CHARTIS

Program Administrator eStart User Guide

June 2011

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April 2010 eStart Material Changes Overview

Section	Change Overview
ALL	Moved into DBG Operations & Systems template. Source file name: Program Administrator eStart User Guide v1.0.4.doc

October 2010 eStart Material Changes Overview

Section	Change Overview
ALL	eStart version 10.3. Re-org, new graphics, user changes. Started with file version “PA eStart User Guide v1 0 4 (2).doc”. Source file name: PA eStart User Guide v2.1.0.doc

Table of Contents

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.

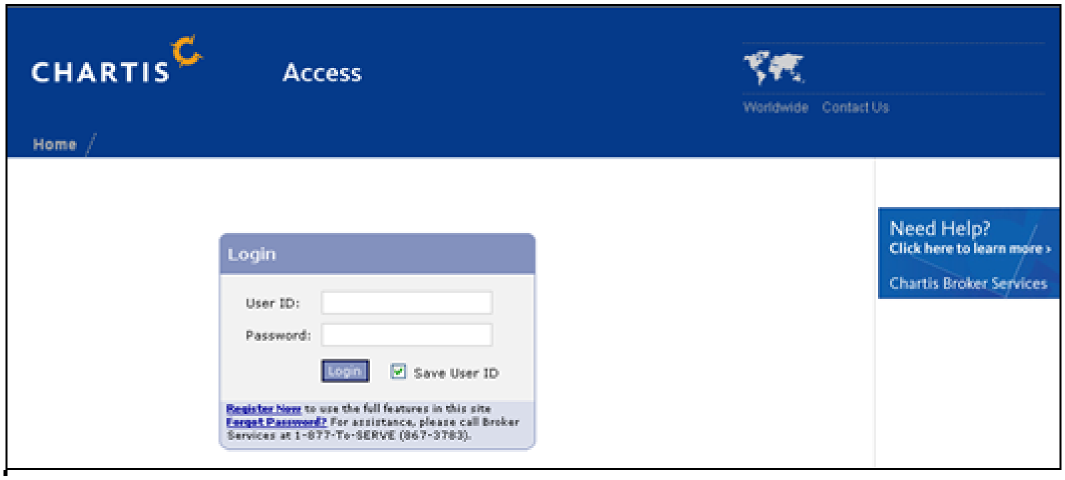


Figure 3-1: *Access Login* screen.

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.

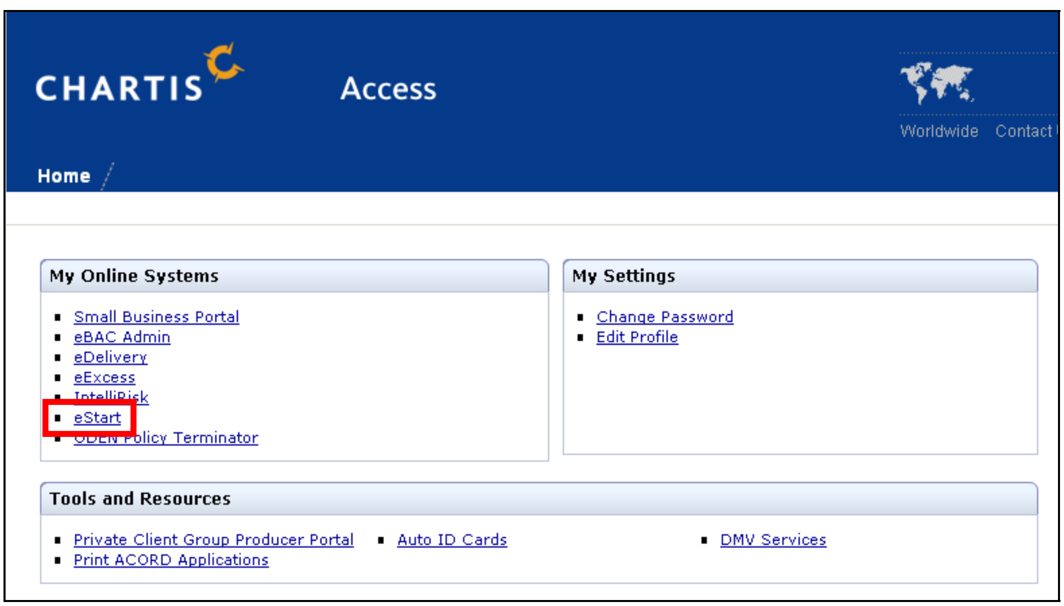


Figure 3-2: The *Access Home* screen.

Logging into eStart (continued)

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

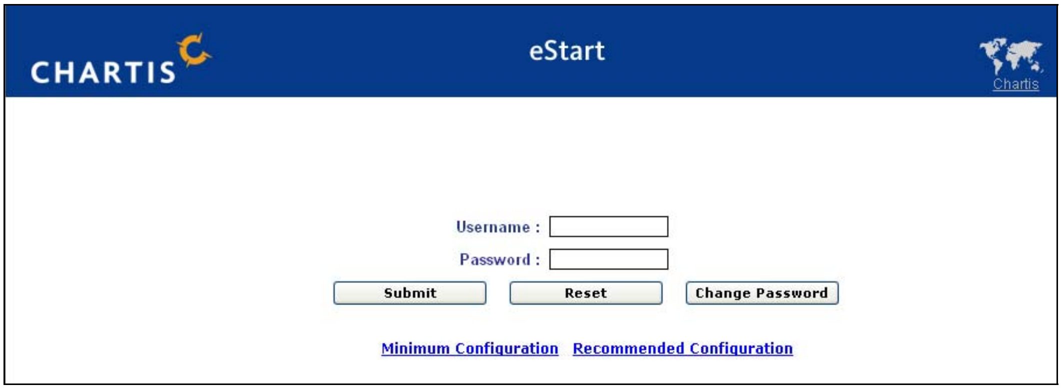


Figure 3-3: *eStart Logon* screen.

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.

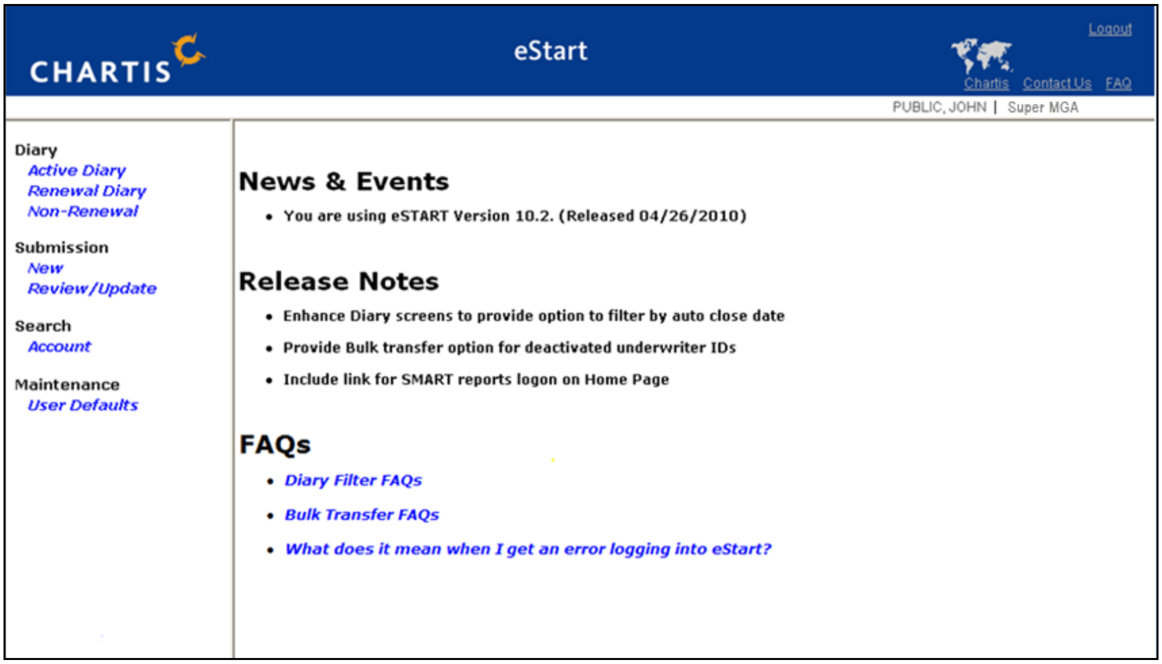


Figure 4-1: On the left-hand side of the *eStart Home Page*, a navigation menu displays. This menu displays the various sections of the eStart software. The right-hand side of the home page provides News & Events, Release Notes, and FAQs regarding the eStart application.

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
  - **Logout** allows the user to exit eStart. The Logout page with a link to the Logon page will display.

Section 5: USER DEFAULTS

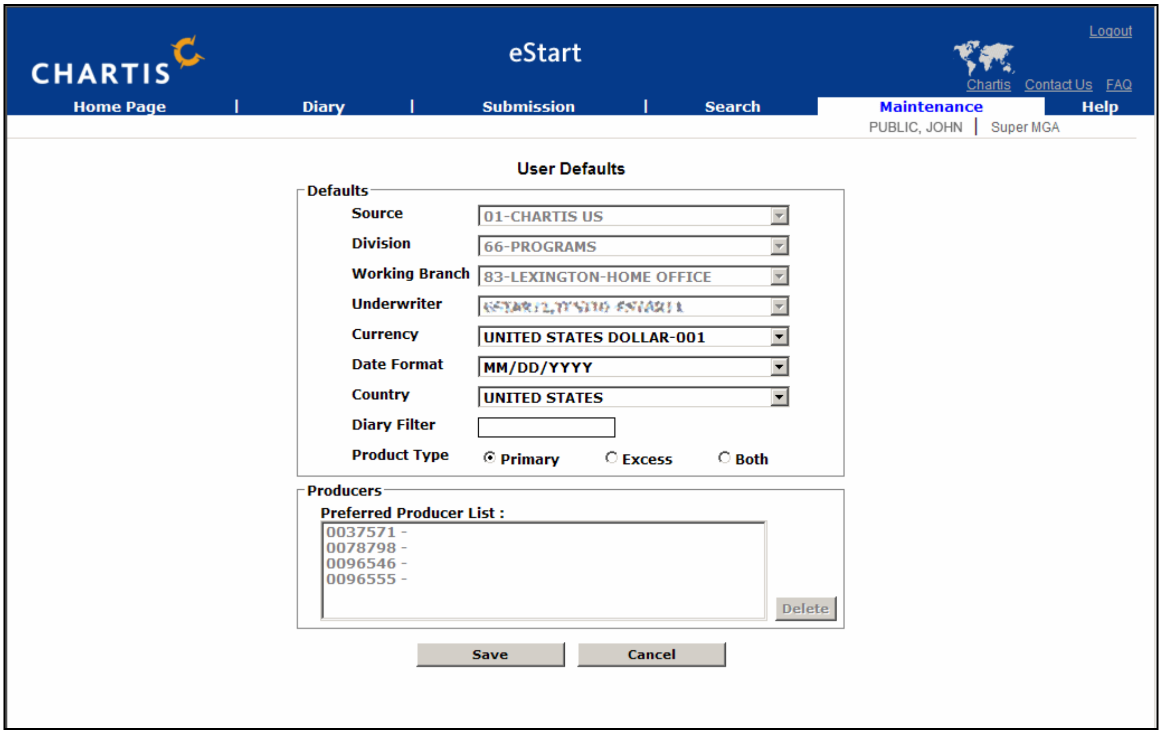


Figure 5-1: Some information on this screen is prefilled for PA's, and cannot be changed (Source, Division, Working Branch and Underwriter).

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:

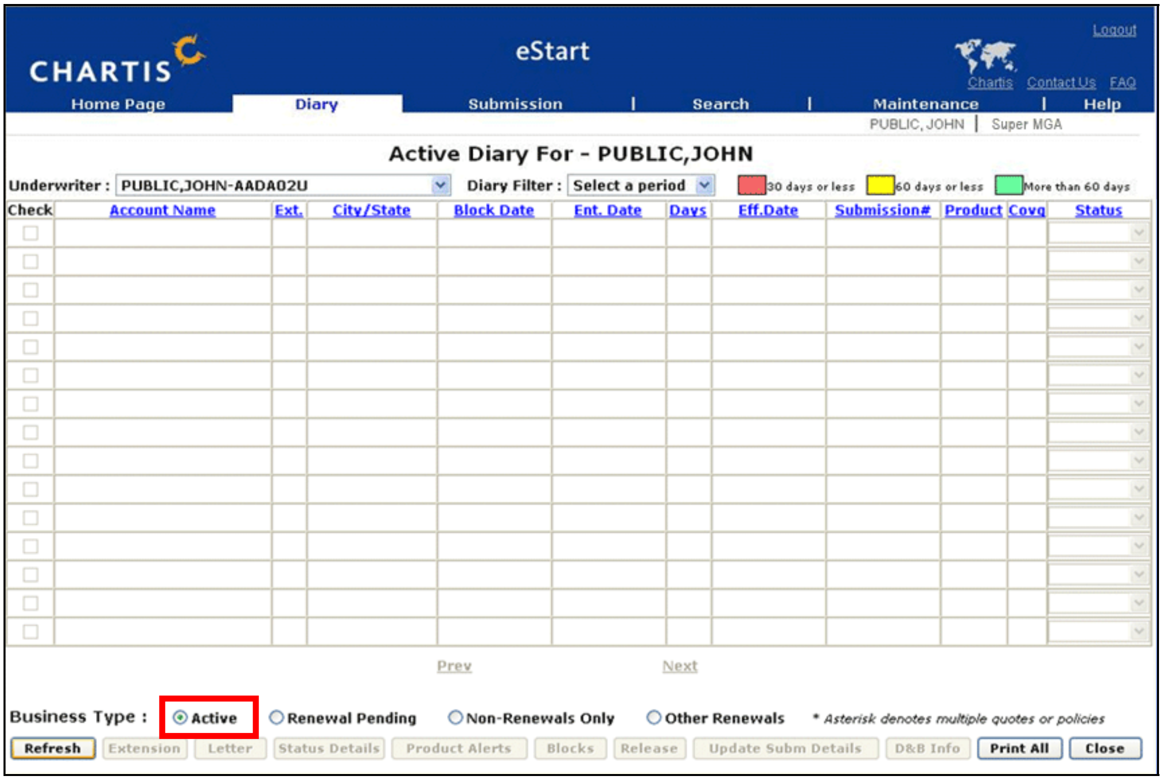


Figure 6-1: Tabs for: *Home Page*, *Diary*, *Submission*, *Search*, *Maintenance*, and *Help* display on the top of the page.

