EZ DOWNLOAD MANAGER

Instructional Manual

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ABOUT THE EZ DOWNLOAD MANAGER

The EZ Download Manager brings information sent from your companies into your management system. The information created depends on what information your carrier sends and the level of Download purchased. For a list of supported carriers and the lines they support see the ***Certified Companies*** list at www.agencysoftware.com/download-partners/.

There are two levels of download:

- **Download** – Processes personal lines download, brings in limits, ACORD forms, and schedules (such as vehicle).
- **Download Plus** – Adds commercial lines policy download, the Download View to the policy screen, and direct bill commission statement download (commission statements available to Agency Pro only).

The download maximizes your time by creating your client, policy, ACORD forms, limits (personal lines), and attached schedules. The policy information generated by the download will become a new line in the Policy tab. For instance, a policy change will create an endorsement and the premium field will reflect the amount of the change.

INSTALLATION/CONFIGURATION

The following instructions will walk you through installing the EZ Download Manager to a single workstation. The EZ Download Manager is ***not a multi-user program***, so you will have to choose where to install the program (typically this task is assigned to a single user) and periodically run the program from that assigned workstation.

The EZ Download Manager requires installation of the IVANS Transfer Manager, even if you do not use their services.

Initial Company Contact

In order to download with a carrier they ***must send an AL3 (ACORD Level 3) file***. Carriers do this in one of two ways; through IVANS, or through an outside download program (Progressive for example). If the company sends through IVANS and you do not have an IVANS account, you will need to obtain one by requesting it from the company*.

**The company can call IVANS at 800.548.2675 extension 3717 to set up your initial account. They will then provide you with a mailbox ID and password (referred to as 'Y' accounts). This same account can be given to all other carriers who send through IVANS.*

Typically each company will provide a form you submit to establish the download and list them as available carriers to send to your mailbox. This form will ask for your IVANS account number and password (if they send through IVANS), and the Management System and version you are using (you can enter "N/A" for the version number on these forms). Typically the company will pay IVANS any transaction fees associated with setting up the mailbox.

Once the account has been established the company may send to you a list of codes to enter into the management system. This is not necessary in our program; simply ***make sure that the company in question is listed in the Company section of the Setup tab***. Listing writing companies is not necessary, you just need to list the main carrier.

Installation

These instructions must be followed exactly for proper configuration. ***You will need to obtain an installation password from your sales representative at 800.342.7327*** (their card has been included in your software shipment).

1. Insert the enclosed CD. After a few moments you should see the welcome screen (Figure 1).

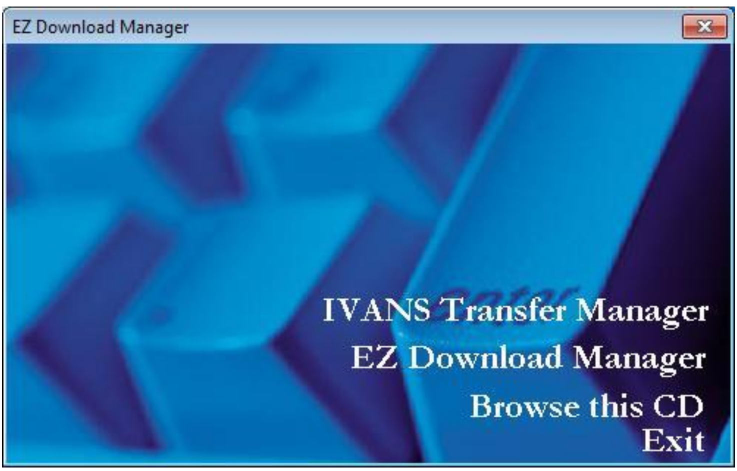


Figure 1 - Welcome Screen

2. Click on IVANS Transfer Manager and go through installation. (*If you had an older version of IVANS Transfer Manager and had your mailbox set up, skip to step 7.)*

   This will install the IVANS program, TM.net (i.e. Transfer Manager). Follow the installation defaults, reviewing the license agreement, and install to your local drive (typically the installation path will be C:\IVANS\TM.NET). Click Finish at the end of the installation.

