

Program Administrator eStart User Guide

June 2011

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Chartis 175 Water Street New York, New York 10038, USA

April 2010 eStart Material Changes Overview

Section	Change Overview
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October 2010 eStart Material Changes Overview

Section	Change Overview
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Section 1: ABOUT THIS GUIDE

This section describes the conventions used in this guide.

Notation Conventions

The following notations are used to emphasize important information about the procedure that is being described:

Note: A note provides important supplemental or amplified information about the current topic.

Typographical Conventions

Convention	Description
Italics	Used for screen, screen section, window and tab names. Also used for error messages and notes.
Bold	Used for button names, (on the keyboard and screen) link names and field names.
(Double quotation marks.)	Used to bracket commands that should be entered exactly as printed. Do not type the quotation marks.

Section 2: SYSTEM SUMMARY

Overview

Electronic Submission Tracking and Reporting Tool (eStart) provides a single, common reservation system. The Program Administrators (PAs) eStart system will allow PAs to reserve business with Chartis. The system provides a subset of the functionality of the main eStart system. The intent is to provide PAs with a limited set of the key functions necessary to write business.

Business Functionality

The system provides three principal business functions. The following functions are described in more detail in this document:

- Add new submissions
- Update submissions Decline/Void submissions
- Renew submissions.

Assumptions

In order to provide a system that would fulfill business needs while still being efficient, certain assumptions were made.

Functionality

- PAs do not require Division Section Profit Center Unit Codes (D-S-PUC) on the submission screens.
- Blocking messages display only the blocking submission number and a generic blocking message.
- Valid products that a PA may write are defined in their product profiles.

Defaults

- **Producer Name** field and the **Producer Number** field will default to PA Producer Name and Code.
- Source, Division, Working Branch and Underwriter defaults are defined in the PA profile table. These fields cannot be edited by the PA.

Security Requirements

- The system will recognize that the user is a PA by verifying the logon against the security profile already set up by Security Administrator. The user may proceed as a PA when the ID is validated.
- The PA organizations will only be able to view and update their own submissions that have the PA producer number assigned to that sign-on.

Section 3: LOGGING INTO ESTART

To login to eStart:

- 1. Go to Internet Explorer.
- 2. Type https://www-201.chartisinsurance.com into the URL field and press Enter. The Access login screen will display.

Access	Vorldwide Cont	ect Us
Login User ID: Password: Coon Save User ID Resister Nore to use the full features in this site Ferent Password? For assistance, please call broker Services at 1-077-To-SERVE (#67-3783).		Need Help? Click here to learn more > Chartis Broker Services

Figure 3-1: Access Login screen.

- 3. Enter the Access Username ID into the Username field.
- 4. Enter the Access Password into the **Password** field. Select the Forgot Password? link if the user cannot remember the Password. A new password will be sent to the e-mail address on file for the User ID entered.
- 5. Click the Login button. The Access home screen will display.

CHARTIS A	Access		Vorldwide	Contact
My Online Systems • Small Business Portal • eBAC Admin • eDelivery • eExcess • Intellifick • eStart • ODEN Policy Terminator		My Settings Change Password Edit Profile		
Private Client Group Producer Portal Print ACORD Applications	Auto ID Cards	 <u>DMV Services</u> 		

Figure 3-2: The Access Home screen.

Logging into eStart (continued)

- 6. On the Access home page, select the **eStart** link.
- 7. The *eStart Logon* screen will display.

CHARTIS	eStart	Chartis
	Username : Password : Submit Reset Change Password	
	Minimum Configuration Recommended Configuration	

Figure 3-3: eStart Logon screen.

- 8. Enter the eStart username into the Username field.
- 9. Enter the eStart password into the **Password** field.
- 10. Select the **Submit** button. The *eStart home page* will display.
 - The Reset button will clear the Username and Password fields.
 - The **Change Password** button allows users to change their password.
- Note: If you are experiencing problems with your password, call the Chartis Help Desk at 1-800-435-7457 to have your password reset. Please be prepared to provide your Chartis Producer Number for identification purposes when calling the Chartis Help Desk. Let the help desk know that you are a PA and they are to contact Security automatically.

Section 4: ESTART HOME PAGE

The eStart home page provides a menu of choices that allow the user to navigate eStart.

CHARTIS	eStart	Locout Charlis Contact Us FAQ
		PUBLIC, JOHN Super MGA
Diary Active Diary Renewal Diary Non-Renewal	News & Events • You are using eSTART Version 10.2. (Released 04/26/2010)	
Submission New Review/Update	Release Notes	
Search Account	 Enhance Diary screens to provide option to filter by auto close date Provide Bulk transfer option for deactivated underwriter IDs 	
Maintenance User Defaults	 Include link for SMART reports logon on Home Page 	
	FAQs	
	Diary Filter FAQs	
	Bulk Transfer FAQs	
	• What does it mean when I get an error logging into eStart?	

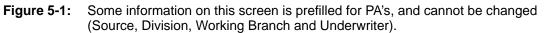
Figure 4-1: On the left-hand side of the *eStart Home Page*, a navigation menu displays. This menu displays the various sections of the eStart software. The right-hand side of the home page provides News & Events, Release Notes, and FAQs regarding the eStart application.

The following is a brief description of each section of eStart navigation menu.

- Diary
 - Active Diary allows the user to view new submissions.
 - Renewal Diary allows the user to view expiring policies.
 - Non-Renewal allows the user to view expiring policies flagged as non-renewal.
- Submission
 - New allows the user to open the New Reservation page to create a new submission.
 - **Review/Update** allows the user to open the *Search Submission* window to search for a submission to update.
- Search
 - **Account** allows the user to open the *Account Search* page and search for an account. Begin a new submission by using this function and the *New Reservation* page will display.
- Maintenance
 - User Defaults allows the user to open the User Defaults page and view user defaults.
- Logout top of screen right hand side
 - o Logout allows the user to exit eStart. The Logout page with a link to the Logon page will display.

Section 5: USER DEFAULTS

CHARTIS	eStart	Logout
Home Page	Diary Submission Search	Maintenance Help PUBLIC, JOHN Super MGA
	User Defaults ⊤Defaults	
	Source 01-CHARTIS US	
	Division 66-PROGRAMS Working Branch 83-LEXINGTON-HOME OFFICE	T
	Underwriter (STAR 12,775171) ENTAGES	-
		-
	Country UNITED STATES	
	Diary Filter Product Type @ Primary C Excess C Both	
	Producers Preferred Producer List : 0037571 - 0078798 -	
	0096546 - 0096555 -	Delete
	Save Cancel	



How to set the diary filters on the User Defaults screen:

- 1. Leave it blank:
 - The active diary will load all the submissions which are in Working, Quoted and Suspended status for the PA saved in User Defaults.
 - The Renewal / Non-Renewal diary will load all the bound/booked submissions which are available for Renewal / Non-Renewal for the PA.
- 2. Enter a value from 1 to 99 and:
 - The active diary will load all the submissions (which are in Working, Quoted and Suspended status for the PA) which will autoclose within the number of days set by the Diary Filter value.
 - The Renewal / Non-Renewal diary will load all the bound/booked submissions (which are available for the underwriter) which will autoclose within the number of days set by the Diary Filter value.

Note: Zero is not a valid entry.

Section 6: DIARY

The Active Diary

Clicking on Active Diary will display the following screen:

		Die	ary	Submissio	n l	Sea	rch I	Mainter	ance I	actUs FAQ Help
			Act	ive Diary F	or - PIIBI	10.10	HN	PUBLIC, J	OHN Super MG	A
Jnderwriter :	PUBLIC, JOHN-A	ADA02U			: Select a pe			or less 60 day	s or less More	than 60 days
	Account Name	Ext.	City/State	Block Date	Ent. Date	Days	Eff.Date		Product Covq	Status
										~
										~
										~
										~
										~
										~
										~
										1
										~
										~
										~
										~
										-
										-
				Prev		Next				

Figure 6-1: Tabs for: *Home Page*, *Diary*, *Submission*, *Search*, *Maintenance*, and *Help* display on the top of the page.

Screen Description

The Active Diary screen displays submission products for the PA. Current submission products with Working, Quoted or Suspended statuses are available. Multiple submission products can appear for a single submission. For most users, the Active Diary screen will be the starting point by allowing access to a specific submission product for update.

The Active Diary enables the user to access the Update Reservation screen. The default sort displays by Account Name, Submission Date and Submission Product. Sort by clicking on the title of the column; columns can be sorted in ascending or descending order.

The Underwriter field displays the PA Name.

The PA profile defines the default for a PA's office.

Submission products with a status of Bound, Booked, Lost, Declined, Void or those that have been Autoclosed, do not display in the Active Diary. However, these Submission Products can be reactivated and will appear on the *Update Reservation* screen when searching by the Submission Number. The user may search by Submission Number from the *Submissions* drop-down menu. The eStart database maintains a historical record.

The Active Diary (continued)

Fields on the Active Diary

Field Name	Field Definition			
Underwriter	Displays the name of the PA.			
Diary Filter (see note)	Select the number of days before autoclose.			
Account Name	The account name returned for the Dun & Bradstreet (D&B) number on the submission. Checking the submission product row and clicking on the hyperlink on the Account Name will open the <i>Account Information</i> page.			
Extension (Ext)	Indicates the number of available extensions to the Blocking Expiration Date. Only Submission products with a status of Working can be extended. If the value is zero, the Extension button will be disabled when the submission product is selected.			
City/State	Account location. (If non-US business, the Country will display.)			
Block Date	The Blocking Expiration Date of the Submission Product.			
Ent. Date	The Submission Entered Date.			
Days	 The number of days remaining before the submission will be auto-closed. It is calculated as Blocking Expiration Date minus Current Date. The Days field displays with the following color code: 0 to 30 days will display as red to warn the user 31 to 60 days will display as yellow More than 60 days will display as green. 			
Eff. Date	The proposed Policy Effective Date.			
Submission #	The eStart Submission Number. Checking the Submission product row and clicking the hyperlink on the Submission Number will open the <i>Update Reservation</i> page.			
Product	The Product Code.			
Covg	Product Coverage Type: P – Primary or E – Excess.			
Status	The current status of the Submission Product. May be updated based on selections available in the drop-down list.			

Note: The diaries will use the value entered for **Diary Filter** from the User Default screen when first opening the diary. After opening the diary, the filter can be changed by selecting a period of days (e.g., 0-30, 0-60, 0-90) or **All** in the **Diary Filter** field on the Diary page.

Active Diary:

- Will open using the Diary Filter value set in the User Defaults Diary Filter will display "Select a period".
- The user can select a period of days and the diary will use that period of days as a filter.
- The user can go to a different diary and the latest Diary Filter value will be used.

The Active Diary (continued)

Button Processing

- The **Refresh** button updates the *Diary* screen to include new and updated submission product information.
- The **Extension** button allows the user to extend the blocking expiration date for the highlighted Submission Product. The button will display grayed-out if the maximum allowable extensions have been reached.
- The Letter button allows the user to reprint the submission snapshot.
- The **Status Details** button displays details for the selected Submission Product on the Diary, if the status is Quoted.
- The **Product Alerts** button displays the alerts for the products on the submission.
- The **Blocks button** provides block information if it is highlighted on a submission that is suspended.
- The **Release** button displays the product that needs to be released (not enabled for PAs).
- The **Update Submission Details** button displays the update submission page to make the necessary changes.
- The **D&B Info** button displays brief D&B account information.
- The **Print All** button allows the user to print the Diary contents.
- The **Close** button closes the *Diary* screen and displays the Home Page.

Renewal Diary

The *Renewal Diary* screen initiates renewal of submissions by selecting the **Renewal Pending** radio button.

