TBW – 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:

AR Notices Tool

The **AR Notices Tool** is designed to help TBW users manage the timely collection of client accounts receivable. This tool allows you to pull client accounts with outstanding balances for specific policies based on a set of predefined rules. The module then allows you to perform collection actions of generating a letter for the client, setting up a client Abeyance, or both of these actions.

Rules can be set up to cover the entire organization or on an Agency- Branch-Department (ABD) basis. Active Payment Plan Targets in client accounts will not be picked up by this tool.

To add a new rule, click **Tools**, **AR Notices**, **AR Notices Rules Setup** on the Broker's Desktop. In the Auto AR Collection Rules Management window, click **Add** and enter rule details in the AR Collections Rule Details form.

Existing rules can be edited or deleted as needed in the Auto AR Collection Rules Management window.

Once rules have been defined and saved, the AR Notices Tool can be run. Click **Tools**, **AR Notices**, **Run AR Notices**. In the AR Notices form, select parameters for the target AR Notices. Click the **Find Qualified Items** button to pull all policies requiring action. After selecting applicable items, click the **Create Letters & Abeyances** button if letters and/or Abeyances are to be generated. Learn more here about running the AR Notices Tool.

Please note that the AR Notices Tool is managed by User Rights (through Tools, Administrative, User Manager, Rights). User Rights for AR Notices Report and AR Notices Rule Setup are found on the Accounting tab in the User Access Rights window.

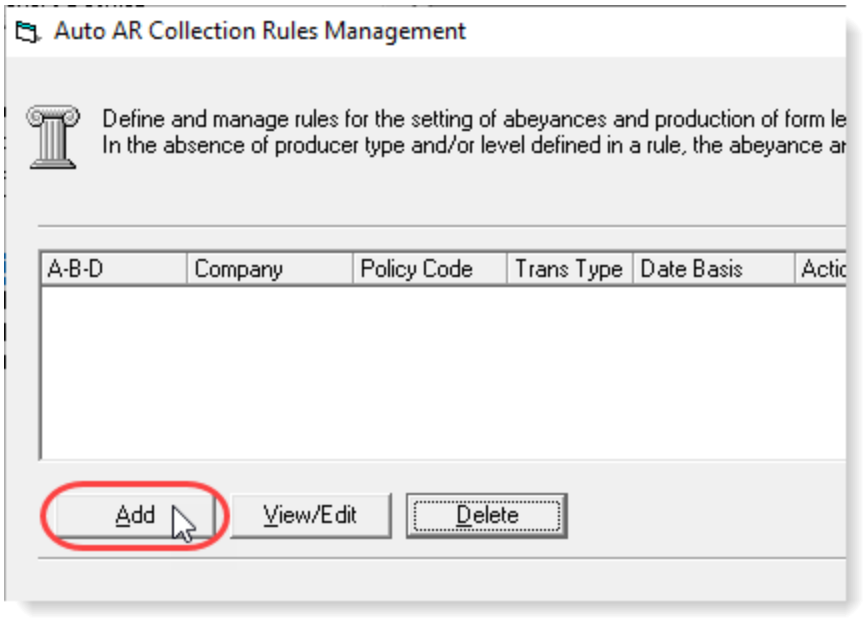
Add a New Rule

Rules can be set up to cover the entire organization or on an ABD basis. Get helpful tips here for setting up rules.

