

# CERTITRAC+®

## *Point and Click Certificate Management*

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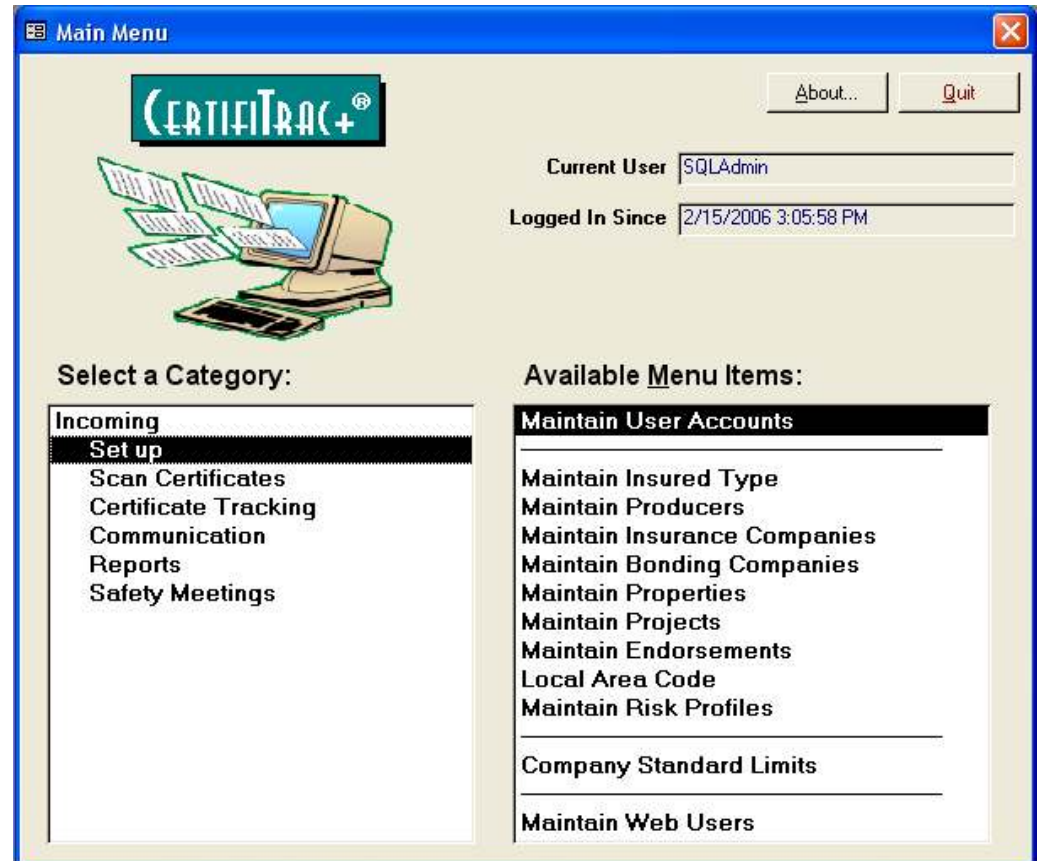
# Main Menu

- The Main Menu provides categories for incoming certificates.
- Each category contains available menu items for operating the program.



# Set up

- This screen holds menu items important to the initial setup and routine maintenance of the program.
- From these Available Menu Items, you can add data that can be accessed from drop lists as you enter certificates.
- You can also establish requirements that the program will use to evaluate the certificates that are entered.



# 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  
[ ]

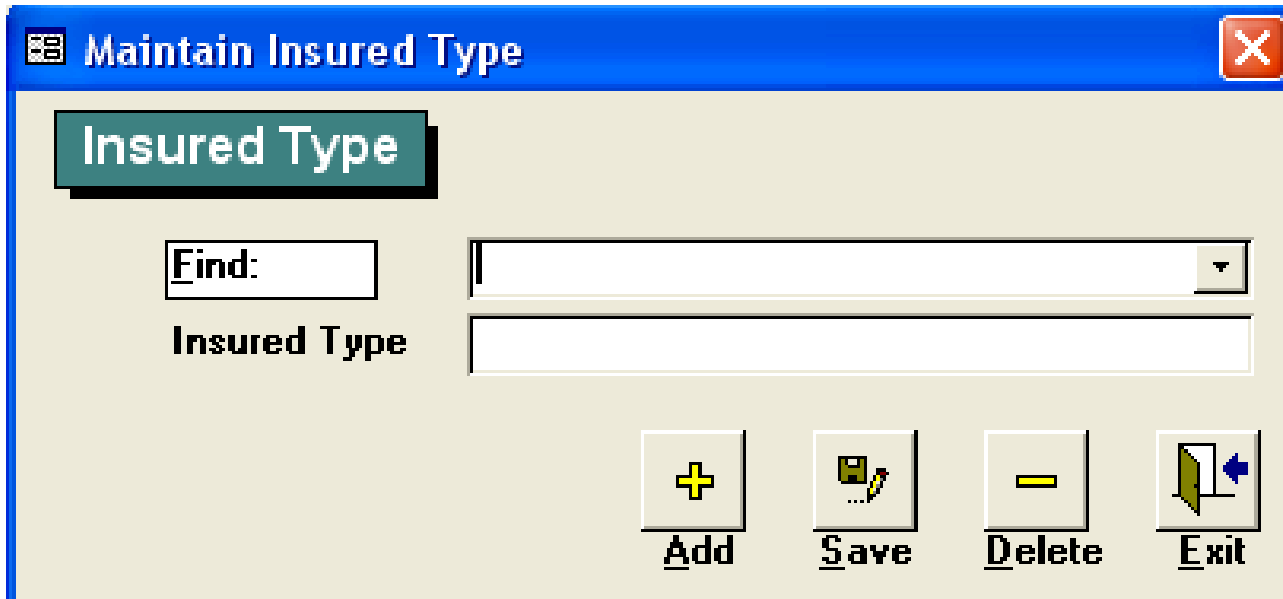
Administrator

Active

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

Click here to change your password

# Maintain Insured Types



Maintain Insured Type

Insured Type

Find:

Insured Type

- From this screen you can create, add, edit and/or delete insured types like 'Contractor' or 'Electrical'.
- Each record will have an Insured Type.
- All Letters and Reports are generated by user-defined Insured Types.

# Maintain Producers

- From this screen you can quickly add, edit, and/or delete Producer information.
- 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.

Search Producers by Name, City or State

Producers already added can be selected here.

