
GPM DEVELOPMENT



Client Enquiry Screens

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IMPORTANT NOTE

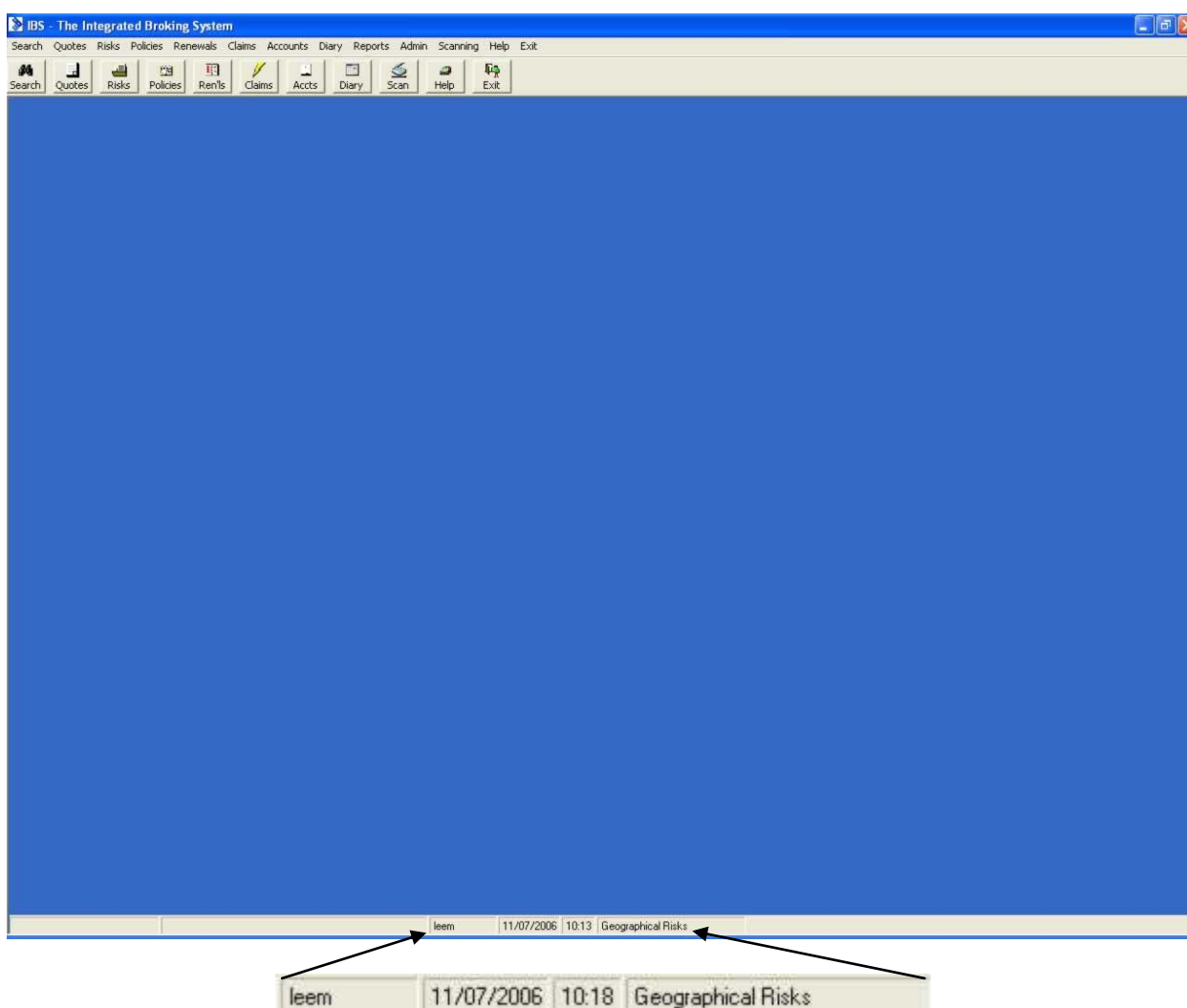
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Introduction to Windows IBS

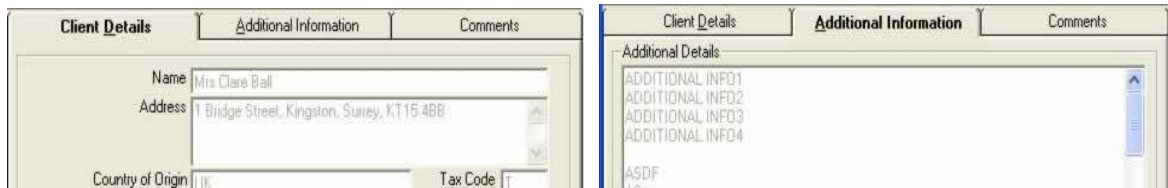
General points to note

Once you have logged into the system, your diary will appear on the screen. When first using the system, a message will appear stating that you have no diary items on file. The diary functions are described later in this manual. You can ask your administrator to turn your diary off if you do not think that you will use it.

The current user logon, date, time and Department are shown on the main window.

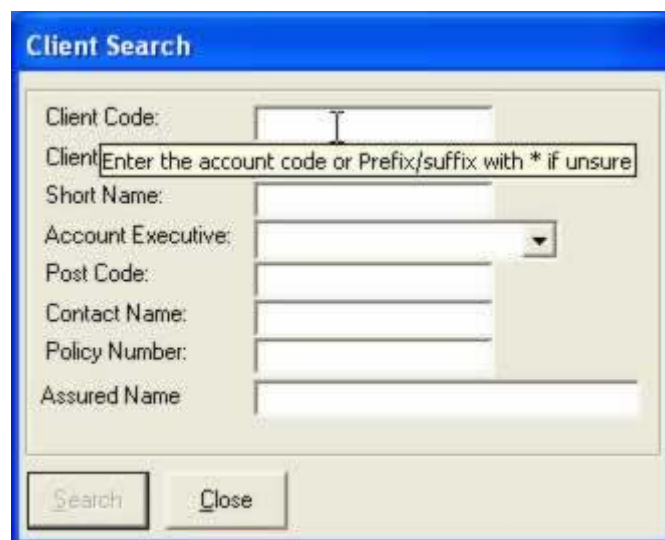


Some screens have multiple pages or 'tabs' as they are referred to in the manual. To view or edit details on another tab, click your mouse at the top of the tab or use the shortcut key.



Some options or commands are displayed with one of the characters underlined – a shortcut key. To access this command without using the mouse, hold down the Alt key and press the underlined letter.

Some of the fields and menu options have tool tip text to assist you when entering data. This is pop up text which appears when the mouse is focused on a field for a period of time.



There are various search screens in the system. Processing a search where the same search criteria is typed in upper, lower or initial case (i.e. if you are searching for Mr John Smith, you would type in j s or J S as the first letter of each name) will produce the same results.

When entering data into a drop-down field, typing the first character of the word in the list you want to select may be a quicker way of selecting text if the list is long.

You will also notice within the IBS system this icon  (A box with three dots (...)). This icon allows you to search for the available data required for that field i.e. An Account Code or Client Name. It will take to a search box like the one above.