Renewal Submissions are those expiring Submissions with a Policy Expiration date within 120 days prior to the current date and within 90 days after the Policy Expiration date.

Renewal Pending Diary or Non-Renewal Only Diary:

- Will open using the Diary Filter value set in the User Defaults. The Diary Filter will display "Select a period".
- The user can select a period of days, and the diary will use this period as a filter.
- If ALL is selected, then all the submissions will be displayed.
- The user can go to a different diary and the latest Diary Filter will be used.

Non-Renewal Diary

The *Non-Renewal* diary page displays submissions that show Non-Recurring or Non-Renewable in the Non-Renew Ind column. Policy expiration dates within 120 days prior to the current date and within 90 days after the Policy Expiration date are shown on this page.

Renewal Pending Diary or Non-Renewal Only Diary:

- Will open using the Diary Filter value set in the User Defaults. The Diary Filter will display "Select a period".
- The user can select a period of days, and the diary will use that period of days as a filter.
- If ALL is selected, then all the submissions will be displayed.
- The user can go to a different diary and the latest Diary Filter will be used.

Other Renewal Diary

The *Other Renewal Diary* page displays submission product policies that expire on a given day or within a user-specified date range. The *Other Renewal Diary* page allows the user to renew submission products that have expired.

- 1. Click the **Other Renewals** radio button in the **Business Type:** section of the *Diary* page.
- 2. A Policy Expiration Date Selection window displays.

🗿 Enter Date(s) - Mic	rosoft Intern 🔳 🗖 🔀									
Policy Expiration	on Date Selection									
(MM/DD/YYYY)										
	From:									
🔘 Single Date										
💿 Date Range	To:									
Ok	Cancel									

Figure 6-2: Policy Expiration Date Selection screen.

3. Specify a date to retrieve renewals by selecting the **Single Date** ratio button and then typing or using the calendar function to enter the date in the **From:** field.

OR

Specify a date range for renewals by clicking the radio button next to **Date Range** and then typing or using the calendar function to enter a start date in the **From:** field and an end date in the **To:** field.

4. Click OK.

Other Renewal Diary:

- Does not use the Diary Filter value set in the User Defaults.
- The user must select a single date or date range for Policy Expiration Date(s).

Section 7: NEW SUBMISSION

New Reservation Screen

The Source, Division, Working Branch, Currency and Underwriter drop-down menus display the defaults set on the user defaults page.

Note: Currency is a required field and defaults to the user's preference. The user can override the default and make a selection that is available from the drop-down list provided. All currency displays in the local currency, but is stored in the eStart data tables in US Dollars (\$).

СІ	HAR	ris [¢]					eStar	t						Charti	tis <u>Contact U</u>	<u>Loqout</u> Js <u>FAQ</u>
	Home F	Page	l Dia	ry		Subr	mission			Search	I		Mainten PUBLIC, JO		I F Super MGA	Help
						N	lew Res	ervatio	>n				FOBLIO, O		aper mon	
Accoun	nt Name					Acce	ount No.			Search	Mail A	ddr.	🗌 Public 🗌 Merge	c Entity er & Acqu	uisition	
Produc	er Name	TRAINING B	ROKER		~	Prod	lucer No.	0999	999	Search	Mail A	ddr.	Oirect	t	🔿 Assume	d
Source	,	01-CHARTIS	S US		*	Mari	ket Seg.					~			TES & CANA	DAL
Divisio	n	66-PROGRA	MS		*	Curr	ency	UNIT	ED STA	TES DOLLA	AR-001	*	20-AUS 21-UNI	TRALIA		
Workin	ng Br.	02-CHICAG	0		~	Cour	ntry					*	22-EUR 23-SOU	OPE	ASIA	~
Produc	t Type	💿 Primary	Excess	🔘 Both		Cred	lited Br.	02-C	HICAGO)		*	O world	d Wide	Oomesti	íc
						Undr	erwriter	PUBL	іс,јон	N-AADAO2	2U	*	⊖ Forei	gn	OBoth	
											_					
Check	Select A		roduct	~	P/E	Lead		ames	Resv. At	ttach. Point	t Resv.	. Limit	Amount	Part O	f Amount	Est.P
	SELECCA	Product														
						~										
						~										
				¥		~										
				×		~		L					ļ			
▼ ▲																
<																>
			Add Lead Info	Add Produ	uct	Intern	ational	Si	ave	D&BI	Info	Car	ncel			

Figure 7-1: *New Reservation* screen. The **Producer Name** and **Producer No**. fields are prepopulated and cannot be changed.

Note: The Producer Name and Number are associated with the TSO ID for the PA.

Account Name and Account No are mandatory fields. You can:

• Type the account name in the *Account Name* field and press the **Tab** key to open the *Account Search* page for an Exact Name search in the Account Database. Any matches will display in the *Account Search Results* page.

OR

- Type the D&B number in the Account No. field and press the Tab key. If the account is found, the account name will display in the Account Name field.
 OR
- Click on the **Search** button to open the *Account Search* page to search for and select an account for the reservation. The account search function can also be accessed from the Search menu. Please see the <u>Account Search</u> section for more information.

New Submission (continued)

The Account Mailing Address window enables you to enter an additional mailing address for the account if it is different from the Account Database (ADB) search result. This will be specific to the individual submission level and will not update the Account Database for future searches. To enable this window, click on the **Mail Addr** button located next to the account number **Search** button. This will open the Account Mailing Address window. The address fields default to the information in ADB. Type or select the address information in the following fields:

- Address Line 1 (mandatory)
- Address Line 2 (optional)
- City
- State (drop-down list box should be enabled if the user selects Country US or Canada)
- Country (drop-down list box)
- Postal Code.

Once the user has entered data into the fields, the user may:

- Click the **OK** button to save the updated account mailing address.
- Click the **Cancel** button to close the *Account Mailing Address* window without saving the updates.

The following explains how Exposure Type and the radial buttons function:

- The Exposure type defaults to the Source code selected for the current submission. In addition, the radial button labeled "Domestic" will be checked.
- If the Source code is kept as the current submission and another Source code is added, the radial button labeled "Both" will be checked.
- If the Source code or codes are changed, —i.e., the same Source code as the current submission is not selected, the "Foreign" radial button will be checked.
- For all sources to be selected, select the "World Wide" radial button.
- Note: Blocking considers all the Exposure Type Sources selected.

_			
È	Public Entity		}
	Merger & Acquisition		ł
Į	⊙ Direct	C Assumed	ļ
Ş			}
<pre>}</pre>	Exposure Type 01-UNITED STATES & CA	NADA	Ş
5	20-AUSTRALIA		2
Ś	21-UNITED KINGDOM 22-EUROPE		Í
}	23-SOUTH EAST ASIA	•	Ś
5	, ,		3
	C World Wide	© Domestic	Ş
		Junestie	Į
	Foreign	Both	l

Radial buttons are selected depending upon the Source code.

The **Product Type** default(s) are based on the selection(s) located on the *User Defaults* page. Select a different radio button (**Primary**, **Excess** or **Both**) to change the coverage type. This selection determines which products display in the lower section of the screen.

Products

To add products:

- Select the checkbox located to the left of the *Product* drop-down menu. This action will enable the *Product* drop-down menu.
- Select a product from the *Product* drop-down menu (products display in alphabetical order based on the name.) Based on the selection, the coverage type P Primary or E Excess will display in the P/E field. When the user completes the product information, the checkbox for a second product will be available to activate.
- Note: The user must select at least one Product from the New Reservation screen; otherwise, the user cannot reserve the Submission.

The user must complete the Product Detail. Please keep the following in mind:

- Only Package level products display, no components.
- Attachment Point is only required for Excess Products, including Excess Package products, and must be greater than zero. The limit is a required field for all Products.
- Part Of is an Amount Field and is available for input only for Excess and Excess Package products only. Part Of must be greater than or equal to the limit if entered.
- Estimated Premium is a required field.
- Eff. Date is the Policy Effective Date and is a required field; click the **Calendar** button for a calendar to display or enter the effective date.
- Current Carrier is a required field at the Submission Product level. Selection is available from the drop-down menu provided. **Unknown** or **Other** are available selections.
- D-S-PUC is not required for PAs.
- The user may reserve both the Primary and Excess piece of a Submission Product on the same Submission.

Button Processing

- Add Lead Info —Information on who supplied the lead.
- The Add Products button adds a product to a current submission.
- The International button is used only by International Divisions.
- The **Save** button adds the Submission.
- The **D&B Info** button displays D&B information corresponding to the highlighted Submission's account.
- The **Cancel** button closes the *New Reservation Details* and returns to the eStart Main Menu.

Package Product Screen

When the user clicks on a product row that is a package product (or First Umbrella), a package detail screen displays.

🕘 eST	ART - Package product - Mi	crosoft Internet E	xplorer				
			Primary -	Packag	e		
Pr	oduct Code	СРРЗ		Product	Name	COMM PACKAGE POLICY	
At	tachment Point			Limit			
Pa	art of Amount			Est. Pre	mium		
Eff	f. Date		₩5	Divisior	n-Section-PUC		
Da	ate to Underwriter		₩5				
Ple	ease complete Package P	roduct Details b	efore adding co	mponent	: products		
Check	Component	P/E	Attach. Poir	nt	Limit Amount	Current Carrier	
	Select A Component	~					\sim
		~					×
		~					×
		~					\sim
		×					\sim
				0	lk	Cancel	
<			Ш				>

Figure 7-2: The *Package* screen.

Button Processing:

- The **OK** button saves the data, exits the *Packages* screen and returns to the *Basic Submission Details* screen.
- The **Cancel** button allows you to close the *Package* screen without saving data.

Note: See <u>Section 15</u> for more details on packages.

Section 8: ACCOUNT SEARCH

The Account Search page allows you to perform searches in the D&B Account database for a matching Account.

CHARTIS		eStart			Loqout	
Home Page	Diary	Submission	Search	Maintenance	Help	
				PUBLIC, JOH	IN Super MGA	
		Account Sea	irch			
Search Type	e 🖲 Keyword 🔿 Exac	t Name O D&B Number O	NCI O FEIN			
Identifier /	Name					
Madeup Co.						
Account Typ	e		Country	/		
All Entities	(incl. branches)	•	UNITE	D STATES		
Include 🔽	Duns		State			
	WorldBase		All Sta	tes		
	Shells		JAN DO			
Max Rows (per page)					
15						
			Search	Search Hints	;	
Note:						
	al Country Identifier					
FEIN - US Fe	deral Employer ID Numb	er				

Figure 8-1: Account Search screen.

Search for the account by selecting one out of five Search Type radio buttons:

- Keyword at least three (3) characters in the **Name** field are required; however, the Search will provide more focused results if the user enters more specific Name information.
- Exact Name at least three (3) characters in the **Name** field are required; however, the Search will provide more focused results if the user enters more specific Name information. This option must be the exact name as shown on D&B.
- D&B Number the entire D&B number is required for a successful search.
- NCI (National Country Identifier) the NCI number or alphanumeric code is required for a successful search.
- FEIN (Federal Employee Identification Number) requires the complete number for the search.
- Notes: The Keyword Name Search includes the primary account name and the 'Doing Business As' (DBA) name. If the user selects Shell accounts, this category will be searched as well.

The Exact Name Search does not allow World Base searches.

Button Processing:

- The **Search** button invokes the Account Search. The Account Search Results screen will display matching accounts.
- The **Search Hints** explains how to use the Account Name Search for Keyword and Exact Name search types.

