



User Guide

Version 3.6.1

Developed by



Confidential and Proprietary: This document contains information, which is confidential and proprietary to Reinsurance Group of America Re. It is submitted in trust and is not to be disseminated to any person or organization outside without the prior written permission of RGA.

Updated: January 16, 2004

Facultative Application Console

Table of Contents

Main Screen	3
Case Management	3
Reporting.....	3
Administrative Services	3
Privileges	4
Administrator	4
Case Administrator.....	4
Case Manager.....	4
Reporter.....	4
Case Management	5
Top Menu	5
Pertinent Case Information	7
Application Management Tools.....	8
Case Management Tabs.....	8
Applicant Tab.....	8
Benefit Tab (Optional).....	10
Contacts Tab	11
Response	13
My Cases.....	15
Reporting	17
Administrative Services	20
Top Menu	20
Database	21
Sender Service.....	23
Reinsurance Company	24
Extranets.....	25
Reinsurer Contacts	26
Ceding Company.....	28
FAC Console Users.....	30
Dynamic Settings	32
Cover Letter/Email (Optional).....	34
Response Service	35
Appendix	36
A. Digital Certificates	36
Creating Personal Certificates	36
Installing Digital Certificates	40
Backing up Certificates	42
B. AlternaTIFF Imaging Viewer.....	43
Installing a TIFF Image Viewer.....	43
C. Customizing Reference Tables.....	45
D. Uninstall Instructions	46
E. Saving the Database.....	48

Main Screen

Functionality of the main menu buttons is described below and the following sections explain each in detail.

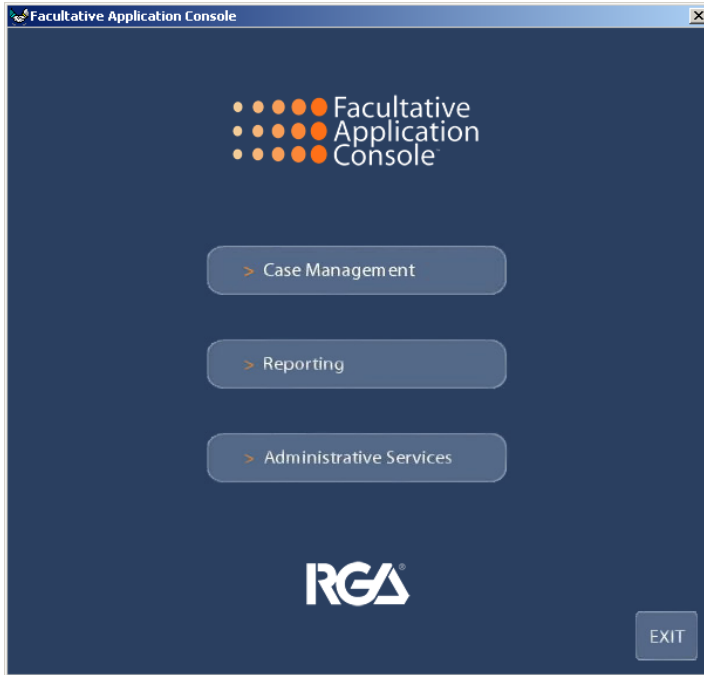


Figure 1: Main FAC Console screen.

Case Management

First step in adding cases to the system. Once the case is entered, choose this button at any time to modify case information, including reinsurer responses. This section of FAC Console also contains reinsurer and ceding company personnel contact names, addresses and phone numbers. System privileges defined at installation allow all FAC Console users to proceed into this section.

Reporting

FAC Console comes with a handful of standard popular reports that are designed to aid in case management. FAC Console places no restrictions on the creation of reports using the MS Access database. Users with either the Administrator or Reporter privilege can preview and print reports.

Administrative Services

Primarily used at the time of installation to initialize system settings for the specific machine. You must have Administrator privileges to modify these values.

Privileges

A FAC Console administrator at your company enters your name and user privilege into the system. Your privilege level establishes your access in the system and is obtained from your network information. You will always get the message in Figure 2 if your machine is not connected or logged into a network.

If you have problems logging into the system and see a message box similar to the following, contact the FAC Console installation person.



Figure 2: Message box that appears when FAC Console does not recognize your user privilege.

FAC Console has four privilege levels – Administrator, Case Administrator, Case Manager, and Reporter.

Administrator

Administrator can add or modify facultative cases, enter reinsurer responses, add, change or delete reinsurer or ceding companies and contacts. The user can also preview and print reports and enters the information for the delivery methods via the Administrative Services button.

Case Administrator

The Case Administrator can add, modify and review all the information concerning any case that is in the system. They may send any case queued by any user, but may only send one case at a time.

Case Manager

The Case Manager can add, modify and review all the information concerning any case that is in the system. The user can only send cases where they are the administrator.

Reporter

As the Reporter the user can review all the information concerning any case that is in the system. The user can also preview and print reports.

Case Management

**** Make sure you have configured Administrative Services before continuing.**

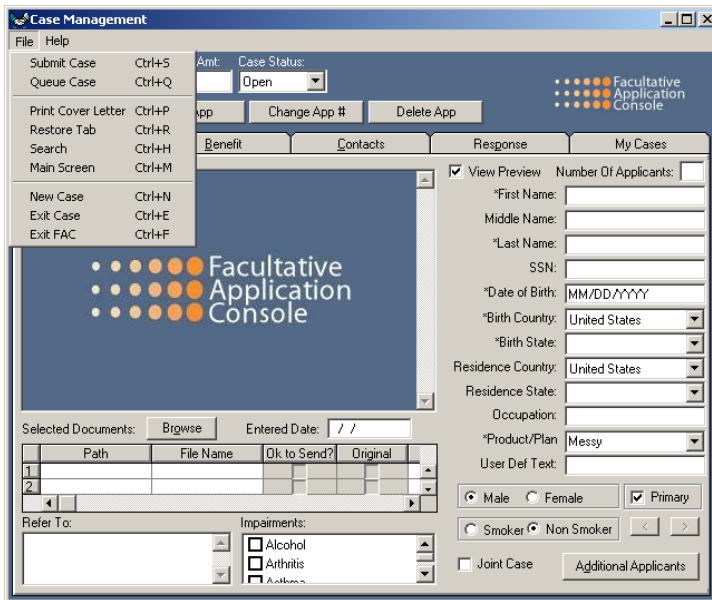


Figure 3: Case Management screen displaying the File menu.

Clicking the *Case Management* button on the main screen (Figure 1) will display the above Case Management screen. This screen can be divided into three sections—top menu, pertinent case information, and case management tabs. Each section is fully explained on the following pages.

Short cut menu keys allow navigation through use of the keyboard instead of the mouse. Hold down the “Alt” key and press the underlined letter to quickly navigate to that screen. For example, pressing the “Alt” and “B” while on the *Application* tab will bring the *Benefit* tab forward.

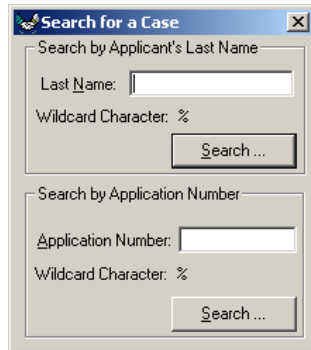
Top Menu

Top menu of this screen contains these options:

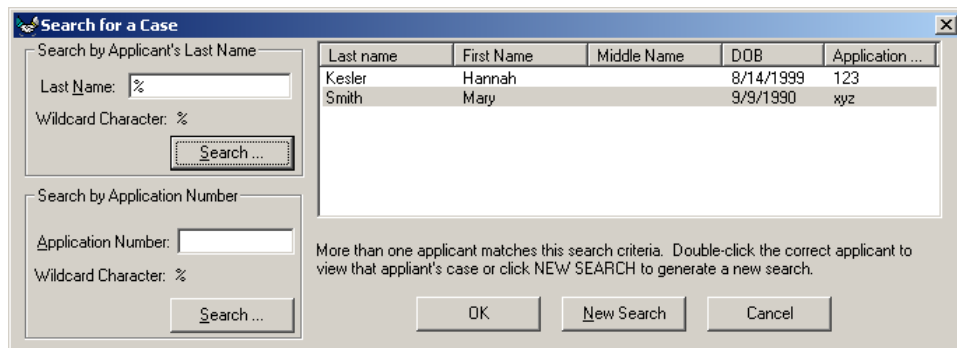
- *File/Submit Case*
Starts and delivers the current case that is displayed on screen to the Submit Utility.
- *File/Queue Case*
Sends the current case that is displayed on the screen to the Submit Utility.
- *File/Print Cover Letter*
Prints a cover letter to default printer containing generic case information.
- *File/Restore Tab*
Refreshes the information in the *Applicant*, *Benefit* or *Contacts* tab to the data currently stored in the database. For example, this menu item may be used to refresh data if information was inadvertently deleted or if the *Additional Applicants* button on Figure 3 was mistakenly clicked.

- *File/Search*

Use the following screen to search for a case by entering either the last name of the applicant or the application number then click the *Search* button.



If more than one case results from the search, the above screen expands to the screen below. Double click on an applicant name in the table to select a case or click the *New Search* button to start a new search.



