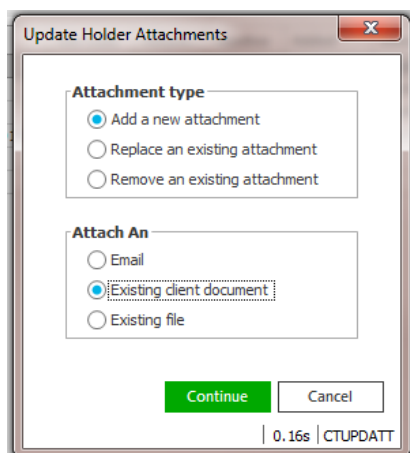
## Associating Forms & Endorsements with Certificate Holders

After importing holders into Epic users can complete the following steps to associate endorsement(s) with Holders.

1. **Locate** Account
2. Click on **Proofs of Insurance** in the Navigation Panel
3. Click on **Certificates** in the Navigation Panel
4. **Select** the Certificate Master
5. With the desired template highlighted click on **Actions / Update Holder Attachments** on the Options bar

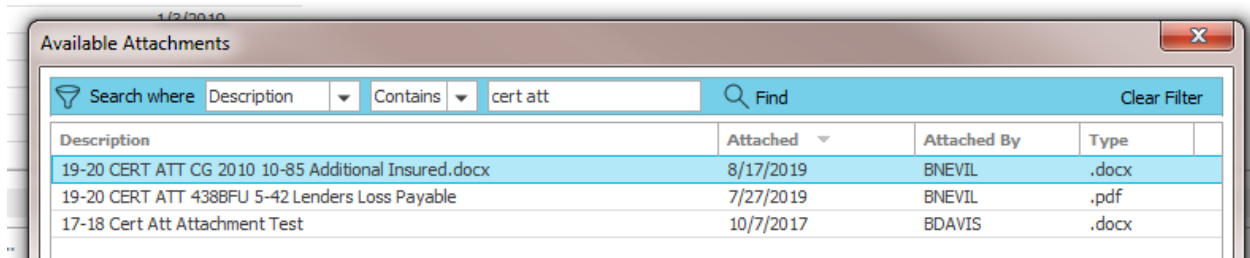


6. The Update Holder Attachments window appears with the following options. System also gives them option on where to locate the Attachments (e.g. client's Attachments or the network):
  - a. Add a new attachment
  - b. Replace an existing attachment
  - c. Remove an existing attachment





7. To add attachments for the first time users can select the “**Add a new attachment**” option adding either
  - a. A document already on the account in Epic (**Existing client document**) or
    - i. The Available Attachments pop-up window appears
    - ii. Using the Search Where option you can search by “Description / Contains / and enter key words for the attachment e.g. CERT ATT”
    - iii. Select the document and click on Finish
      1. If you do this at the Template level the document will print for ALL certificates
      2. If ou do this at the Holder level the document will append only to the Holders selected



- b. A document on your desktop/network (**Existing file**)
  - i. Locate the file
  - ii. In the Description field enter a clear naming convention

The screenshot shows a dialog box titled "Attach Existing File". At the top right is a close button (X). Below the title bar is a section with a "Browse" button and a text field containing "19-20 CERT ATT CG 2010 10-85 Additional Insured". To the right of this text field is a checkbox labeled "Delete original after attaching". Below this is a "Description" label and a text area containing "19-20 CERT ATT CG 2010 10-85 Additional Insured.docx". At the bottom of the dialog is another "Description" label and a text field containing "19-20 CERT ATT CG 2010 10-85 Additional Insured.docx". At the bottom right are two buttons: "Finish" (green) and "Cancel" (white). At the very bottom right, there is a status bar showing "0.11s" and "FORMATEX".

8. Click **Continue**

9. By default Epic wants to add the new endorsement to ALL active Certificate Holders. User can select / deselect holders from a pop-up window before clicking **Finish**.

Name	Address 1	Job Code	Named Insured	Issued
<input checked="" type="checkbox"/> ABC Company	123 Main St		Way Out West Ward...	
<input checked="" type="checkbox"/> Bank of Money	1 Cha Ching Way		Epic Certificates Dem...	6/4/2014
<input checked="" type="checkbox"/> Bank of Money	1 Cha Ching Way		Epic Certificates Dem...	
<input checked="" type="checkbox"/> One Big Company	777 Mockingbird Lane		Way Out West Ward...	
<input checked="" type="checkbox"/> One Big Company	777 Mockingbird Lane		Way Out West Ward...	6/4/2014

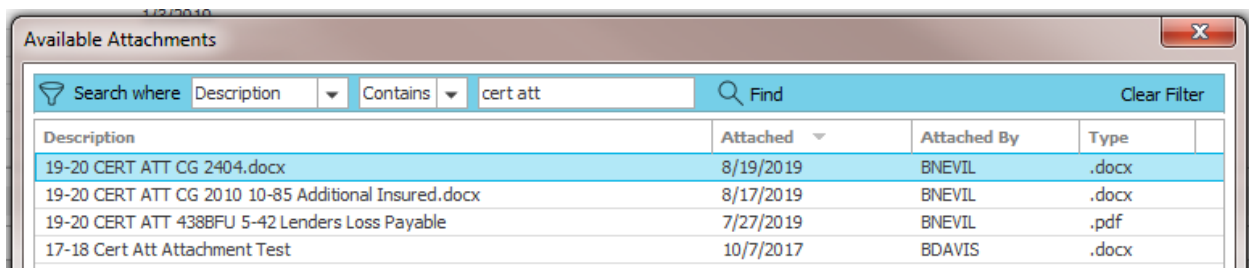
10. The **ACRT** (Added certificate attachment) System Generated Event can appear if your agency configured it. For our review our activity defaults as a closed item. Click **Finish** to close the screen.

11. To Find and Replace a document users can use the same process but select the **“Replace an existing attachment”** option.

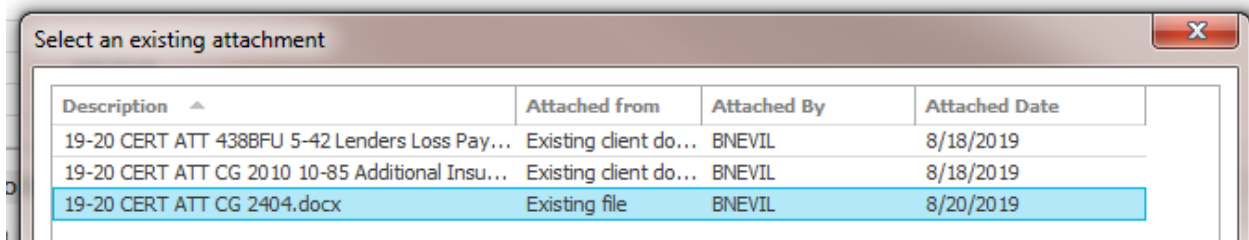
12. Indicate where the new form is (either Existing Client Attachment or on the Network) and locate the file using the Update Holder Attachments pop-up.
13. Click **Continue**



