

Endorsement Workflow Existing

Step	Workflow Step	Step Details	Activity
1	<i>Request Received</i>	a) Request is received via email, phone or mail b) Locate the Account	
If Requesting a Coworker Process the Endorsement (Optional)			
2	<i>A/E creates activity with endorsement request information and sets the Who/Owner code to appropriate person</i>	a) Click Policies in Navigation Panel b) Highlight Policy c) Create a CHGR activity (F9) on the highlighted policy (or account level if multiple policies are affected by the change) <ul style="list-style-type: none"> o The Add Activity window opens, confirm selected policy is the desired policy o Click Continue o Select the Category "Endorsement Workflow" o Select Code CHGR o Update Description to include Eff. and [Describe] o The Who/Owner will default to the Associate Account Executive, change if necessary o The Follow-Up/Start Date will default with the current date, accept this date o The Status will default to Open o Enter all applicable information into the Note field of the activity o Click Finish d) Drag/Drop and/or Attach any other documentation to the open CHGR activity <ul style="list-style-type: none"> o Attach To: Activity and select the activity o Enter Description of item(s) being attached o Folder: Endorsements o Enter any Comments , if desired o Click Finish 	Manual (F9) CHGR

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Process Change Request (For Application Updates Only proceed to Step 13)			
3	<p><i>Service Team creates Service Summary row and processes endorsement</i></p> <p>IMPORTANT NOTE: <i>If the change affects the mailing address, update Account Detail and Contact Detail as needed</i></p>	<p>a) Highlight Policy and confirm the <i>initial/first</i> Service Summary row is not in the Stage "Migrated"</p> <ul style="list-style-type: none"> o If so, update using Actions > Issue/Not Issue Policy <p>b) Highlight Policy and confirm there aren't <i>any</i> Service Summary rows with the Stage "In Process"</p> <ul style="list-style-type: none"> o If so, update using Actions > Update Stage to Submitted <p>c) Click Actions > Endorse/Revise - Existing Line</p> <p>d) Enter Effective date of change and Description</p> <ul style="list-style-type: none"> o TIP: Copy the Description for use later <p>e) Add desired Line of Business:</p> <ul style="list-style-type: none"> o Line: Select line of business o All other information will default from original policy detail, accept these defaults <p>f) Click Detail</p> <p>g) The Add an Activity window opens, select CHGE</p> <ul style="list-style-type: none"> o Update Description to include Eff. and [Describe] <ol style="list-style-type: none"> 1. TIP: Paste the previously copied Description in place of [Describe] o The Who/Owner will default to the User ID, change if necessary o The Follow-Up/Start Date will default to 45 days in the future, change if necessary o The Status will default to Open, accept this default o Enter all applicable information into Note o Click Finish <p>h) Application(s) display in the Navigation Panel, advance to the appropriate application/section and update accordingly</p> <p>i) Click X in the Navigation Panel and select Yes, perform action:</p> <ul style="list-style-type: none"> o If you have already received the endorsement: <ol style="list-style-type: none"> 1. Select Issue/Not Issue Endorsement 2. Click Finish 3. Line: Line(s) of business will populate list; Issue will default; Status will default 4. Click Finish 5. Continue to Step 7 <p>OR</p> <p><i>Continued on the next page...</i></p>	<p>System</p> <p>CHGE</p>

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3	<p><i>Service Team creates Service Summary row and processes endorsement</i></p> <p>IMPORTANT NOTE: <i>If the change affects the mailing address, update Account Detail and Contact Detail as needed</i></p>	<ul style="list-style-type: none"> o If you need to submit an Acord <i>application</i> to the carrier/wholesaler: <ol style="list-style-type: none"> 1. Select Submit Application 2. Click Finish OR o If you need to submit an Acord <i>Change Request</i> to the carrier/wholesaler: <ol style="list-style-type: none"> 1. Select Submit Change Request 2. Click Finish OR o If you have already emailed the carrier/wholesaler: <ol style="list-style-type: none"> 1. Select Update Stage to Submitted 2. Click Finish 	System CHGE
Submit Application or Change Request to Carrier or Request via Carrier Website or Email			
4	<p><i>Service Team submits request to carrier via Distribution Manager, carrier website or email</i></p>	<ul style="list-style-type: none"> a) Click policies in Navigation Panel b) Highlight the policy c) Click actions in the tool bar d) Select Submit Application to the carrier/wholesaler: <ul style="list-style-type: none"> o Detail: Confirm ICO/PPE information; Select ICO or PPE to Print on application, Do not use Underwriter or Office; Submit as Bound or Change with Effective date of change; Remove any prefilled Code, State producer license # or State; signature Select David Sterling for Scanned o Forms/Attachments: Confirm forms scheduled to print, select/deselect as necessary. NOTE: Forms without information entered on them will not print so it is unnecessary to deselect them. You can change the print order by using the triangles in the left margin. o Organization Contact: Confirm agency information <p><i>Continued on the next page...</i></p>	