- *File/Main Screen*

Exits the Case Management section of FAC Console and displays Figure 1, main FAC Console screen.

- *File/New Case*

Prompts to see if you want to save the current case then clears all information on the screen. Use this feature when you want to add a new case.

- *File/Exit Case*

Clears all the information on the screen.

- *File/Exit FAC Console*

Closes the FAC Console program.

- *Help/About*

Provides version and system information.

Pertinent Case Information

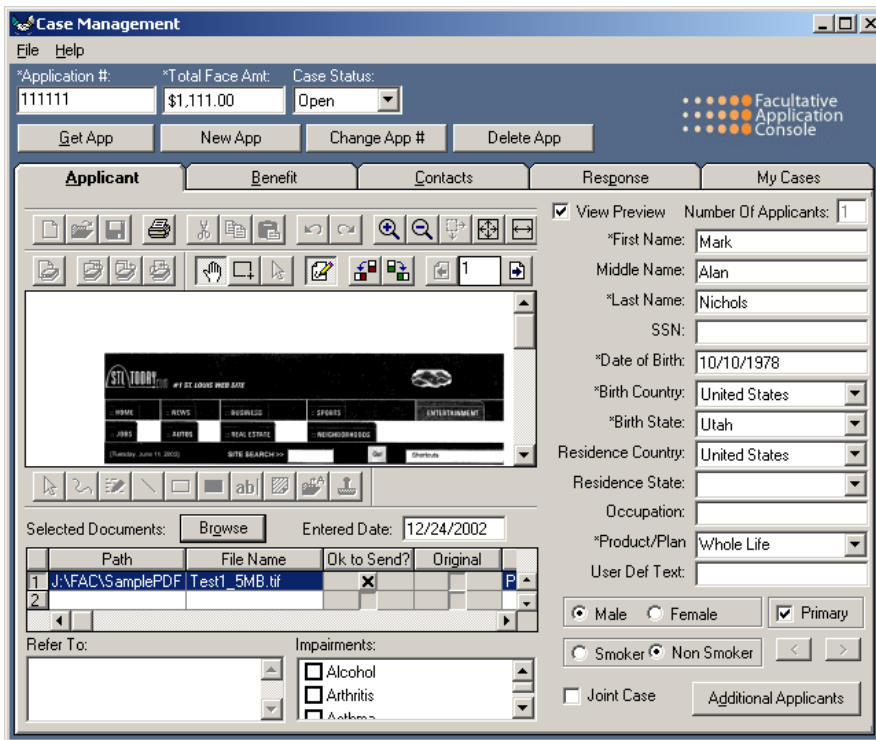


Figure 4: Case Management screen displaying the Applicant tab.

General case information is the next section. Figure 4 shows that these fields are visible no matter which tab is opened. The following table defines each field, their possible values, and definition.

Field Name	Value	Comments
Application #	Any number or character combination	Enter reference number for the case—two cases can have the same value. Type in an application number then click the <i>Get</i> button to search for a case. A grid will appear if more than one case matches this Application number. For a wildcard search insert a '%' into the application # field and click the <i>Get</i> button.
Total Face Amt	Any positive number	Enter total face value for this case.
Case Status	<ul style="list-style-type: none"> • Retained • Declined • Terminated • Placed • Open 	Administrator updates the status of the case. A closed case (Retained, Declined, Terminated, or Placed) cannot be sent to the Submit Utility. A ceding company can customize these values to correspond to their business but the Open value must be kept in the list.

Application Management Tools

Case Management Get App Button

·Retrieves case after either the application number or wildcard (%) is entered into the Application # field.

Case Management New App Button

·Closes the current case being modified and allows for entry of a New Application.

Case Management Change App # Button

·In the event that an application number needs to be changed, the Change App # button allows for the modification of existing Application numbers.

Case Management Delete App Button

·Once a case is open the Delete App Button may be used to remove a case from the database. This can be used to remove old or unwanted cases.

Case Management Tabs

The following outlines each of the case management tabs. Sequentially proceed through these tabs starting with the *Applicant* tab on the far left when entering new case information. Move to the next tab on the right (*Benefit*) after all the required information is entered. If required information on the *Applicant* tab was not entered or invalid, the program will not proceed to the next tab and a prompt will instruct you on what information is missing.

Applicant Tab

Figure 4 displays the *Applicant* tab, which gathers images, associations with other cases, and all applicant information for a specific case.

Step 1—Gather images:

- Click the *Browse* button to navigate to an image of a document that you want to include with this case then select the file. The image will appear in the window plus the path and file name will populate the table. Contact the FAC Console installation person if the image you are viewing appears outside the FAC Console application.
 - Double click on another file name in the table to view other images.
 - Remove an image from the case by highlighting the row in the table then press the Delete key.
- The *Ok to Send?* box is checked as a default when an image is added. Uncheck this box if you do not wish to send the image to the reinsurer at this time. This will change the *Status* to *Hold*.
- First time an image is added to a case, the *Original* box, a system only editable field, will be checked.

- Scroll right to view image *Status*; a value that the system updates. This value depends upon the state of the image in the delivery process. An image can be in a *Pending* or *Hold* state. If a delivery method fails, the image will remain in the *Pending* state.

Step 2—Associations with other cases:

- Enter comments in the *Refer To* box to connect this case with another. It is strictly a comment field that allows a person reading the comments to know what other cases are associated with this specific one.

Step 3—Remaining fields describe each applicant for this case:

- Primary applicant information is entered first; therefore the *Primary* box is checked.
- All required fields on the screens are denoted with an asterisk (*). Required fields are *First and Last Name*, *Date of Birth*, *Birth Country*, *Birth State* (only if birth country is US or Canada), *product/plan*, *gender*, and *smoking status*.
- *SSN* (Social Security Number) does not require dashes.
- It is required that the birth date not be later than the current date.
- *Birth Country* and *State* as well as *Residence Country* and *State* have drop down menus that allow for the proper selection.
- Product/Plan will be set as your Default (which you can set up under Administrative Services).
- Select the impairment type for the applicant. It is possible to select more than one impairment per applicant.
- Each time the *Additional Applicants* button is clicked; these values will be cleared for the new applicant then their information can be entered.
- The system updates the value in the *Number of Applicants* box when you save the applicant information by clicking the *Additional Applicants* button, moving to another tab, or scrolling to another applicant's information.
- Scroll through the list of applicants by clicking the “<” and “>” buttons. These buttons are located above the Additional Applicants tab.
- *User Def Text* and *User Def Number* are fields that are available for the ceding company to define and use at their own discretion. These Labels may be modified in Administrative Services on page 20 under the Dynamic Settings Tab. (Figure 19)

Benefit Tab (Optional)

The screenshot shows the 'Case Management' application window. The title bar reads 'Case Management'. The menu bar includes 'File' and 'Help'. The main area is divided into several sections. At the top, there are three input fields: '*Application #:' with the value '111111', '*Total Face Amt:' with the value '\$1,111.00', and 'Case Status:' with a dropdown menu showing 'Open'. Below these fields are four buttons: 'Get App', 'New App', 'Change App #', and 'Delete App'. To the right of these buttons is a logo for 'Facultative Application Console'. Below the buttons is a tabbed interface with five tabs: 'Applicant', 'Benefit', 'Contacts', 'Response', and 'My Cases'. The 'Benefit' tab is currently selected. Under the 'Applicant' section, there is a 'Name:' field containing 'Mark Alan Nichols' and two navigation buttons, '<' and '>'. The 'Benefit Information' section contains several fields: '*Total Reinsurance Amt:' (\$1,111.00), 'Ceding Co. Rating:' (100: STD), 'W/P Amt:' (\$2,000.00), 'User Def Text:', 'ADB Amount:' (\$0.00), and 'User Def Number:' (0). At the bottom, there is a large text area labeled 'Internal Ceding Company Comments for Entire Case'.

Figure 5: Case Management screen displaying the Benefit tab.

Enter benefit information for each applicant by scrolling through the list of applicants using the “<” and “>” buttons. The *Name* of each applicant was entered on the *Applicant* tab and cannot be modified on this screen.

Total Reinsurance Amt is the only required field that must contain a value for each applicant. Use the drop down menu to select the proper *Ceding Co. Rating*. *W/P Amt*, *ADB Amt*, and *Internal Ceding Company Comments for Entire Case* are entered on an as needed basis.

This screen provides error checking which ensures that the *Total Reinsurance Amt* cannot be more than the *Total Face Amt*.