Account Search Results Screen

СНА	RTIS	ъ		eStart			Logout
Ho	ome Page	l Diar	y I s	Submission	Search	Mainte	
						PUBLIC,	JOHN Super MGA
			A	ccount Search Resul	ts		
				1 Thru 1 of 1			
Select	Org	Account Name	Street Address	City & State	Zip Code	Country	Duns No.
	Branch	MADEUP CO.	456 ANY STREET	CHICAGO , IL	60606	USA	991167981
		Add Shell Ba	ck Next	Account Activity	Requery Prin	nt Sele	ct

Results of the Account Search display on the Account Search Results screen.

Figure 8-2: The Account Search Results screen.

The user may review accounts that match the search criteria and/or may be the same as the New Submission Account. If the user finds a matching account, select the account by clicking the checkbox to the left of the desired Account Name.

If the Account Name Search does not find any potential matches, the user may select the **Add Shell** button to create a shell account, only after completing a **thorough** name search.

Button Processing

- The **Add Shell** button creates a Shell Account if none of the accounts displayed matches the Search criteria, or if no Account Matches return. The button is not available after a D&B Number search (see <u>Section 9</u> for adding a shell).
- The **Back** button allows the user to return to the previous page.
- The **Next** button allows the user to move forward one page.
- The Account Activity button is disabled.
- The **Requery** button returns to Account Name Search and reselect Account Name Search criteria.
- The **Print** button allows the user to print the current screen.
- The **Select** button selects the highlighted account.

Section 9: ADDING A SHELL

The Add Shell process allows the user to create a shell account by adding the account name and address when a user cannot find a D&B Account Name during an Account Name Search.

During the Add Submission process, the user can create a Shell Account **only** after completing an Account Name Search. Users may not create Shell Accounts if their search results are from a D&B Number.

1. On the Account Search Results screen, click the Add Shell and the following screen will appear.

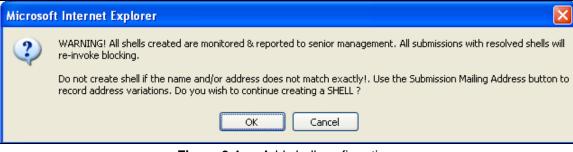


Figure 9-1: Add shell confirmation.

- 2. Click **OK** to continue or **Cancel** to go back.
- Note: Supervisors should grant approval before adding a shell account.

CHARTIS	6	eStart		Lonout
Home Page	Diary	Submission	Search	Maintenance Help
				PUBLIC, JOHN Super MGA
		Shell Account In	formation	
Name	MADEUP		🗌 Public E	ntity
Address				
City			Postal Code	
Country	UNITED STATES	~	State All States	×
		Add Shell	Cancel	
			cancer	

Figure 9-2: Adding shell account information.

Notes: A back-end batch process executes nightly to manually match newly created shell accounts to D&B Account data. This will cause the system to go through the blocking procedures again. A submission that was working can become suspended at this time.

Before creating a Shell Account, review the **<u>Shell Guidelines</u>** in Section 12.

Section 10: SUBMISSION SNAPSHOT

The Submission Snapshot provides information about the current Submission and Submission Product(s). The snapshot can be printed or redisplayed later. The Submission Snapshot automatically displays, but does not automatically print, as the last step in the Add Submission process.

СН	A R 1		¢.	Diary		e. Submi	Start ssion		Sear	ch l		Chartis C Maintenance PUBLIC, JOHN Super I	Loqout ontact Us FAQ I Help MGA
						Submis	ssion S	nap	shot				
Originatin	g Und	erwri	ter: JOHN Q.	PUBLIC					1	0/29/201	0 01:5	1 PM Eastern Time	
Submissio	n Nun	ber:	42759825) <u>B</u>					D	& B Numbe	er:	991167931	
Reservatio	on For	:							Р	roducer:		0078795	
MADEUP	c o .								м	ADEUP CO.			
456 ANY	STREE	Т							1	23 ANY STR	REET		
CHICAGO	, IL 60) 606 ,	UNITED STAT	TES					S	AN FRANCI	SCO, C	A 241052245, UNITED	STATES
Currency:			UNITED S	STATES DOLL	AR-001				С	redited Bra	nch: [03-SAN FRANCISCO	
Market Se	gment	:	500 - RE	GULAR BUSIN	ESS			1	C	ountry:	Ī	UNITED STATES - 000	
	Submission Products												
Product	Туре	P/E	Attach. Point	Limit Amount	Part Of	Eff.Date	Division	Wor	king Branch	Statu	IS	Underwriter Name	_
CAL	м	Р	0	1,000,000	0 10	0/29/2010	66	83		Suspende	d	JOHN Q. PUBLIC	
				Br	oker Recei	pt	Print		Add new su	Ibmission			

Figure 10-1: The Submission Snapshot screen.

The Submission Snapshot is a recap of all the Submission Products selected for the current Submission. All Submission Products, including those products that have been Blocked (status code of Suspended), appear on the Submission Snapshot. If the Blocked Products screen does not display prior to the Submission Snapshot, then all current submission products have been successfully reserved. The current date and time of the submissions are included on the Submission Snapshot.

Button Processing:

- The Broker Receipt button allows the user to send a letter.
- The **Print** button allows the user to print the Submission Snapshot.
- The Add New Submission button allows the user to add a new submission.

Section 11: BLOCKED PRODUCTS SCREEN

If, during the Blocking process, one or more of the Submission Products is blocked because of a conflicting reservation, a screen is displayed showing the basic blocking information. Those Submission Products that are blocked in the current Submission because of a conflicting reservation will be displayed along with information about the blocking (reservation holding) submission.

сн		RTIS	¢				eS	Start				;	Chartis	, Contact	<u>Loqou</u> Us FAC	
	Hon	ne Page			Diary	,	Submis	sion		Search	1	Maintenan PUBLIC, JOHI			Help	Î
Blocked Underwriting Details																
	ion N	16279	6089													
Blocked Product				P/E	Blocking Account Name	Blocking Sub#	UnderWriter Contact	Phone #	Block Type	Limit	Attachment Point	Entered Date	Branch	Division	Source	• C
CA	Р	MADEUP CO.	CA	Р	MADEUP CO.	298041307	JOHN PUBLIC	3125592784	Hard	1000000	0	04/13/2010	02	66	01	Ť
CA		MADEUP CO.	CA		MADEUP CO.	77003682	JOHN PUBLIC	3125592784	Soft	1000000	0	03/30/2010	02	55	01	Ť
Originati 3) Produ	ing S .ct -	ource. Submissi	on produ	cts b	elong to s	ame product	minor group.	e selected, un (For Package verlapping lim	produ							

Figure 11-1: The Blocked Submission screen.

If a Submission Product is blocked by another underwriter's Submission Product, the *Blocked Submission* screen displays:

- Blocked Product
- Blocked Product P or E (Primary or Excess)
- Blocking Product
- Blocking Product P or E (Primary or Excess)

A Submission is added to the eStart database with the status code as Suspended. A block does not prevent a Submission from being created. The blocked Submission Product will appear on the *Diary* screen and in the Submission Letter with a status code of Suspended. If a PA gets a blocking Submission Number, they are to contact their Chartis representative.

Note: Hard blocks result in a blocked (suspended) Submission Product that requires a release to continue. Soft blocks are a warning only (same Profit Center and/or Underwriter, International same source) and result in a working status.

Button Processing:

- The **OK** button closes the *Blocked Products* screen. The Submission Letter screen will display.
- The **Print** button prints the *Blocked Products* screen.

Section 12: SHELL GUIDELINES

Do not create a shell if the name matches but the address is different.

If you find an account with a perfect name and city match but the street address is different, the account has most likely moved recently. In these cases, do not create a shell but rather use the account from the search. The Account Data Base (ADB) simply has not caught up with the account's address change yet. When the ADB is updated, the correct address will be shown.

Please note that the primary reason for linking to accounts is to identify all the business Chartis does with a given account. Showing the most current street address is secondary to linking. In some cases the city can be different as well as the street address and the account will be considered a match.

A perfect name match for a Top HQ, subsidiary or single location can be considered a match if the city in the name search list is right next to the city for which you are searching. For example, suppose "XYZ Insurance", a subsidiary of Chartis, moves from Boston MA to Medford MA and you are searching for a subsidiary named "XYZ Insurance" in Medford, MA. The ADB name search shows "XYZ Insurance" in Boston, MA. Would there be two different companies named "XYZ Insurance"? Would Chartis have two subsidiaries named "XYZ Insurance" in the same state? No, in this case, no shell would be created and the business would be linked to XYZ Insurance in Boston, MA. The new address will appear when the ADB is updated. Meanwhile, the business will be linked to the correct account.

Do not create a shell if the address matches but the name is different.

Similarly, if the results display a name that is slightly different but with a perfect match on the address, you have found the account. For example, if you are searching for "XYZ Excess Insurance" in Boston, MA at 200 Any Street and you see "XYZ Insurance (sub)" at 200 Any Street in Boston MA, then you have found the correct account. Similar to the preceding example, would there be two subsidiaries containing the name "XYZ Insurance" at the same address? Highly unlikely, so you would use the account from the name search instead of creating a shell.

Searching for accounts with multiple names in the title.

Many accounts have multiple names, such as "Dewy, Cheatham and Howe". If you are searching for this particular name in Cambridge MA and see "Cheatham and Howe" in Cambridge MA, then you have most likely found the correct account and a shell should not be created. So when searching for an account with multiple names, try using the uncommon name in your search. For example, searching for "Cheatham" in Cambridge MA will find the above account, whereas searching for all three names will not. Searches are sensitive to spelling, thus try searching for "Cheatim", "Cheatim", etc.

The objective here is to locate the account that Chartis is doing business with and tie all relationships for the entire corporate structure together. If the name in an account search is slightly different or the address is different but it is clear that this is the organization we are doing business with, then you have found the correct account and a shell should not be created.

Linking is more important than showing the exact name and address.

If in doubt, you can call the account and check on the name and address. A shell account should not be created for the sake of showing differences in names or address. In those cases, Chartis' management will not be able to identify all the business Chartis has with a particular organization if shell accounts are used instead of subsidiaries.

Shell Guidelines (continued)

Do not include D/B/A in the account name search.

When an account has a "doing business as" in their name, DO NOT enter the three letters DBA because the system will search for DBA and will not return any matches. As an example, if you have an account by the name of **Jellybean & Zeldabean**, **Inc. DBA J&Z**, **Inc.** located in Illinois, enter the name as **Jellybean & Zeldabean** or **J&Z**, **Inc.** and your account will appear. If you enter **Jellybean & Zeldabean dba J&Z**, **Inc.**, results will not be returned and you will have to create a shell unnecessarily.

A good rule of thumb when entering names in eStart is "less is better". The system will perform a search based on the words you entered into the field. If you spell a word incorrectly or enter in more words than how the name appears in the D&B record, there will be no results. Try to limit your choices to a couple of words and this will save you time in the end because you will not need to create a shell.

Resolved & Validated Shells:

- **Resolved** A resolved shell has been matched to an active and existing D&B number that is in the database. It means that there was a true D&B number available and therefore the shell should not have been created.
- **Validated** A validated shell exists when the shell team was unable to match the shell information to an existing D&B number. Since a D&B number does not exist or is not in the database, it is valid to create a shell in this scenario.

Section 13: UPDATING A SUBMISSION

A user can update submission's status from the Update Reservation screen or from the Diary.