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 *Account Information* 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 *Update Reservation* 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.

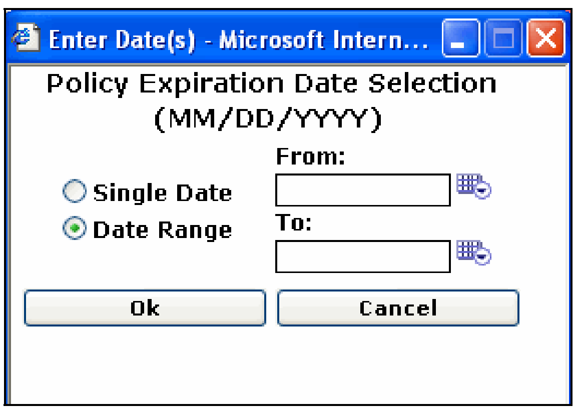


Figure 6-2: *Policy Expiration Date Selection* screen.

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 ($).

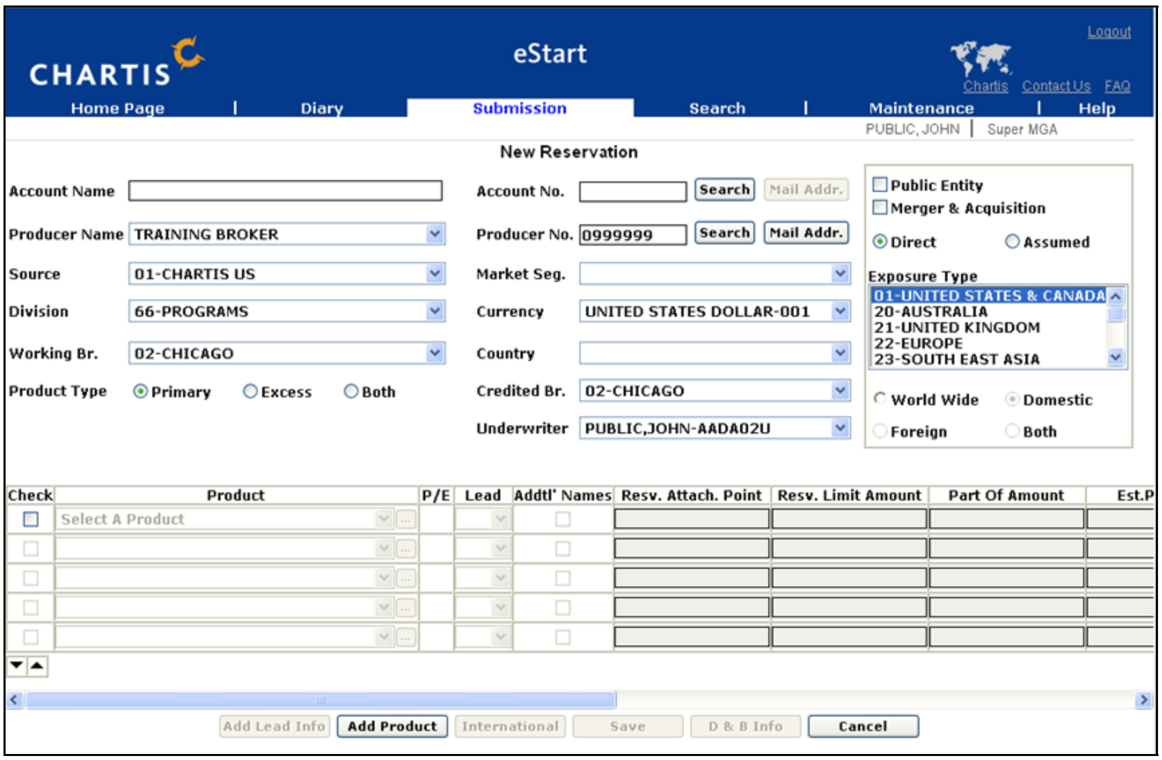


Figure 7-1: *New Reservation* screen. The **Producer Name** and **Producer No.** fields are pre-populated and cannot be changed.

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 **Account Search** 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.

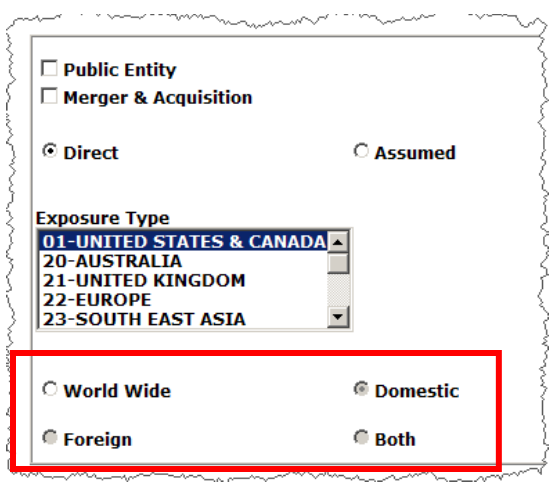
Once the user has entered data into the fields, the user may:

- 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.



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.

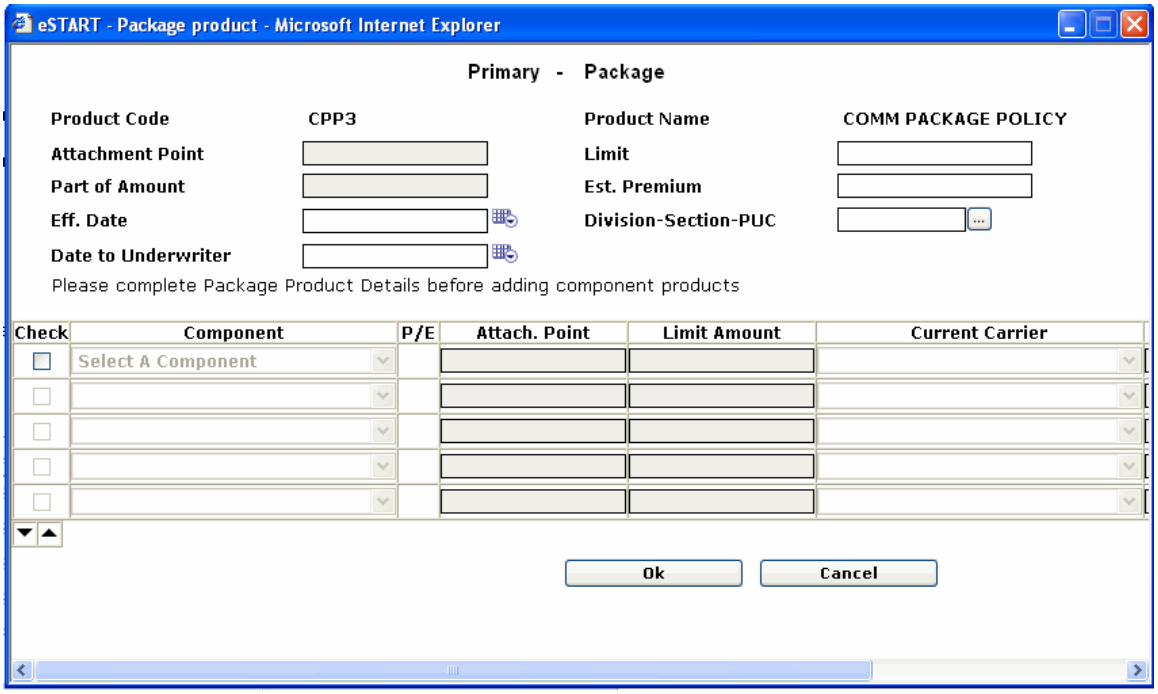


Figure 7-2: The *Package* screen.

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 ***Section 15*** *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.

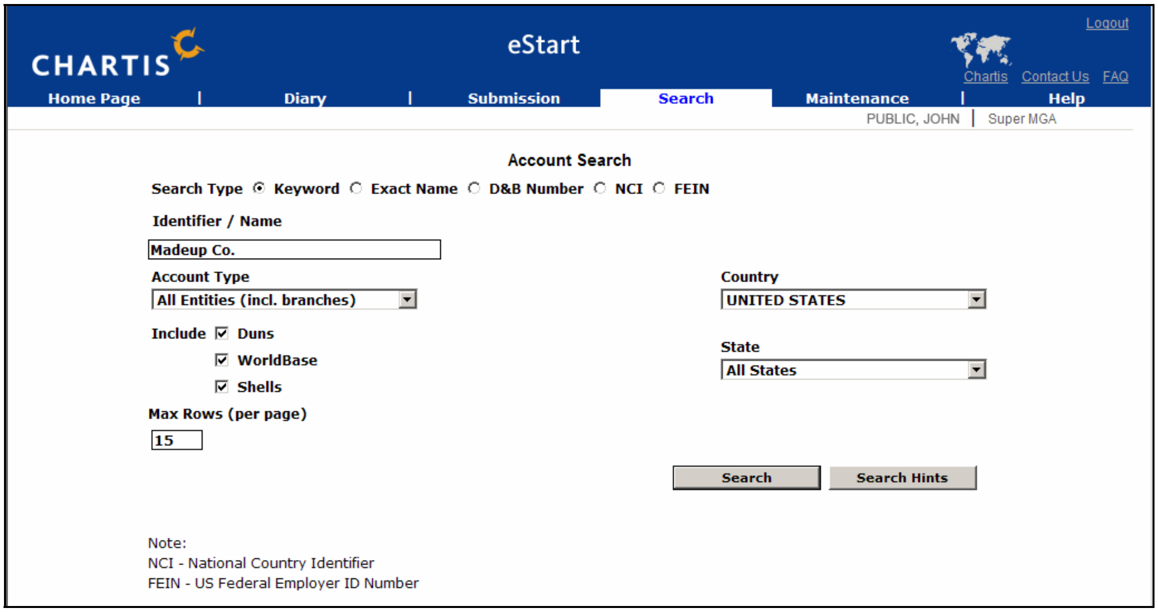


Figure 8-1: *Account Search* screen.

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

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 **Section 9** 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.

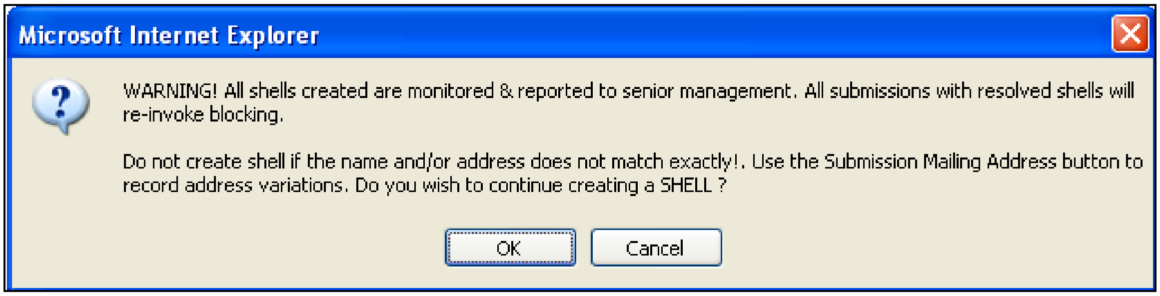


Figure 9-1: Add shell confirmation.

2. Click **OK** to continue or **Cancel** to go back.

Note: Supervisors should grant approval before adding a shell account.

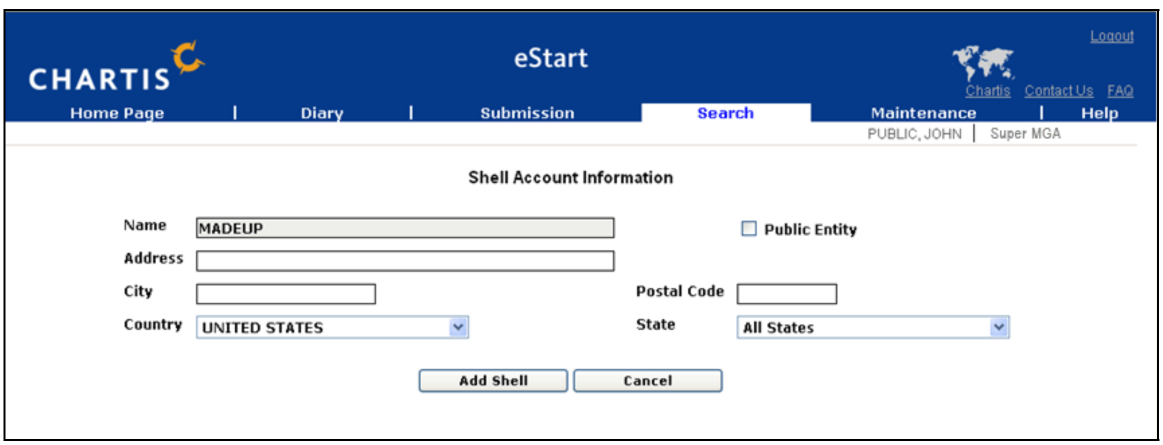


Figure 9-2: Adding shell account information.

