

# CERTITRAC+®

## *Point and Click Certificate Management*

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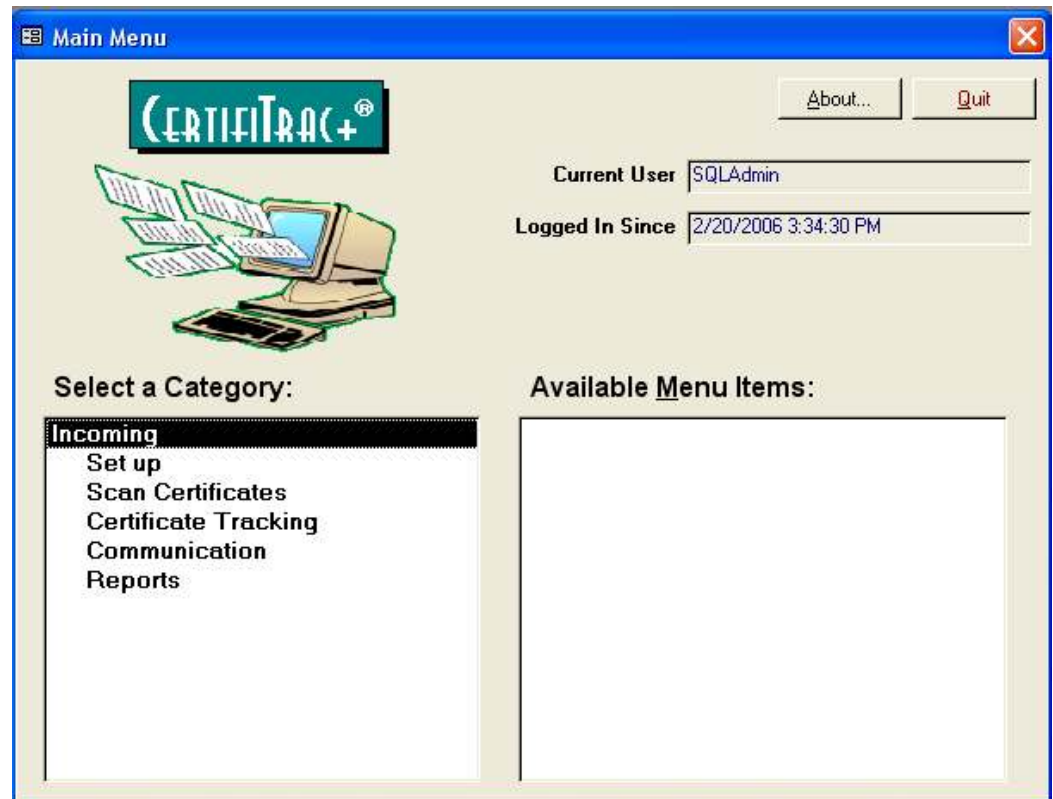
E-mail: [info@datatracplus.com](mailto:info@datatracplus.com)

Web: [www.datatracplus.com](http://www.datatracplus.com)



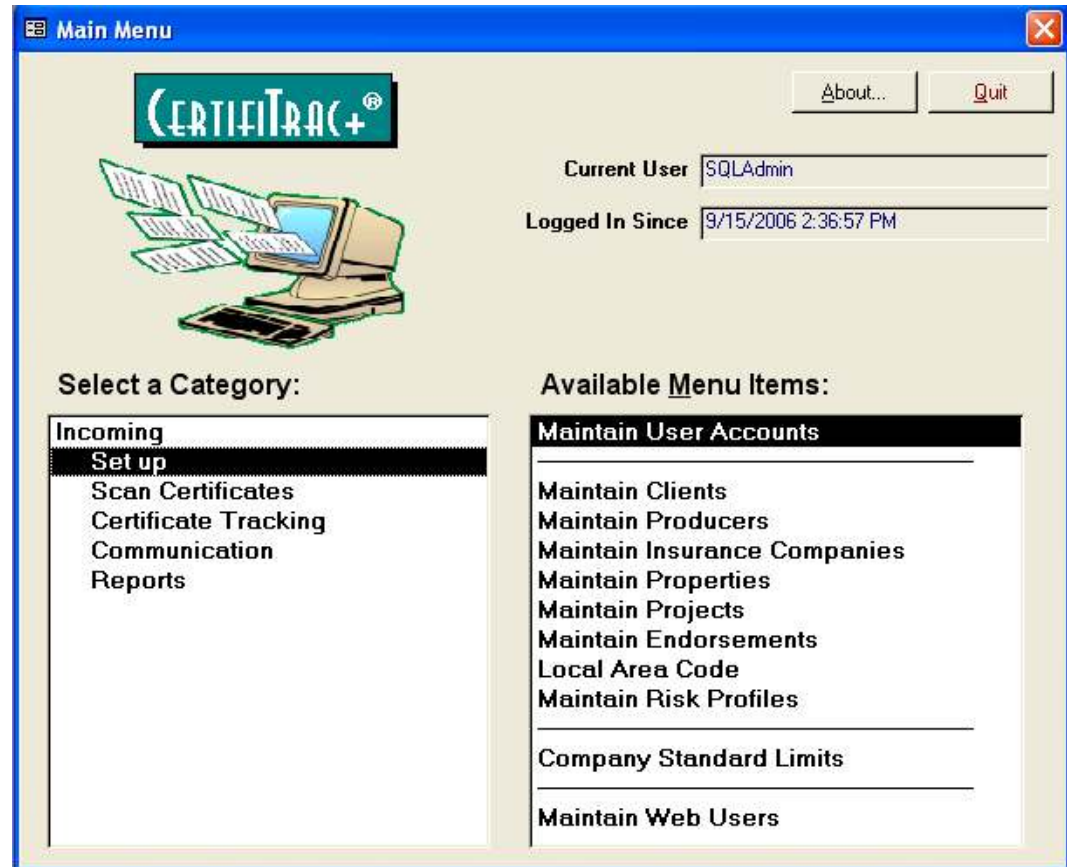
# Main Menu

- The Main Menu provides categories for incoming certificates.
- Each category contains Available Menu items for operating the program.
- From these Available Menu Items, you can add data that can be accessed from drop lists as you enter certificates.



# Set up

- This screen holds menu items important to the initial setup and routine maintenance of the program.
- Setup screens for our Broker version allow you to track for multiple clients and sort data, letters, and reports by clients.
- You can also establish different requirements for each client that the program will use to evaluate the certificates entered for that client.



# Maintain Users

- From this screen, you can easily add, edit, and/or delete the names of all your licensed users.
- Passwords are available but not required.
- Passwords can be changed by each user by clicking the Change Password button.