Allowed Updates

For new business, the following table describes the status changes allowed:

From Status	To Status
Working	Quoted
Working	Declined
Working	Bound/Booked
Working	Void
Suspended	Void
Quoted	Bind/Booked
Quoted	Lost
Bound	Booked
Bound/Booked	Renewal Quote
Bound/Booked	Renewal Bound/Booked
Bound/Booked	Cancelled
Cancelled	Bound/Booked
Void	Working
Declined	Working
Lost	Quoted

Allowed Updates (continued)

From Status	To Status
Blank (Pending)	Renewal Booked
Blank (Pending)	Renewal Bound
Blank (Pending)	Renewal Quoted
Booked	Renewal Quoted
Booked	Renewal Booked
Booked	Renewal Bound
Bound	Renewal Booked
Bound	Renewal Bound
Bound	Renewal Quoted
Lost	Renewal Quoted
Renewal Quoted	Renewal Booked
Renewal Quoted	Renewal Bound
Renewal Quoted	Lost
Renewal Bound	Renewal Quoted
Renewal Bound	Cancelled
Renewal Booked	Renewal Quoted
Renewal Booked	Cancelled

For renew

Blocking will be re-invoked at quote if the reserved limit amount and / or reserved attachment point amount is modified outside of the reserved amounts during Quote or Renewal Quote workflows.

Notes: If an asterisk displays in the Status field indicating multiple WIPs for a submission product, the submission must be updated through the eStart Multiple WIP page.

Updating a Submission from the *Review/Update*

From the *eStart Reservation* home page:

1. Click Review/Update under Submission. The Search Submission page displays.

	CHARTIS		eStart		Chartis	<u>Loqout</u> , , <u>Contact Us</u> FAQ
	Home Page	l Diary	Submission	Search	Maintenance	l Help
	on				PUBLIC, JOHN Sup	ber MGA
	on _{		Search Submissio	n		
New Review View	/Update	 Submission Nu Policy Number 	·			
Release Bulk Tra	- (C Account Name	OK C	ancel		
	•>					

Figure 13-1: The Search Submission screen.

2. Type the submission number in the **Submission Number** field. OR

Click the radio button next to **Policy Number** and type the policy number.

OR

Click the radio button next to **Account Name** and type the Account Name.

3. Click **OK**. The Update Reservation screen will display.

The Update Reservation page can perform the following functions on a submission product:

- Modify the account mailing address
- Modify the producer
- Modify Lead Information
- Modify Additional Names
- Update submission product details
- Update submission product status
- Add a product to an existing submission
- Add a component to an existing package product
- View the submission snapshot letter
- View account D&B information
- Print the Update Reservation page.

Updating a Submission from the Diary (Active and Renewal Diaries)

The eStart Diary can be used to update and renew submissions. To update the submission status on the *Diary* page:

- 1. Click the checkbox in the **Check** column to select the appropriate product row.
- 2. Select the status using the pull-down list in the Status column.
- 3. Click **OK**. A Microsoft Internet Explorer window displays *Do you want to submit this request?*
- 4. Click OK. A Microsoft Internet Explorer window displays (status update) successful.

Note: Clicking the Submission link in step 2 updates the Submission Status.

Update Status Samples

Updating Submission Status to Working

Only submissions with a status of **Quoted**, **Declined** or **Void** can be updated to working status. Use **Update Subm Details** if the status is Declined or Void.

	Home Page	D	iary	Submissio	n l	Se	arch	Mainten PUBLIC, JC		per M(Help
			Act	ive Diary F	or - PUBLI	с <u>,</u> рс	HN				
Inderv	vriter : PUBLIC,JOHN-A	ADA02U		Diary Filter	: All	*	30 days or	less60 days	or less	More	than 60 days
heck	Account Name	Ext.	City/State	Block Date	Ent. Date	Days	Eff.Date	Submission#	Product	Covq	<u>Status</u>
	MADEUP CO.	1	CHICAGO,IL	07/14/2010	03/30/2010	26	04/15/2010	77003682	CA	Р	Quoted
	MADEUP CO.	1	CHICAGO,IL	09/16/2010	06/18/2010	90	07/25/2010	449088249	BM	Р	Working
	MADEUP CO.	1	CHICAGO,IL	09/16/2010	06/18/2010	90	07/05/2010	449088249	CA	Р	Suspende
	MADEUP CO.	1	CHICAGO,IL	09/16/2010	06/18/2010	90	07/31/2010	449088249	CARG	Р	Suspende
	MADEUP CO.	1	CHICAGO,IL	09/16/2010	06/18/2010	90	07/15/2010	449088249	DO	Р	Working
	MADEUP CO.	1	CHICAGO,IL	10/14/2010	06/14/2010	118	07/16/2010	<u>684393833</u>	COMG	Р	Quoted
				_							
				_							
				_							
				_							
				_							
				Prev 1 th	ru 6 of 6	Next					

Figure 13-2: The Active Diary screen.

Updating Submission Status to Working (continued)

From the Active Diary page:

- 1. Click the checkbox in the **Check** column for the appropriate product row.
- Select Working using the pull-down menu in the Status column. A Microsoft Internet Explorer window displays "Do you want to submit this request"? Note: Updating status from Quote to Working will delete the quote details.
- Click OK. A Microsoft Internet Explorer message displays Submission Number successfully updated to Working.
- 4. Click **OK**. The *Active Diary* page displays with the product row's new status highlighted.

Updating Submission Status to Quoted

Only submissions with **Working** or **Lost** status can be updated to **Quoted** status. Use **Update Subm Details** to update from **Lost** to **Quoted**.

	Home Page	D	iary	Submissio	n I	Se	arch	Mainten PUBLIC, JC		per M0	Help GA
			Act	ive Diary F	or - PUBLI	с, ј	DHN				
Inder	writer : PUBLIC, JOHN-A	ADA02U	I	🖌 Diary Filter	: All	*	30 days or	less 60 days	or less	More	than 60 days
heck	Account Name	Ext.	City/State	Block Date	Ent. Date	Days	Eff.Date	Submission#	Product	Covq	<u>Status</u>
	MADEUP CO.	1	CHICAGO,IL	07/14/2010	03/30/2010	26	04/15/2010	77003682	CA	Р	Quoted
V	MADEUP CO.	1	CHICAGO,IL	09/16/2010	06/18/2010	90	07/25/2010	<u>449088249</u>	BM	Р	Working
	MADEUP CO.	1	CHICAGO,IL	09/16/2010	06/18/2010	90	07/05/2010	449088249	CA	Р	Suspende
	MADEUP CO.	1	CHICAGO,IL	09/16/2010	06/18/2010	90	07/31/2010	449088249	CARG	Р	Suspende
	MADEUP CO.	1	CHICAGO,IL	09/16/2010	06/18/2010	90	07/15/2010	449088249	DO	Р	Working
	MADEUP CO.	1	CHICAGO,IL	10/14/2010	06/14/2010	118	07/16/2010	684393833	COMG	Р	Quoted
	ness Type : 💿 Active	1	newal Pending	Prev 1 th		<u>Next</u>	Renewals *	I Asterisk denotes	1		

Figure 13-3: The Active Diary screen

Updating Submission Status to Quoted (continued)

From the Active Diary page:

- 1. Click the checkbox in the **Check** column to select the appropriate product row.
- 2. Select **Quoted** in the **Status:** field using the drop-down menu. The *Quoted Coverage for Submission* window displays.

0	Quoted Co	verage - N	Aicrosoft Internet Explo	rer			
			Quoted Cov	/erage for Sub	mission #449	9088249	
	Product	Covg.	Att. Point	Limit (Occ.)	Premium	Eff. Date	Exp. Date
	ВМ	Р	0	1,000,000	30,000	07/25/2010 🕮	07/25/2011 🖷
			ſ	Save	Cancel		

Figure 13-4: Quoted Coverage for Submission window. The Att. Point (Attachment Point) and Limit (Occ.) fields default to the reserved values when the status of the submission is working.

- 3. Modify the attachment point (excess products) in the Att. Point field, if applicable.
- 4. Modify the coverage limit per occurrence in the Limit (Occ.) field, if applicable. If these values are changed to outside the range of the reserved limit and/or attachment point, blocking will be re-invoked and the submission product may be suspended. Quoting within the reserved range will not re-invoke blocking.
- 5. Enter a new annual premium amount in the **Premium** field, if applicable.
- 6. Enter or use the calendar button to choose a new effective date for the policy submission in the **Eff. Date** field, if applicable.
- Type or use the calendar button to choose a new expiration date for the policy submission in the Exp. Date field, if applicable. The expiration date defaults to one year from the effective date.
- 8. Click Save. A Microsoft Internet Explorer window displays, Quoted Successfully.
- 9. Click **OK**. The Active Diary window displays with the changed status highlighted.
- Note: If an asterisk displays in the **Status** field indicating multiple WIPs for a submission product, the submission must be updated through the eStart Multiple WIP page.

Updating the Account Mailing Address

The Account Mailing Address window allows an account mailing address to be entered if it is different from the address generated by the Account search. The underwriting system will be updated with the new address, but the Account database will not reflect the new address.

CHARTIS	eStart		Loqout			
Home Page Diary	Submission		Maintenance I Help			
	Update Reservati		PUBLIC, JOHN Super MGA			
Submission No. 167981881	Date Entered 06/1	18/2010	Public Entity			
Res. Shell	Res. D&B No.		Merger & Acquisition Oirect Assumed			
Account Name MADEUP CO.	Account No. 9911	L67981 Search Mail Addr.	Exposure Type			
Producer Name TRAINING BROKER	Producer No. 0999	9999 Search Mail Addr.	01-UNITED STATES & CANADA 20-AUSTRALIA 21-UNITED KINGDOM			
Source 01-CHARTIS US	Market Seg. 507	-CORP ACCT \$25M-\$100M 💌	22-EUROPE 23-SOUTH EAST ASIA			
Credited Branch D2-CHICAGO	Currency UNI	TED STATES DOLLAR-001	© World Wide 💿 Domestic			
	Country UNI	TED STATES-000	⊖ Foreign ⊖ Both			
Check Product	P/E Lead Addtl' Names F	Resv. Attach. Point Resv. Limit /	Amount Part Of Amount Est.F			
CFID - Commercial Fidelity	P No 🖌 🗌	1,0	00,000			
	fo Blocks Status Details	International Letter Prin	t D & B Info Save Close			

Figure 13-5: The Update Reservation screen.

From New Reservation or Update Reservation page:

1. Click the **Mail Addr** button next to the **Account No. Search** button. The *Account Mailing Address* window displays.

🕘 eSTART	- Account Mailing Address - Microsoft Internet E 🔳 🗖 🗙
	Account Mailing Address
Address 1	456 ANY STREET
Address 2	
City	CHICAGO
State	ILLINOIS Postal Code 60606
Country	UNITED STATES
	Ok Cancel

Figure 13-6: Accounting Mailing Address screen.

The Address 1, Address 2, City, State, Country and Postal Code fields automatically populate with the account information from the Account Database (ADB).

Updating the Account Mailing Address (continued)

- 2. Type or choose new address information in the following fields as necessary:
 - Address 1 (mandatory)
 - Address 2 (optional)
 - City
 - State (A drop-down list will be enabled if the country selected is US or Canada.)
 - Country
 - **Postal Code** (optional).
- 3. Click **OK** to save the updated account mailing address.

– or –

Click **Cancel** to close the Account Mailing Address window without saving the updates.

Contact Us FAQ

Help

<u>Status</u>

Suspende

Working

Suspende

Suspende

Working

Р

D

Р

Р

Р

Р

Р

* Asterisk denotes multiple quotes or policies

D&B Info Print All Close

Section 14: MULTIPLE WIPS

Multiple Work in Progress (WIP) Processing

Multiple WIPs are multiple quotes and/or policies against one submission product. This section describes how to view and update multiple WIPs on submission products for new business and for renewals.

If there are multiple WIPs created for a submission product by the underwriting system, the submission product, when viewed on the Active Diary or the Update Reservation page, has an asterisk (*) in the Status and Renew/Recur Ind fields. Each WIP can have a different status.