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4	Service Team submits request to carrier via Distribution Manager, carrier website or email	<ul style="list-style-type: none"> o Distribution: <ol style="list-style-type: none"> 1. Contact: Do not use this 2. Via: Select contact method, typically Email 3. Enter Email address <ul style="list-style-type: none"> · TIP: Click on envelope, copy your signature and X out 4. Enter the Subject of the email 5. Enter the Message on the email <ul style="list-style-type: none"> · TIP: Paste your previously copied signature after your message o Click Finish <li style="text-align: center;">OR e) Select Submit Change Request to the carrier /wholesaler: <ul style="list-style-type: none"> o Detail: Confirm ICO/PPE information; Select ICO or PPE to Print on change request; Do not use Underwriter or Office; Remove any prefilled Code, State producer license # or State; Select David Sterling for Scanned signature o Line(s) of Business: Line(s) of business will populate list; Submit will default; Status will default o Forms/Attachments: Confirm forms scheduled to print, select/deselect as necessary. NOTE: Forms without information entered on them will not print so it is unnecessary to deselect them. You can change the print order by using the triangles in the left margin. o Remarks: Add any remarks and/or policy changes not included on the change request o Organization Contact: Confirm agency information o Distribution: <ol style="list-style-type: none"> 1. Contact: Do not use this 2. Via: Select contact method, typically Email 3. Enter Email address <ul style="list-style-type: none"> · TIP: Click on envelope, copy your signature and X out 4. Enter the Subject of the email 5. Enter the Message on the email <ul style="list-style-type: none"> · TIP: Paste your previously copied signature after your message <p><i>Continued on the next page...</i></p>	

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4	<i>Service Team submits request to carrier via Distribution Manager, carrier website or email</i>	<ul style="list-style-type: none"> o Click Finish <p style="text-align: center;">OR</p> <p>f) Update State to Submitted if the change was submitted via carrier website or email</p> <ul style="list-style-type: none"> o Line(s) of Business will populate list o Click Finish 	
Document Endorsement Request			
5	<i>Service Team attaches client/producer request for endorsement, request to carrier, and all other related correspondence to the existing activity</i>	<p>a) Drag/Drop and/or Attach any other documentation to the open CHGE activity</p> <ul style="list-style-type: none"> o Attach To: Activity and select the activity o Enter Description of item(s) being attached o Folder: Endorsements o Enter any Comments, if desired o Click Finish <p>b) The CHGE activity should still be selected in the Activities list</p> <ul style="list-style-type: none"> o Right click o Add Note describing actions taken o Click Finish 	Update CHGE
If Endorsement Not Received by Follow-Up Date			
6	<i>Service Team follows up for endorsement</i>	<p>a) Highlight the CHGE activity</p> <ul style="list-style-type: none"> o Access > Attachments o Highlight the original request o Right click to Send Via Email to the original carrier/wholesaler o Update subject and message o Confirm Attach is highlighted o Click Send o Attach To: Activity, select the activity and click Finish o Enter Description of item(s) being attached o Folder: Endorsements o Enter any Comments, if desired o Click Finish <p><i>Continued on the next page...</i></p>	Update CHGE

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6	<i>Service Team follows up for endorsement</i>	<ul style="list-style-type: none"> o TIP: There are various other ways to accomplish this process. The original email can also be forwarded by double clicking, updating the message and dragging/dropping/attaching back into the CHGE activity from your Sent folder in Outlook. b) Locate the CHGE activity <ul style="list-style-type: none"> o Double click to open the activity o Advance the Follow up/Start date o Add Notes describing actions taken o Click X in the Navigation Panel to exit the activity 	Update CHGE
Endorsement Received/Retrieved from Carrier Website			
7	<i>Endorsement received</i>	<ul style="list-style-type: none"> a) Drag/Drop and/or Attach the endorsement to the open CHGE activity <ul style="list-style-type: none"> o Attach To: Activity and select the activity o Enter Description of item(s) being attached o Folder: Endorsements o Enter any Comments, if desired o Click Finish b) The CHGE activity should still be selected in the Activities list <ul style="list-style-type: none"> o Double click to open the activity o Advance the Follow up/Start date until you are ready to process the endorsement o Add Notes describing actions taken o Click X in the Navigation Panel to exit the activity 	Update CHGE

