

Company Downloads

Overview

The Agency Advantage Download Manager is a stand alone program that merges company download files into the the Agency Advantage management system. The program accepts files in ACORD AL3 format. Most carrier files use the popular AFW format. Compressed files are automatically handled by the system with no user intervention required.

The IVANS transfer manager is fully integrated in this product. IVANS files should be routed to your network \aa\download folder. Support is available for company download files not transmitted through IVANS. These files should also be stored in the network \aa\download folder.

After selecting a file, it is digested into a temporary work file and moved to an archive folder. A work file is displayed giving the operator an opportunity to print a listing of the file's contents and to manually handle any errors. Some common tasks include assigning a CSR code to new business transactions and verifying the commission plan assigned to policies.

The system makes use of colors to aid the operator. Items in **RED** require attention, **YELLOW** indicates the absence of a perfect match on customer name and address, or policy number effective date combinations.

Customers are matched using the first eight characters of the name and address. Policies are matched using the full policy number (less any suffix preceded by a dash) and effective date plus or minus three days. Results of matching are displayed in the work file along with a description of the action to be preformed for each item.

The system has two posting methods. Individual posting is used to handle errors. The individual item posting screen allows the operator to match the download transaction to any customer's folder and/or policy. Batch posting processes all remaining items in the work file. Batch posting cannot be run until all error items are handled.

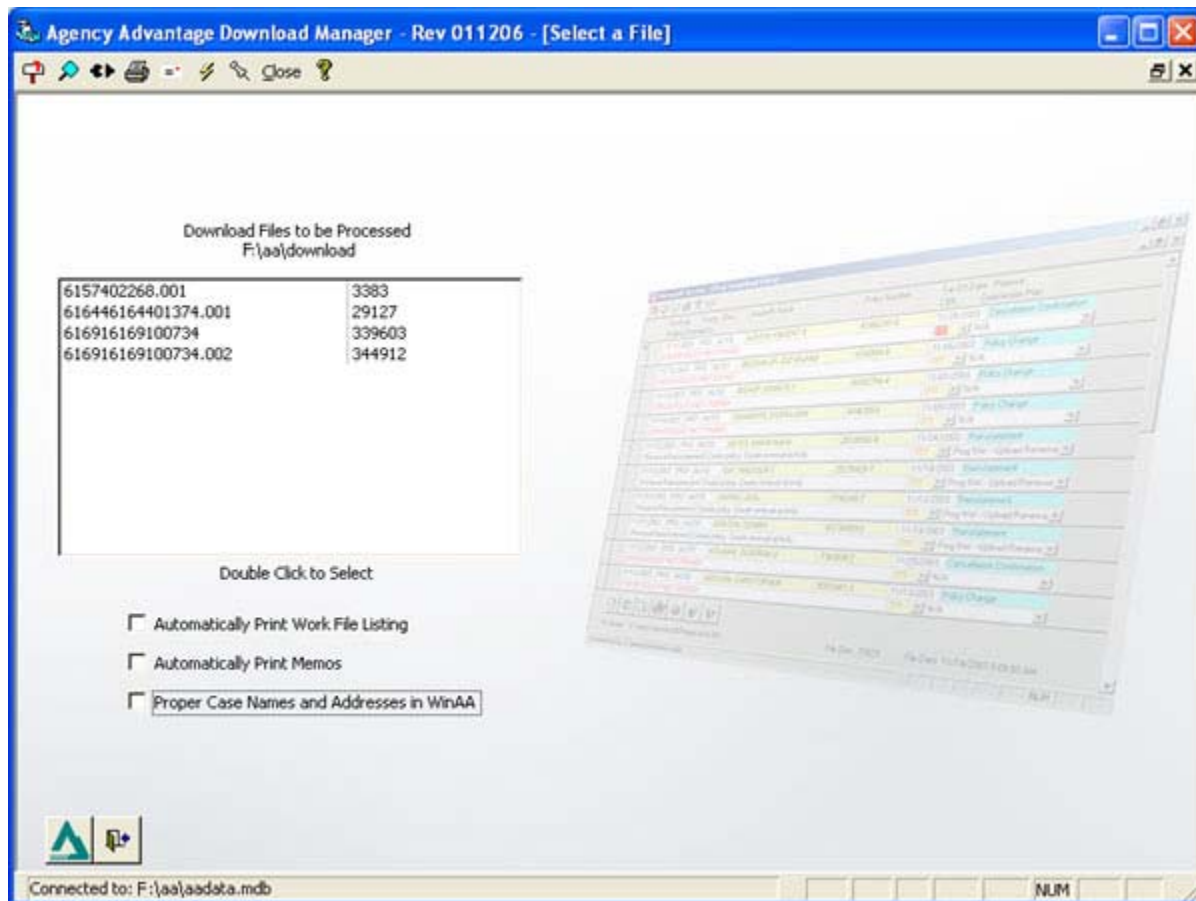
The posting process updates policy and customer information and transfers the entire ACORD AL3 transaction into the agency management system. A summary view and a detail view of the download transaction are available on the 'Downloads' tab in the customer folder and on the policy detail screen.

Continue to next page..

Understanding The Agency Advantage Download Manager


As mentioned before, the download manager is a stand alone program. It must be downloaded, installed, and updated separately. To download the software go here: <http://www.agencyadvantage.net/dlmanager.asp>


Press Start, Program Files, Agency Advantage, WinAA Download Manager to start the program. The download manager will relink to your database the first time it is opened. Log in to the program in the same way you log in to the Agency Advantage. The opening screen shows any company download files waiting to be processed.





There are several items on this screen you need to be familiar with. First, let's look at the toolbar at the top.





 **"Ivans Mailbox"** - We will discuss this in detail below.


 **"Retrieve Archives"** - You use this button when you need to reprocess a file or look up a file you processed previously. The button accesses the Archive folder that is in your aa/download folder on the server.

 **"NAIC Codes"** - You really don't need to access the NAIC codes unless you accidentally assign the wrong company to a download. We will discuss NAIC codes in detail at a later time.

 **Prints** a screenshot of the download manager.

 **"Email Session.log"** - This button will email us a copy of your session.log file. If you are having trouble retrieving files from Ivans, then this file would contain information that would help us troubleshoot the situation.

 **"Update the Download Manager"** - When you click on this button it will close the Download Manager and start the process for updating it. After clicking on this button, you need to choose "Run" when prompted.

 **"What's New in the Download Manager"** - This lists the recently added companies and new features. This box will pop up after you do an update. However, you can always click on the box that says "Don't show what's new at login," and this will simply allow you to look at the features by clicking on this button

A little further down the screen, you'll find the list of **Download Files to be Processed**. Right below it is a path. In this case, my file path is **F:\aa\download**. Yours may be different! It always depends on your network and how you have your server drive mapped. This is a very important part of receiving downloads. If for some reason you aren't getting any files in this list. It is because the path on the Ivans or third party software is incorrect. Since you are just beginning, the box will be empty. This is just an example of what some of the files can look like.

