FSC Manager

» Tasks

Table of Contents

© Vertafore | 26650 W. Mondovi Street | Eleva, WI | 54758

Introduction

FSC Manager has various tasks that keep the system up-to-date and perform utilities to maximize the use of the system. These tasks should be performed on a daily, weekly, or monthly basis as recommended. These tasks are located on the Tasks button on the Banner. At this time, a user must initiate the task; they can not be scheduled to run automatically. This chapter will explain how to run a task and what each task does.

Tasks

How to Run a Task

1. Click on the *Tasks* button on the Banner.
2. Click the plus next to the task category to display the tasks in that category.
3. Double click on the task name or highlight the task and click the run icon.

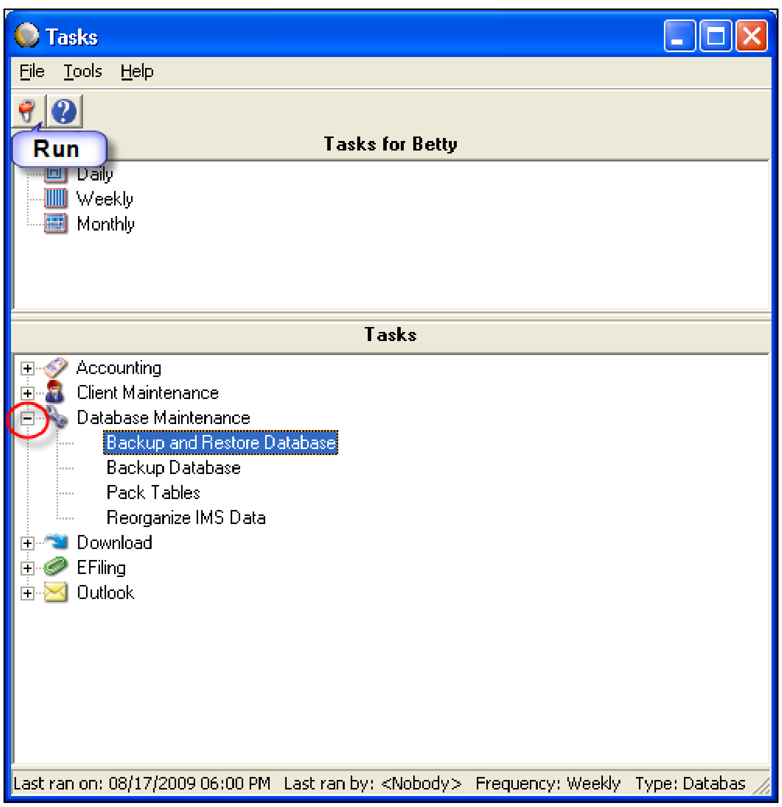

Figure 1: Task Operations

© Vertafore | 26650 W. Mondovi Street | Eleva, WI | 54758

Customized Task List

The agency can create a customized task list for each user. To create the custom list, the user should log into the system and open the Tasks screen. Click on a task and drag it from the bottom of the screen to the top of the screen into an appropriate category. By default the user's categories are: *Daily*, *Weekly* or *Monthly*. Users may right click on the category name to rename or create a new category.

