

Master Marketing Submissions in Applied Epic – Parts 1, 2 & 3

SESSION HANDOUT

Prepared for Applied Client Network and Applied Systems

Applied Client Network

330 N. Wabash Ave., Suite 2000
Chicago, IL 60611
Phone: 312-321-6833
Fax: 312-673-6645

Applied Systems, Inc.

200 Applied Parkway
University Park, IL 60484
Phone: 708-534-5575
Fax: 708-534-8016

Copyright © 2018 by Applied Client Network, Inc., 330 N. Wabash Ave., Suite 2000 Chicago, IL 60611. . Protection claimed in all forms and matters of copyrightable material and information now allowed by law or hereafter granted including both electronic and conventional distribution of herein products. Reproduction or transmission unless authorized by Applied Client Network in writing. All rights reserved. Specific product information regarding Applied TAM, Applied Vision®, Applied Epic® and related products and services, including any related manuals, documentation, and/or materials prepared by Applied Systems for purposes of Applied Net 2018 or otherwise are the exclusive property of Applied Systems, Inc. Applied Systems retains all right, title, and interest therein, including copyright interests and other intellectual property rights. Information relating to products and services owned or licensed by third parties (ex: Microsoft, Excel, etc.) and all interests therein are the property of the respective owners, and no endorsement or ownership of third party products or services should be implied by their mention and use. All workflows are suggested and common workflows. Users of this material agree that neither Applied Client Network nor Applied Systems can be held liable for any omissions or errors within the guide.

Original Author:

George Vakalopoulos, Training Specialist, Alliant Insurance Services, Inc.

Updated By:

Name: Phillip Tilley, CIC

Organization Affiliation: IBC
Insurance Agency, Ltd.

Date Updated:
August 17, 2020

Name: Laureen Mathon,
ACSR, CRIS

Organization Affiliation: Hickok &
Boardman Insurance Group

Date Updated:
August 17, 2020

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 checked="" 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)

Marketing Module Submission

System Event	Activity Codes	Description
New Marketing Submission	AMMK	Add Master Marketing Submission
Submit to Carriers	SCAS	Submit App to Carrier
Update Marketing Attachments	UMKA	Update Marketing Attachments
Add Document	DOCU	Add Document
	PROP	Proposal
Email Sent	BINC	Bind coverage with carrier
Invoice	INVC	Invoice Transaction
Proofs	CERT	Issue Certificate
	EVID	Issue Evidence
	BIND	Issue Binder
	AUID	Issue Auto ID
Manual Activity	POLR	Policy Received
	POLC	Policy Checked
	POLD	Policy Delivered in Person
Add Document	POLT	Policy Transmittal Letter

**YOUR AGENCY MAY HAVE UNIQUE OR DIFFERENT
ACTIVITY CODES AND WORKFLOWS**

Master Marketing Submissions in Applied Epic // PAGE 4

Part 1

Configuring the Master Marketing Module

There is very little configuration that is required for the Master Marketing Module. It is not recommended to put much effort into changing the system defaults since Applied Epic does not have reporting capabilities on the module.

You can find and verify the settings in **Configure > Policy**.

There are settings for Carrier Responses, Client Responses, and Submission Statuses.

The screenshot shows the Applied Epic Configuration interface. On the left, there are three main sections: 'Marketing Submission Statuses', 'Carrier Responses', and 'Client Responses'. The 'Marketing Submission Statuses' section shows a table with rows for 'Cancelled', 'Completed', 'In-Progress', and 'Suspended'. The 'Carrier Responses' section shows a table with rows for 'Decline', 'Not Received', and 'Quote'. The 'Client Responses' section is currently empty. On the right, a sidebar titled 'Policy' is open, showing a list of configuration categories: Configure Home, Account, Accounting, Activity, Attachment, Auditing, Interface, International, Job Management, Links, myEpic, and Policy. Under 'Policy', there are sub-sections for Integration, Marketing Carrier Responses, Marketing Client Responses, Marketing Submission Statuses, Policy Type Classifications, Profiles, and Proposal Groups. The 'Marketing Submission Statuses' sub-section is currently selected.

Using the Marketing Module

The marketing module is used mostly for submitting applications for renewal or new business. However, there are other situations that arise where using the Marketing Module can provide a solution.

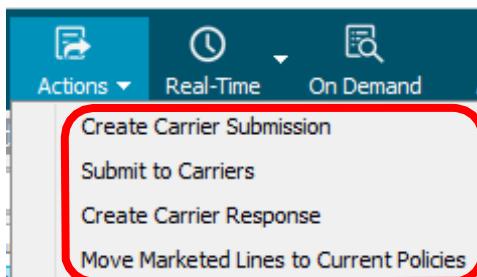
1. Combinations of coverage are wrong (package should be Monoline)
2. Office/Division/Department are incorrect (can currently only change at “renewal”)

Even though you may not actually be creating a submission that will go to an underwriter for a quote we must still go through the steps in Applied Epic to get desired results:

Marketing Module Workflow

Instead of displaying an alphabetic list like we see in other parts of Applied Epic, the Actions steps here are listed in the order that they must be chosen. For example, you cannot skip down to Submit to Carriers without first completing the first step in the workflow: Create Carrier Submission.

- 1st: We'll **create a master submission** which includes all ACORD applications, carrier applications, supplements, loss runs and other documents which will become part of submissions we'll send to various carriers.
- 2nd: We'll **create carrier submissions** electronically selecting documents from the master submission that apply to specific carriers.
- 3rd: We'll **send the submissions to the individual carriers** and be presented with an Activity to pend for receipt of a response.
- 4th: We'll use the **SCAS activities** for individual carriers to record conversations, drag and drop email correspondence and drag and drop the quote response.
- 5th: After presenting a Proposal to the Insured and receiving the Binding Order we will electronically move coverages creating policies.



Adding a Marketing Submission (New Business)

Tip: The workflow for the Marketing Module begins in the Marketed policies listview.

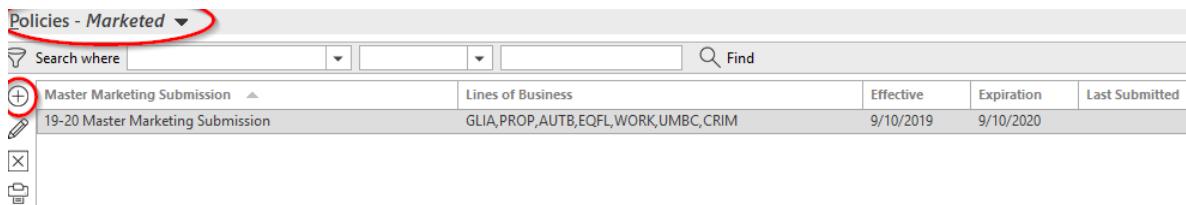
Locate your Account:

- Click on “**Policies**” in the Navigation Panel on the left
- Your Current/Renewed policy **listview** displays
- Click on the words “Current/Renewed” and change the view to “**Policies -- Marketed**”

When you market a policy, you will complete the following workflows in this order:

1. **Add** a Master Marketing Submission
2. **Create** a Carrier Submission
3. **Submit** to Carriers
4. **Create** a Carrier Response
5. **Update** Stage to Entered
6. **Update** Carrier Submission OR **Move** Marketed Lines to Current Policies
7. **Move** Marketing Submission to Marketed (History)

1. **Locate** Account
2. Click on **Policies** in the Navigation Panel
3. Change the **List View** from Policies – Current/Renewed to **Policies-Marketed**



Policies - Marketed					
Search where					
	Master Marketing Submission	Lines of Business	Effective	Expiration	Last Submitted
	19-20 Master Marketing Submission	GLIA,PROP,AUTB,EQFL,WORK,UMBC,CRIM	9/10/2019	9/10/2020	
					
					

4. Click the **Add** Icon (+) at the top of the page to create a new Master Marketing Submission
5. Enter an appropriate **name** (e.g. 19-20 Master Marketing Submission)
6. Enter proposed **policy dates**
7. **Structure** should default – update if required
8. Select from the **Type of Business** dropdown (e.g. Commercial Lines; Agriculture Lines)



TESTCML-01 - Test Commercial Lines

File Edit Areas Home Locate Actions Real-Time On Demand Access Links SMS Help

Home Locate Actions Real-Time On Demand Access Links SMS New Print Save

Master Marketing Submission

Structure

Name	20-21 Master Marketing Submission	Agency	HBI	Hickok & Boardman, Inc.
Effective	1/1/2020	Expiration	1/1/2021	Hickok & Boardman - BUR
Source		Department	BI	Business Insurance

Policies to Market

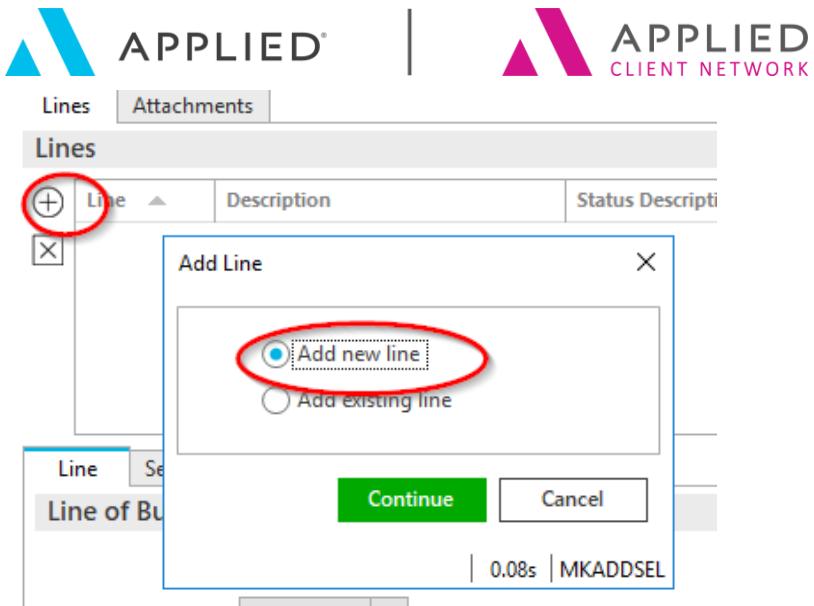
Type of business: Commercial Lines

Line	Line Description	Status Description	Effective	Expiration	Policy Number	ICO
(+)						
(X)						

Account Detail

- Contacts
- Opportunities
- Client Contracts
- Policies** (selected)
- Add a Master Marketing Su...
- Proofs of Insurance
- Transactions
- Attachments
- Claims

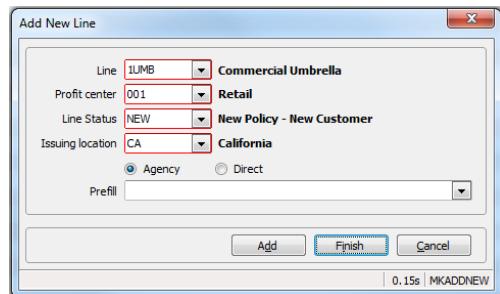
9. The **Add an Activity** screen appears defaulting with the **AMMK** activity (Adding a master marketing submission). When individual carrier submissions are created they will each generate their own open activity to pend for receipt of the quote.
10. The **AMMK** activity **defaults as Open**. If users are still gathering data that will become part of the master submission keep this Activity open as a reminder and place to document conversation. The activity can be closed later when a Carrier Submission is created. If all data is available at this time to create the Master Submission Close the AMMK Activity Successfully.
 - a. Click **Finish**
11. The next screen includes **two Tabs – Lines and Attachments**
12. Click on the **Add** icon (+) on the Lines tab to include the lines of business to be quoted. Add new line is the default – click **Continue**.
 - a. Users can click on **Add new line** to select new lines of coverage
 - b. Users can click on **Add existing line** to select expiring/expired coverages
 - c. Users can do a combination of **Adding new lines** and **Adding existing lines**



13. The **Add New Line** dialog box appears.

- a. Enter the **Line of coverage** (e.g. 1PRO for Property, 1CGL for General Liability)
- b. Enter the **Profit Center** (e.g. 001 Retail)
- c. Line **Status** – for new business use NEW
- d. **Issuing Location** defaults based on the State in the Account address.
 - i. When adding Business Auto it is important to select the State where the vehicles are located. If vehicles are located in more than one state multiple Business Auto lines (1AUT) must be selected – one for each State since most States have state-specific Business Auto applications.
- e. **Prefill** – we have the ability to create a “prefilled” application for program business where common information is repeated (e.g. Commercial General Liability limits). Talk with your Epic Subject Matter Expert (eSME) if you feel you have an opportunity to use this feature.

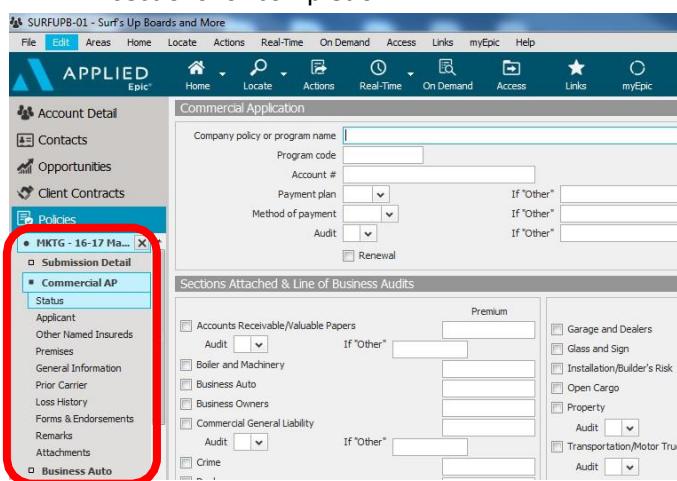
Tip: If there is a previous account or you happen to be marketing policies that are already in Epic, before you click detail, click the **Add** button in the “Existing Policies to Market” section. This will give you the opportunity to identify any current or historical policies you want to include in the Master Marketing Submission.



14. Click **ADD** in the bottom right corner to repeat this process and include another line of coverage
15. Click **Detail** to begin entering policy application details.
16. The lines of business will appear on the screen and the Navigation Panel will include links to the Acord application pages.

Tip: The **Issuing Location** State defaults based on the Account Detail address. If an account has a care of (c/o) address (e.g. another party or a Broker) they may have an address in a state other than where coverage is provided (e.g. Broker is in Washington but the risk is in Wyoming). It is critical that users amend the Issuing Location state NOW when they are creating the application. This field dictates which applications are available for this policy (e.g. if it shows CA users will only have access to the California business automobile application form).

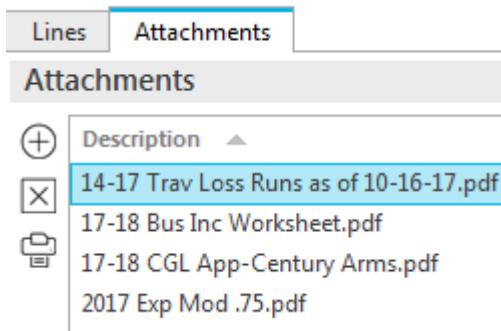
17. Single click on an application line in the **Navigation Panel** and it will expand showing application sections for completion.



Did You Know...?

When **adding a new vehicle** to a policy the **LAST** vehicle added appears in the screen. Do **NOT** overtype the information. Click the **ADD** icon at the top of the screen to properly enter new vehicle information.

18. Click on the **Attachments** tab to include documents that will be appended to any Carrier Submission created.



Lines **Attachments**

Attachments

+ Description ▲

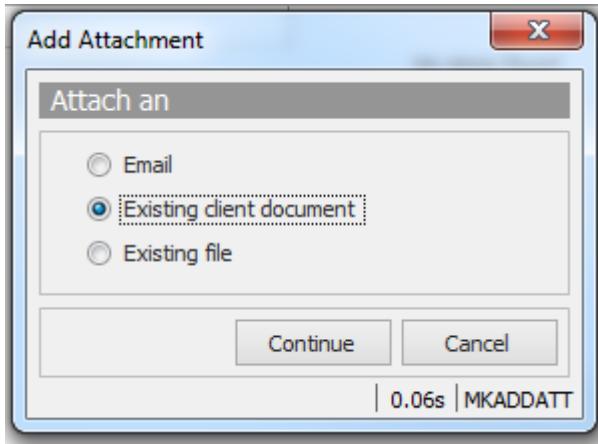
14-17 Trav Loss Runs as of 10-16-17.pdf

17-18 Bus Inc Worksheet.pdf

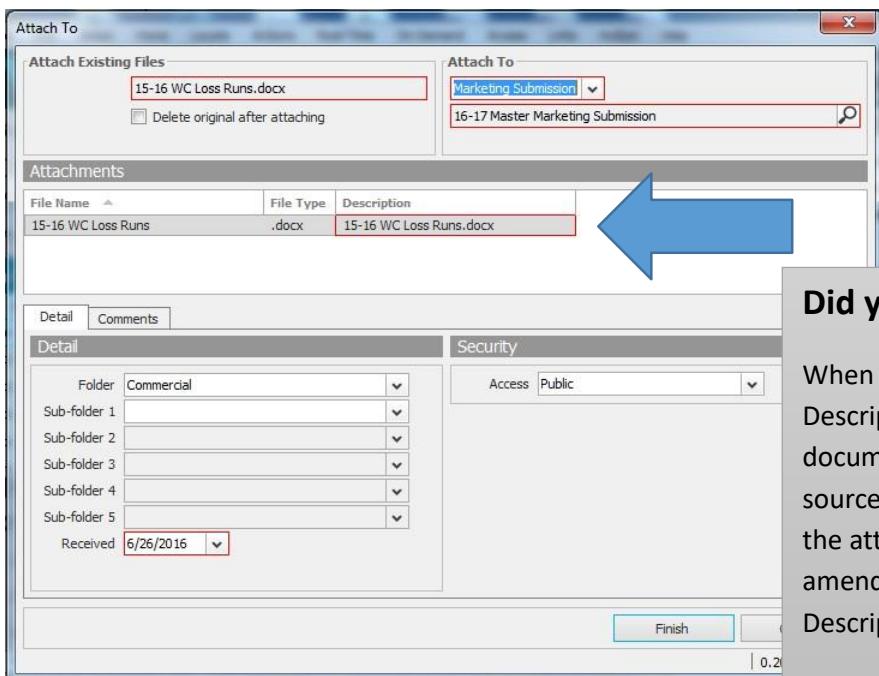
17-18 CGL App-Century Arms.pdf

2017 Exp Mod .75.pdf

There are 4 ways to attach documents through the Add Attachment dialog box



- I. **Drag and drop** a document directly onto the Attachment tab
- II. **Email**
 - a. Select Email and Click continue where you will be presented with your Outlook emails and folders.
 - b. Select the desired email and click Finish
 - c. The Attach Existing File dialog box appears
 - i. Make sure the “Delete original after attaching box” is NOT marked before clicking Finish.



Did you know...?

When adding an Attachment the Description (name of the document) will default from the source but can be AMENDED during the attachment process by amending the wording in the Description box.

- a. The email will appear as an Attachment (using the description from the emails Subject line). The email is also automatically included in the Attachment view.

III. Existing client document

- a. If a document was previously attached to the Account in the Attachment view select this option before clicking Continue.
- b. A list of Account attachments appears where user can select one or more documents at a time by marking a checkbox before clicking Finish.