Contacts Tab

Case Management

File Help

*Application #: 111111 *Total Face Amt: \$1,111.00 Case Status: Open

Get App New App Change App # Delete App

Facultative Application Console

Applicant Benefit **Contacts** Response My Cases

Reinsurer Contacts

	Reinsurer	Contact	Delivery Method	Send To
9	Holmes	Ella Beth	Email	<input type="checkbox"/>
10	ING	Linda Meserve	ING Extranet	<input checked="" type="checkbox"/>
11	Reinsurance Group of America	Mark Nichols	Reinsurance Group of America	<input checked="" type="checkbox"/>
12	Reinsurance Group of America	Tim Christ	Reinsurance Group of America	<input type="checkbox"/>
13	Reinsurance Group of America	Dean Parkinson	Reinsurance Group of America	<input checked="" type="checkbox"/>
14	Reinsurance Group of America	Amy Leeker	Reinsurance Group of America	<input type="checkbox"/>
15	Reinsurance Group of America	Test Testing	Paper	<input type="checkbox"/>
16	Swiss Re	Kannan Thiruvengadam	Swiss Re Extranet	<input type="checkbox"/>

Ceding Contacts

*Ceding Company: RGA *Administrator: Kannan Thiruvengadam *Underwriter: Jym Barnes

Comments to all Reinsurer Contacts

Comments to Specific Reinsurer Contact

Reinsurer Contact: [Dropdown] Save

Save (Queue) Case Submit

Figure 6: Case Management screen displaying the Contacts tab.

Step 1--Use the *Contacts* tab to select the reinsurance contacts that will receive this case.

- Scroll to the desired row.
- Check the *Send To* box to send it to this contact.

Step 2—Administrator defaulted.

Administrator for this case automatically defaults to the person who is initially entering this case information. The default is derived from the current FAC Console user name. Note that it is possible to transfer this case to another Administrator by using the drop down list to select a different person.

Step 3—Ceding Company defaulted.

Ceding company defaults to the administrator's ceding company, which is defined on the *Ceding Company* tab. (page 28)

Step 4—Select Underwriter.

Use the drop down list to select an underwriter for the case.

Step 5--Comments can be sent to all selected reinsurers or use the specific comment box to give private information to a reinsurer contact.

The comment fields can be used to inform reinsurance companies that the case being sent to them is not a new case, or that the reason this case is being sent is because additional papers are now available and included.

- Select the *Reinsurer Contact* from the drop down list.
- Enter the correspondence.
- The *Save* button must be clicked to save the comment.
- To clear a comment, select the reinsurer contact from the drop down list then erase the comment and click save.

Step 6—Case finished. You may now Queue the case to the Sender Service by clicking the *Save (Queue) Case* button. This will queue the case to send at a predetermined time which you can set up under the Administrative Services or Queue the case and open the Sender Service for case submission by clicking the *Submit* button. This will send the case immediately.

The following options are available now that all the case information is entered.

- Exit this case until it is ready to be sent to a reinsurer.
 - Select *File/Exit Case* from the Top Menu to remain in the FAC Console application.
 - Select *File/Exit FAC Console* to close the FAC Console application.
- Send case to Submit Utility.
 - Select *Save(Queue)Case* button to send case to the Sender Service queue. **OR**
 - Select *File/Queue Case* to send case to the Sender Service queue.

 - Select *Submit* button to immediately transmit the case with the Sender Service **OR**
 - Select *File/Submit Case* to immediately transmit the case with the Sender Service.

Response

Case Management

File Help

*Application #: 111111 *Total Face Amt: \$1,111.00 Case Status: Open

Get App New App Change App # Delete App

Facultative Application Console

Applicant Benefit Contacts **Response** My Cases

Add Benefit Expand All

ApplicationID	FirstName	Surname	Name	ReinsuranceAmt
111111	Mark	Nichols	Life	\$1,111.00
111111	Mark	Nichols	Waiver of Prem	\$2,000.00

Reinsurer	Status	Approved Amt	Final Rate	Type	Yrs	Amt	Placed Amt	Init
Reinsurance Gr		\$0			0	0	\$0	
Reinsurance Gr		\$0			0	0	\$0	
Swiss Re		\$0			0	0	\$0	
Canada Life		\$0			0	0	\$0	
Cologne		\$0			0	0	\$0	
Allianz		\$0			0	0	\$0	

Reins Status: Final Rate: Reinsurer's Comments:

Approved Amt: Final Flat Extra Code:

Placed Amt: Final Flat Extra Time:

Initial Rate: Final Flat Extra Amt:

Initial Flat Extra Code: User Def. Text:

Initial Flat Extra Time: User Def. Num:

Initial Flat Extra Amt:

Print Save

Figure 7: Case Management screen displaying the Response tab.

This tab organizes the reinsurer contacts response for each applicant and benefit. It is available anytime after the successful creation of a case. Each applicant and benefit must be underwritten for joint cases.

- The first column in the table contains a “+” or “-“ and it corresponds to a reinsurer contact. A case can be sent to more than one contact at the same reinsurance company. Click on the “+” or “-“ to expand or contract the benefit information.
- The next column defines the *Name* of the Reinsurance Company and contact.
- Following columns (*Surname* and *FirstName*) identify the applicant.

Each applicant can have multiple benefits. This information is displayed in a row format under the applicant.

- *Reins Status* is a drop down menu that contains the following values-- accepted, declined, tentative, accepted partial, preliminary, and tiebreaker. State of each benefit is manually tracked by using this field.
- *Approved Amt* is the amount of risk this reinsurer contact is willing to accept for this benefit.
- Enter the *Placed Amt*. Note that there is no check to insure that the placed amount does not exceed the total face amount. A case will programmatically change status from *Open* to *Closed* if all placed amounts are equal to or greater than the reinsurance amounts for each benefit in the case.
- Select the *Initial* and *Final Rates* from the drop down lists.
- *Reinsurer Comments* box is available to capture any extra information for each benefit. The message in the reinsurer comments will change according to the benefit row selected in the grid.

Add another applicant benefit, from a reinsurer, by selecting the *Add Benefit* button. This feature may be used when a reinsurer responds to a case with a benefit that was not originally sought when the case was created. This button causes the following screen to appear.

- Use the “<” and “>” to select the applicant.
- Enter the additional benefit information.
- Click the *OK* button when finished.

Figure 8: Case Management screen displaying the Response tab shows the results of adding an Accidental Death Benefit to the primary applicant.

Use the *Collapse All* button to condense and hide all the benefit row information for each reinsurance contact. Once selected, this button changes its name to *Expand All*. *Expand All* provides details for each benefit.

My Cases

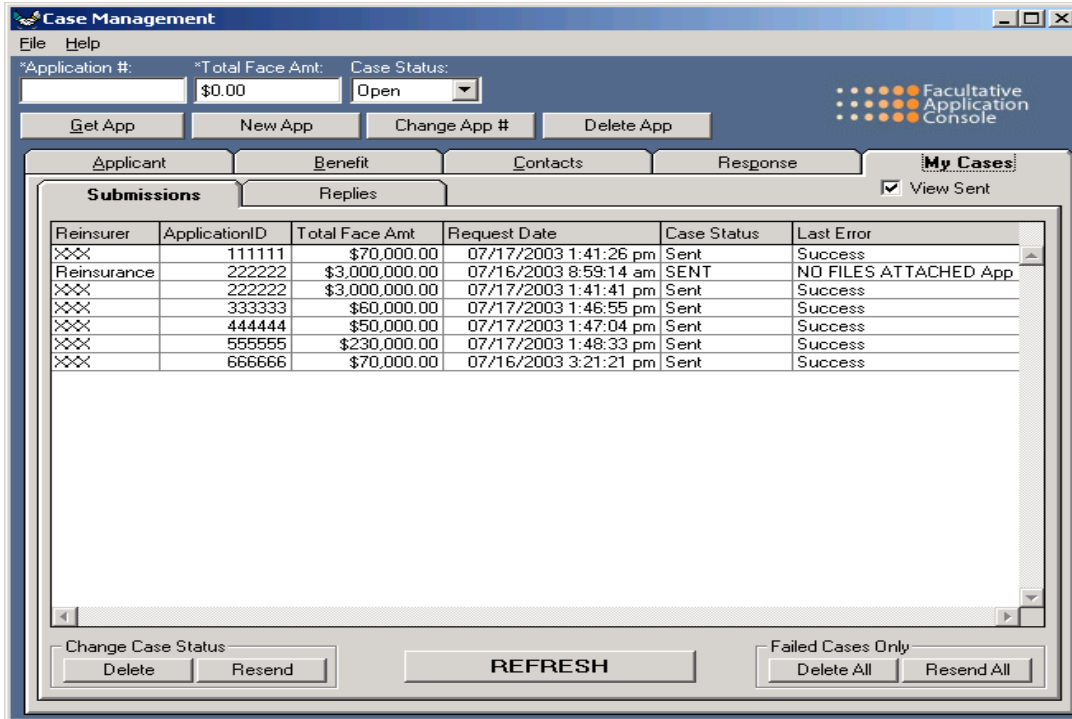


Figure 9: Case Management screen displaying “Submissions”.

(note: This Tab will only be useful for cases that have been submitted using the Sender Service and/or the Response Polling Service)

The Submission tab organizes the cases for each user so that they may view the current status of their cases. From this tab cases may be resent or deleted from the queue. **The Resend All and Delete All buttons only affect those cases which have failed.**

Case Managers will only see their own cases, Case Administrators and Administrators will be able to see all users cases thus this tab helps them micromanage the cases sent by other users.

You may click the column headers to resort your cases to your desired view. Each time you reenter this tab the view will reset to show the failed cases first.

Step 1—Resending a Case

Make your selection from the table of cases that you would like to have resent. Click on the Resend Button which will retransmit your case. Any case may be resent in this way, but the Resend All only effects the cases which have failed previously.