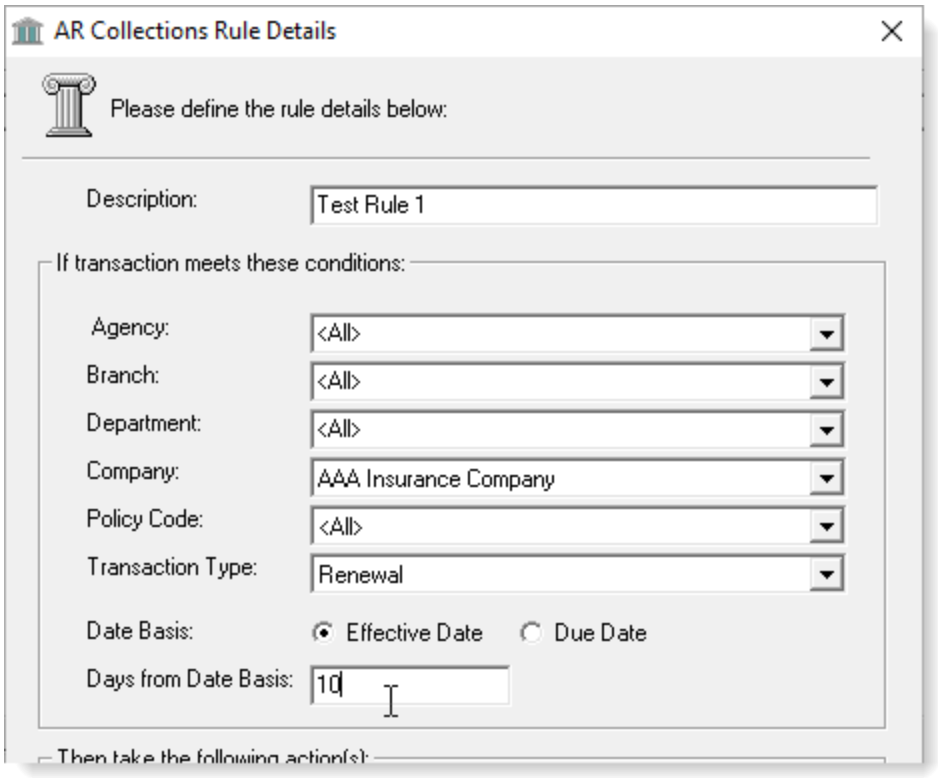
Note: If a client letter action will be added to a rule, ensure the letter template has been created in the TBW Word Processor and saved to the Global Templates list, so it is available for selection when the rule is created.

To set up a rule,

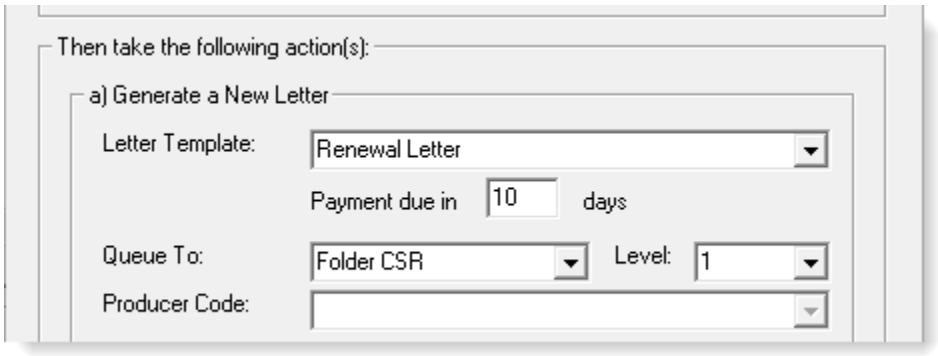
1. On The Broker's Desktop, click **Tools**, **AR Notices**, **AR Notices Rules Setup.**
2. In the Auto AR Collection Rules Management window, click **Add**.



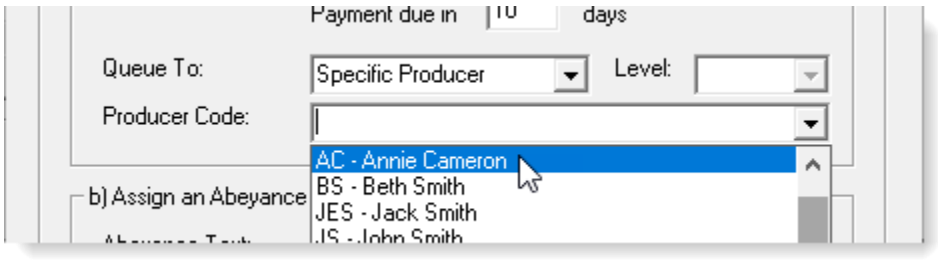
3. In the AR Collections Rule Details form,
   a. Enter a meaningful **Description** for the rule.
      - For ease of use, ensure it clearly describes what the rule is for (e.g. Intact – Renewal – 10 days late).
   b. Select/enter conditions the transaction must meet.
      i. Select **All** or the **Agency-Branch-Department**.
      ii. Select **All** or a specific **Company**.
      iii. Select **All** or the specific **Policy Code**.
      iv. Select **All** or the applicable **Transaction Type**.
      v. Select the **Date Basis** (whether the action should be based on the Effective Date or the Due Date).
      vi. Define when you want the action to occur in the **Days from Date Basis** field.
         - Enter a positive number to trigger the action **after** the Date Basis; enter a negative number to trigger the action **before** the Date Basis.