3. Start the Transfer Manager by clicking the 'Start' button, 'All Programs', and then find 'Transfer Manager.NET'.

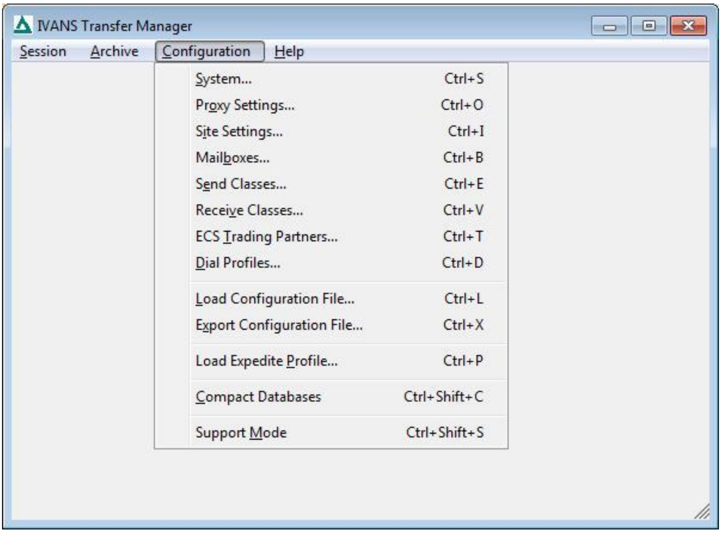


Figure 2 - IVANS Configuration Menu

4. Click the Configuration menu and choose Mailboxes…
5. Click the Add button and fill in the Add Mailbox window (Figure 3) with the following information:
    - Account (typically five characters beginning with a Y, this is your IVANS account number)
    - User ID (typically seven characters beginning with YX)
    - Mailbox Password is the same as your User ID and must be confirmed with a matching entry
    - Choose 'IVANS ECS Internet' from the Location drop down

- Check the Online box.

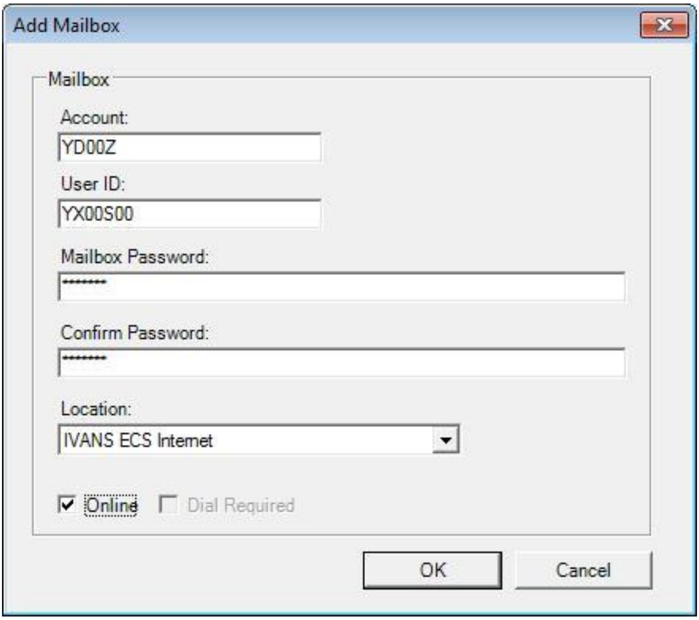


Figure 3 - IVANS Mailbox setup screen

These settings are typical but there are some exceptions. Main Street America runs their IVANS downloads through the Information Exchange Internet. If you download with this company, you will need to set up a secondary mailbox with the same account and user ID, but choosing the Location of 'Information Exchange Internet'.

6. Run a Support Session in Transfer Manager:
   a) From the Configuration menu choose 'Support Mode'
   b) From the Session menu choose 'New'
   c) Click the 'Run Session' button
   d) The following screen (Figure 4) will appear that will indicate the login status of the mailbox.

