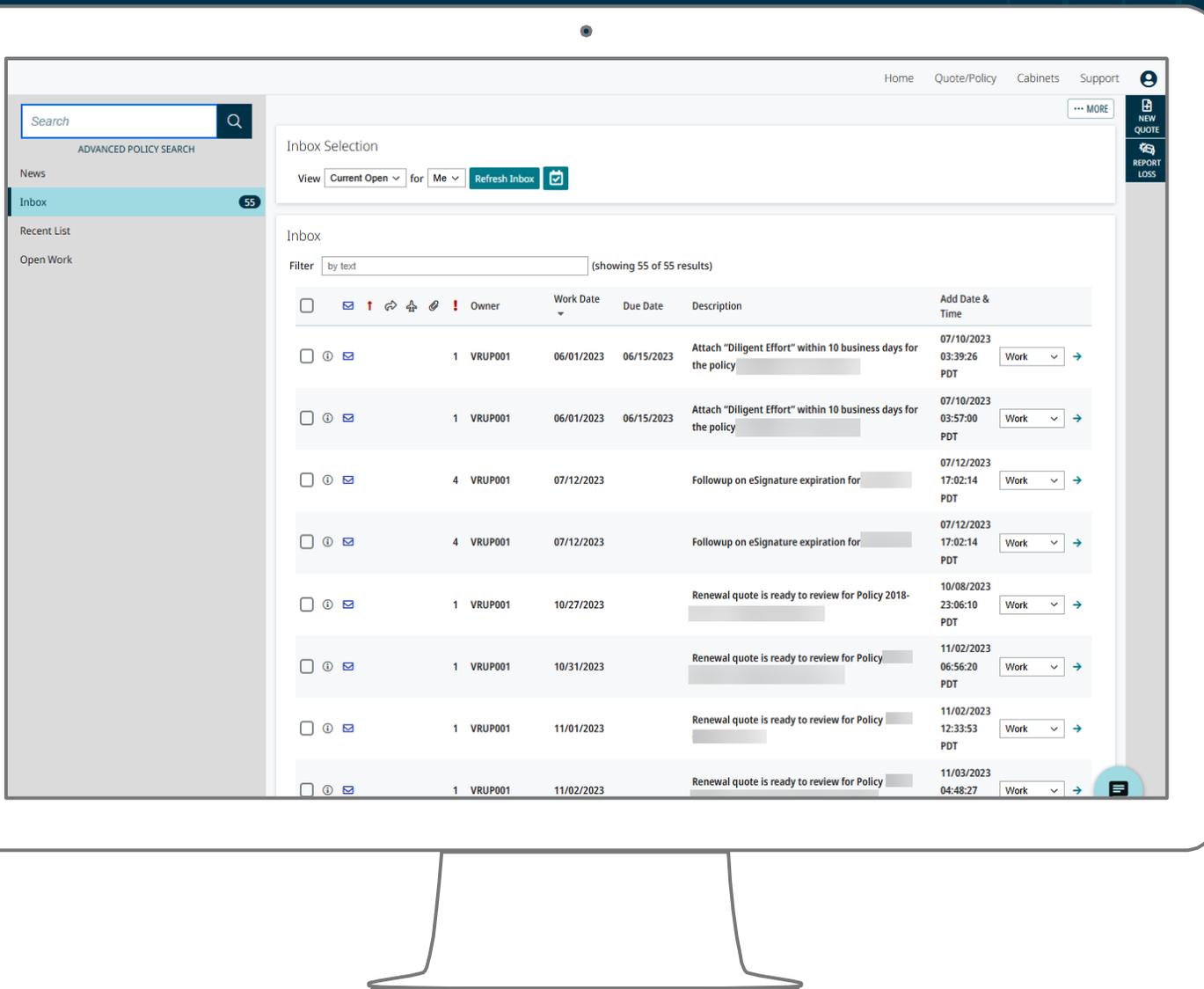


## All About Tasks and Notifications



Our policy administration system utilizes inbox tasks and email notifications to help you manage your customer's policy.

**Tasks** are used as a trigger for an activity that needs to take place. Tasks may be generated for quotes, applications, or policies. Requests for documentation, underwriting approvals and rejections are examples of tasks.

**Notifications** are sent to the producer email. Renewal / non-renewal notices, and cancellation / reinstatement notices are examples of notifications.