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 **Shell Guidelines** 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.

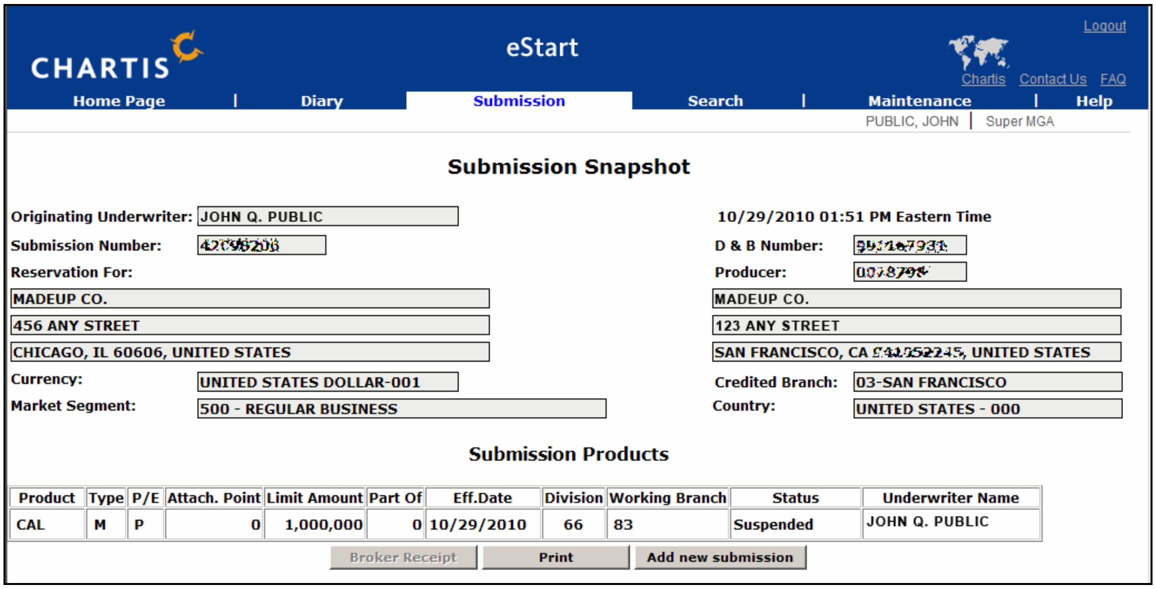


Figure 10-1: The *Submission Snapshot* screen.

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.

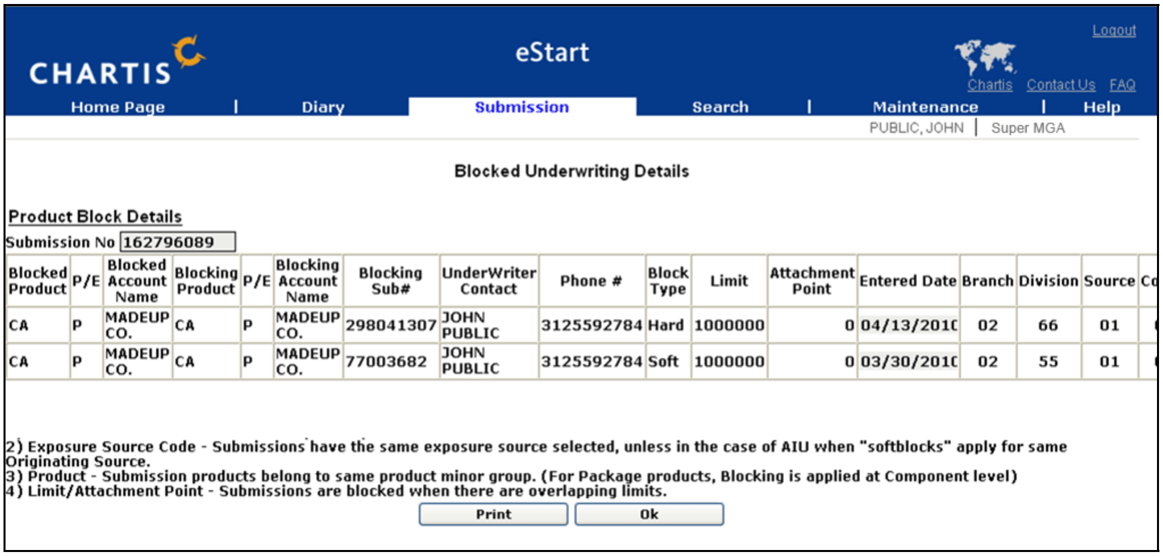


Figure 11-1: The *Blocked Submission* screen.

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 “Cheatem”, “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)

For renewals, the following table describes the status changes allowed:

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

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.*

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

Updating a Submission from the *Review/Update*

From the *eStart Reservation* home page:

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

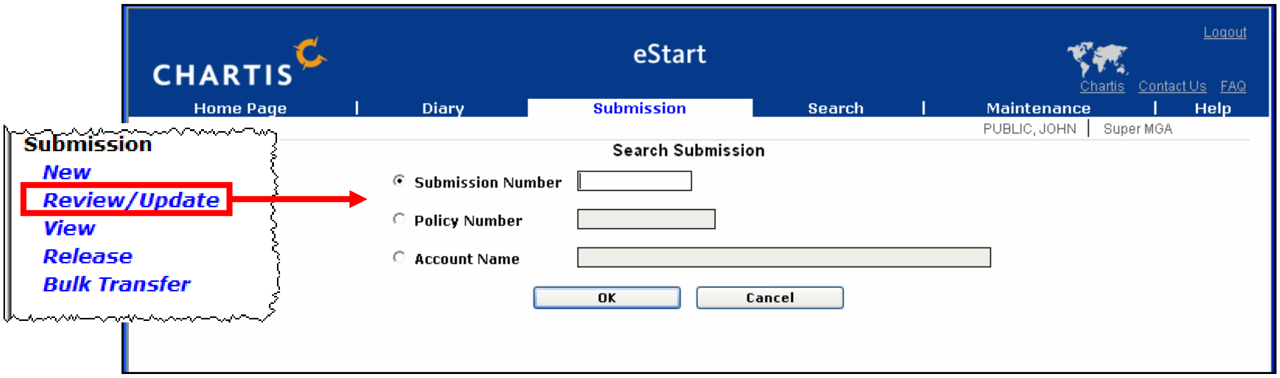


Figure 13-1: The *Search Submission* screen.

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.

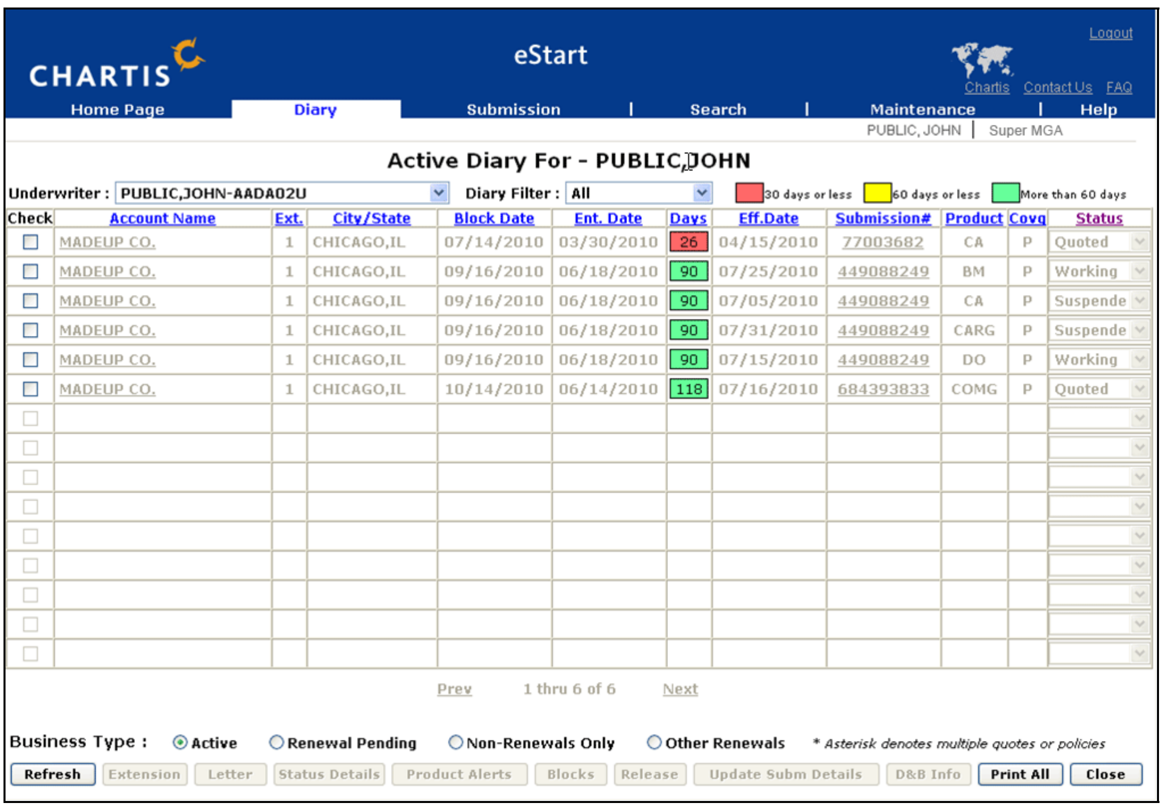


Figure 13-2: The *Active Diary* screen.

Updating Submission Status to Working (continued)

From the *Active Diary* page:

1. Click the checkbox in the **Check** column for the appropriate product row.
2. 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.
3. 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**.

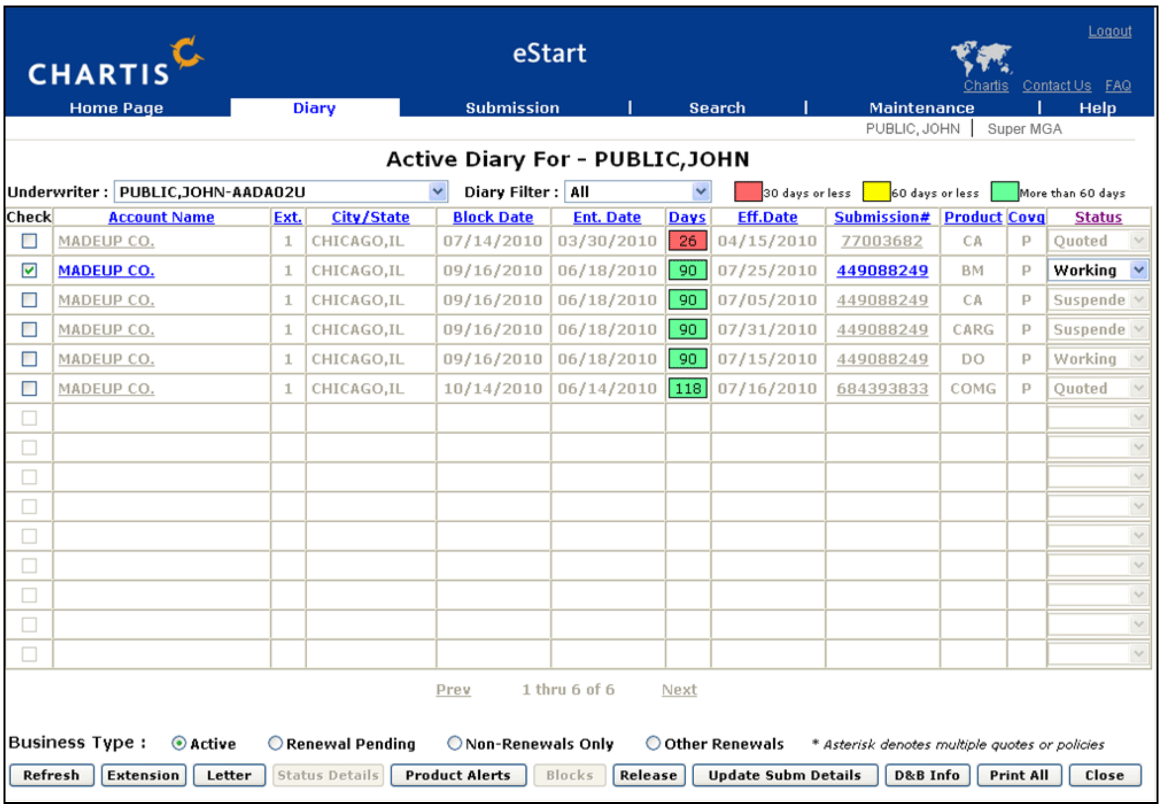


Figure 13-3: The *Active Diary* screen

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.

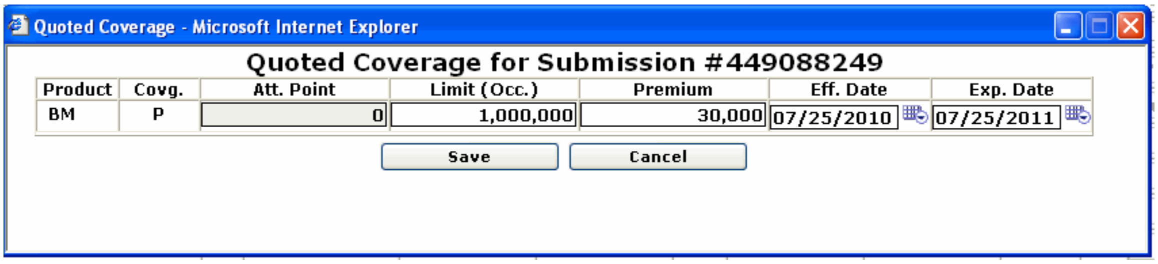


Figure 13-4: *Quoted Coverage for Submission* window. The **Att. Point** (Attachment Point) and **Limit (Occ.)** fields default to the reserved values when the status of the submission is working.