**Producers**

**Find:** Producer Name

**Matching:**

**Company:**

**Address 1:**

**Address 2:**

**City/State/Zip:**

**Phone:**

**Fax:**

**Contact:**

**Add** **Save** **Delete** **Exit**

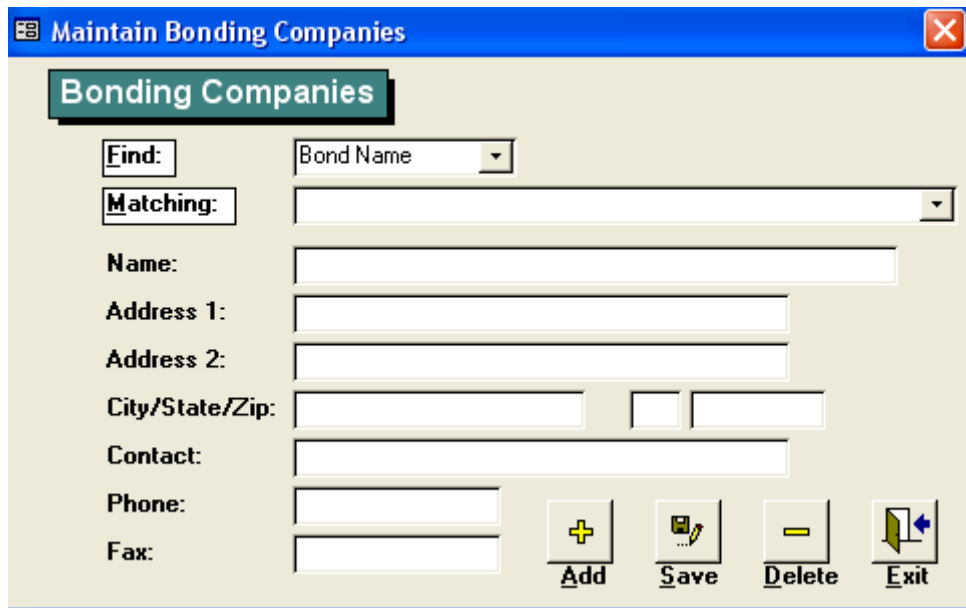
Click this button to add a new producer

# Maintain Insurance Companies

- From this screen you can add, edit and/or delete insurance company information.
- 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 screens, which you will see later.

The screenshot shows a software window titled "Maintain Insurance Companies". Inside the window, there is a section titled "Insurance Companies" with a search bar containing "Insurance Name" and a "Find next..." button. Below this are several input fields: "Matching:", "Company:", "Address:", "City/State/Zip:" (with separate boxes for city, state, and zip), "Phone:", "Fax:", "Contact:", and "Best Rate:". At the bottom of the window, there are five buttons: "Add" (with a plus sign), "Save" (with a floppy disk icon), "Delete" (with a minus sign), "Exit" (with a door icon), and "Import" (with a document icon).

# Maintain Bonding Companies



**Maintain Bonding Companies**

**Bonding Companies**

**Find:** Bond Name

**Bonding:**

**Name:**

**Address 1:**

**Address 2:**

**City/State/Zip:**

**Contact:**

**Phone:**

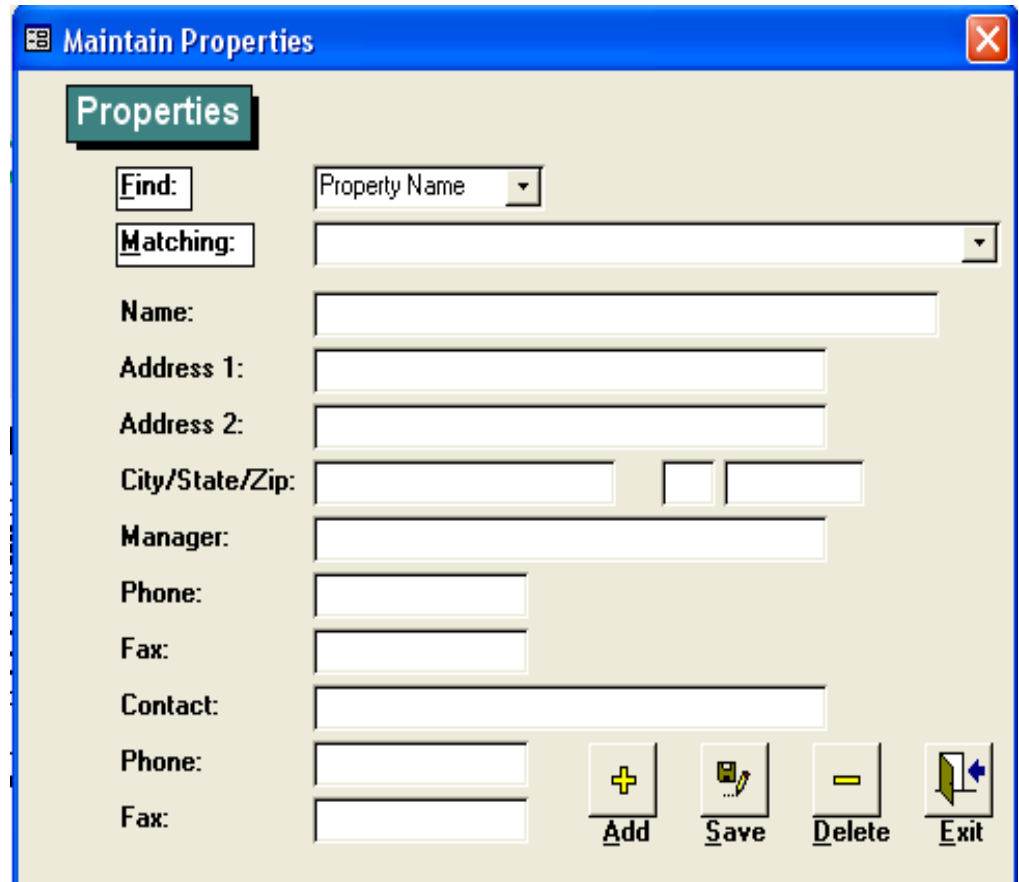
**Fax:**

**Add** **Save** **Delete** **Exit**

- From this screen you can add, edit, and/or delete the name, address, and contact information for bonding companies.
- Bonding companies entered here are available to assign to certificate records on the project screens when a bond is required.
- Letters can be generated to these companies to verify the bond amount and request bond increases.

# Maintain Properties

- From this screen you can add, edit, and/or delete Properties for which you track certificates.
- Properties entered here are available to associate with certificate records from a drop list.
- Here, you can also keep the name and address information for any property manager.
- Property managers can automatically be sent emailed copies of deficiency letters.
- You may also send property managers emailed reports for each property.