14. In the Available Attachments pop-up window locate the form you want to use and click **Finish**.



15. In the Select an existing attachment pop-up window select the document you want to remove and click **Continue**.



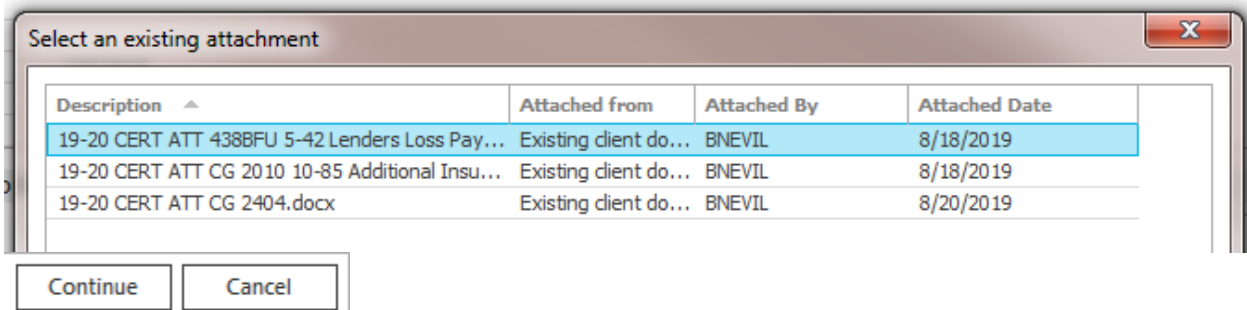
16. A list of holders associated with the form you selected in the previous step appears with all holders automatically selected. Click Finish

Name	Address 1	Job Code	Named Insured	Issued
<input checked="" type="checkbox"/> ABC Company	123 Main St		Surfer Bob Boards a...	
<input checked="" type="checkbox"/> Bank of Money	1 Cha Ching Way		Surfer Bob Boards a...	

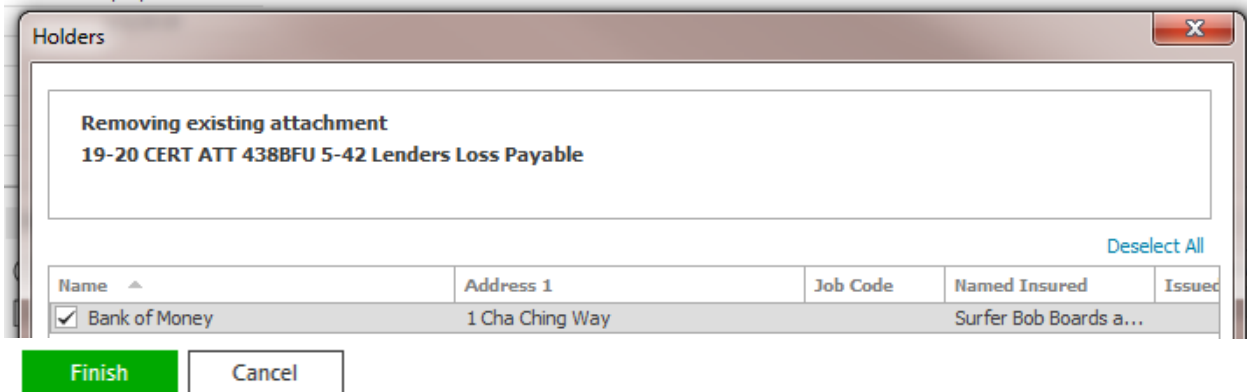
17. The **RCRT** (Replaced certificate attachment) System Generated Event Activity can appear if configured by your agency. For our example the item defaults as closed. Click **Finish** to close the screen.

18. To **Remove** an existing endorsement make the proper selection in the Update Holder Attachments window before clicking **Continue**.

19. A list of current endorsements is presented. Select the item to be removed and click **Continue**.



20. A list of affected Holders is presented. Click **Finish**.

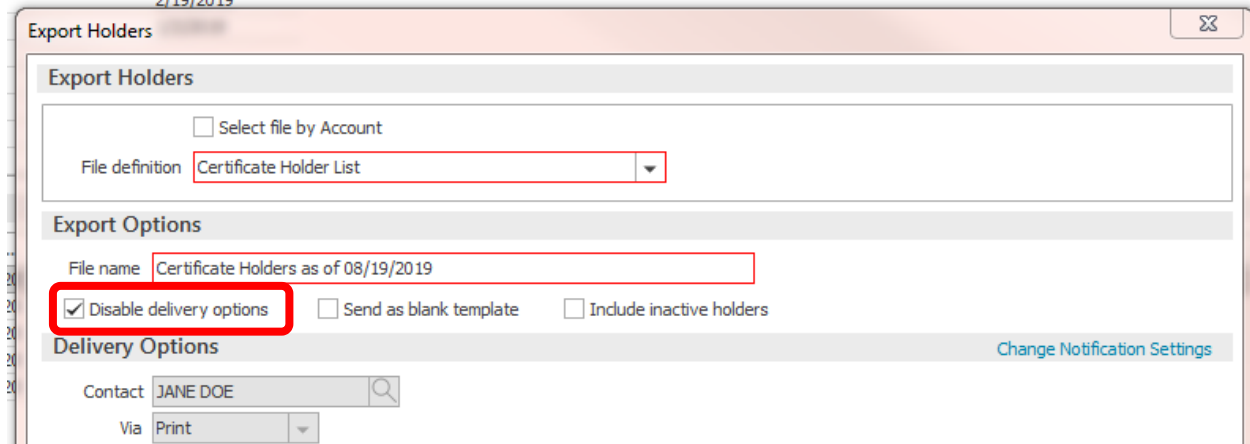
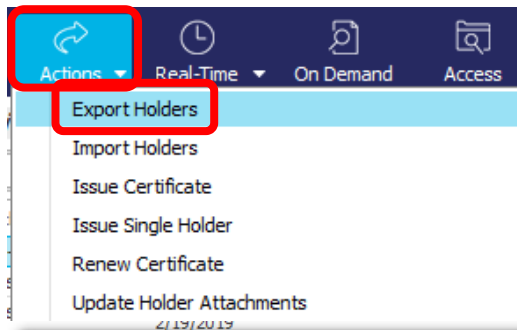


21. The **MCRT** (Removed certificate attachment) System Generated Event Activity can appear if configured by your agency. For our example a closed activity is presented. Click **Finish** to close the screen.

The screenshot shows a software window titled "Add an Activity". Inside the window, there are several input fields and dropdown menus. The "Code" dropdown is set to "MCRT", the "Priority" dropdown is set to "Normal", and the "Description" text box contains "Removed certificate attachment". The "Who/Owner" dropdown is set to "DAVBR1" and the name "Brenda C Davis" is displayed next to it. A red rectangular box highlights the "Code", "Description", and "Who/Owner" fields.