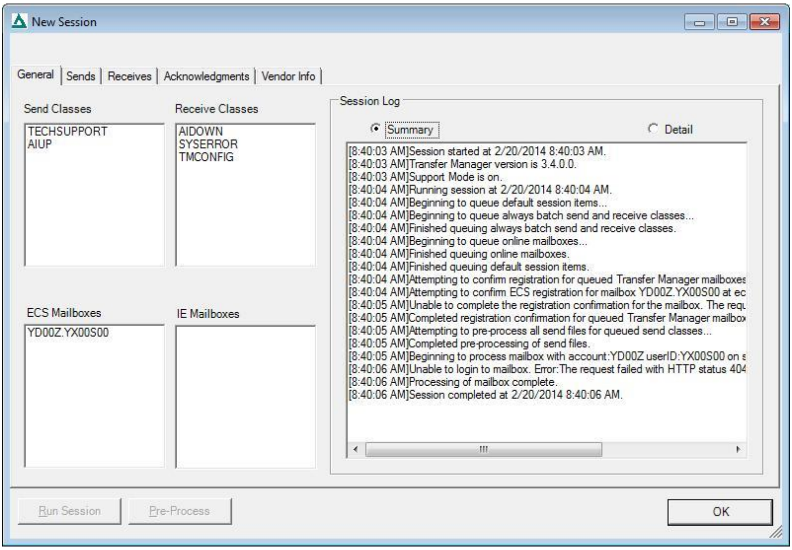


Figure 4 - Support Session

7. You are now ready to install the EZ Download Manager from the original installation screen by clicking 'EZ Download Manager' (re-insert the CD if necessary). *This will begin by searching for your management system and IVANS Transfer Manager Installations.*
8. Click 'Next' on the Welcome screen in the wizard.
9. The 'Choose Host Location' screen should identify the drive and destination folder of your Agency Software Program.

PROGRAM	DESTINATION FOLDER
EasyApps Professional	EAPPW
EZ Agent	EZAGENT
Agency Pro	APRO
Agency Pro SQL*	APROSQL

Carefully review the destination (Figure 5) and change to the correct drive and directory if necessary. Click 'Next' and 'Next' again to begin the installation.

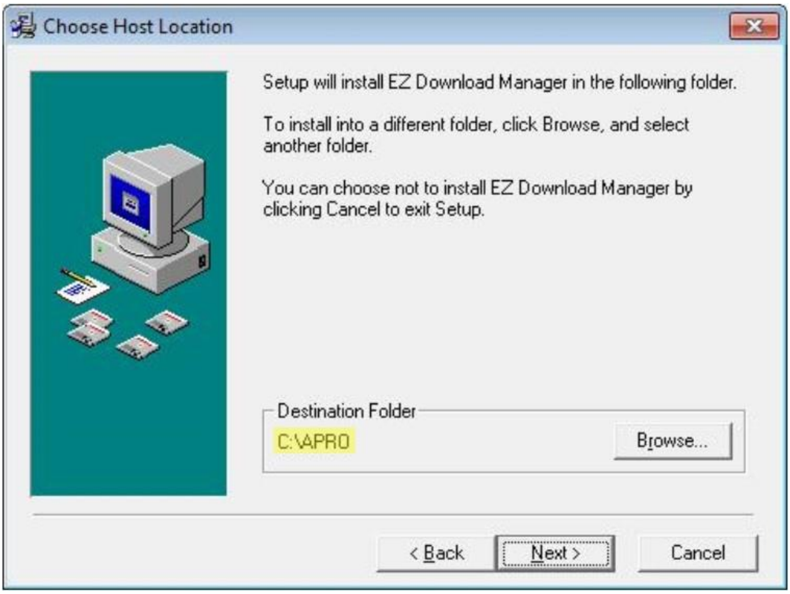


Figure 5 - Installation Destination

To determine the correct destination, right click your program icon on the Windows Desktop and select 'Properties'. This destination should match the 'Start In' line on the Shortcut tab.

10. You will be prompted to enter a password, which must be obtained by your sales representative at 800.342.7327 (refer to the business card included with your software).

    When the installation is complete, your Start menu group (Figure 6) will appear and the same icons will be created on your desktop. You can now click 'Exit' on the installation splash screen

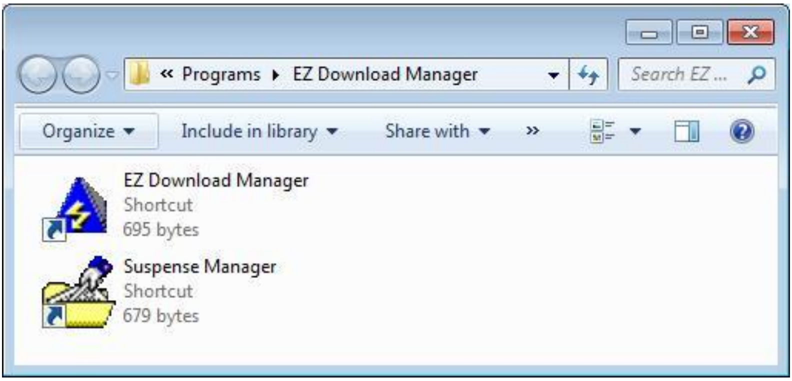


Figure 6 - Start Menu Program Group displays when installation is complete.