User Accounts

Matching: [ ]

User ID  
[ ]

User Name  
[ ]

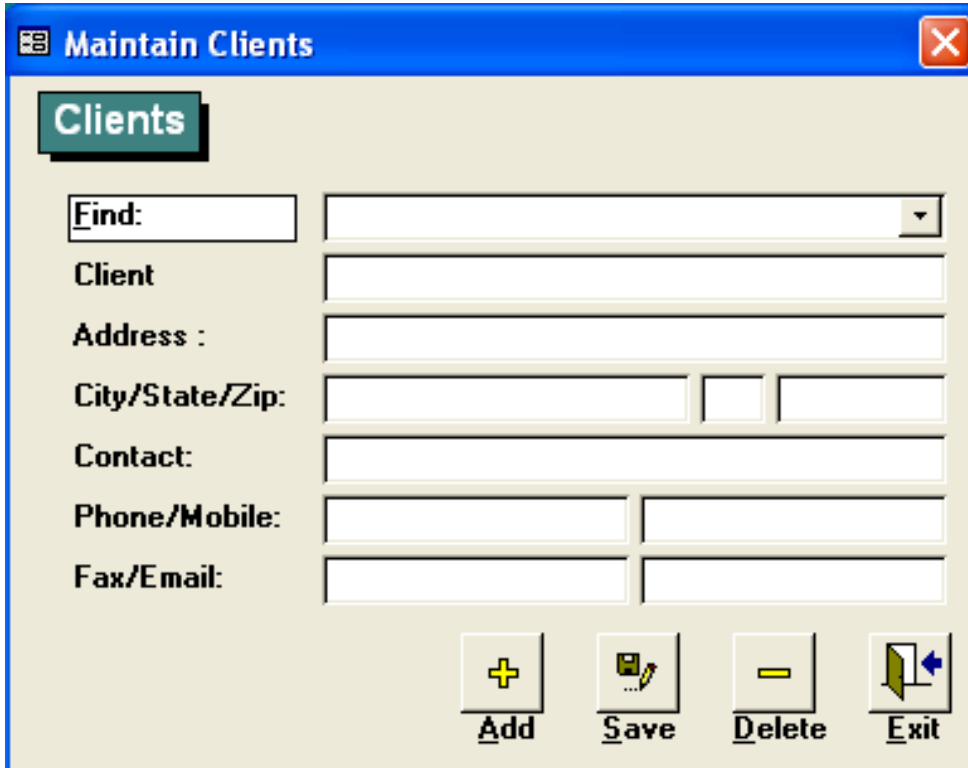
Administrator

Active

**Add** **Save** **Change Password** **Exit**

Click here to change your password

# Maintain Clients



**Maintain Clients**

**Clients**

Find:

Client:

Address:

City/State/Zip:

Contact:

Phone/Mobile:

Fax/Email:

- From this screen you can add, edit, and delete clients.
- After a client name and information is added here, it becomes available for assigning to a record and certificates.
- You can add a different logo for each client to be used when generating letters for that client.

# Maintain Producers

- From this screen you can quickly add, edit, and/or delete Producer information.
- You can Find Producers by name, city, or state.
- Producers entered here are available to assign to certificate records from a drop list in Certificate Tracking.
- You will start to notice that the buttons at the bottom of most of the screens are consistent and easy to use.

Producers already added can be selected here.

Click this button to add a new producer

# Maintain Insurance Companies

- From this screen you can add, edit and/or delete insurance company information.
- You can search for insurance companies by name, city, or state.
- The Find next button will search for multiple listings of insurance companies.
- Use the Import Button to automatically import all insurance companies and their ratings from the AMBest ratings CD. This can be purchased for a nominal amount from AMBest.
- Insurance company names can be associated with a certificate from a drop list in the certificate entry screen, which you will see later.

# Maintain Properties

- This screen can be tailored to your company structure to display properties, departments, locations, sales offices, etc.
- Entities entered here are associated with certificates from a drop list in Certificate Tracking.
- Reports can be sorted by the chosen designation.

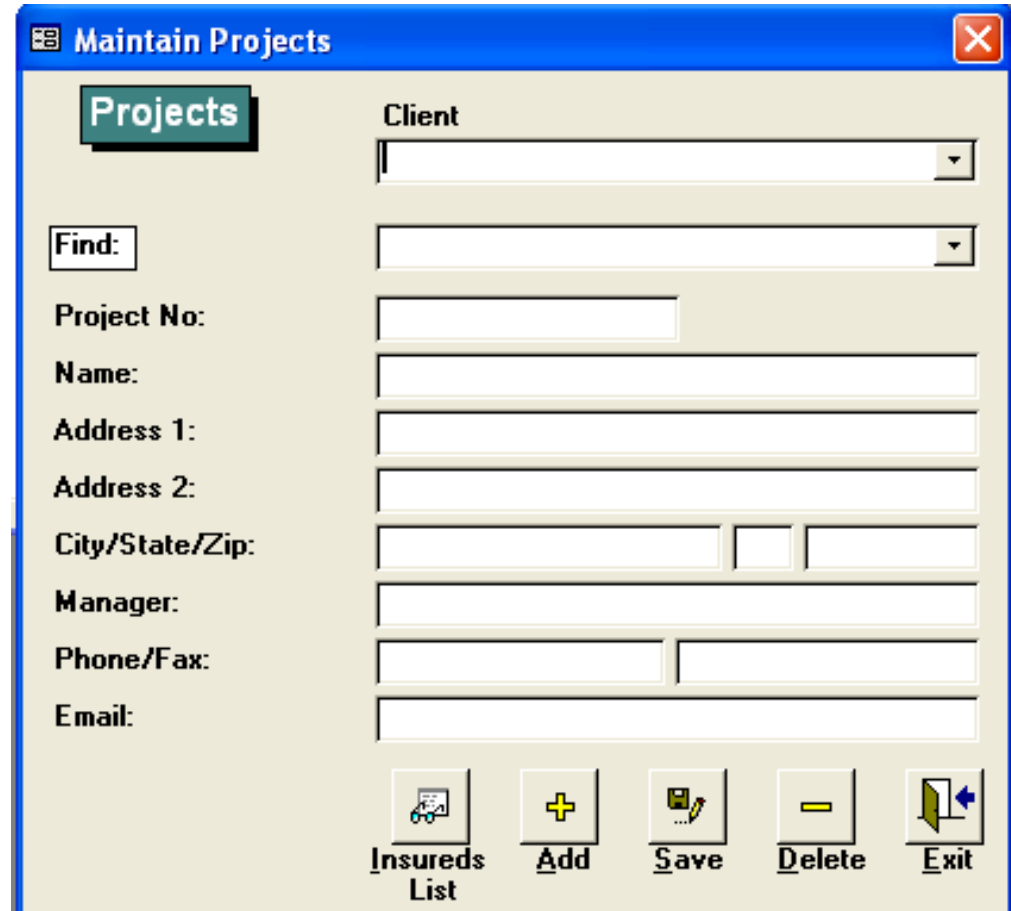
The screenshot shows a software window titled "Maintain Properties". The window has a blue title bar with a close button (X) in the top right corner. Below the title bar, there is a tab labeled "Properties" and a dropdown menu labeled "Client". The main area of the window contains several input fields for data entry:

- Find:** A text input field.
- Name:** A text input field.
- Address 1:** A text input field.
- Address 2:** A text input field.
- City/State/Zip:** A text input field with a small square separator between the state and zip code.
- Manager:** A text input field.
- Phone/Fax:** A text input field with a small square separator between the phone and fax numbers.
- Email:** A text input field.
- Contact:** A text input field.
- Phone/Fax:** A text input field with a small square separator between the phone and fax numbers.
- Email2:** A text input field.

At the bottom of the window, there are four buttons with icons and labels: "Add" (plus sign), "Save" (floppy disk), "Delete" (minus sign), and "Exit" (door with arrow).

# Maintain Projects

- From this screen you can quickly create, add, edit, and/or delete Project information.
- Projects entered here are available to assign to certificate records from a drop list in Certificate Tracking.
- Each Project is assigned to a certain Insured Type.
- For previously entered Projects you can view all insureds assigned to it by clicking the 'Insureds List' button.



**Maintain Projects**

**Projects**

**Client**

**Find:**

**Project No:**

**Name:**

**Address 1:**

**Address 2:**

**City/State/Zip:**

**Manager:**

**Phone/Fax:**

**Email:**

**Insureds List** **Add** **Save** **Delete** **Exit**

# Maintain Endorsements

**Maintain Endorsements**

**Endorsements**

**Create Endorsement**

▶ ABC Board

Addington Properties

Mall Shoppes, Inc.

Mecklenburg County

Princeton Management, Inc. its

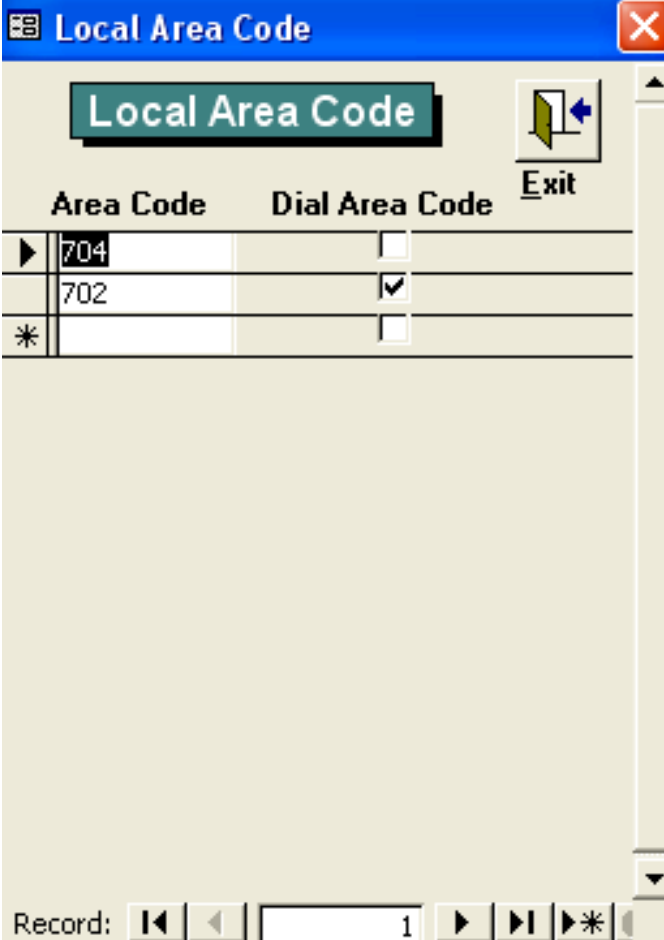
\*

Record: 1 of 5

- This screen allows you to create, add, edit, and/or delete the required Additional Insured and Waiver of Subrogation names.
- These names are available from a drop list in the Certificate Tracking section of the software.
- All additional insured names or a subset of names will be used to display the Additional Insured and Waiver of Subrogation requirements for a particular insured.
- Any names required for a certain insured but omitted from the certificate will be requested in the deficiency letter to that insured.

# Maintain Local Area Code

- You have the capability to fax each insured for whom you have entered a fax number. The fax process needs to know which local area codes for which you do not have to dial a “1” before making the calls.
- If you need to dial area code for local calls, check ‘Dial Area Code’ check box.



The screenshot shows a software window titled "Local Area Code". At the top, there is a green header bar with the text "Local Area Code" and a close button. Below the header, there is a table with two columns: "Area Code" and "Dial Area Code". The table contains three rows: the first row has "704" in the "Area Code" column and an unchecked checkbox in the "Dial Area Code" column; the second row has "702" in the "Area Code" column and a checked checkbox in the "Dial Area Code" column; the third row has "\*" in the "Area Code" column and an unchecked checkbox in the "Dial Area Code" column. To the right of the table, there is a button labeled "Exit". At the bottom of the window, there is a record navigation bar with the text "Record:" followed by navigation icons and the number "1".

Area Code	Dial Area Code
704	<input type="checkbox"/>
702	<input checked="" type="checkbox"/>
*	<input type="checkbox"/>

# Maintain Risk Profiles

- A Risk Profile allows you to require different limits for different groups of insureds.
- On this screen you can easily add, edit, and/or delete Risk Profiles.
- You can add any notes that you want to display when this Risk Profile is associated with an insured in Certificate Tracking.
- After you have named the Risk Profile and given it a Profile No., you want to set up the actual limits. Click on the Limits button.

Limits Button  
↑

Risk Profile Name	Profile No.	Limits
Basic Subcontractor	BS01	...
Engineer	Eng12	...
Garage Keepers	GK	...
Lump Sum	LS1	...
Residential Flood	RF123	...
Subcontractor - Environment	SE03	...
Vendor	Ven01	...
*		...