## Exporting Certificate Holders

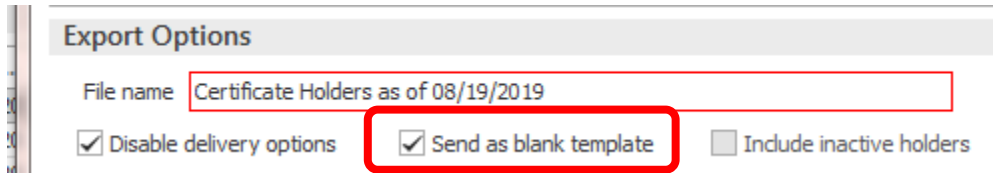
1. **Locate** Client
2. Click on **Proofs of Insurance**
3. **Click** on Certificates
4. Select **Actions** at the top of the screen
5. Select **Export Holders**



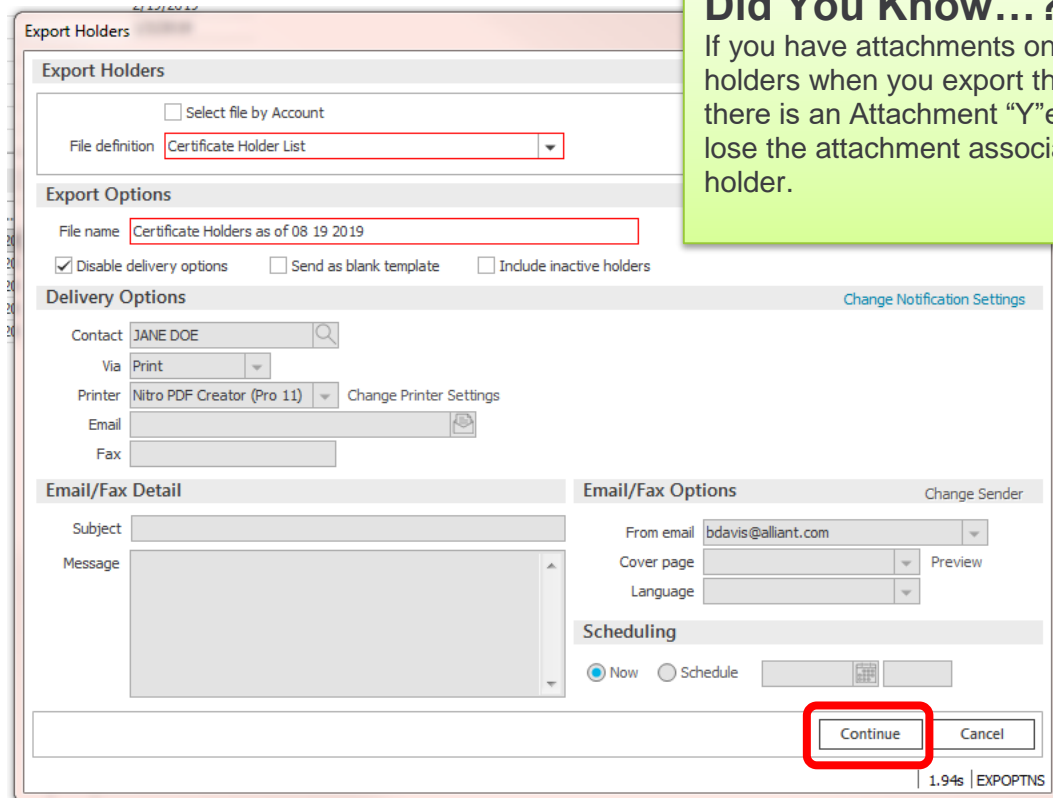
6. In the Export Holders pop-up window the file definition will either default or you need to make a selection if multiple mappings were configured (e.g. Certificate Holder List).
7. Under Export Options in the File Name field enter a name for the spreadsheet you are exporting (e.g. Exporting Holders or Blank Spreadsheet). This is the label that will appear on the spreadsheet that automatically appends in the Account's Attachment view. By default any Holders will be included in the Export.
8. Under Export Options users can make the following selections:
  - a. If you don't want to print, fax or email an output document mark the "Disable delivery options" box. The Delivery Options part of the screen will be grayed out and when the process is completed a date and time-stamped Excel spreadsheet with holders will automatically append to the Account's Attachment view.



9. If you need to secure a “Blank” template that provides you with the spreadsheet template and excludes any holder-specific detail mark the “Send as blank template” box underneath the file name field.



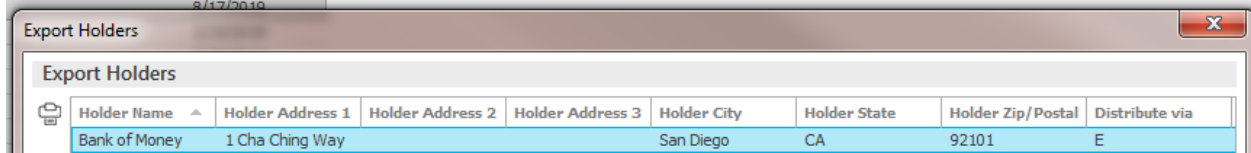
10. Under **Delivery Options** choose how the document will be generated. Regardless of the option below an Excel spreadsheet appears in the Attachment view. Most staff choose Print / Adobe printer and cancel the Save As box that is presented and go to the Attachment view to launch the spreadsheet.
  - i. **Fax** – enter prompted Fax information
  - ii. **Print** – select desired printer (output document defaults as a PDF)
  - iii. **Email** – enter your email address in the appropriate field (output document defaults as an Excel spreadsheet – this is the most common option)



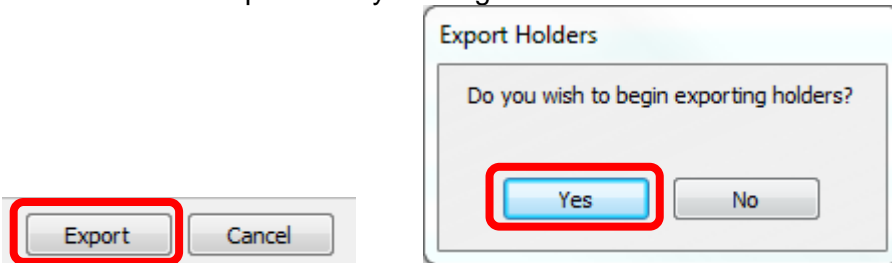
**Did You Know...?**  
If you have attachments on certificate holders when you export them even though there is an Attachment “Y”es column you lose the attachment associated with the holder.

17. Click **Continue** in the bottom right corner of the pop up screen

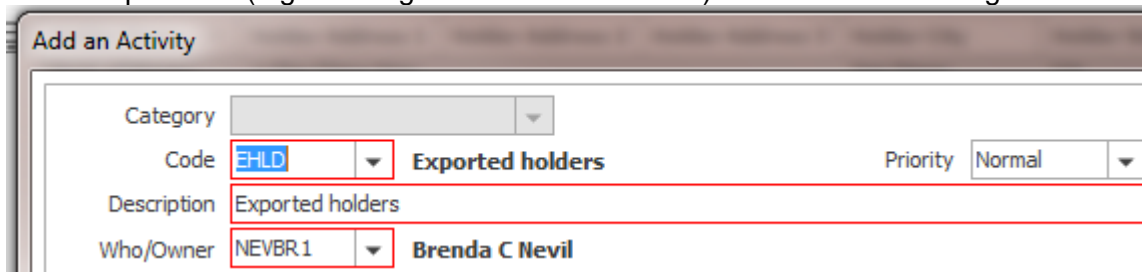
18. The Export Holders screen appears. If holders are on the account they appear in this screen. If the “blank template” option was chosen the screen still appears but does not contain any holder information.