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.
7. 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.

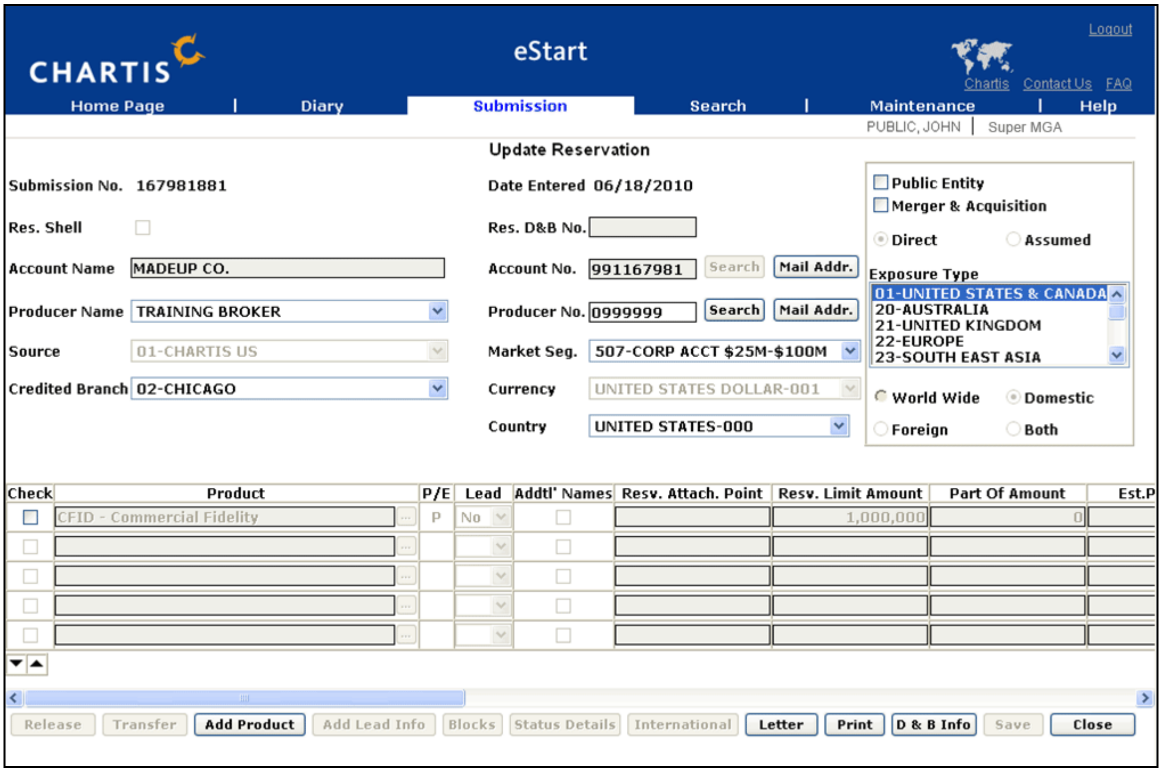


Figure 13-5: The *Update Reservation* screen.

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.

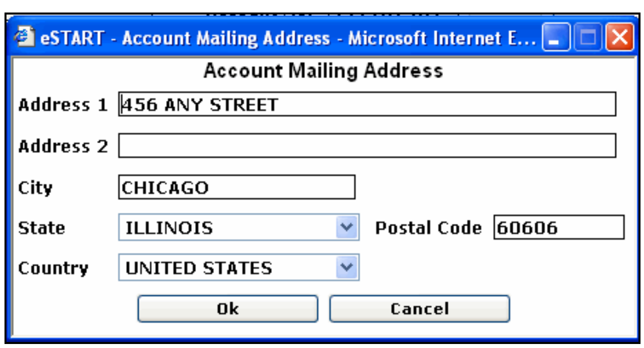


Figure 13-6: *Accounting Mailing Address* screen.

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.

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.

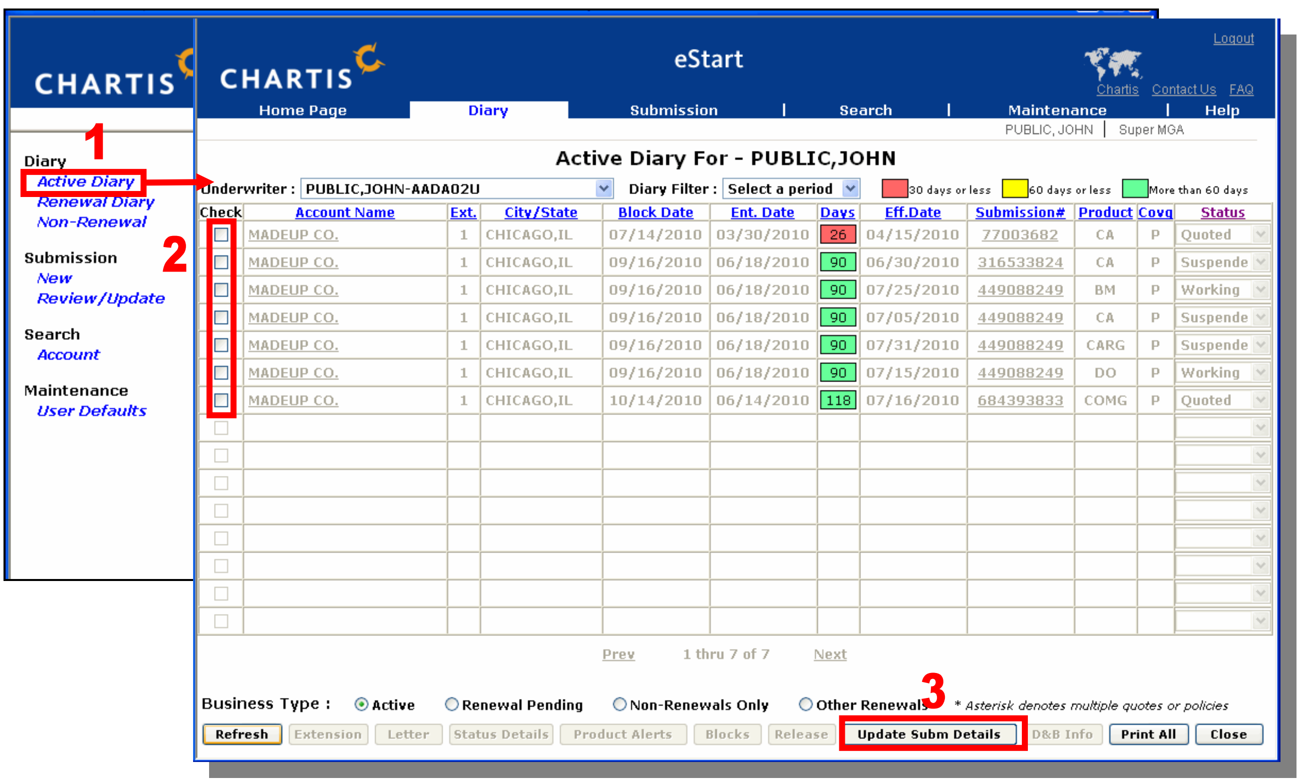


Figure 14-1: The *Active Diary* screen.

2. 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)

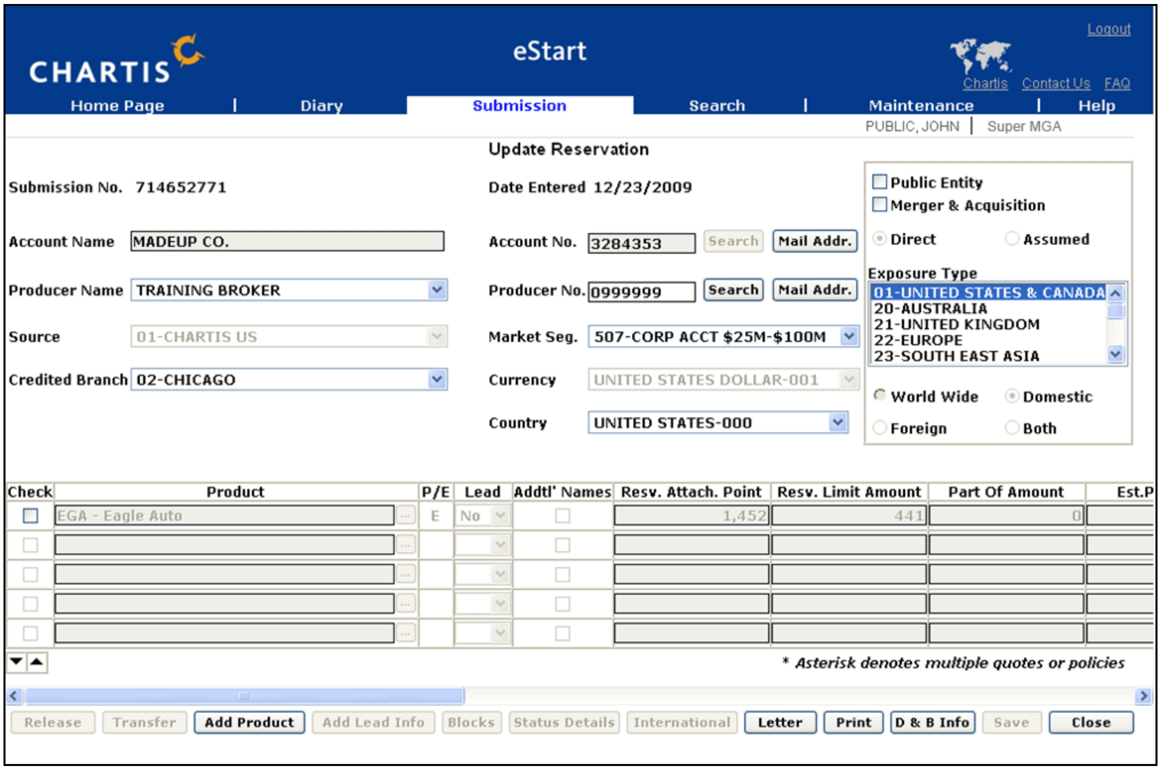


Figure 14-2: The *Update Reservation* screen.

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.

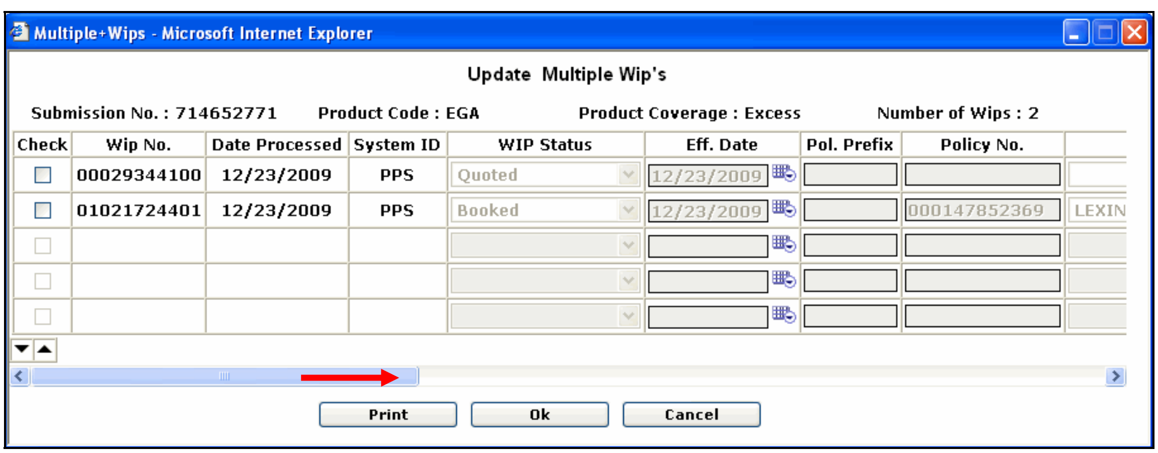


Figure 14-3: *Update Multiple WIPs* screen, scrolled to the left.