11. Do a program update to make sure you have all the latest download files.

    If Download Plus was purchased, your sales representative must enable the Plus features after the installation. This must be enabled PRIOR TO the first download taking place. To tell if this feature has been enabled, open the Suspense Manager and look for the greyed out wording at the bottom reading 'Extended Download Capabilities Enabled' (Figure 7).

Figure 7 - Download Plus Enabled

Set Up for Outside Downloaders (Non-IVANS)

A company who does not send their AL3 files through IVANS (Progressive for example) will have you install their download program to the workstation in which you do downloads. They will ask for a download path, which is where their download files will be created for processing.

Create a desktop shortcut to the AL3 folder (found by right clicking the EZ Download Manager icon, selecting 'Properties', and referencing the 'Target' on the Shortcut tab). This will be the download path where you will direct these outside download files. While the company is installing their software you can direct them to this shortcut as your desired destination.

When the company's downloader runs, the files created must be individually dropped onto the EZ Download Manager icon for processing.

*To set up a file association (to allow you to double-click instead of dropping the file onto the EZ Download Manager icon) you can right click your first download file, select 'Open with', Choose Default Program, and browse to the AL3READR.EXE inside of the AL3 folder. This will only work if the extensions of the files created are the same (i.e. *.al3)*

About Initial Load Downloads

When signing up with a company they may offer an 'initial load'. What this typically means is that the company will send you a download with your entire book of business. The purpose for these initial loads are to quickly populate the database client and policy screens. **If you are converting from another program, or you have manually entered your policy**

history with this company you DO NOT want to order an initial load.

If you choose to order initial loads, it is recommended to process the largest initial load first, as the following initial loads you process will have to be matched manually (instead of using the 'Add All' option) in case of overlapping clients.

Moving Download to a Different Workstation

Only a single workstation can run downloads, but if you find it necessary to change this workstation you can follow these directions to change the download machine.

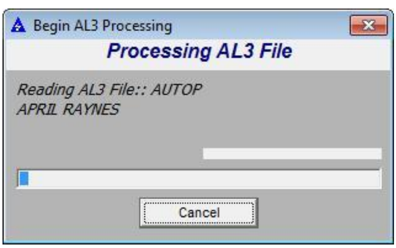
1. **Download and install IVANS Transfer Manager**
   From the new download workstation go to www.agencysoftware.com/support/dial-in/ and click the 'Install' link under IVANS Transfer Manager. Go through the installation defaults (as specified in Step 2 of the Installation instructions) installing to the C: drive.
2. **Install EZ Download Manager**
   From your program's AL3 folder select SETUPWS.EXE.
3. **Set up any outside download programs**
   Follow the instructions provided by the company (more information provided in the Installation section).
4. **Contact Support to reset your IVANS account**
   IVANS tracks the machine ID from which you download. We must reset your account before you can receive any IVANS downloads. Contact support at 800.342.7327.

PROCESSING DOWNLOADS

The daily download workflow depends on the agency and their carrier partners. Some variations may also exist for different versions of the management system. For instance, an agency with Agency Pro and Download Plus may wish to process direct bill statement downloads through the Suspense Manager. Following is our recommended download process.

Step One – Process IVANS

Double click the EZ Download Manager icon from the Windows Desktop (or from the EZ Download Manager Start Menu group). This connects to your IVANS account and will begin processing any files in the IVANS Inbox (converting the AL3 file into a readable format then pulling the information into a suspense file). When the processing is complete, the program will jump-start the Suspense Manager (see Step Two).



If there are no files in the Inbox a message will be displayed ("IVANS Mailbox inquiry failed, no file was received"). See our Troubleshooting section for more information.

Step Two – Attaching through Suspense Manager

The Suspense Manager (Figure 8) will open automatically after processing is complete. You can close this screen and reopen at any time using the Suspense Manager icon on the desktop of the workstation which accesses the download. If there are remaining files to process, you will receive a message upon exiting the Suspense Manager.