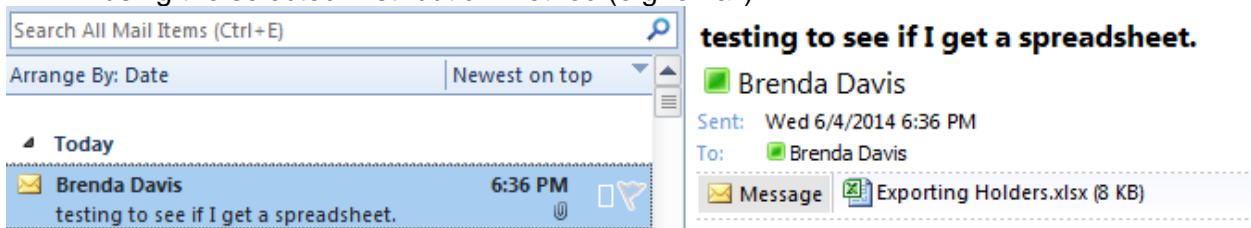
19. Click **Export** in the bottom right corner and the system asks you to confirm that you want to start the process by clicking on Yes..



20. The **EHL** (Exported Holders) System Generated Event Activity can appear if configured by your Agency. For our example the activity appears and defaults as an Open item (e.g. sending list to client for review). Close before clicking **Finish**.



21. User is returned to the Certificates – Liability screen and the document was generated using the selected Distribution method (e.g. email).



22. Regardless of your distribution method (or if you marked the box to “disable delivery options”) an Excel spreadsheet is also automatically appended to the Attachment view.

**Attachments - Last 6 Months**

Search where    Find

Description	Attached Date
Certificate Holders as of 08 19 2019	8/19/2019 3:25:05 PM
19-20 CERT ATT CG 2010 10-85 Additional Insured.docx	8/17/2019 8:37:30 PM
19-20 CERT ATT 438BFU 5-42 Lenders Loss Payable	7/27/2019 7:30:13 AM
Epic 2018 proposal test	7/27/2019 7:27:26 AM

A	B	C	D	E	F	G	H	I	J	K
Holder Name	Holder Address 1	Holder Address 2	Holder Address 3	Holder City	Holder State	Holder Zip/Postal	Distribute via	Email	Phone Number	Phone Number Extension
Bank of Money	1 Cha Ching Way			San Diego	CA	92101	E	jdoe@bankofmoney.com		
One Big Company	777 Mockingbird Lane			San Diego	CA	92101	P			

L	M	N	O	P	Q	R	S
Fax Number	Named Insured Name	Named Insured Address 1	Named Insured Address 2	Named Insured Address 3	Named Insured City	Named Insured State	Named Insured Zip/Postal
	Epic Certificates Demo Account	123 Main St			San Diego	CA	92101
	Way Out West Wardrobe	555 Somewhere Else Way			Beverly Hills	CA	90210

T	U	V	W	X
Holder Specific Description of Operations	Job Code	General liability Templates for this Holder	Automobile liability Templates for this Holder	Excess/umbrella liability Templates for this Holder
Loc #4, 1 Silence Game Way, Oakley, ID, 83346		14-15 CGL \$4M/\$2M		14-15 UMB \$4M
Words and more words go here.		14-15 CGL \$2M/\$2M	14-15 Auto \$1M	14-15 UMB \$1M

Y	Z	AA	AB	AC
Workers comp/empl liab Templates for this Holder	Other 1 Templates for this Holder	Other 2 Templates for this Holder	Additional Insured On General liability	Additional Insured On Automobile liability
4-15 WC \$1M				
4-15 WC \$1M			X	

AD	AE	AF	AG
Additional Insured On Excess/umbrella liability	Subrogation Waived On Automobile liability	Subrogation Waived On Excess/umbrella liability	Subrogation Waived On General liability

AH	AI	AJ	AK	AL
Additional Insured On Other 1	Subrogation Waived On Other 1	Subrogation Waived On Other 2	Subrogation Waived On Workers comp/empl liab	Documents Attached Description
				CERT ATT 438BFU 5 42 Lenders Loss Payable.pdf, CERT ATT: CERT ATT 438BFU 5 42 Lenders Loss Payable.pdf

AM	AN
Print Holder Attachments	Issue Date
X	6/5/2014
X	6/5/2014

23. It is critical when populating the Excel spreadsheet that information be copied and pasted from Epic to ensure accuracy:

- a. Additional Named Insured / Address
- b. Coverage Options (e.g. 19-20 CGL \$4M/\$2M)

## Issuing an Individual Certificate of Insurance

1. **Locate** Account
2. Click on **Proofs of Insurance** in the Navigation Panel
3. Click on **Certificates** in the Navigation Panel
4. **Select** the Certificate Master (single click to highlight it)

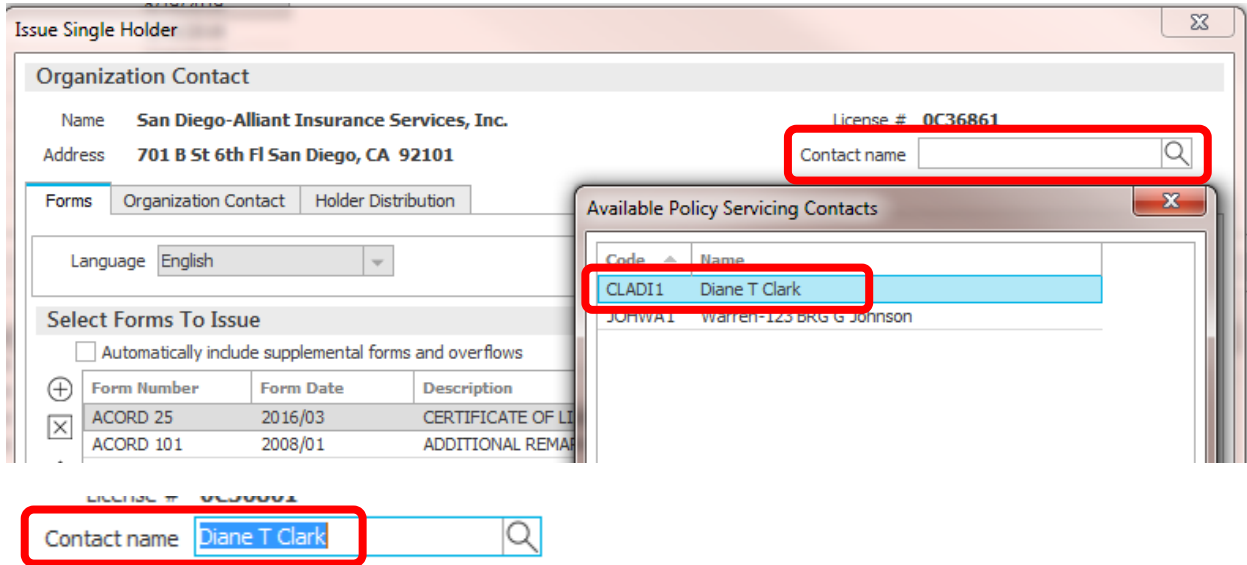
Certificates - Liability ▼		
Search where		Find
Created	Title	Last Updated
8/16/2019	19-20 Certificate Master	8/19/2019

5. Click on **Holders** in the bottom right corner
6. **Enter** Holder details using existing instructions
7. Click the **X** in the Navigation Panel to close the Holder Edit details and return to the list with the Master
8. With the Holder highlighted in the list click on **Actions / Issue Single Holder** on the Options bar.