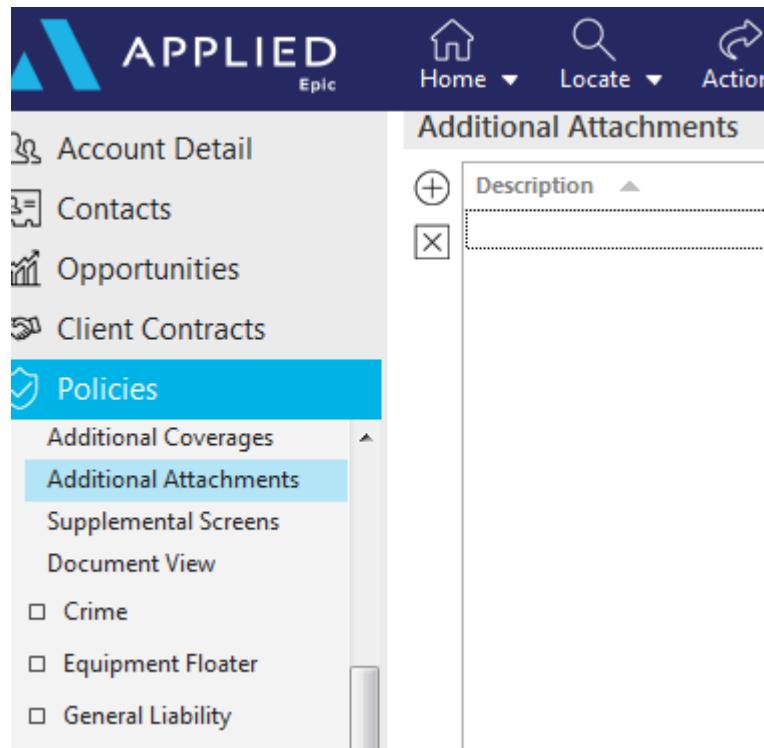
Available Attachments				
 Search where <input type="text"/> <input type="button" value="Find"/>				
Description	Attached	Attached By	Type	
<input type="checkbox"/> 15-16 WC Loss Runs.docx	6/26/2016	BDAVIS	.docx	
<input type="checkbox"/> 16-17 Property Schedule	6/10/2016	BDAVIS	.xlsx	
<input type="checkbox"/> 16-17 Vehicle Schedule	6/10/2016	BDAVIS	.xlsx	
<input type="checkbox"/> 16-17 Zenith WC Supplemental Application	6/10/2016	BDAVIS	.pdf	

IV. Existing File

- a. Browse the Network to locate a document or documents to attach to the marketing submission.

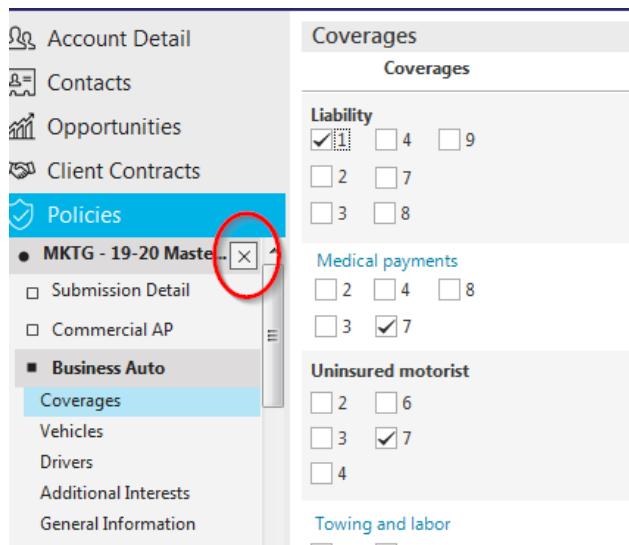
19. Attachments will now appear on the Attachment tab and are available for all Carrier submissions you create from this Master.

When creating the ACORD application pages, each of the coverage sections (e.g. Property, Liability, Auto, Work Comp and Umbrella) includes an “Additional Attachments” section where users can include attachments that they want to print with that coverage section of the application when it is submitted to carriers.



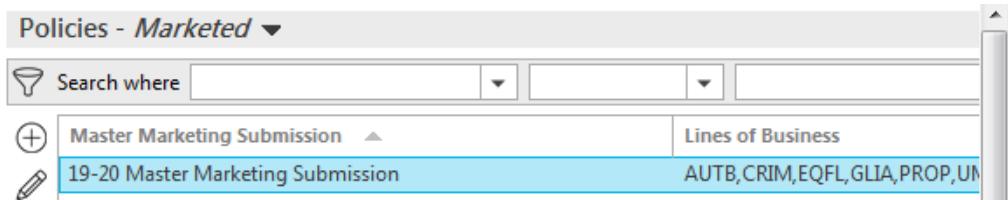
The screenshot shows the Applied Epic software interface. The top navigation bar includes 'Home', 'Locate', and 'Action' buttons. The left sidebar menu is open, showing 'Account Detail', 'Contacts', 'Opportunities', 'Client Contracts', and 'Policies'. 'Policies' is selected, and its sub-menu includes 'Additional Coverages', 'Additional Attachments' (which is highlighted with a blue background), 'Supplemental Screens', 'Document View', and checkboxes for 'Crime', 'Equipment Floater', and 'General Liability'. To the right of the sidebar, a large window is titled 'Additional Attachments'. It contains a table with a single row. The first column has a '+' icon and a 'Description' column with a text input field containing '.....'.

20. Click the X in the Navigation Panel to close out of Editing the Master Marketing Submission.



The screenshot shows the Applied Epic software interface. The left sidebar menu is open, showing 'Account Detail', 'Contacts', 'Opportunities', 'Client Contracts', and 'Policies'. 'Policies' is selected, and its sub-menu includes 'MKTG - 19-20 Master' (with a red circle around the close button 'X'), 'Submission Detail', and 'Commercial AP'. Below this, 'Business Auto' is selected, and its sub-menu includes 'Coverages' (which is highlighted with a blue background), 'Vehicles', 'Drivers', 'Additional Interests', and 'General Information'. To the right of the sidebar, a large window is titled 'Cov...'. It shows a table for 'Liability' with rows for 1, 2, and 3. It also shows tables for 'Medical payments' (rows 2, 3), 'Uninsured motorist' (rows 2, 3, 4), and 'Towing and labor' (rows 2, 3). The 'Medical payments' table has a checked box next to row 7.

21. The Master Marketing Submission appears at the top of the screen listing the application coverage sections included.



Policies - Marketed

Search where

Master Marketing Submission	Lines of Business
19-20 Master Marketing Submission	AUTB, CRIM, EQFL, GLIA, PROP, UM

Previewing an Application in Applied Epic

There are multiple ways to view the ACORD output document.

Printing an Application without a House Copy Watermark

Sometimes it is necessary to print or preview an application that is In Process in order to see how the ACORD form looks. There are three (3) ways to print an application and the first two are not always the best option for testing.

1. Actions, Submit to Carriers (need to Create Carrier Submission first so this option is not available at the Master Marketing Submission level) and it will update the carriers submission status to Submitted which you do not want to do if just previewing.
2. Print – Master Marketing Submission. This option is good for testing, but sometimes the House Copy watermark may make it harder to get a clear view of the page. To remedy these shortcomings, try Option 3:
3. Actions, Review Application. This option prints a clear copy while making no permanent changes to the Stage of the policy. It is the best option for a quick print test of an application.

Printing an Application with a House Copy Watermark

Option #1

Locate Client

1. Click on **Policy** view
2. Single **click** on the Marketing Submission to select it
3. Click on the **Print** dropdown on the **Options** toolbar
4. Select **Application**
5. The **Print Master Marketing Submission** dialog box appears
 - a. **Select** Branch Address radio button
 - b. **Print** License #
6. On the **Detail** tab
 - a. **Underwriter** information can be entered
 - b. **Printer** can be selected
7. On the **Forms** tab
 - a. The application pages to print by default appear. User may choose to delete (red X)



some pages (e.g. Workers' Compensation Assigned Risk Application)

8. Click **Finish**
9. ***This application is for Producer review.*** It prints with the watermark ***House Copy***.



Acord Forms – Generating Output with Acord Forms

In the Print Marketing Submission window the Forms tab has been renamed "**Forms/Attachments**" and is split into two windows. Overflow pages will only generate with the form (1) if there is data to populate AND (2) if staff have marked the check box in the window to the left of the form.

Screen has 3 tabs:

1. Detail (network printer, scanned signature)

Print Marketing Submission

Organization Contact

Name Hickok & Boardman, Inc. License # 61775

Address 346 Shelburne Rd Burlington, VT 05401

Detail Forms/Attachments Organization Contact

Company

Issuing company NAIC **N/A**

Premium payable

Print ICO PPE

Underwriter

Office

Status of Transaction **Producer**

Submit as

Code CAMMA1 **Matt Campbell**

Bound date

National producer #

Bound time

State producer license # State

Scanned signature

Printer

Printer \\MGR5\Burlington.CL2.Wo

Buttons

Preview **Finish** Cancel

- Forms/Attachments (Upper section shows application section while lower portion of screen shows document(s) associated with that section)

Print Marketing Submission



Organization Contact

Name **Hickok & Boardman, Inc.**

License # **61775**

Address **346 Shelburne Rd Burlington, VT 05401**

Form Groups & Attachments

Line/Attachment Description	Number of Forms to Print	State
WORK	9	VT
14-17 Trav Loss Runs as of 10-16-17.pdf - 26 KB	.pdf Attachment	
17-18 Bus Inc Worksheet.pdf - 657 KB	.pdf Attachment	
17-18 CGL App-Century Arms.pdf - 89 KB	.pdf Attachment	
2017 Exp Mod .75.pdf - 45 KB	.pdf Attachment	

Language **English**

Select Forms to Print

Form Type	Form Number	Form Date	Description
<input checked="" type="checkbox"/> Main	ACORD 125	2013/09	COMMERCIAL INSURANCE APPLICATION INFORMATION SECTION
<input checked="" type="checkbox"/> Scheduled/Overflow	ACORD 823	2011/10	ADDITIONAL PREMISES INFORMATION SCHEDULE
<input checked="" type="checkbox"/> Scheduled/Overflow	APPLIED 125ONI	2009/08	OTHER NAMED INSURED SCHEDULE
<input checked="" type="checkbox"/> Scheduled/Overflow	ACORD 829CLAP	2009/05	COMMERCIAL LINES FORMS AND ENDORSEMENTS SCHEDULE
<input checked="" type="checkbox"/> Scheduled/Overflow	APPLIED 125LHS	2009/08	LOSS HISTORY SCHEDULE
<input checked="" type="checkbox"/> Scheduled/Overflow	ACORD 45	2009/04	ADDITIONAL INTEREST
<input checked="" type="checkbox"/> Scheduled/Overflow	APPLIED 125PCIS	2009/08	OTHER LINES PRIOR CARRIER INFO SCHEDULE

3. **Organization Contact** – Enter your email here

Print Marketing Submission

Organization Contact

Name **San Diego-Alliant Insurance Services, Inc.** License # **0C36861**
Address **701 B St 6th Fl San Diego, CA 92101**

Organization Contact

Name
Address
Phone
Fax
Email

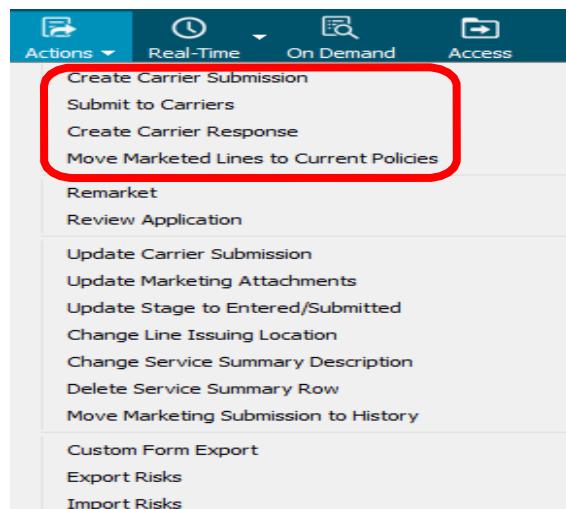
License

Print license #

Marketing Module Workflow

Instead of displaying an alphabetic list like we see in other parts of Applied Epic, the Actions steps here are listed in the order that they must be chosen. For example, you cannot skip down to Submit to Carriers without first completing the first step in the workflow: Create Carrier Submission.

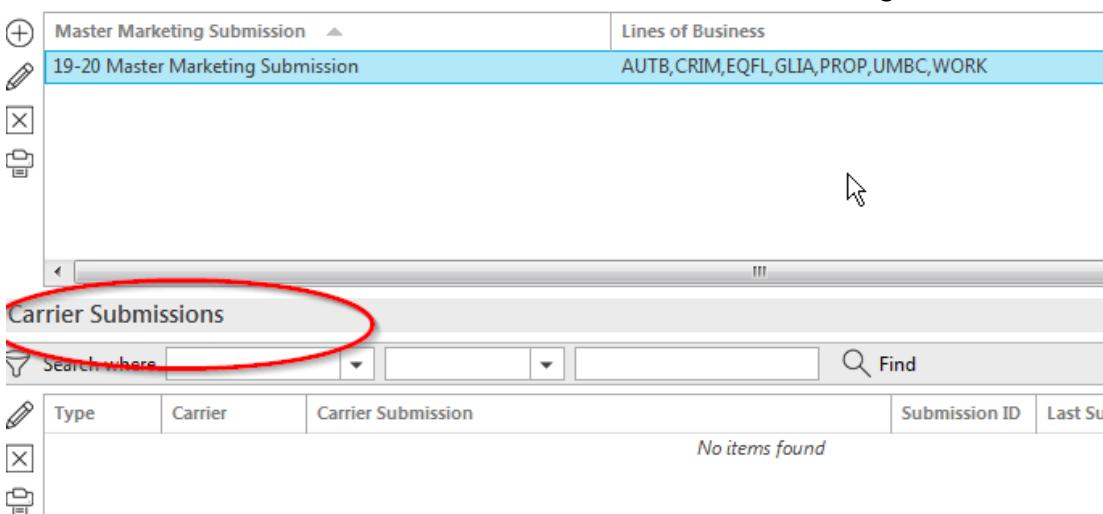
- 1st: We'll **create a master submission** which includes all ACORD applications, carrier applications, supplements, loss runs and other documents which will become part of submissions we'll send to various carriers.
- 2nd: We'll **create carrier submissions** electronically selecting documents from the master submission that apply to specific carriers.
- 3rd: We'll **send the submissions to the individual carriers** and be presented with an Activity to pend for receipt of a response.
- 4th: We'll use the **SCAS activities** for individual carriers to record conversations, drag and drop email correspondence and drag and drop the quote response.
- 5th: After presenting a Proposal to the Insured and receiving the Binding Order we will electronically move coverages creating policies.



Part 2

Creating a Carrier Submission

1. **Locate Account**
2. Click on **Policies** in the Navigation Panel
3. Change the **List view** from the Policies - Current/Renewed default to **Policies – Marketed**
4. Single click on the desired Master Marketing Submission at the top of the screen to select it
5. In the middle of the screen under Carrier Submissions it will be blank listing “No items found”



Master Marketing Submission Lines of Business

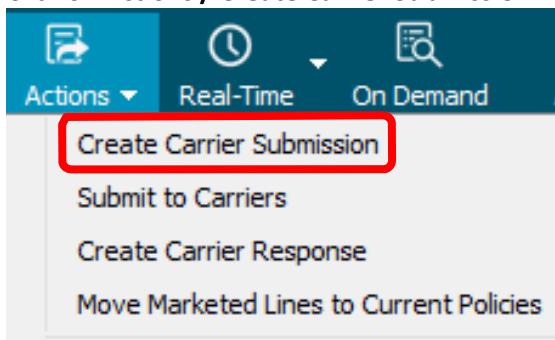
19-20 Master Marketing Submission AUTB,CRIM,_EQFL,GLIA,PROP,UMBC,WORK

Carrier Submissions

Search where Find

Type	Carrier	Carrier Submission	Submission ID	Last Sub
			No items found	

6. Click on **Actions / Create Carrier Submission** from the Options Bar



Actions ▾ Real-Time On Demand

Create Carrier Submission

Submit to Carriers

Create Carrier Response

Move Marketed Lines to Current Policies

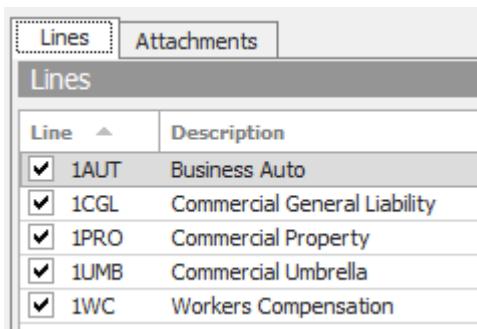
7. The Create Carrier Submission window appears
 - a. **Premium Payable:** In the drop down by Premium Payable select the market where you are sending the first submission – you’re listing the parent company / payee (e.g. Chubb, not Federal Insurance; AMWINS, not Navigators a carrier they may quote)
 - b. **Carrier submission:** The name of the Master Marketing Submission prefills. Users may opt to amend the name of the document by ADDING the name of the market (e.g.

modify 19-20 Master Marketing Submission to 19-20 Liberty Mutual Marketing Submission). This makes it easier to quickly differentiate your carrier submissions once they are all listed.

Carrier Submission Detail

Submit to	<input type="radio"/> ICO	<input checked="" type="radio"/> PPE
Issuing company	<input type="text"/>	
Premium payable	CA	LIB00B <i>Liberty Mutual Insurance</i>
Carrier submission	19-20 Liberty Mutual Marketing Submission	
Submission Status	In-Progress	

8. There are two tabs in the body of the screen: **Lines and Attachments**
9. The Lines tab displays all of the Master Marketing Submission application lines with all items selected. If the submission is going to a carrier that only writes Workers Compensation coverage user should deselect all other coverage boxes except Workers Compensation.



Lines		Attachments
Lines		
Line	Description	
<input checked="" type="checkbox"/>	1AUT	Business Auto
<input checked="" type="checkbox"/>	1CGL	Commercial General Liability
<input checked="" type="checkbox"/>	1PRO	Commercial Property
<input checked="" type="checkbox"/>	1UMB	Commercial Umbrella
<input checked="" type="checkbox"/>	1WC	Workers Compensation

10. **Requested Line Premium:** In the bottom left corner of the screen is a Requested Line Premium field. By clicking on each coverage one at a time you can enter a desired target premium in this field. This is retained as internal information and user can refer back to it when recording the carrier response (how does my target premium compare to the quoted premium).

Not all agencies will want to use requested premium. It may also depend on the rules in your state.