Viewing WIPs (continued)

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

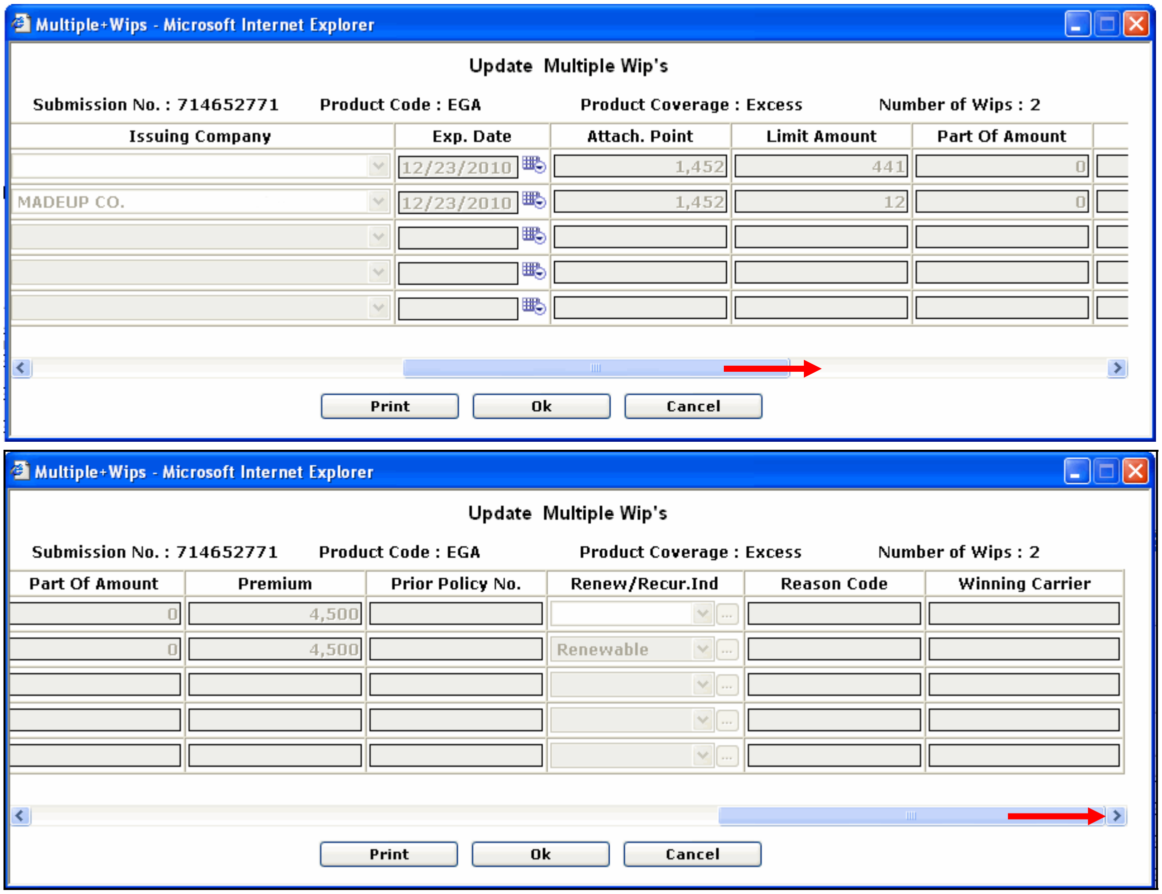


Figure 14-4: *Update Multiple WIPs* screen. Note the scrolling from the middle to the right.

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.

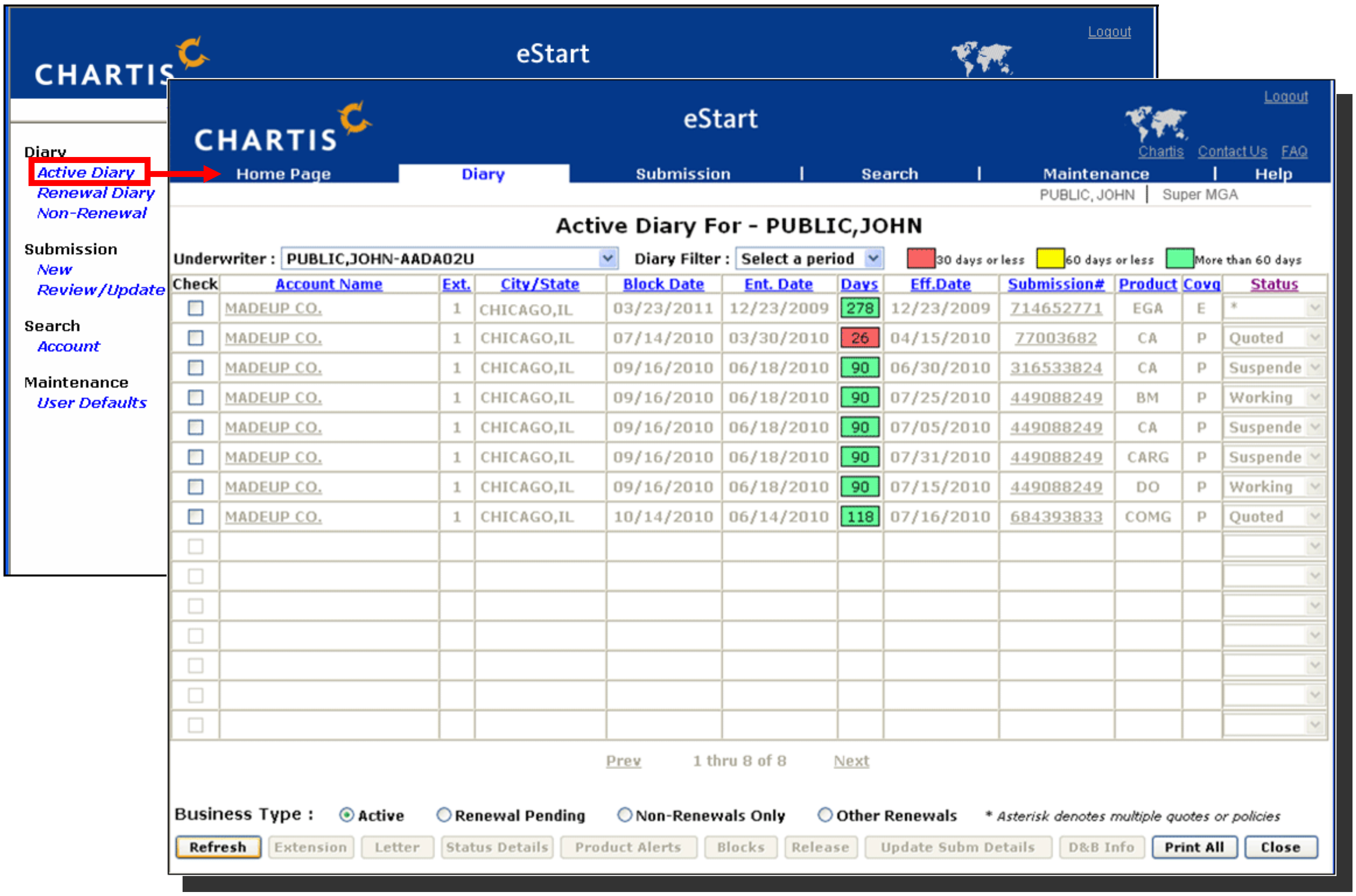


Figure 14-5: *eStart Reservation Home* page to the *Active Diary* screen.

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)

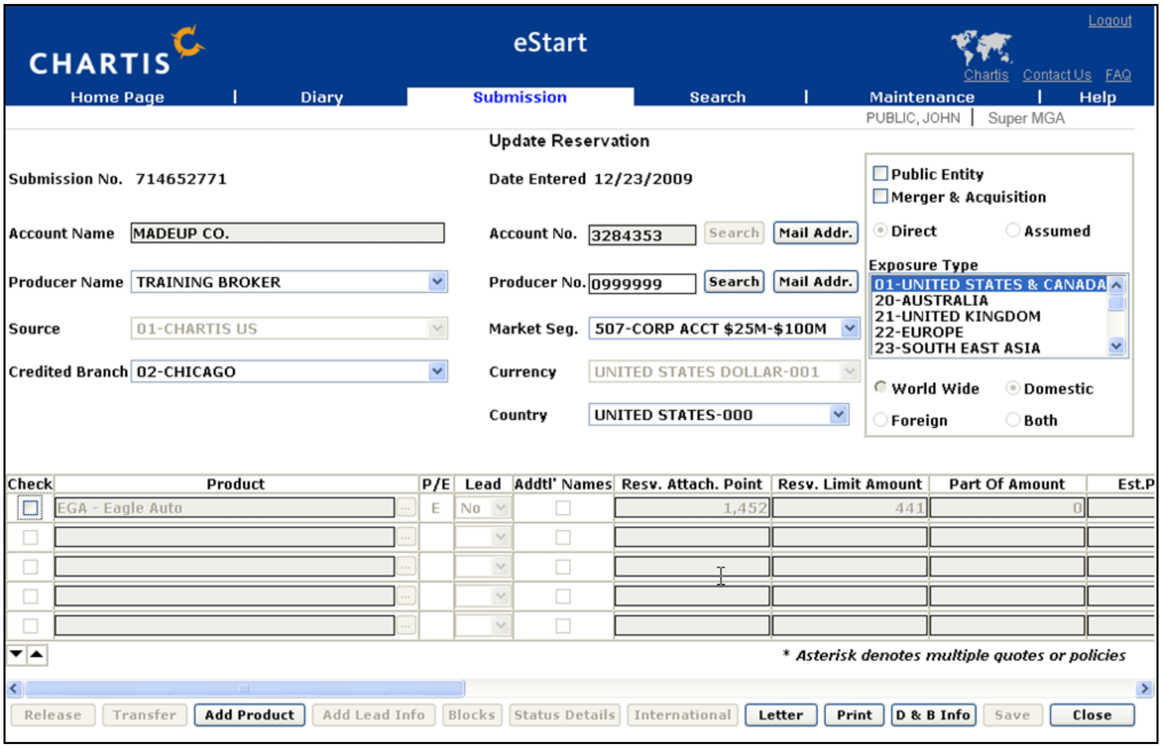


Figure 14-6: The *Update Reservation* screen.

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.

The *Update Multiple WIPs* screen displays the appropriate WIPs.

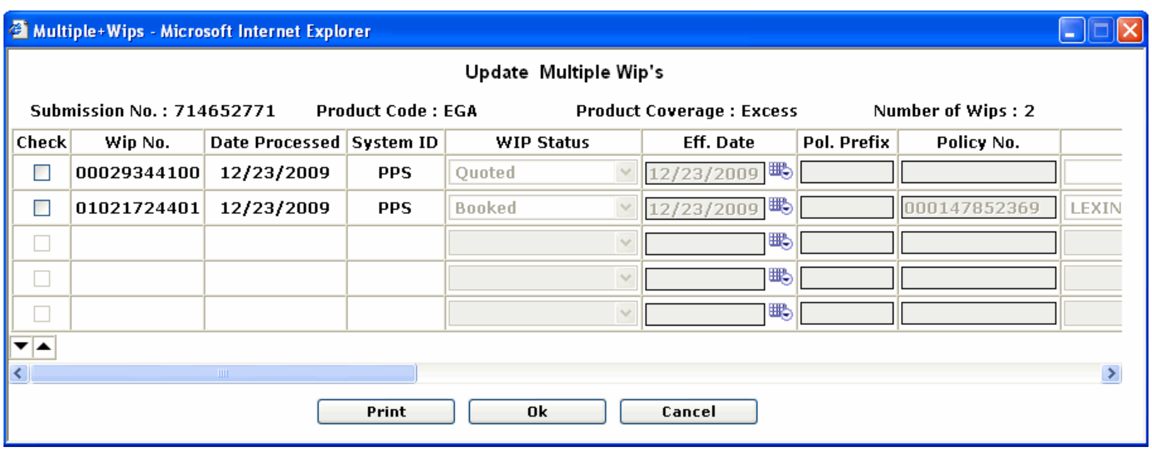


Figure 14-7: The *Update Multiple WIPs* screen.

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)

The following status changes are allowed for new business:

New Business	
From Status	**To Status**
Lost	Quoted
Quoted	Working
Quoted	Lost
Quoted	Bound
Quoted	Booked
Bound	Booked
Bound	Quoted
Booked	Bound
Bound	Cancelled
Booked	Cancelled

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

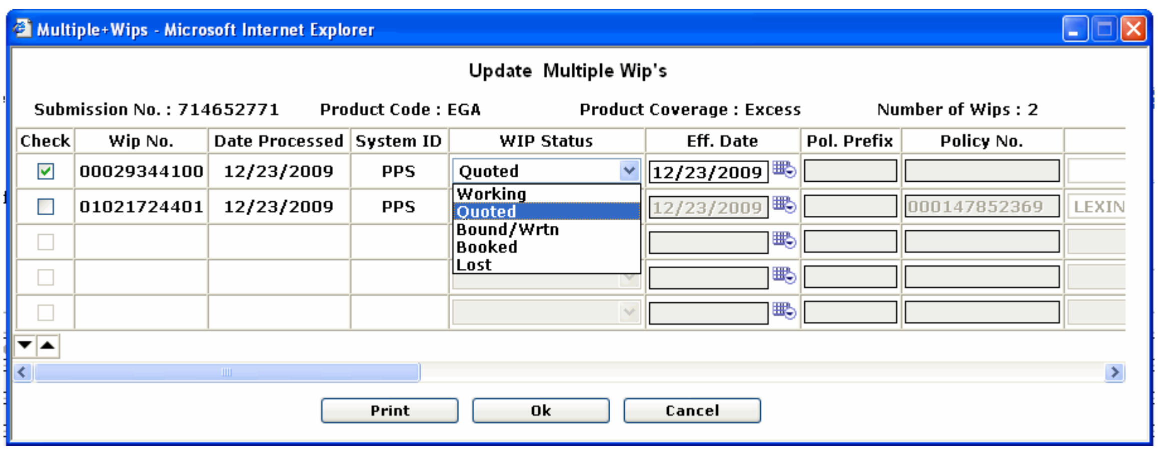


Figure 14-8: *Update Multiple Wipe* screen, selecting status from drop-down field.

7. Use the pull-down menus in the WIP Status field to choose another status for the appropriate WIP(s).
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 (*).