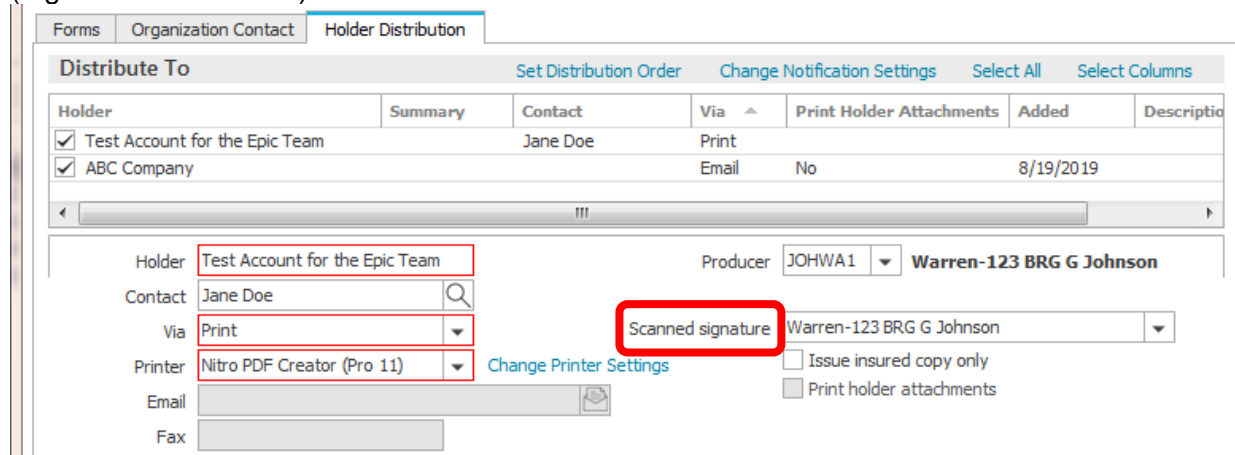
Holders						
Name	Summary	Issued	Job Code	Attach...	Inactive	Added
ABC Comp...				0	Active	8/19/2019

Actions	Real-Time	On Demand
Export Holders		
Import Holders		
Issue Certificate		
<b>Issue Single Holder</b>		
Renew Certificate		
Update Holder Attachments		

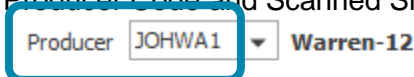
9. The Distribution Manager Issue Single Holder window pops-up.
  - a. Click on the drop down by Contact Name and make a selection from the Servicing tab information. This will populate the certificate with the name and email address of the individual.



- b. Click on the Holder Distribution tab to select a signature of a licensed individual (e.g. Producer or Staff)



10. When selecting a Signature on the Holder Distribution tab users now see both the Producer Code and Scanned Signature Dropdowns.



Scanned signature

- a. Confirm distribution options for certificates (e.g. Print, Fax or Email)
  - b. Click **Finish**
11. The CERT activity can appear if configured by your agency. In our example the activity appears and defaults as a closed item. Click **Finish**.

Add an Activity

Category

Code

Description

Who/Owner  **Brenda C Davis**

12. The Holder view now shows that the Certificate was issued

Name	Summary	Issued	Job Code	Attach...	Inactive	Added
ABC Comp...		8/19/2019		1	Active	8/19/2019
Bank of Mo...				2	Active	8/17/2019

13. PDF copy of the Certificate appears in the Attachment view.

Attachments - Last 6 Months

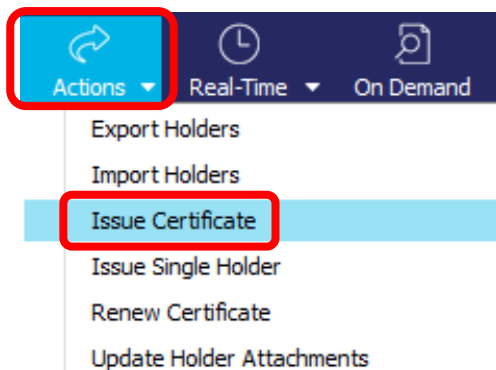
Search where    Find

Description	Attached Date	Folder
19-20 Certificate Master - ABC Company	8/19/2019 9:21:36 PM	Proofs

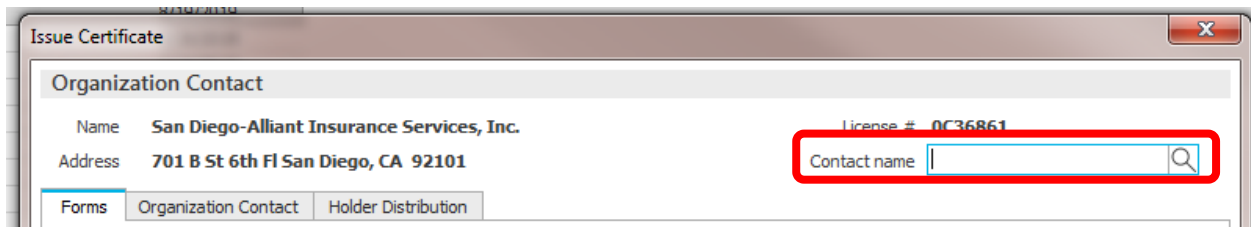
## Issuing a Batch of Certificates of Insurance

To print all certificates of insurance for an Insured template follow the instructions below.

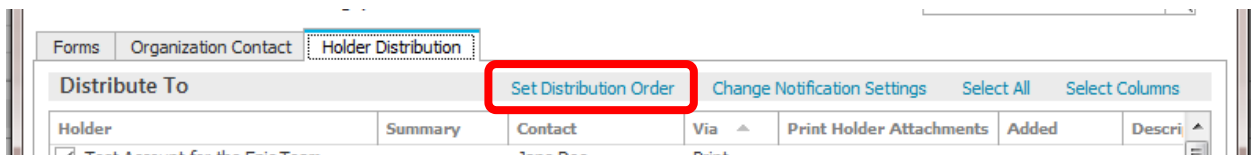
1. **Locate** Client
2. Click on **Proofs of Insurance**
3. **Click** on Certificates
4. **Highlight** the Certificate Master to print
5. Click on **Actions**
6. Select **Issue Certificate**



7. The **Issue Certificate** screen opens
  - a. Select **Contact name** from the drop down.



- b. Click on the **Holder Distribution** Tab
      - i. **Set Distribution Order** allows user to determine how certificates will print. The default is alphabetic by Holder Name. User also determines where to save output documents by choosing a **Destination Folder** and **Print Options**.