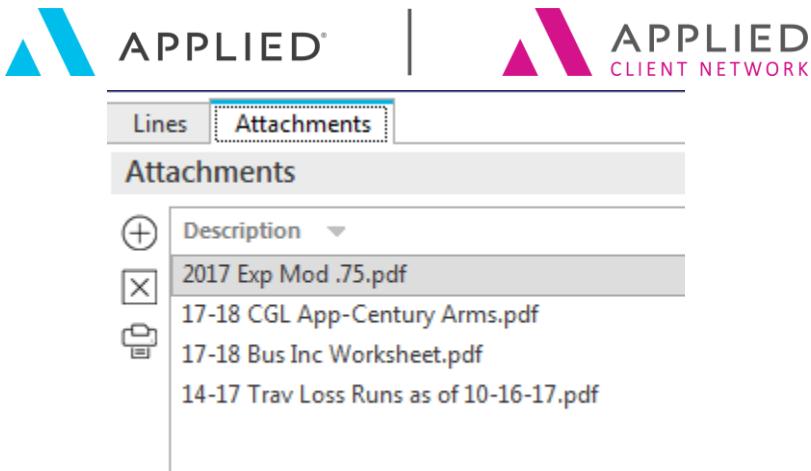
Lines		Attachments
Lines		
Line	Description	
<input checked="" type="checkbox"/> 1AUT	Business Auto	
<input checked="" type="checkbox"/> 1CGL	Commercial General Liability	
<input checked="" type="checkbox"/> 1PRO	Commercial Property	
<input checked="" type="checkbox"/> 1UMB	Commercial Umbrella	
<input checked="" type="checkbox"/> 1WC	Workers Compensation	

Requested Line Premium/Commission			
Premium	\$12,000.00	Commission	\$1,200.00
Commission type	%	<input type="button" value="Calculate"/>	
Percent	10.0000%		
Amount			

11. In the top right corner is a Requested Total Premium. After entering desired target premiums for each individual line of coverage click the Calculate option to have the system automatically total the desired target premiums.

Requested Total Premium		
Requested total premium	\$12,000.00	<input type="button" value="Calculate"/>
Requested total commission	\$1,200.00	<input type="button" value="Calculate"/>

12. **Attachments:** All attachments included on the Attachment tab for the Master Marketing Submission will appear in this view by default. If multiple carrier supplemental applications were attached simply deselect those items you do not want included with the carrier submission you are currently putting together.



13. If another document needs to be included with this submission click on the Add icon on the Attachment tab and use one of the three options to attach a document (1) from an email, (2) selecting a document already attached to this Account in Applied Epic or (3) browsing the network to locate the document.
14. There are three options in the bottom right corner:

<u>Option</u>	<u>Description</u>
Add	Click this option to create another carrier submission.
Finish	If there are no additional carrier submissions or you have completed the final one select this option.
Cancel	If you are not ready to create a carrier submission or have changed your mind click Cancel to stop the process.

15. When you select the Add icon user is returned to Step #7 where you select the next carrier and repeat the process.

Did You Know...?

If you amended the Carrier Submission description line on your first submission (e.g. added the name of the carrier so it reads 16-17 Chubb Master Marketing Submission) when you Add another carrier submission the system remembers the name of the last document you created – you'll need to remember to AMEND the name to reflect the new carrier.

16. At this time you have electronically bundled various carrier submissions but you have not yet distributed them to the individual carriers.
17. The Carrier Submissions are listed on the screen with a Submission Status of "In Progress".

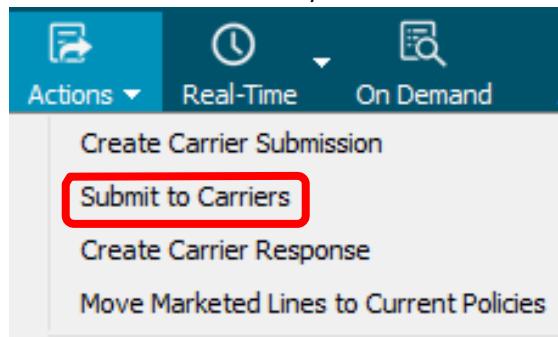
Carrier Submissions							
Search where				Find			
Type	Carrier	Carrier Submission	Submission ID	Last Submitted	Requested Premium	Submission Status	
CA	CHUBB1	16-17 Chubb Marketing Submission	SUB-123487		\$129,500.00	In-Progress	
	1AUT				\$12,000.00		
	1CGL				\$25,000.00		
	1PRO				\$50,000.00		
	1UMB				\$12,500.00		
	1WC				\$30,000.00		
CA	HARTF1	16-17 Hartford Marketing Submission	SUB-123488		\$129,500.00	In-Progress	
	1AUT				\$12,000.00		

18. Clicking on any of the lines of coverage in a Submission will show Service Summary row details like we see in the Policy list view.

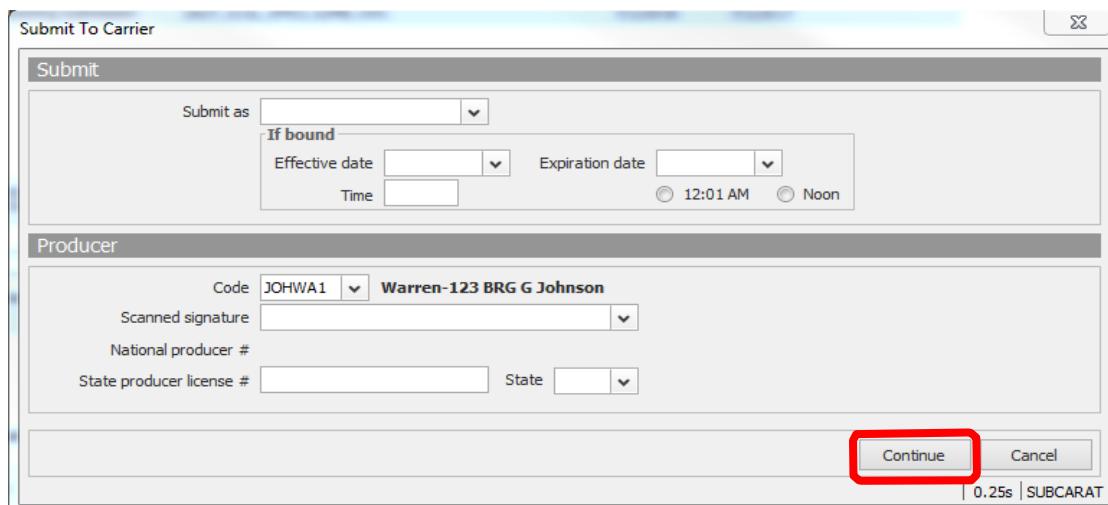
Service Summary										
#	Entered	Action	Description	Stage	Response Premium	Package	ICO	PPE	Received	Changed By
1	6/27/2016	New	Carrier Submission	In Process						Brend...

Sending Submissions to Carriers

1. Locate Account
2. Click on Policies in the Navigation Panel
3. Click on the Policies – Current/Renewed list view and change to Policies – Marketed
4. Single click to select the Master Marketing Submission at the top of the screen
5. Carrier Submissions will be displayed in the middle of the page
6. Single click on the first Carrier Submission to be submitted to the Underwriter to select it
7. Click on Actions / Submit to Carriers

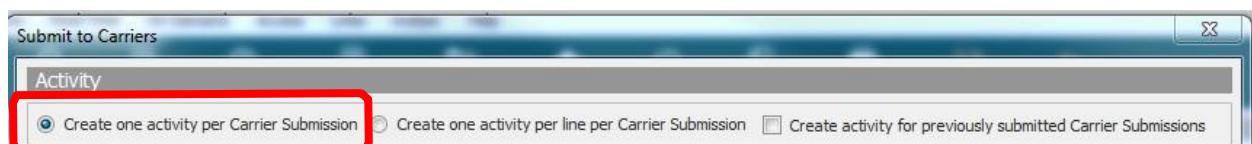


8. The Submit to Carriers dialog box appears – Click Continue



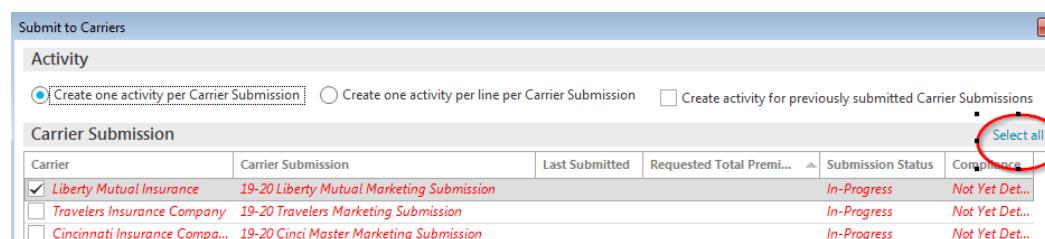
The screenshot shows the 'Submit To Carrier' window. It has a 'Submit' tab and a 'Producer' tab. The 'Submit' tab contains fields for 'Submit as' (dropdown), 'If bound' (checkbox), 'Effective date' (dropdown), 'Expiration date' (dropdown), 'Time' (dropdown), and '12:01 AM' (radio button). The 'Producer' tab contains fields for 'Code' (dropdown set to 'JOHWA1'), 'Scanned signature' (dropdown), 'National producer #' (text box), 'State producer license #' (text box), and 'State' (dropdown). At the bottom right are 'Continue' and 'Cancel' buttons, with 'Continue' highlighted by a red box. A status bar at the bottom right shows '0.25s | SUBCARAT'.

9. In the Submit to Carriers window there are 3 activity options. The default “create one activity per Carrier Submission” is the most commonly used.



The screenshot shows the 'Submit to Carriers' window with the 'Activity' tab selected. It displays three radio button options: 'Create one activity per Carrier Submission' (selected and highlighted with a red box), 'Create one activity per line per Carrier Submission', and 'Create activity for previously submitted Carrier Submissions'.

10. The Carrier Submissions appear in the screen. The one selected when the process started (Actions / Submit to Carriers) is marked with a checkbox. ALL submissions can be marked and processed at the same time by checking the Select All box.



The screenshot shows the 'Carrier Submission' list. The 'Activity' tab is selected, showing the same three radio button options as the previous screenshot. The 'Carrier Submission' table lists three carriers: 'Liberty Mutual Insurance', 'Travelers Insurance Company', and 'Cincinnati Insurance Compa...'. The first carrier is checked. A 'Select all' button is located at the top right of the table.

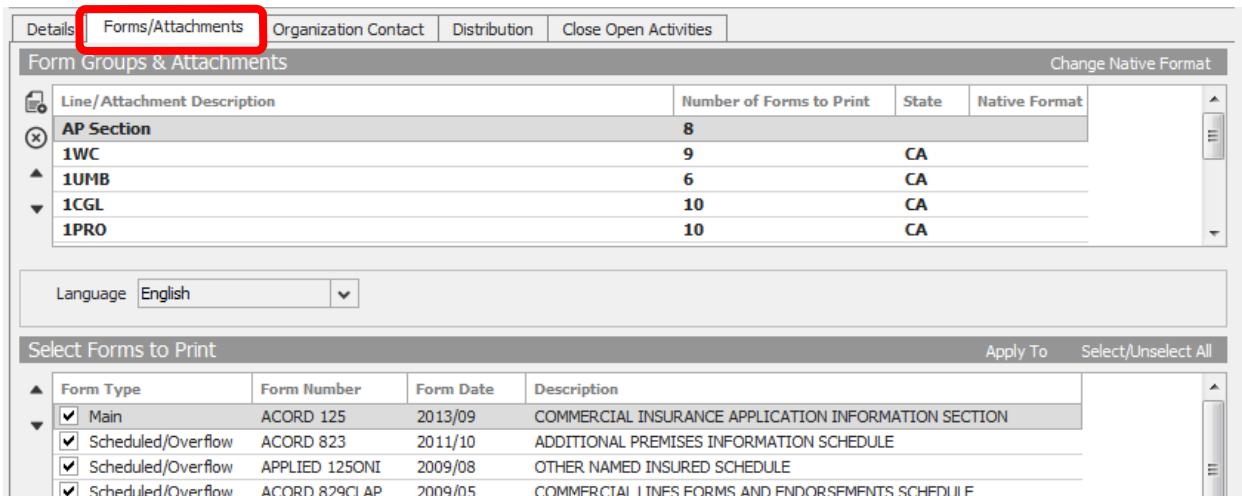
11. The bottom portion of the screen includes 5 tabs that need to be addressed for each carrier submission:

a. **Details** – Add underwriter contact by using lookup field



The screenshot shows the 'Details' tab of the carrier submission form. It includes tabs for 'Details', 'Forms/Attachments', 'Organization Contact', 'Distribution', and 'Close Open Activities'. The 'Details' tab is selected and highlighted with a red box. Below the tabs is a 'Company' section with fields for 'Issuing company' (dropdown set to 'CA - CHUBB'), 'NAIC' (dropdown set to '00000'), 'Underwriter' (text box with a search icon), and 'Office' (text box).

b. **Forms/Attachments** – The application documents typically do NOT appear in an order preferred by staff. By clicking on a coverage section users can use the black up / down arrows on the left side of the screen to change the order of the forms and any submission attachments (e.g. a schedule of Named Insured could go behind the Commercial AP Section (Acord 125) instead of after all coverage sections).

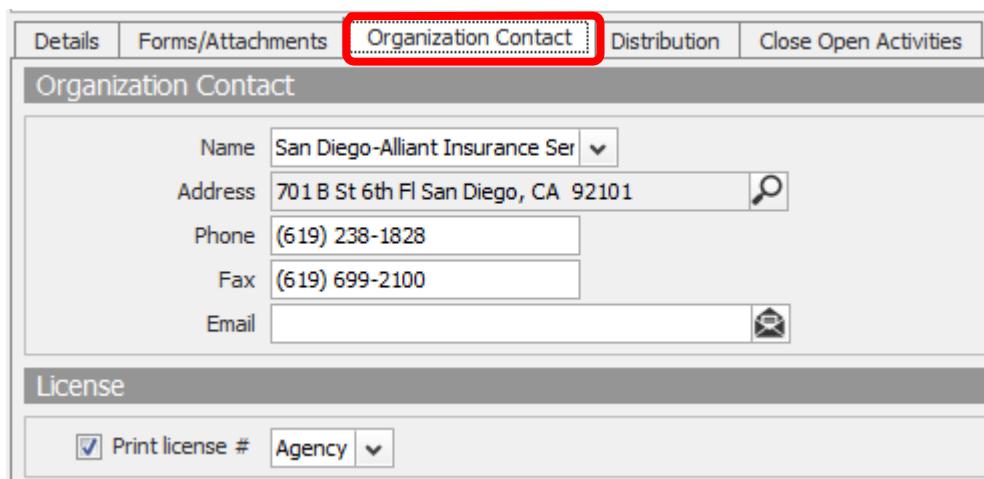


The screenshot shows the 'Forms/Attachments' tab selected. The 'Form Groups & Attachments' section lists various sections with their line/attachment descriptions, number of forms to print, state, and native format. The 'Select Forms to Print' section shows a list of forms with checkboxes, categorized by Form Type (Main, Scheduled/Overflow). The 'Language' dropdown is set to English.

Line/Attachment Description	Number of Forms to Print	State	Native Format
AP Section	8		
1WIC	9	CA	
1UMB	6	CA	
1CGL	10	CA	
1PRO	10	CA	

Form Type	Form Number	Form Date	Description
Main	ACORD 125	2013/09	COMMERCIAL INSURANCE APPLICATION INFORMATION SECTION
Scheduled/Overflow	ACORD 823	2011/10	ADDITIONAL PREMISES INFORMATION SCHEDULE
Scheduled/Overflow	APPLIED 125ONI	2009/08	OTHER NAMED INSURED SCHEDULE
Scheduled/Overflow	ACORD 829CLAP	2009/05	COMMERCIAL LINES FORMS AND ENDORSEMENTS SCHEDULE

a. **Organization Contact** – The office address information for user should default on the Organization Contact tab.



The screenshot shows the 'Organization Contact' tab selected. It displays the office address: 701 B St 6th Fl San Diego, CA 92101. Below the address, there are fields for Phone, Fax, and Email. Under the 'License' section, there is a checkbox for 'Print license #' and a dropdown menu for 'Agency'.

b. **Distribution** – On the Distribution tab users need to click on their Carrier Submissions one at a time and indicate how the submissions will be sent (e.g. printed, faxed or emailed). If either Fax or Email options are selected the bottom of the screen is activated giving staff an opportunity to enter a subject line and

TIP: To save time, click the Apply To button and select all carrier submissions so it will copy your email or fax text to all carriers at once (just leave off any specific salutation).

message details.

Create one activity per Carrier Submission Create one activity per line per Carrier Submission Create activity for previously submitted Carrier Submissions

Carrier Submission		Select all			
Carrier	Carrier Submission	Last Submitted	Requested Total Premi...	Submission Status	Compliance
<input checked="" type="checkbox"/> Liberty Mutual Insurance	19-20 Liberty Mutual Marketing Submission			In-Progress	Not Yet Det...
<input type="checkbox"/> Travelers Insurance Company	19-20 Travelers Marketing Submission			In-Progress	Not Yet Det...
<input type="checkbox"/> Cincinnati Insurance Compa...	19-20 Cinci Master Marketing Submission			In-Progress	Not Yet Det...

Details Forms/Attachments Organization Contact Distribution Close Open Activities

Delivery Options [Change Notification Settings](#)

Contact: Liberty Mutual Insurance

Via:

Printer: \\MGR5\Burlington.CL2.Workgr [Change Printer Settings](#)

Email:

Fax:

Email/Fax Detail [Apply To](#) **Email/Fax Options** [Change Sender](#)

Subject:

Message:

From email: lmathon@hbinsurance.com

Cover page: HBI Fax Cover Page Preview

Language:

Scheduling

Now

Schedule

11/1/2019



12:01 AM

TIP: Did you know you can schedule your submissions to be distributed on a specific date and time in order to be “first in”? On bottom right corner you can select Schedule and enter a date and time for the email or fax to be distributed.

12. Click **Finish** when ready to process submissions.
13. Regardless of how the submission was delivered (print, fax or email) Applied Epic will automatically save a date and time-stamped PDF copy of the submission for each carrier.
14. Users are presented with “one” SCAS activity pop-up even though Applied Epic will actually create a separate activity for each carrier submission. Any edits or notes entered in the pop-up at this time will appear on ALL SCAS activities.

Add an Activity

Category	<input type="text"/>
Code	SCAS <input type="text"/> Submitted carrier submission for quo.... Priority <input type="text"/> Normal
Description	Submitted carrier submission for quote for Surf's Up Boards and More
Who/Owner	DAVBR1 <input type="text"/> Brenda C Davis

Detail

Update	<input type="text"/>
Follow up/Start	7/11/2016 <input type="text"/> at <input type="text"/>
End	<input type="text"/> at <input type="text"/>
Reminder	<input type="text"/> at <input type="text"/>
Issuing company	<input type="text"/>
Premium payable	CA <input type="text"/> CHUBB1 <input type="text"/> CHUBB
Amount	<input type="text"/>

Who to Contact

Name	Bob McKee <input type="text"/>	<input type="text"/>	Contact via	Phone <input type="text"/> (619) 555-1212
------	--------------------------------	----------------------	-------------	---

Open/Close	Note
Status <input checked="" type="radio"/> Open <input type="radio"/> Closed	Access level <input type="text"/> Public
Closed <input type="text"/>	
Reason <input type="text"/>	
Actual time <input type="text"/> hrs <input type="text"/> mins	
Actual cost <input type="text"/>	

Did You Know...?

When we receive an email from the carrier (e.g. quoting/declining to quote) you can drag and drop the email to the SCAS activity for that carrier.