**Maintain Properties**

**Properties**

**Find:** Property Name

**Matching:**

**Name:**

**Address 1:**

**Address 2:**

**City/State/Zip:**

**Manager:**

**Phone:**

**Fax:**

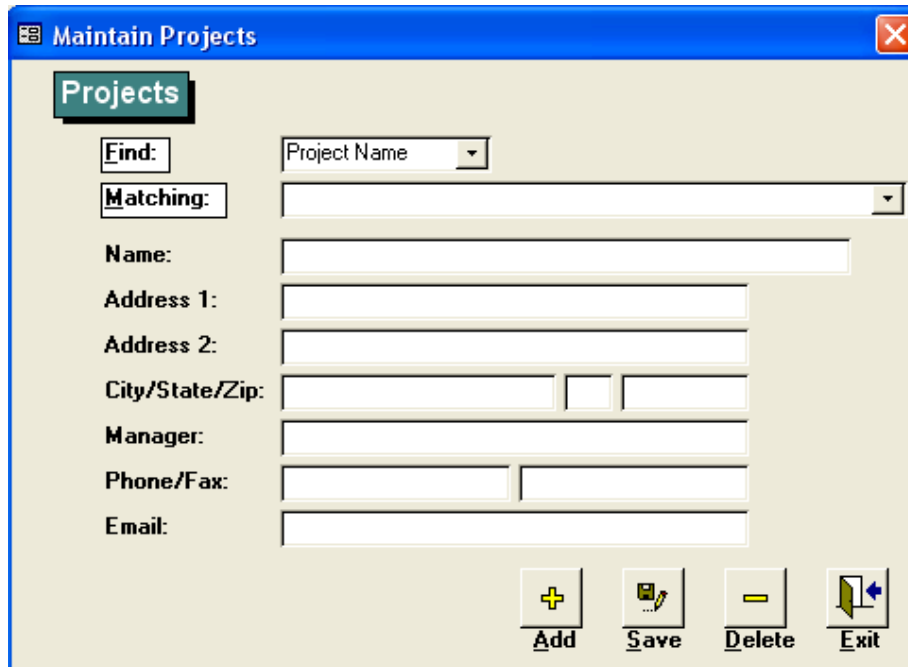
**Contact:**

**Phone:**

**Fax:**

**Add** **Save** **Delete** **Exit**

# Maintain Projects



**Projects**

**Find:** Project Name

**Matching:**

**Name:**

**Address 1:**

**Address 2:**

**City/State/Zip:**

**Manager:**

**Phone/Fax:**

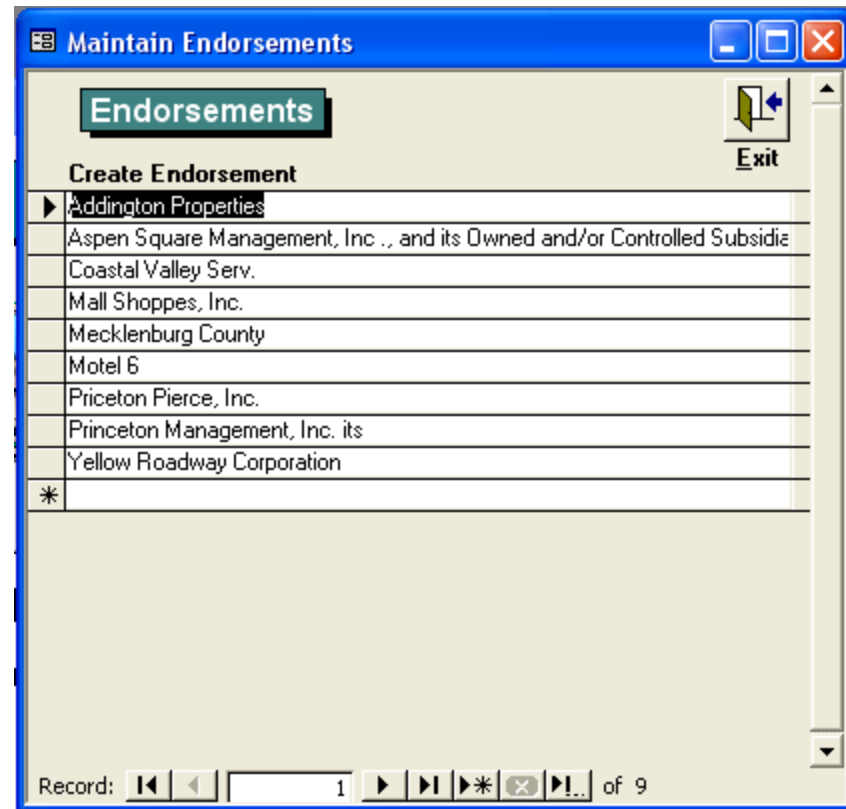
**Email:**

**Add** **Save** **Delete** **Exit**

- From this screen you can quickly add, edit, and/or delete Projects.
- Projects entered here are available to associate with contracts and Risk Profiles in Certificate Tracking.
- You can keep the name and address information for any project manager or supervisor here.
- Project managers can receive emailed copies of deficiency letters associated with their projects.
- You may also send project managers emailed reports sorted by project name.

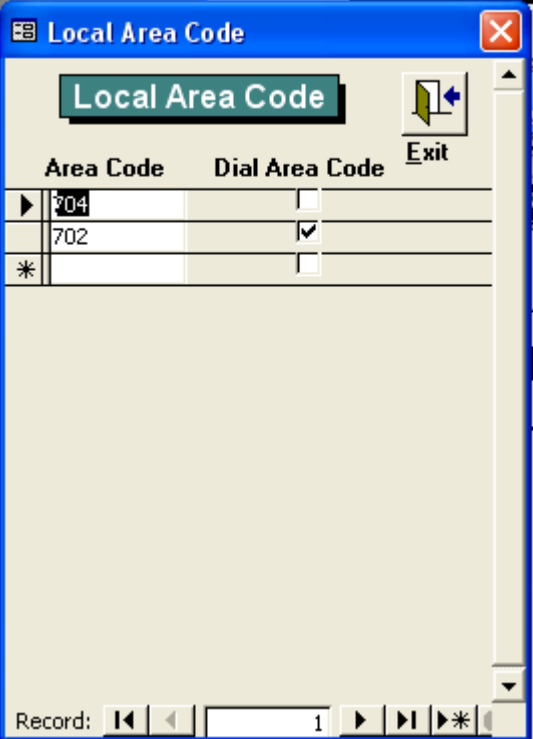
# Maintain Endorsements

- 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 producer 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 the area code for local calls, check “Dial Area Code” check box.



The screenshot shows a software window titled "Local Area Code". Inside the window, there is a table with two columns: "Area Code" and "Dial Area Code". The "Area Code" column contains three entries: "304", "702", and "\*". The "Dial Area Code" column contains three checkboxes: an unchecked box for "304", a checked box for "702", and an unchecked box for "\*". Above the table, there is a label "Local Area Code" and an "Exit" button. At the bottom of the window, there is a "Record:" label and a set of navigation controls including a "1" in a box and several arrow buttons.