Download Files to be Processed
F:\aa\download

6157402268.001	3383
616446164401374.001	29127
616916169100734	339603
616916169100734.002	344912

Double Click to Select

Below the Download Files to be Processed there are three options that you can select. You may select all or none and it is completely up to you.

Automatically Print Work File Listing

Automatically Print Memos


Proper Case Names and Addresses in WinAA


Automatically Print Work File Listing prints all of the information within the workfile.

Automatically Print Memos prints the memos automatically without prompting you.

Proper Case Names and Addresses in WinAA means that you would be using "Proper Case" such as Tina Stewart instead of TINA STEWART.

Finally we get to the bottom where you will find the Ivans Transfer Manager and Exit buttons.

 The **IVANS Transfer Manager** button cannot be used until you have set up your mailboxes. You can click on it, but nothing is going to happen. You may see a flash of screen, or "Path not found." When you have contacted a company and they have assigned you an Ivans **Yaccount** and **UserID**, please give us a call at 800-442-5447 we must profile the account and prepare it for ECS downloads.

 If you click on the "Exit" button you will close the program. It's not too big of a deal if you click on it while still looking at the Download Files to be processed, however, if you try and close the program after you've already processed some downloads and they are waiting to be posted to the database, then you may lose your work.

Understanding the IVANS Transfer Manager

If you haven't already, you need to download and install the IVANS Transfer Manager. To download and install the IVANS, go here: <http://www.agencyadvantage.net/dlmanager.asp>

After you have the Transfer Manager installed, open up your WinAA Download Manager, login, and select the mailbox icon on the tool bar.



You should have an Ivans Yaccount and UserID. If you do not, please contact one of your companies and request one. After you receive one, please call us so we can profile the account.

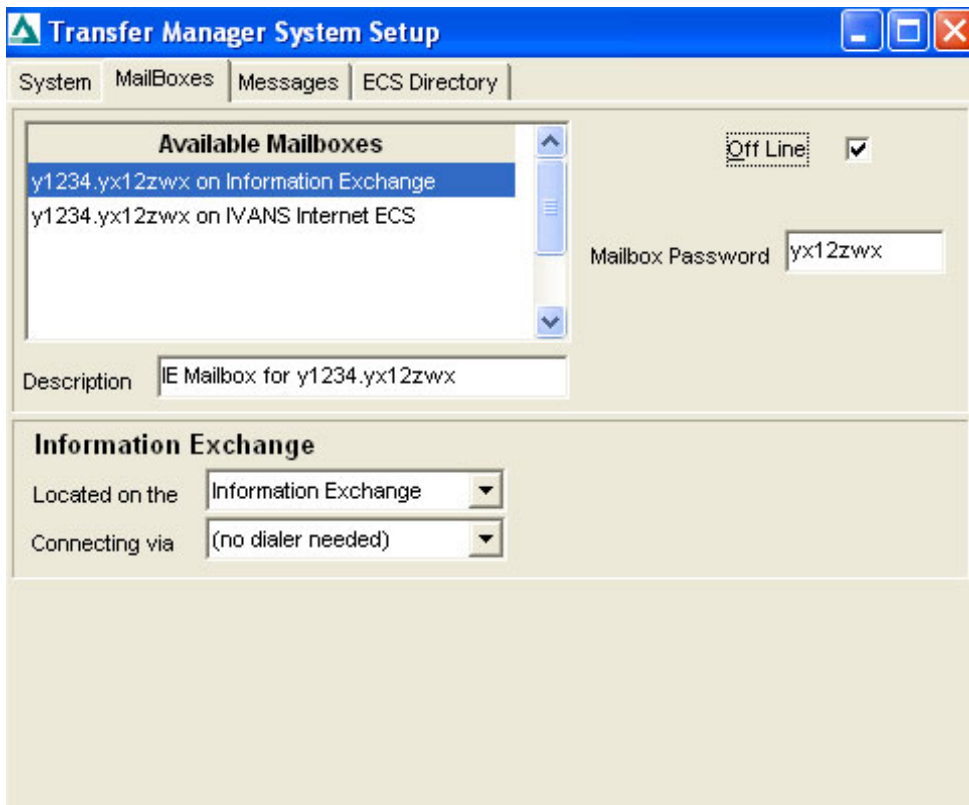
Fill in the Mailbox Creator. You just need to substitute your information in the **Account** and **User ID** fields. The **Mailbox Password** is always the **User ID**. Make sure you have **Re-Install** selected. Click on **Save**, then click **Save** AGAIN. The form will be blank at this time, so click **Exit**.

A screenshot of the 'Mailbox TMC Creator, v2.2.0.6' window. The window has a blue title bar and standard Windows window controls. It is divided into several sections. At the top left, under 'Setup Options', there are two radio buttons: 'New Install' (unselected) and 'Re-Install' (selected). To the right of these are three buttons: 'Preview', 'Save', and 'Exit'. Below this is the 'IVANS Mailbox Data' section, which contains four text input fields: 'Account' (containing 'y1234'), 'User ID' (containing 'yx12zws'), 'Mailbox Password' (containing 'yx12zws'), and 'Description' (containing 'ECS Mailbox for y1234.yx12zws'). There is also a 'Dial Required' checkbox which is unchecked. Below that is the 'AT&T Dial Profile Data' section, which contains five text input fields: 'Account', 'User ID', 'Network Password', 'Description', and 'Phone(*)'. There is also a 'Retry Count' field with the value '3'. At the bottom of the window, there is a note: '[*] If Needed, Contact AT&T at 1-800-727-2222 for correct dial number for IP Protocol.'