# ATTACHMENT TASKS

Attachment tasks are requests for additional documentation. There are several type of documents that may be requested.

- Protective Devices Proof - these may include request for fire and burglar alarm certificates, sprinkler system installation, or wind mitigation measures.
- Underwriting requests - these may include loss runs, or certificate of occupancy.

## Steps to clear the task:

1. Click the right arrow → on the far-right side of the task. It should be defaulted to Work.
2. When the policy opens, click the **New Attachment** action button on the right.
3. Select the document type from the drop down menu.
4. Upload the requested document and click **Add Attachment**.
5. Click the ✓ **Task** button to clear the task from the inbox.

The screenshot displays the Guidewire policy management interface. The top navigation bar includes 'Home', 'Quote/Policy', 'Cabinets', and 'Support'. The main content area is divided into several sections:

- Inbox Selection:** Shows 'View: Current Open' and 'for: Me'. A 'Refresh Inbox' button is present.
- Inbox:** Displays a list of tasks. One task is highlighted: 'Attach "Diligent Effort" within 10 business days for the policy'. The 'Add Date & Time' column shows '07/10/2023 03:39:26 PDT'. A dropdown menu is open, showing 'Work' as the selected option.
- Policy Details:** Shows 'POLICY' with details for Policy Number (2023-000252-01), Insured (Test), State (AL), Product (Small Commercial Property), Sub Type (CPP), and Policy Term (10/31/2023 - 10/31/2024).
- Open Transactions:** A message states 'The following transaction is already in progress for this policy.' A table shows one transaction: 'AP\_00002546' with description 'Renewal Activate', effective date '10/31/2024', and status 'In Process'.
- Transaction History:** A table with columns 'Term-Seq Number', 'Transaction', 'Description', 'Effective', 'Written Premium', and 'In Force Premium'. It lists two transactions: '2.1 Renewal Start' and '1.1 New Business'.
- New Policy Attachment:** A form on the right for adding a new attachment. It includes fields for 'Name\*' (Loss Run), 'Category' (General), and 'Description\*' (Loss Run for Test). There is a 'Select Files to Upload' button and a file 'Test Loss Runs.docx' is listed. 'Add Attachment' and 'Clear' buttons are at the bottom.

At the bottom of the interface, a navigation bar includes 'Return to Home', 'ENDORSE', 'START TRANSACTION', 'TASK' (highlighted with a checkmark), 'VIEW NOTES', and 'MORE'.

# APPLICATION TASKS

Application tasks are generated by the system when a new quote is submitted to underwriting for an approval or a renewal quote is ready to bind. Types of system tasks include:

- Application rejected. These are generated when the underwriter rejects the risk.
- Application approved. If the underwriter approves the risk the task is generated as a reminder to Issue the policy.
- Application returned. These are generated if the underwriter requires additional information for review.
- Renewal quote ready to review. These are generated when the renewal offer is generated as a reminder to review and Issue the renewal policy.

## Steps to clear the task:

1. Click the right arrow → on the far-right side of the task. It should be defaulted to Work.
2. Rejected and Returned tasks - task notes from the underwriter will appear as a pop-up on the screen. Close the note and Click the ✓ **Task** button to clear the task from the inbox.
3. Approval tasks will open on the Closeout page. Click the **Issue Policy** button to bind the risk and the task will automatically be cleared from the inbox. See the **Quote Flow Guide** for details on binding.
4. Review tasks will open the quote to review, you may make any edits or updates as needed and bind the policy.

The screenshot displays a software interface for managing application tasks and quotes. The top section, titled 'Inbox Selection', shows a list of tasks with columns for 'Owner', 'Work Date', 'Due Date', and 'Description'. A task for 'New Business Application AP-00048123' is highlighted, with a 'Work' dropdown menu on the right. Below this, a 'TASK NOTES' pop-up window is visible, containing information about the application's approval status and a 'Submitter Issue' regarding TIV for Masonry Non-Combustible at Location 1. The main interface also shows a 'QUOTE REVIEW' section with various buttons like 'VIEW WORKFLOW CO...', 'ISSUE NEW BUSINESS', and 'PREVIEW OUTPUT'. At the bottom, there are sections for 'Premium Review' (showing a table of premium amounts) and 'Inspection Contact' (with input fields for name, phone number, and email address).