c. If you want to add a letter action, enter details in the **Generate a New Letter** section.
   i. Select a **Letter Template**.
      - Only word processor templates saved as Global Templates will appear in this list.
   ii. In the **Payment due in** field, enter the number of days after the date of the letter that the payment is due.
      - If due immediately, enter the number 0 in this field.
   iii. Set the letter print queue assignment using either a fixed assignment or dynamic assignment based on folder or transaction settings.
      - For a dynamic assignment, select the CSR/Producer in the **Queue To** drop-down list and select the **Level**.



- For a fixed assignment, select **Specific Producer** in the **Queue To** list and choose the appropriate **Producer Code**.



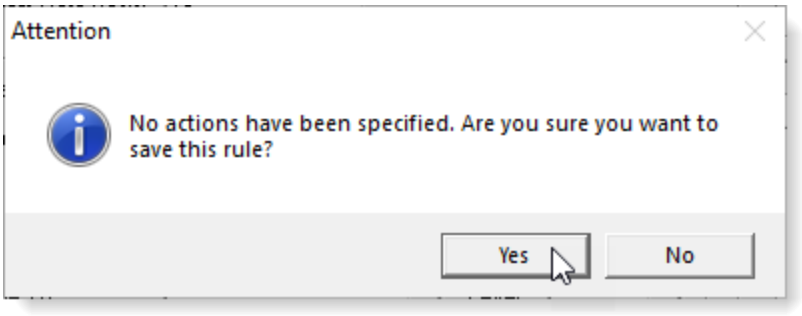
- If a Producer Type and/or Level is not defined in a rule, the letter will be queued to the Administrator.

d. If you want to add an Abeyance action, enter details in the **Assign an Abeyance** section.
   i. Enter the message in the **Abeyance Text** field.
   ii. In the **Due in** field, enter the number of days in which the Abeyance is due.
      - If due immediately, enter the number 0 in this field.
   ii. Set the Abeyance assignment using either a fixed assignment or dynamic assignment based on folder or transaction settings.
      - For a dynamic assignment, select the CSR/Producer in the **Assign To** drop-down list and select the **Level**.

- For a fixed assignment, select **Specific Producer** in the **Assign To** list and choose the appropriate **Producer Code**.
- If a Producer Type and/or Level is not defined in a rule, the Abeyance will be queued to the Administrator.

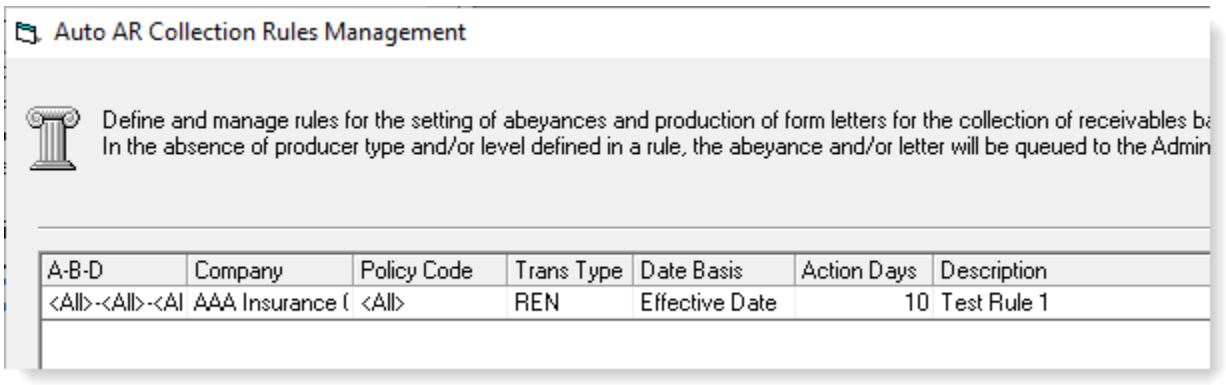
e. Click **OK** to save the rule.