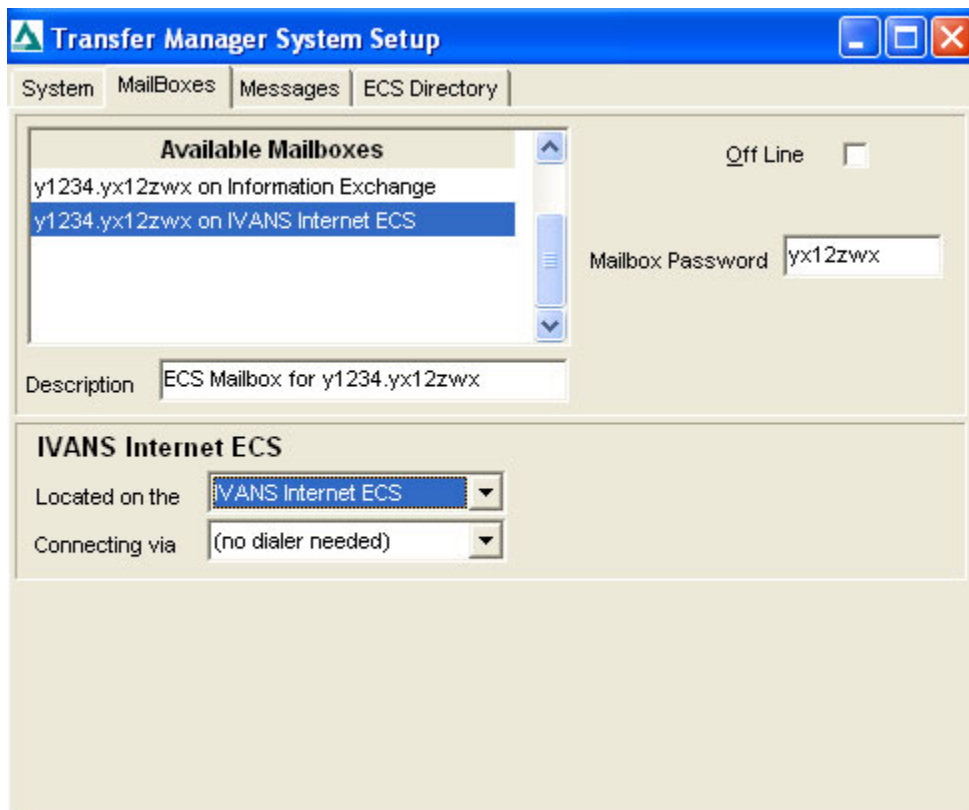
You will only need to do this one time. When you begin to download with additional carriers, simply provide them with your existing mailbox information.

The next step is to configure your mailboxes correctly. This can be a little tricky, so if you aren't comfortable doing more advanced procedures, feel free to give tech support a call at 800-442-5447.

Open up the Transfer Manager by going to Start, Programs, Transfer Manager, Transfer Manager. A small screen may come up and then it will close on its own. At the top, click on Configuration, Support Mode. Nothing will seem to happen. Then click on Configuration, Mailboxes. There are two mailboxes in here now. You have the Information Exchange Mailbox and the ECS Mailbox. The Information Exchange Mailbox, commonly referred to as the IE mailbox is not as common or widely used as the ECS mailbox, however, some companies such as Victoria, GMAC, and Infinity still use this mailbox. If you are downloading with one of these companies, you will also need to install .NET IVANS Transfer Manager. We'll discuss it in detail shortly. The Information Exchange mailbox AND the ECS mailbox must be configured correctly before you can download.



There are two fields located below the description. For the **Information Exchange** mailbox - make sure you have it highlighted blue, the first field, **Located on the..** needs to say **Information Exchange**. The next box needs to say **(no dialer needed)**. For the time being, check this mailbox as being **Off Line**.



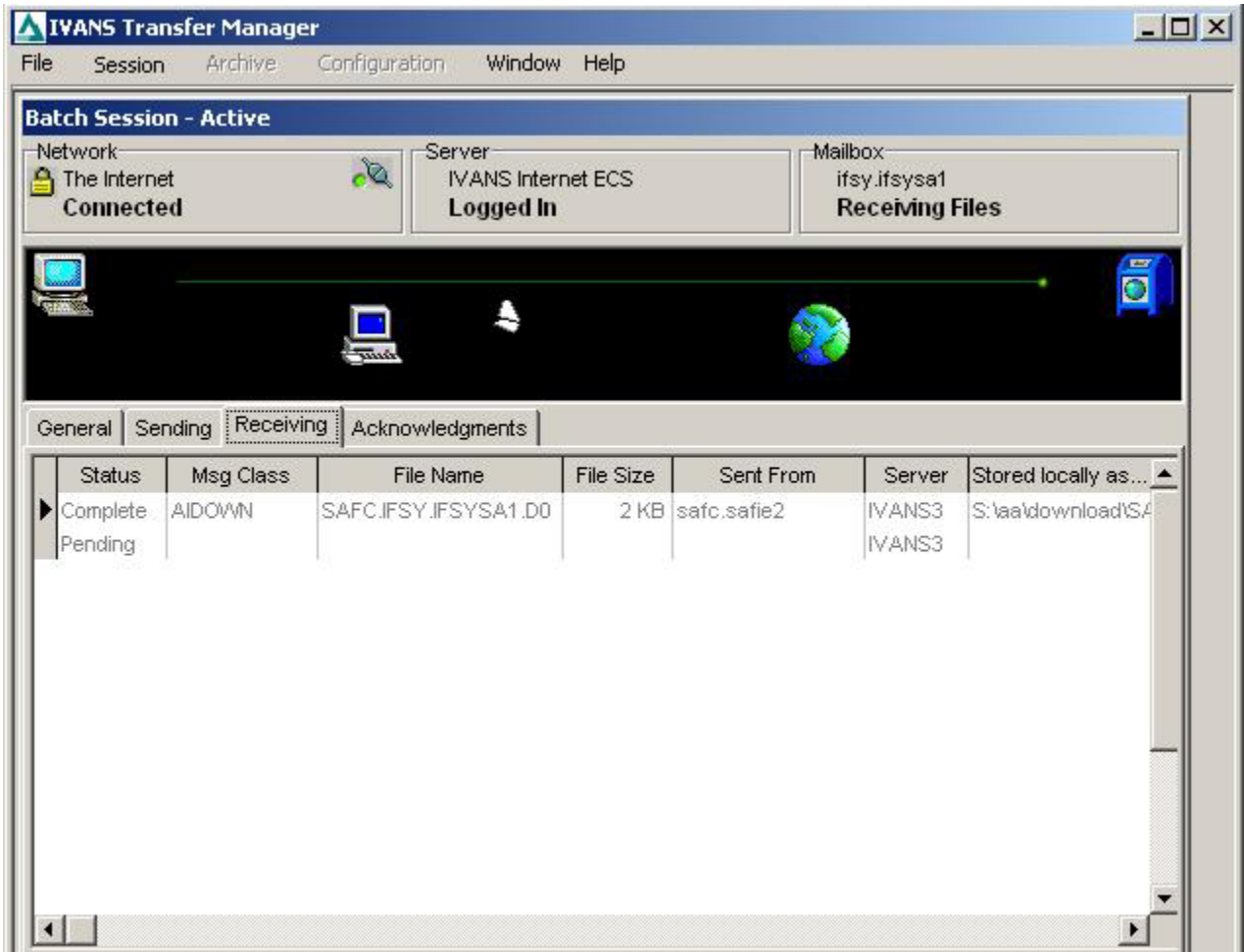
For the **ECS** mailbox - make sure you have it highlighted blue, the first field, **Located on the..** needs to say **IVANS Internet ECS**, not just Ivans ECS. The next box needs to say **(no dialer needed)** as well.