Step 2—Deleting a Case (This is only useful for cases which are Pending or have Failed.)

Make your selection from the table and click on the Delete Button. The status of that case will now be set to sent. The Delete process only sets the status on cases which have modified the status of the failed cases to “sent”. This is useful to remove cases from the queue which have been transmitted to the reinsurer through other methods.

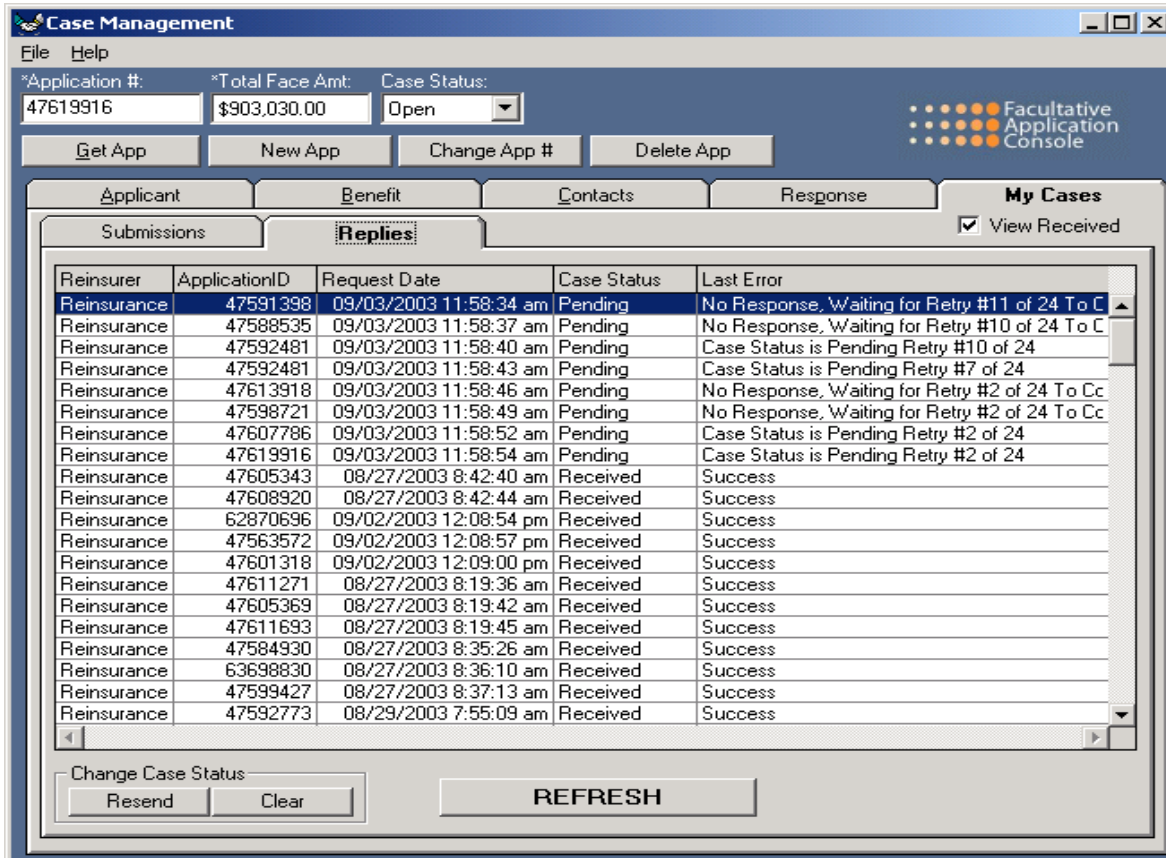


Figure 9a: Case Management screen displaying the “Replies”.

The Replies tab organizes the cases for each user so that they may view the current status of Reinsurers regarding their cases. From this tab cases may be resent or cleared from the queue.

Case Managers will only see their own cases, Case Administrators and Administrators will be able to see all users cases thus this tab helps them micromanage the Reinsurer Responses sent by other users.

You may click the column headers to resort the cases to your desired view. Each time you reenter this tab the view will reset to show the failed cases first.

Reporting

A list of reports is displayed by clicking on the reporting button on the main screen (Figure 1). This screen is available for users with administrator or reporting privileges.

To view a report, double click on a report name and enter any input information. Some reports limit the amount of output information through a date range input value. These reports are denoted by the words “—Date Range” added to the report name. Input the required date in the format mm/dd/yyyy. The table below describes all the standard reports, input parameters and output information.

If you are having difficulties in understanding the relationships in the database, contact the RGA Help Desk at **888-436-2655** or helpdesk@rgare.com.

The screenshot shows a window titled "FAC Console Reports". On the left side, there is a list of reports with radio buttons. The first option, "All Sent Cases", is selected. Other options include "All Sent Cases by Date", "Sent Cases by Reinsurer", "Sent Cases by Reinsurer and Date", "All Placed Cases", "All Placed Cases Placed by Date", "All Open Cases", "All Open Cases Entered by Date", "Summary of Best Offers by Reinsurer", "Summary of Best Offers by Reinsurer and Date", "Queued and Pending Cases", "Response Check by Contact(s)", and "Average Reply Time by Reinsurer".

On the right side, there are input fields for "Reinsurer:" (a dropdown menu), "Date:" (two text boxes containing "12/14/2003" and "01/14/2004" with "and" between them), and "Ceding Contact:" (a dropdown menu). At the bottom right, there are two buttons: "Run Selected Report" and "Exit".

Figure 10: Reporting screen.

Report Name	Description	Input Parameters	Output Values
All Cases With Sent Status	List all cases that have been sent to reinsurers.	Can limit report according to when the case was entered into the FAC Console system by specifying the opening and closing date range.	<ul style="list-style-type: none"> • Ceding company name • Contract number • Case Started--date case entered into FAC Console system • Reinsurance company name • Request sent date—date case was actually sent.
All Open Cases	Lists cases by reinsurers where the case status is open.	Can limit report according to when the case was entered into the FAC Console system by specifying the opening and closing date range.	<ul style="list-style-type: none"> • Reinsurer name • Contract number • Case entered date • Last date delivered
All Placed Cases	All cases where the system assigned status is closed and the placed amount is greater than zero.	Ability to limit the report according to when the case was placed by specifying the opening and closing date range.	<ul style="list-style-type: none"> • Reinsurer name • Contract number • Delivered date—date case was sent. • Placed date • Amount placed
Average Reply Time for each Reinsurer	This report lists, for each reinsurer contact, time between the date the case was sent and their response.		<ul style="list-style-type: none"> • Reinsurer name • Reinsurer contact name • Time in days • Contract number

Report Name	Description	Input Parameters	Output Values
Cases for a Reinsurer	Summarizes case information for a reinsurer.	<ul style="list-style-type: none"> • Reinsurer name • Opening and closing date range when the case was entered into the FAC Console system 	<ul style="list-style-type: none"> • Reinsurer name • Contract number • Total face amount • Applicant name • Applicant impairment • Initial rating • Reinsurance placed amount • Final rating
Queued/Pending Cases	Lists all cases where the status of the delivery method is not equal to sent. Only the UPS Online method will have a status of queued.		<ul style="list-style-type: none"> • Reinsurer name • Contract number • Status of delivery method • Total face amount • Applicant name • Impairment name • Initial rating • Reinsurance placed amount • Final rating
Response Check	Lists responses received for a selected user.	User name selected from the drop-down list.	<ul style="list-style-type: none"> • Reinsurer name • Policy number • Applicant's first name • Applicant's last name • Applicant's date of birth • Reinsurer contact's first name • Reinsurer contact's last name • Date submitted

Administrative Services

Administrative Services button is the last option on the main screen (Figure 1). Information found on these tabs is accessible only to a user with administrator privileges. This area is usually setup immediately after the installation of the application. These tabs allow you to set the database location, cover letter font, image viewer location, values for the reinsurance delivery methods and user privileges.

Top Menu

Top menu of this screen contains the following option:

- *Help/About RGA FAC Console*

On this screen you will see a source of system and versioning information. A technician may ask for this information if you are experiencing problems.