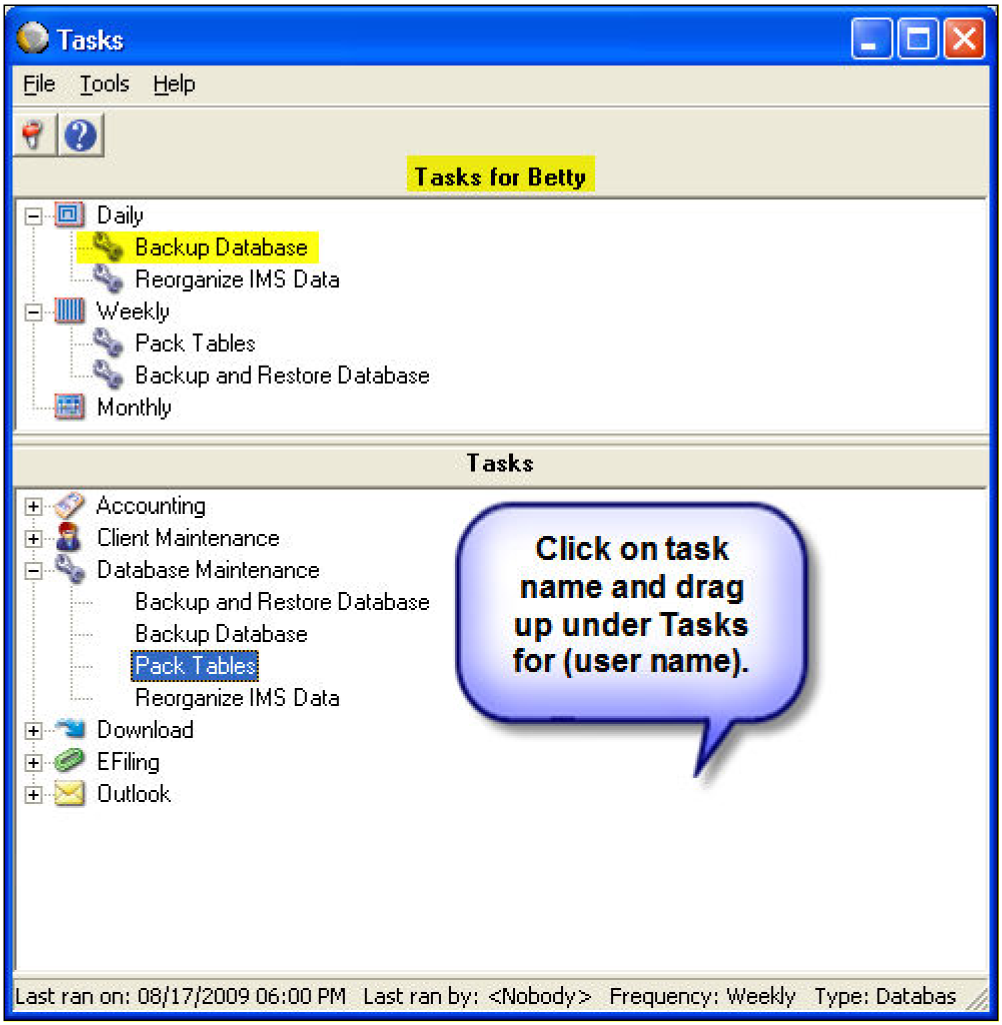

Figure 2: Customized Tasks

Accounting Tasks

Most of these tasks should only be done if the agency is doing agency bill invoicing or if the agency wishes to reconcile their direct bill commission statements.

1. *Agency Invoices to OK* – This task changes the status of an invoice to OK. Agency bill invoices are usually Ok'd on the due date. Once an invoice has been Ok'd, it cannot be deleted; although it can

© Vertafore | 26650 W. Mondovi Street | Eleva, WI | 54758

be reversed. The invoiced amount will be moved from Pre-billed to Current on Accounts Receivable Summary. General ledger transactions associated with the invoice will transfer to the General Ledger accounting program when the user posts the transactions. The invoiced amount is also available in the commission reconciliation area. The task will only Ok invoices on active policies. Any invoices on cancelled/inactive policies will appear on a *Task Message* report. These invoices should be deleted if not needed or should be OK'd manually if it is a cancellation credit.