Now that you have your mailboxes set up correctly you are ready to run your first Ivans session. You may not even have files, but what you need to do is at least send your **WAH** (We Are Here) message.

Make sure the IVANS Transfer Manager is **closed** and open up the WinAA Download Manager, login as usual, and then click on the Ivans Transfer Manager button at the bottom.



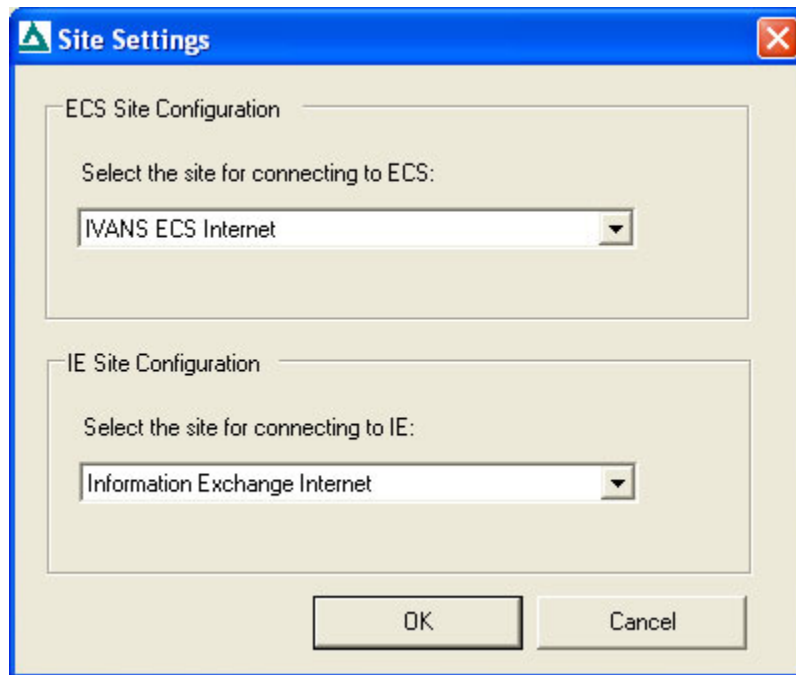
What you are about to see will be similar to the screenshot below. It will flash pretty quickly then close.



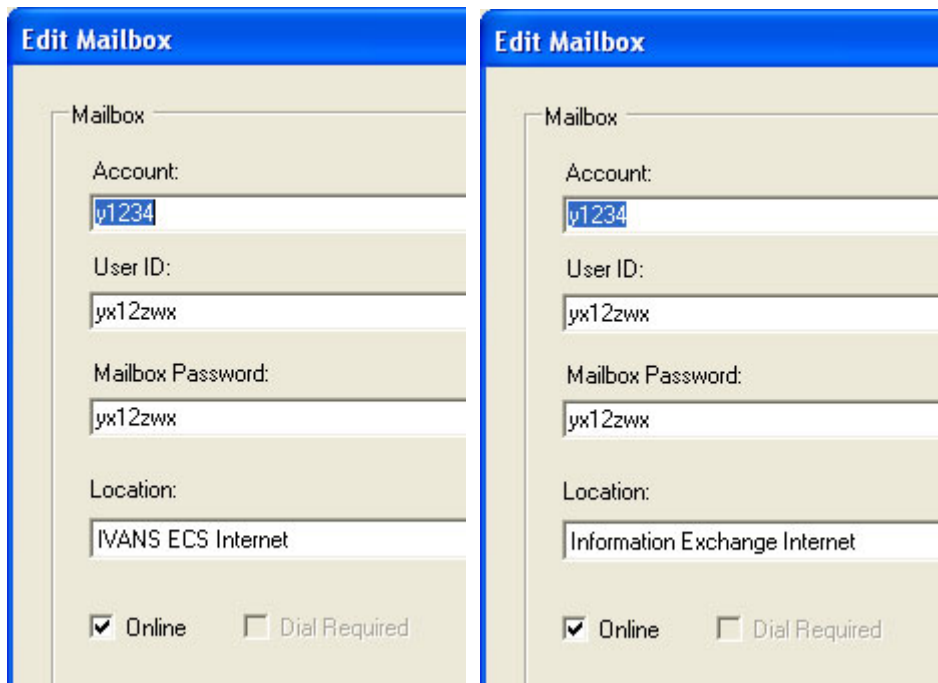
If you are only downloading from companies that require an ECS mailbox, your work is through, you can proceed onto the next step, [Retrieving Files](#). However, if you plan on downloading from companies that require an IE mailbox (Victoria, GMAC, Infinity), then you will require the installation of the .NET version of IVANS. Click on this link and when the dialog box pops up, click on **run**: <http://www.ivans.com/transfermanagerdotnet/download.asp> During the installation make sure to leave all of the destination paths to their default value. Do not change them. Click on **Next** and **Yes** when applicable. Towards the end of the setup (you may be asked to restart), you will see a different type box come up. At that time you will be given the option to **Migrate**. Click on **Migrate**. It is fairly common to get 1 or 2 errors so just click **ok**. And finally **Copy Archives** then **Finish**.

Configuring the Transfer Manager .NET

Now its time to configure the Transfer Manager .NET. Click on Start, Programs, Transfer Manager .NET. When the Transfer Manager .NET opens, on the toolbar, click on Configuration, Support Mode. Then click on Configuration, Site Settings. Configure this window as shown below. They both need to be on the Internet setting. When you're finished, click OK.



Next go to Configuration, Mailboxes. Here you will see the list of mailboxes currently in your Transfer Manager. There should be two. If you double-click on the mailbox it will open up. You need to configure your mailboxes to look like the screenshots below.