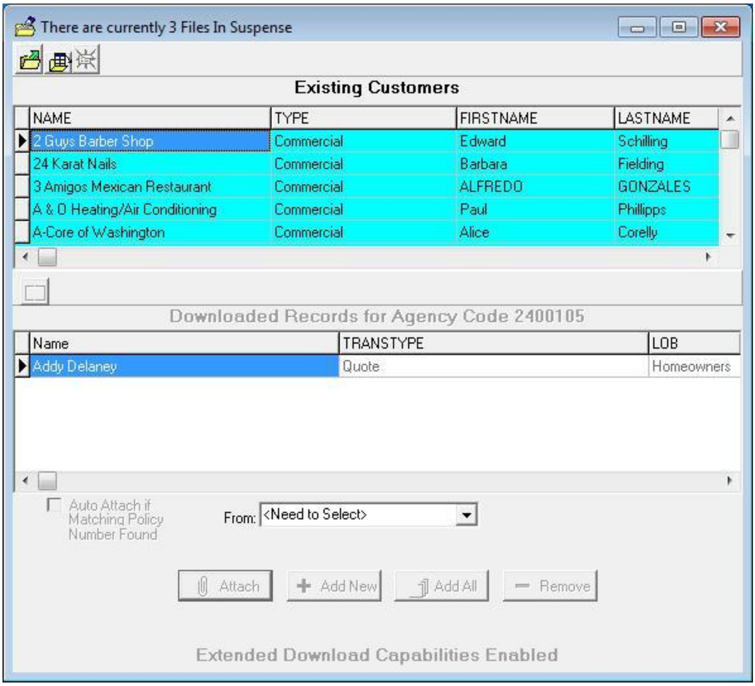


Figure 8 - Suspense Manager

The upper pane of the Suspense Manager displays the existing clients in the management system. The lower pane displays the download records that need to be processed.

If you have multiple datasets the second icon will  *allow you to switch the Existing Customers list to another dataset.*

1. Select a Suspense File

Notice that the top of the screen reads "**There are**  **currently 3 Files In Suspense**". The record we are viewing (in Figure 8) is one of three suspense records to process. To access the other suspense files click the first icon on the toolbar. You can select another suspense file and click 'Open' and the suspense file will load to the Downloaded Records pane.

Download Memos or Direct Bill Statement Downloads may be part of the suspense file. Download memos may be printed, or simply closed to proceed on to the regular processing. See the 'Direct Bill Statement Download' section for directions on processing your commission statement download.

2. Choose a Company

Choosing a company from the From: drop down will activate all of the download options. This chosen company will fill as the company on the resulting policy in the management system.

The company may automatically fill if a matching NAIC code is entered in the management system's Company setup screen. If the company is not in the drop down you must add them to the Company setup in the management system.

3. Auto Attach

You may notice displayed in red the words "Matching Policy Number Found". This indicates that the current download record selected has a matching policy number in the management system. Clicking the check box to 'Auto Attach if Matching Policy Number Found' is the quickest way to process through the download files. This will attach all download records that have matching policies in the management system and leave any records that were not matched for you to apply other options.

If there are no download records remaining, return to step 1 until there are no suspense files remaining.

4. Manually Attaching Policies

At this point, if there are records remaining, it means that the policy (and/or the client) does not exist in the management system. If you click on an individual download record it will attempt to match the client by name and highlight a suggestion in the Existing Clients list. If it finds the correct client click the 'Attach' button. ***Be careful not to attach to the wrong client.***

If the client is an existing customer, you can manually browse to that client in the Existing Customer list (clicking the column header will put the list in order by that field, typing in characters will take you to that part of the listing).

5. Adding New Clients

If the download record is for a new client (not in the management system), you will need to add the client by clicking the 'Add New' button.

Prior to adding new clients, make sure the client Name is formatted properly for your management

system. The icon between the upper and lower panes will allow you to format the client name universally. This is only important if you are adding new clients, otherwise unnecessary to select.