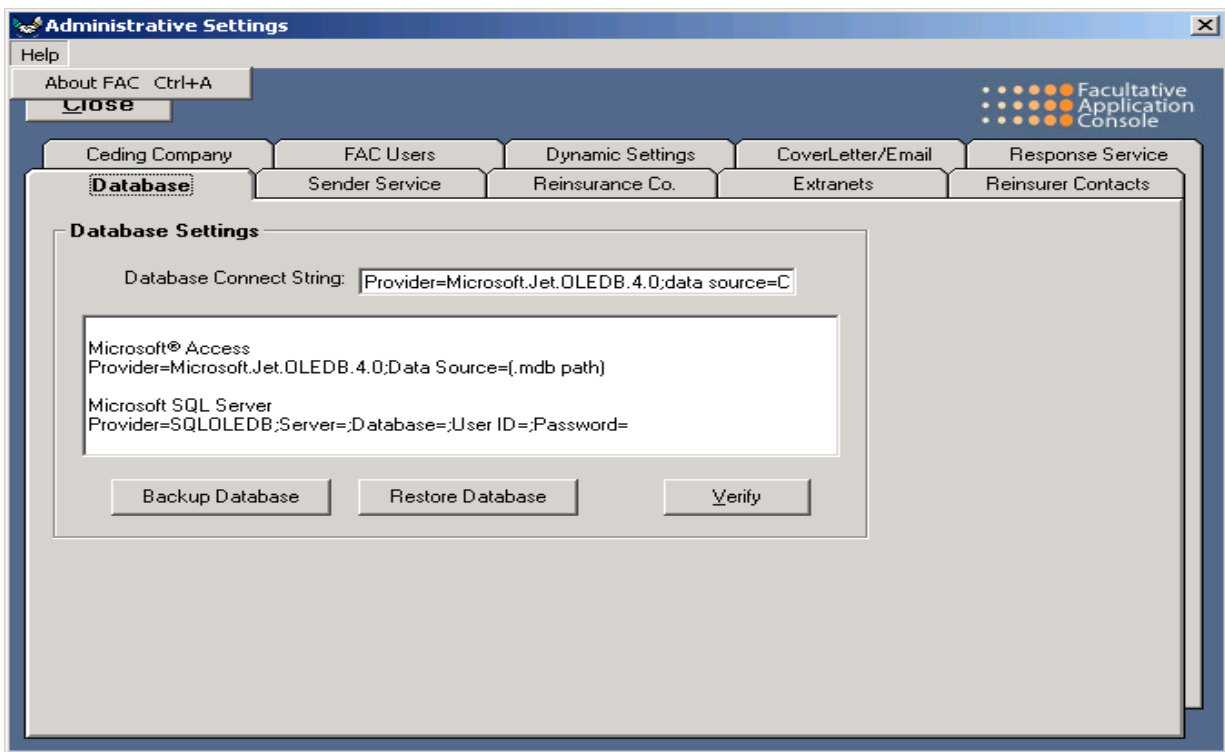


Figure 11: Administrative Services screen displaying the Help tab.

Database

This tab defines the location of the Database FAC Console will use. Copy and paste the appropriate connection string into the provided field. You then need to fill in the appropriate fields for database location and name. Once the string is completed click the Verify button to ensure that the connection string is valid. Once validated the database is ready for use.

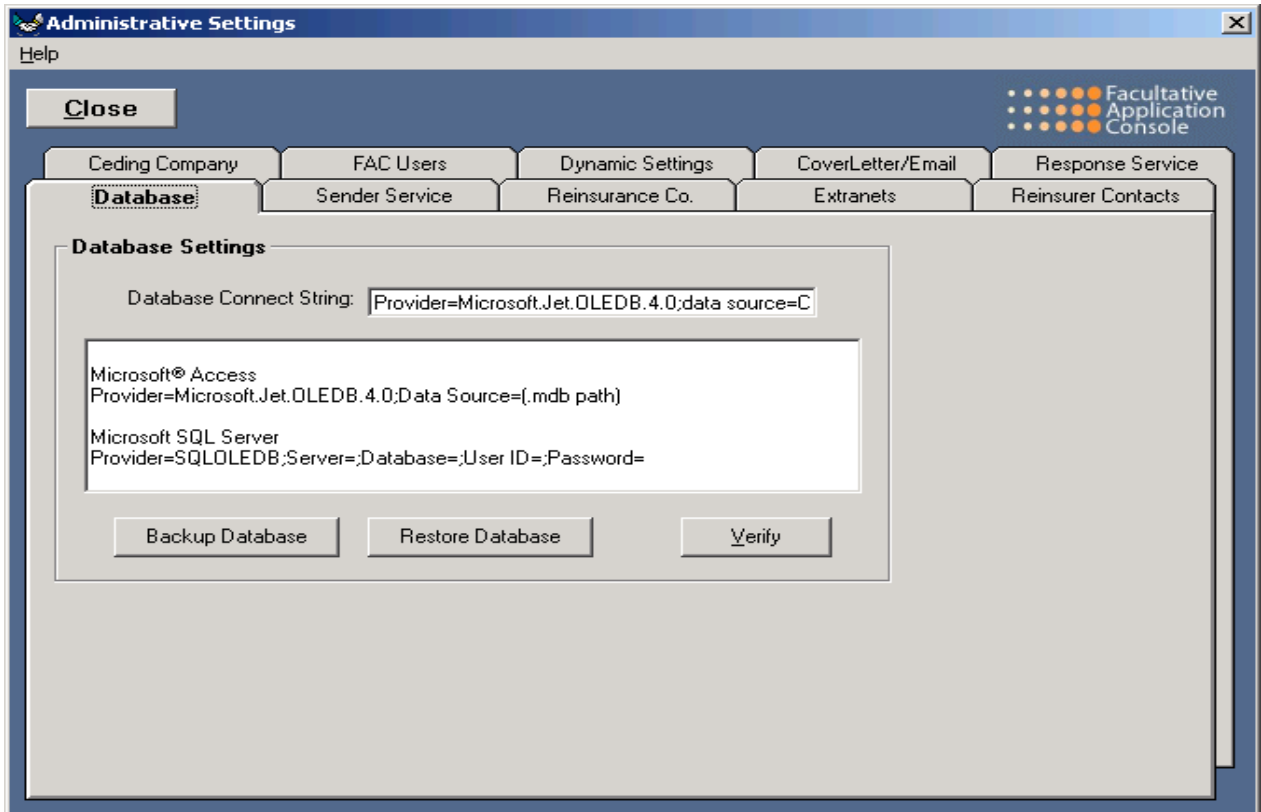
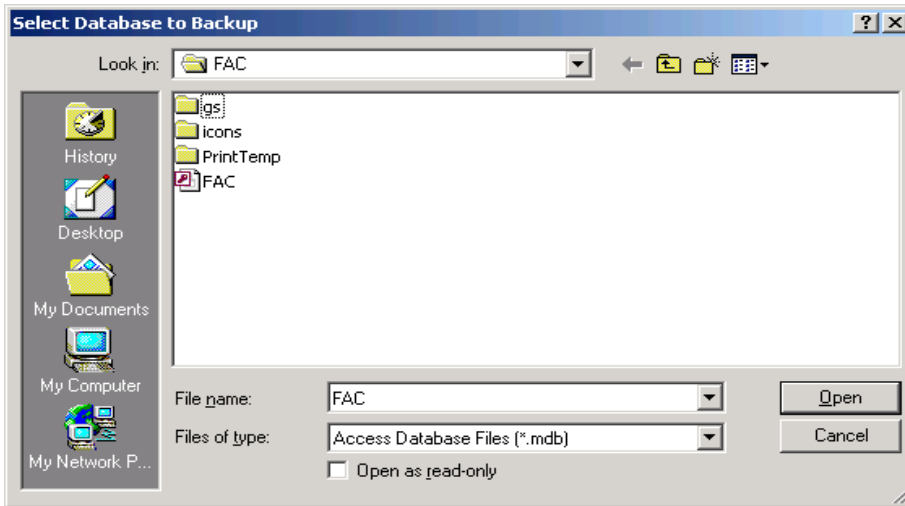


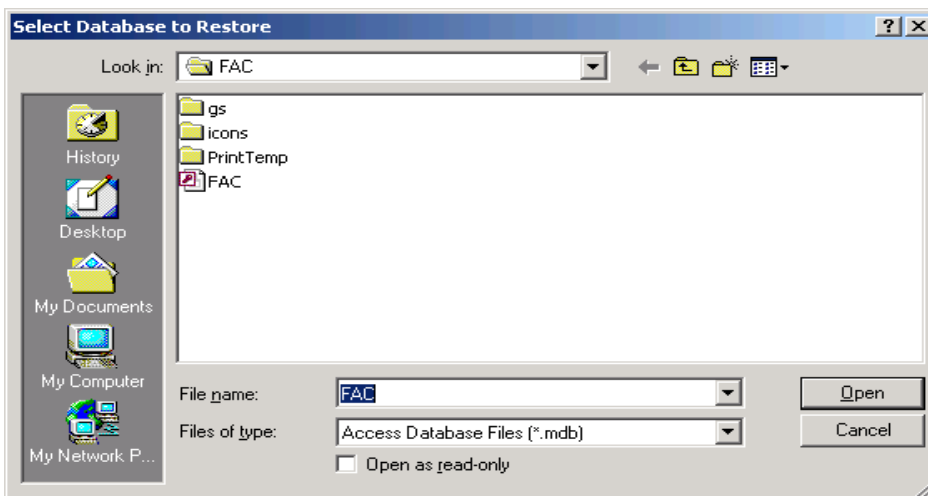
Figure 12: Administrative Services screen displaying the Database tab.

Figure 12a: This following displays the Backup Database screen.



When you select the Backup Database icon you will be able to store the database anywhere on your system that is convenient for you.

Figure 12b: Displays the Restore Database screen.



When you select the Restore Database icon you will be able to retrieve your stored information from the network.

Sender Service

Administrators use this screen to set the Sender Services options.

The *Send Time* Dropdown Box is used to choose the time for the Sender Service to start sending the cases each day from your designated Sender location.

The *Send Interval* field is used to set the amount of time that will pass between transmission attempts. This setting may *not* be used in conjunction with the *Send Time* option. (Recommended Default Value is 20 seconds)

The *Number of Threads* field is used to specify the number of threads to be spawned when sending cases. (Recommended Maximum is 4 but if your sufficient bandwidth is available you may exceed this value.)