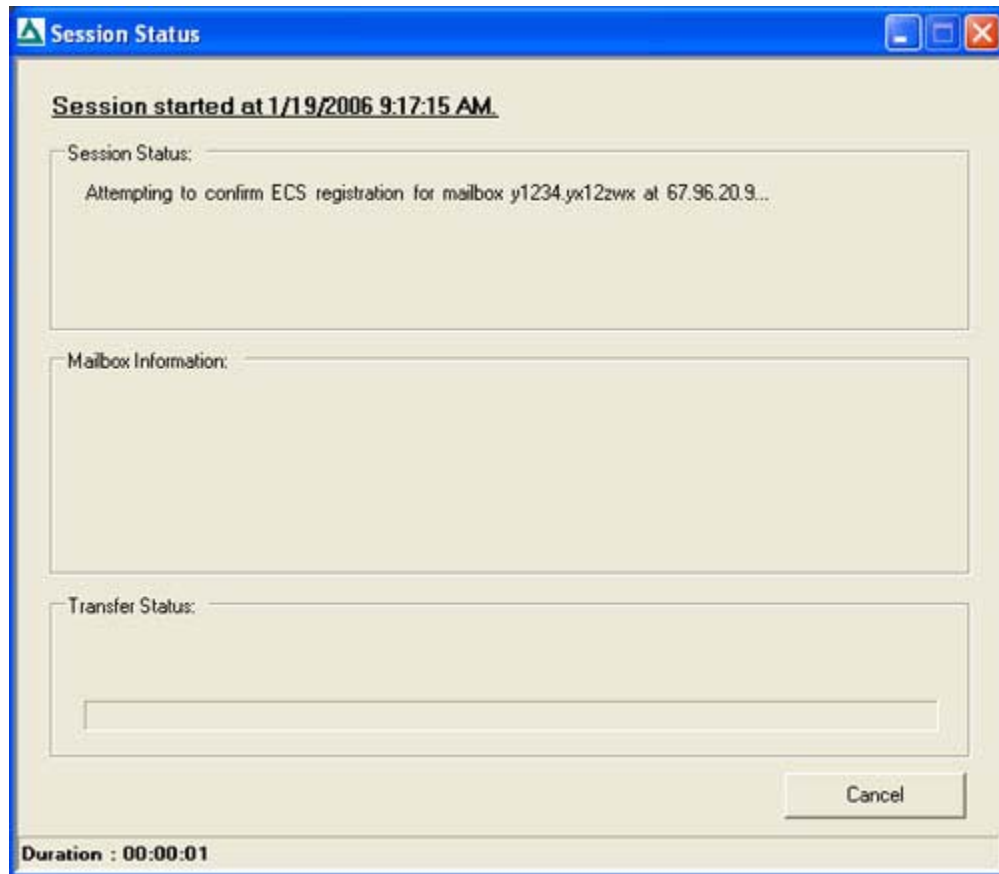
You must configure or at least check BOTH of the mailboxes on the list. If the ECS mailbox is already correct, click OK and then double-click on the IE mailbox. Configure the IE mailbox and then click OK. You can now close the Transfer Manager .NET.

Retrieving Files

There are two different ways files are retrieved:

1. Through the IVANS Transfer Manager
2. Through the companies' own download software. Progressive, Mercury, and Hartford-Omni have their own software.

After you log into the WinAA Download manager, click on the  in the lower left hand corner of your screen. This will initialize Ivans and check your mailboxes. If you are using the .NET it will look a little different.



When the session finishes, it will return you back to the Download Manager. If there were any files to be processed, you'll see them in the **Download Files to be Processed** list.

Viewing Downloads

Once you have run Transfer Manager a list of unprocessed download files is displayed. If you are expecting downloads from companies that use their own software then as soon as you open up your Download Manager more than likely the files will already be there. When you select a company download file it is digested then moved to the archive folder. Company download files have many different naming schemes and file extensions. This varies widely from company to company.

Initial downloads are handled differently than everyday daily downloads and are used for populating an empty database. In order to process a daily download file, you double-click on it, however, when processing an initial download file, you **right-click** on it instead, and then choose **Process as initial load file..**

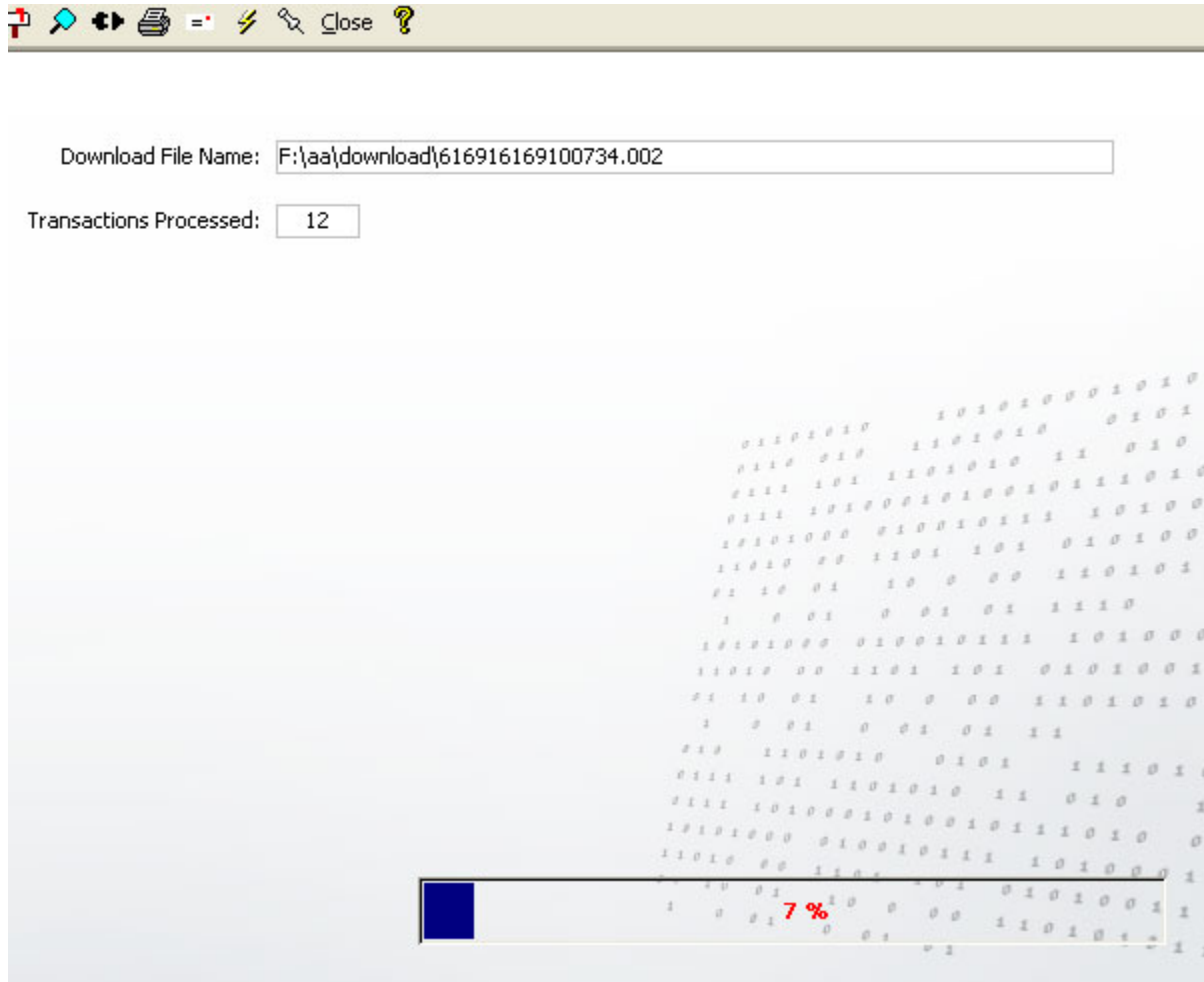
Download Files to be Processed
F:\aa\download

6157402268.001	3383
616446164401374.001	29127
616916169100734	339603
616916169100734.002	344912

Double Click to Select


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After you select the file, whether it be an initial download or daily download, it will begin processing.