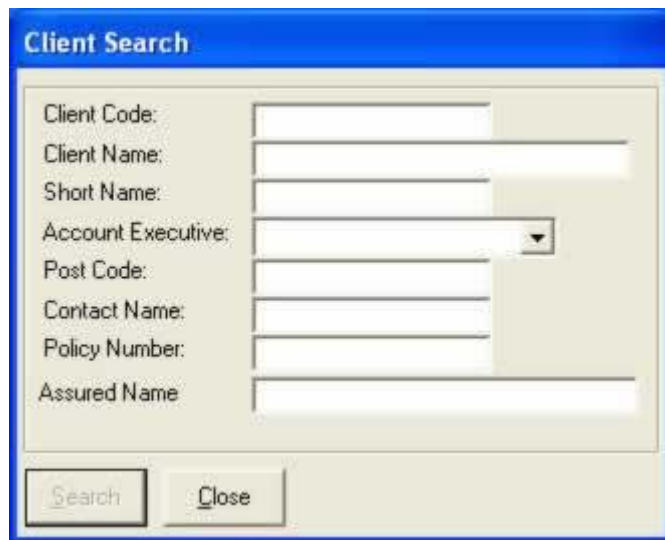
Client Enquiry

Client Search



From the main window, select the client search icon or click on the word Search and select Account from the menu.

The following window will appear:

A screenshot of a 'Client Search' dialog box. It has a blue title bar and a light beige body. Inside, there are labels and input fields for 'Client Code', 'Client Name', 'Short Name', 'Account Executive' (with a dropdown arrow), 'Post Code', 'Contact Name', 'Policy Number', and 'Assured Name'. At the bottom, there are 'Search' and 'Close' buttons.

Searching using text in upper, lower or initial case will result in the same number of search results. Enter the search criteria as follows:

Client Code

Enter a Client Code (top code). If complete code is not known, enter a * character before or after the text. For example, typing '*all' would find BALL and RANDALL, 'all*' would find ALLDERS, '*all*' would find BALL, RANDALL, ALLDERS and UKALLOYS. 'all' would find none of these.

Client Name / Short Name / Post Code / Contact Name

Enter all or any part of these fields. Do not enter any * characters.

Account Executive

Select the appropriate Account Executive from the dropdown list. This record is held on the Name and Address file not the Quote itself.

Policy Number

Enter a complete policy number. The relevant client record will be found.

Assured Name

Enter all or any part of the Assured Name. Do not enter any * characters.

Process the search by pressing Search. If an exact match is found, the name and address record will be opened. If a number of possible results are found, these will be displayed in a new window as shown:

Client search results (2 records)

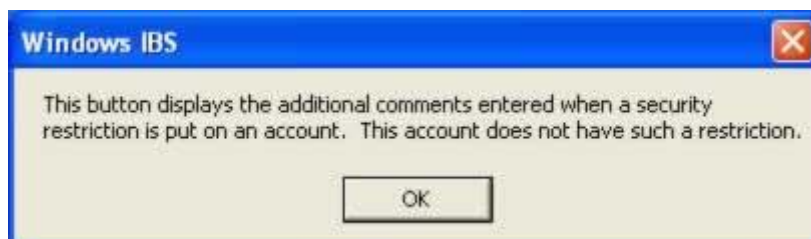
Client Code	Name	Address	Post Code	Status
BALL	Mrs Clare Ball	1 Bridge Street	KT15 4BB	
RANDALL	Randall Associates Ltd	22 West Street	W1 2BB	

Close Select Search Comments Send to Excel

Select the record by double-clicking the line or by selecting the line and pressing Select. The selected name and address record will be opened.

If the search results are not satisfactory and you wish to search again, press Search.

You can also see whether an account has been suspended by pressing Comments. If the account is not suspended the following box will be displayed.



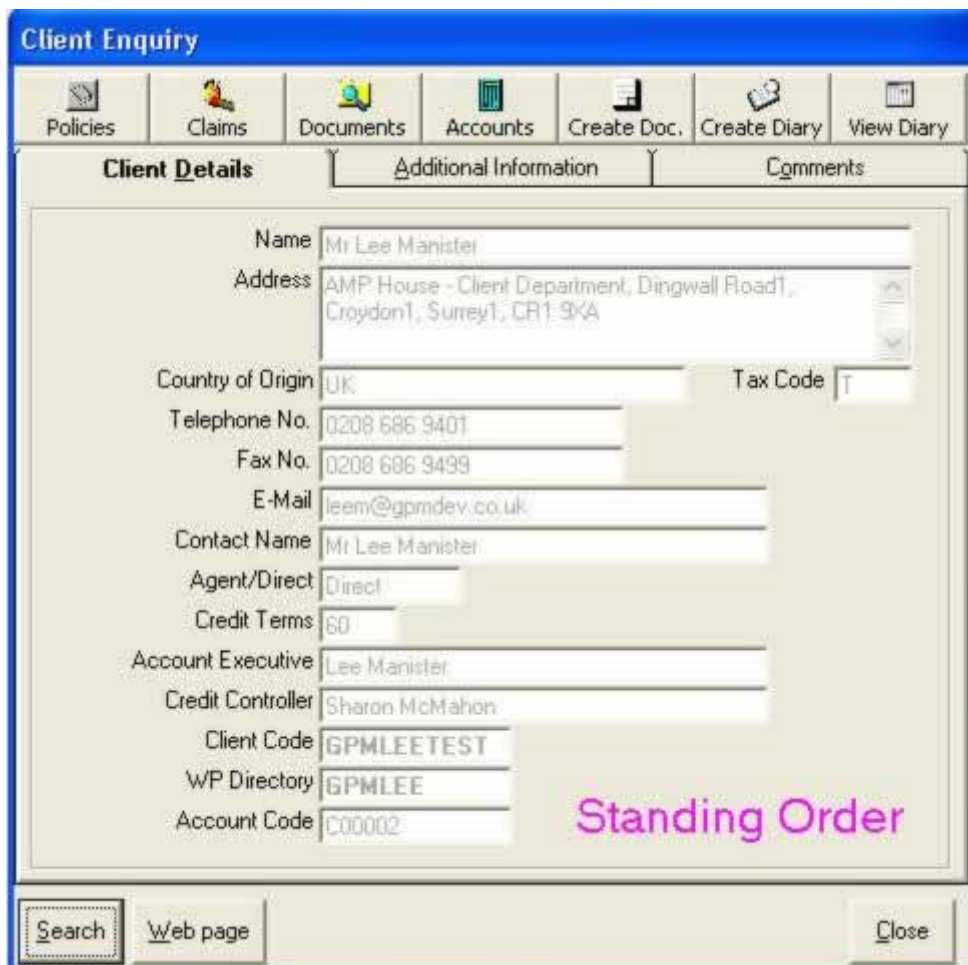
If however the account is suspended the following will be displayed.



The list can be downloaded to Excel by selecting the Send to Excel option.