Area Code	Dial Area Code
▶ 304	<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
▶ Aspen Square	AS2	...
Customer - Basic	Feb	...
Customer - with property	RT01	...
Engineer	Eng12	...
Shopes Basic Subcontractor	BS01	...
Sole Proprietor	SP1	...
Subcontractor - Environment	SE03	...
Vendor	Ven01	...
With Special	WS1	...
*		...

Notes

Record: 1 of 9

# Set 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 checked checkboxes: "Commercial General Liability", "Claims Made", "Occurrence", "Owner's/Contactor's Prot.", and "Per Project". On the right, there are six rows of limit settings, each with a label and a dropdown menu:

Category	Limit Value
Each Occurrence	\$500,000
Fire Damage	\$300,000
Medical Expense	\$0
Personal & Advertising Injur	\$1,000,000
General Aggregate	\$1,000,000
Products-Completed Operations	\$1,000,000

At the bottom right, there are two buttons: "Auto-Limits" and "Exit". An arrow points from the text "Limits Drop List" to the dropdown menu for "General Aggregate".

- 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 Property/Environment.
- There are two user defined coverages named Liability 1 and 2. You can name these coverages and your requirements for each coverage. These can then be associated with various insureds.

Limits Drop List

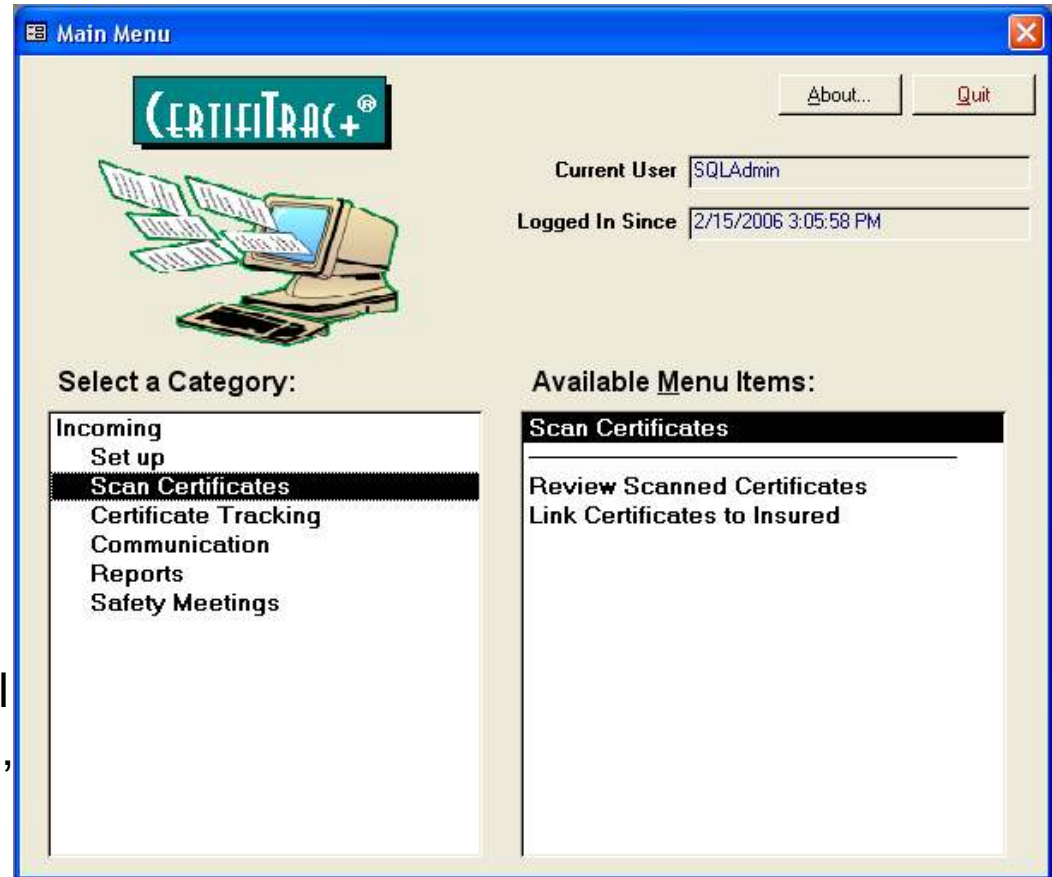
# Company Standard Limits

Coverage Option	Limit Type	Limit Value
<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

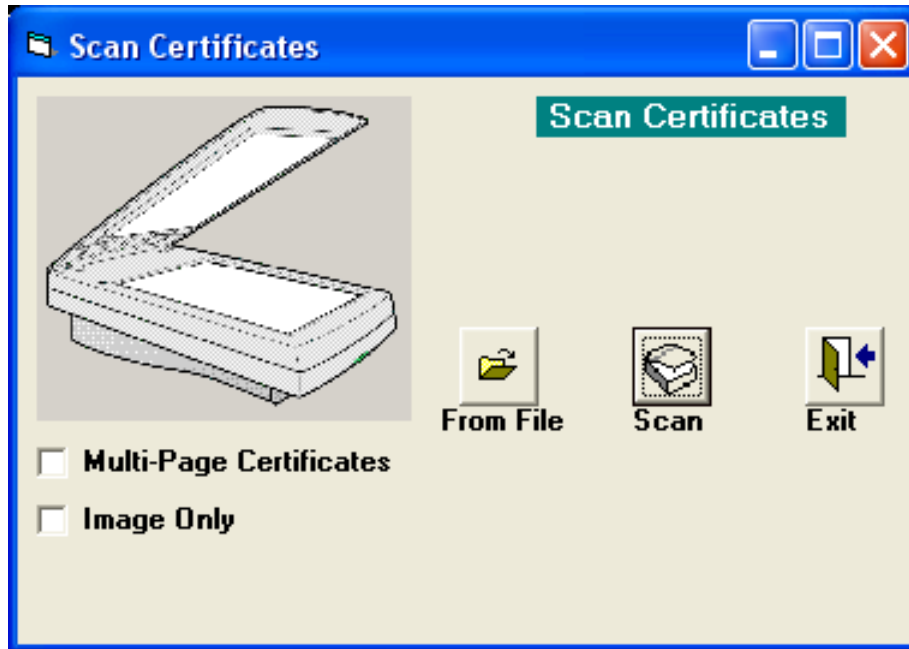
- Use this screen to record your company's most often required coverages and limits.
- This data will be available at the click of the AutoLimits button as a short cut when entering certificates.