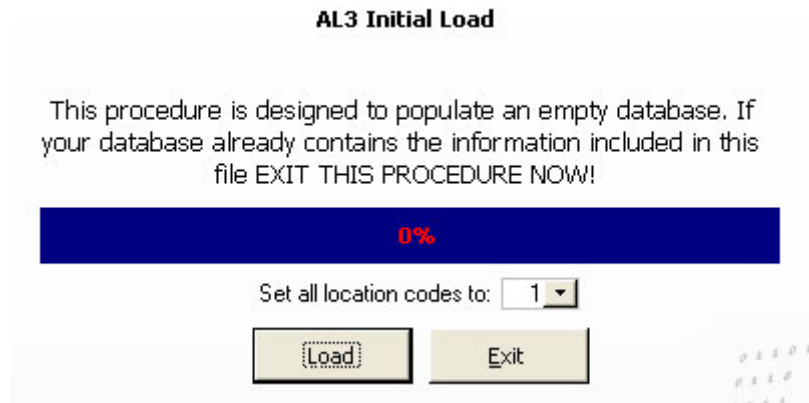
Next, you will be prompted to identify the NAIC Codes. If an unidentified NAIC code is detected the system prompts you to choose a company in the Agency Advantage that corresponds with the code found in the download file. On the list to the left is what is contained in the download file, on the list to the right, initially blank, is where you need to match it up to companies in your database.

Select a company for each NAIC code below

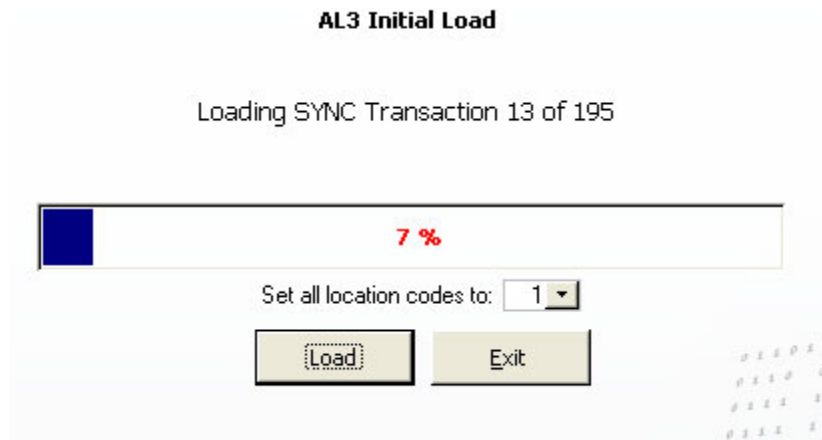
	42889	Victoria Insurance Group	Victoria Insurance
	10105	Victoria Select Insurance Company	
	10644	Victoria Automobile Insurance Company	

After you have matched up each company in the download file, click on '**Continue**'.

If you are processing an **Initial Load** the next window that comes up will prompt you to click on 'Load'.




Then you will see the progress of the initial load.





When it is finished it will take you back to the **Download Files to be Processed**.


If you are processing a **Daily Download**, the next screen shows the content of the files. First let's take a look at the buttons at the bottom.



 Edit Item - While a record selector is highlighted you can click this button and it will take you into the error handling screen.


 Summary view - It shows the summary of the download file.

 Detail View - This is a more detailed look at the download file.

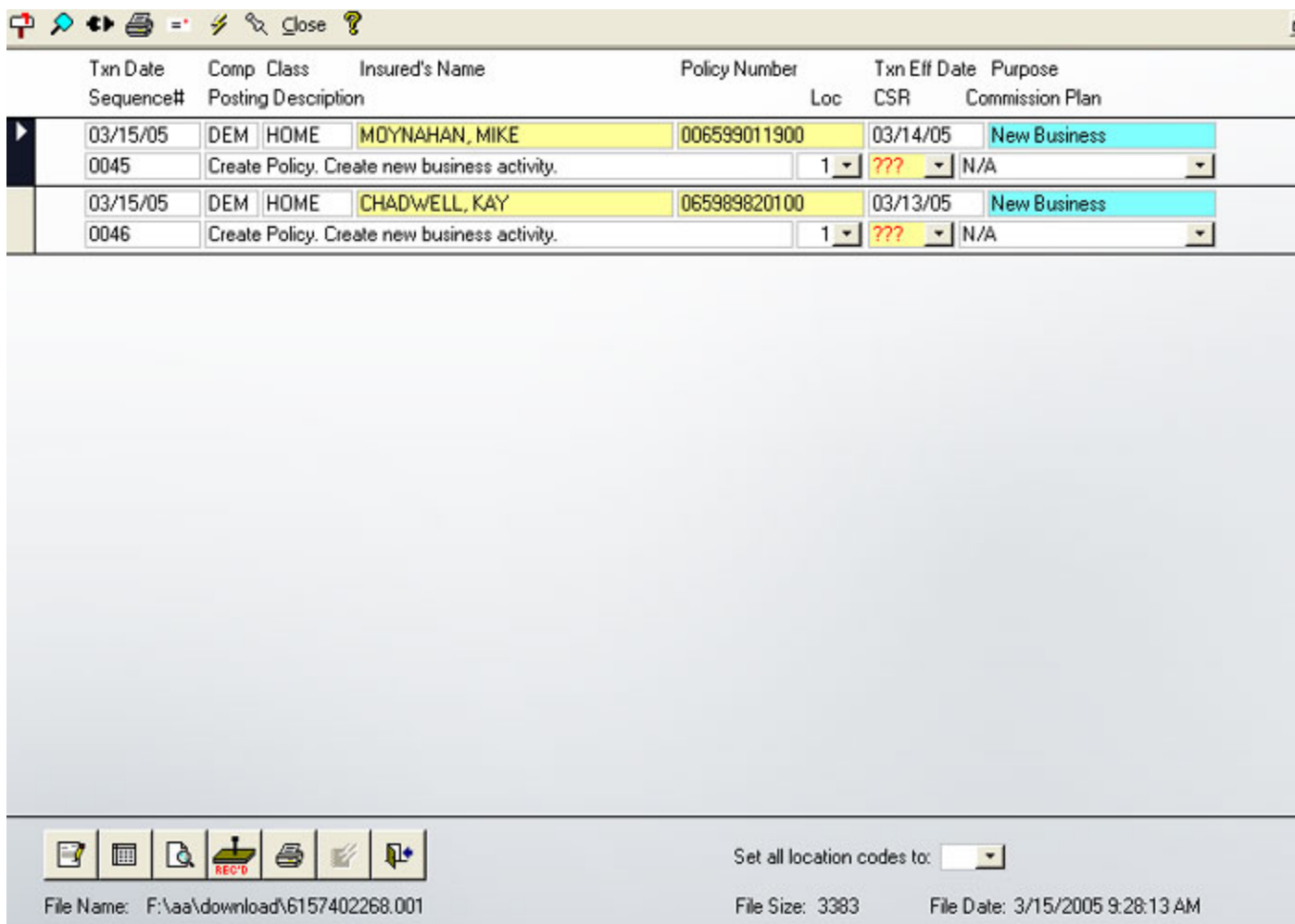
 REC'D - This posts the data to the database. At this screen it is posted as a batch. You can do this as long as there are no errors.