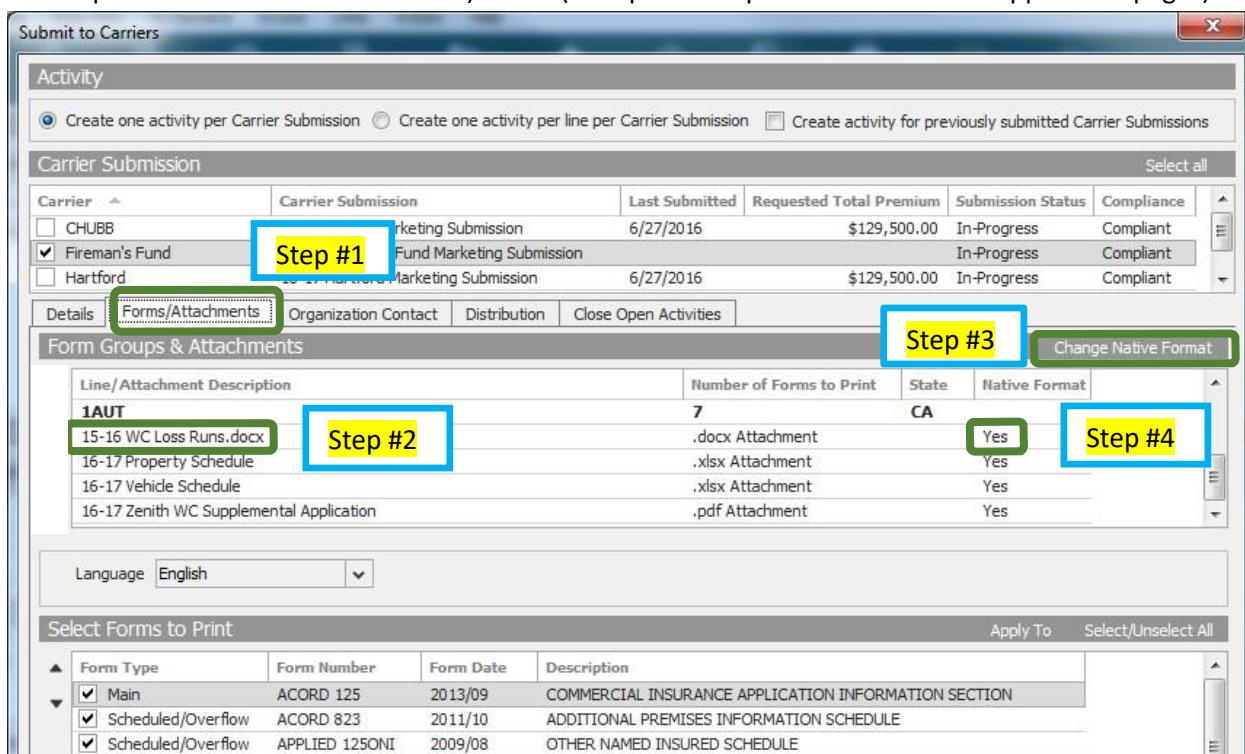
Document Attachments in their Native Format

When creating a Marketing Submission users have an opportunity to add Attachment (e.g. Loss Runs, Supplemental Applications). Applied Epic allows users to add documents in many formats like PDF, Word or Excel. When submitting to carriers historically Applied Epic has converted all application pages and attachments into one PDF output document.

When using Actions / Submit to Carriers users can manipulate how attachments are delivered to the Underwriter.

1. Click on the Forms/Attachments tab
2. Select an Attachment by single-clicking to highlight it
3. Click on the Change Native Format button in the top right of the view
4. Applied Epic will ask you if you want to retain Native Format (e.g. keep as separate Excel

spreadsheet or Word document) or not (incorporate as part of one PDF with application pages)



Carrier Submission

Carrier	Carrier Submission	Last Submitted	Requested Total Premium	Submission Status	Compliance
<input type="checkbox"/> CHUBB	Marketing Submission	6/27/2016	\$129,500.00	In-Progress	Compliant
<input checked="" type="checkbox"/> Fireman's Fund	Marketing Submission	6/27/2016	\$129,500.00	In-Progress	Compliant
<input type="checkbox"/> Hartford	Marketing Submission	6/27/2016	\$129,500.00	In-Progress	Compliant

Form Groups & Attachments

Line/Attachment Description	Number of Forms to Print	State	Native Format
1AUT 15-16 WC Loss Runs.docx	7	CA	<input checked="" type="checkbox"/> Yes
16-17 Property Schedule			<input type="checkbox"/> Yes
16-17 Vehicle Schedule			<input type="checkbox"/> Yes
16-17 Zenith WC Supplemental Application			<input type="checkbox"/> Yes

Select Forms to Print

Form Type	Form Number	Form Date	Description
<input checked="" type="checkbox"/> Main	ACORD 125	2013/09	COMMERCIAL INSURANCE APPLICATION INFORMATION SECTION
<input checked="" type="checkbox"/> Scheduled/Overflow	ACORD 823	2011/10	ADDITIONAL PREMISES INFORMATION SCHEDULE
<input checked="" type="checkbox"/> Scheduled/Overflow	APPLIED 125ONI	2009/08	OTHER NAMED INSURED SCHEDULE

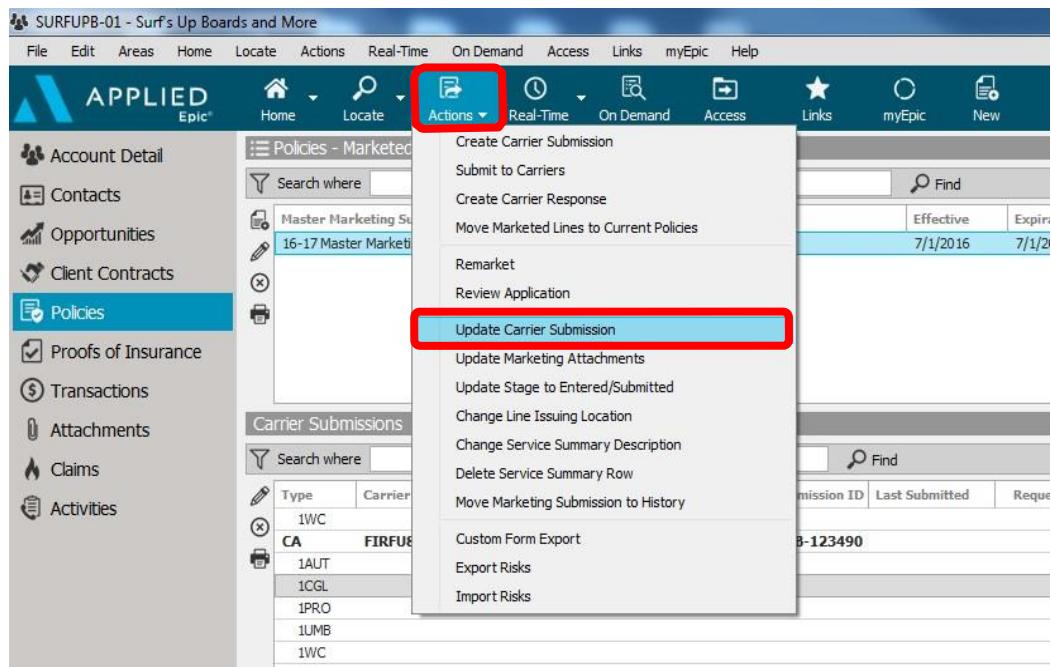
- **PDF document** attachments will default showing Native Format “Yes” and will automatically be included with the Application PDF document
- **Word document** attachments will default showing Native Format “Yes” which means that the document will show as a separate Word document attachment in an email submission to the Underwriter. Clicking on the document and selecting “Change Native Format” to No will convert this document to a PDF which will be included in the Application PDF document
- **Excel document** attachments will default showing Native Format “Yes” which means that the document will show as a separate Excel spreadsheet attachment in an email submission to the Underwriter. This is a great enhancement allowing staff to send submissions directly from the Distribution Manager.

Update a Carrier Submission

The following workflow is applicable only if the Carrier submission needs to be updated after it has been locked down, i.e. submitted.

1. **Locate** client
2. Click on **Policies** in the Navigation Panel
3. Change list view to **Policies-Marketed**
4. **Locate** the appropriate Marketed policy
5. Click on the correct **Marketing Submission**
6. Click on the appropriate **Carrier Submission**

7. Click **Actions, Update Carrier Submission** on the options bar
8. Enter a **Description** for the carrier submission change
9. Click **Detail** to add or edit information to the marketed policy. Then Click **Finish**

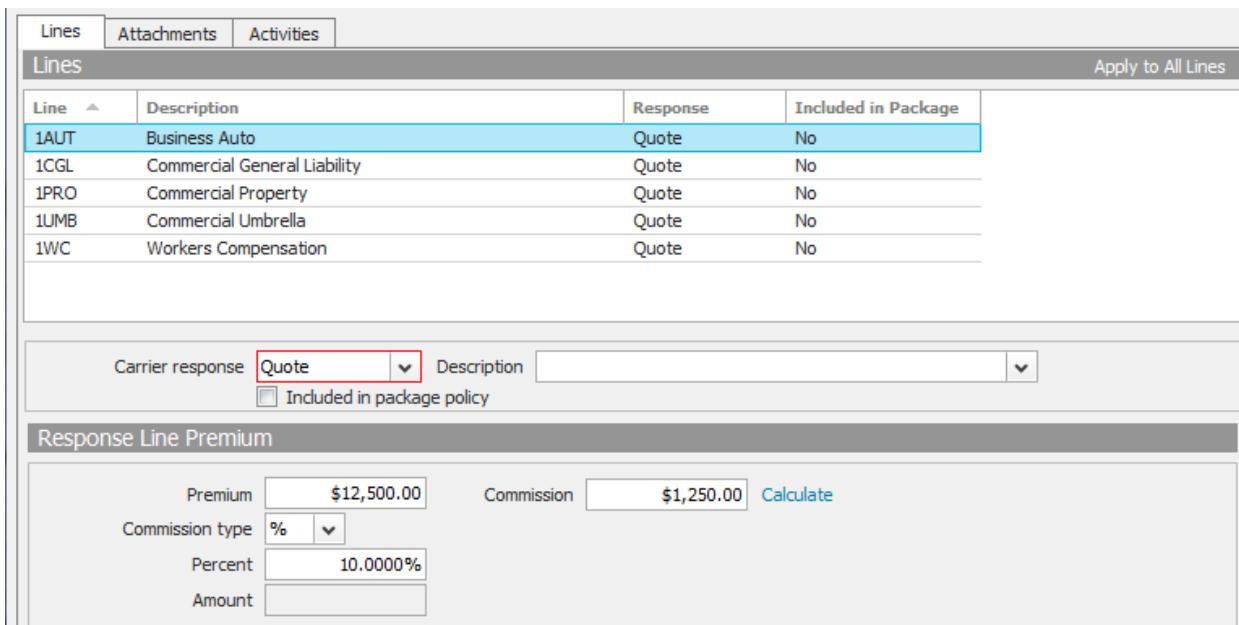


Creating a Carrier's Quote Response

1. Locate **Account**
2. Click on **Policies** in the Navigation Panel
3. Change the list view from Policies – Current/Renewed to **Policies – Marketed**
4. Single click on the desired **Master Marketing Submission** to select it
5. Single click on the **Carrier Submission** for the market who responded
6. Click on **Actions / Create Carrier Response**
7. On the Lines tab enter the name of the **Issuing Company** quoted
8. Enter an appropriate Description in the field (i.e. Chubb Quote Response #1, initial quote, etc.)



9. Single click on each line of coverage and make a selection from the drop down at the bottom of the screen
 - a. Quoted
 - b. Declined
 - c. No Response
10. The Response Line Premium is where you can enter the quoted premium for each individual line of coverage quoted.



Line	Description	Response	Included in Package
1AUT	Business Auto	Quote	No
1CGL	Commercial General Liability	Quote	No
1PRO	Commercial Property	Quote	No
1UMB	Commercial Umbrella	Quote	No
1WC	Workers Compensation	Quote	No

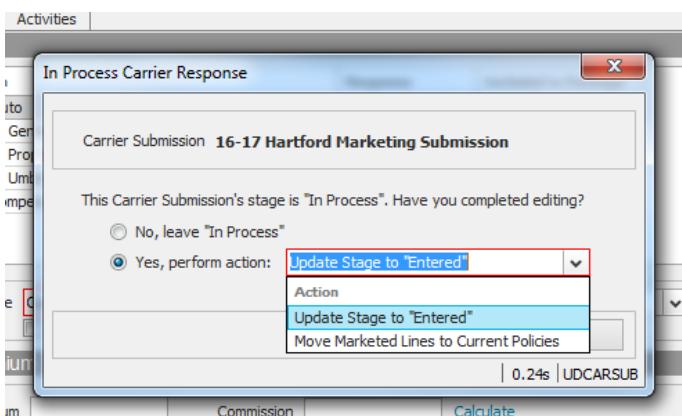
11. The Activities tab will show any open Activities associated with this Carrier Submission making it convenient to close out an Activity.

Act ...	Description	Start Date/Time	Owner	Further Action	Action Date	Line	PPE
SCAS	Submitted carrier submission fo...	7/11/2016	Brenda C D...	Generate an Activity			HAR...

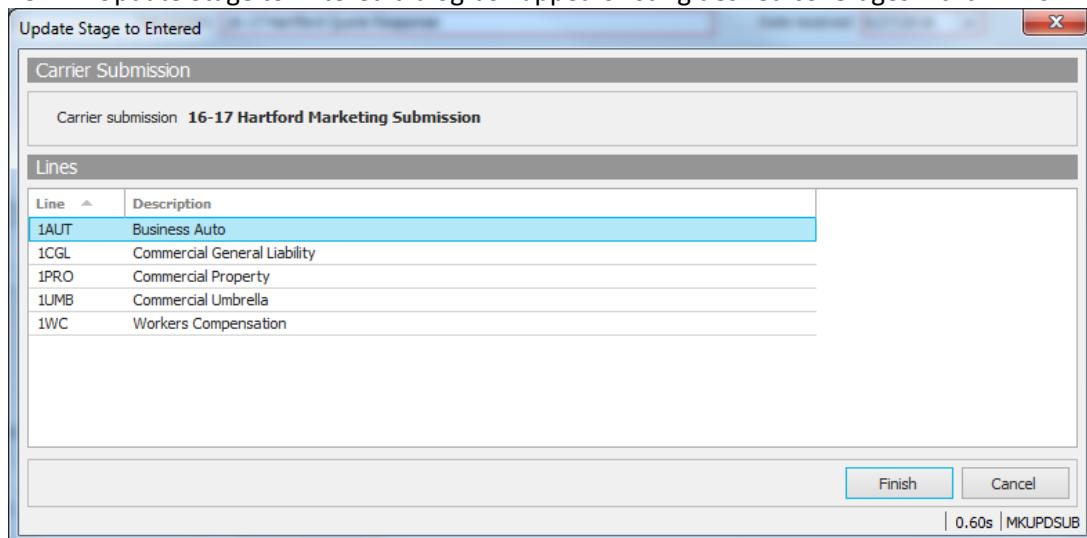
Click **Finish** and the **In Process Carrier Response** dialog box pops up.

12. Click **Yes** and make a selection

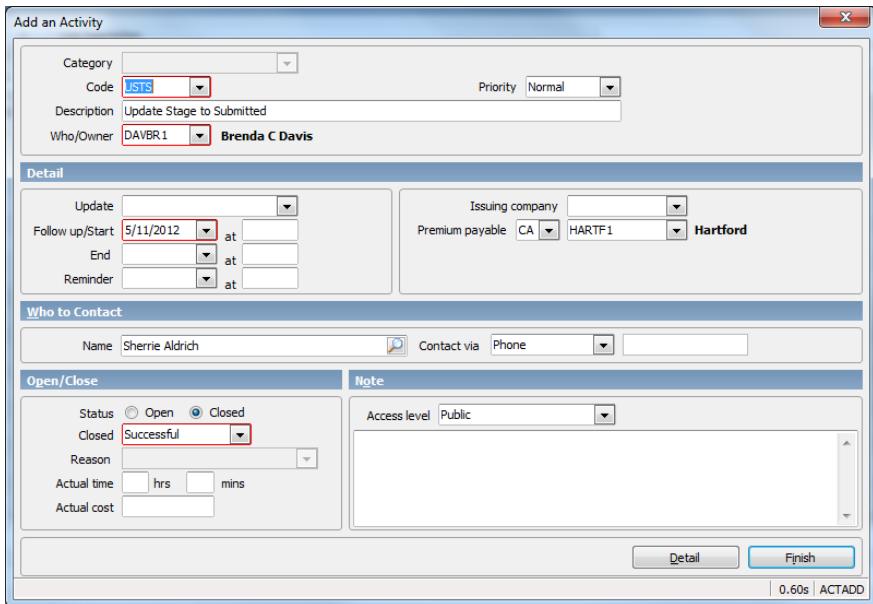
- To mark that this Carrier Response is complete you can “**Update Stage to Entered**”. This is typically the selection since the next action is to create a Proposal and present it to the Prospect/Insured.
- If you are ready to move the coverages and create policies select “**Move Marketed Lines to Current Policies**”



13. An **Update Stage to Entered** dialog box appears listing desired coverages – click **Finish**.



14. The USTS (Update State to Submitted) dialog box appears as a Closed Activity. Click Finish. (Or follow your agency workflow as appropriate)



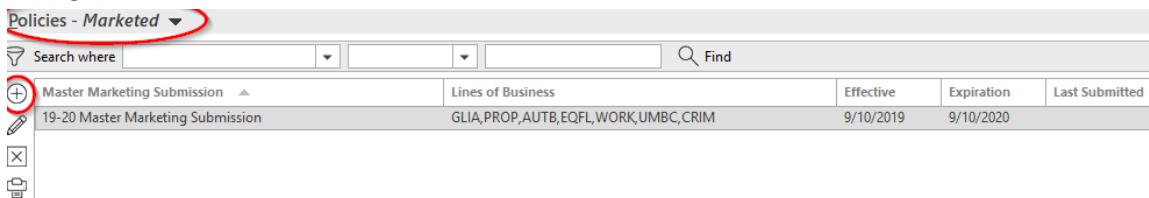
15. The Service Summary Row updated the Stage to “Entered”.

Service Summary												
#	Entered	Action	Description	Stage	Response	Premium	Package	ICO	PPE	Received	Changed By	Entered...
2	6/27/2016	Quote	16-17 Hartford Quote R.	Entered				TWI...	HAR...	6/27/2016	Brenda Davis	Brend...
1	6/27/2016	New	Carrier Submission	Submitted							Brenda Davis	Brend...

Adding a Marketing Submission (Renewal Business)

During the expiring policy term as changes were made to the policy by endorsement the Acord application in Applied Epic should have been updated. When starting the renewal process the application should already reflect all known policy changes.