Client Details

An example is shown below:



A screenshot of the 'Client Enquiry' application window. The 'Client Details' tab is selected. The form contains the following fields and values:

Name	Mr Lee Manister		
Address	AMP House - Client Department, Dingwall Road1, Croydon1, Surrey1, CR1 9XA		
Country of Origin	UK	Tax Code	T
Telephone No.	0208 686 9401		
Fax No.	0208 686 9499		
E-Mail	leem@gpmdev.co.uk		
Contact Name	Mr Lee Manister		
Agent/Direct	Direct		
Credit Terms	60		
Account Executive	Lee Manister		
Credit Controller	Sharon McMahon		
Client Code	GPMLEETEST		
WP Directory	GPMLEE		
Account Code	C00002		

The text 'Standing Order' is displayed in pink at the bottom right of the form area. At the bottom of the window are buttons for 'Search', 'Web page', and 'Close'.

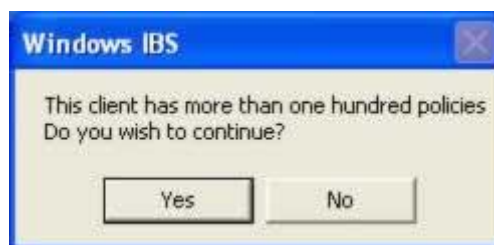
As you can see from the screen shot above the Client Enquiry will display the contact details of the client . You will see from the screen shot that this client has been set up as a Standing Order client, however you can also set them up as Premium Credit or Debit / Credit Client (Refer to Getting Started manual on how to do this).

Enquiry options are as follows:

Policies



To see a list of policies for a client, press the Policies icon (above) or press the F1 key. If there are more than one hundred policies to display, you will be shown the following prompt:



If you have chosen to continue, you will be prompted for the type of policy to view:



If you have selected Current as your option, IBS will only display the policies that are still active. If you have selected Old as your option, IBS will only display the policies that have expired. Finally if you select All as your option, IBS will display all the policies for that client

Once you have made your selection click on the OK button. The list of policies will be displayed as shown:

Client Policy List

Client: Mr Lee Manister
Address: AMP House - Client Department, Dingwall Road1, Croydon1, Surrey1, CR1 9XA

Policy No.	Inc. Date	Exp. Date	Class of Business	Original Insured	Client Reference
2060424	23 FEB 2006	22 FEB 2007	HOUSEHOLD INSURANCE	Mr Original Insured	
2060425	23 FEB 2006	22 FEB 2007	HOUSEHOLD INSURANCE	Mr Original Insured	
2060434	26 JUN 2006	25 JUN 2007	HOUSEHOLD INSURANCE		
4050069	20 NOV 2005	19 NOV 2006	CH Test Risk Code		
4059976	01 JUL 2005	17 JUL 2006	CH Test Risk Code	Original Assured Lee	
4060163	01 MAR 2006	28 FEB 2007	JB		
4069976	18 JUL 2006	17 JUL 2007	CH Test Risk Code	Original Assured Lee	
4070163	01 MAR 2007	28 FEB 2008	JB		
E050027	01 NOV 2005	19 NOV 2006	Package Policy		
E050031	21 NOV 2005	20 NOV 2006	Package Policy		
E050035	01 NOV 2005	20 NOV 2006	Package Policy		
E050036	01 NOV 2005	20 NOV 2006	Package Policy		

View Policy Sums Insured/Limits Send to Excel Close

To view either the policy details or the sums insured details, select the policy from the list and then press the appropriate button, or double-click on the relevant policy to open the policy details. The list of policies can also be downloaded to Excel if required. If you open up the Policy screen they will be opened in enquiry mode and look like the following.

Policy Summary

File View Diary Documents E-Mail Copy Amend Help

Policy Number: G060118 (Re)Insured: Mr Lee Manister
Inception Date: 01 MAR 2006 Address: AMP House - Client Department
Expiry Date: 28 FEB 2007 Dingwall Road1
Croydon1
Surrey1
Business Description:

Lapsed - Competition

Section Details

Slip	CoB	Description	W/D	Order %	Placed	Closed	Brokerage	Lead Underwriter	Client
1	BL	Lees Secondary Class of B	W	100.0000	125.0000	100.0000	22.0000	LLOYDS SYNDICATE	GPMLEETE

Transaction Details

Suffix	CoB	CCY	Amount	Client Due	UW Due	Instalment	Client	Warranty Date	No of C&R
001PM	BL	GBP	1,000.00	30 APR 2006	01 MAR 2006		GPMLEETE		
002AP	BL	GBP	10.00	15 MAR 2006	15 APR 2006	1 of 10	GPMLEETE		1
003AP	BL	GBP	10.00	01 APR 2006	01 MAY 2006	2 of 10	GPMLEETE		
004AP	BL	GBP	10.00	01 MAY 2006	01 JUN 2006	3 of 10	GPMLEETE		
005AP	BL	GBP	10.00	01 JUN 2006	01 JUL 2006	4 of 10	GPMLEETE		

Premiums/Claims Summary

Currency	Gross Premium	App. Premium	Net Client	Net Uvter	Claims Paid	Claims Outstanding	Net from Client	Claim Ratio%
GBP	1,100.00	1,100.00	990.50	856.70	100.00	-100.00	890.50	

Transaction Details Section Details Sums Insured Claims Create Renewal Quote Send to Excel Close

This is the top level policy summary, if you want to view the full policy or transactional details you will need to either double click on the entry or highlight it and click on the appropriate Transaction Details or Section Details button at the bottom of the screen (See section on Policy Processing (Chapter 3) to understand the input screens)..

Claims



To view all claims for a client, select Claims or press the F2 key. A summary of the claims will be shown:

Client Claim List

Client: Mr Lee Manister
 Address: AMP House - Client Department, Dingwall Road1, Croydon1, Surrey1, CR1 9XA

Claims:

Claim	Policy No.	Loss Date	Loss Details
1509	G050017	08 FEB 2005	QE2 damaged in the atlantic due to Stormy weather
1511	G050022	11 FEB 2005	Storm damage to QE2
1512	G050026	15 FEB 2005	Property damaged by fire on the 15/02/05, Property inv
1513	G050025	15 FEB 2005	Theft of the Crown Jewels from the Tower of London or
1516	G050029	01 MAR 2005	Household Fire on 1 High Street
1521	J050414	07 APR 2005	Burglary of 1 High Street, Croydon
1534	G050049	10 JUN 2005	Loss at sea
1548	G050049	SDD	
1549	G050049		f

Summary:

Year	GBP Paid	GBP Res.	EUR Paid	EUR Res.
2007	-500	1,000	25,059	95,845
2006	5,053,305	-4,953,300		
2005	27,492,935	-14,606,685		