Viewing WIPs

From the eSTART Reservation home page:

1. Click Active Diary under Diary. The Active Diary page displays. eStart CHARTI CHARTIS Diary Submission PUBLIC, JOHN Super MGA Active Diary For - PUBLIC, JOHN Diary Active Diary 🕑 Diary Filter : Select a period 👻 🛛 🗾 30 days or less 🔜 60 days or less 🔜 More than 60 days Inderwriter : PUBLIC, JOHN-AADA02U enewal Diai Check Account Name Ext. <u>City/State</u> Block Date Ent. Date Days Eff.Date Submission# Product Covq Non-Renewal MADEUP CO. CHICAGO,IL 07/14/2010 03/30/2010 26 04/15/2010 77003682 CA 1 | Submission 09/16/2010 06/18/2010 90 06/30/2010 CHICAGO.IL MADEUP CO. 1 CA 316533824 MADEUP CO. 1 CHICAGO,IL 09/16/2010 06/18/2010 90 07/25/2010 вм 449088249 Review/Update 1 CHICAGO,IL 09/16/2010 06/18/2010 90 07/05/2010 CA MADEUP CO. 449088249 Search MADEUP CO. 1 CHICAGO,IL 09/16/2010 06/18/2010 90 07/31/2010 449088249 CARG Account MADEUP CO. 1 CHICAGO,IL 09/16/2010 06/18/2010 90 07/15/2010 DO 449088249 Maintenance 10/14/2010 06/14/2010 118 07/16/2010 MADEUP CO. 1 CHICAGO,IL <u>684393833</u> COMG **User Defaults** Prev 1 thru 7 of 7 Next

Figure 14-1: The Active Diary screen.

Business Type : 💿 Active 🔷 Renewal Pending 🔷 Non-Renewals Only 🔷 Other Renewal

 Refresh
 Extension
 Letter
 Status Details
 Product Alerts
 Blocks
 Release
 Update Subm Details

- Select a submission by clicking the checkbox in the Check column next the Account Name.
- 3. Click Update Subm Details. The Update Reservation page displays.

Viewing WIPs (continued)

CHARI	rıs ^Ç				eStart	:					Chartis	<u>Contact</u>	<u>Loqout</u> Us FAQ
Home F	Page I	Diary		Subr	nission		S	earch	1	Mainter PUBLIC, J		l Der MGA	Help
				Up	date Res	ervatio	n			1 00210,0		Jer mort	
Submission No.	Date Entered 12/23/2009							Public Entity Merger & Acquisition					
Account Name	MADEUP CO.			Ac	count No.	32843	53	Search	Mail Addr	.)	t (Assum	ed
Producer Name	TRAINING BROKER		*	Pro	oducer No.	09999	99	Search	Mail Addr	20-AUS	TED STATE		
Source	01-CHARTIS US		*	Ma	rket Seg.	507-C	ORP AC	CT \$25M	\$100M	22-EUR	TED KINGI OPE ITH EAST A		
Credited Branch	02-CHICAGO		*		rrency untry		D STATI	S DOLL#	R-001		d Wide	 Domes Both 	tic
Check	Product					mes Re:	s v. Atta		Resv. Lim		Part Of	Amount	Est
EGA - Eag	le Auto		E	No M				1,452		441			0
				×									
				~									
				~									
<	.00				*				* Asteris	k denotes i	nultiple qu	iotes or j	policies
Release	ansfer Add Produ	ct Add Lead Int	Fo B	locks	Status De	tails	nternati	onal L	etter Pi	rint D & I	B Info Sa	ive	Close

Figure 14-2: The Update Reservation screen.

The product row on the *Update Reservation* screen usually displays the earliest effective date for all the current WIPs. The **Resv Limit Amount** and **Resv Attach Point** fields display the reserved values.

4. Select a submission product row by clicking the checkbox in the **Check** column. The *Update Multiple WIPs* page displays the appropriate WIPs.

Update Multiple Wip's Submission No. : 714652771 Product Code : EGA Product Coverage : Excess Number of Wips : 2										
	00029344100	12/23/2009	PPS	Quoted	Y	12/23/2009 略				
	01021724401	12/23/2009	PPS	Booked	×	12/23/2009 略		000147852369	LEXIN	
					~					
					×					
					~					
									>	

Figure 14-3: Update Multiple WIPs screen, scrolled to the left.

Viewing WIPs (continued)

5. Use the horizontal scrollbar to view the rest of the screen.

		Update	Multiple Wip's		
Submission No. : 714	4652771 Product	Code : EGA	Product Coverage :	Excess Num	ber of Wips : 2
Issuing C	Company	Exp. Date	Attach. Point	Limit Amount	Part Of Amount
	~	12/23/2010	1,452	441	0
IADEUP CO.	· · · · · · · · · · · · · · · · · · ·	12/23/2010	1,452	12	0
	×				
	~				
	~				
		int O			
	Pr		k Cancel		
Multiple+Wips - Micro	osoft Internet Explorer				
Multiple+Wips - Micro	osoft Internet Explorer	Update	Multiple Wip's		
			Multiple Wip's Product Coverage :	Excess Num	
Submission No. : 714	4652771 Product	Update Code : EGA Prior Policy No.	Multiple Wip's Product Coverage : Renew/Recur.Ind	Excess Num Reason Code	ber of Wips : 2 Winning Carrier
Submission No. : 714	4652771 Product	Code : EGA	Product Coverage :		ber of Wips : 2
Submission No. : 714 Part Of Amount	4652771 Product Premium	Code : EGA	Product Coverage : Renew/Recur.Ind		ber of Wips : 2
Submission No. : 714 Part Of Amount	4652771 Product Premium 4,500	Code : EGA	Product Coverage : Renew/Recur.Ind Renewable		ber of Wips : 2
Submission No. : 714 Part Of Amount	4652771 Product Premium 4,500	Code : EGA	Product Coverage : Renew/Recur.Ind Renewable		ber of Wips : 2
Part Of Amount	4652771 Product Premium 4,500	Code : EGA	Product Coverage : Renew/Recur.Ind Renewable		ber of Wips : 2
Submission No. : 714 Part Of Amount	4652771 Product Premium 4,500	Code : EGA	Product Coverage : Renew/Recur.Ind Renewable		ber of Wips : 2
Submission No. : 714 Part Of Amount	4652771 Product Premium 4,500	Code : EGA	Product Coverage : Renew/Recur.Ind Renewable	Reason Code	ber of Wips : 2 Winning Carrier
Submission No. : 714 Part Of Amount	4652771 Product Premium 4,500	Code : EGA	Product Coverage : Renew/Recur.Ind Renewable	Reason Code	ber of Wips : 2

Figure 14-4: Update Multiple WIPs screen. Note the scrolling from the middle to the right.

The following fields display over the entire Update Multiple WIPs screen:

- **Check** The checkbox that is used to select the WIP row.
- WIP No The WIP identification number that is sent from the underwriting system.
- Date Processed The date of the last WIP update.
- System ID The system identifier for the WIP information source. System ID identifies
 updates made in eStart. Underwriting system IDs identify updates made in the respective
 underwriting system.
- WIP Status The status of the WIP.
- Effective Date The estimated effective date of the policy.
- **Policy Prefix** The policy prefix. Prefixes are displayed if the WIP status is bound or booked, or if the WIP is up for renewal.

Viewing WIPs (continued)

Continued—fields displayed over the entire Update Multiple WIPs screen:

- **Policy No** The policy number. It displays if the WIP status is bound or booked, or if the WIP is up for renewal.
- **Issuing Company** The name of the company that issued the WIP. It displays if the WIP status is bound or booked, or if the WIP is up for renewal.
- **Expiration Date** The expiration date of the policy.
- Attachment Point The WIP attachment point amount for excess products. Blocking may be re-invoked if this is changed.
- Limit Amount The limit amount for the WIP. Blocking may be re-invoked if this is changed.
- Part of Amount The WIP actual dollar amount for excess and umbrella products.
- **Premium** The actual WIP premium amount.
- **Prior Policy Number** The policy number of the prior policy. This number displays if the WIP is up for renewal.
- **Renew/Recur Ind** Policy to be renewed or non-renewed.
- Reason Code The reason code is to indicate the reason why lost or declined.
- Winning Carrier The carrier that received the account.

The following buttons display at the bottom of the Update Multiple WIPs screen:

- **Print** Prints details of the multiple WIPs.
- **OK** Saves the WIP status update (no updates in view mode).
- Cancel Closes the Update Multiple WIPs window without saving.

Updating Multiple WIPs – New Business

From the eStart Reservation Home page:

1. Click Active Diary under Diary. The Active Diary screen displays.

ter : PUBLIC,JOHN-A	D	iary	Submissio	n l	Se	arch	Mainten	ance	- I	H
		0.00					PUBLIC, JO	OHN Sup	per M	
		AC	tive Diary Fo	or - PUBLI	C,JC	HN				
Account Name	ADA02U	I	✓ Diary Filter	: Select a peri	od 🔽	30 days or	less 60 days	s or less	More	e than 6(
ACCOUNTINAME	Ext.	City/State	Block Date	Ent. Date	<u>Days</u>	Eff.Date	Submission#	Product	Covq	<u>St</u>
DEUP CO.	1	CHICAGO,IL	03/23/2011	12/23/2009	278	12/23/2009	<u>714652771</u>	EGA	E	*
DEUP CO.	1	CHICAGO,IL	07/14/2010	03/30/2010	26	04/15/2010	77003682	CA	Р	Quot
DEUP CO.	1	CHICAGO,IL	09/16/2010	06/18/2010	90	06/30/2010	316533824	CA	Р	Susp
DEUP CO.	1	CHICAGO,IL	09/16/2010	06/18/2010	90	07/25/2010	449088249	BM	р	Work
DEUP CO.	1	CHICAGO,IL	09/16/2010	06/18/2010	90	07/05/2010	449088249	CA	Р	Susp
DEUP CO.	1	CHICAGO,IL	09/16/2010	06/18/2010	90	07/31/2010	449088249	CARG	р	Susp
DEUP CO.	1	CHICAGO,IL	09/16/2010	06/18/2010	90	07/15/2010	449088249	DO	р	Wor
DEUP CO.	1	CHICAGO,IL	10/14/2010	06/14/2010	118	07/16/2010	684393833	COMG	р	Quot
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	ADEUP CO. ADEUP CO. ADEUP CO. ADEUP CO. ADEUP CO. ADEUP CO.	ADEUP CO. 1 ADEUP CO. 1 ADEUP CO. 1 ADEUP CO. 1 ADEUP CO. 1 ADEUP CO. 1	ADEUP CO. 1 CHICAGO,IL ADEUP CO. 1 CHICAGO,IL	ADEUP CO. 1 CHICAGO,IL 09/16/2010 ADEUP CO. 1 CHICAGO,IL 09/16/2010	ADEUP CO. 1 CHICAGO,IL 09/16/2010 06/18/2010 ADEUP CO. 1 CHICAGO,IL 09/16/2010 06/18/2010	ADEUP CO. 1 CHICAGO,IL 09/16/2010 06/18/2010 90 ADEUP CO. 1 CHICAGO,IL 09/16/2010 06/18/2010 90	ADEUP CO. 1 CHICAGO,IL 09/16/2010 06/18/2010 90 06/30/2010 ADEUP CO. 1 CHICAGO,IL 09/16/2010 06/18/2010 90 07/25/2010 ADEUP CO. 1 CHICAGO,IL 09/16/2010 06/18/2010 90 07/05/2010 ADEUP CO. 1 CHICAGO,IL 09/16/2010 06/18/2010 90 07/05/2010 ADEUP CO. 1 CHICAGO,IL 09/16/2010 06/18/2010 90 07/13/2010 ADEUP CO. 1 CHICAGO,IL 09/16/2010 06/18/2010 90 07/15/2010	ADEUP CO. 1 CHICAGO,IL 09/16/2010 06/18/2010 90 06/30/2010 316533824 ADEUP CO. 1 CHICAGO,IL 09/16/2010 06/18/2010 90 07/25/2010 449088249 ADEUP CO. 1 CHICAGO,IL 09/16/2010 06/18/2010 90 07/05/2010 449088249 ADEUP CO. 1 CHICAGO,IL 09/16/2010 06/18/2010 90 07/05/2010 449088249 ADEUP CO. 1 CHICAGO,IL 09/16/2010 06/18/2010 90 07/31/2010 449088249 ADEUP CO. 1 CHICAGO,IL 09/16/2010 06/18/2010 90 07/131/2010 449088249 ADEUP CO. 1 CHICAGO,IL 09/16/2010 06/18/2010 90 07/15/2010 449088249	ADEUP CO. 1 CHICAGO,IL 09/16/2010 06/18/2010 90 06/30/2010 316533824 CA ADEUP CO. 1 CHICAGO,IL 09/16/2010 06/18/2010 90 07/25/2010 449088249 BM ADEUP CO. 1 CHICAGO,IL 09/16/2010 06/18/2010 90 07/05/2010 449088249 CA ADEUP CO. 1 CHICAGO,IL 09/16/2010 06/18/2010 90 07/05/2010 449088249 CA ADEUP CO. 1 CHICAGO,IL 09/16/2010 06/18/2010 90 07/31/2010 449088249 CARG ADEUP CO. 1 CHICAGO,IL 09/16/2010 06/18/2010 90 07/15/2010 449088249 CARG	ADEUP CO. 1 CHICAGO,IL 09/16/2010 06/18/2010 90 06/30/2010 316533824 CA P ADEUP CO. 1 CHICAGO,IL 09/16/2010 06/18/2010 90 07/25/2010 449088249 BM P ADEUP CO. 1 CHICAGO,IL 09/16/2010 06/18/2010 90 07/05/2010 449088249 CA P ADEUP CO. 1 CHICAGO,IL 09/16/2010 06/18/2010 90 07/05/2010 449088249 CA P ADEUP CO. 1 CHICAGO,IL 09/16/2010 06/18/2010 90 07/31/2010 449088249 CAR P ADEUP CO. 1 CHICAGO,IL 09/16/2010 06/18/2010 90 07/15/2010 449088249 CAR P ADEUP CO. 1 CHICAGO,IL 09/16/2010 06/18/2010 90 07/15/2010 449088249 CAR P