The *Printer Path* field is used to specify the network path of the printer you wish to use for Printing cases to a local printer so cases may be mailed.

The *Pause Sending All Cases* button is used to start or stop the service from sending any further transmissions outside of the ones it is currently sending. Thus the sender service will complete the current batch of cases and then stop sending. The *Pause Sending All Cases* button will now read *Resume Sending All Cases*. To resume sending, click the *Resume Sending All Cases* button.

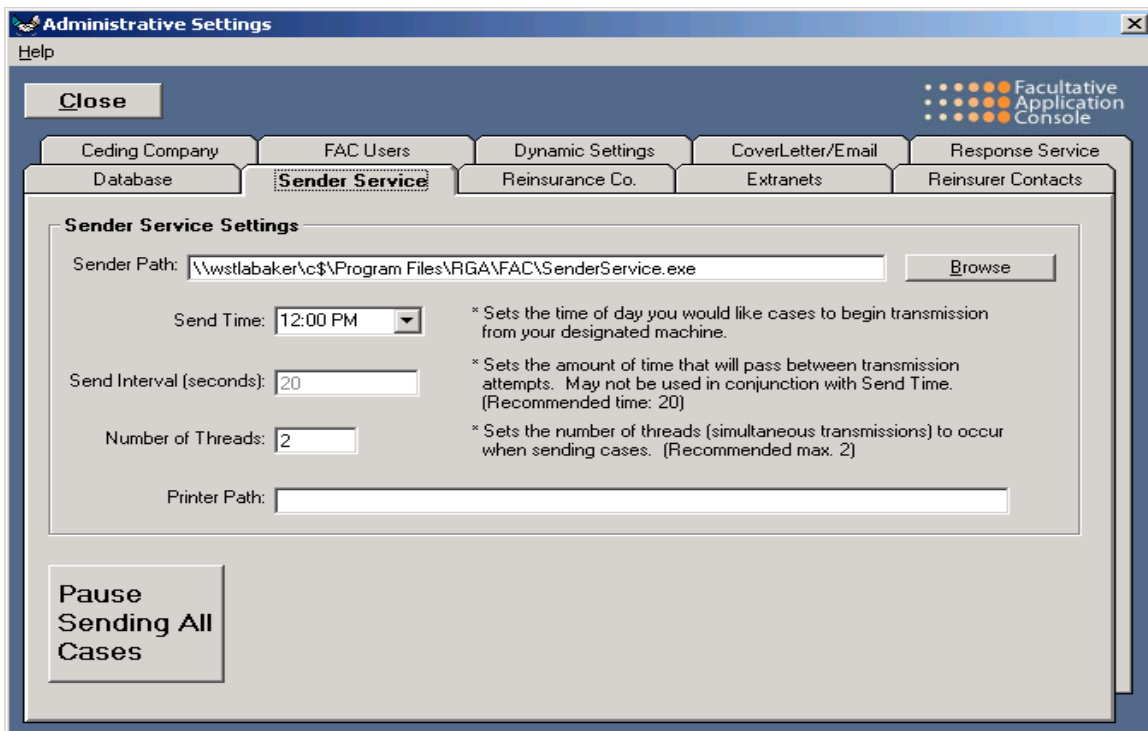


Figure 13: Administrative Services Screen displaying the Sender Service tab.

Reinsurance Company

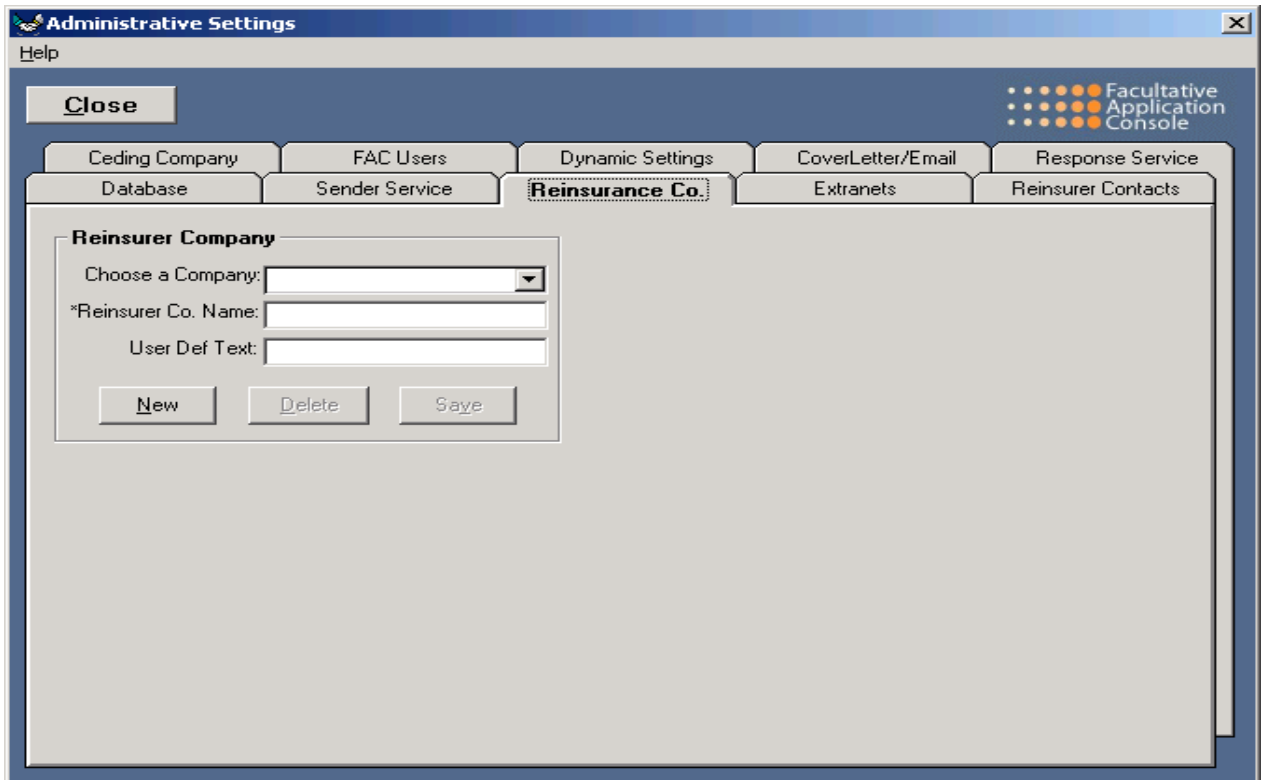


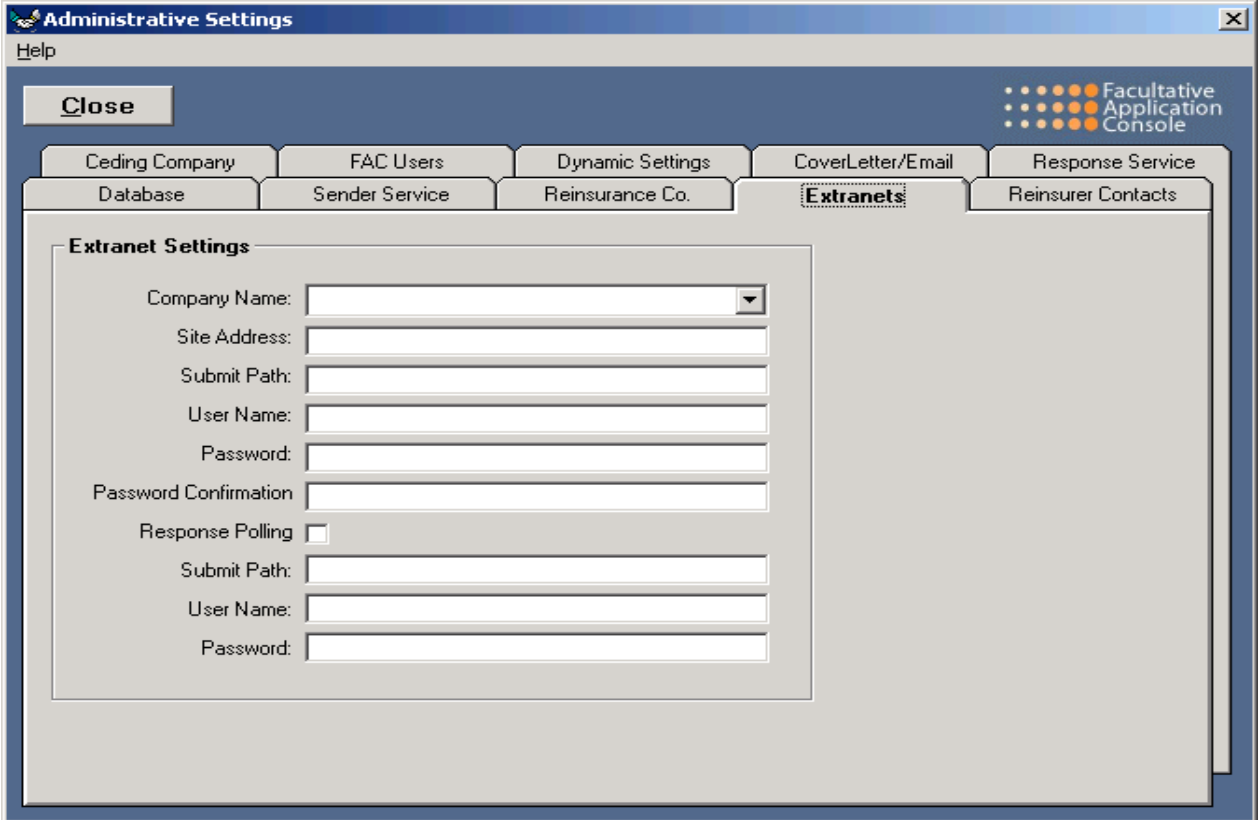
Figure 14: Administrative Services Screen displaying the Reinsurance Company tab.