Record: 1 of 7

# Risk Profile Limits

The screenshot shows a software window titled "Limits - Engineer" with a blue title bar and a close button. The window has a tabbed interface with tabs for "General", "Automobile", "Excess", "Employer", "Professional", "Environment", "Liability 1", and "Liability 2". The "General" tab is selected. On the left, there are five checkboxes: "Commercial General Liability" (checked), "Claims Made" (unchecked), "Occurrence" (checked), "Owner's/Contactor's Prot." (unchecked), and "Per Project" (unchecked). On the right, there are six drop-down menus for setting limits: "Each Occurrence" (\$3,000,000), "Fire Damage" (\$100,000), "Medical Expense" (\$0), "Personal & Advertising Injur" (\$1,000,000), "General Aggregate" (\$1,000,000), and "Products-Completed Operations" (\$1,000,000). At the bottom right, there are two buttons: "Auto-Limits" and "Exit".

The program is set up with some of the more frequent dollar amounts in a drop list for your convenience.

- Use this screen to set your required limits for each risk profile.
- Select the limits you want from the drop lists and edit if needed.
- Each profile can have a set of unique limits.
- As you can see, the program is set up to track General Liability, Automobile, Excess, WC/Employer, Professional, and Environment.
- There are two user defined coverages named Liability 1 and Liability 2. You can name these coverages and add your requirements. These can then be associated with various insureds.

# Company Standard Limits

Option	Limit
<input checked="" type="checkbox"/> Commercial General Liability	Each Occurrence: \$1,000,000
<input type="checkbox"/> Claims Made	Fire Damage: \$300,000
<input checked="" type="checkbox"/> Occurrence	Medical Expense: \$5,000
<input type="checkbox"/> Owner's/Contactor's Prot.	Personal & Advertising Injur: \$2,000,000
<input type="checkbox"/> Per Project	General Aggregate: \$3,000,000
	Products-Completed Operations: \$0

- Use this screen to record your company's most often required coverages and limits.
- This data will be available at the click of the AutoLimits button as a short cut when entering certificates.

# Scanning Certificates

**CERTIFTRAC+** offers users the ability to scan, save images, and import certain certificate data using from original Acord 25-S and standard Marsh certificates. Data imported into the program includes Insured names and addresses, Insurance company names, Producers, and Policy information for General Liability, Automobile, Excess, Worker's Comp., Property and Professional. Scanning imports Policy numbers, Effective and Expiration dates, and Limits. It verifies Primary Additional Insured and the 30-day notice of cancellation.



# Scan Certificates



- All certificates should be scanned. In addition to importing the data, an image of each certificate will be saved in the database.
- Certificates that are not submitted on Acord or Marsh forms, can be scanned and their images saved for easy viewing from the database.
- You can scan up to 50 certificates at a time using the Automatic Data Feeder (ADF) on the scanner.

# Review Scanned Certificates

- After you scan certificates, original Acord 25-S and standard Marsh certificates enter a temporary file until the user imports the data into the database.
- Use the Review Scanned Certificates screen to review the data and make any needed changes.
- After reviewing the data, click a button to create a new record or replace a certificate.

**Review Scanned Certificates**

**PRODUCER** Issue Date: 5/24/04

Name: Biddle & Company, Inc.  
 Address 1: 3650 Winding Way Ste 200  
 Address 2:  
 City, State, Zip: Newtown Square PA 19073-  
 Phone: (484) 427-8900 Fax: (484) 427-8923  
 Attn:

**COMPANIES AFFORDING COVERAGE** Replace

Company A: Cincinnati Insurance Company  
 Company B: St. Paul Companies  
 Company C:  
 Company D:  
 Company E:

Select Insurance Company Apply

**Find Scanned Certificate** Find next...

Matching:

**Find Insured in Database**

Matching:

**INSURED** Stephanie and Company

Name/Insured ID:  
 Address 1:  
 Address 2:  
 City/State/Zip: Punta Gorda FL 33893- STOP

CO LTR	TYPE OF INSURANCE	POLICY NUMBER	EFFECTIVE DATE	EXPIRATION DATE	LIMITS	
A	<b>General Liability</b>	CITY CPP0726100	5/25/04	5/25/05	Each Occurrence	\$1,000,000
	<input checked="" type="checkbox"/> Commercial General Liability				Fire Damage	\$500,000
	<input type="checkbox"/> Claims Made <input checked="" type="checkbox"/> Occur				Med Exp	\$10,000
	<input type="checkbox"/> Project				Pers. & Adv Injury	\$1,000,000
					General Aggregate	\$2,000,000
					Products-Comp	\$1,000,000
B	<b>Automobile Liability</b>	CAP5482201	5/25/04	5/25/05	Combined Single Limit	\$1,000,000
	<input checked="" type="checkbox"/> Any Auto				Bodily Injury (Per Person)	\$0
	<input type="checkbox"/> All Owned Autos				Bodily Injury (Per Accident)	\$0
	<input type="checkbox"/> Scheduled Autos				Property Damage	\$0
	<input type="checkbox"/> Hired Autos					
	<input checked="" type="checkbox"/> Non Owned Autos					

Copy GL Dates

# Link Certificates to Insured

- Certificate data that cannot be imported into the database from the scanner, will enter a separate temporary file.
- The user will create the record for the insured using the keyboard and link the image of the certificate to the record for easy viewing.
- Once the record has been created, all subsequent certificates can be easily and quickly linked to the record.

Link Certificate Images to Insured

Link Certificate Image to Insured Find Insured

1 of 5 Link Discard Exit

### Certificate of Insurance

This verification of insurance is not an insurance policy and does not amend, extend or alter the coverage afforded by the policies below. Notwithstanding any requirement, term or condition of any contract or other document with respect to which this certificate may be issued or may obtain, the insurance afforded by the policies described herein is subject to all terms, exclusions, and conditions of such policies.