Figure 14-5: eStart Reservation Home page to the Active Diary screen.

The **Status** field displays an asterisk (*) indicating that this submission product has multiple WIPs that could have various statuses.

- 2. Select a submission by clicking the checkbox in the Check column next to it.
- 3. Click Update Subm Details. The Update Reservation screen displays.

Updating Multiple WIPs - New Business (continued)

CHARTIS				eStart					Chartis Contact I	Logout
Home Page	l Diary		Sub	mission		Search	I.	Mainten	ance	Help
			Up	odate Rese	ervation			PUBLIC, JO	OHN Super MGA	
Submission No. 714652771			Da	ate Entered	12/23/2	2009		🗌 Public 🗌 Merge	e Entity er & Acquisition	
Account Name MADEUP CO.			Ac	count No.	3284353	Search	Mail Addr.	Oirect	C Assume	ed
Producer Name TRAINING B	ROKER	*	Pr	oducer No.	0999999	Search	Mail Addr.	20-AUS	TED STATES & CAN TRALIA	ADA
Source 01-CHARTIS	; US	*	Ma	arket Seg.	507-CO	RP ACCT \$25M	-\$100M ⊻	22-EUR	TED KINGDOM OPE ITH EAST ASIA	~
Credited Branch 02-CHICAGO	C	*	Cu	irrency	UNITED	STATES DOLL	AR-001 Y	© World		tic
			Co	ountry	UNITED	STATES-000	*	○ Foreig	jn 🔿 Both	
Check Pro	oduct	D/F	Load	Addtl' Nar	Por Poru	. Attach. Point	Bocu Limit	Amount	Part Of Amount	Est.F
EGA - Eagle Auto	Jauct	E E	No V		nes kest	. Attacn. Point 1,452	Resv. Linn	441	Part Of Amount	ESCA
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			×				ļ	ļ		<u> </u>
							* Asterisk	denotes n	nultiple quotes or p	olicies
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Release Transfer Add	d Product Add Lead Inf	OB	Blocks	Status Det	ails Inte	ernational L	etter Pri	nt D&B	Info Save C	Close

Figure 14-6: The Update Reservation screen.

The product row on the *Update Reservation* page usually displays the earliest effective date for all the current WIPs. The **Resv Limit Amount** and **Resv Attach Point** fields display the reserved values.

4. Select a submission product row by clicking the checkbox in the **Check** column next to the submission to update.

🕘 Mult	iple+Wips - Micro	soft Internet Explo	rer						
				Update Multiple	e Wi	p's			
Subr	nission No. : 714	l652771 Pro	duct Code :	EGA Pro	duct	Coverage : Excess	Nu	mber of Wips : 2	
Check	Wip No.	Date Processed	System ID	WIP Status		Eff. Date	Pol. Prefix	Policy No.	
	00029344100	12/23/2009	PPS	Quoted	×	12/23/2009 略			
	01021724401	12/23/2009	PPS	Booked	×	12/23/2009 👟		000147852369	LEXIN
					×				
					×				
					×				
<									>
			Print	Ok		Cancel			

Figure 14-7: The Update Multiple WIPs screen.

5. Use the horizontal scrollbar to view the rest of the screen. The **WIP Status** field is not active.

Updating Multiple WIPs – New Business (continued)

New Bus	siness
From Status	To Status
Lost	Quoted
Quoted	Working
Quoted	Lost
Quoted	Bound
Quoted	Booked
Bound	Booked
Bound	Quoted
Booked	Bound
Bound	Cancelled
Booked	Cancelled

The following status changes are allowed for new business:

6. Click the checkbox in the **Check** column next to the WIP to be changed. The **WIP Status** field will be active.

🕘 Mult	iple+Wips - Micro	soft Internet Explo	rer					
				Update Multiple Wi	p's			
Subr	nission No. : 714	l652771 Pro	duct Code :	EGA Product	Coverage : Excess	Nu	mber of Wips : 2	
Check	Wip No.	Date Processed	System ID	WIP Status	Eff. Date	Pol. Prefix	Policy No.	
	00029344100	12/23/2009	PPS	Quoted 🛛 👻	12/23/2009 🕮			
	01021724401	12/23/2009	PPS	Working Quoted	12/23/2009 🖶		000147852369	LEXIN
				Bound/Wrtn Booked				
				Lost				
				×				
<								>
			Print	Ok	Cancel			

Figure 14-8: Update Multiple Wipe screen, selecting status from drop-down field.

- 7. Use the pull-down menus in the WIP Status field to choose another status for the appropriate WIP(s).
- Click OK. A Microsoft Internet Explorer window displays Do you want to save your changes?
- 9. Click **OK**. The *Update Reservation* page displays.

After the WIP(s) status(es) is/are updated, the **Status** field and the **Renew/Recur Indicator** in the submission product row on the *Update Reservation* screen will continue to display an asterisk (*).

Updating Multiple WIPs - Renewals

From the eStart Reservation Home page,

1. Click Renewal Diary under Diary. The Renewal Diary screen displays.

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┝┝━━	🔶 Home P	age		Diary	Submissio	n l	Se	arch	Mainten PUBLIC, JO		per M	H GA
				Rene	wal Diary F	or - PUBLI	с, ј) HN				
Und	erwriter : P	UBLIC,JOHN	N-AADAO2	U	Diary Filter	: Select a peri	od 🔽	30 days or	less 60 day:	s or less	Mor	e than 60
e Che		count Name	Ex				Days	Eff.Date	Submission#	Product	Cove	<u>St</u>
	MADEUP		1	CHICAGO,IL	03/23/2011		278		714652771	EGA	I F	1 *
	MADEUP		1	CHICAGO,IL	07/14/2010		26	,,	77003682	Renew Renew		
	MADEUP		1	CHICAGO,IL	09/16/2010		90		316533824	Renew	al Bo	
	MADEUP		1	CHICAGO,IL	09/16/2010		90	07/25/2010	449088249	BM	Р	
	MADEUP		1	CHICAGO,IL	09/16/2010		90		449088249	CA	P	Rene
	MADEUP		1	CHICAGO,IL	09/16/2010	06/18/2010	90	07/31/2010	449088249	CARG	P	Rene
	MADEUP		1	CHICAGO,IL	09/16/2010			07/15/2010	449088249	DO	P P	
	MADEUP		1	CHICAGO,IL	10/14/2010	06/14/2010	118	07/16/2010	684393833	COMG	Р	Rene
							[-۲	
								ere are four		.e. the		-
							bla	ank space is	an option.			
										1		

Figure 14-9: eStart Reservation Home page to the Renewal Diary screen.

The **Status** field displays an asterisk (*) indicating that this submission product has multiple WIPs that could have various statuses.

- 2. Select a submission by clicking the checkbox in the Check column next to it.
- 3. Click **Update Subm Details**. The *Update Reservation* screen displays.

Updating Multiple WIPs - Renewals (continued)

CHARI	ris ^Ç				eStar	t					Chart	is <u>Contac</u>	Loqout tUs FAQ
Home F	Page I	Diary		Sub	mission		- -	Search	1	Mainter		l uper MGA	Help
				U	odate Res	erva	tion			FOBLIC, J			
Submission No.	714652771			Da	ate Entered	1 12	/23/2009			🗌 Public 🗌 Merge	c Entity er & Acqu	isition	
Account Name	MADEUP CO.			Ac	count No.	32	34353	Search	Mail Addr.	Oirect	t	🔿 Assun	ned
Producer Name	TRAINING BROKER		*	Pr	oducer No	.099	99999	Search	Mail Addr.	20-AUS	TED STAT	TES & CAI	
Source	01-CHARTIS US		\mathbf{v}	Ma	arket Seg.	50	7-CORP A	CCT \$25M	-\$100M 🚩	22-EUR	TED KING OPE JTH EAST		~
Credited Branch	02-CHICAGO		~		irrency ountry		ITED STAT		NR-001 ¥		l Wide	Dome Both	
Check	Product		P/E	Lead	Addtl' Na	mes	Resv. Atta	ach. Point	Resv. Limi	t Amount	Part O	f Amount	Es
EGA - Eag	le Auto) E	No 🜱				1,452		441			0
				~									
			1	~				_I					
			1	~		_						_	
			1						* Asterisk	denotes r	nultiple (puotes or	policies
Release Tr	ansfer Add Produ	ct Add Lead In	fo	Blocks	Status De	tails	Internat	tional L	etter Pri	nt D&E	B Info	Save	Close

Figure 14-10: The Update Reservation screen.

The product row on the *Update Reservation* page displays the earliest effective date for all the current WIPs. The **Resv Limit Amount** and **Resv Attach Point** fields display the reserved values.