 Print Screen - This prints off whatever is on your screen at the time.

 Print Memos - This prints the memos included in the download file.

 Exit - Clicking on this button while in this screen will close your download file and it will be sent to archives.

A CSR needs to be assigned to the new business transactions. Also note the transaction where the customer is in yellow. No match was found on this name and address, so a new customer folder will be created in WinAA. Click on the drop down list and select the CSR to whom the policy belongs to. After you have done this, you are ready to post the batch. Click on the **REC'D** button at the bottom of the screen.



Txn Date	Comp	Class	Insured's Name	Policy Number	Txn Eff Date	Purpose
Sequence#	Posting	Description		Loc	CSR	Commission Plan
03/15/05	DEM	HOME	MOYNAHAN, MIKE	006599011900	03/14/05	New Business
0045		Create Policy. Create new business activity.		1	???	N/A
03/15/05	DEM	HOME	CHADWELL, KAY	065989820100	03/13/05	New Business
0046		Create Policy. Create new business activity.		1	???	N/A

File Name: F:\aa\download\6157402268.001 Set all location codes to: File Size: 3383 File Date: 3/15/2005 9:28:13 AM

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This next example shows two different kinds of errors: **CUSTOMER NOT FOUND** and **POLICY NOT FOUND**. You must correct these errors before posting the database. There are also two different types of downloads: **Renewal Image** and **Policy Change**. These are handled in different ways. Double-click on the record selector on the left to open up the customer download file.


The screenshot shows a software window with a toolbar at the top containing icons for home, search, back, print, equals, lightning bolt, and a question mark, along with a 'Close' button. Below the toolbar is a table with the following columns: Txn Date, Comp, Class, Insured's Name, Policy Number, Txn Eff Date, Purpose, Sequence#, Posting Description, Loc, CSR, and Commission Plan.

Txn Date	Comp	Class	Insured's Name	Policy Number	Txn Eff Date	Purpose	Sequence#	Posting Description	Loc	CSR	Commission Plan
11/09/05	DEM	HOME	KARR, BERNICE E	HP1751582	12/01/05	Renewal Image	0339	ERROR, CUSTOMER NOT FOUND!	1	???	N/A
11/09/05	DEM	AUTO	BRIER, LINDA L & JOHN C	FC2545219	11/09/05	Policy Change	0341	ERROR POLICY NOT FOUND!	1	???	N/A

At the bottom of the window, there is a toolbar with icons for a document, a calendar, a magnifying glass, a printer with 'REC'D' below it, a printer, a pencil, and a speaker with a plus sign. To the right of the toolbar is a dropdown menu labeled 'Set all location codes to:'. Below the toolbar, the file name is 'F:\aa\download\6132900277.003', the file size is '23972', and the file date is '11/14/2005 4:42:53 PM'.

After double-clicking on the record selector you will be taken to error handling screen. There are a few items at the bottom that we need to look at first.



 REC'D - This posts the data to the database.

 Delete - It deletes the download record and does not post it to the database.

Summary view - It shows the summary of the download file.

CANNON INSURANCE AGENCY, INC.

Summary Policy View

Transaction Date 07/23/2003 Transaction Effective Date 08/20/2003

Insured		Agency	
Name and Address		Name and Address	
FIFE, BETTY G 4169 HERSCHEL ROAD COLLEGE PARK GA 30337		CANNON INSURANCE AGENCY, INC. 6348 HWY. 85 RIVERDALE, GA 30274	
Phone Number	404-767-0560	Phone Number	770-991-3818
Alternate Phone#		Fax Number	770-997-1963

Policy		Renewal Image	
Company	MERCURY INSURANCE COMPANY	Policy Line	Private passenger automobile
Policy Number	GA03036181	Effective Date	08/20/2003
		Expiration Date	02/20/2004

Drivers							
Num	Name	Sex	DOB	SSN	DL#	State	Type
0001	FIFE, BETTY G	F	07/04/1931		028209762	GA	
0002	THOMAS, CHRISTINA	F	08/18/1961		045545395	GA	
0003	FIFE JR, FRANKLIN		08/28/1960				E
0004	HYNAN, JEAN		01/01/1937				E

Location Address Group			
Risk#	Address	City	State Zip
0001	5405 LONG MEADOW LANE	COLLEGE PARK	GA 30349

Vehicles				
Risk#	Year	Make	Model	VIN
0001	1989	CHRYSLER	5TH AVENUE	1G3XM68P4KW306102

Coverages						
Risk#	Code	Limit1	Limit2	Deduct	Premium	
0001	Body Injury Liability	25,000	50,000		\$332.00	
0001	Property Damage-Single Limit	25,000				
0001	Uninsured Motorist Liability coverage	25,000	50,000		\$50.00	
0001	Uninsured Motorist Property Damage	25,000		1,000		
0001	Licensing Experience					
0001	Points on vehicle					
					\$382.00	

9/25/2003 3:39:16 PM

Download Transaction Detail View - HOMEOWNERS

Transaction

Line of Business Homeowners	Transaction Date 06/17/03
Cycle/Business Purpose Data Base Synchronization	Effective Date 07/20/03

Insured

Insured SWENSON, JOHN J & JEAN G	Married	Sex	Occupation
Address	DOB	SSN 286-42-3096	
Address 88701 COLUMBIA PKWY		Phone Number - -	
City POND CIRCLE	State	Zip 44148	Alternate Phone# - -
Company ID	Agency ID 10876		

Policy

TRAVELERS PROPERTY CASUAL

Policy Number 000000001 633 9	Inception Date 07/20/1974		
Current Amount \$388.00	Company Code 19070	Seq# 0133	Effective Date 07/20/03
Net Change Amt \$388.00	Producer Code	Expiration Date 07/20/04	
Product Code SPRE			
Deposit Amount	# Pmts	Months Between Pmts	
Prior Company	Years with	Prior Exp Date	

Location Address Group

Risk# 0001	Address 88701 COLUMBIA PKWY	City POND CIRCLE	State OH	Zip 44148
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Coverages - Homeowners and Dwelling Fire Rating/Underwriting