1. Locate Account
2. Click on **Policies** in the Navigation Panel
3. Change the **List View to Marketed**



4. Click the **Add** icon (+) at the top of the page to create a new Master Marketing Submission
5. Enter an appropriate **name** (e.g. 19-20 Master Marketing Submission)

6. Enter **Policy Effective Dates**
7. **Structure** should default – update if required
8. Select from the **Type of Business** dropdown (e.g. Commercial Lines; Agriculture Lines)

TESTCML-01 - Test Commercial Lines

File Edit Areas Home Locate Actions Real-Time On Demand Access Links SMS Help

APPLIED Epic Home Locate Actions Real-Time On Demand Access Links SMS New Print Save

Master Marketing Submission

Structure

Name	20-21 Master Marketing Submission	Agency	HBI	Hickok & Boardman, Inc.		
Effective	1/1/2020	Expiration	1/1/2021	Branch	BUR	Hickok & Boardman - BUR
Source		Department	BI	Business Insurance		

Policies to Market

Type of business: Commercial Lines

Line	Line Description	Status Description	Effective	Expiration	Policy Number	ICO

Account Detail
Contacts
Opportunities
Client Contracts
Policies
Add a Master Marketing Su...
Proofs of Insurance
Transactions
Attachments
Claims

9. Click on the **ADD** icon under the Type of Business dropdown to select the expiring coverages to be included in the Master Marketing Submission (you see this add icon when you are in the Marketing Module whether you are working on a New or Renewal process.)
 - a. If an EXPIRED coverage is to be included in the Renewal Master Marketing Submission click the “Include History” box to change the view allowing you to select the coverage.

Existing Policies to Market

Include history

Line	Line Des...	Status Description	Effective	Expiration	Policy Number	ICO	PPE	Policy Description	
<input checked="" type="checkbox"/>	1AUT	Business...	New Policy - Ne...	6/1/2016	6/1/2017	PKG12345	FIRFU5	FIRFU8	Commercial Package
<input checked="" type="checkbox"/>	1CGL	Commer...	New Policy - Ne...	6/1/2016	6/1/2017	PKG12345	FIRFU5	FIRFU8	Commercial Package
<input checked="" type="checkbox"/>	1PRO	Commer...	New Policy - Ne...	6/1/2016	6/1/2017	PKG12345	FIRFU5	FIRFU8	Commercial Package
<input checked="" type="checkbox"/>	1UMB	Commer...	New Policy - Ne...	6/1/2016	6/1/2017	UMB12345	NATSU1	FIRFU8	Commercial Umbrella
<input type="checkbox"/>	1UMB	Commer...	New Policy - Ne...	7/1/2016	7/1/2017	UMB12345	FIRFU5	FIRFU8	Commercial Umbrella
<input checked="" type="checkbox"/>	1WC	Workers...	New Policy - Ne...	6/1/2016	6/1/2017	WC12345	ZENIN1	ZENIT1	Workers Compensation

10. Click **Finish** to close the **Existing Policies to Market** pop-up screen.
11. Click **Detail** in the bottom right of the next screen to continue.

Detail **Finish** **Cancel**

12. The **Update Location/Building Numbers for Commercial Application Location Schedule** screen appears. When there are multiple Commercial Applications (Acord 125) users must validate location and building numbers which may have been different when used on separate policies.



APPLIED®



APPLIED
CLIENT NETWORK

- Click on each location one at a time and with the location selected in the right side of the screen enter the **New Loc/Bldg #** information. The updated / confirmed information will appear in the **New Loc #** and **New Bldg #** columns on the screen.
- Click **Update** to update (confirm) the information.
- When done click **Finish** to close the screen and continue.

Update Location/Building Numbers for Commercial Application Location Schedule

P...	Policy Desc	Policy #	Loc #	Bldg #	New Loc#	New Bldg#	Address	Bldg Desc
1PKG	Commercial...	MXX80001...	1	1			123 Main St San Dieg...	
1PKG	Commercial...	MXX80001...	2	1			777 Lucky Jack Ln Gl...	
1PKG	Commercial...	MXX80001...	3	1			555 Somewhere Else...	
1PKG	Commercial...	MXX80001...	4	1			11493 Tie Them On ...	
1PKG	Commercial...	MXX80001...	5	1			9071 Mockingbird Ln ...	
1UMB	Commercial...	UMB19191...	1	1			123 Main St San Dieg...	
1UMB	Commercial...	UMB19191...	2	1			777 Lucky Jack Ln Gl...	
1UMB	Commercial...	UMB19191...	3	1			555 Somewhere Else...	
1UMB	Commercial...	UMB19191...	4	1			11493 Tie Them On ...	
1UMB	Commercial...	UMB19191...	5	1			9071 Mockingbird Ln ...	

New Loc/Bldg #

Loc #	Bldg #
<input type="text" value="5"/>	<input type="text" value="1"/>

Update

Address
**123 Main St
San Diego, CA**

Bldg description

Screen before making changes 1

Update Location/Building Numbers for Commercial Application Location Schedule

P...	Policy Desc	Policy #	Loc #	Bldg #	New Loc#	New Bldg#	Address	Bldg Desc
1PKG	Commercial...	MXX80001...	1	1	1	1	123 Main St San Dieg...	
1PKG	Commercial...	MXX80001...	2	1	2	1	777 Lucky Jack Ln Gl...	
1PKG	Commercial...	MXX80001...	3	1	3	1	555 Somewhere Else...	
1PKG	Commercial...	MXX80001...	4	1	4	1	11493 Tie Them On ...	
1PKG	Commercial...	MXX80001...	5	1	5	1	9071 Mockingbird Ln ...	
1UMB	Commercial...	UMB19191...	1	1	1	1	123 Main St San Dieg...	
1UMB	Commercial...	UMB19191...	2	1	2	1	777 Lucky Jack Ln Gl...	
1UMB	Commercial...	UMB19191...	3	1	3	1	555 Somewhere Else...	
1UMB	Commercial...	UMB19191...	4	1	4	1	11493 Tie Them On ...	
1UMB	Commercial...	UMB19191...	5	1	5	1	9071 Mockingbird Ln ...	

New Loc/Bldg #

Loc #	Bldg #
5	1

Update

Address
**9071 Mockingbird Ln
La Mesa, CA**

Bldg description

- The **Add an Activity** screen appears defaulting with the **AMMK** activity (Adding a master marketing submission). When individual carrier submissions are created they will each generate their own open activity to pend for receipt of the quote.

- Close** the AMMK Activity Successfully
- Click **Finish**

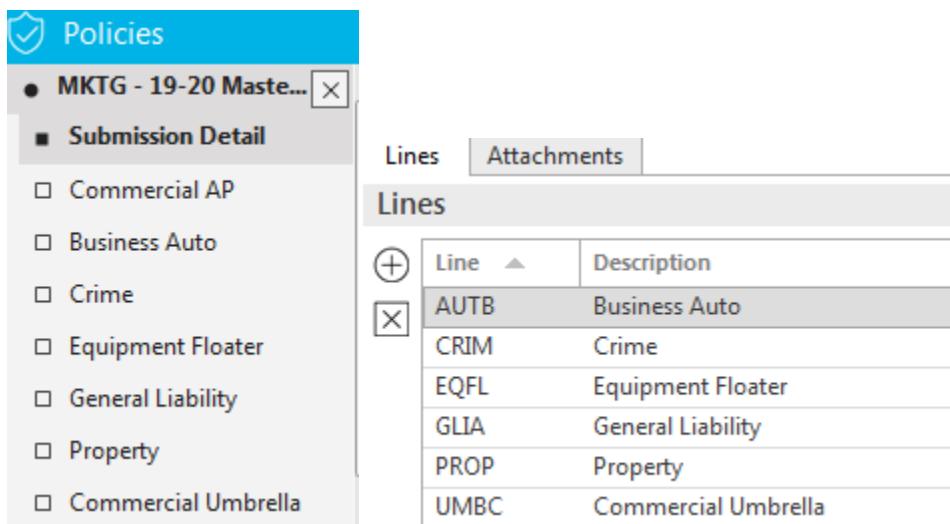
Add an Activity

Category	<input type="text" value="AMMK"/>
Code	<input type="text" value="AMMK"/>
Description	Added master marketing submission for Brenda's Bubbly Brew
Who/Owner	<input type="text" value="DAVBR1"/> Brenda C Davis

- The next screen includes **two Tabs – Lines and Attachments**

- Lines** Tab – this tab will include the expiring coverages selected in a previous step. The expiring policy coverages have automatically copied over into editable application sections accessed in

the Navigation Panel.



Policies

MKTG - 19-20 Maste...

Submission Detail

- Commercial AP
- Business Auto
- Crime
- Equipment Floater
- General Liability
- Property
- Commercial Umbrella

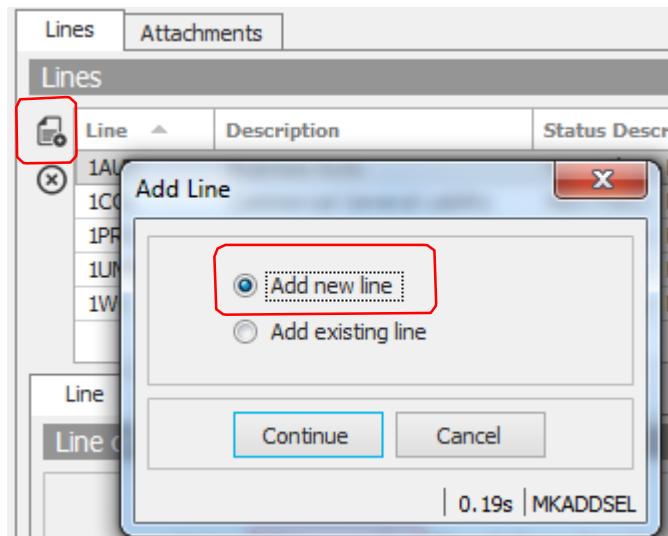
Lines **Attachments**

Lines

<input type="button" value="+"/> Line	Description
AUTB	Business Auto
CRIM	Crime
EQFL	Equipment Floater
GLIA	General Liability
PROP	Property
UMBC	Commercial Umbrella

16. You may need to quote new lines of business that were not included in your renewal lines.

Click on the **Add** icon on the Lines tab to include additional lines of business to be quoted. Add new line is the default – click **Continue**.



Lines **Attachments**

Lines

<input type="button" value="+"/> Line	Description	Status	Descri
1AU			
1CO			
1PR			
1UM			
1W			

Add Line

Add new line

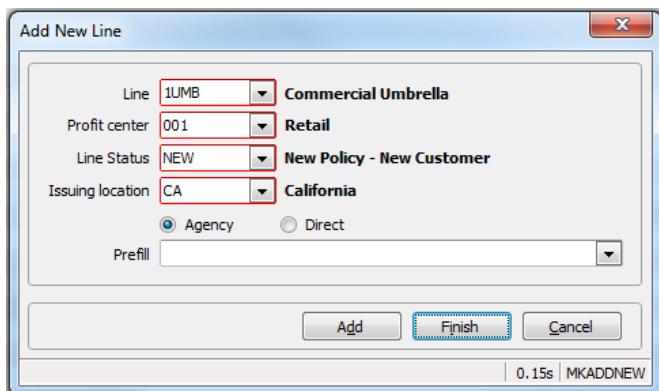
Add existing line

Continue **Cancel**

17. The **Add New Line** dialog box appears.

- Enter the **Line of coverage** that is needing to be added to renewal policies (e.g. Umbrella if they do not currently have one)
- Enter the **Profit Center** (e.g. 001 Retail)
- Line **Status** – for new business use NEW
- Issuing Location** defaults based on the State in the Account address.

- i. When adding Business Auto it is important to select the State where the vehicles are located. If vehicles are located in more than one state multiple Business Auto lines (1AUT) must be selected – one for each State since most States have state-specific Business Auto applications.
- e. **Prefill** – Agencies have the ability to create a “prefilled” application for program business where common information is repeated (e.g. Commercial General Liability limits).



18. Click **ADD** in the bottom right corner to repeat this process and include another line of coverage
19. Click **Finish** when done.
20. The lines of business will appear on the screen with the expiring coverages previously selected and the Navigation Panel will include links to the Acord application pages.
21. **Single click** on an application line in the **Navigation Panel** and it will expand showing application sections allowing user to (1) update existing information and (2) enter required or new information.



SURFUPB-01 - Surf's Up Boards and More

File Edit Areas Home Locate Actions Real-Time On Demand Access Links myEpic Help

APPLIED Epic®

Home Locate Actions Real-Time On Demand Access

Account Detail

Contacts Opportunities Client Contracts Policies

MKTG - 16-17 Ma... X

Submission Detail

Commercial AP

- Status
- Applicant
- Other Named Insureds
- Premises
- General Information
- Prior Carrier
- Loss History
- Forms & Endorsements
- Remarks
- Attachments
- Business Auto

Commercial Application

Company policy or program name

Program code

Account #

Payment plan

Method of payment

Audit

If "Other"

If "Other"

If "Other"

Renewal

Sections Attached & Line of Business Audits

Premium

Accounts Receivable/Valuable Papers

Audit If "Other"

Boiler and Machinery

Business Auto

Business Owners

Commercial General Liability

Audit If "Other"

Crime

Dealers

22. Click on the Attachments tab to include documents that will be appended to any Carrier Submission created.

Lines **Attachments**

Attachments

Description

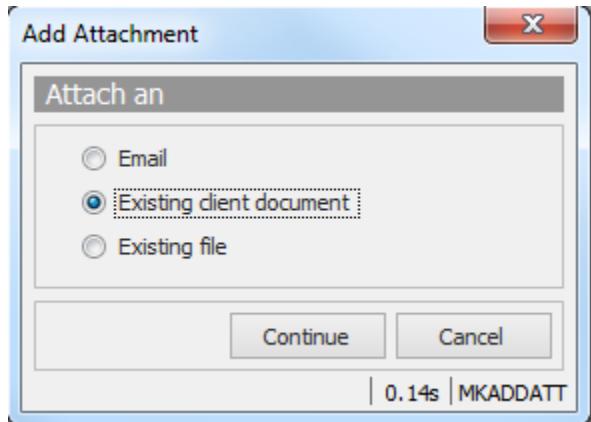
14-17 Trav Loss Runs as of 10-16-17.pdf

17-18 Bus Inc Worksheet.pdf

17-18 CGL App-Century Arms.pdf

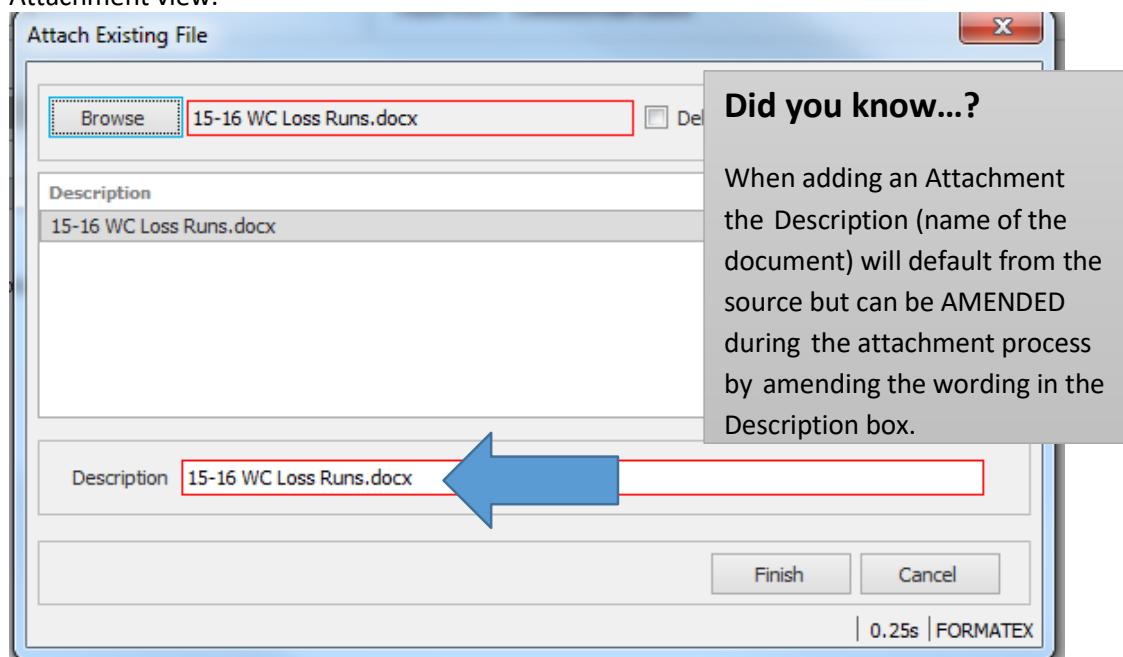
2017 Exp Mod .75.pdf

There are 3 ways to attach documents through the Add Attachment dialog box



i. Email

- a. Select Email and Click continue where you will be presented with your Outlook emails and folders.
- b. Select the desired email and click Finish
- c. The Attach Existing File dialog box appears
 - i. Make sure the “Delete original after attaching box” is NOT marked before clicking Finish.
- d. The email will appear as an Attachment (using the description from the email’s Subject line unless edited). The email is also automatically included in the Attachment view.



II. Existing client document

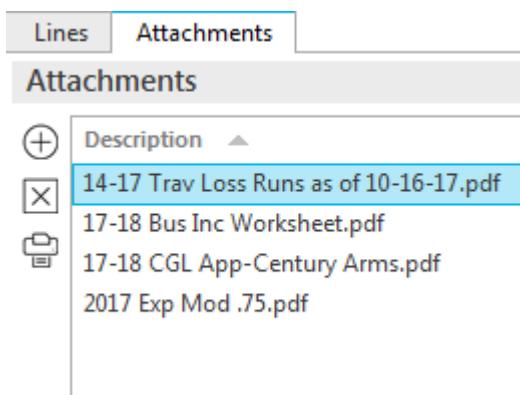
- c. If a document was previously attached to the Account in the Attachment view select this option before clicking Continue.
- d. A list of Account attachments appears where user can select one or more documents at a time by marking a checkbox before clicking Finish.



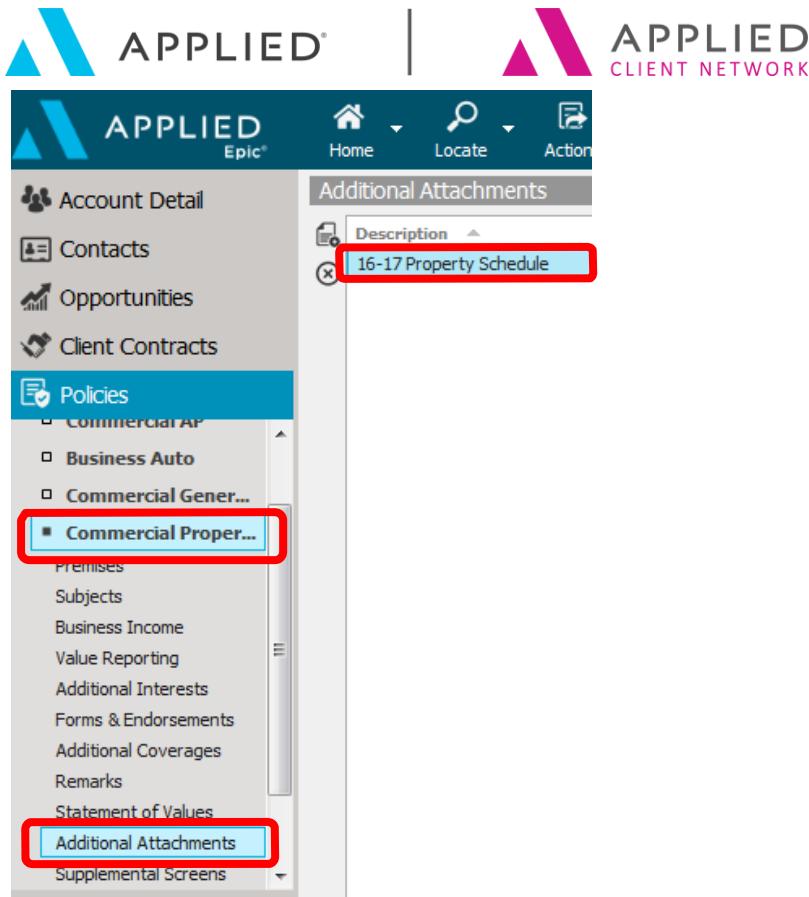
III. Existing File

- b. Browse the Network to locate a document or documents to attach to the marketing submission.