Endorsement Workflow Existing

Step	Workflow Step	Step Details	Activity
8	<i>Review endorsement</i>	a) Review the endorsement, if applicable	
9	<i>If incorrect, request correction</i>	a) Highlight the CHGE activity <ul style="list-style-type: none"> o Access > Attachments o Highlight the original request and/or endorsement received o Right click to Send Via Email to the original carrier/wholesaler o Update subject and message o Confirm Attach is highlighted o Click Send o Attach To: Activity, select the activity and click Finish o Enter Description of item(s) being attached o Folder: Endorsements o Enter any Comments, if desired o Click Finish o TIP: There are various other ways to accomplish this process. The original email can also be forwarded by double clicking, updating the message and dragging/dropping/attaching back into the CHGE activity from your Sent folder in Outlook. 	Update CHGE
9	<i>If incorrect, request correction</i>	b) Locate the CHGE activity <ul style="list-style-type: none"> o Double click to open the activity o Advance the Follow up/Start date o Add Notes describing actions taken o Click X in the Navigation Panel to exit the activity 	Update CHGE
10	<i>If correct, issue endorsement</i>	a) Highlight Policy and applicable Service Summary row and confirm the <i>initial/first</i> Service Summary row is not in the Stage " In Process", "Submitted" or "Migrated" <ul style="list-style-type: none"> o If so, update using Actions > Issue/Not Issue Policy b) Actions > Issue/Not Issue Endorsement c) Line : Line(s) of business will populate list; Issue will default; Status will default NOTE: Skip Steps a, b and c if Service Summary Row is already Issued . d) Close Open Activities: Select the open CHGE , change Status to Closed, Add Notes describing actions taken e) Click Finish	Close CHGE

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Step	Workflow Step	Step Details	Activity
Deliver Endorsement to Client			
11	Service Team delivers endorsement to client via email	<p>a) Highlight the closed CHGE activity</p> <ul style="list-style-type: none"> o Access > Attachments o Highlight the endorsement received o Right click to Send Via Email to the insured o Click either the Red (Insert Attachment – inside Epic) or Blue (Insert Attachment - outside Epic) o Paperclip if additional items need to be attached to the email (i.e. an invoice) o Update subject and message o Confirm Attach is highlighted o Click Send o Attach To: Activity, check Include closed, select the activity and click Finish o Enter Description of item(s) being attached o Folder: Endorsements o Enter any Comments, if desired o Click Finish o TIP: There are various other ways to accomplish this process. The original email can also be forwarded by double clicking, updating the message, attaching the endorsement and/or invoice and dragging/dropping/attaching back into the closed CHGE activity from your Sent folder in Outlook. <p>b) Locate the closed CHGE activity</p> <ul style="list-style-type: none"> o Right click o Add Notes describing actions taken o Click Finish 	Update CHGE

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Step	Workflow Step	Step Details	Activity
If Endorsement Declined by Carrier			
12	Endorsement declined	<p>a) Drag/Drop and/or Attach the documentation from the carrier/wholesaler to the open CHGE activity</p> <ul style="list-style-type: none"> o Attach To: Activity and select the activity o Enter Description of item(s) being attached o Folder: Endorsements o Enter any Comments, if desired o Click Finish <p>b) Highlight Policy and applicable Service Summary row</p> <ul style="list-style-type: none"> o Actions > Issue/Not Issue Endorsement o Line: Line(s) of business will populate list; Issue will default - change to Not Issue; Status will default o Close Open Activities: Select the open CHGE, change Status to Closed, Closed Unsuccessful; select Reason; Add Notes describing actions taken o Click Finish 	Close CHGE
Application Corrections Only			
13	Application correction	<p>a) Highlight Policy and confirm the <i>initial/first</i> Service Summary row is not in the Stage "In Process", "Submitted" or "Migrated"</p> <ul style="list-style-type: none"> o If so, update using Actions > Issue/Not Issue Policy <p>b) Highlight Policy and confirm there aren't <i>any other</i> Service Summary rows with the Stage "In Process"</p> <ul style="list-style-type: none"> o If so, update using Actions > Update Stage to Submitted <p>c) Click Actions > Endorse/Revise Existing Line(s)</p> <p>d) Enter Effective date of change and Description</p> <p>e) Click Detail</p> <p><i>Continued on the next page...</i></p>	System UPD1

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Step	Workflow Step	Step Details	Activity
13	<i>Application correction</i>	<p>f) The Add an Activity window opens, select UPD1</p> <ul style="list-style-type: none"> o The Description will default, accept this o The Who/Owner will default to the User ID, accept this o The Follow-Up/Start Date will default to the current date, accept this o The Status will default to Closed, accept this o Enter all applicable information into Note o Click Finish <p>g) Application(s) display in the Navigation Panel, advance to the appropriate application/section and update accordingly</p> <p>h) Click X in the Navigation Panel</p> <p>i) Select Yes, perform action: Issue/Not Issue Endorsement</p> <p>j) Click Finish</p> <p>k) Line: Line(s) of business will populate; Issue will default; Status will default</p> <p>l) Click Finish</p>	System UPD1