4. Select a submission product row by clicking the checkbox in the **Check** column next to the submission to update.

ple+Wips - Micro	soft Internet Explo	rer						
			Update Multiple	e Wi	p's			
nission No. : 714	652771 Pro	duct Code :	EGA Pro	duct	Coverage : Excess	Nu	mber of Wips : 2	
Wip No.	Date Processed	System ID	WIP Status		Eff. Date	Pol. Prefix	Policy No.	
00029344100	12/23/2009	PPS	Renewal Quoted	×	12/23/2009			
01021724401	12/23/2009	PPS	Renewal Booked	×	12/23/2009		039147352969	LEXIN
				×				
				~				
				×				
								>
		Print	0k		Cancel			
1	nission No. : 714 Wip No. 00029344100	nission No. : 714652771 Pro Wip No. Date Processed 00029344100 12/23/2009 01021724401 12/23/2009	Wip No. Date Processed System ID 00029344100 12/23/2009 PPS 01021724401 12/23/2009 PPS Image: Process of the system of	Update Multiple hission No. : 714652771 Product Code : EGA Pro Wip No. Date Processed System ID WIP Status 00029344100 12/23/2009 PPS Renewal Quoted 01021724401 12/23/2009 PPS Renewal Booked I I I I I I I I I I I I I I I I I I I	Update Multiple Wi hission No. : 714652771 Product Code : EGA Product Wip No. Date Processed System ID WIP Status 00029344100 12/23/2009 PPS Renewal Quoted 01021724401 12/23/2009 PPS Renewal Booked V V V V V V V V V V V V V	Update Multiple Wip's nission No.: 714652771 Product Code : EGA Product Coverage : Excess Wip No. Date Processed System ID WIP Status Eff. Date 00029344100 12/23/2009 PPS Renewal Quoted 12/23/2009 % 01021724401 12/23/2009 PPS Renewal Booked 12/23/2009 % 12/23/2009 % 12/23/2009 PPS Renewal Booked 12/23/2009 % 12/23/2009 % 12/23/200 % 12/23/200 % 12/23/200 % 12/23/200	Update Multiple Wip's nission No. : 714652771 Product Code : EGA Product Coverage : Excess Nu Wip No. Date Processed System ID WIP Status Eff. Date Pol. Prefix 00029344100 12/23/2009 PPS Renewal Quoted ¥ 12/23/2009 12/23/2009 01021724401 12/23/2009 PPS Renewal Booked ¥ 12/23/2009 12/23/2000 12/2000 12/2000 12/2000 12/2000 12/2000 12/2000 12/2000 12/2000 12/2000 12/2000 12/2000 12/2000 12/2000 12/2000 12/2000 12/20000000000	Update Multiple Wip's bission No.: 714652771 Product Code : EGA Product Coverage : Excess Number of Wips : 2 Wip No. Date Processed System ID WIP Status Eff. Date Pol. Prefix Policy No. 00029344100 12/23/2009 PPS Renewal Quoted 12/23/2009 Image: Colored and Color

The Update Multiple WIPs screen displays the current year WIPs.

Figure 14-11: The Update Multiple WIPs screen.

5. Use the horizontal scrollbar to view the rest of the screen. The WIP Status field is not active.

Updating Multiple WIPs – Renewals (continued)

The following status changes are allowed for renewals:

From Status	To Status
Blank (Pending)	Renewal Booked
Blank (Pending)	Renewal Bound
Blank (Pending)	Renewal Quoted
Booked	Renewal Booked
Booked	Renewal Bound
Booked	Renewal Quoted
Bound	Renewal Booked
Bound	Renewal Bound
Bound	Renewal Quoted
Lost	Renewal Quoted
Renewal Quoted	Renewal Booked
Renewal Quoted	Renewal Bound
Renewal Quoted	Renewal Lost
Renewal Booked	Cancelled
Renewal Bound	Cancelled

Updating Multiple WIPs - Renewals (continued)

6. Click the checkbox in the **Check** column next to the WIP to be changed. The **WIP Status** field will be active.

				Update Multiple Wi	p's			
Subn	nission No. : 714	652771 Pro	duct Code :	EGA Product	Coverage : Excess	Nur	nber of Wips : 2	
Check	Wip No.	Date Processed	System ID	WIP Status	Eff. Date	Pol. Prefix	Policy No.	
✓	00029344100	12/23/2009	PPS	Renewal Quoted 🛛 👻	12/23/2009 🕾			
	01021724401	12/23/2009	PPS	Renewal Quoted	2/23/2009 🕓		000147852369	LEXIN
				Renewal Bound/Wrtn Renewal Booked				
				×				
				~				
< ▲								
								>

Figure 14-12: Update Multiple Wipe screen, selecting status from drop-down field.

- 7. Use the pull-down menus in the WIP Status field to choose another status for the appropriate WIP(s).
- 8. Click **OK.** A Microsoft Internet Explorer window displays *Do you want to save your changes?*
- 9. Click **OK**. The *Update Reservation* page displays.

After the WIP(s) status(es) is/are updated, the **Status** field and the **Renew/Recur Indicator** in the submission product row on the *Update Reservation* screen will continue to display an asterisk (*).

Section 15: PACKAGE PRODUCTS

Adding Package Products to an Existing Submission

CHAR	TIS		eStart		🗿 Add Submission Products - Mic 🔳 🗖 🛿
Home	Page Diar	,	Submission	Search	Add Submission Products
			Update Res	ervation	Division : 66-PROGRAMS
ubmission No	77003682		Date Entered	03/30/2010	Working Branch :
tes. Shell			Res. D&B No.		02-CHICAGO
ccount Name	MADEUP CO.		Account No.	991167981 Search Mail A	Underwriter : PUBLIC,JOHN-AADA02U
roducer Name	TRAINING BROKER	~	Producer No.	0999999 Search Mail A	
ource	01-CHARTIS US	~	Market Seg.	507-CORP ACCT \$25M-\$100M	
redited Branc	h 02-CHICAGO	~	Currency	UNITED STATES DOLLAR-001	Products :
			Country	UNITED STATES-000	Fire - F - E FIRE - TEXAS - FTX - E FIRST UMBRELLA - AUM1 - E FIRST UMBRELLA - AUM2 - E
heck	Product	P/E	Lead Addtl' Na	mes Resv. Attach. Point Resv. I	ETRST LIMBRELLA - ALIM2 - E
CA - Cor	nmercial Auto	P	No M		Garage Keepers - CAGK - E
AUM1 -	FIRST UMBRELLA	E	No Y	2,000,000	Garage Liability - GAR - E General Liab-Canada - GLC - E
					Genl Liab-Spec Evnt - XXGL - E GLASS ALL RISK - GLAR - E
					Add Product(s) Cancel
					2
0					

Figure 15-1: The Update Reservation screen.

From the Update Reservation screen:

- 1. Select a product from the pull-down list that has, for example, an AUM1 product code.
- 2. Select the check box of the added package product. The *Excess Package* screen displays (see below).

Adding Package Products to an Existing Submission (continued)

🕘 eST	ART - Package product - Mi	icrosoft Inter	net E	xplorer						
				Excess - Pack	age					
Pr	Product Code AUM1			Produ	uct Name	FIRST UMBRELLA				
At	tachment Point	pint),000 Limit		10,000				
Pa	Part of Amount		20),000 Est. P	2,468					
Ef	Eff. Date 10/29/20			🕮 🛛 Divisi						
Da	Date to Underwriter									
Please complete Package Product Details before adding component products										
Check	Component		P/E Atta		Limit Amount	Current Carrier	[
	PCA - Pkg - Comm Auto	- E 🛛 🛩	Е	10,000		ACE Limited - 1K	~ [
	PGL - PKG - Comm GL -	E 💙	Е	10,000		ACE Limited - 1K	~ [
		~					~			
		*]	~			
		~					~			
					Ok	Cancel				
<				111			>			

- Figure 15-2: The *Excess Package* screen. The **Product Code** and **Product Name** fields will be automatically populated.
- Notes: eSTART allows numbers to be entered using abbreviation. For example, "1M" can be typed for one million and "1K" for one thousand.

Complete Package Product Details before adding component products.

- 3. Type the attachment point amount in the **Attachment Point** field. The attachment point is the reserved limit of your primary coverage or coverage below your umbrella or excess policy. This field is disabled for primary business.
- 4. Enter the upper umbrella reserve limit in **Limit Amount** field. The number must be greater than zero.
- 5. Enter the reserved amount for which Chartis is liable in the **Part of Amount** field. This field is optional and is disabled for primary business.
- 6. Enter the estimated premium prior to quoting in the Est. Premium field.
- 7. In the Eff Date field, enter the Effective date of the policy in MM/DD/YYY format;
 - or –

Click the **Calendar** button. The *Choose Eff. Date* screen displays.

Use the drop-down lists to select a month and year. Click on the day to select.

Use the drop-down lists to select a month and year. Click on the day to select.

Januar	y 2004		Jan	• 20	04 💌	
Sun	Mon	⊤ue	Wed	Thu	Fri	Sat
				1	2	з
4	5	6	7	8	9	10
11	12	13	1 4	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

Adding Package Products to an Existing Submission (continued)

- 8. Enter **Division Section PUC**.
- 9. Enter Date to Underwriter.
- Select the checkbox next to the first **Component** row to display the drop-down **Component** list. The components that are available for the specific package will display. Select a component from the drop down list.
 - A "P" for Primary or an "E" for Excess will display in the P/E field.
- 11. Enter any applicable information and select a Current Carrier from the drop-down list.
 - Note: Once one component row is complete, the check box on the next available row is enabled. Once five rows are complete, another row will display.
- 12. Click the arrows at the bottom left of the component grid to scroll up and down one component row at a time.
- 13. To remove a component row from the grid, click the checkbox next to the row and deselect it.
- 14. Click OK to save.

– or –

Click **Cancel** to return to the *New Reservation* window, without saving the package and component details.

The *New Reservation* screen will display and the product row will be populated with the package product information.

15. Click **Save** to save the submission.

Adding a Component to an Existing Package

Components are additional products that are packaged together. Components can be added to package products if the submission status is working or quoted.

Note: A component cannot be added to a package if the product already exists under the same submission as a mono-line or within another package.

From the Update Reservation screen:

1. Click the checkbox in the **Check** column product row of the package product to select. The *Package* screen displays.

🕘 eST/	ART - Package product - Micro	soft Internet	Explo	rer				_ 🗆 🗵	
				Primary -	Pack	age			
Pr	oduct Code	СРРЗ			Prod	uct Name	COMM PACKAGE POLICY		
At	tachment Point				Limit		2,000,000		
Pa	art of Amount				Est. F	Premium	50,000		
Ef	Date 10/29/2010			₩5	Division-Section-PUC				
Date to Underwriter									
Ple	Please complete Package Product Details before adding component products								
Check	Component		P/E	Attach. Poir	nt	Limit Amount	Current Carrier	r	
	CRG - CRISIS GUARD - I	р 💌	P			2,000,000	AAA - BL		
	CRIM - MISC CRIME - P	•	Р			2,000,000	AAA - BL	Ī	
		-						-	
		~						-	
		-						-	
						Ok	Cancel		
				_					
								Þ	

Figure 15-3: The Package screen.

Adding a Component to an Existing Package (continued)

2. Click Add Component. The Add Submission Component screen displays.

🗿 Add Submission Component - Micr 🔳 🗖 🔀									
Source : 01	Pckg. Product : CPP3								
Division: 66	Covg. Type : Excess								
	Commercial Auto - E Comm General Liability - E								
Ok	Cancel								

Figure 15-4: The Add Submission Component screen.

3. Select one or more components to add to the package.

Note: Adding components will re-invoke blocking. If the submission product is blocked, its status changes to suspended.

- 4. Click **OK** to save the component(s). The *Package* screen displays.
- 5. Enter the limit and attachment points (if applicable) and current carrier for the component in the **Attach. Point**, **Limit Amount** and **Current Carrier** fields.
- 6. Click **OK.** The Update Reservation screen displays.
- 7. Click Save. A Microsoft Internet Explorer screen displays Do you want to save this submission?
- Click OK. A Microsoft Internet Explorer screen displays Submission Successfully saved.
 or –

Click **Cancel** to return to the *Package* screen without saving the additional components.