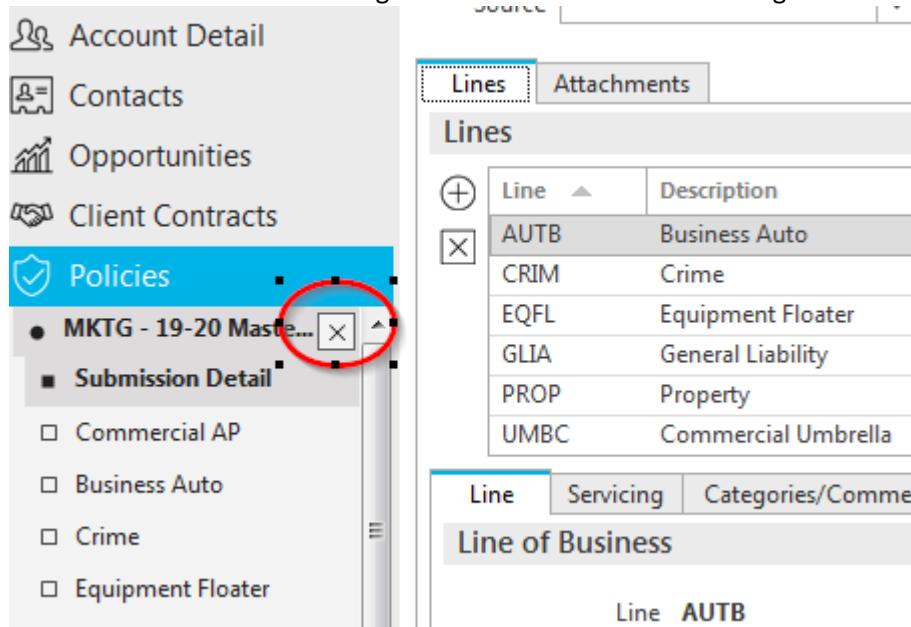
23. Attachments will now appear on the Attachment tab.



24. When creating the Acord application pages each of the coverage sections (e.g. Property, Liability, Auto, Work Comp and Umbrella) includes an "Additional Attachments" section where users can include attachments that they want to print with that coverage section when the application is submitted to carriers. These can be customized to each carrier and not selected if not applicable to those lines of business being submitted. (i.e. Experience modification worksheets if no workers compensation is included).



25. Click the X in the Navigation Panel to close out of Editing the Master Marketing Submission.



26. The Master Marketing Submission appears at the top of the screen listing the application coverage sections included.

Policies - *Marketed* ▾

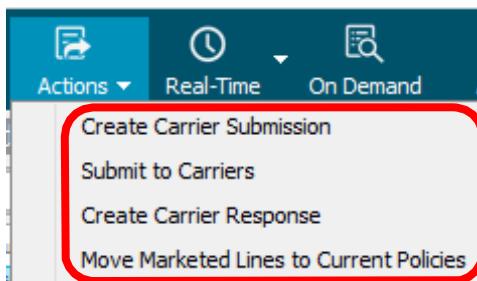
Search where

 Master Marketing Submission	Lines of Business
 19-20 Master Marketing Submission	AUTB,CRIM,_EQFL,GLIA,PROP,UM

Marketing Module Workflow

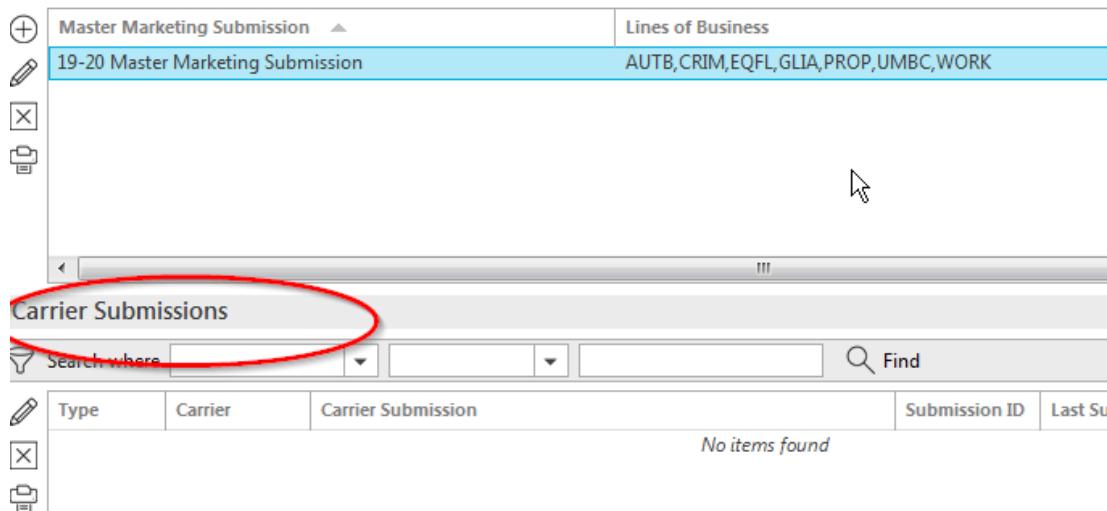
Applied has modified the Actions drop down in the Marketing Module. Instead of displaying an alphabetic list like we see in other parts of Applied Epic the list appears in more of a workflow order (e.g. what do I do next).

- 1st: We'll create submissions to various carriers where we electronically bundle submission documents.
- 2nd: We'll send the submissions to the carriers and be presented with an Activity to pend for receipt of a response.
- 3rd: We'll record individual carrier responses (e.g. quoted, declined)
- 4th: After presenting a proposal to the Insured and receiving the Binding Order we will electronically move coverages creating policies.



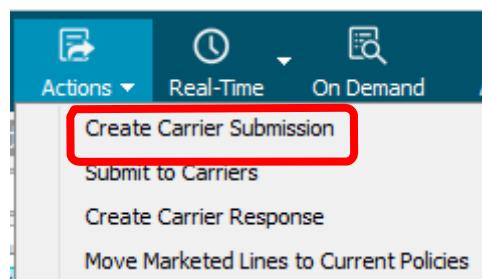
Creating a Carrier Submission

1. Locate **Account**
2. Click on **Policies** in the Navigation Panel
3. Change the **List view** from the Policies - Current/Renewed default to Policies – Marketed
4. Single click on the desired **Master Marketing Submission** at the top of the screen to select it
5. In the middle of the screen under **Carrier Submissions** it will be blank listing “No items found”



The screenshot shows the 'Master Marketing Submission' section of the 'Policies' screen. The 'Carrier Submissions' section is highlighted with a red circle. The status message 'No items found' is visible in the 'Carrier Submissions' area.

6. Click on Actions / Create Carrier Submission from the Options Bar



The screenshot shows the 'Actions' menu with the 'Create Carrier Submission' option highlighted by a red box.

7. The Create Carrier Submission window appears

1. Premium Payable: In the drop down by Premium Payable select the market where you are sending the first submission – you’re listing the parent company / payee (e.g. Chubb, not Federal Insurance; AMWINS, not Navigators a carrier they may quote)
2. Carrier submission: The name of the Master Marketing Submission prefills. Users may opt to amend the name of the document by ADDING the name of the market (e.g. modify 12-13 Master Marketing Submission to 12-13 Chubb Master Marketing Submission).

Carrier Submission Detail

Submit to	<input type="radio"/> ICO	<input checked="" type="radio"/> PPE
Issuing company	<input type="text" value="LIB00B"/> Liberty Mutual Insurance	
Premium payable	CA	LIB00B
Carrier submission	19-20 Liberty Mutual Marketing Submission	
Submission Status	In-Progress	

8. There are two tabs in the body of the screen: **Lines and Attachments**
9. The Lines tab displays all of the Master Marketing Submission application lines with all items selected. If the submission is going to a carrier that only writes Workers Compensation coverage user should deselect all other coverage boxes except Workers Compensation.

Lines		Attachments
Lines		
Line		Description
<input checked="" type="checkbox"/>	1AUT	Business Auto
<input checked="" type="checkbox"/>	1CGL	Commercial General Liability
<input checked="" type="checkbox"/>	1PRO	Commercial Property
<input checked="" type="checkbox"/>	1UMB	Commercial Umbrella
<input checked="" type="checkbox"/>	1WC	Workers Compensation

10. **Requested Line Premium:** In the bottom left corner of the screen is a Requested Line Premium field. By clicking on each coverage one at a time you can enter a desired target premium in this field. This is retained as internal information and user can refer back to it when recording the carrier response (how does my target premium compare to the quoted premium).

Not all agencies will want to use requested premium. It may also depend on the rules in your state.

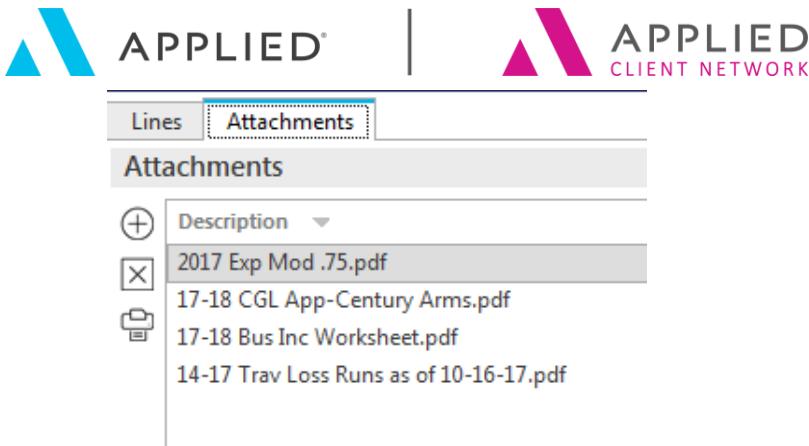
Lines		Attachments
Lines		
Line	Description	
<input checked="" type="checkbox"/> 1AUT	Business Auto	
<input checked="" type="checkbox"/> 1CGL	Commercial General Liability	
<input checked="" type="checkbox"/> 1PRO	Commercial Property	
<input checked="" type="checkbox"/> 1UMB	Commercial Umbrella	
<input checked="" type="checkbox"/> 1WC	Workers Compensation	

Requested Line Premium/Commission			
Premium	\$12,000.00	Commission	\$1,200.00
Commission type	%		<input type="button" value="Calculate"/>
Percent	10.0000%		
Amount			

11. In the top right corner is a Requested Total Premium. After entering desired target premiums for each individual line of coverage click the Calculate option to have the system automatically total the desired target premiums.

Requested Total Premium		
Requested total premium	\$12,000.00	<input type="button" value="Calculate"/>
Requested total commission	\$1,200.00	<input type="button" value="Calculate"/>

12. **Attachments:** All attachments included on the Attachment tab for the Master Marketing Submission will appear in this view by default. If multiple carrier supplemental applications were attached simply deselect those items you do not want included with the carrier submission you are currently putting together.



13. If another document needs to be included with this submission click on the Add icon on the Attachment tab and use one of the three options to attach a document (1) from an email, (2) selecting a document already attached to this Account in Applied Epic or (3) browsing the network to locate the document.
14. There are three options in the bottom right corner:

<u>Option</u>	<u>Description</u>
Add	Click this option to create another carrier submission.
Finish	If there are no additional carrier submissions or you have completed the final one select this option.
Cancel	If you are not ready to create a carrier submission or have changed your mind click Cancel to stop the process.

15. When you select the Add icon user is returned to Step #7 where you select the next carrier and repeat the process.

Did You Know...?

If you amended the Carrier Submission description line on your first submission (e.g. added the name of the carrier so it reads 16-17 Chubb Master Marketing Submission) when you Add another carrier submission the system remembers the name of the last document you created – you'll need to remember to AMEND the name to reflect the new carrier.

16. At this time you have electronically bundled various carrier submissions but you have not yet distributed them to the individual carriers.
17. The Carrier Submissions are listed on the screen with a Submission Status of "In Progress".

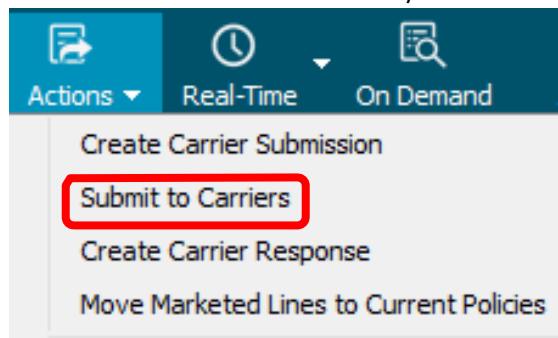
Carrier Submissions						
Search where				Find		
Type	Carrier	Carrier Submission	Submission ID	Last Submitted	Requested Premium	Submission Status
CA	CHUBB1	16-17 Chubb Marketing Submission	SUB-123487		\$129,500.00	In-Progress
	1AUT				\$12,000.00	
	1CGL				\$25,000.00	
	1PRO				\$50,000.00	
	1UMB				\$12,500.00	
	1WC				\$30,000.00	
CA	HARTF1	16-17 Hartford Marketing Submission	SUB-123488		\$129,500.00	In-Progress
	1AUT				\$12,000.00	

18. Clicking on any of the lines of coverage in a Submission will show Service Summary row details like we see in the Policy list view.

Service Summary											
#	Entered	Action	Description	Stage	Response Premium	Package	ICO	PPE	Received	Changed By	Entered...
1	6/27/2016	New	Carrier Submission	In Process						Brend...	

Sending Submissions to Carriers

1. Locate Account
2. Click on Policies in the Navigation Panel
3. Click on the Policies – Current/Renewed list view and change to Policies – Marketed
4. Single click to select the Master Marketing Submission at the top of the screen
5. Carrier Submissions will be displayed in the middle of the page
6. Single click on the first Carrier Submission to be submitted to the Underwriter to select it
7. Click on Actions / Submit to Carriers



8. The Submit to Carriers dialog box appears – Click Continue

Submit To Carrier

Submit

Submit as:

If bound
Effective date: Expiration date:
Time: 12:01 AM Noon

Producer

Code: JOHWA1 Warren-123 BRG G Johnson
Scanned signature:
National producer #:
State producer license #: State:

Buttons

| 0.25s | SUBCARAT

9. In the Submit to Carriers window there are 3 activity options. The default “create one activity per Carrier Submission” is the most commonly used.

Submit to Carriers

Activity

Create one activity per Carrier Submission Create one activity per line per Carrier Submission Create activity for previously submitted Carrier Submissions

10. The Carrier Submissions appear in the screen. The one selected when the process started (Actions / Submit to Carriers) is marked with a checkbox. ALL submissions can be marked and processed at the same time by checking the Select All box.

Submit to Carriers

Activity

Create one activity per Carrier Submission Create one activity per line per Carrier Submission Create activity for previously submitted Carrier Submissions

Carrier Submission

Carrier	Carrier Submission	Last Submitted	Requested Total Premium	Submission Status	Comments
<input checked="" type="checkbox"/> Liberty Mutual Insurance	19-20 Liberty Mutual Marketing Submission			In-Progress	Not Yet Det...
<input type="checkbox"/> Travelers Insurance Company	19-20 Travelers Marketing Submission			In-Progress	Not Yet Det...
<input type="checkbox"/> Cincinnati Insurance Compa...	19-20 Cinci Master Marketing Submission			In-Progress	Not Yet Det...

11. The bottom portion of the screen includes 5 tabs that need to be addressed for each carriersubmission:

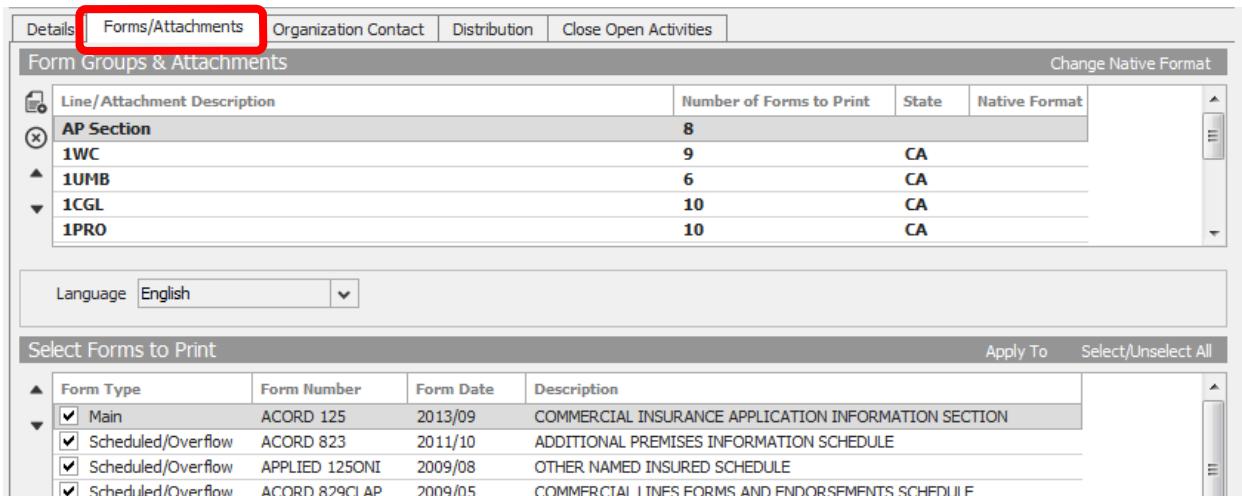
12. Details – Add underwriter contact by using lookup field

Details Forms/Attachments Organization Contact Distribution Close Open Activities

Company

Issuing company	NAIC: 00000
Premium payable	CA - CHUBB
Underwriter	<input type="button"/> <input type="button"/>
Office	<input type="button"/>

13. **Forms/Attachments** – The application documents typically do NOT appear in an order preferred by staff. By clicking on a coverage section users can use the black up / down arrows on the left side of the screen to change the order of the forms and any submission attachments (e.g. a schedule of Named Insured could go behind the Commercial AP Section (Acord 125) instead of after all coverage sections).



