

TBW and TUW – Important Releases and Changes

Dear Valued Client:

Rival Insurance Technology is pleased to announce the release of the following enhancements and new features to TBW and TUW:

Contents

1. [Speed Optimization in TBW/TUW](#) – Steps have been taken to improve the amount of time required to load the Production Report and the Processed CSIO/I-Biz Report.
2. [TBW/TUW Help Feature Update](#) – The Help feature has been updated with additional topics and information. If you have any Terminal Users in your organization, please follow the steps provided to confirm they have received the updated Help file.

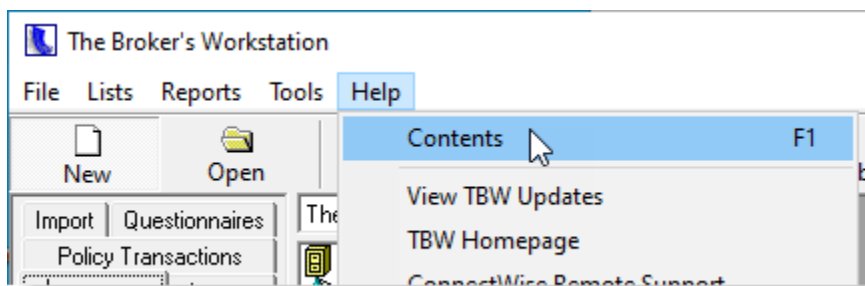
Speed Optimization in TBW/TUW

Steps have been taken to improve the amount of time required to load the Production Report and the Processed CSIO/I-Biz Report. This improvement will be especially noticeable in offices with multiple ABDs (Agencies, Branches, Departments).

You will notice this performance optimization once the TBW Update Utility has been run.

TBW/TUW Help Feature Update

The TBW/TUW Help feature has been updated with additional topics and information. To access the Help feature, click **Help, Contents**.

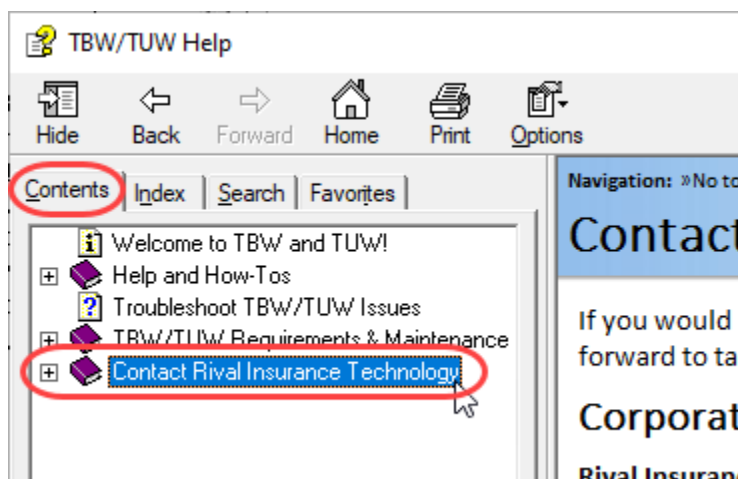


TBW/TUW Help will open in its own window, which can be moved, resized, etc., as with any window. The Help window can also be minimized or moved to the side as needed while you work in TBW/TUW or complete other tasks.

If there are any Terminal Users in your organization, please ensure they have received this recent update. To confirm each Terminal User has the current Help File, please follow these steps:

1. On the Terminal User's machine, click **Help, Contents** to open TBW/TUW Help.

2. On the **Contents** tab, look for **Contact Rival Insurance Technology** in the main menu.
 - This is one of the topics updated in the current version.



3. If this page shows in the menu, the user has the current version of TBW/TUW Help. If this page does not show, please have your IT Department contact Client Services for help with updating the information in the user's script file so the user will have the updated Help file.

Updating the Help feature is an ongoing project, and not all topics have been added. Please contact Client Services if you need assistance with any topic, including those not yet available in the Help feature.

Please share this information with the appropriate TBW and TUW users in your office(s). If you have any questions, please contact our Client Services Team at support@zendesk.rivalit.com or 1-888-840-3493 (toll-free).

Thank you for using TBW and TUW.

Yours sincerely,

Rival Insurance Technology