Note: If neither collection action (letter or Abeyance) is added, an Attention pop-up will display, asking if you would like to save this rule without specifying any actions. Click **Yes** to create the rule without an action or click **No** to return to the Rule Details form and specify action(s).



The new rule will display in the Auto AR Collection Rules Management window.

- Existing rules can be edited or deleted as needed. To view or edit a rule, select it, and click the **View/Edit** button. A rule that is no longer needed or relevant can be deleted by selecting it and clicking **Delete**.



Tips for Rules Setup

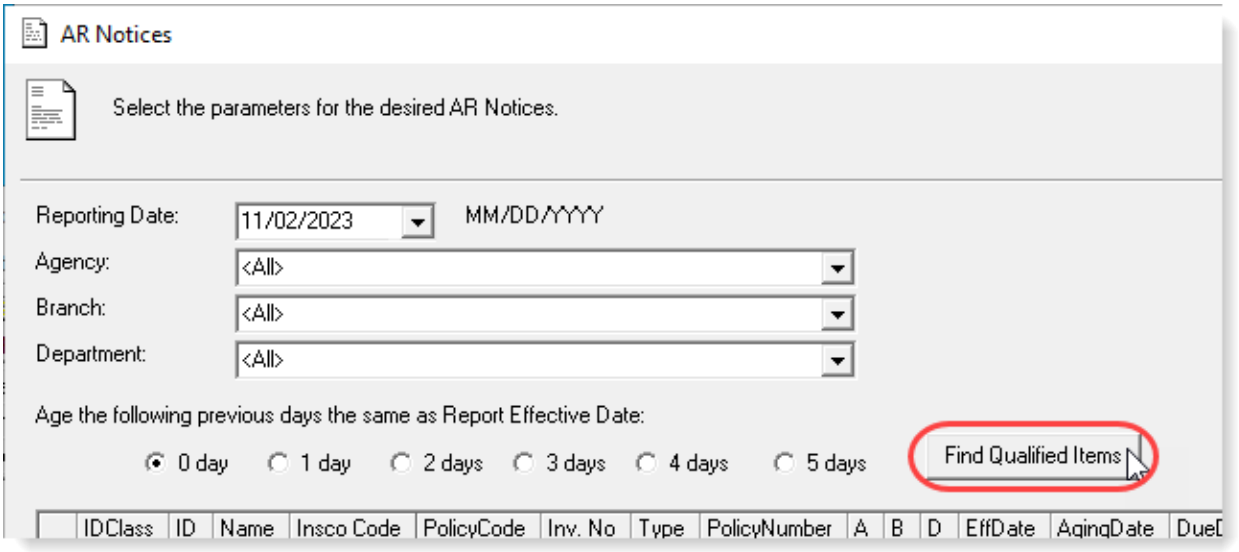
- Choose an approach with Agency, Branch, and Department – either define all rules for **all** ABDs **or** define rules for **each** ABD individually. It is not recommended to combine these two methods, as this may lead to some policies being selected for an action when it is not necessary.
- The **Date Basis** field defines the anchor point for when the action will take place. The **Effective Date** is the effective date of the policy transaction. The **Due Date** of the transaction computed and applied at the time of billing is based on the setting found on The Accountant's Desktop under Management Policies, Demographics, Invoices.
- If you want the action (letter, Abeyance, or both) to occur before the Date Basis selection, enter a negative number.
  - For example, to generate a letter 5 days before the Effective Date, set the Date Basis to Effective Date and enter -5 in the Days from Date Basis field. To generate a letter 5 days after the Effective Date, enter 5 in the Days from Date Basis field.