9. Click **OK**.

Removing Component Product from Package

Components can be removed from package/bundle products if the submission status is Working, Quoted or Renewal Quoted.

Also, components can be removed from package products only if more than one component exists in the package product.

Upon removal of the highest limit component, the package limit is adjusted only when the submission status is working.

From the Update Reservation screen:

1. Click the checkbox in the **Check** column product row of the package product which contains the component to be removed.

CHARTIS	eStart		Loqout
Home Page Diary	Submission		Maintenance Help
	Update Reservation		PUBLIC, JOHN Super MGA
Submission No. 77003682	Date Entered 03/3	Г	Public Entity
Subirission No. 77003062		,2010	Merger & Acquisition
Res. Shell	Res. D&B No.		Direct Assumed
Account Name MADEUP CO.	Account No. 9911	67981 Search Mail Addr.	Exposure Type
Producer Name TRAINING BROKER	Producer No. 0999	999 Search Mail Addr.	01-UNITED STATES & CANADA 20-AUSTRALIA 21-UNITED KINGDOM
Source 01-CHARTIS US	Market Seg. 507-		22-EUROPE 23-SOUTH EAST ASIA
Credited Branch D2-CHICAGO	Currency UNIT	ED STATES DOLLAR-001	© World Wide 💿 Domestic
	Country UNIT	ED STATES-000	⊖Foreign ⊖Both
		L	
Check Product	P/E Lead Addtl' Names R	esv. Attach. Point Resv. Limit A	mount Part Of Amount Est.P
CA - Commercial Auto	P No 🖌 🗌	1,00	00,000
VUM1 - FIRST UMBRELLA) E 💌 🗆 🗌	2,000,000 3,00	00,000
			>
Release Transfer Remove Produ Add Lead In	fo Blocks Status Details	International Letter Print	

Figure 15-5: The Update Reservation screen.

Removing Component Product from Package (continued)

The *Package* screen displays:

🕘 eSTART - Package product - Mi	icrosoft Internet	Explorer			
		Excess -	Package		^
Product Code	AUM1		Product Name	FIRST UMBRELLA	
Attachment Point	2,00	00,000	Limit	3,000,000	
Part of Amount		0	Est. Premium	50,000	
Eff. Date	04/15/2010		Division-Section-PUC	66-000-0000	
Status	Working	~	ReNew/Recur.Ind Renewable		
Date to Underwriter		₩5			
Diana annulata Daalaaa S	Desident Detaile	le e ferrer e della e e e			
Please complete Package F Check Component	Product Details	Attach. Point		Current Carrier	
PCA	E	2,000,0	000	UNKNOWN - 00	~
PGL	E [2,000,0	000	UNKNOWN - 00	*
					~
					~
					~
			1		
	Add	Component	Remove Component	Transfer Component Stat	tus Details
			Ok	Cancel	
<		- 111	UK	Lancei	>

Figure 15-6: The Package screen ready to remove a Component.

From the Excess - Package screen:

- 2. Select the Component to be removed
- 3. Click **Remove Component.** A Microsoft Internet Explorer screen displays *Do you want to remove this component?*



- 4. Click **OK** to remove the selected component.
- 5. The *Package* screen displays.
- 6. Click **OK** to continue.
- 7. The Update Reservation screen displays.

Removing Component Product from Package (continued)

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Home Pag		Diary		Su	ubmissio	1	Search		Mainter		Help
					Update R	eserv	ation		PUBLIC, J	OHN Super MGA	
Submission No. 77	Submission No. 77003682 Date Entered 03/30/2010								📃 Public		
Res. Shell				I	Res. D&B	No.			 Merge Direct 	er & Acquisition t OAssu	ımed
Account Name MA	ADEUP CO.				Account N	o. 99	1167981 Search	Mail Addr.	Exposure		
Producer Name TF	RAINING BROKER		~	I	Producer			Mail Addr.	20-AUS	TED KINGDOM	ANADA
Source 01	1-CHARTIS US		\mathbf{v}	I	Market Se	g. 50	7-CORP ACCT \$25M	-\$100M 🔽		TH EAST ASIA	~
Credited Branch 02	2-CHICAGO		*		Currency	UN	ITED STATES DOLL	AR-001 🗠	© World	l Wide 💿 Dom	estic
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Check	Product		P/E	Lea	nd Addtl'	Names	Resv. Attach. Point	Resv. Limit	Amount	Part Of Amour	ıt Est.F
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Release Trans	fer Add Produc	t Add Lead Inf	o E	Block	sStatus	Details	International	etter Pri	nt D&E	Info Save	Cancel

Figure 15-7: The Update Reservation screen displays.

- 8. Click **Save** to continue. A Microsoft Internet Explorer screen displays *Do you want to save this submission?*
- 9. Click **OK**. A Microsoft Internet Explorer screen displays *Submission successfully saved*. **or** –

Click **Cancel** to return to the *Update Reservation screen* without removing the components.

10. Click **OK**.

Transferring a Component Between Packages

Components can be transferred between two package products (within the same submission) as long as the packages have the following status:

- Working
- Quoted
- Renewal Quoted.

Components can be transferred from one package to another only if more than one component exists in the source package product. Block release will not be performed while transferring the component between packages.

For packages with multiple WIPs, this transaction is allowed only if there is at least one quoted WIP. For package products with cross-selling indicator 'N', the fields Division, Section, PUC of the component will be updated with respective values of the package product.

Transfer of components from a multiple insured package to a non-multiple insured package is possible. In this case, the destination bundle will be assumed to possess the details of the additional insured.

The Limit and Attachment Point for the components will not change after the transfer. Use the *Update Submission Details* screen to modify this information before doing the transfer.

From the Update Reservation screen:

1. Click the checkbox in the **Check** column product row of the package product that contains the component to be transferred.

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					Lle	date Res	orvation			PUBLIC, JOHN	Super MGA	
											•-	
Submi	ubmission No. 655108908 Date Entered 06/21/2010							Public En Merger &				
Res. S	. Shell Res. D&B No.							 Direct 	Assume	d		
Accou	nt Name	MADEUP CO.			Ac	count No.	991167981	Search	Mail Addr.	Exposure Ty	pe	
Produ	cer Name	TRAINING BRO	KER	*	Pre	oducer No.	0999999	Search	Mail Addr.	01-UNITED 20-AUSTRA 21-UNITED		DA
Sourc	e	01-CHARTIS U	S	\sim	Ma	irket Seg.	507-CORP	ACCT \$25M	\$100M 💌	22-EUROPE 23-SOUTH		~
Credit	ed Branch	02-CHICAGO		*	Cu	rrency	UNITED ST	ATES DOLLA	R-001 💟	• world wi	de 💿 Domesti	in in
					Co	untry	UNITED ST	ATES-000	~	O Foreign	O Both	
Check		Produ	ct	P/E	Lead	Addtl' Nar	nes Resv. At	tach. Point	Resv. Limit	Amount P	art Of Amount	Est.P
	CPP1 - CC	OMM PACKAGE F	OLICY	P	No 🗠				2,0	000,000	0	
	CPP3 - CC	OMM PACKAGE F	OLICY	P	No 🗠				2,0	000,000	0	
					*							
					~							
					~							
Rele	ase Tr	ansfer Add Pr	roduct Add Lead In	fo	Blocks	Status Det	tails Intern	ational L	etter Prin	D & B Inf	o Save C) lose

Figure 15-8: Update Reservation screen. Select checkboxes of the product with the component to be transferred.

Transferring a Component between Packages (continued)

The Primary - Package screen displays.

🗿 eST	ART - Package product - Mi	icrosoft Interne	et Explorer				
			Primary -	Package			^
Pi	roduct Code	CPP1		Product Name	e	COMM PACKAGE POLIC	Y
At	Attachment Point		0	Limit		2,000,000	
e Pi	Part of Amount		0	Est. Premium		50,000	
Ef	Eff. Date 07/16/2		0 8	Division-Sect	ion-PUC	N/R	
St	Status Working		~	ReNew/Recu	r.Ind	Renewable 🔽)
De	ate to Underwriter						
PI	lease complete Package P	Product Details	s hefore adding ci	omnonent nroc	lucts		
Check		P/E			Amount	Current Carrier	
	PCA	E	1,000,	000	2,000,000	UNKNOWN - 00	×
	PPRP	Р			2,000,000	UNKNOWN - 00	×
	PFID	Р			2,000,000	UNKNOWN - 00	~
							~
							~
					_		
Í		Ado	d Component	Remove Com	ponent	Transfer Component State	us Details
			6	Ok		Cancel	~
<						· ·	>

Figure 15-9: The Package screen.

- 2. Select the Component to be transferred.
- 3. Click the **Transfer Component** button.

Transferring a Component between Packages (continued)

The *Transfer Component* window opens displaying the **From:** and **To:** Bundled Product Code:

4. Select the desired destination bundle from the To: drop down menu.

🗿 Transfer component - Microsoft Internet Explo	rer 🗖 🗖 🔀
Transfe	er Component
From: Bundled Product Code : CPP1 - P Component Name : PCA - Pkg - Comm Auto	To: Bundled Product Code : Select A Product
Ok	Cancel
Transfe	er Component
From: Bundled Product Code : CPP1 - P Component Name : PCA - Pkg - Comm Auto	To: Bundled Product Code : CPP3-P
Ok	Cancel

Figure 15-10: Transfer Component screens showing the From: and To: bundled products.

5. Click **OK** to proceed with Transfer component. The *Transfer Component* and *Package* screens will close and the *Update Reservation* screen will display.

Transferring a Component between Packages (continued)

CHARTIS				eStart					Chartis Contact U	<u>Loqout</u> s FAQ
Home Page Diary			Subr	nission	S	earch	1	Mainten	ance H	lelp
			Up	date Rese	rvation			PUBLIC, JO	HN Super MGA	
Submission No. 655108908			Da	te Entered	06/21/2010			🗌 Public		
es. Shell Res. D&B No.							Merger & Acquisition Direct Assumed			
Account Name MADEUP CO.			Ac	count No. [991167981	Search	Mail Addr.	Exposure	Туре	
Producer Name TRAINING BROKER	ŀ	*	Pro	oducer No.[0999999	Search	Mail Addr.	20-AUS 21-UNI	ED KINGDOM	DA
Source 01-CHARTIS US		~	Ma	rket Seg.	507-CORP AC	CT \$25M-	\$100M 🔽	22-EUR 23-SOU	DPE TH EAST ASIA	~
Credited Branch 02-CHICAGO		*	Cu	rrency	UNITED STAT	ES DOLLA	R-001 💟	© World	Wide 💿 Domesti	c
			Country UNITED STATES-000				○ Foreig			
								1		
Check Product	P	/E	Lead	Addtl' Nam	nes Resv. Atta	ch. Point	Resv. Limit	Amount	Part Of Amount	Est.P
CPP1 - COMM PACKAGE POLICY		Р	No 🔽				2,0	000,000	0	
CPP3 - COMM PACKAGE POLICY		Р	No 🔽				2,0	000,000	0	
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Release Transfer Add Product Add	Lead Info	BI	locks	Status Det	ails Internati	onal Le	etter Prin	t D&B	Info Save Ca	ncel

Figure 15-11: Update Reservation screen.

- 6. Click **Save**. A Microsoft Internet Explorer screen displays *Do you want to save this submission?*
- Click OK. A Microsoft Internet Explorer screen displays Submission successfully saved.
 or –

Click **Cancel** to return to return to the *Update Reservation screen* without saving the components.

8. Click **OK**. A refreshed *Update Reservation* screen displays.