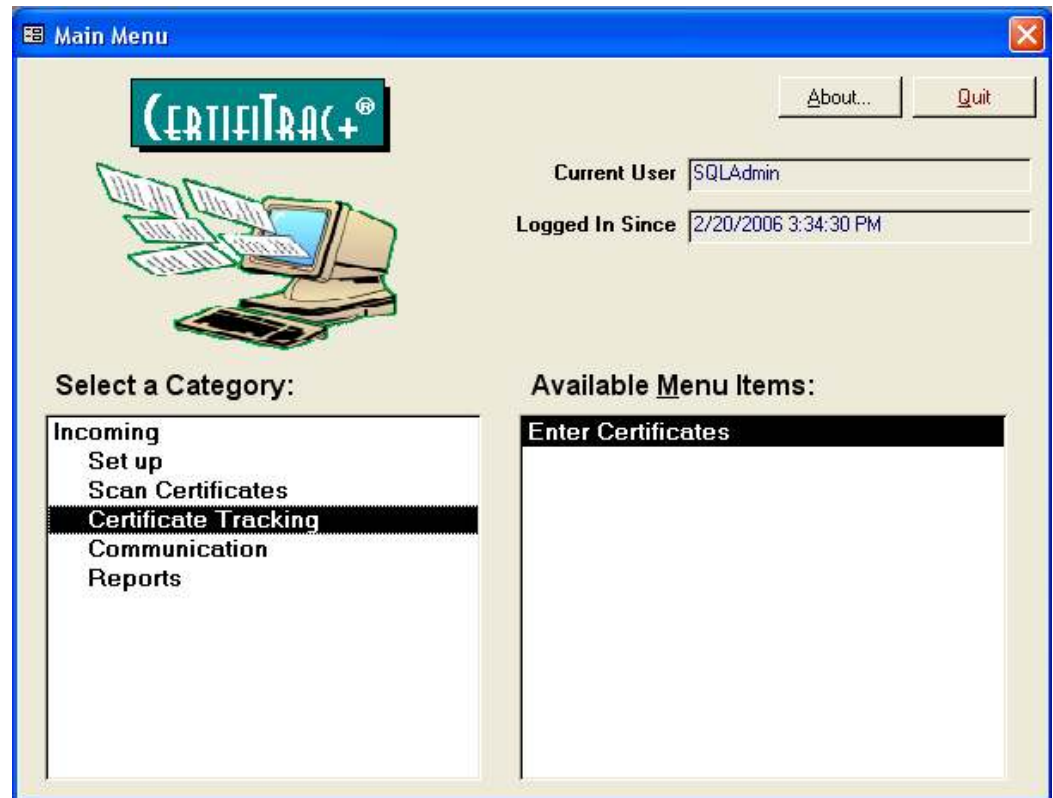
Name, Address and Phone Number of Agency:		Companies Affording Coverages:	
Name and Address of Insured:		Company Letter A	LUMBERMENS MUTUAL CASUALTY COMPANY
		Company Letter B	
		Company Letter C	RECEIVED
		Company Letter D	FEB 10 2003
		Company Letter E	KCF-NSUR-ADMN

This is to certify that the certificate holder can rely on the fact that policies of insurance and/or endorsements required to effect the coverages herein stipulated, are in force at this time through the policy period so noted.

Co Ltr	Type of Insurance	Policy Number	Policy Inception	Policy Expiration	Limits of Liability in Thousands	
					Each Occurrence	Aggregate
A	General Liability <input type="checkbox"/> Commercial General <input checked="" type="checkbox"/> Occurrence OR <input type="checkbox"/> Comprehensive Form <input checked="" type="checkbox"/> Premises-Operations <input checked="" type="checkbox"/> Explosion/Collapse <input checked="" type="checkbox"/> Underground <input checked="" type="checkbox"/> Products/CompOperations <input checked="" type="checkbox"/> Contractual (Any Contract) <input checked="" type="checkbox"/> Broad Form Property Damage <input checked="" type="checkbox"/> Independent Contractors <input checked="" type="checkbox"/> Personal Injury	SYL 945 444-03	01/01/03	01/01/04	Commercial General Aggregate \$ 5,000,000 Products-Comp/Ops Aggregate \$ 5,000,000 Personal & Advertising Injury \$ 5,000,000 Each Occurrence \$ 5,000,000 Fire Damage \$ 100,000 Medical Expense \$ 10,000	
					Comprehensive	
					Bodily Injury	\$ _____ \$ _____
					Property Damage	\$ _____ \$ _____
					Combined Single	\$ _____ \$ _____

# Certificate Tracking

- Once you have everything set up in the program you can start to enter and track your certificates with a few clicks of your mouse.
- The program will evaluate each certificate according to the user requirements you have entered.
- Deficiencies will be noted in red on the Certificate Overview Tab for each insured.
- Deficiencies will be brought to the attention of the insured and added to one or more of the many reports.



# Insured Entry

Find: Insured Name Find next... ACTIVE

Matching:

Date Activated

Date Closed

Client Insured ID

Insured

Contact

Title

Address

Phone Fax

City State Zip

E-mail

Send by Postal

Notes

Agreement

Date Received

Copy Paste Type Letter Skip Add Delete Save Exit

Click this button and you can type a letter to the insured that is selected.

- This is where all the information from the insured's certificate is displayed. You can add, edit, or delete insureds here.
- There are fields for contact information as well as a notes section to record any additional information needed.
- Use the Type Letter button to send a custom letter to the selected insured. This letter can be saved and viewed from the Letter History screen.

# Producers and Insurance Companies

<b>General</b>	Automobile	Excess	Employer	Professional	Environment	Liability 1	Liability 2
----------------	------------	--------	----------	--------------	-------------	-------------	-------------

Certificate Issue Date  ...

<b>Producer</b>		<b>Insurance Company</b>	
Name	<input type="text" value="Synaxis Polk &amp; Sullivan"/>	<input type="text" value="Triton Insurance Company"/>	
Address	<input type="text" value="3401 West End Ave. Ste. 600"/>	<input type="text" value="P O Box 254"/>	
City/State/Zip	<input type="text" value="Nashville"/> <input type="text" value="TN"/> <input type="text" value="37203-"/>	<input type="text" value="Fort Worth"/> <input type="text" value="TX"/> <input type="text" value="76113-2548"/>	
Phone/Fax	<input type="text" value="(615) 385-2860"/> <input type="text" value="(615) 385-8358"/>	<input type="text" value="(817) 348-7500"/>	
Contact	<input type="text"/>	<input type="text" value="Peter B. Dahlberg"/> <input type="text" value="AMBest"/> <input type="text" value="A"/> <input type="text" value="7"/>	
Assign Coverages <input type="text"/>		Assign Coverages <input type="text"/>	
<input type="button" value="Save New"/>		<input type="button" value="Save New"/>	

- Use this screen to enter the certificate issue date, the producer, and the insurance companies.
- Access producers and insurance companies from the drop lists and quickly assign insurance provided.

# Limits and Coverage

- Enter insurance limits and coverage here.
- Use the replace button to automatically advance the dates one year when you enter a renewal certificate.
- Use the keep dates box to replace without renewing.
- Choose limit amounts from the drop lists and edit if needed.