# Scanning Certificates

- **CERTIFTRAC+** offers users of the program the ability to scan, save images, and import certain certificate data used from original Acord 25-S and standard Marsh certificates.
- Data imported into the program includes Insured names and addresses, Insurance company names, Producers, 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.
- If certificates have been received electronically via fax or email, save them into a folder and use From File button.
- 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:

**INSURED** Name/Insured ID

Address 1: 890 Kings Highway Address 1:  
 Address 2: Address 2:  
 City/State/Zip: Punta Gorda FL 33893- City/State/Zip:

**Find Insured in Database** STOP

Matching:  Reject

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
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

Link Guard Exit

### Certificate of Insurance

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

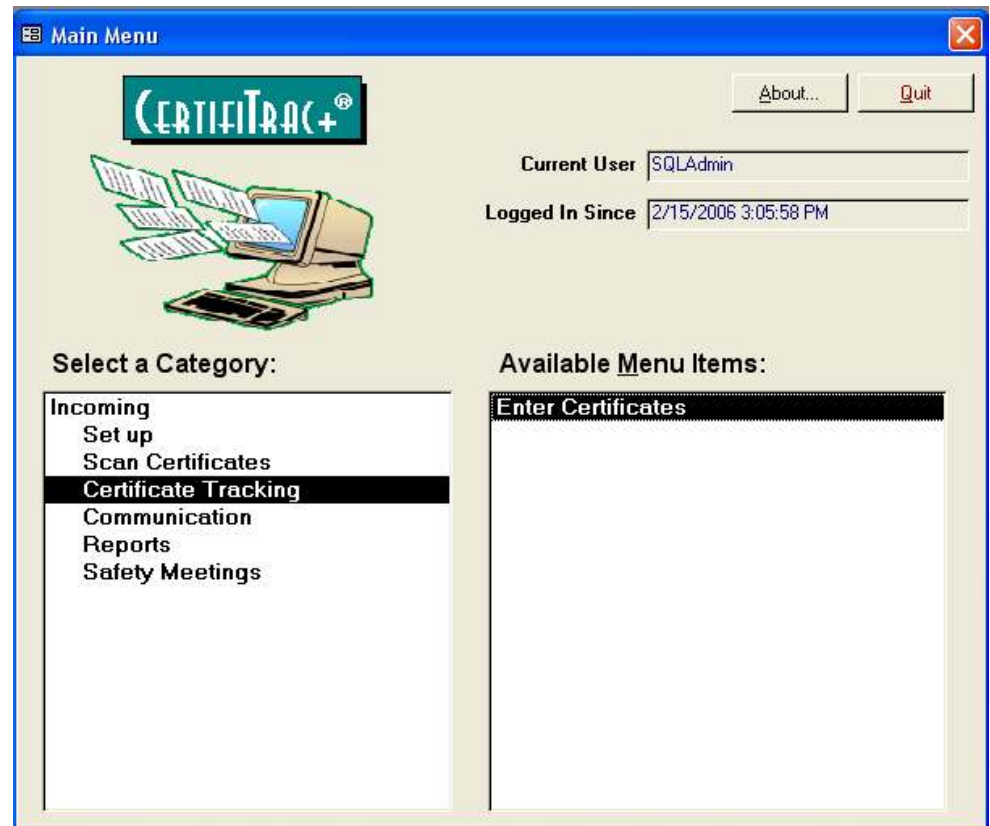
Insured's Information		Company Affording Coverage:	
Insured's Information		Company Letter A: Travelers Indemnity Co. of IL	
		Company Letter B: Federal Insurance Company	
		Company Letter C:	
		Company Letter D:	
		Company Letter E:	

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

Co. Ut.	Type of Insurance	Policy Number	Policy Inception	Policy Expiration	Levels of Liability in Thousands
					Each Occurrence Aggregate
A	General Liability (B) Commercial General (B) Occurrences OR (C) Comprehensive Form Premises-Operations Explosions/Collapse Underground Products/Completed Operations Contractual (Any Contract) Broad Form Property Damage Independent Contractors Personal Injury	830-8848388	04/01/00	04/01/04	Commercial General Aggregate \$ 2,000,000 Products-Comps/Ops Aggregate \$ 2,000,000 Personal & Advertising Injury \$ 1,000,000 Each Occurrence \$ 1,000,000 Fire Damage \$ 500,000 Medical Expense \$ 5,000
	Automobile Liability (B) Broad Form	813-98402773	04/01/00	04/01/04	Combined Single Limit \$ 1,000,000

# 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

The screenshot shows a web-based form for entering insured information. At the top, there is a search bar with a 'Find:' dropdown set to 'Insured Name', a 'Find next...' button with a magnifying glass icon, and an 'ACTIVE' status indicator. Below this is a 'Matching:' dropdown. To the right, there are two date fields: 'Date Activated' and 'Date Closed', each with a text input and a dropdown arrow. On the left, there is a 'Stop Pay' checkbox. The main form is divided into several sections: 'Insured Type' (dropdown), 'Insured ID' (text), 'Insured' (text), 'Address' (text), 'City' (text), 'State' (text), and 'Zip' (text). To the right, there is a 'Contact' section with fields for 'Title', 'Phone', 'Fax', and 'E-mail'. Below these is a 'Notes' section with a large text area. At the bottom left, there are checkboxes for 'Safety Program' and 'Agreement', and two 'Date Received' text fields. At the bottom center, there is a toolbar with icons for 'Copy', 'Paste', 'Type Letter', 'Skip', 'Add', 'Delete', 'Save', and 'Exit'. An arrow points from the 'Type Letter' button to a text box on the right that says 'Click this button and you can type a letter to the subcontractor that is selected.'

- This is where all the information from the subcontractor's certificate is displayed. You can add, edit, or delete insureds from this screen.
- 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/Insurance Co.

<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="Worth Insurance Agency, Inc."/>	<input type="text" value="Cincinnati Insurance Cos"/>	
Address	<input type="text" value="126 North Isabella Street ,"/> <input type="text" value="P. O. Box 444"/>	<input type="text" value="P.O. Box 145496"/>	
City/State/Zip	<input type="text" value="Sylvester"/> <input type="text" value="GA"/> <input type="text" value="31791-"/>	<input type="text" value="Cincinnati"/>	<input type="text" value="OH"/> <input type="text" value="45250-5496"/>
Phone/Fax	<input type="text"/>	<input type="text" value="513-870-2000"/>	<input type="text"/>
Contact	<input type="text"/>	<input type="text" value="John J. Schiff, Jr."/>	<input type="text" value="AMBest A++"/> <input type="text" value="15"/>
Assign Coverages <input type="text"/>		Assign Coverages <input type="text"/>	
<input type="button" value="Save New"/>		<input type="button" value="Save New"/>	

- This screen has fields for the certificate issue date, the producer, and the insurance companies.
- All the producers and insurance companies that you set up in the Maintain Producer and Maintain Insurance Companies can be accessed through the drop lists.