Home Policy Type Code	Homeowners Form 3
Construction Type Code	Frame
Year Built	1959
Number of Families	1
Residence Type Code	Dwelling-Insured Residence (non-farm)
Dwelling Use Code	Primary, (non-seasonal)
Protection Class Grade	6
Territory Code	058
Hydrant Distance	1000
Fire Station Distance	03
Fire District	
Supplemental Heat Source Code	
Principal Unit-at-Risk Ind.	Y
Thermostatically Controlled Central Heat	
Door Lock Code	
Fire Extinguisher Indicator	
Visibility Indicator	

Foms

Number HA-400 OH	Name SPEC POL PROVISIONS & COMBINATION ENDOR (STD FIRE)
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Coverages

Code	Limit1	Limit2	Deduct1	Premium
Dwelling (Cov. A)	133,000		250	\$327.00
Extension of Coverage				\$30.00
Mold Remediation (TX only)	5,000			\$0.00
Windstorm Deductible			500	\$0.00
Other Structures (Cov. B)	13,300			
Personal Property Replacement Cost Form #	Varies			\$31.00
Medical Payments (Cov. F)	1,000			
Personal Liability (Cov. E)	300,000			
Loss of Use (Cov. D)	26,600			
Personal Property (Cov. C - HO 1,2,3,5)	93,100			
				\$388.00

Handling Discrepancies

Let's look at this download file list again. The download renewal image failed to match an existing customer folder. You need to double click on the record selector next to the customer name that has the error. We'll start with the first person on the list.

Txn Date	Comp	Class	Insured's Name	Policy Number	Txn Eff Date	Purpose	
Sequence#	Posting	Description		Loc	CSR	Commission Plan	
11/09/05	DEM	HOME	KARR, BERNICE E	HP1751582	12/01/05	Renewal Image	
0339	ERROR, CUSTOMER NOT FOUND!			1	???	N/A	
11/09/05	DEM	AUTO	BRIER, LINDA L & JOHN C	FC2545219	11/09/05	Policy Change	
0341	ERROR POLICY NOT FOUND!			1	???	N/A	

	Set all location codes to: <input type="text"/>
File Name: F:\aa\download\6132900277.003	File Size: 23972 File Date: 11/14/2005 4:42:53 PM

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On the screenshot below, look at the upper left hand corner at 'Purpose'. This is a Renewal Image. This is nothing but a quote for a renewal. The ONLY thing you need to do is click on Customer under WinAA Data (middle of the screen) and select this customer from the drop down list. Do **NOT** match this up to a policy. Remember this is a Renewal IMAGE. It doesn't contain any information that can be used in an actual policy. If you select a policy from the drop down list it will **DELETE** the information in the database. If the person in the download is not in your WinAA Data, then you just need to click on the **REC'D** button at the bottom at this time. It will return you to the download list.

The screenshot shows a software interface with two main sections: 'Company Download Data' and 'WinAA Data'.

Company Download Data:

- TxnDate: 11/09/05
- TxnEffDate: 12/01/05
- Class: HOME
- Purpose: Renewal Image
- Company: DEM
- PolicyNum: HP1751582
- Effective: 12/01/05
- Expires: 12/01/06
- TotPrem: \$640.00
- Name: KARR, BERNICE E
- Address: 705 CARVER

Status: Create Policy. Create renewal activity.

WinAA Data:

- Customer: [Dropdown menu]
- Address: [Text field]
- Policy: [Dropdown menu]
- CSR: ???
- Loc: 1
- Comm Plan: N/A
- Effective: [Text field]
- Expires: [Text field]
- Total Premium: \$0.00

Policy Activity Table:

TxnDate	EffDate	Type	Premium	Comment

Options:

- Update Customer Name and Address in WinAA
- Add Policy Activity as Required

At the bottom left, there is a toolbar with icons for a calendar, a magnifying glass, a printer, a red 'X', and a refresh button.

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Next double-click on the record selector of the remaining customer download file. This is a **Policy Change** or endorsement. Under WinAA Data, click on the customer drop down list and select the correct customer, under the policy drop down list, select the correct policy. After you have the information matched, you can select the **REC'D** button. Cancellations or any other **Purpose** where you would need to replace the data or update the data you would handle it in this way.

The screenshot shows a software interface with two main sections: 'Company Download Data' and 'WinAA Data'.

Company Download Data:

- TxnDate: 11/09/05
- TxnEffDate: 11/09/05
- Class: AUTO
- Purpose: Policy Change
- Company: DEM
- PolicyNum: FC2545219
- Effective: 07/17/05
- Expires: 01/17/06
- TotPrem: \$2,144.00
- Name: BRIER, LINDA L & JOHN C
- Address: 445 PORTAGE ST

Status: Update policy and create endorsement activity if needed.

WinAA Data:

- Customer: Brier, Linda L & John C
- Address: 1233 Maypop Lane
- Policy: FC2545219
- CSR: COH
- Loc: 1
- Comm Plan: All Transactions
- Effective: 7/17/2005
- Expires: 1/17/2006
- Total Premium: \$865.00

Policy Activity Table:

TxnDate	EffDate	Type	Premium	Comment

Options:

- Update Customer Name and Address in WinAA
- Add Policy Activity as Required


At the bottom, there is a toolbar with icons for a calendar, search, a red 'REC'D' button, a red 'X', and a refresh icon.

It will take you back to your list, which is now blank, you can now click on the exit button safely.

A few tips...

- * If you want to *replace* the data, match up the customer name AND customer policy number - it will overwrite all data in the current policy.
- * If the Download Manager doesn't detect an existing customer folder or if they aren't in the drop down list, the Download Manager will **create** a new one for you.
- * If the customer has been detected, but the policy number isn't in there, leave it blank, the Download Manager will **create** a new policy for you.

Print Memos

Company correspondence in the form of Print Memos may be contained in the download file. These memos are automatically displayed when the file is processed. Print the memos by clicking on the Print Memo Button at the bottom of the screen. 

Print Memo

PROGRESSIVE COMPANIES
UNDERWRITING MEMO

DATE.....: 11/21/02
POLICY NUMBER: AA 30245352-0
INSURED.....: JOHN DONEER
AGENT CODE...: YT-08590

JOHN DONEER
19957 WEST SASSOON PL
SAUGUS , CA 91350

Important notice about your policy
The requested change has been made to your
policy

Thank you for sending the requested proof of prior insurance
documents. Your policy has been changed to reflect the information
we received.

The change is effective on 09/12/2002 and your premium is based on
this date. The enclosed insurance coverage summary (Declarations
page) shows an effective date that is different from the one listed
in this letter, but the policy premium is based on the effective date
shown above.

If you have any questions, please call Policy Services. Thank you.

THANK YOU