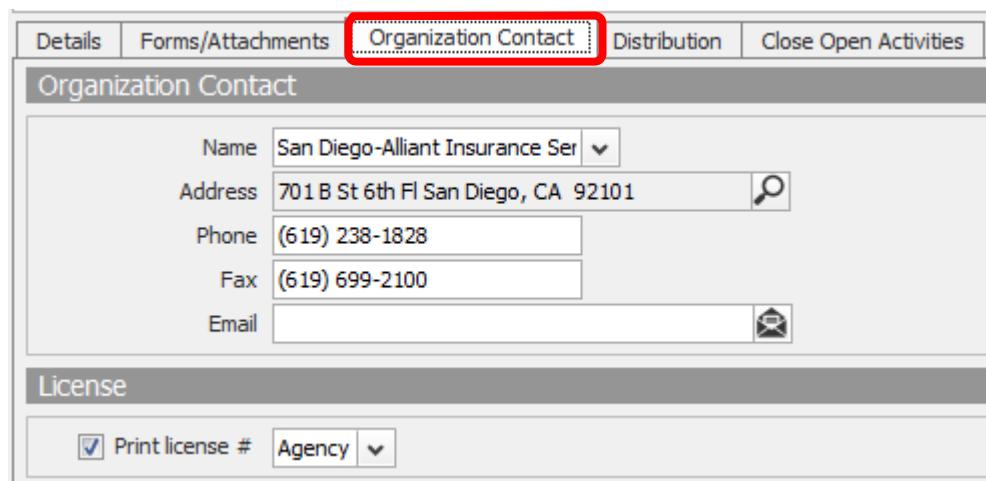
The screenshot shows the 'Forms/Attachments' tab selected. The 'Form Groups & Attachments' section lists coverage sections with their line numbers and states:

Line/Attachment Description	Number of Forms to Print	State	Native Format
AP Section	8		
1WC	9	CA	
1UMB	6	CA	
1CGL	10	CA	
1PRO	10	CA	

The 'Select Forms to Print' section shows the following forms:

Form Type	Form Number	Form Date	Description
Main	ACORD 125	2013/09	COMMERCIAL INSURANCE APPLICATION INFORMATION SECTION
Scheduled/Overflow	ACORD 823	2011/10	ADDITIONAL PREMISES INFORMATION SCHEDULE
Scheduled/Overflow	APPLIED 125ONI	2009/08	OTHER NAMED INSURED SCHEDULE
Scheduled/Overflow	ACORD 829CLAP	2009/05	COMMERCIAL LINES FORMS AND ENDORSEMENTS SCHEDULE

14. **Organization Contact** – The office address information for user should default on the Organization Contact tab.



The screenshot shows the 'Organization Contact' tab selected. It displays the following information:

Name	San Diego-Alliant Insurance Ser
Address	701 B St 6th Fl San Diego, CA 92101
Phone	(619) 238-1828
Fax	(619) 699-2100
Email	

The 'License' section contains a checkbox for 'Print license #' and a dropdown for 'Agency'.

15. **Distribution** – On the Distribution tab users need to click on their Carrier Submissions one at a time and indicate how the submissions will be sent (e.g. printed, faxed or emailed). If either Fax or Email options are selected the bottom of the screen is activated giving staff an opportunity to enter a subject line and

TIP: To save time, click the Apply To button and select all carrier submissions so it will copy your email or fax text to all carriers at once (just leave off any specific salutation).

message details.

Create one activity per Carrier Submission
 Create one activity per line per Carrier Submission
 Create activity for previously submitted Carrier Submissions

Carrier Submission		Select all			
Carrier	Carrier Submission	Last Submitted	Requested Total Premi...	Submission Status	Compliance
<input checked="" type="checkbox"/> Liberty Mutual Insurance	19-20 Liberty Mutual Marketing Submission			In-Progress	Not Yet Det...
<input type="checkbox"/> Travelers Insurance Company	19-20 Travelers Marketing Submission			In-Progress	Not Yet Det...
<input type="checkbox"/> Cincinnati Insurance Compa...	19-20 Cinci Master Marketing Submission			In-Progress	Not Yet Det...

Details Forms/Attachments Organization Contact **Distribution** Close Open Activities

Delivery Options

Contact: Liberty Mutual Insurance

 Via:

 Printer: \\\MGR5\Burlington.CL2.Workgr

 Email:

 Fax:

Email/Fax Detail

Subject:

 Message:

From email:

 Cover page:

 Language:

Scheduling

Now
 Schedule

TIP: Did you know you can schedule your submissions to be distributed on a specific date and time in order to be “first in”? On bottom right corner you can select Schedule and enter a date and time for the email or fax to be distributed.

16. Click **Finish** when ready to process submissions.
17. Regardless of how the submission was delivered (print, fax or email) Applied Epic will automatically save a date and time-stamped PDF copy of the submission for each carrier.
18. Users are presented with “one” SCAS activity pop-up even though Applied Epic will actually create a separate activity for each carrier submission. Any edits or notes entered in the pop-up at this time will appear on ALL SCAS activities.

Add an Activity

Category	<input type="text"/>		
Code	SCAS <input type="text"/> Submitted carrier submission for quo....	Priority	Normal <input type="text"/>
Description Submitted carrier submission for quote for Surf's Up Boards and More			
Who/Owner	DAVBR1 <input type="text"/> Brenda C Davis		
Detail			
Update	<input type="text"/>	Issuing company	<input type="text"/>
Follow up/Start	7/11/2016 <input type="text"/> at <input type="text"/>	Premium payable	CA <input type="text"/> CHUBB1 <input type="text"/> CHUBB
End	<input type="text"/> at <input type="text"/>	Amount	<input type="text"/>
Reminder	<input type="text"/> at <input type="text"/>		
Who to Contact			
Name	Bob McKee <input type="text"/>	Contact via	Phone <input type="text"/> (619) 555-1212
Open/Close		Note	
Status	<input checked="" type="radio"/> Open <input type="radio"/> Closed	Access level	Public <input type="text"/>
Closed	<input type="text"/>		
Reason	<input type="text"/>		
Actual time	<input type="text"/> hrs <input type="text"/> mins		
Actual cost	<input type="text"/>		
Did You Know...? <p>When we receive an email from the carrier (e.g. quoting/declining to quote) you can drag and drop the email to the SCAS activity for that carrier.</p>			

Create Carrier Submission

Carrier Submission Detail	
Submit to	<input type="radio"/> ICO <input checked="" type="radio"/> PPE
Issuing company	<input type="text"/>
Premium payable	CA <input type="text"/> CHUBB1 <input type="text"/> CHUBB
Carrier submission	16-17 Chubb Marketing Submission V2 <input type="text"/>
Submission Status	In-Progress <input type="text"/>

19. There are two tabs in the body of the screen: Lines and Attachments
20. The Lines tab displays all of the Master Marketing Submission application pages with all items selected. If the submission is going to a carrier like Zenith that only writes Workers Compensation coverage deselect all other coverage boxes except Zenith.

	Line	Description	Status Description	Iss Loc	PrftCntr
	1AUT	Business Auto	New Policy - New Customer	CA	001
	1CGL	Commercial General Liability	New Policy - New Customer	CA	001
	1PRO	Commercial Property	New Policy - New Customer	CA	001
	1UMB	Commercial Umbrella	New Policy - New Customer	CA	001
	1WC	Workers Compensation	New Policy - New Customer	CA	001

21. Requested Line Premium: In the bottom left corner of the screen is a Requested Line Premium field. By clicking on each coverage one at a time you can enter a desired target premium in this field. This is retained as internal information and can user can refer back to it when recording the carrier response (how does my target premium compare to the quoted premium).

	Line	Description
<input checked="" type="checkbox"/>	1AUT	Business Auto
<input checked="" type="checkbox"/>	1CGL	Commercial General Liability
<input checked="" type="checkbox"/>	1PRO	Commercial Property
<input checked="" type="checkbox"/>	1UMB	Commercial Umbrella
<input checked="" type="checkbox"/>	1WC	Workers Compensation

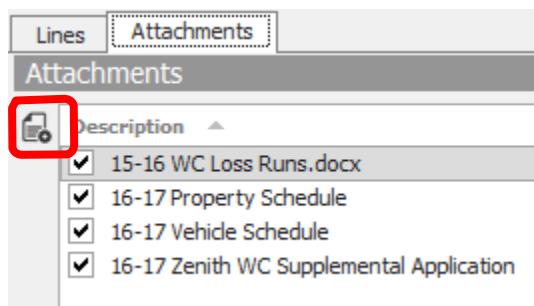
Requested Line Premium/Commission	
Premium	\$15,000.00
Commission type	%
Percent	10.0000%
Amount	

22. In the top right corner is a Requested Total Premium. After entering desired target premiums for each individual line of coverage click the Calculate option to have the system automatically total the desired target premiums.



Requested Total Premium		
Requested total premium	\$127,500.00	Calculate
Requested total commission	\$8,687.50	Calculate

23. Attachments: All attachments included on the Attachment tab for the Master Marketing Submission will appear in this view by default. If multiple carrier workers' compensation supplemental applications were attached simply deselect those items you do not want included with the carrier submission you are currently putting together.



24. If another document needs to be included with this submission click on the Add icon on the Attachment tab and use one of the three options to attach a document (1) from an email, (2) selecting a document already attached to this Account in Applied Epic or (3) browsing the network to locate the document.

25. There are three options in the bottom right corner:

Option Description

Add Click this option to create another carrier submission.

Finish If there is no additional carrier submissions or you have completed the final one select this option.

Cancel If you are not ready to create a carrier submission or have changed your mind click Cancel to stop the process.

26. When you select the Add icon user is returned to Step #7 where you select the next carrier and repeat the process.

Did You Know...?

If you amended the Carrier Submission description line on your first submission (e.g. added the name of the carrier so it reads 16-17 Chubb Master Marketing Submission) when you Add another carrier submission the system remembers the name of the last document you created – you'll need to remember to AMEND the name to reflect the new carrier.

27. At this time you have electronically bundled various carrier submissions but you have not yet distributed them to the individual carriers.
28. The Carrier Submissions are listed on the screen with a Submission Status of "In Progress".

Carrier Submissions		
<input type="button" value="X"/> Search where		
Type	Carrier	Ca
CA	CHUBB1	16
	1AUT	
	1CGL	
	1PRO	
	1UMB	
	1WC	
CA	HARTF1	16
	1AUT	

29. Clicking on any of the lines of coverage in a Submission will show Service Summary row details like we see in the Policy list view.

Creating a Carrier's Quote Response

1. Locate **Account**
2. Click on **Policies** in the Navigation Panel
3. Change the list view from Policies – Current/Renewed to **Policies – Marketed**
4. Single click on the desired **Master Marketing Submission** to select it
5. Single click on the **Carrier Submission** for the market who responded
6. Click on **Actions / Create Carrier Response**
7. On the Lines tab enter the name of the **Issuing Company** quoted
8. Enter an appropriate Description in the field (i.e. Chubb Quote Response #1, initial quote, etc.)

The screenshot shows a software interface titled 'Create Carrier Response'. The 'Carrier Response' tab is active. In the 'Issuing company' section, 'FEDIN1' is selected and 'Federal Insurance Company' is displayed. In the 'Premium payable' section, 'CA' is selected and 'CHUBB1' is selected with 'CHUBB' displayed. There are 'Calculate' buttons for 'Response total premium' and 'Response total commission'. The 'Description' field contains '16-17 Chubb Quote Response'. The 'Date received' field is set to '5/27/2016'.

9. Single click on each line of coverage and make a selection from the drop down at the bottom of the screen
 - a. Quoted
 - b. Declined
 - c. No Response
10. The Response Line Premium is where you can enter the quoted premium for each individual line of coverage quoted.

Lines				Attachments	Activities	
Lines						Apply to All Lines
Line	Description	Response	Included in Package			
1AUT	Business Auto	Quote	No			
1CGL	Commercial General Liability	Quote	No			
1PRO	Commercial Property	Quote	No			
1UMB	Commercial Umbrella	Quote	No			
1WC	Workers Compensation	Quote	No			

Carrier response	Quote	Description	
<input type="checkbox"/> Included in package policy			

Response Line Premium						
Premium	\$12,500.00	Commission	\$1,250.00	Calculate		
Commission type	%					
Percent	10.0000%					
Amount						

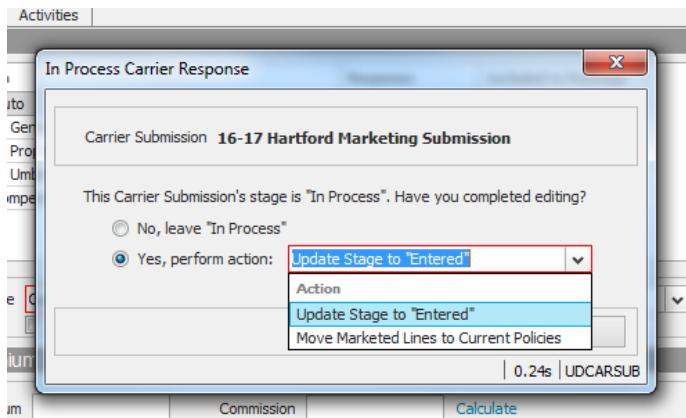
11. The Activities tab will show any open Activities associated with this Carrier Submission making it convenient to close out an Activity.

Open Activities - Carrier Submission						
Act ...	Description	Start Date/Time	Owner	Further Action	Action Date	Line
SCAS	Submitted carrier submission fo...	7/11/2016	Brenda C D...	Generate an Activity		HAR...

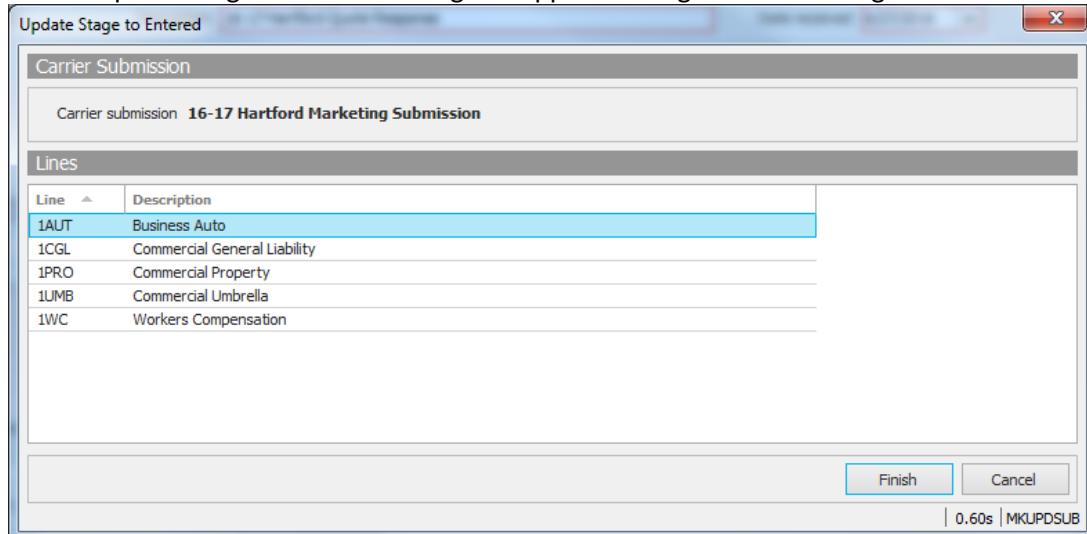
Click **Finish** and the **In Process Carrier Response** dialog box pops up.

12. Click **Yes** and make a selection

- To mark that this Carrier Response is complete you can “**Update Stage to Entered**”. This is typically the selection since the next action is to create a Proposal and present it to the Prospect/Insured.
- If you are ready to move the coverages and create policies select “**Move Marketed Lines to Current Policies**”



13. An Update Stage to Entered dialog box appears listing desired coverages – click Finish.



14. The USTS (Update State to Submitted) dialog box appears as a Closed Activity. Click Finish. (Or follow your agency workflow as appropriate)

Add an Activity

Category	Code USTS	Priority Normal
Description Update Stage to Submitted		
Who/Owner DAVBR1 Brenda C Davis		
Detail Update 5/11/2012 at Follow up/Start 5/11/2012 at End at Reminder at Who to Contact Name Sherrie Aldrich Contact via Phone Open/Closed Status Open Closed Successful Reason Actual time hrs mins Actual cost Note Access level Public Detail Finish		
0.60s ACTADD		

15. The Service Summary Row updated the Stage to “Entered”.

Service Summary

#	Entered	Action	Description	Stage	Response	Premium	Package	ICO	PPE	Received	Changed By	Entered...
2	6/27/2016	Quote	16-17 Hartford Quote R.	Entered				TWI...	HAR...	6/27/2016	Brenda Davis	Brend...
1	6/27/2016	New	Carrier Submission	Submitted							Brenda Davis	Brend...

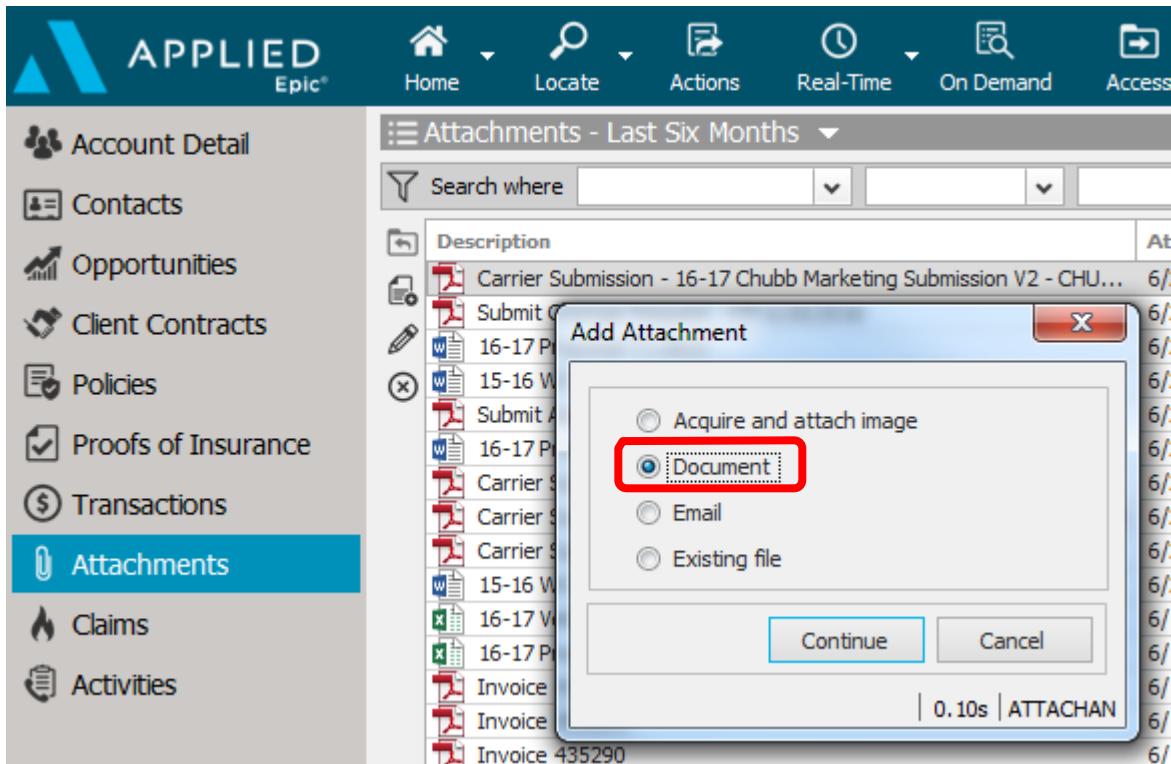
Part 3

Create Proposal from Marketing Submission

The following options will be determined by your agency's setup for Proposals.