Updating Multiple WIPs - Renewals

From the *eStart Reservation* Home page,

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

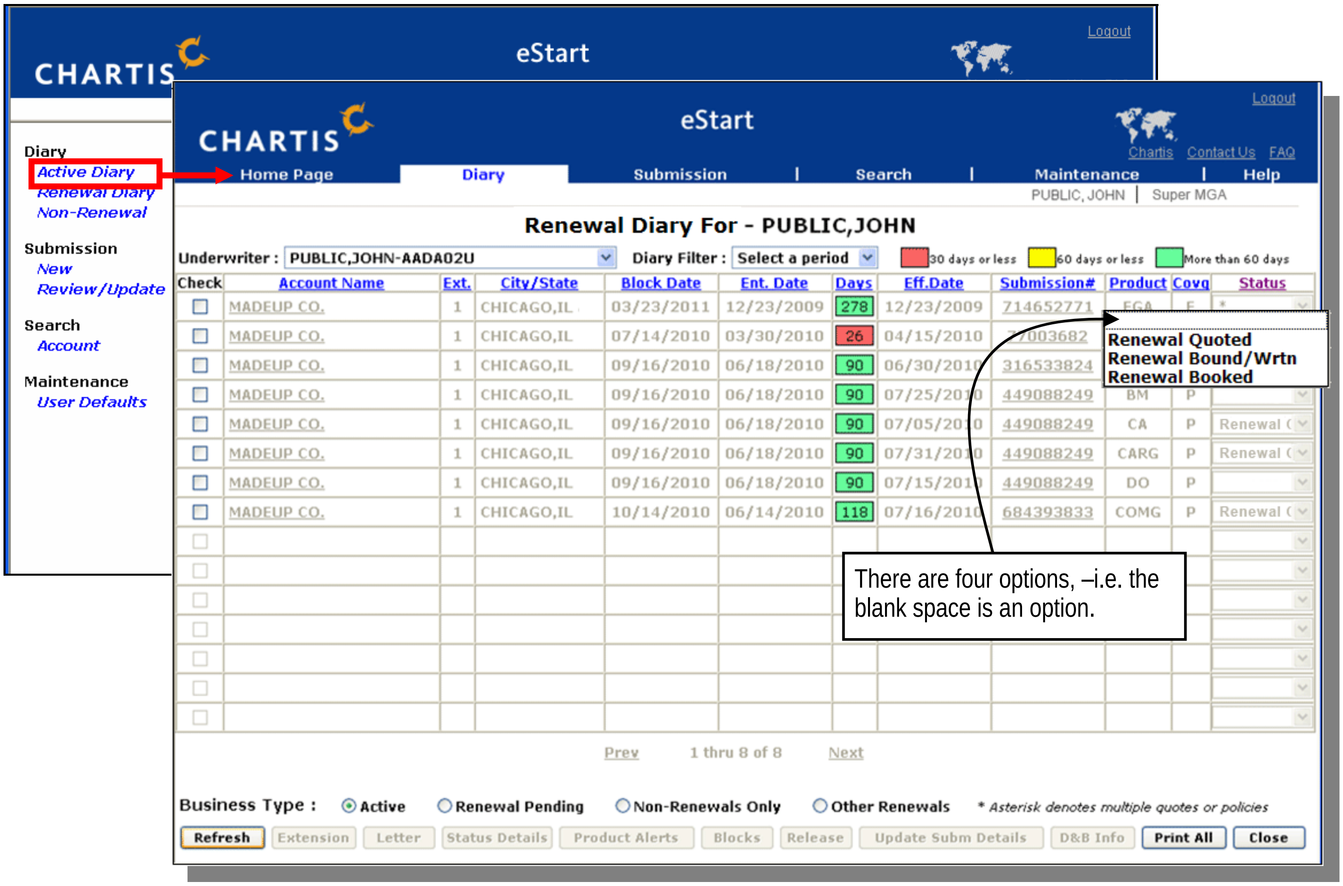


Figure 14-9: *eStart Reservation Home* page to the *Renewal Diary* screen.

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)

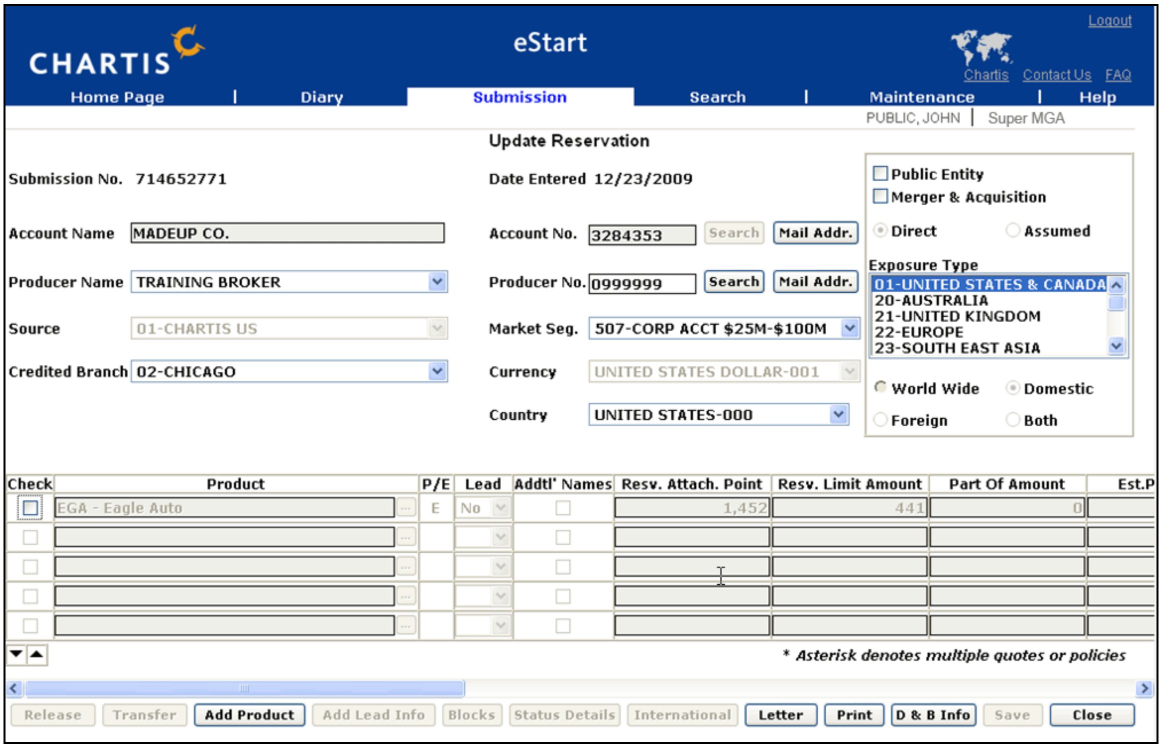


Figure 14-10: The *Update Reservation* screen.

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.

The *Update Multiple WIPs* screen displays the current year WIPs.

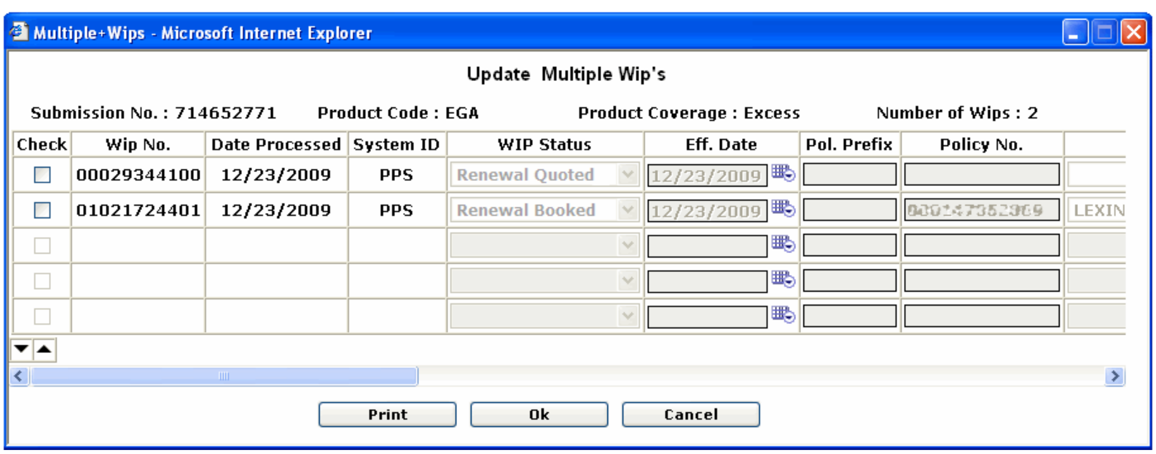


Figure 14-11: The *Update Multiple WIPs* screen.

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.

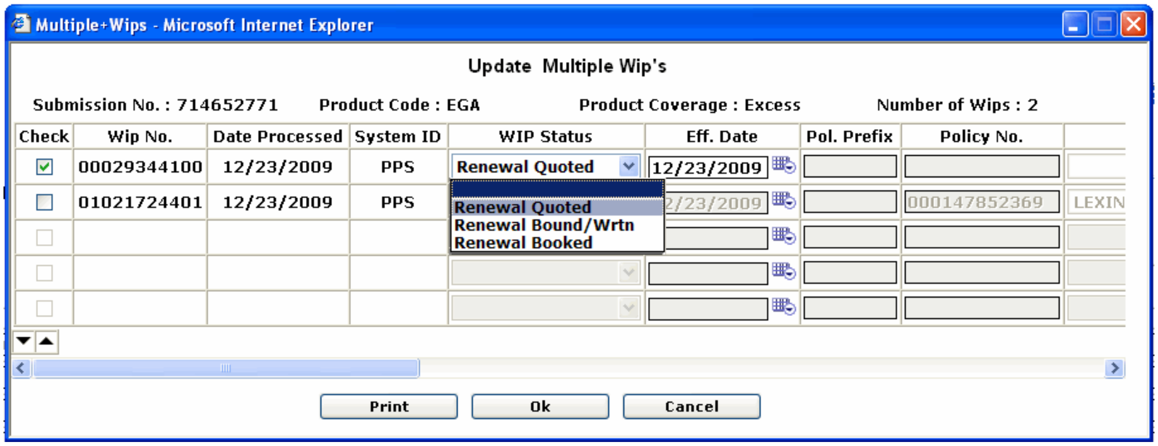


Figure 14-12: *Update Multiple Wipe* screen, selecting status from drop-down field.

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

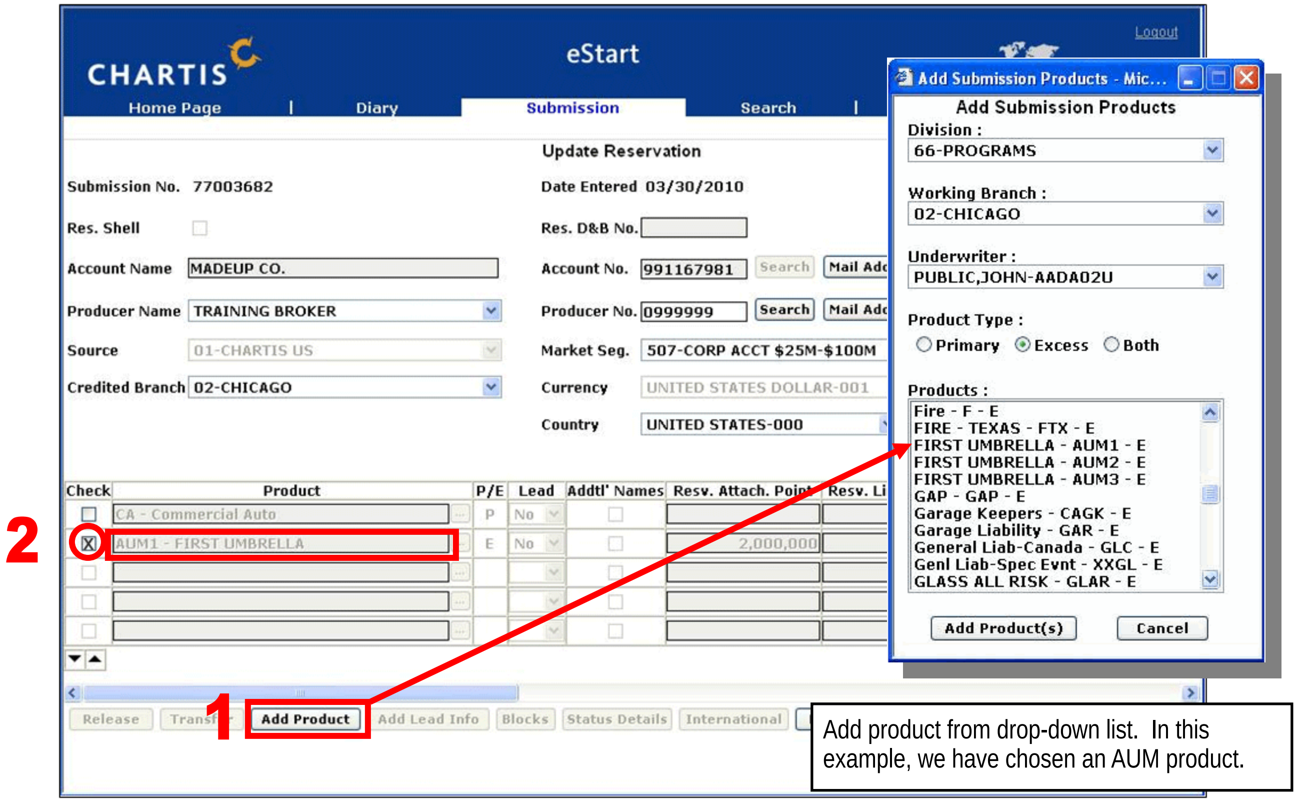


Figure 15-1: The *Update Reservation* screen.