**General** | Automobile | Excess | Employer | Professional | Environment | Liability 1 | Liability 2

**Issue Date** 9\_12/2005 ... **Eff. Date** 9/16/2005 ... **Exp. Date** 9/16/2006 ... **Notes**

**Policy Number** 50CL420112-03 **Producer** Worth Insurance Agency, Inc. **Cancel Date** ...  
**Ins. Company** American Hallmark Insurance Co

**Commercial General Liability** **Each Occurrence** \$1,000,000  
 **Claims Made** **Fire Damage** \$100,000  
 **Occurrence** **Medical Expense** \$5,000  
 **Owner's/Contactor's Prot.** **Personal & Advertising Injur** \$1,000,000  
 **Per Project** **General Aggregate** \$2,000,000  
**Products-Completed Operations** \$0

**Keep Dates** **Replace** **Auto-Limits** **Exit**

Replace Button

# Compliance

- This screen allows you to note any basic compliance problems on the certificate.

**The following are required on all Certificates.  
Box to be checked if NOT provided.**

<b>Certificate Received</b>	<input type="checkbox"/>
<b>30-Day Notice of Cancellation</b>	<input type="checkbox"/>
<b>Original and/or Signed Certificate</b>	<input type="checkbox"/>
<b>Primary Insurance</b>	<input type="checkbox"/>
<b>Certificate Holder</b>	<input type="checkbox"/>
<b>Stop Gap</b>	<input type="checkbox"/>
<input type="text"/>	<input type="checkbox"/>
<input type="text"/>	<input type="checkbox"/>
<input type="text"/>	<input type="checkbox"/>

# Risk Profile

Risk Profile	Contract No.	Active	Project	Property	Endorsem.	Limit
▶ Lump Sum		<input checked="" type="checkbox"/>	...	...	...	...
Basic Subcontractor		<input checked="" type="checkbox"/>	...	...	...	...
Engineer		<input type="checkbox"/>	...	...	...	...
Subcontractor - Environment		<input type="checkbox"/>	...	...	...	...
*		<input type="checkbox"/>	...	...	...	...

Issue Date	Closing Date	Contract Notes	Profile Notes
<input type="text"/>	<input type="text"/>	<input type="text"/>	jhgfdss

- Use the drop list to assign Risk Profiles to an insured from the Risk Profiles that you set up in the Maintain Risk Profile screen.
- You may enter several different Risk Profiles for different contracts, or the same Risk Profile for different contracts for the same insured.
- Enter any notes about the contract here.

# Risk Profile

The screenshot shows a software window titled "Limits - Engineer" with a blue title bar and a close button. The window contains several tabs: "General", "Automobile", "Excess", "Employer", "Professional", "Environment", "Liability 1", and "Liability 2". The "General" tab is selected. The main area of the window is divided into two columns. The left column contains a list of coverage options with checkboxes: "Commercial General Liability" (checked), "Claims Made" (unchecked), "Occurrence" (checked), "Owner's/Contactor's Prot." (unchecked), and "Per Project" (unchecked). The right column contains a list of coverage types with corresponding limit values in dropdown menus: "Each Occurrence" (\$3,000,000), "Fire Damage" (\$100,000), "Medical Expense" (\$0), "Personal & Advertising Injur" (\$1,000,000), "General Aggregate" (\$1,000,000), and "Products-Completed Operations" (\$1,000,000). At the bottom right of the window, there are two buttons: "Auto-Limits" and "Exit".

Coverage Option	Limit
Commercial General Liability	\$3,000,000
Claims Made	\$100,000
Occurrence	\$0
Owner's/Contactor's Prot.	\$1,000,000
Per Project	\$1,000,000
Each Occurrence	\$3,000,000
Fire Damage	\$100,000
Medical Expense	\$0
Personal & Advertising Injur	\$1,000,000
General Aggregate	\$1,000,000
Products-Completed Operations	\$1,000,000

- You can also review the limits that were previously set up in Maintain Risk Profiles by clicking the View Limits button on the assigned Risk Profile tab. These can not be altered from this screen.

# Problems

▶	Date	Attention	Problems	Resolved
	<input type="text"/>	<input type="text"/>		<input type="checkbox"/>
<b>Response</b>				

- This screen allows you to note any problems you have had with the insured.
- If Internet Reports are included, problems posted here will be automatically published on the Internet for a specific person's review and response.

# Certificate Overview

- On this screen you are able to see all the information about the certificate that was entered. Items that show up red are deficient, black are compliant.
- Use the override check boxes to excuse any requirement.
- Use the Eyeglass icons to view details about deficiencies.
- If the scanning option is included, view all certificate images from the View Certificates Button.

Insured	Insured ID	Address		
Kate's Landscape, Inc.	9999904	200 Kozarek Drive		
Second Name	City	State	Zip	
	Tampa	FL	34010	

Compliance	Override	Insurance Types	Deficiencies
No Certificate	<input type="checkbox"/>	General Liability	AMBest Ins Rating Deficiency
No 30-Day Notice of Cancel.	<input type="checkbox"/>	Automobile Liability	Missing Certificate Information
No Orig. and/or Signed Cert.	<input type="checkbox"/>	Excess Liability	Missing Additional Insured
No Primary Insurance	<input type="checkbox"/>	Employer Liability	Missing Waiver Of Subrogation
Certificate Holder	<input type="checkbox"/>	Professional Liability	Agreement
Stop Gap	<input type="checkbox"/>	Environment Liability	User
Wild Card	<input type="checkbox"/>	Liability 1	
Wild Card	<input type="checkbox"/>	Liability 2	

Eyeglass button

# Certificate History

- CERTIFICATE+ automatically creates a history of all the renewed or replaced certificates.
- View compliance problems and limits and coverage for each certificate that has been renewed or replaced.
- Select the certificate to view from the radial buttons on the right of the screen.

The screenshot displays a software interface with two tabs: "Compliance/Endorsements" (selected) and "Environment".

On the left, there is a "Renewal Date" field containing the text "2/20/2006".

On the right, there is a navigation bar with four buttons: a left arrow, a double left arrow, a box containing "1 of 5", a double right arrow, and a right arrow.

Below the navigation bar, a box contains the text "Cert. DID NOT provide the following:" followed by a list of items, each with an unchecked checkbox:

- 30-Day Notice of Cancellation
- Original and/or Signed Certificate
- Primary Insurance
- Certificate Holder
- Stop Gap

# Communication

- Use this screen to create and generate standard deficiency letters to your insureds.
- All standard letters use templates that you can customize to reflect corporate style.
- The program is set up to automatically generate Renewal and Deficiency Letters.