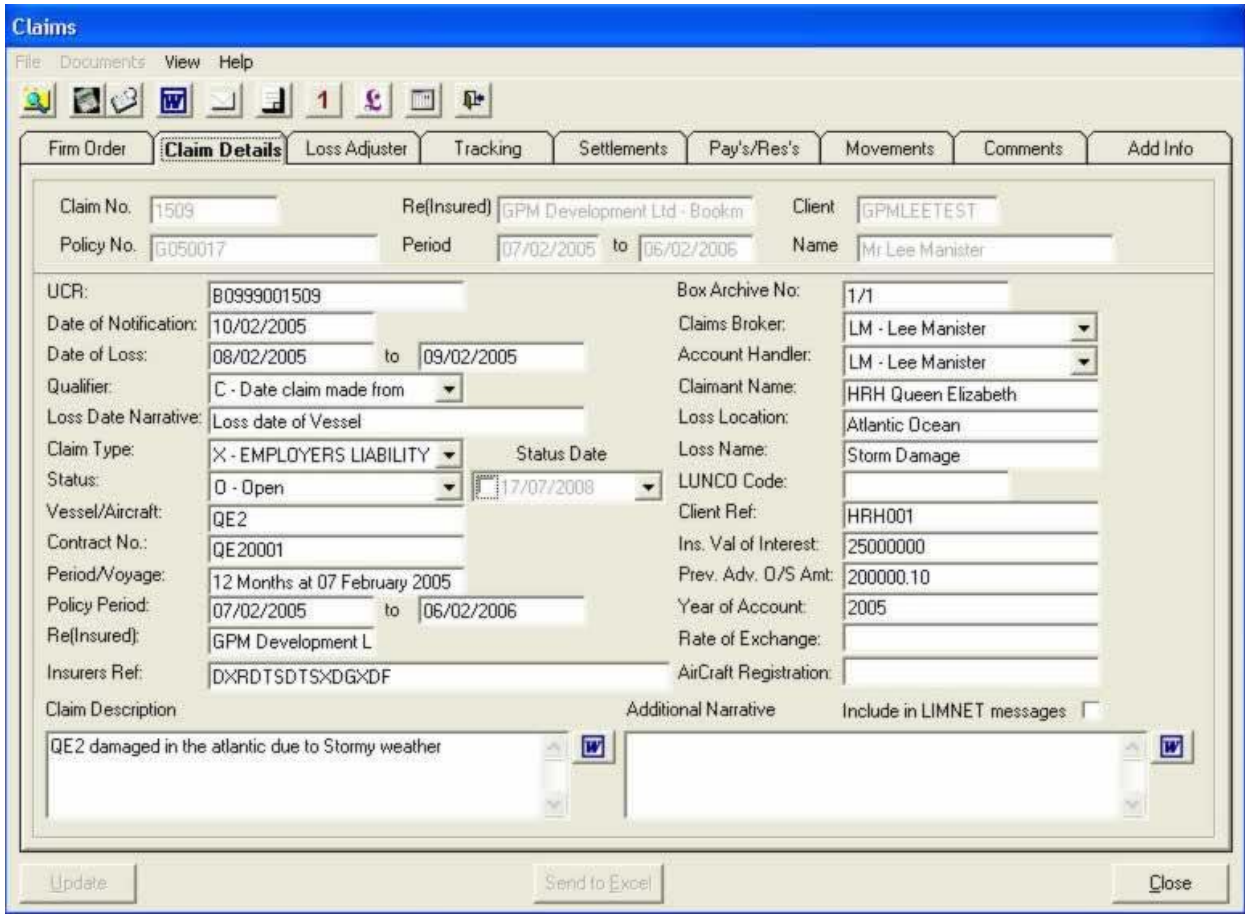
View Claim Send to Excel Close

The claims are shown in claim number order. The scroll bar on the right of the screen can be used to view the end of the list.

A claims summary by year and currency is shown in the table at the bottom of the screen.

To view details of a particular claim, double-click on a claim or select the claim number and press **View Claim**.

The list of claims can also be downloaded to Excel.



The screenshot shows the 'Claims' software interface with the 'Claim Details' tab selected. The interface includes a menu bar (File, Documents, View, Help) and a toolbar with various icons. Below the toolbar is a tabbed interface with tabs for Firm Order, Claim Details (selected), Loss Adjuster, Tracking, Settlements, Pay's/Res's, Movements, Comments, and Add Info.

The 'Claim Details' tab contains the following fields:

- Claim No.: 1509
- Re(Insured): GPM Development Ltd - Bookm
- Client: GPMLEETEST
- Policy No.: G050017
- Period: 07/02/2005 to 06/02/2006
- Name: Mr Lee Manister
- UCR: B0999001509
- Box Archive No: 1/1
- Date of Notification: 10/02/2005
- Claims Broker: LM - Lee Manister
- Date of Loss: 08/02/2005 to 09/02/2005
- Account Handler: LM - Lee Manister
- Qualifier: C - Date claim made from
- Claimant Name: HRH Queen Elizabeth
- Loss Date Narrative: Loss date of Vessel
- Loss Location: Atlantic Ocean
- Claim Type: X - EMPLOYERS LIABILITY
- Status Date: 17/07/2008
- Loss Name: Storm Damage
- Status: O - Open
- LUNCO Code:
- Vessel/Aircraft: QE2
- Client Ref: HRH001
- Contract No.: QE20001
- Ins. Val of Interest: 25000000
- Period/Voyage: 12 Months at 07 February 2005
- Prev. Adv. O/S Amt: 200000.10
- Policy Period: 07/02/2005 to 06/02/2006
- Year of Account: 2005
- Re(Insured): GPM Development L
- Rate of Exchange:
- Insurers Ref: DXRDTSDTSXDGXDF
- AirCraft Registration:
- Claim Description: QE2 damaged in the atlantic due to Stormy weather
- Additional Narrative:
- Include in LIMNET messages: ☐

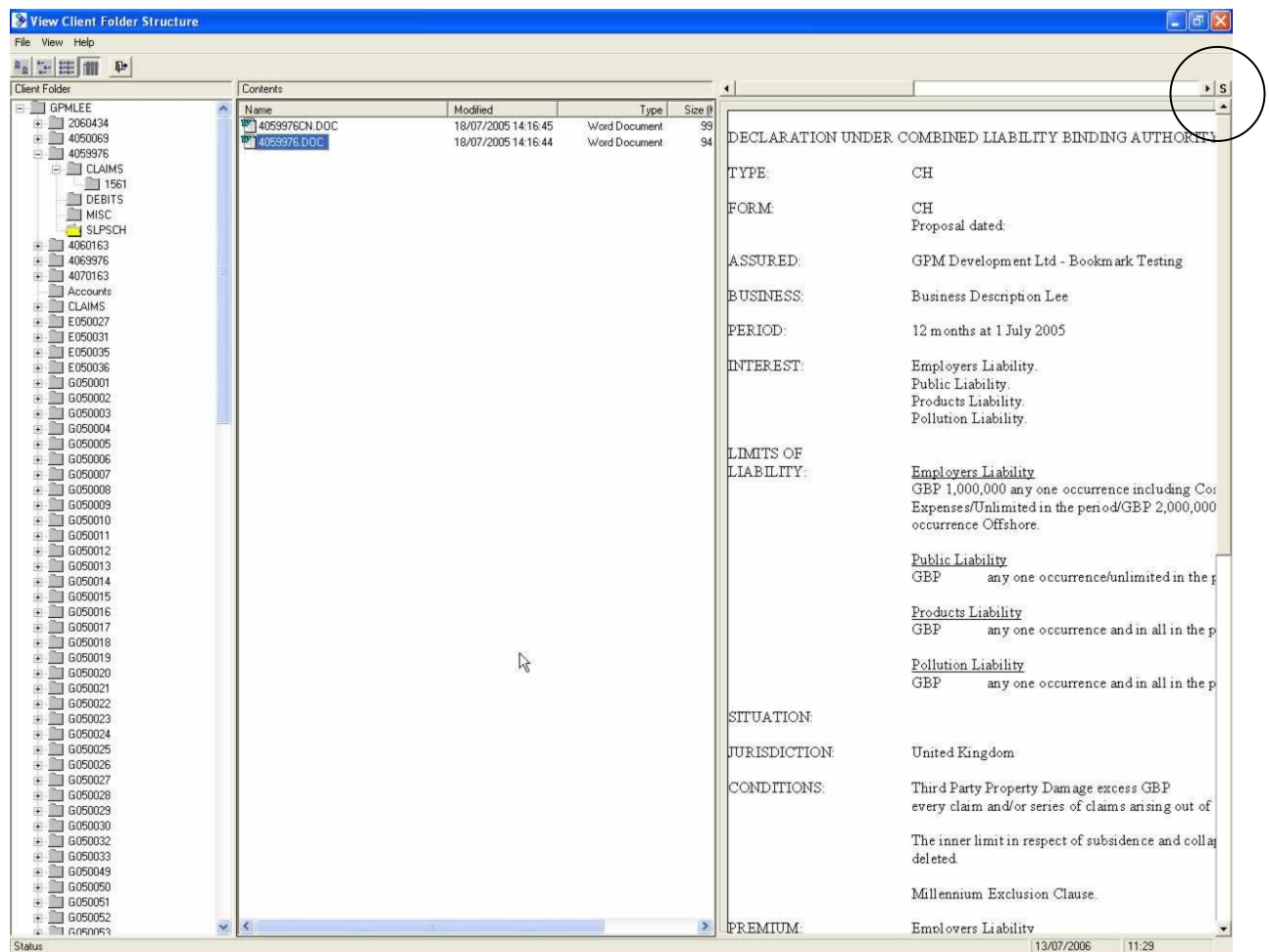
At the bottom of the form are three buttons: Update, Send to Excel, and Close.