2. *Apply Credit Invoices* – This task searches for clients that have enough credits invoices to pay off other invoices. The task does not apply the invoices; it simply locates the records and allows the user to make the decision on whether or not to apply the credits. This is listed as a daily task but can be run weekly or monthly if an agency is doing very little agency billing.
3. *Calculate Payments in Direct Billed Policies* –This task will open the *Billing Setup*, go to the *Payments* tab and create payments. Doing this task updates the annualized premium and commission for various reports**. Note: Make sure default commission percentages are entered the System area before running this task.**
4. *Create Estimated Premium Invoices* – Creates estimated agency bill premium invoices (dummy bills). Looks for anything not renewed within 30 days and invoices based on previous term. This is for Agency Bill only. The *Beyond Term* field in *Billing Setup* must be marked *Yes* for this task to apply to the policy. **Note: This creates an invoice that calculates into the Accounts Receivable Summary report, but no accounting transactions are created so the Accounts Receivable Summary report will not match the General Ledger when there are estimated premium invoices.**
5. *Create Late Fees Invoices* – Creates a late fee invoice on any agency bill policy that has an amount more than thirty days past due. Late fees are determined in the *Billing Setup* area. This should only be run if the agency wishes to assess late fees.
6. *Direct Invoices to OK* – This task changes the status of an invoice to OK. Direct bill invoices are usually Ok'd on the due date. Once an invoice has been Ok'd, it cannot be deleted; although it can be reversed. The invoiced amount is also available in the commission reconciliation area. The task will only Ok invoices on active policies. Any invoices on cancelled/inactive policies will appear on a *Task Message* report. These invoices should be deleted if not needed or should be OK'd manually if it is a cancellation credit.
7. *Do Agency Download Renewals* – This task should only be run by agencies who wish to have invoicing take place automatically on new business and renewals from the download. This task has to be turned on before it can be run. Go to System->Accounting Defaults; place a check mark in Do Agency Download Renewals. When this task is activated, it watches the download for renewals and new business. After the download is complete, the user should run this task to create agency bill invoices for the downloaded renewals and new business. This task can be turned on/off for individual companies as well in the Company Info Setup.
8. *Do Direct Download Renewals* **-** This task should only be run by agencies who wish to have invoicing take place automatically on new business and renewals from the download. This task has to be turned on before it can be run. Go to System->Accounting Defaults; place a check mark in Do Direct Download Renewals. When this task is activated, it watches the download for renewals and new business. After the download is complete, the user should run this task to create direct bill invoices for the downloaded renewals and new business. This task can be turned on/off for individual companies as well in the Company Info Setup.
9. *OK Late Fees Invoices* - This task will OK late fees. Once invoices are Ok'd they cannot be deleted; however, they can be reversed in *Billing Setup*.

© Vertafore | 26650 W. Mondovi Street | Eleva, WI | 54758

10. *Print Pre-Billed Invoices not printed* – Prints agency bill invoices due in the future. The default is to print all invoices due in the next thirty days. However, users can alter this on a per policy basis in the *Billing Setup* in the *Pre-Bill Days* field or system-wide by changing the *Prebill Up To* field in the *System* button under *Accounting Defaults*.
11. *Print Regular Billed Invoices not printed* – Prints invoices due today or in the past that have not already been printed. If the user runs the *Print Pre-Billed Invoices* on a daily basis, there will be few if any invoices printed during this task.
12. *Print Statements*

    There are three options to choose from. The statements will preview first. Print the statements and exit. A statement summary will preview.

    A. *Print Statements* – (Recommended) Uses Plain Paper

    B. *Print Statements – Detailed* – Does a breakdown of each transaction – lists fees, tax, etc. separately

    C. *Print Statements – Pre-printed* – Uses a pre-printed form

Client Maintenance

13. *Active Clients – No Active Policies* – This task will look for active clients with no policies. When the task is run, the user has the option of printing the list by going to *File->Print*. Or the user can change the status immediately by highlighting the records, selecting a *New Status* and clicking the *Change Status* button.
14. *Update Family Members Ages* – This task will update the ages of all family members listed on the *Family Member* tab in a Client screen. This is important if the agency plans to do any marketing based on client ages.