# Letter Design

- You can customize almost any part of the text in the Deficiency, No Certificate, and Renewal Letters.
- Your company logo can automatically be inserted at the top of each letter.
- The software will automatically select paragraphs appropriate to each insured and include your customized text for that problem in the insured's deficiency letters.
- The introduction changes for each letter level sent. All problem paragraphs remain the same for each letter.

The screenshot shows a software window titled "Letter Design" with a blue title bar. The window contains a form with several sections and tabs. At the top, there is a "Client" dropdown menu and an "Exit" button. Below this are five tabs: "Deficiency Letters", "Deficiencies", "No Certificate Letters", "Renewal Letter", and "E-mail To Manager". The "Deficiency Letters" tab is selected. The form contains the following fields:

- Re:** University Shoppes Contract #KL12345
- Introduction For First Def. Letter:** As an approved (Your Company) Subcontractor, certain insurance and/or reply-requested documentation must be supplied for the services being provided by your company. The following information contains deficiencies identified in meeting all the requirements outlined in the executed contract(s) or P/O(s) listed
- Introduction for Sec. Def. Letter:** SECOND REQUEST  
Recently, a written request was made for compliance with certain requirements contained in the contractual instrument(s) (contracts or P/O's) listed above. Original documentation correcting the noted
- Introduction For Third Def. Letter:** <Long Text>
- Intro For Fourth Def. Letter:** We have made three (3) previous requests for an acceptable certificate of insurance. However, as of this date, we have not yet received a certificate that complies with the requirements outlined in your contract. In order to remain compliant with your contract, please send your corrected certificate
- Incorrect Limits/Coverages:** The following evidenced coverage limits do not satisfy the following limit requirements:
- AMBest Rating:** The following Insurance Companies indicated on the certificate of insurance provided do not meet the minimum required AMBest rating as required by the contractual instrument(s):
- Missing Info:** You did not provide policy number for the the following liability(ies):
- Address:** Your Company  
Attn: Risk Management  
PO Box 21348  
Charlotte, NC 12345-6789
- Closing:** Thank you for your prompt attention to the above. If you have insurance compliance questions or concerns please contact the Insurance Compliance department at 000-000-0000.
- Signature:** Your Name
- Title:** Manager, Contracts & Insurance Complianc

# Edit for Selected Insureds

Modify Letter Design

Client [Dropdown] [Select Letter] [Find Insured]

[Dropdown] [Dropdown] [Dropdown] [Exit]

Deficiency Letters | Deficiencies | No Certificate Letters | Renewal Letter

Re: [Text Box]

Introduction For First Def. Letter: [Text Box]

Introduction for Sec. Def. Letter: [Text Box]

Introduction For Third Def. Letter: [Text Box]

Intro For Fourth Def. Letter: [Text Box]

Incorrect Limits/Coverages: [Text Box]

AMBEST Rating: [Text Box]

Missing Info: [Text Box]

Address: [Text Box]

Closing: [Text Box]

Signature: [Text Box] Title: [Text Box]

- You can also easily edit letters to specific insureds.
- Choose the Letter and the specific insured and edit as needed.
- The edited text will be sent and saved to the insured's letter history.
- Letters to this insured will revert back to standard wording when the next letter is generated.

# Send Letters

- Once you have entered all your certificates and designed your letters, you are only a click away from generating renewal and deficiency letters.
- Letters are sent by client. Each client's letters can include the appropriate logo.
- The program will automatically insert the appropriate paragraph for each deficiency it finds on any given insured's certificate.
- You may send letters by postal mail, email, or fax.
- Project managers/supervisors will automatically receive a copy of each letter sent to the insured associated with their project.

**Generate Letters**

Select a letter:

- Renewal Letter
  - Renewal
- No Certificate Letters
  - Letter 1
  - Letter 2
- Deficiency Letters
  - Letter 1
  - Letter 2
  - Letter 3
  - Letter 4

Client: [ ] Send by: Postal

Print Labels?

Do Not Send E-mail to Managers

OK Cancel

# Mark Sent Letters

- When a letter is sent, it is automatically added to the list of marked letters. This starts the clock so that the next level of letter is sent in 21 days if the deficiencies have not been corrected.
- You can unmark one or all letters generated in a given printing if you want to resend them for any reason.
- If a problem should occur when generating letters, you can use the emergency button to return the data to the previous state before generating letters and reprocess.

Renewal	First No Certificate	Second No Certificate	First Deficiency Letter	Second Deficiency Letter	Third Deficiency Letter	Fourth Deficiency Letter
			3/23/2005			

**Unmark Letters**

Sent by Postal X! Sent by Postal X! Sent by Postal X! Sent by Postal X! Sent by Postal X! Sent by Postal X! Sent by Postal X!

To unmark a letter highlight date and press backspace or delete key.  
To unmark all last letters of specific type select "Sent by Postal" and click "Unmark" button.  
To unmark all last e-mails of specific type select "Sent by E-mail" and click "Unmark" button.  
To unmark all last faxes of specific type select "Sent by Fax" and click "Unmark" button.

Exit

# Letter History

- After you have sent letters, they are automatically entered into the insured's Letter History screen.
- Custom letters are also included in the insureds Letter History.
- The Letter History screen provides a summary of the problems discussed in each letter.
- You can view any letter sent by moving to the letter date with the radial buttons and clicking the View Letter Button.

The screenshot displays the Letter History interface. At the top, it shows the Letter Date as 11/22/2005 and the status as Sent by postal. There are navigation buttons for moving between letters, with '1 of 7' currently selected. A 'Custom Letter' button is also present. The main area is divided into three sections: 'Expiration/Cancellation', 'Noncompliance/Endorsements', and 'Other Deficiencies'. Each section contains a list of items with checkboxes for 'Expire' and 'Cancel' (in the first section) or for marking the letter as viewed, unmarked, or emergency.