The screen automatically defaults to the Claims Details tab, however you can use the tabs across the top of the screen to navigate to other areas that you are wishing to view (See section on Claims Processing (Section 13 or 14) to understand these input screens).

Documents



The Documents option (F3) will display all of the document folders relating to the client, including quote documents, as below. (Please note, your document folders may look different to that shown. If you wish to change to the structure shown, please contact GPM.)



To see the sub-folders within one of the policy folders, click on the '+' next to the relevant policy number. The folder will open as folder 4059976 shown above.

To open one of the sub-folders, of which there are five (Claims, Policy {Full Policy Documents}, Debits, Misc {General Letters} and Slpsch.{Cover Notes and Slips}) click on it. Please note that if there are no Policy or Claims Docs these folders will not be displayed. The documents contained within that folder will be displayed in the pane in the centre of the screen.

A preview of the document selected will appear in the right-hand pane of the screen.

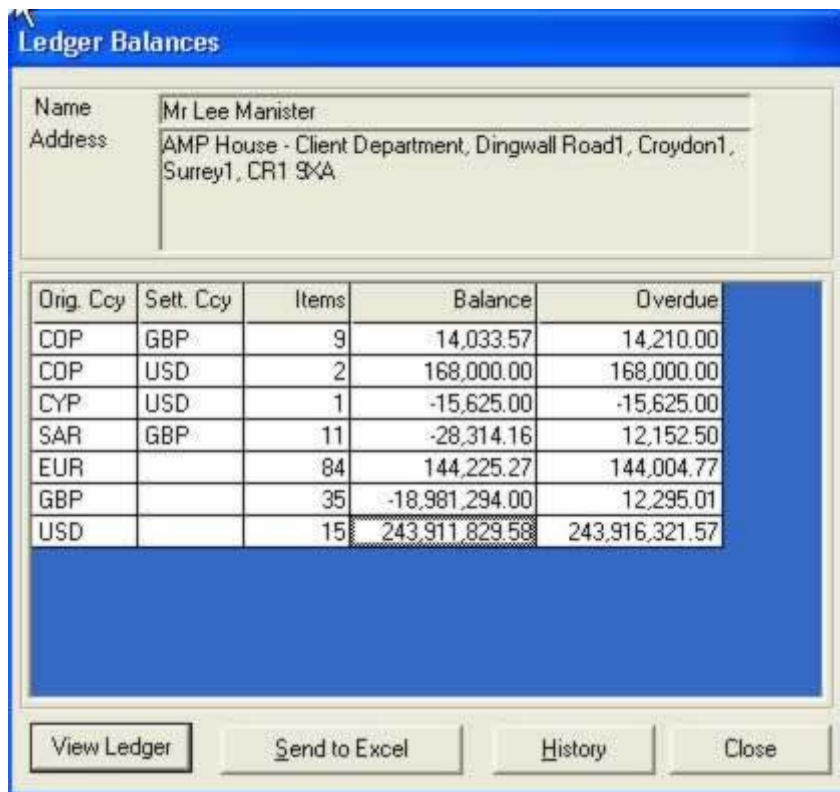
Press the 'S' or 'G' in the top-right corner of the preview pane (highlighted) to obtain a full or detailed view of the document.

To open one of the documents, double-click on it. The document will open in a read-only format. To close the viewer, select File and then Close, or click on this icon .

Ledger



The Accounts option (F5) allows you to view transactions that have been released onto the client ledger. Selecting this option will display a summary by currency for the client.



Ledger Balances

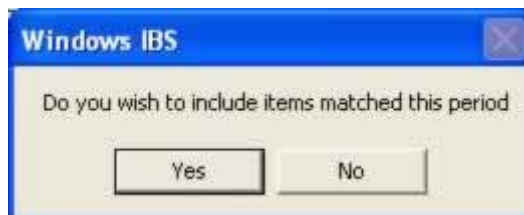
Name: Mr Lee Manister
Address: AMP House - Client Department, Dingwall Road1, Croydon1, Surrey1, CR1 9XA

Orig. Ccy	Sett. Ccy	Items	Balance	Overdue
COP	GBP	9	14,033.57	14,210.00
COP	USD	2	168,000.00	168,000.00
CYP	USD	1	-15,625.00	-15,625.00
SAR	GBP	11	-28,314.16	12,152.50
EUR		84	144,225.27	144,004.77
GBP		35	-18,981,294.00	12,295.01
USD		15	243,911,829.58	243,916,321.57

View Ledger Send to Excel History Close

Here you have the option to view the current ledger (View Ledger), the history ledger or to download the balances to Excel.

To view the ledger select the currency you wish to view and then select View Ledger. You will then see the following option.



Windows IBS

Do you wish to include items matched this period

Yes No

Selecting Yes on the above option will show the ledger screen with unmatched items and matched items that have been processed in the current accounting period (i.e. from the last month end) only, otherwise the current ledger will be shown. The following screen is then displayed if you have selected no.