1. Holder Name (this is the default which prints holders by name numerically and then alphabetically)
2. Named Insured, Holder Name
3. Named Insured, Holder State, Holder Name
4. Named Insured, Insured City, Holder Name
5. Client Output Category, Holder Name
6. Custom Sort

**Set Holder Order**

**Set Client Pack Order**

Holder Name
  Named Insured, Insured City, Holder Name  
 Named Insured, Holder Name
  Client Output Category, Holder Name  
 Named Insured, Holder State, Holder Name
  Custom Sort

**Custom Sort**

1st Sort Order: [ ] 2nd Sort Order: [ ] 3rd Sort Order: [ ]

**Destination Folder for Local Copies**

Browse [ ]

Save local copies of certificate PDFs  
 Save holder pack to local drive  
 Save client pack to local drive

**Print Options**

Group holder pack by number of pages  
 Print holder pack with separator pages  
 Print client pack with separator pages

Preview Finish Cancel

0.34s | CTHLDSRT

- ii. Choose the **Select All** option to print all certificate holders (changes to Deselect All after choosing)

Forms Organization Contact Holder Distribution

Distribute To Set Distribution Order Change Notification Settings **Select All** Select Columns



Holder	Summary	Contact	Via	Print Holder Attachments	Added	Description of Operatio...
<input checked="" type="checkbox"/>	DCO Disposal Cor...	Cheryl McGown	Print			
<input checked="" type="checkbox"/>	10 Plaza Street In...		Print	Yes	9/15/2015	Re: All Operations Perf...
<input checked="" type="checkbox"/>	2nd DAA / Del Ma...		Print	Yes	9/15/2015	2012 San Diego County...
<input checked="" type="checkbox"/>	2nd DAA/Del Mar ...		Print	Yes	9/15/2015	Re: Agreement 13-056...

- iii. Select the **Scanned Signature** to append at the bottom of each certificate of insurance. Signatures are secure and users will only see names of individuals who have given them permission to use their signature on Epic output documents.

Scanned signature

Name ▲

- David Alvarado
- Rhonda L Collins**

**8. Finish**

9. **Add an Activity** (CERT – Certificate sent to who?) can appear if configured by your Agency.

Add an Activity

Category

Code

Description

Who/Owner  **Brenda C Davis**


10. Click **Finish** for the Activity and certificate(s) are distributed
  - a. Certificates set to email will be emailed and a .msg file will appear in attachments for each emailed copy.
  - b. Faxed certificates will be faxed
  - c. Printed certificates will go to your network printer
    - i. Individual PDF copies of each certificate will appear along with a “Holder Pack” that represents all certificates
11. User is returned to the Certificate List

## Editing an Existing Template Coverage Option

1. Locate Client
2. Click on Proofs of Insurance
3. Click on Certificates
4. Double-click on option to be edited
5. Updated description and/or limits
6. Click X in the Navigation Panel to close

Coverage information can be edited or added at any time during the policy term.

### Undeliverable: testing with wrong email address.

☐ Mail Delivery System <Mailer-Daemon@mx1.alliantinsurance.com>  
Sent: Wed 6/4/2014 6:20 PM  
To:  Brenda Davis

### Delivery has failed to these recipients or groups:

[jdoe@bankofmoney.com](mailto:jdoe@bankofmoney.com)

The e-mail address you entered couldn't be found. Please check the recipient's e-mail address and try to resend the message. If the problem continues, please contact your helpdesk.

### Did You Know...?

If you email a Certificate to an invalid email address you will receive an Undeliverable message in your Outlook In-Box.

## Marking a Certificate Holder Inactive

1. **Locate** Client
2. Click on **Proofs of Insurance**
3. Select **Certificates**
4. **Double-click** the desired template
5. **Click on Holders** in the left navigation panel
6. **Locate** the certificate holder in the list at the top of the screen
  - a. In the Search Where enter "Holder" "Contains" and part of the holder name to filter a list.

The screenshot shows the 'Holders' section of the Applied Epic interface. On the left, a navigation menu is visible with 'Holders' highlighted. The main area displays a search bar with 'Search where' set to 'Holder', 'Contains', and 'Bank of' entered. Below the search bar is a table with one entry: 'Bank of Money' with address '1 Cha Ching Way' and 'Issued' date '8/17/2019'. Below the table, the 'Holder Details' tab is active, showing fields for 'Name' (Bank of Money), 'Address' (1 Cha Ching Way, San Diego, CA 92101), and 'Phone'. To the right, 'Templates for this Holder' are listed, including 'General liability' (19-20 CGL \$2M/\$1M), 'Automobile liability' (19-20 Auto \$1M), 'Excess/umbrella liability', 'Workers comp/empl liab' (19-20 WC \$2M), and 'Other 1' and 'Other 2'.

7. After selecting the certificate holder click on the **Holder Details** tab
8. Mark the **Inactivate** holder for this certificate box
9. Select an **Inactivation reason** from the drop down

The screenshot shows the 'Inactivate holder for this certificate' checkbox checked. Below it, the 'Inactivation reason' dropdown menu is open, showing options: 'Job complete', 'Loan paid off', 'One time holder', 'Other', and 'Out of business'. The 'Job complete' option is highlighted.

## Marking an Inactive Certificate Holder Active

1. **Locate** Client
2. Click on **Proofs of Insurance**
3. **Select** Certificates
4. **Highlight** the desired template
5. **Locate** the certificate holder in the list at the top of the screen
6. After selecting the certificate holder click on the **Holder Details** tab
7. **Deselect** the Inactivate holder for this certificate box



The screenshot shows a form with the following fields:

- Issue date
- Certificate #
- Revision #
- Job code
- Inactivate holder for this certificate
- Inactivation reason

The checkbox for "Inactivate holder for this certificate" is highlighted with a red rectangular box.

## Deleting an Unnecessary Template

Users can delete an unnecessary template even if they are associated with Holders.

## Certificate Renewal Process

1. Locate **Client**
2. **Renew** policies using established procedures ensuring that coverage limits are current
3. Click on **Proofs of Insurance**
4. Select **Certificates**
5. **Highlight** desired Certificate Master

Certificates - <i>Liability</i> ▼	
Created	Title
8/16/2019	18-19 Certificate Master

6. Click on **Actions**
7. Select **Renew Certificate**

Actions ▼ Real-Time ▼ On Demand

- Export Holders
- Import Holders
- Issue Certificate
- Issue Single Holder
- Renew Certificate**
- Update Holder Attachments

8. The Renew Certificate screen opens showing the name of the EXPIRING Certificate Master and none of the boxes are selected.
  - a. Update the name of the master for the new term (e.g. 19-20 Certificate Master)
  - b. Mark the appropriate boxes (e.g. maybe all EXCEPT “Inactive holders”)

Screen as it appears when you click Actions / Renew

The screenshot shows a window titled "Renew" with a sub-header "Renew Certificate of Liability Insurance". A text field labeled "Title" contains "18-19 Certificate Master". Below this is a "Default" section with several checkboxes, all of which are unchecked: "Description of operations", "Attachments", "Holders", "Include inactive holders", "Holders description of operations", and "Holders attachments". At the bottom right, there are three buttons: "Detail", "Finish" (highlighted in green), and "Cancel". The status bar at the bottom right shows "0.15s | CRTRENEW".