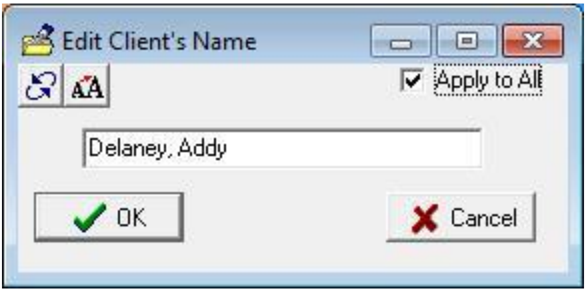


Figure 9 - Format Client Name

If you like your Client Name field in the management system listed as Last, First you can click the first icon (Figure 9) to reverse the names. If you prefer the client listed in all capital letters, choose the second icon. To apply it to the entire list click the 'Apply to All' checkbox. Click 'OK' once the name is formatted properly and the Name field in the download records will change to match this formatting.

If the **entire list** in the Download Records pane are new clients you can click the 'Add All' button and it will create new client records for all of the download record lines remaining. ***If this is an initial load, please see the prior section 'About Initial Load Downloads'.***

Step Three – Processing Manual Downloads

Downloads not coming through IVANS are considered Manual Downloads. The company's installed software will create the AL3 files in the folder selected during initial setup (typically the AL3 folder). Using the shortcut to the AL3 folder (created during the setup process) you can access these files.

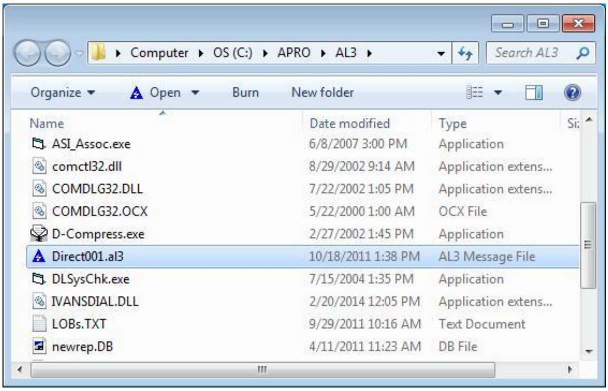


Figure 10 - Manual File In AL3 Folder

Once you have identified a manual AL3 file (for instance Progressive files will usually be listed in the AL3 folder as Direct001, Direct002, etc.) you can drag and drop them onto the EZ Download Manager icon. You will briefly see the words "Open with AL3 Download Bridge" display and the file will begin processing. *(If a file association has been established, you can double-click the file rather than dropping it onto the EZ Download Manager icon.)*

The Suspense Manager will open automatically. If you have additional manual files to process, close the Suspense Manager and process these additional files in the same manner.

Once all of the manual files have been loaded to the Suspense Manager, ***return to the Step Two*** directions and follow the steps to process into these files into the management system.

Step Four – Reviewing Processed Records

Now that all the files have been processed and cleared out of suspense, you are ready to review the results in the management system. Open the management system and select the Reports tab.

Run the '***Download Report – All Companies***' for today (the day the download was attached to the management system). If you wish to see the policies downloaded for a single company you can run the 'Download Report (Attached To)'.

When running the report it is best to check the 'Landscape' option in the Report Qualifiers screen. You also may wish to run the report at 2 lines per record (an option for this will appear as you run the report).

The purpose of this report is to give a list of policies to check over. Following are reasons to check these policies:

- **To be aware of policy changes** – For instance, say the downloaded renewal came in with a huge premium increase you were unaware of, this gives you a chance to properly service the policy.
- **To eliminate duplicates** – Occasionally a company may send duplicate records. Delete any duplicate policy records so the book of business totals will not be skewed.
- **To crosscheck quoted premiums** – Some companies (Progressive for instance) will send a Quote record indicating the quoted premium. While most of our prewritten reports will ignore these items, many agencies prefer to delete them once the company has downloaded the actual policy.
- **To update status on prior policy lines** – The information on existing policy lines will not be altered by the download. In the case of a cancellation download, you may wish to update the status on the related policy

records (changing to Closed for reporting purposes and view settings).

- **To generate accounting*** *(if using Agency Pro)* – Downloaded policies ***will not automatically effect the accounting***. They must be edited, the Policy Status changed to 'Open', check over the commission figures, and click 'OK'. Say 'Yes' to regenerate accounting so that the policy is posted to the Agency Pro accounting.

**Please talk to support about Initial Load exceptions.*

DIRECT BILL STATEMENT DOWNLOADS

The Direct Bill Statement Download is designed to match the commission statement download sent by the company with the "accounting ready" policies in Agency Pro. Check the Certified Companies list (the Direct Bill column) on our website to see if your company supports statement downloads.