# Limits and Coverage

- This is where insurance information on the certificate is entered.
- The copy dates feature automatically transfers the dates from the General Liability screen to other coverages.
- The Replace button will automatically advance the dates one year when you enter a renewal certificate.

General	Automobile	Excess	Employer	Professional	Environment	Liability 1	Liability 2	
Issue Date	Eff. Date	Exp. Date	Notes					
9/27/2005	10/1/2005	10/1/2006						
Policy Number	Producer	Worth Insurance Agency, Inc.		Cancel Date				
CPP0737816	Ins. Company	Cincinnati Insurance Companies						
<input checked="" type="checkbox"/> Commercial General Liability	Each Occurrence	\$1,000,000						
<input type="checkbox"/> Claims Made	Fire Damage	\$100,000						
<input checked="" type="checkbox"/> Occurrence	Medical Expense	\$5,000						
<input type="checkbox"/> Owner's/Contractor's Prot.	Personal & Advertising Injur	\$1,000,000						
<input type="checkbox"/> Per Project	General Aggregate	\$1,000,000						
	Products-Completed Operations	\$2,000,000						
<input type="checkbox"/> Keep Dates	Replace	Auto-Limits	Exit					

- Check the Keep Dates box to replace a certificate without renewing it.
- Also notice that some of the more frequent dollar amounts are in drop lists.

Keep dates checkbox

Replace Button

# Compliance

- This screen allows you to note any basic compliance issues 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"/>

# Assign Risk Profiles

Risk Profile	Job #	Order Type	Contract No.	Active	Project	Property	Endorsement	Limit
Customer - Basic				<input checked="" type="checkbox"/>	...	...	...	...
				<input type="checkbox"/>	...	...	...	...

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

- 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.
- Use the Buttons to assign Projects and Properties for each Risk Profile as required.
- Assign Endorsement requirements here.
- Enter any notes about the contract here.

# Risk Profile Limits & Coverage

The screenshot shows a software window titled "Limits - Customer - Basic" with a blue title bar and a close button. The window has several tabs: "General", "Automobile", "Excess", "Employer", "Professional", "Environment", "Liability 1", and "Liability 2". The "General" tab is selected. The main area contains a list of coverage options with checkboxes and corresponding limit values in dropdown menus.

Coverage Option	Limit
<input checked="" type="checkbox"/> Commercial General Liability	\$1,000,000
<input checked="" type="checkbox"/> Claims Made	\$100,000
<input checked="" type="checkbox"/> Occurrence	\$10,000
<input checked="" type="checkbox"/> Owner's/Contactor's Prot.	\$1,000,000
<input checked="" type="checkbox"/> Per Project	\$1,000,000
Each Occurrence	\$1,000,000
Fire Damage	\$100,000
Medical Expense	\$10,000
Personal & Advertising Injur	\$1,000,000
General Aggregate	\$1,000,000
Products-Completed Operations	\$1,000,000

An "Exit" button with a left-pointing arrow icon is located in the bottom right corner of the window.

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

# Project

Project Assigned to Contract

White's Lumber \_More

Contract No.:

Project No/Name: 9053

Prev. Contract Amt.: \$0

Contract Amt.: \$0

C/O Amt.: \$0

Completion Date:

Final Payment Made:

Final Payment Date:

Paid To Date: \$0

Retention Held: \$0

Bonding Companies:

Bond No.:

Bond Amt.: \$0

Send by: Postal

Issue Date:

Attorney In Fact:

Request For Increase:

Status Inquiry - job completed:

Status Inquiry - job in progress:

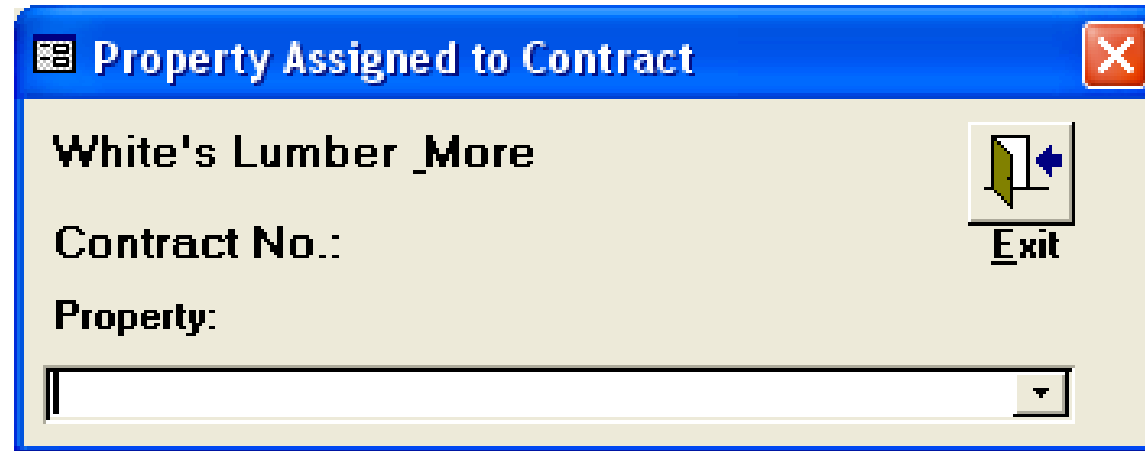
Bond Letter History

Unmark Letters

Emergency

- Here, you can assign one or more projects for this insured from the drop list.
- Assign one or more bond requirements for this insured on this project.
- Track the Bonding Company effective and expiration dates for each bond.
- Track the bond amount for each required bond.

# Property



- Use this screen to associate your chosen designation – properties, locations, sales offices, departments, etc.-- with each insured's record for each Risk Profile or contract.
- Reports can be generated sorted by each designation.

# Endorsements Received

Endorsement	A.I. GL	A.I. AL	W.S. GL	W.S. AL	W.S. WC
▶ Addington Properties	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
* [dropdown]	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- Use this screen to assign endorsements to each Risk Profile/Contract. Check corresponding check boxes to set up requirements for Additional Insured for general and/or auto liabilities and Waiver of Subrogation for general, auto or/and workers compensation liabilities.

# Problems

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

**Response**

- This screen allows you 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 Eyeglasses icon to view details about deficiencies.
- Use the Overrides check boxes to excuse any given insured from a requirement.
- If the scanning is included, view certificate images from the View Certificate Button.