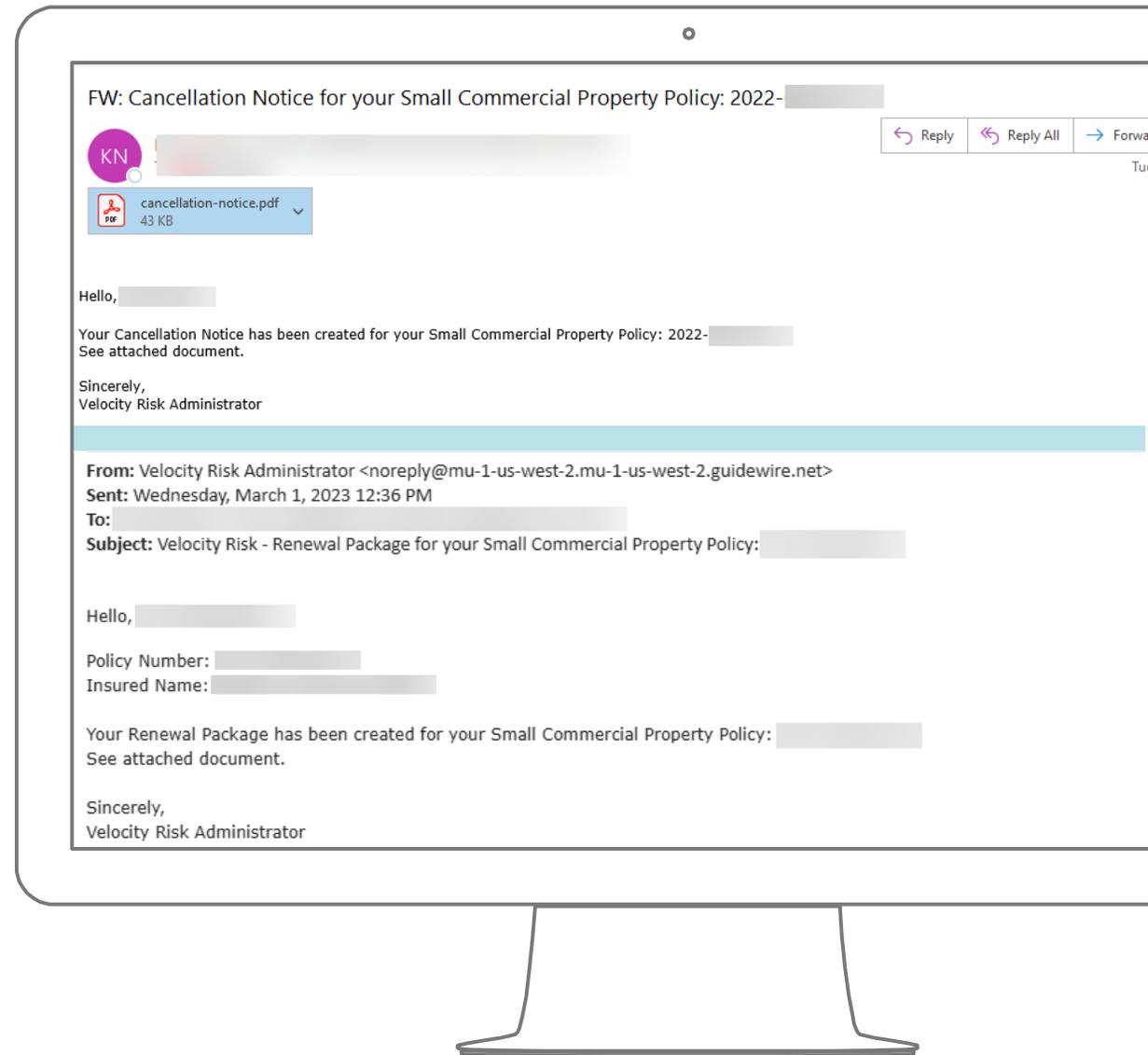
# NOTIFICATIONS

Notifications are sent directly to the producer email, not the inbox within the policy administration system.

Examples of notifications include:

- Renewal processed
- Non-Renewal notice
- Cancellation notice
- Reinstatement notice

No additional action is required as these are notifications on completed policy transactions.



Tasks and notifications are tools you can use to effectively manage your customer's policy and ensure you are not missing an important messages that may require action. Tasks may also be emailed to the producer by setting up email subscriptions. See the **Servicing Guide** for details on setting up subscriptions.