Run the AR Notices Tool

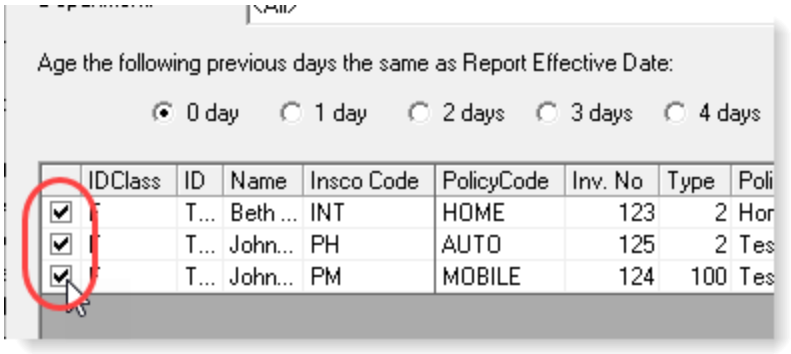
Once rules have been defined and saved, the AR Notices Tool can be run.

To run the AR Notices Tool,

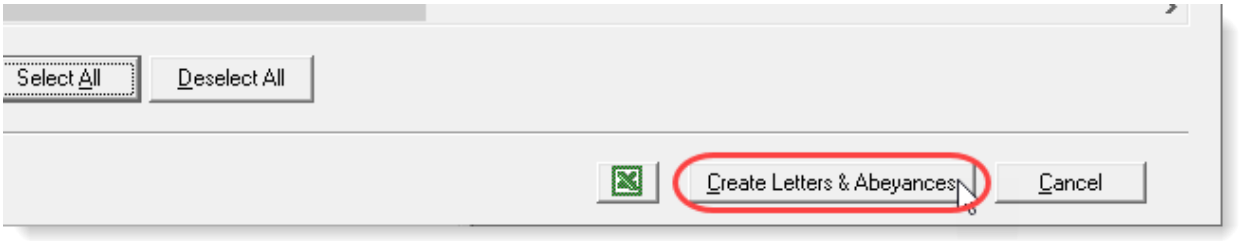
1. On The Broker's Desktop, click **Tools**, **AR Notices**, **Run AR Notices**.
2. In the AR Notices form, select parameters for the target AR Notices.
   a. The **Reporting Date** will default to the current System Date but can be changed if needed.
   b. Select the **ABD** to define the part of the organization's AR to be evaluated.
   c. If applicable, change the **Radio Button** selection to catch policies that would trigger an action over weekends or statutory holidays (this allows you to run the tool once instead of once for each day).
      - For example, if policy X triggers a late notice action on Sunday, then, on Monday morning, the tool can be run with a reporting date of Monday and the 1 day radio button selected. The tool will then scan the system data and pull policies that trigger an action from Sunday and Monday.
      - Another way would be to run the tool twice – once for Sunday, with the 0 day radio button selected to catch policies that trigger an action on Sunday, and a second time for Monday with the 0 day radio button selected to catch policies that trigger an action on Monday.
   d. Once report parameters are selected, click the **Find Qualified Items** button to pull all policies requiring action.



3. Ensure applicable policies are selected in the list.
   - You can click in the checkbox to select/deselect a policy. **Select All** and **Deselect All** buttons are also available.



4. Click the **Excel** button if you want to export the list to Microsoft Excel.
5. If letters and/or Abeyances are to be generated, click the **Create Letters & Abeyances** button.



- An Attention pop-up will display when the action(s) have been completed.
- Letters will be sent to Print Manager for printing. Each letter will also be available on the Documents tab in Folder Details.
- Abeyances will display on the Abeyance tab in Folder Details.

Please share this information with the appropriate TBW 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.

Yours sincerely,

Rival Insurance Technology