Preparing Proposal using a Document Template

1. Locate client
2. Click **Attachments** on the navigation panel
3. Click the **Add** icon
4. Select the **Document** radio button



5. The Add Document screen will appear
 - o The **Select Template** radio button will default
 - o Select the appropriate Template Folder and Template from the dropdown lists
 - o **Check** the box for each Policy to be included in the Proposal
 - o Check the appropriate **Contact** box, if applicable
6. The "Attach To" Add Document screen will appear
 - o Complete the **Description** line, following standard description formats

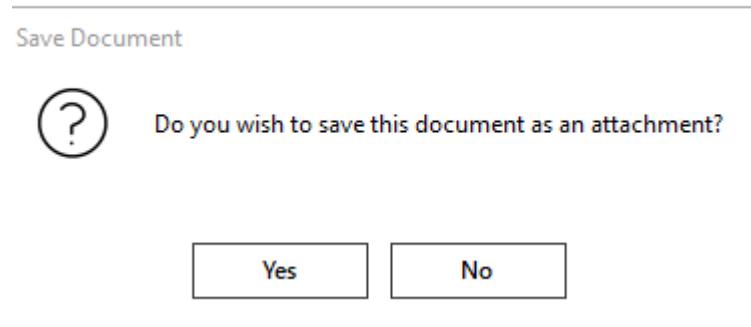
- Example: 2019-2020 Package/Work Comp Proposal
- Select the Proposals folder
- Enter any **comments** in the comments section if applicable
- Click **Finish**

7. Activity screen will appear

- Select PROP code from the dropdown list
- A **description** will default in; add to this description at the end if needed
- Leave activity open, pending client's decision
- Click **Detail** to access/modify tasks if needed
 - ✓ Obtain Client's Decision
 - ✓ Obtain Required Documents to Bind
 - ✓ Bind with Carrier
- Click **Finish**

8. Word will open with Proposal template

- Complete Proposal
- Print
- When ready to close the document:
 - Click on X in upper right hand corner to Exit

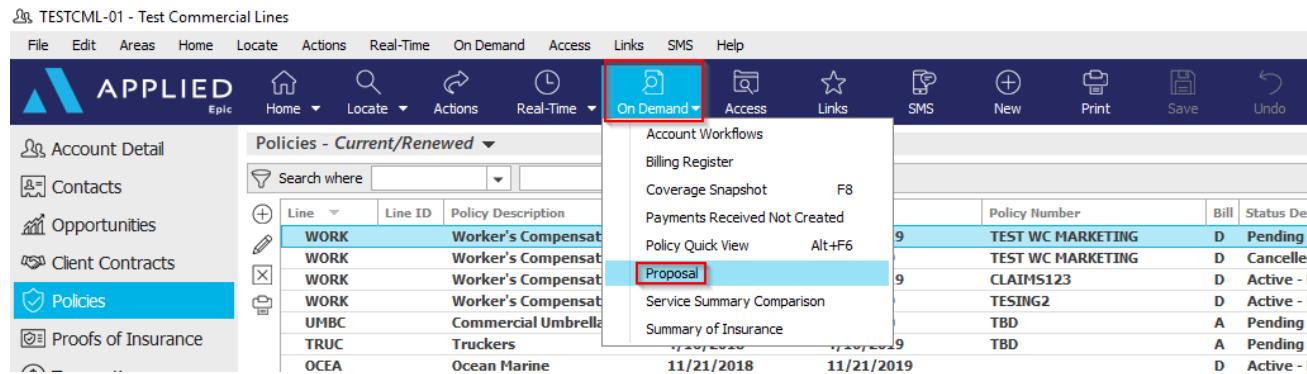


- Click Yes to attach the document to Applied Epic.

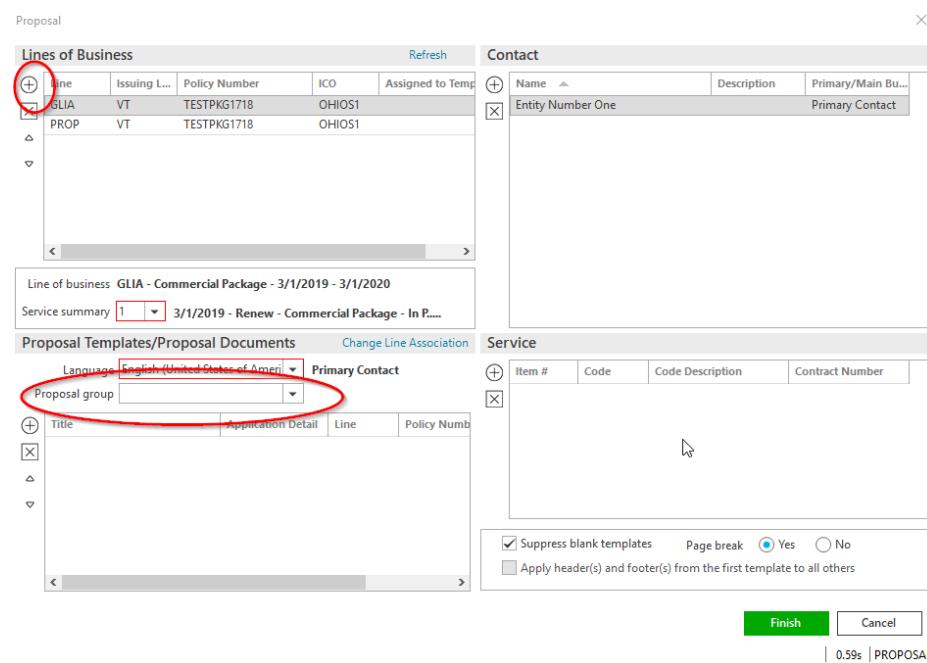
Preparing Proposal using an On-Demand Proposal

Note: Your agency must have a custom proposal template set up to pull from Marketing and not from Current Policies in order to use this option.

1. Locate client
2. Click On Demand – Proposal



The screenshot shows the Applied Epic software interface. The top navigation bar includes File, Edit, Areas, Home, Locate, Actions, Real-Time, On Demand, Access, Links, SMS, and Help. The 'On Demand' menu is highlighted with a blue box, and a sub-menu dropdown is open, showing 'Proposal' highlighted and circled in red. The main content area displays a list of policies under 'Current/Renewed' with various columns like Policy Number, Bill, and Status. The 'Proposal' option in the sub-menu is also circled in red.



The screenshot shows the 'Proposal' dialog box. The 'Lines of Business' section lists GLIA and PROP with a '+' sign to add more. The 'Proposal Templates/Proposal Documents' section has a 'Proposal group' dropdown circled in red. The 'Service' section shows a table with columns for Item #, Code, Code Description, and Contract Number. At the bottom are 'Finish' and 'Cancel' buttons.

3. Under Lines of Business, click the "+" sign to add lines

4. Select all lines you want to add into the proposal

NOTE: Make sure to select your lines first so the data will populate to the templates correctly.

Proposal

Lines of Business					Refresh
(+)	Line	Issuing L...	Policy Number	ICO	Assigned to Tem
<input checked="" type="checkbox"/>	WORK	VT	TEST WC MARKETING	ACA00B	
<input checked="" type="checkbox"/>	AUTB	VT	BA 6154822	FRANK1	
△	GLIA	VT	TBD	ACA00B	
▽	PROP	VT	TBD	ACA00B	
	UMBC	VT	TBD	ACA00B	

5. Under Proposal Templates/Proposal Documents --- “Proposal Groups”, select “All - Master Proposal Group” Current or Marketing as applicable. (Each agency will have these set up differently).
6. Use the Up and Down arrows to arrange pages in desired order

Proposal Templates/Proposal Documents [Change Line Association](#)

Language	English (United States of Amer)	Primary Contact
(+)	Proposal group	Master Proposal Group (Current)
(+)	Title	Description
<input checked="" type="checkbox"/>	H&B Additional	All- Master Proposal Group (Current)
<input checked="" type="checkbox"/>	H&B BOP Pro	All- Master Proposal Group (Marketing)
△	H&B Property	Personal Lines
▽	H&B General	Property Locations
▽	H&B Cyber Li	Renewal Proposal Group
▽	H&B Inland Na	TEST
		H&B Ocean Marine Proposal -... Ocean Marine

- Complete Proposal
- Print
- When ready to close the document:
- Click on X in upper right hand corner to Exit

Save Document



Do you wish to save this document as an attachment?

Yes

No

- Click Yes to attach the document to Applied Epic.

Obtain Client's Decision

Document the client's decision within the notes section of the PROP activity

Quote Accepted

- If applicable, attach client's request to bind
- Close PROP activity successfully, and proceed to Bind workflow

Quote Not Accepted

- Close PROP activity unsuccessfully, choosing appropriate unsuccessful reason
- If this was a marketed renewal, Non Renew the current policy and follow your agency's non renewal workflow
- Leave marketed submissions in the Marketed policy listview

Moving Marketed Lines of Coverage to Current Policies

After creating and presenting a Proposal and requesting that the carrier Bind coverages, staff need to move coverages from the application stage and create policies.

1. Locate **Account**
2. Click on **Policies** in the Navigation Panel
3. Change the list view from Policies – Current/Renewed to **Policies – Marketed**
4. Single click on the desired Master Marketing Submission to select it
5. Single click on the **Carrier Submission** that includes coverage(s) that will be moved to a policy.
6. Click on **Actions / Move Marketed Lines** to Current Policies
7. The Move Marketed Lines to Current Policies dialog box appears with 4 Tabs: Policies; Lines; Attachments and Activities.
8. On the **Policies Tab** choose the appropriate policy type – if New Policy, choose Add new policy, if this is a renewal policy, choose Renew Existing policy. We do not recommend using the Update existing policy at this time.



9. Ensure that the following information is entered:

- a. **Policy** – select the line of coverage (for Package select the appropriate Package code for your agency, for Monoline select the appropriate Line code for your agency).
- b. **Description** – this defaults based on the Line of Coverage code and can be amended, if required
- c. **Policy #** -- enter the policy number using Agency data standards or TBD if it is unknown at this time.
- d. **Effective & Expiration Dates** – enter appropriate coverage dates if different from your marketing submission.
- e. **Update Stage to** – this defaults to “Submitted” telling us that coverage is bound but that the policy has not yet been received. If you work with a carrier where you either generate the policy or it has already been provided select the “Issued” radio button.

Policies | Lines | Attachments | Activities

Policy Detail

Add new policy Renew existing policy Update existing policy
 Include history

Policy: 1PKG | Commercial Package

Description: Commercial Package

Policy #: PKG12345

Effective: 7/1/2016 | Expiration: 7/1/2017

Update Stage to: Submitted Issued In-Process
 Prospective Contracted

10. Structure should default based on the person moving the coverages.
11. Estimated Premium / Estimated Commission – enter the estimated annual premium, excluding any taxes and fees in the Premium field. Users can enter the Commission as a dollar amount, if desired.

Structure		Policy Premium/Commission	
Agency	200	Alliant Insurance Services, Inc.	Estimated premium
Branch	020	San Diego-Alliant Insurance Ser...	Calculate
Department	010	Commercial Lines	Estimated commission
		Calculate	

12. Click on the **Lines tab** – this is an essential step for both Package and Monoline policies.
 - a. All quoted coverages with this particular Carrier Submission will appear
 - b. Click on each coverage one at a time and tell us what will be done

Add to this policy Add to different policy Do not add to any policy

13.
 - i. **Add to this policy** - Choose this option if the coverage belongs with the Policy we just created (i.e. if a Package, you may need to add several lines of coverage to this policy – Property, General Liability, Crime, etc.)
 - ii. **Add to different policy** - Choose this option if the coverage is to be added to

another policy we will create next

iii. **Do not add to any policy** - Choose this option if the coverage for this carrier will NOT be issued to a policy (e.g. Chubb may not have won the Workers' Compensation and we'll go to the Liberty Mutual Carrier Submission to move that application to a policy)

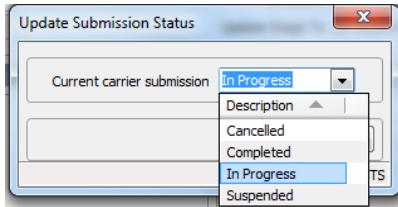
14. When you select a coverage and choose Add to this policy the screen is activated allowing user to confirm:

- a. **Policy Status** (e.g. NEW);
- b. **Issuing Company** (e.g. TWIC1 for Twin City Fire);
- c. **Premium Payable** [Payee] (e.g. HART1 for Hartford);
- d. **Payable Contract** (e.g. Company Statement);
- e. Estimated Premium;
- f. **Commission** as either a Percentage of Premium (%) or a Flat Fee (\$).

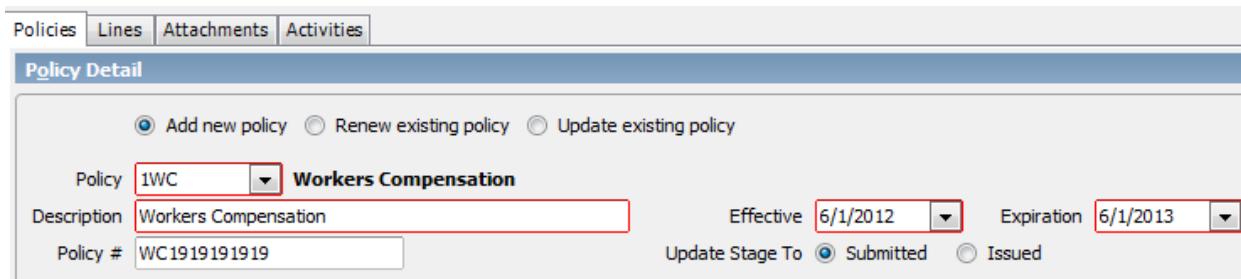
15. Click on each coverage one at a time and enter a response – if you indicate “Add to this policy” all of the information in the previous step must be completed. If you select “Add to different policy” the bottom of the screen remains grayed out until you add that coverage to a policy.

The screenshot shows a software interface for managing insurance policies. At the top, there are tabs for 'Policies', 'Lines', 'Attachments', and 'Activities'. The 'Lines' tab is active. Below the tabs, there is a table with columns for 'Line' and 'Description'. The table contains four rows: '1CGL Commercial General Liability', '1PRO Commercial Property', '1UMB Commercial Umbrella', and '1WC Workers Compensation'. The '1WC' row is highlighted with a blue selection bar. At the bottom of the screen, there are three radio buttons for selecting a policy action: 'Add to this policy', 'Add to different policy', and 'Do not add to any policy'. The 'Add to different policy' button is circled in red.

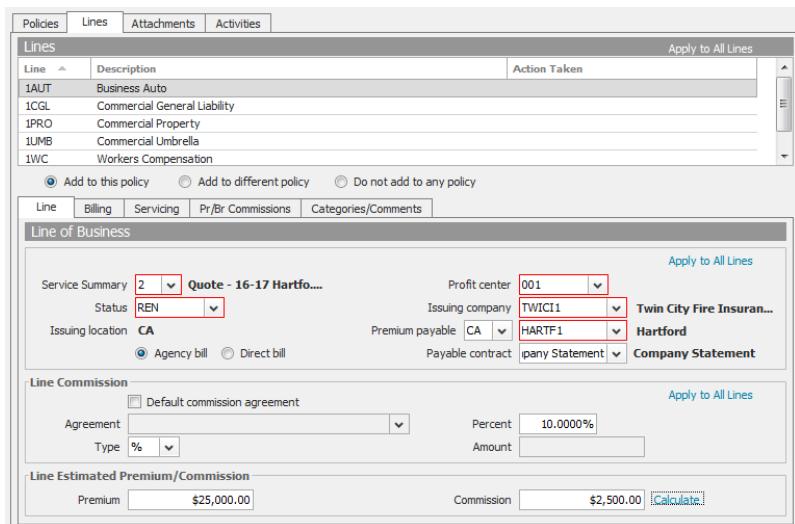
16. The **Activity Tab** is presented making it easy to close out any open Activities for the Carrier Submission you are working on.
17. Click **MOVE** to take the coverages you selected to be added to the first policy (e.g. Property, Liability and Auto will be part of a Package and Workers Compensation and Umbrella will be added later as Monoline policies).
18. The **Update Submission Status** window is presented allowing us to update the Status of the carrier submission we are working on. It defaults to “In Progress”.



19. If there are additional lines of coverage to move on the **Move Marketed Lines to Current Policies** screen click the **Add New Policy** option to enter the next line of coverage to become a policy (e.g. 1WC for Workers' Compensation).



20. Click the **Lines** tab and select the application for the Line of Coverage indicated. Note that the coverages previously moved to a policy no longer appear on the list.



21. Click **Move** and repeat the process until all lines of coverage have been addressed.

22. When done click **Finish**.

- Depending on the choice made when moving coverages to policies the Carrier Submission now shows as Submission Status as either (a) Cancelled; (b) Completed; (c)

In Progress or (d) Suspended and the Service Summary Row will show Written if the coverage was added to a policy.

Service Summary									
#	Entered	Action	Description	Stage	Response Premium	Package	Received	Changed By	Entered By
2	5/8/2012 2:41 PM	Quote	12-13 Hartford Coverag.	Written	\$25,000.00		5/8/2012	BDAVIS	BDAVIS
1	5/7/2012 2:46 PM	New	Carrier Submission	Submitted				BDAVIS	BDAVIS

23. Change the List View to Policies – Current/Renewed and the policies created will appear

Policies - Current/Renewed										Sort Descending	Sort Ascending
	Line	Line Description	Status Description	Effective	Expiration	Policy Number	ICO	PPE	Bill	Policy Description	
	1PKG			06/01/2016	06/01/2017	PKG12345				Commercial Package	
	1PRO	Commercial Property	New Policy - New Customer	06/01/2016	06/01/2017	PKG12345	FIRF05	FIRF08	A	Commercial Package	
	1CGL	Commercial General Liability	New Policy - New Customer	06/01/2016	06/01/2017	PKG12345	FIRF05	FIRF08	A	Commercial Package	
	1AUT	Business Auto	New Policy - New Customer	06/01/2016	06/01/2017	PKG12345	FIRF05	FIRF08	A	Commercial Package	
	1WC	Workers Compensation	New Policy - New Customer	06/01/2016	06/01/2017	WC12345	ZENIN1	ZENIT1	A	Workers Compensation	
	1UMB	Commercial Umbrella	New Policy - New Customer	06/01/2016	06/01/2017	UMB12345	NATSU1	FIRF08	A	Commercial Umbrella	
	1UMB	Commercial Umbrella	New Policy - New Customer	07/01/2016	07/01/2017	UMB12345	FIRF05	FIRF08	A	Commercial Umbrella	
	1PKG			06/01/2017	06/01/2018	PKG12345				Commercial Package	
	1CGL	Commercial General Liability	Renewal - Active Term	06/01/2017	06/01/2018	PKG12345	FIRF05	FIRF08	A	Commercial Package	
	1PRO	Commercial Property	Renewal - Active Term	06/01/2017	06/01/2018	PKG12345	FIRF05	FIRF08	A	Commercial Package	