Expiration/Cancellation		Noncompliance/Endorsements	
	Expire	Cancel	
General	<input type="checkbox"/>	<input type="checkbox"/>	30-Day Cancel. Notice <input type="checkbox"/>
Automobile	<input type="checkbox"/>	<input type="checkbox"/>	Original or Signed Cert. <input type="checkbox"/>
Excess	<input type="checkbox"/>	<input type="checkbox"/>	Primary Insurance <input type="checkbox"/>
Employers	<input type="checkbox"/>	<input type="checkbox"/>	Certificate Holder <input type="checkbox"/>
Professional	<input type="checkbox"/>	<input type="checkbox"/>	Stop Gap <input type="checkbox"/>
Environment	<input type="checkbox"/>	<input type="checkbox"/>	Wild Card 1 <input type="checkbox"/>
Inclement weath	<input type="checkbox"/>	<input type="checkbox"/>	Wild Card 2 <input type="checkbox"/>
Liability 2	<input type="checkbox"/>	<input type="checkbox"/>	Wild Card 3 <input type="checkbox"/>
			Additional Insured <input type="checkbox"/>
			Waiver of Subrogation <input type="checkbox"/>

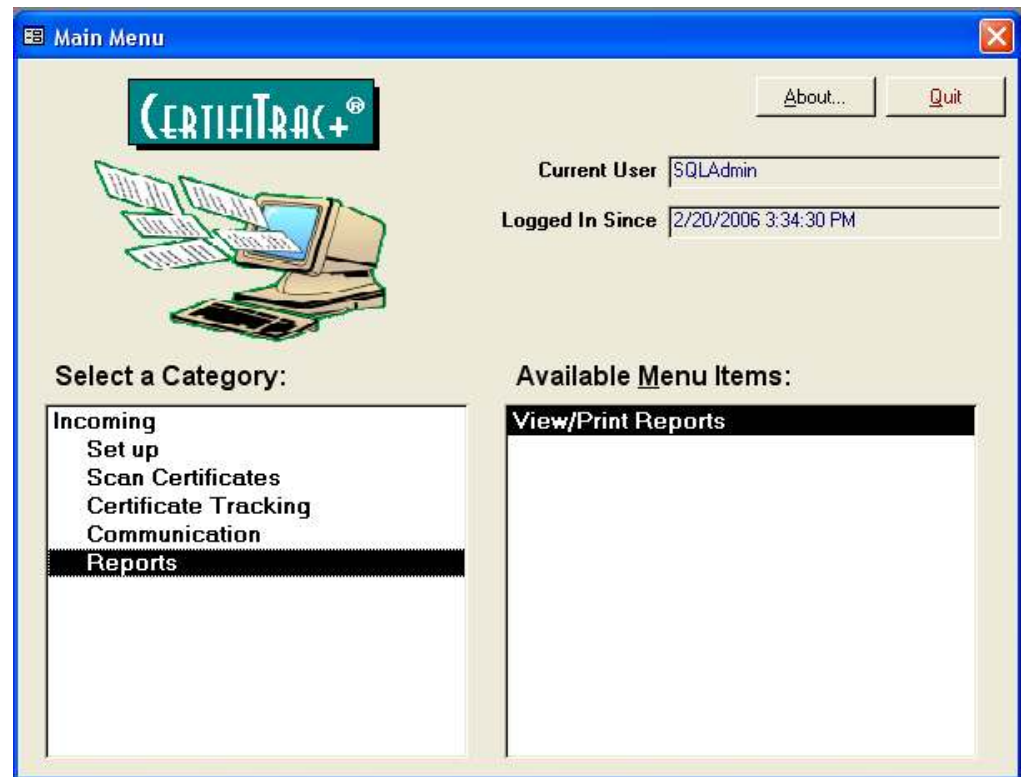
Other Deficiencies

No Certificate	<input type="checkbox"/>
Improp. Cover	<input type="checkbox"/>
Insuf. Limits	<input type="checkbox"/>
Missing Information	<input type="checkbox"/>
AMBest Rating	<input type="checkbox"/>
Agreement	<input type="checkbox"/>

View Letter  Unmark Letters  Emergency

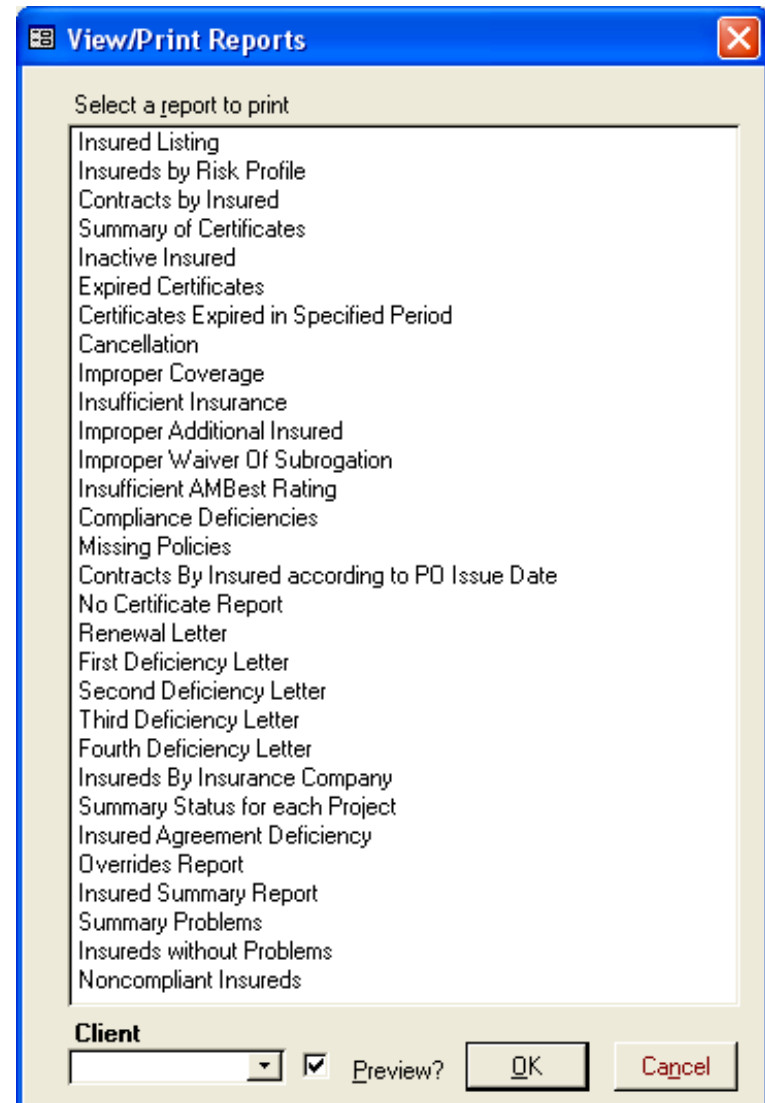
# Reports

- Reports are available with a click of the mouse in the database. Reports can be viewed and/or printed.
- All reports can be published to your company Intranet/Internet with or without certificate images.
- Persons who have permission to view reports on the web can be controlled from your database.



# Reports

- Reports can be selected by client.
- Reports always reflect the latest data entered into the database.
- Many reports are sorted by deficiency type.
- In addition, some reports focus on a particular insured.
- Reports can be emailed to other interested parties with a click of the mouse.





**For a live, online demonstration, please contact  
Emily Brown at 800-379-9055 or [E-Mail](#) us.**



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