Ledger Display

Account: C00002 Orig. Ccy: USD Sett. Ccy: USD Retrieve Statement

Name: Mr Lee Manister

Standing Order Include Items Matched This Period: ☐ Additional Criteria

Stat. Bal. Balance: 243911829.58 USD 0

Type	Reference	Due Date	Narrative	Orig. Amount	Sett. Amount	Outstanding	Allocate	v
JNL	TFR0406USD	16/06/2006	Consolidation for USD 0406	-4,500.00	-4,500.00	-4,500.00		
PAY	001181	31/10/2006	USD ,Chq 2	3.45	3.45	3.45		
PAY	001182	31/10/2006	USD22 Chq 123	4.56	4.56	4.56		
DB	G070182001PM	11/01/2008	Mr Lee Manister	10,500.00	10,500.00	10,500.00		
DB	R081032001PM	11/04/2008	Mr Lee Manister	359,460.01	359,460.01	359,460.01		
DB	R081033001PM	11/04/2008	Mr Lee Manister	359,460.01	359,460.01	359,460.01		
DB	R081031001PM	11/04/2008	Mr Lee Manister	124,779.44	124,779.44	124,779.44		
DB	R081031002PM	11/04/2008	Mr Lee Manister	32,646.23	32,646.23	32,646.23		
DB	R081031003AP	03/05/2008	Mr Lee Manister	3,264.32	3,264.32	3,264.32		
DB	R081031004AP	03/05/2008	Mr Lee Manister	9,884.87	9,884.87	9,884.87		
DB	R081031005AP	03/05/2008	Mr Lee Manister	100,998.99	100,998.99	100,998.99		
DB	R081033002AP	03/05/2008	Mr Lee Manister	42,688,738.60	42,688,738.60	42,688,738.60		
DB	R081033003AP	03/05/2008	Mr Lee Manister	222,925.50	222,925.50	222,925.50		
DB	R081033004AP	03/05/2008	Mr Lee Manister	3,393.60	3,393.60	3,393.60		
DB	G070181001PM	03/11/2007	Mr Lee Manister	270.00	270.00	270.00		

Next A/c Comments Trans. Details Policy Create Payment Part Pay W/Off Split Res Diff Close

From here you can see all items that have not been matched due to the fact that the Outstanding field has an amount within it.

If you have selected yes to view ledger the following screen will be displayed.

Ledger Display

Account: Orig. Ccy: Sett. Ccy: Retrieve:

Name: Statement:

Display Options: ☒ Open Items Only ☐ Payable only ☐ All Items Additional Criteria:

Standing Order: ☐ Include Items Matched This Period: ☒

Stat. Bal.: Balance: USD

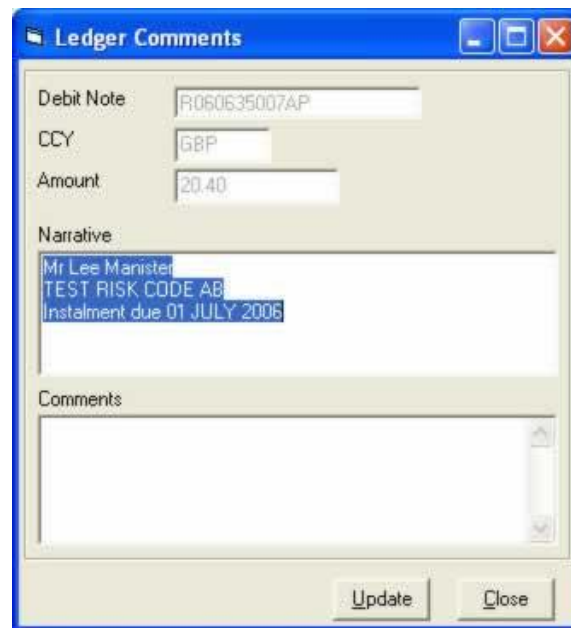
Type	Reference	Due Date	Narrative	Orig. Amount	Sett. Amount	Outstanding	Allocate	%
JNL	TFR0406USD	16/06/2006	Consolidation for USD 0406	-4,500.00	-4,500.00	-4,500.00		
PAY	001181	31/10/2006	USD ,Chq 2	3.45	3.45	3.45		
PAY	001182	31/10/2006	USD22 Chq 123	4.56	4.56	4.56		
DB	G070182001PM	11/01/2008	Mr Lee Manister	10,500.00	10,500.00	10,500.00		
DB	R081032001PM	11/04/2008	Mr Lee Manister	359,460.01	359,460.01	359,460.01		
DB	R081033001PM	11/04/2008	Mr Lee Manister	359,460.01	359,460.01	359,460.01		
DB	R081031001PM	11/04/2008	Mr Lee Manister	124,779.44	124,779.44	124,779.44		
DB	R081031002PM	11/04/2008	Mr Lee Manister	32,646.23	32,646.23	32,646.23		
DB	R081031003AP	03/05/2008	Mr Lee Manister	3,264.32	3,264.32	3,264.32		
DB	R081031004AP	03/05/2008	Mr Lee Manister	9,884.87	9,884.87	9,884.87		
DB	R081031005AP	03/05/2008	Mr Lee Manister	100,998.99	100,998.99	100,998.99		
DB	R081033002AP	03/05/2008	Mr Lee Manister	42,688,738.60	42,688,738.60	42,688,738.60		
DB	R081033003AP	03/05/2008	Mr Lee Manister	222,925.50	222,925.50	222,925.50		
DB	R081033004AP	03/05/2008	Mr Lee Manister	3,393.60	3,393.60	3,393.60		
DB	G070181001PM	03/11/2007	Mr Lee Manister	270.00	270.00	270.00		

Next A/c Comments Trans. Details Policy Create Payment Part Pay W/Off Split Rec Diff Close

You still have the same functionality as if you clicked no, however the main difference is that you can now see items that have been matched in the current accounting period as well as the ones that have not been matched.

From this screen you have the facility to view any comments that have been attached to a transaction, send the ledger to excel, view an individual transactions details, view the policy information of a transaction or you can move to another account.

If you wish to view the comments of a transaction, firstly highlight the appropriate entry and click on the Comments button. The following screen will be displayed.