When a commission statement suspense file is opened a window will appear in front of the Suspense Manager (Figure 11). Select the company sending this commission statement.

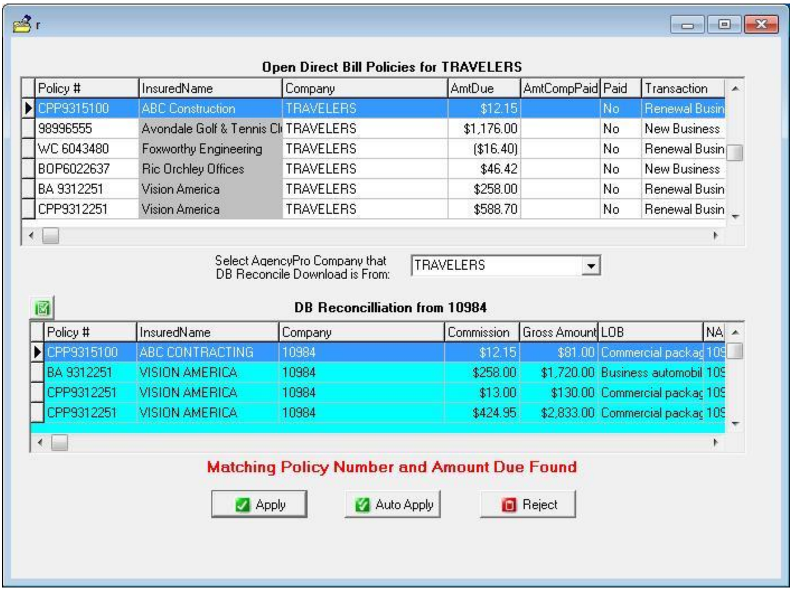


Figure 11 - Direct Bill Download Window

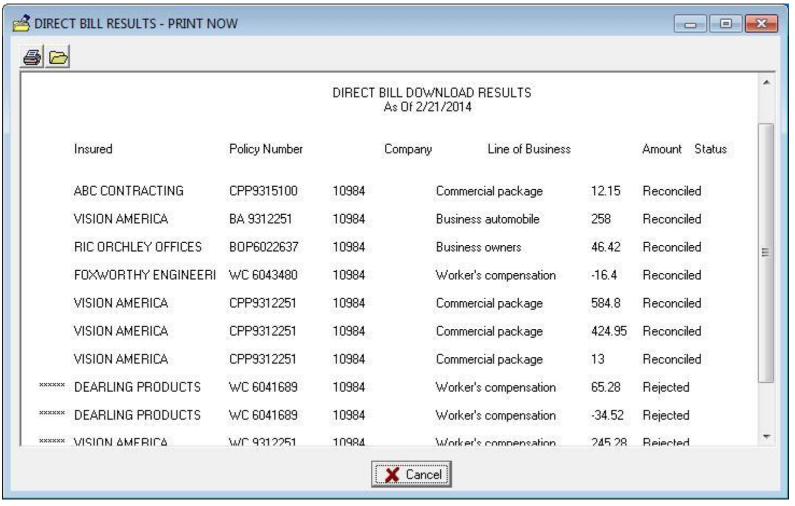
The upper pane displays the accounting ready policies available for the company selected. The lower pane displays the commissions being received on this statement.

Options:

- **Apply** – The program will attempt to match the commission line selected with the policy highlighted in the upper pane. To match up a single item click the 'Apply' button.
- **Reject** – If the commission listed does not match the available policies click the 'Reject' button. You will be able to manually reconcile this through Agency Pro's Direct Bill Reconciliation module.
- **Auto Apply** – To apply commission to all matching policies click the 'Auto Apply' button. You will be asked if you "want to automatically reject and items where an exact match can't

be found". Clicking 'Yes' will clear unmatched items, clicking 'No' will leave you with any unmatched items to either manually apply or reject.

Once the lower pane is clear you can print the Direct Bill Results report (Figure 12) by clicking the icon above the DB Reconciliation pane.