Insured	Insured ID	Address
White's Lumber & More	WLM123	976 Trade St

Second Name	City	State	Zip
	Dayton	SD	76589

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

Safety Program  Agreement

User

View Certificates    Override History    Exit

# Certificate History

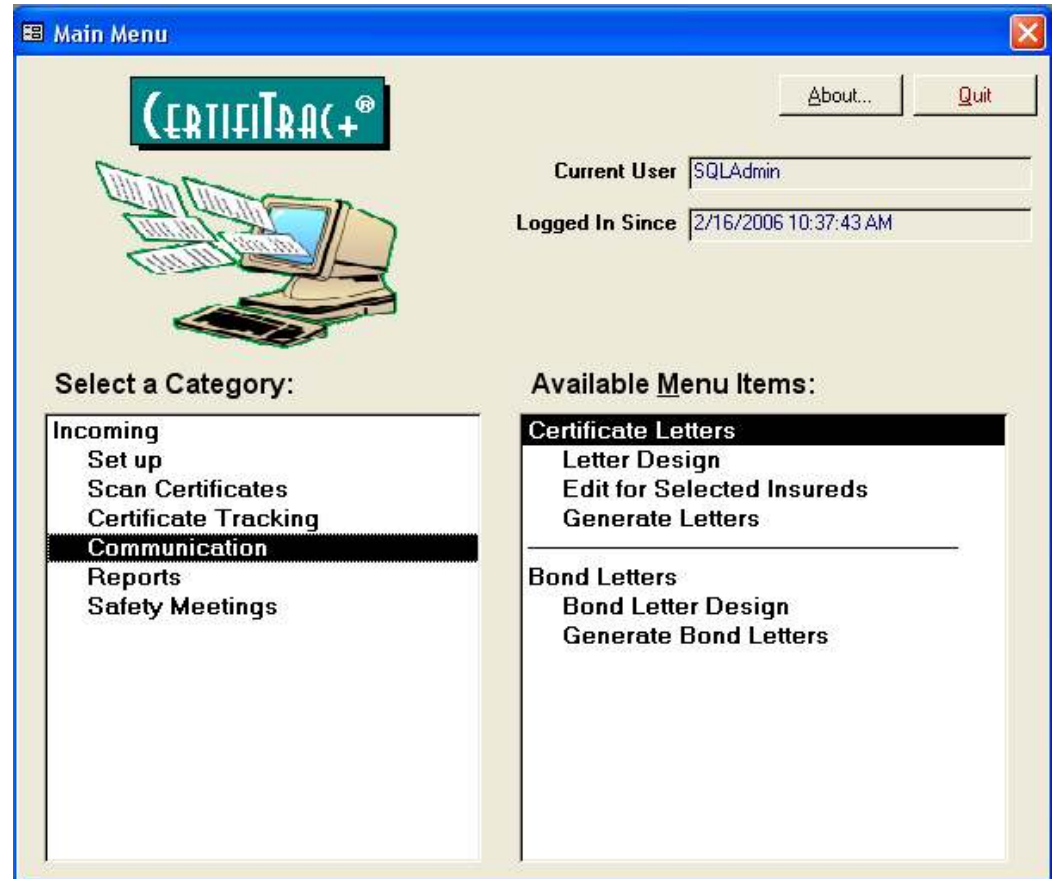
- CERTIFICAC+® automatically creates a history of all the renewed or replaced certificates.
- View compliance problems and limits and coverage for each certificate that has been renewed or replaced.
- Select the certificate to view from the radial buttons on the right of the screen.

The screenshot displays a software interface with a navigation bar at the top containing tabs for "Compliance/Endorsements", "General", "Automobile", "Excess", and "Employer". The "Compliance/Endorsements" tab is active. Below the navigation bar, there is a "Renewal Date" field containing the date "2/16/2006". To the right of this field is a pagination control showing "1 of 1" with navigation arrows. A central box contains the heading "Cert. DID NOT provide the following:" followed by a list of five 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, no certificate, and deficiency letters.



# Letter Design

- You can customize almost any part of the text in the Deficiency 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 and standard Windows window controls. The main area is a form with a tabbed interface. The "Deficiencies" tab is selected, showing a form with the following fields and text:

Deficiency Letters	Deficiencies	No Certificate Letters	Renewal Letter	E-mail To Manager
	<b>Re:</b> Certificate of Insurance Compliance Problems			
<b>Introduction For First Def. Letter:</b>	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/D(s) listed			
<b>Introduction For Sec. Def. Letter:</b>	SECOND REQUEST Recently, a written request was made for compliance with certain requirements contained in the contractual instrument(s) (contracts or P/D's) listed above. Original documentation correcting the noted			
<b>Introduction For Third Def. Letter:</b>	THIRD REQUEST After several written requests, this office has yet to receive documentation correcting the deficiencies identified under the contractual instrument(s) (contracts or P/D's) noted above. Failure to provide			
<b>Intro For Fourth Def. Letter:</b>	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			
<b>Incorrect Limits/Coverages:</b>	The following evidenced coverage limits do not satisfy the following limit requirements:			
<b>AMBEST Rating:</b>	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):			
<b>Missing Info:</b>	You did not provide policy number for the the following liability(ies):..			
<b>Address:</b>	Your Company Attn: Risk Management PO Box 21348 Charlotte, NC 12345-6789			
<b>Closing:</b>	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.			
<b>Signature:</b>	Your Name	<b>Title:</b>	Manager, Contracts & Insurance Complianc	

# Edit for Selected Insureds

Modify Letter Design

Insured Type  Select Letter  Find Insured

Exit

Deficiency Letters Deficiencies No Certificate Letters Renewal Letter

Re:

Introduction For First Def. Letter:

Introduction for Sec. Def. Letter:

Introduction For Third Def. Letter:

Intro For Fourth Def. Letter:

Incorrect Limits/Coverages:

AMB Best Rating:

Missing Info:

Address:

Closing:

Signature:  Title:

- 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.
- 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

**Insured Type** [ ] **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.

The screenshot shows a window titled "Letters Marked as Printed" with a table of letter statuses. The table has seven columns: Renewal, First No Certificate, Second No Certificate, First Deficiency Letter, Second Deficiency Letter, Third Deficiency Letter, and Fourth Deficiency Letter. The dates 11/14/2005 and 1/18/2006 are visible in the first two deficiency letter columns. Below the table is an "Unmark Letters" button. At the bottom, there are seven "Sent by" dropdown menus, each with a "Postal" selection and a red "X!" icon. A legend at the bottom explains how to unmark letters by type (Postal, E-mail, Fax) and includes an "Exit" button.