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)

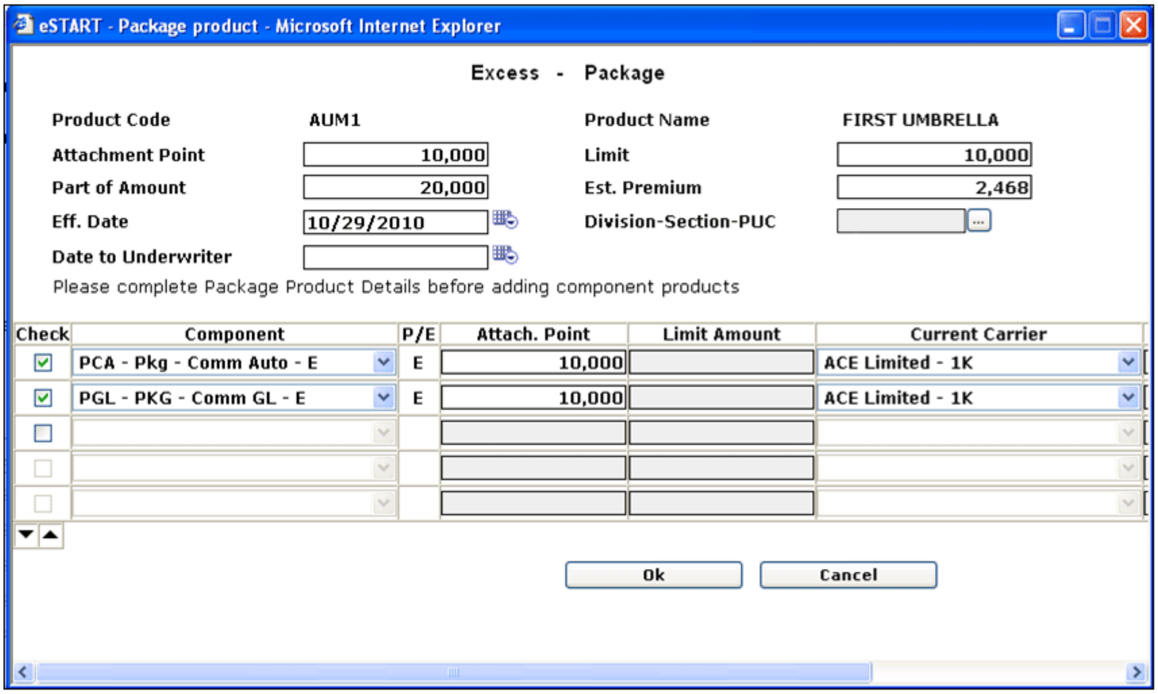


Figure 15-2: The *Excess – Package* screen. The **Product Code** and **Product Name** fields will be automatically populated.

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.

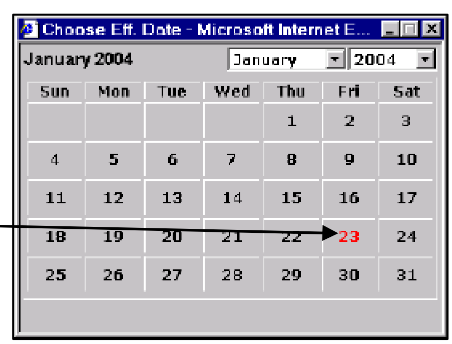
3. Type the attachment point amount in the **Attachment Point** field. The attachment point is the reserved limit of your primary coverage or coverage below your umbrella or excess policy. This field is disabled for primary business.
4. Enter the upper umbrella reserve limit in **Limit Amount** field. 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.



Adding Package Products to an Existing Submission (continued)

8. Enter **Division – Section – PUC**.
9. Enter **Date to Underwriter**.
10. 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.

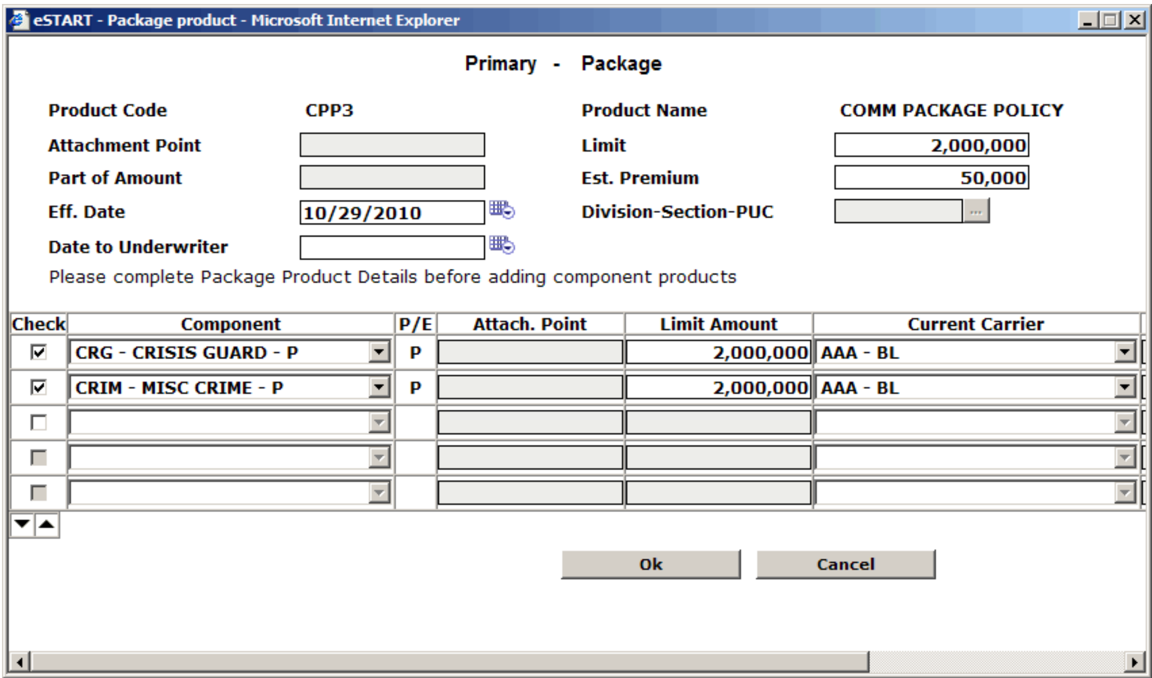


Figure 15-3: The *Package* screen.

Adding a Component to an Existing Package (continued)

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

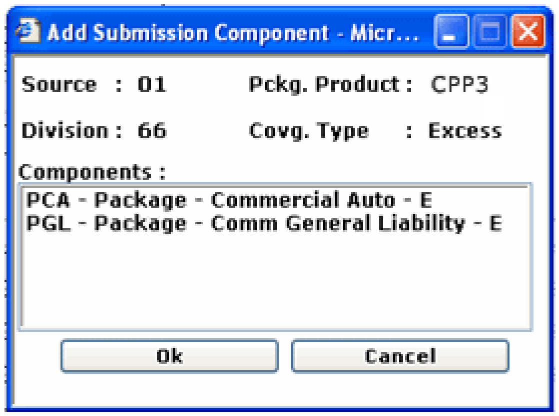


Figure 15-4: The *Add Submission Component* screen.

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?*
8. 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.

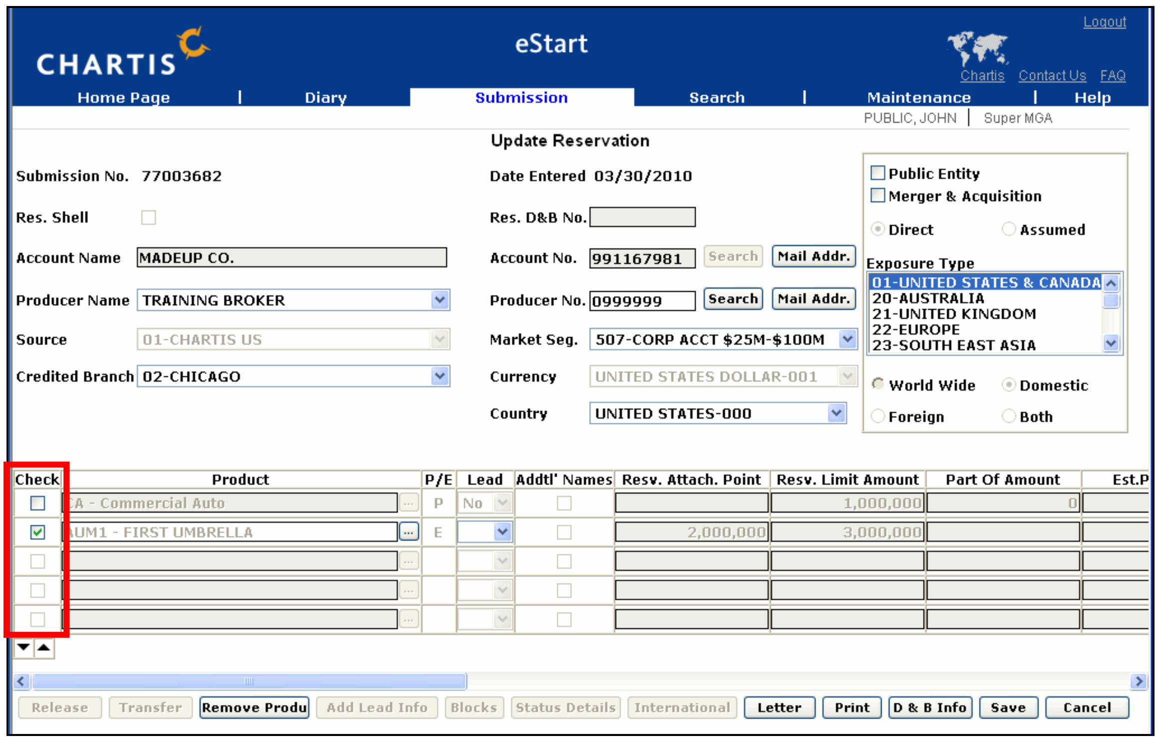


Figure 15-5: The *Update Reservation* screen.

Removing Component Product from Package (continued)

The *Package* screen displays:

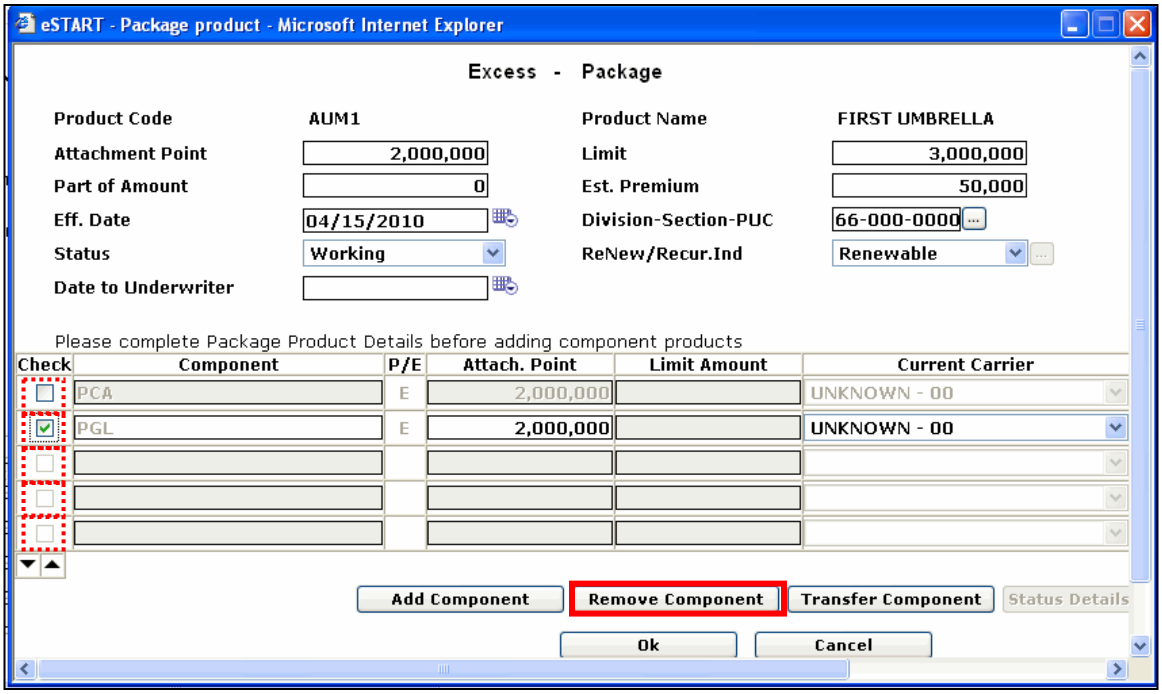
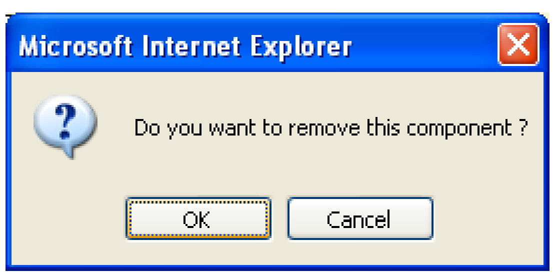


Figure 15-6: The *Package* screen ready to remove a **Component.**

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)