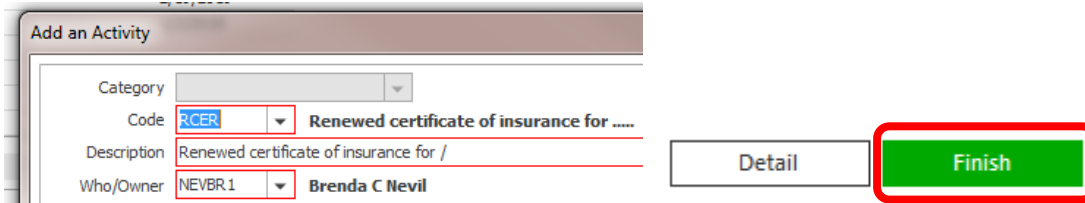
Updated screen with edits

The screenshot shows the same "Renew" window, but with updates. The "Title" field now contains "19-20 Certificate Master". In the "Default" section, the checkboxes for "Description of operations", "Attachments", "Holders", "Holders description of operations", and "Holders attachments" are now checked. The "Include inactive holders" checkbox remains unchecked. The "Detail", "Finish" (highlighted in green), and "Cancel" buttons are still present at the bottom right. The status bar at the bottom right shows "0.15s | CRTRENEW".

9. Click on **Detail**



10. The **RCER** (Renewed certificate of insurance for...) System Generated Event Activity can appear if configured by your Agency. For our example it appears as a closed item. Click **Finish** to continue.



11. The Acord 25 Certificate Master Details screen appears showing the NEW certificate master name but by default is showing **LAST YEAR'S policy / coverage information**.  
12. In the Navigation Panel click on each of the coverages and select the RENEWED policy in the Line of Business drop down.

EXAMPLE:

a. Clicking on General Liability LAST year's policies and coverage options appear

Available Templates

Description	Line	Policy Number	Effective	Expiration
18-19 CGL \$2M/\$1M	1CGL	PKG12345	8/1/2018	8/1/2019
18-19 CGL \$2M/\$2M	1CGL	PKG12345	8/1/2018	8/1/2019
18-19 CGL \$4M/\$2M	1CGL	PKG12345	8/1/2018	8/1/2019
18-19 CGL \$4M/\$4M	1CGL	PKG12345	8/1/2018	8/1/2019

Include history     Include all lines of business  
 Line of business: 1CGL    Commercial General Liability - 8/1/2018 - 8/1/2019  
 Service summary: 1    8/1/2018 - Renew - Commercial Package - In Process  
 Description: 18-19 CGL \$2M/\$1M

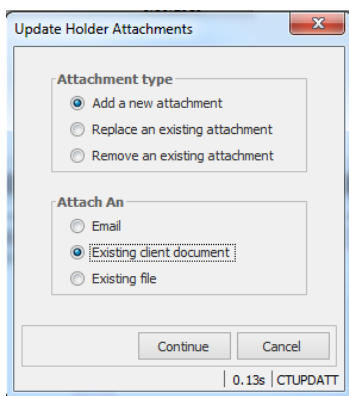
- b. For each of your coverage options (my example above has 4) click on the drop down by Line of Business and select the RENEWAL policy.

Available Templates

Description	Line	Policy Number	Effective	Expiration
19-20 CGL \$2M/\$1M	1CGL	PKG12345	8/1/2019	8/1/2020
19-20 CGL \$2M/\$2M	1CGL	PKG12345	8/1/2019	8/1/2020
19-20 CGL \$4M/\$2M	1CGL	PKG12345	8/1/2019	8/1/2020
19-20 CGL \$4M/\$4M	1CGL	PKG12345	8/1/2019	8/1/2020

Include history     Include all lines of business  
 Line of business: 1CGL    Commercial General Liability - 8/1/2019 - 8/1/2020  
 Service summary: 1    8/1/2019 - New - Commercial Package - Issued  
 Description: 19-20 CGL \$2M/\$1M

- c. After selecting the Renewal policy update the “Description” (naming convention) for each coverage (e.g. it was 18-19 CGL \$2M/\$1M and you update it to 19-20 CGL \$2M/\$1M).
  - d. The Policy details are updated to show the CURRENT renewal policy.
  - e. The certificate holders associated with coverage variable last year were copied to the new Master Template and when any of the coverages are updated in the screen above they are automatically updated for each Holder where the expiring coverage applied last year.
13. Click the **X** in the Navigation panel to close the Certificate Master details after the updates have been completed.
  14. Attachments can be updated
    - a. Click on **Actions**
    - b. **Update Holder Attachments**



- c. Click **Continue**
- d. **Choose** available attachments (i.e. carrier or ISO endorsements) for that client



Description	Attached	Attached By	Type
Cancellation Request - Eff 1/11/2010 12:01:00 AM	1/6/2010	TEACHER	.pdf
Cancellation Request - Eff 1/11/2010 12:01:00 AM	1/6/2010	TEACHER	.pdf
Cancellation to Insured - Eff 1/11/2010	1/6/2010	TEACHER	.pdf
Cancelled Business Auto Policy Form.msg	1/6/2010	TEACHER	.MSG
Certificate for town hall roof repair job - City of Chicago Heights	1/11/2010	TEACHER	.pdf
Certificate for town hall roof repair job - City of Monee Attn: City Palanmer Office	1/11/2010	TEACHER	.pdf
Certificate for town hall roof repair job - Cook County Office of the Clerk	1/11/2010	TEACHER	.pdf
Certificate for town hall roof repair job - CW Travel	1/11/2010	TEACHER	.pdf
Evidence for Fred Jacobs - 843k One-Chicago	1/11/2010	TEACHER	.pdf
Evidence for Fred Jacobs - CW Travel	1/11/2010	TEACHER	.pdf

15. Click **X** to close out of the **Available Attachments** window.
16. The **Replaced** certificate attachment (RCRT) can appear if configured by your agency. If presented click Finish.
17. Click **X** in the Navigation Panel to close out of the certificate
18. Returns to the certificate list
19. Click on **Actions**
20. Select **Issue Certificate** to process the batch

## Revise Proofs of Insurance

Applied Epic allows users to reprint a certificate or evidence where it looks exactly as it did when it was first generated (PDF of output document appears in the Attachment view). Your Agency may have specific wording you want staff to append in the Description of Operations field for a certificate that must be amended (e.g. This cancels and replaces Certificate of Insurance issued on XX/XX/XXXX). Staff will want to DELETE this wording after issuing the updated certificate / evidence (after it has been accepted). Otherwise, the wording will appear in the Description of Operations box when the renewal certificates are run.