Adding a Reinsurance Company:

- To add a reinsurance company to the system, click the *New* button to erase any values in the *Company*, *Reinsurer Co. Name*, and *User Def. Text* boxes.
- Enter the company name in the *Reinsurer Co. Name* box.
- Click the *Save* button.
- To modify or delete a company, select the company from the drop down list then click the *Delete* or *Save* button.

Extranets

This tab defines the Extranet service. Enter the information in the boxes below. Values for *Site Address* and *Submit Path* will be provided by each Reinsurer. Contact your Reinsurance representative for your *User Name* and *Password*.



The screenshot shows a window titled "Administrative Settings" with a "Help" button. A "Close" button is located in the top left. The top right corner features the "Facultative Application Console" logo. Below the title bar is a tabbed interface with the following tabs: "Ceding Company", "FAC Users", "Dynamic Settings", "CoverLetter/Email", "Response Service", "Database", "Sender Service", "Reinsurance Co.", "Extranets" (which is selected and highlighted with a dashed border), and "Reinsurer Contacts".

The "Extranets" tab contains a section titled "Extranet Settings" with the following fields:

- Company Name: [Dropdown menu]
- Site Address: [Text input]
- Submit Path: [Text input]
- User Name: [Text input]
- Password: [Text input]
- Password Confirmation: [Text input]
- Response Polling:
- Submit Path: [Text input]
- User Name: [Text input]
- Password: [Text input]

Figure 15: Administrative Services screen displaying the Extranets tab.

Reinsurer Contacts

The screenshot shows the 'Administrative Settings' window with the 'Reinsurer Contacts' tab selected. The form contains the following fields:

- *Reinsurance Company: (dropdown menu)
- *First Name: (text box)
- Middle Name: (text box)
- *Last Name: (text box)
- Phone: (text box)
- Fax: (text box)
- Email: (text box)
- Address 1: (text box)
- Address 2: (text box)
- City: (text box)
- State: (dropdown menu)
- Zip Code: (text box)
- *Receive Method: (dropdown menu)
- Certificate Path: (text box) with a 'Certificate' button to its right
- Winzip Password: (text box)
- RightFax Server: (text box)
- User Def Text: (text box)

At the bottom of the form are four buttons: Search, New, Delete, and Save.

Figure 16: Case Management screen displaying the Reinsurer Contacts tab.

This tab defines the reinsurer contact information.

Step 1—Adding a reinsurance contacts:

- Click the *New* button on Figure 16 to remove any information in the reinsurance contacts fields.
- Select the company name from the drop down list, supply the contact information, and then click *Save*.
- A drop down list for the *State* is provided.
- Current available *Receive Methods* are Email, Extranet, and Paper. All methods that have been set up in Administrative Services are displayed in the drop down box. If a method is not defined, it will not appear in the drop down box.
 - Selecting Email as the receive method results in the *Certificate* button becoming active.
 - Click *Certificate* then navigate to the certificate file location. See the Appendix (page 36) for instructions on how to obtain a certificate.
 - A XML(Extensible Markup Language) data file will be sent if the delivery method is email, or a extranet. Data in this file contains all the FAC Console required fields plus other pertinent information. This format makes it easy for the reinsurance company to electronically process the case, which provides the ceding company with a quick response.

- The following fields are required on Figure 16 depending upon the delivery method.

Delivery Method	Required Information on Figure 16
Email	Certificate path and email address
Fax	Fax number
Paper	Address, city, state, and zip code

Step 2—Searching for a reinsurance contacts:

- Clicking the *Search* button on Figure 16 will cause the following search screen to appear.

- Enter the contacts first or last name or a company name then click the *Search* button.
- If the search yields more than one result, a table will appear on the right.

First Name	Last Name	Company
Larry	Bird	Reinsurance Gr...
Reggie	Miller	INGre

Double click on a contacts name or press the *New Search* button to start again. Searching populates the *Reinsurance Contacts* fields with information for a particular person.

Step 3—Deleting a reinsurance contact:

A reinsurance contact can be deleted (made inactive) from FAC Console when all cases being sent to that reinsurance contact have a status of sent.

- Use the *Search* button to retrieve the reinsurance contacts information on screen.
- Click the *Delete* button.

Ceding Company

Figure 17: Administrative Services screen displaying the Ceding Company tab.

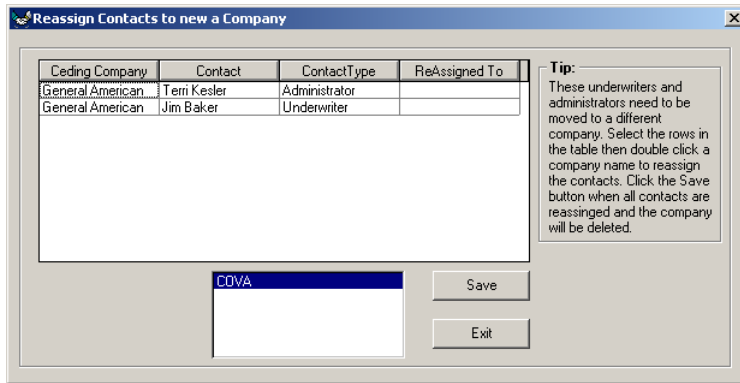
Ceding companies are defined on this tab. Select a Company from the drop down list. If only one ceding company is present then “*Select a Company*” drop down list will not appear on the screen.

Step 1—Adding a ceding company:

- Use the *New* button to erase any values in the *Ceding Company* fields then enter the company’s name, address, city, state and zip code.
- Click the *Save* button to create a new ceding company for the system.
- A drop down list is provided for *State* values.

Step 2—Deleting a ceding company:

- Select a company from the drop down list.
- Click *Delete* to remove the company from the system. There must always be one ceding company in the system.
 - If the company you want to delete has administrators and underwriters associated with it then the following screen will appear. The underwriters and administrators need to be moved to a different company.



- Select the rows in the table to reassign the ceding company contact with a new company.
- Double click a company name from the company list.
- Click the *Save* button when finished and the company will be deleted.

FAC Console Users

FAC Console will try to match the users network userID to people allowed into the FAC Console system when it is implemented as a network solution. Use their network userID as their *Username* when adding a new person to the FAC Console system.

Select a username from either the *Ceding Contact Name* drop down list then modify their *Access Level* and click *Save* or click the *Delete* button to remove them from the system.

The screenshot shows a web application window titled "Administrative Settings" with a "Help" button. The main content area has a "Close" button and a logo for "Facultative Application Console". Below this is a navigation bar with tabs: "Database", "Sender Service", "Reinsurance Co.", "Extranets", "Reinsurer Contacts", "Ceding Company", "FAC Users" (selected), "Dynamic Settings", "CoverLetter/Email", and "Response Service". The "FAC Users" tab is active, showing a form titled "UserName and Access Level". The form includes a "Ceding Contact Name" dropdown menu, a "*Username: (Ex. mnichols)" text input, "*First Name:", "*Last Name:", "Phone:", "Fax:", "*E-Mail Address:", and "*Access Level:" dropdown menu. To the right of the form are radio buttons for "Administrator" (selected) and "Underwriter". At the bottom of the form are "New", "Delete", and "Save" buttons. To the right of the form is a section titled "Access Levels:" with four numbered descriptions: 1--Administrator--User can add or modify facultative cases, enter reinsurer responses, add, change, or delete reinsurer or ceding companies and contacts. The user can also preview and print reports and enter the information for the delivery methods via the Administrative Services button. 2--Case Administrator--User can add, modify and review all the information concerning any case that is in the system. They may send any case queued by any user, but may only send one case at a time. 3--Case Manager--User can add, modify and review all the information concerning any case that is in the system. The user can only send cases where they are the administrator. 4--Reporter--User can review all the information concerning any case that is in the system. The user can also preview and print reports.

Figure 18: Administrative Services screen displaying the FAC Console Users tab.