DIRECT BILL RESULTS - PRINT NOW

DIRECT BILL DOWNLOAD RESULTS
As Of 2/21/2014

	Insured	Policy Number	Company	Line of Business	Amount	Status
	ABC CONTRACTING	CPP9315100	10984	Commercial package	12.15	Reconciled
	VISION AMERICA	BA 9312251	10984	Business automobile	258	Reconciled
	RIC ORCHLEY OFFICES	BOP6022637	10984	Business owners	46.42	Reconciled
	FOXWORTHY ENGINEERI	WC 6043480	10984	Worker's compensation	-16.4	Reconciled
	VISION AMERICA	CPP9312251	10984	Commercial package	584.8	Reconciled
	VISION AMERICA	CPP9312251	10984	Commercial package	424.95	Reconciled
	VISION AMERICA	CPP9312251	10984	Commercial package	13	Reconciled
******	DEARLING PRODUCTS	WC 6041689	10984	Worker's compensation	65.28	Rejected
******	DEARLING PRODUCTS	WC 6041689	10984	Worker's compensation	-34.52	Rejected
******	VISION AMERICA	WC 9312251	10984	Worker's compensation	245.28	Rejected

Cancel

Figure 12 - Direct Bill Download Results

This report will show both the reconciled and rejected items.

The reconciled items from this report will show in the 'Total Reconciled Policies' pane of Agency Pro's Direct Bill Reconciliation module (Figure 13). The rejected items must be located or modified to match the commission statement manually within Agency Pro. For more information on Direct Bill Reconciliation see the Agency Pro manual or Accounting Workflow Document.

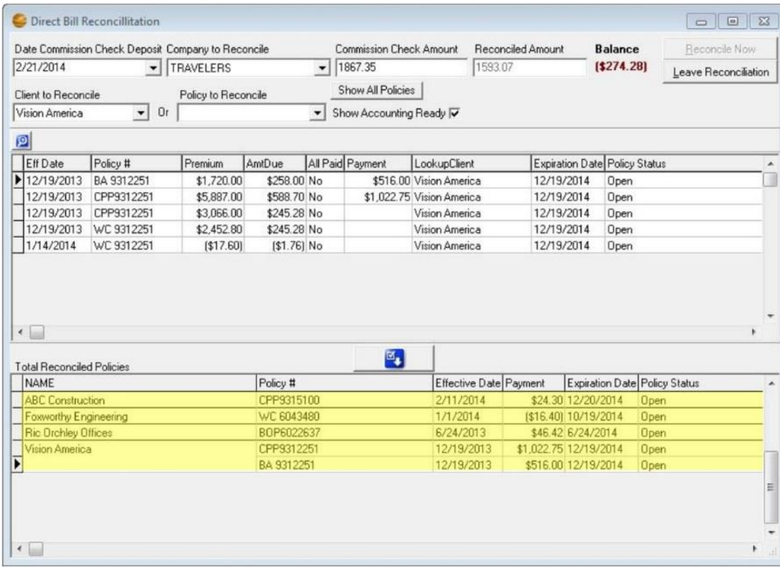


Figure 13 - Agency Pro Direct Bill Reconciliation Module

TROUBLESHOOTING

"IVANS Mailbox inquiry failed, no file was received" message. *This message may mean there are simply no files to receive. If you have received this error for several consecutive day you can contact technical support and request your IVANS Inbox to be checked for files.*

Manual download files not coming in. *The company from whom you are downloading will likely need to be contacted. Occasionally we see the download path set to another locations (the Admin Desktop for instance). You may be able to use your Windows Search feature to find '*.al3 files'. In this case, you simply need to reset the download path inside the company's download program to the AL3 folder.*

Download was attached to the wrong client. If you have attached a policy to the wrong client (you can tell by running the Download Report and comparing the Client to the Attached To), you can simply delete and reorder from the company. If this occurred recently, you may also contact support to see if we can use a utility to back the record out of the management system.

Lock file grown too large. This may occur when processing large files or initial loads. Once the lock file reaches its capacity you must have all users exit the management system, close the Suspense Manager, and run the file 'UNLOCK.BAT' from the program folder (see table in Installation section).

File association not establishing. If your company sends files formatted with an .AL3 extension, you should be able to set up a file association by right clicking the file and selecting 'Open with...", then associating it with AL3READR.EXE from the AL3 folder. If the company sends with changing extensions, you will need to drop the files manually onto the EZ Download Manager icon.

Company not listed as a carrier partner. Contact your carrier representative to request integration partnership with Agency Software, Inc.