Renewal	First No Certificate	Second No Certificate	First Deficiency Letter	Second Deficiency Letter	Third Deficiency Letter	Fourth Deficiency Letter
			11/14/2005	1/18/2006		

**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.

Letter Date  Sent by postal ◀◀ 1 of 2 ▶▶ **Deficiency Level 2**

Expiration/Cancellation		Noncompliance/Endorsements	
	Expire	Cancel	
General	<input checked="" type="checkbox"/>	<input type="checkbox"/>	30-Day Cancel. Notice <input checked="" type="checkbox"/>
Automobile	<input checked="" 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 checked="" 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"/>
Engineer	<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 checked="" type="checkbox"/>
			Waiver of Subrogation <input checked="" type="checkbox"/>

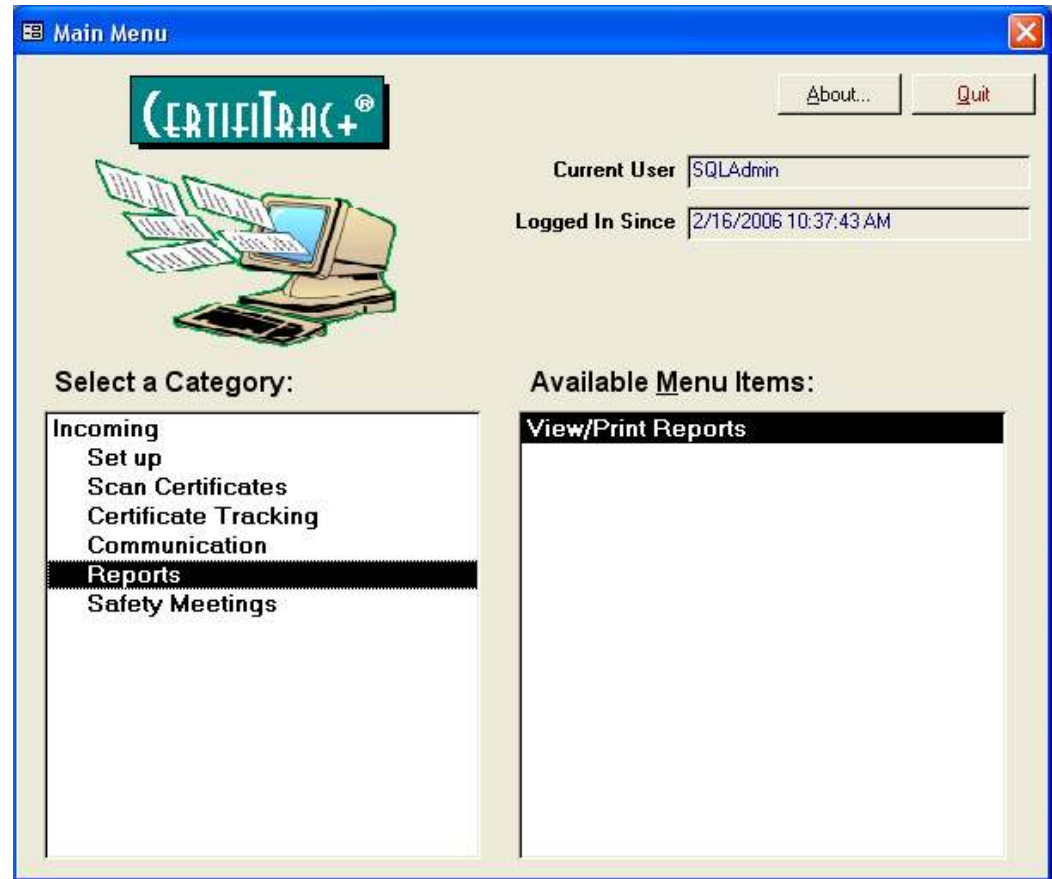
    
View Letter    Unmark Letters    Emergency

**Other Deficiencies**

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

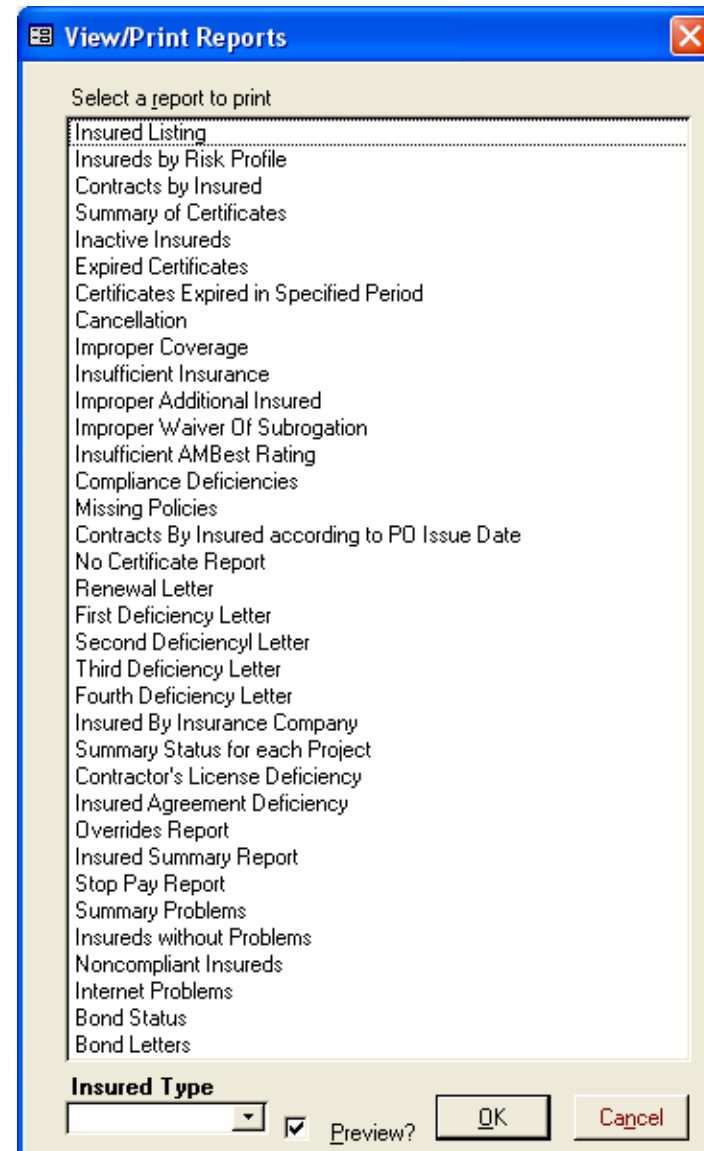
# Reports

- 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 insured type.
- 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 also be sorted by vendor, contractor, subcontractor, etc.
- Reports can be emailed to other interested parties with a click of the mouse.



# Safety Meetings

- You can document Safety and OSHA meetings from these menu items.
- Space is provided for documenting meeting type, attendees, topics discussed, meeting date, and actions items.





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



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