Database Maintenance Tasks

15. *Backup and Restore Database* – This task performs the backup and then restores the data so the current database is kept clean. This task should be run weekly.
16. *Backup Database* – This task will back up the Firebird Database. It creates a backup of tranlogs, memos and follow ups. This task should be done daily. **Note: This is not a backup of the entire system. Please work with a Hardware vendor to make sure that a system is in place to back up the entire management system.**
17. *Pack Tables* – This will compress the databases and attempt to re-index or repair a corrupted database. This should be run once a week and will take five to fifteen minutes for most agencies.
18. *Reorganize IMS Data* – This will archive history information. Every time a change is made to a client or policy screen, the system makes an entry in history. History tables can become very large which makes them more susceptible to corruption. Archiving the history reduces the table size. **Note: the first time this task is run, it may take several minutes to archive all the history. After the initial archiving, the task will run quickly if run on a daily basis.**
19. *Synchronize Outlook Contacts* – Although this option is available, we highly recommend using the custom Add-in buttons to look up email addresses rather than running this task.

    This task exports Address Book records, Companies, General Agencies and their contacts to a folder

© Vertafore | 26650 W. Mondovi Street | Eleva, WI | 54758

called FSC Manager Contacts in Outlook Contacts. After running this task, contact information will appear in Outlook after clicking the TO button, so the email addresses can be looked up. The task will export all active records with an email address, and removed all inactive records. This task needs to be run at each workstation.

Download Tasks

20. *Process Company Daily Downloads* – This task is used to execute company downloads. Downloads keep policy information up-to-date and is covered in the chapter on Downloads.

21. *View Company Download Information* **–** This task will bring up the Company Download Information. Here users can view the download error log, transaction log, company memos, IVANS mailbox information, company setup for download and can access the move application area. More detail on this task is provided in the chapter on Downloads.

Efiling

22. *Process Daily EFiles* – Some agencies have implemented a date filing system for their scanned documents similar to Transactional Filing. This task is run at the end of each day. It will move the scanned documents in the ?:\imswin\serverdata\efile\unfiled directory to a folder for the date selected.

Task Security

The agency can apply security to individual tasks. **Note: All tasks will be available to all users until security is set by a level 1 user.**

To setup security:

1. Click *Tools* (on the Task screen).
2. Choose *Setup Task Security*.
3. Highlight a task and click the Set Security button .
4. Uncheck any user names that should not have permission to run the task. (The plus and minus button allow the administrator to check or uncheck all names.)
5. The administrator can apply the same security to all tasks, by placing a check mark in *Apply To All Tasks*.

© Vertafore | 26650 W. Mondovi Street | Eleva, WI | 54758

Figure 3: Tasks - Authorized Users

Scheduled Tasks

Some tasks are able to be scheduled allowing the task to process automatically at any time, no longer requiring user intervention. Tasks that can be scheduled include the Daily Download task and the database maintenance tasks: Reorganize IMSdata, Pack Tables, Backup Database and Backup and Restore Database. To have your tasks scheduled you will need to contact FSC Customer Support.

IMPORTANT: If a task is failing, a designated user should receive a Notification that states a task has not been run successfully since a specific date. If the tasks are scheduled, this is an indication that the task is failing and the user should contact FSC Customer Support.

© Vertafore | 26650 W. Mondovi Street | Eleva, WI | 54758

There are tasks that are overdue to be run.

- Backup Database task hasn't been run since 09/03/2008 6:00:00 PM. This task should be run Daily.
- Backup and Restore Database task hasn't been run since 08/28/2008 6:00:00 PM. This task should be run Weekly.
- Reorganize IMS Data task hasn't been run since 09/03/2008 6:00:00 PM. This task should be run Daily.
- Pack Tables task hasn't been run since 08/28/2008 6:00:00 PM. This task should be run Weekly.

If these tasks are scheduled, they might be failing. Please contact FSC Customer Service at 800-401-2895.

Click here to open the task screen.

Figure 4: Database Maintenance Task Noficiation

Obtaining Support

If you have any questions about this training, please contact FSC Customer Support. Thank you and enjoy using FSC Manager!

West Coast Customer Support: 800-433-2550
Midwest Customer Support: 800-401-2895
Email: fscmanagersupport@fscsolutions.com

Last Updated 08/18/2011

© Vertafore | 26650 W. Mondovi Street | Eleva, WI | 54758