Ledger Comments

Debit Note: R050635007AP

CCY: GBP

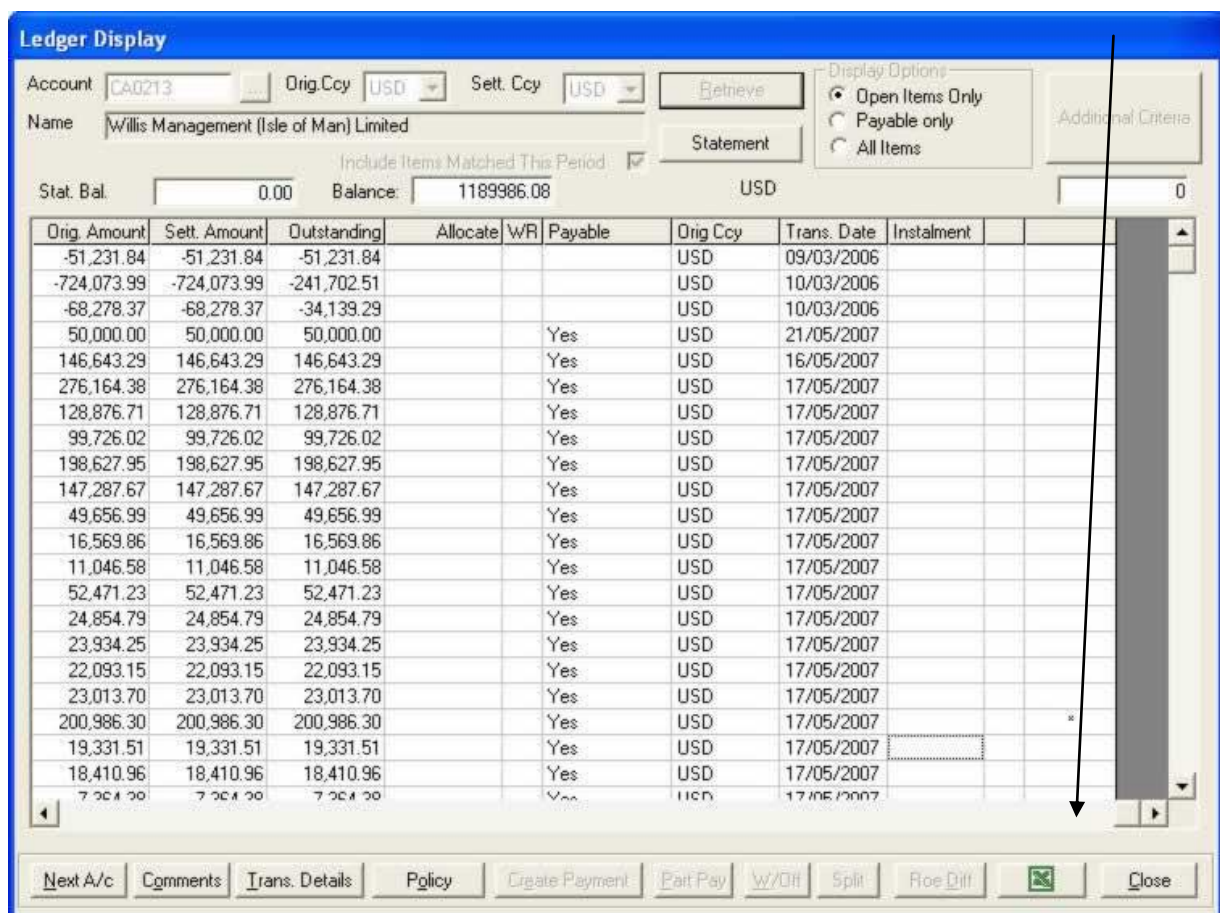
Amount: 20.40

Narrative:
Mr Lee Manister
TEST RISK CODE AB
Instalment due 01 JULY 2006

Comments:

Update Close

The transaction reference, currency, amount and narrative (This is the narrative that was displayed when the debit note was produced) are displayed.



Ledger Display

Account: CA0213 Orig.Ccy: USD Sett. Ccy: USD Retrieve Statement

Name: Willis Management (Isle of Man) Limited

Include Items Matched This Period: ☒

Stat. Bal: 0.00 Balance: 1189986.08 USD

Display Options:
☒ Open Items Only
☐ Payable only
☐ All Items

Orig. Amount	Sett. Amount	Outstanding	Allocate	WR	Payable	Orig Ccy	Trans. Date	Instalment
-51,231.84	-51,231.84	-51,231.84				USD	09/03/2006	
-724,073.99	-724,073.99	-241,702.51				USD	10/03/2006	
-68,278.37	-68,278.37	-34,139.29				USD	10/03/2006	
50,000.00	50,000.00	50,000.00			Yes	USD	21/05/2007	
146,643.29	146,643.29	146,643.29			Yes	USD	16/05/2007	
276,164.38	276,164.38	276,164.38			Yes	USD	17/05/2007	
128,876.71	128,876.71	128,876.71			Yes	USD	17/05/2007	
99,726.02	99,726.02	99,726.02			Yes	USD	17/05/2007	
198,627.95	198,627.95	198,627.95			Yes	USD	17/05/2007	
147,287.67	147,287.67	147,287.67			Yes	USD	17/05/2007	
49,656.99	49,656.99	49,656.99			Yes	USD	17/05/2007	
16,569.86	16,569.86	16,569.86			Yes	USD	17/05/2007	
11,046.58	11,046.58	11,046.58			Yes	USD	17/05/2007	
52,471.23	52,471.23	52,471.23			Yes	USD	17/05/2007	
24,854.79	24,854.79	24,854.79			Yes	USD	17/05/2007	
23,934.25	23,934.25	23,934.25			Yes	USD	17/05/2007	
22,093.15	22,093.15	22,093.15			Yes	USD	17/05/2007	
23,013.70	23,013.70	23,013.70			Yes	USD	17/05/2007	
200,986.30	200,986.30	200,986.30			Yes	USD	17/05/2007	
19,331.51	19,331.51	19,331.51			Yes	USD	17/05/2007	
18,410.96	18,410.96	18,410.96			Yes	USD	17/05/2007	
7,304.30	7,304.30	7,304.30			Yes	USD	17/05/2007	

Next A/c Comments Trans. Details Policy Create Payment Part Pay W/Off Split Rec Diff Close

If you wish to send the full ledger to an excel spreadsheet just click on the excel  button.

If you wish to view the Transaction Details of a ledger entry then highlight the appropriate entry and click on Trans. Details. The following is then displayed.

Ledger Entry Details

Transaction Reference: leem

CCY	Account	Original Amount	Sett CCY	Settlement Amount	Match Date	Seq No
USD	C00002 - Mr Lee Manister		USD	10,500.00	Open	
USD	ULL001 - LLOYDS summary acco		USD	-8,000.00	Open	
USD	PLB001 - Brokerage		USD	-2,500.00	23 JAN 2008	

Allocation Details Send to Excel Close

As you can see from the above screenshot the transaction selected is broken down into all of its components i.e. Client amount, Underwriters amount and Brokerage. If the Match Date has 'Open' within it, this means that this amount has not been matched, however if there is a date then that was when the item was matched.

The Allocation Details option is available within this screen for items which have been matched. This will show the user all the items that were matched with the current transaction. The screen will look like as follows. This shows you exactly how the transaction was allocated when processed by the accounts team.

Allocation Entry Details

Allocation Reference

Transaction	Date	Amount	Narrative
4000855001PM	18 May 2007	-180.00	Cold Harbour Services T/A GFAGDSFAD
4000856001PM	18 May 2007	-150.00	Cold Harbour Services T/A GFAGDSFAD
4044444031PM	18 May 2007	-180.00	Cold Harbour Services T/A GFAGDSFAD
4044444032PM	18 May 2007	-150.00	Cold Harbour Services T/A GFAGDSFAD
4071080004PM	18 Jul 2007	-22.67	GRAHAM HANSEN
4071080005PM	18 Jul 2007	-17.01	GRAHAM HANSEN
4071080006PM	18 Jul 2007	-17.01	GRAHAM HANSEN
4071090009PM	24 Jul 2007	-22.58	GJ CLIENT ACCT
4071090010PM	24 Jul 2007	-22.57	GJ CLIENT ACCT
4071090011PM	24 Jul 2007	-22.57	GJ CLIENT ACCT
4071090012PM	24 Jul 2007	-22.57	GJ CLIENT ACCT
4071090013PM	24 Jul 2007	-22.58	GJ CLIENT ACCT
4071090014PM	24 Jul 2007	-22.57	GJ CLIENT ACCT
4071090015PM	24 Jul 2007	-22.57	GJ CLIENT ACCT
4071090016PM	24 Jul 2007	-22.57	GJ CLIENT ACCT
4071090017PM	24 Jul 2007	-22.58	GJ CLIENT ACCT
4071090018PM	24 Jul 2007	-22.57	GJ CLIENT ACCT

Once you have finished with the Allocation details click on the Close button.