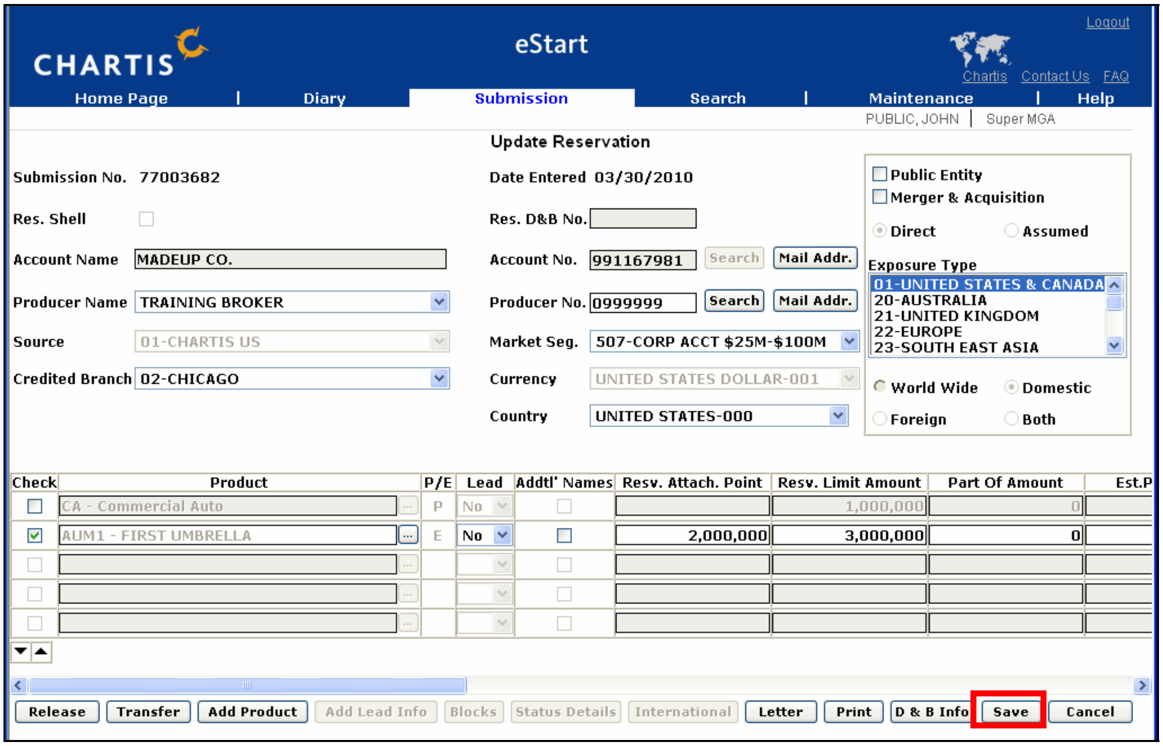


Figure 15-7: The *Update Reservation* screen displays.

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.

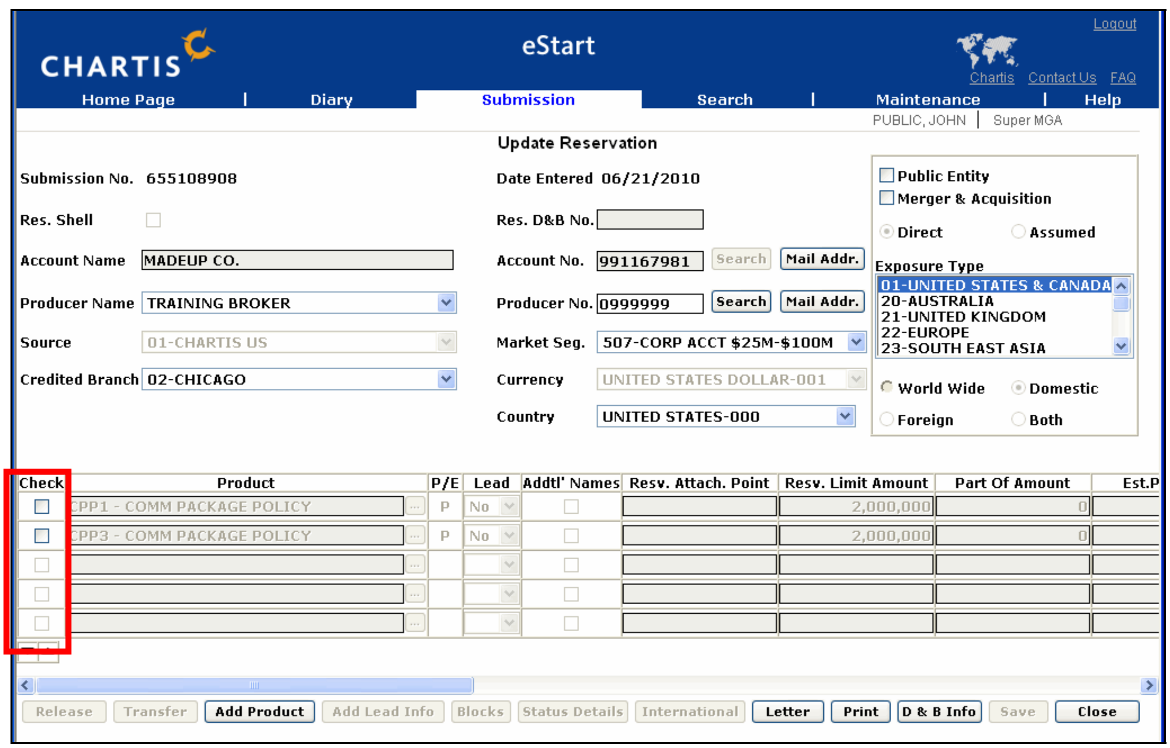


Figure 15-8: *Update Reservation* screen. Select checkboxes of the product with the component to be transferred.

Transferring a Component between Packages (continued)

The *Primary* - *Package* screen displays.

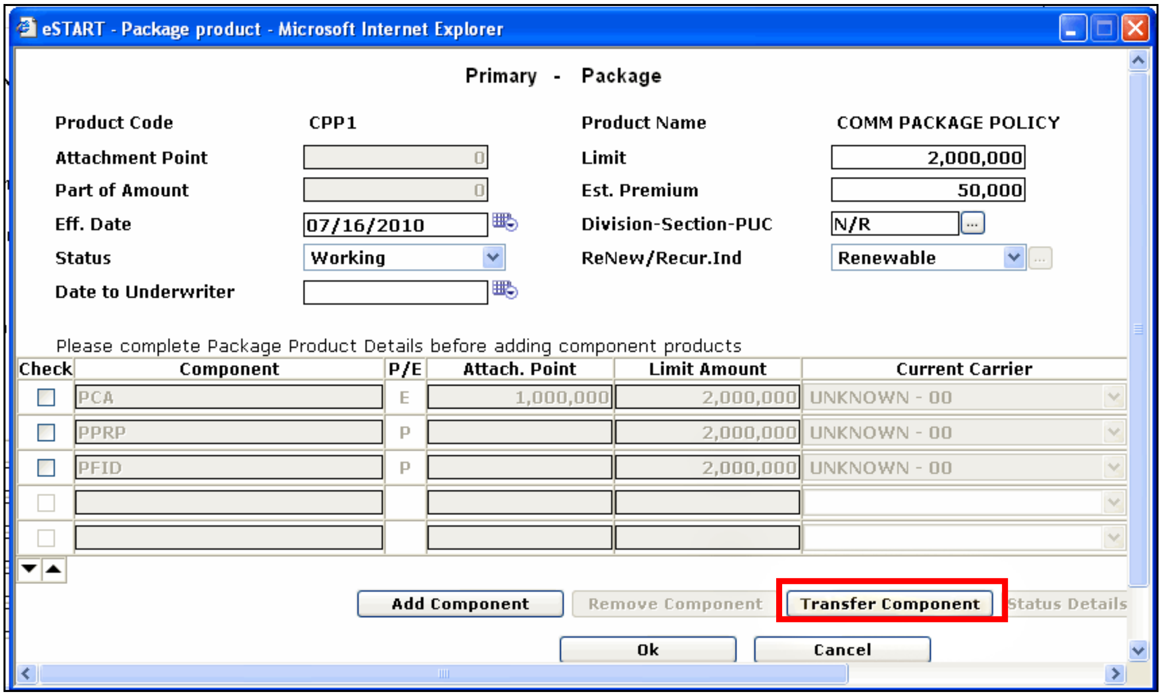


Figure 15-9: The Package screen.

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.

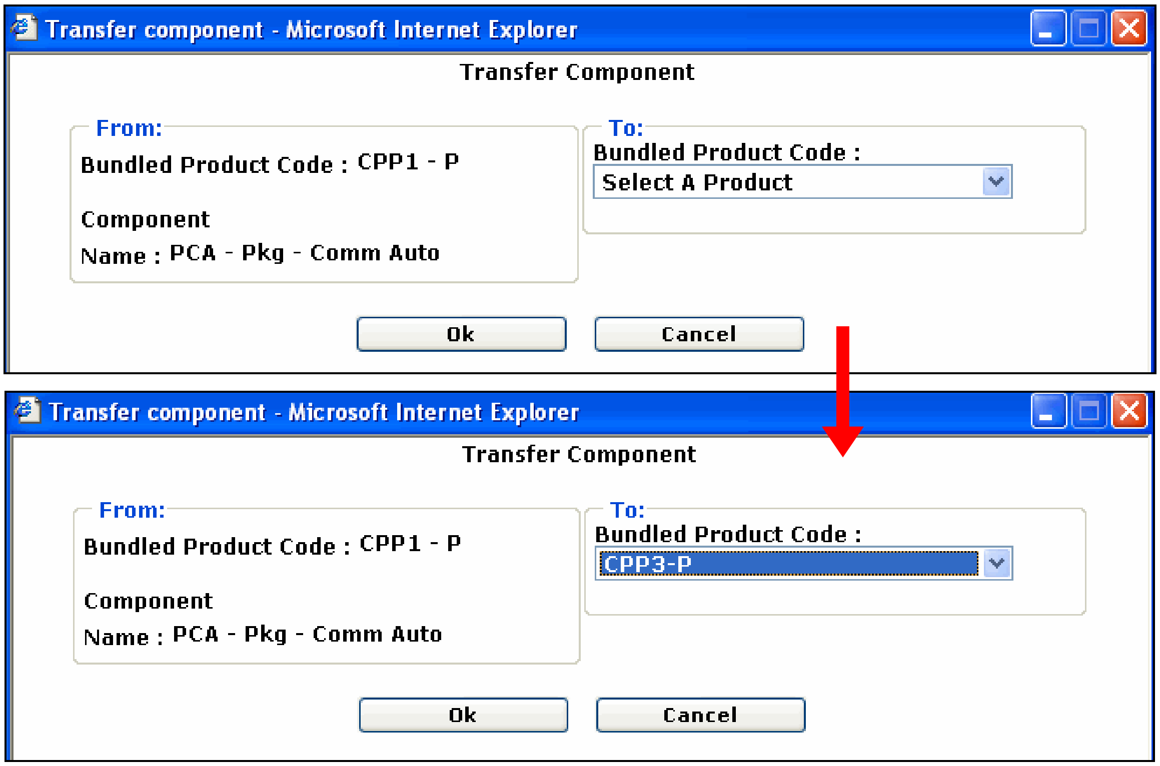


Figure 15-10: *Transfer Component* screens showing the **From:** and **To:** bundled products.

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)

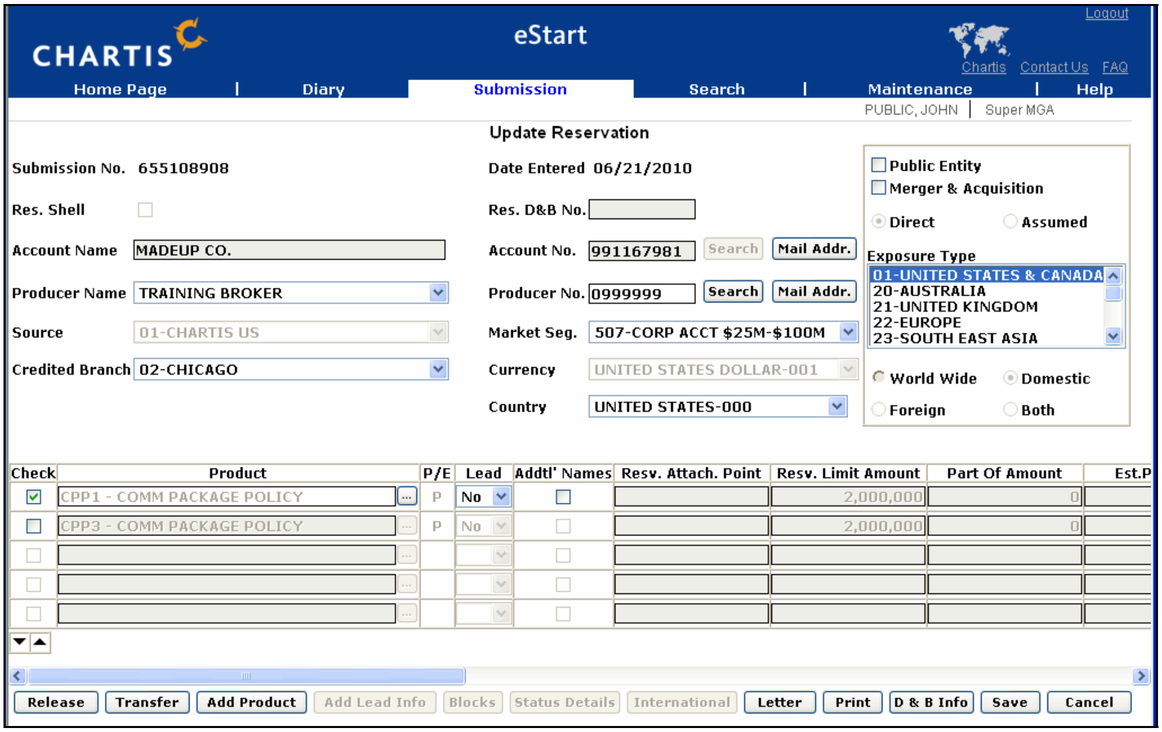


Figure 15-11: *Update Reservation* screen.

6. Click **Save**. A Microsoft Internet Explorer screen displays *Do you want to save this submission?*

7. 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.