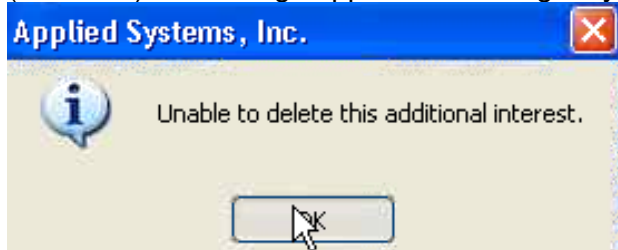
## Edit a Proof

Example: Certificate holder name needs to be corrected and proof reissued

1. **Locate** client
2. Click on **Proofs of Insurance**
3. Click on **Certificates**
4. **Double-click** the desired Certificate Template
  - a. Make appropriate edits – for example:
    - i. Click on a coverage section and select a different policy, amend limits, mark or deselect an option box
    - b. Go to Description of Operations and enter wording to appear on all holders (this wording will print above any holder-specific Description of Operations wordings)
5. The Actions / Issue Certificate option will allow you to generate all new certificates associated with the certificate master – follow instructions for Issuing a Batch

## Delete a Proof

System will not allow users to delete a party when they had an additional interest issued (evidence). A message appears indicating they are “Unable to delete this additional interest”.



Deleting a form does NOT delete any associated Activities

## Add a holder to an existing certificate

1. **Locate** Insured
2. **Proofs of Insurance**
3. **Certificates**
4. **Select** template
5. In the Holders section click the **Add** icon

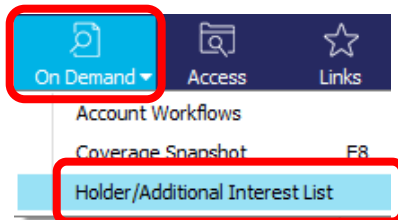
Holders							
	Name ▲	Summary	Issued	Job Code	Attach...	Inactive	Added
+	ABC Comp...				0	Active	8/19/2019
X	Bank of Mo...				2	Active	8/17/2019

6. Opens the blank holder screen to enter information
  - a. Holder/Templates
  - b. Description of Operations
  - c. Documents Attached
  - d. Holder Details
7. Click **X** to close out of certificate
8. **Actions**
9. **Issue Single Holder** for that new holder

## Print a list of Holders

This is a canned report // not the same as going to Actions / Export Holders

1. **Locate** Client
2. Click on **Proofs of Insurance**
3. Select **Certificates**
4. Click **On Demand**
5. Select **Holder List**



6. **Print Holder List screen** opens
  - a. Holder name filter (all, range)
  - b. Issue date filter (all, range)
  - c. Description of Operations / Description of Property (include / exclude)
  - d. Include holders from... (only this certificate, all certificates for this client)

The image shows a dialog box titled 'Print Holder/Additional Interest List'. It has three tabs: 'Holder Options', 'Additional Interest Options', and 'Distribution'. The 'Holder Options' tab is active. The dialog contains several filter sections:
 

- Holder Name Filter:** Radio buttons for 'All' (selected) and 'Range'. 'Range' has 'From' and 'Through' text boxes.
- Issued Date Filter:** Radio buttons for 'All' (selected) and 'Range'. 'Range' has 'From' and 'Through' date pickers.
- Description of Operations / Description of Property:** Radio buttons for 'Include' (selected) and 'Exclude'.
- Include Holders From:** Radio buttons for 'Only this certificate' (selected) and 'All certificates for this client'.
- Additional Interest Options:** Checkboxes for 'Liability certificate' (checked), 'Property certificate' (checked), and 'Include additional interests' (unchecked).

 At the bottom, there are 'Preview', 'Finish', and 'Cancel' buttons. The status bar at the bottom right shows '1.64s | AINTHOLD'.

7. **Distribution tab** (email, print, fax)
8. **Finish** (i.e. when printing shows holders by certificate with total number on last page)

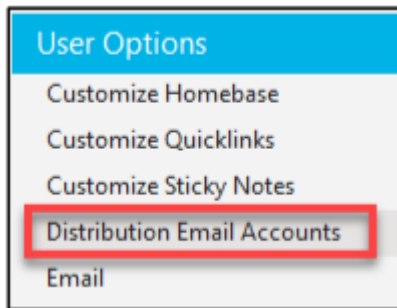
## Configuring Email Signature to Appear in Distribution Manager

When emailing documents directly from Epic, such as Proofs of Insurance, form Letters and proposals, through the Distribution Manager, your Outlook signature can be automatically appended.

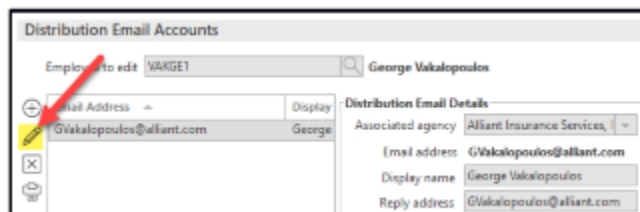
In prior versions of Epic you had to copy and paste your signature in the body of the email unless you were emailing directly from Attachments where you email signature automatically appended.

To configure your Outlook signature to automatically append to emails sent via the Distribution Manager do the following:

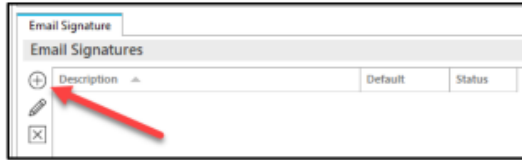
1. Log in to Epic
2. Click on Configure in the Navigation Panel
3. Click on User Options
4. Select Distribution Email Accounts



5. You will see your email address and name on the list
6. Click on the Edit icon (pencil) at the left-hand side of the list

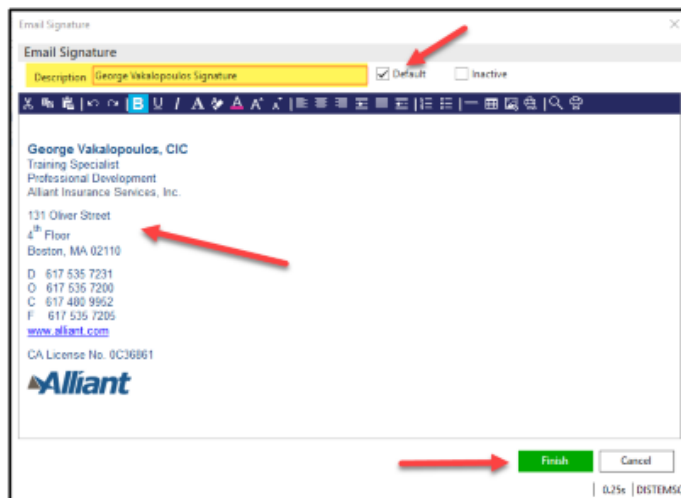


7. In the Email Signature Tab click the Add Icon



8. In the pop-up screen

- a. Enter the Description of the Signature (e.g. Brenda's email signature)
- b. Mark the box to set it as your default
- c. You can copy and paste your signature from a new email in Outlook instead of manually typing/recreating it
- d. Click Finish at the bottom of the screen



9. When you are in the Distribution Manager window preparing to email a document (e.g. a certificate of insurance) your "default" signature will automatically appear in the body of the email.