While in the main Ledger display screen you also have the facility to view the policy information of a specific transaction by highlighting the appropriate entry and clicking on the Policy button (See Section on Policies for an overview of the screens).

Should you wish to view History items of a particular currency, then you will first need to select the currency and then click History button. This will take you into the Ledger Display screen as detailed above. The functionality is exactly the same as is it for the current ledger.

If you wish to view the policy information for a particular transaction, highlight the appropriate entry and click on the Policy button. This will then take you to the main policy screen. For information on how to navigate around these screen, see the section on Enquiry Policies.

If you have finished with the current account that you are viewing the ledger on and you wish to view further accounts you can do so by clicking on the Next A/c button. This will then clear the current screen for you to enter the new account details. This negates the need to close the screen down and go back into it, should you wish to see more account information.

Once you have finished with the ledger screens click to close to exit.

Create Documents



(Please note before using this option, Letters and Letter Categories table files in IBS must first be set up.)

To create a standard letter, fax or other Word document, select the Create Doc option or press the F6 key. The following window will appear:



Select the letter category from the Level 1 dropdown list.

Select your document template name from the Level 2 dropdown list and select Print.

The saved document will open in Word and you will be able to make any amendments as required. Save any changes and close in the normal way. The document will be automatically saved in the Client Folder under the Misc (Miscellaneous) folder.

Create Diary Item



To create a diary entry for a client, select the Create Diary option or press the F7 key.

If a diary entry for this client has been made in another person's diary, the following prompt will appear:



Select OK on this and a new diary record will appear for you to complete.



The image shows a software window titled "Diary". It contains several input fields: "Date:" with a dropdown menu showing "Thu 17/07/2008", "User Name:" with a dropdown menu showing "tonym", "Client Code:" with a text box containing "GPMLEETES", "Name:" with an empty text box, "Policy Number:" with an empty text box, "Claim No.:" with an empty text box, and "Quote Number:" with an empty text box. Below these is a large "Comments:" text area. At the bottom of the window are three buttons: "Update", "Add", and "Close".

Enter the relevant policy, claim or quote number as a reference and add the comments as required.

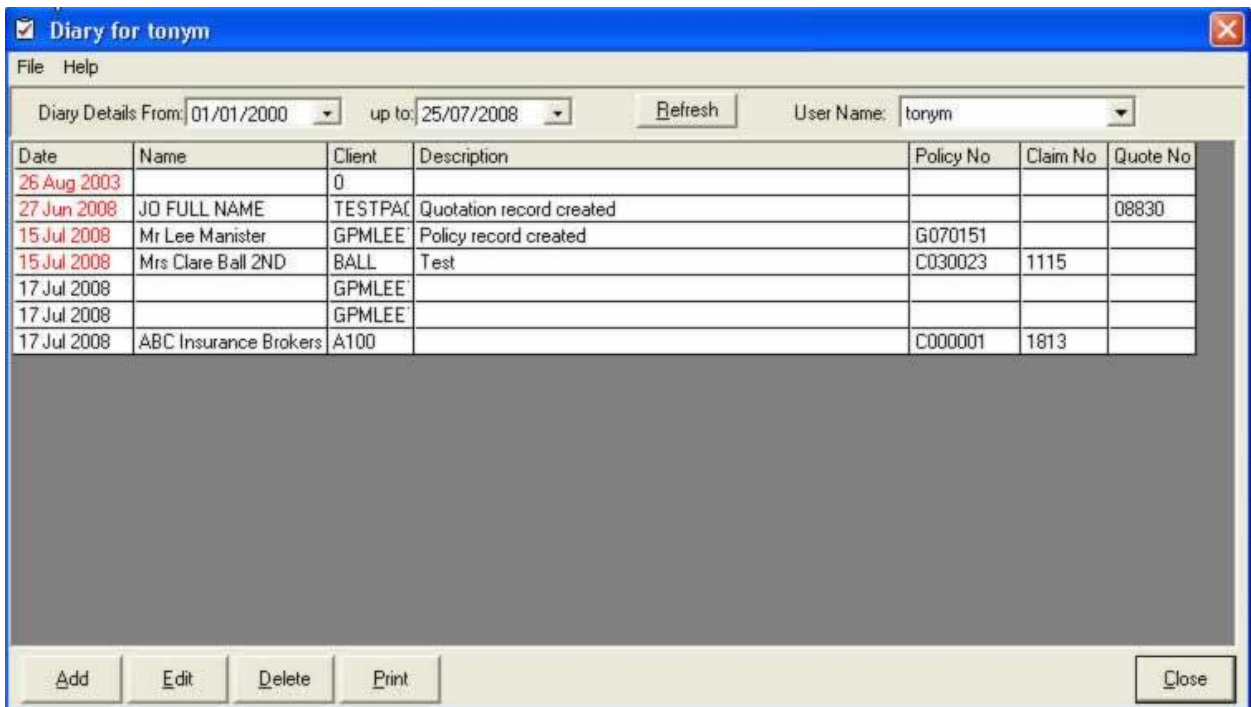
To save the entry, press Update, or to another diary entry select Add.

When closing the diary entry, the diary is shown (see below).

View Diary



To view the diary, select the View Diary option.



Diary for tonym

File Help

Diary Details From: 01/01/2000 up to: 25/07/2008 Refresh User Name: tonym

Date	Name	Client	Description	Policy No	Claim No	Quote No
26 Aug 2003		0				
27 Jun 2008	JO FULL NAME	TESTPA	Quotation record created			08830
15 Jul 2008	Mr Lee Manister	GPMLEE	Policy record created	G070151		
15 Jul 2008	Mrs Clare Ball 2ND	BALL	Test	C030023	1115	
17 Jul 2008		GPMLEE				
17 Jul 2008		GPMLEE				
17 Jul 2008	ABC Insurance Brokers	A100		C000001	1813	

Add Edit Delete Print Close

The diary will display the diary items per system user for a specific date range. The diary will default to your own diary and will display items diarised for up to a week in advance of today's date.

These viewing options can be amended using the options at the top of the screen. Once amended, press Refresh to view the new list.

Where items are overdue, the date will appear in red. Diary items with dates falling on a weekend will appear in blue.

In the diary, items can be created (by clicking on the add button), edited or deleted and a list of items downloaded into Excel using the Print option.

Date Field: This is the date the diary entry was created, not the date of the policy, claim or quote was entered.

Name: This is the name of the insured.

Client: This is client code from the name and address record

Description: This is a free text field to enter a description or any other relevant information.

Policy Number: If the diary item is entered from the policy screen the policy number, client code and insured name will be entered automatically. It can be entered manually if the diary is accessed from elsewhere.

Claim Number: If the diary item is entered from the claim screen the claim number, policy number, client code and insured name will be entered automatically. It can be entered manually if the diary is accessed from elsewhere.

Quote Number: If the diary item is entered from the quote screen the quote number, client code and insured name will be entered automatically. It can be entered manually if the diary is accessed from elsewhere.