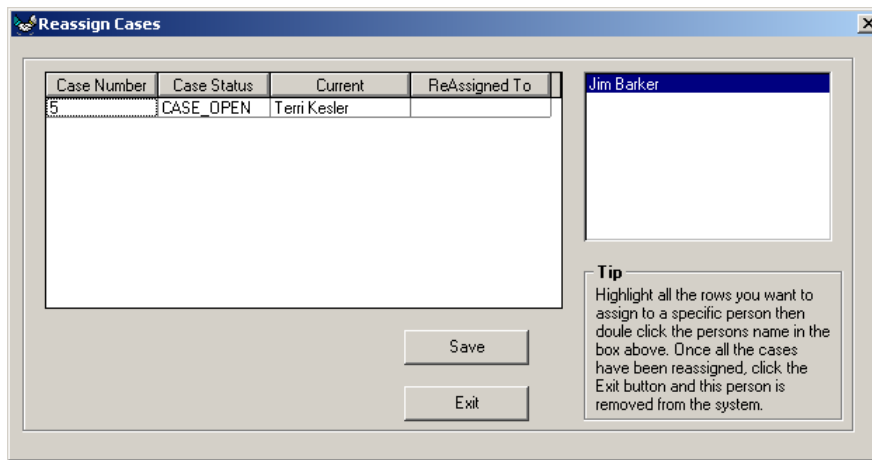
Adding a User:

Administrators use this screen to add a new person or reassign a person's access level. Click the *New* button to erase information in the boxes. Enter the *Username*, *Access Level*, *FirstName*, *LastName*, *E-mail address* then select the *Save* button to add a person to the FAC Console system.

Deleting ceding contacts:

An administrator or underwriter must **not** have a case associated with them if they are to be deleted from the system.

- Use the *Search* button to populate their information on the screen.
- Click the *Delete* button and the following screen will appear for their cases. (Note that if they are not associated with a case, they are removed from the system.)



- Highlight the rows you want to assign to a specific person.
- Click the persons name in the box on the right.
- Once all the cases have been reassigned, click the Exit button to remove this person from the system and return to the *FAC Console Users* tab.

Dynamic Settings

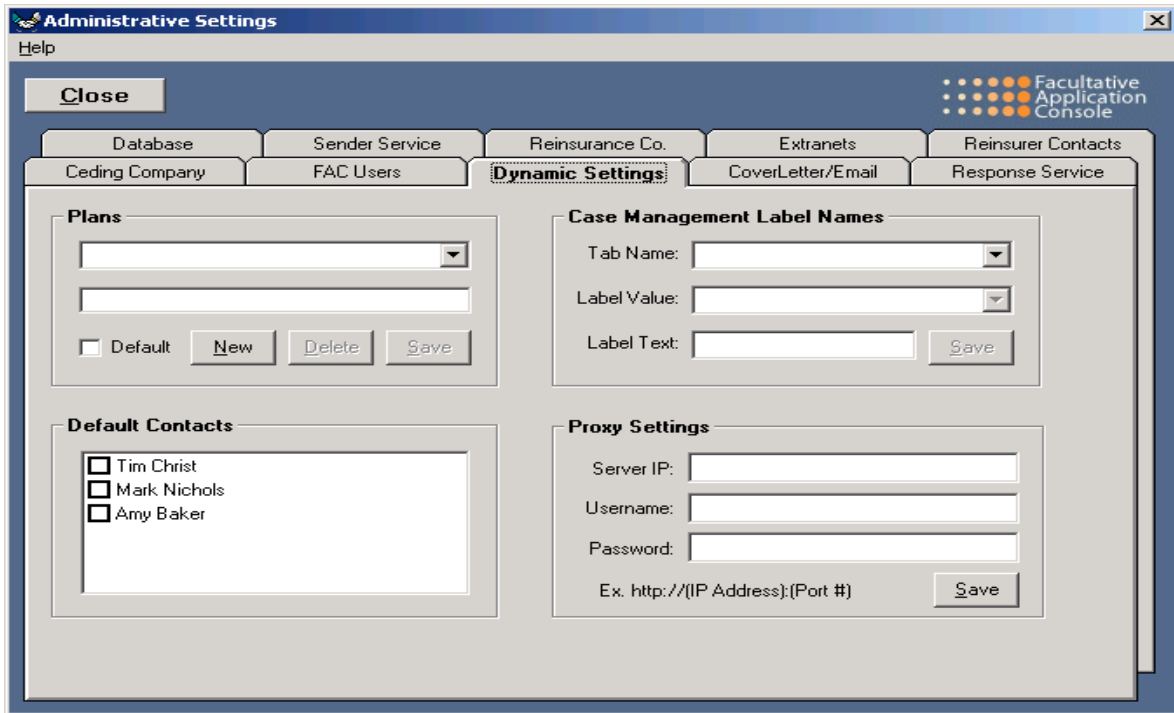


Figure 19: Administrative Services screen displaying the Dynamic Settings tab.

Default Contacts and the Case Manager Labels are defined on this tab.

Default Contacts: (Plans)

Select a Plan from the drop down list and *Select Default* checkbox if you would like this to be the default plan for all users. Next select the Default Contacts to go along with that plan. These contacts will be automatically selected to be sent to when creating cases.

Step 1—Adding a Plan:

- Use the *New* button to erase any values in the *Plan Name* fields then enter the new plan's name in the text field provided, also check the *Default* checkbox if you wish this plan to be the default for all users.
- Click the *Save* button to create a new ceding company for the system.

Step 2—Deleting a Plan:

- Select the Plan from the drop down list.
- Click *Delete* to remove the Plan from the system. There must always be one Plan in the system. If you do not wish to use Default Contacts then create a plan name which has no default contact and use this as the default for all of your users.

Case Management Labels:

Select a Tab from the drop down list “*Tab Name*” then choose the desired label to change from the “*Label Value*” drop down list. You may now modify the label in the *Label Text* field. Click the save button for the changes to take effect. The label will now be displayed in Case Manager as the name you have chosen.

Proxy Settings: (Optional)

In order to use a proxy server you must fill in the Proxy field with the format (HTTP://[ServerName or IP]:[Port#]). Your Network support personnel should provide this information. You may also fill in a username and password if necessary but this is not required. Some systems may not need to fill in the proxy information as it may be retrieved automatically by the system.

Cover Letter/Email (Optional)

A cover letter that includes applicant and contact information is sent to the reinsurer recipient when faxing, printing and e-mail delivery methods are chosen. This tab sets the font and size for the letter. The default is Times New Roman with a font size of 12.

One method that FAC Console uses to send a case to a reinsurer is by Email. This tab defines the address of your SMTP Email Server. You will also need to select the location of Winzip located on your computer in order to send Zipped Email.

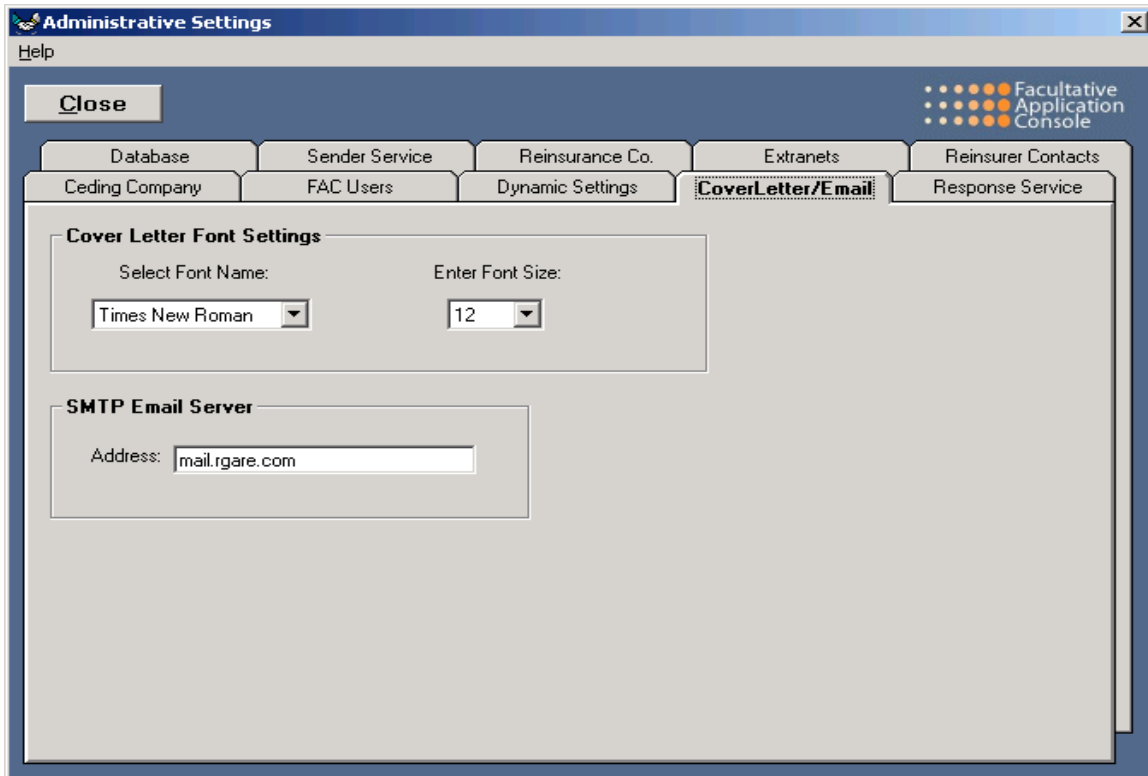


Figure 20: Administrative Services screen displaying the Cover Letter tab.

Response Service

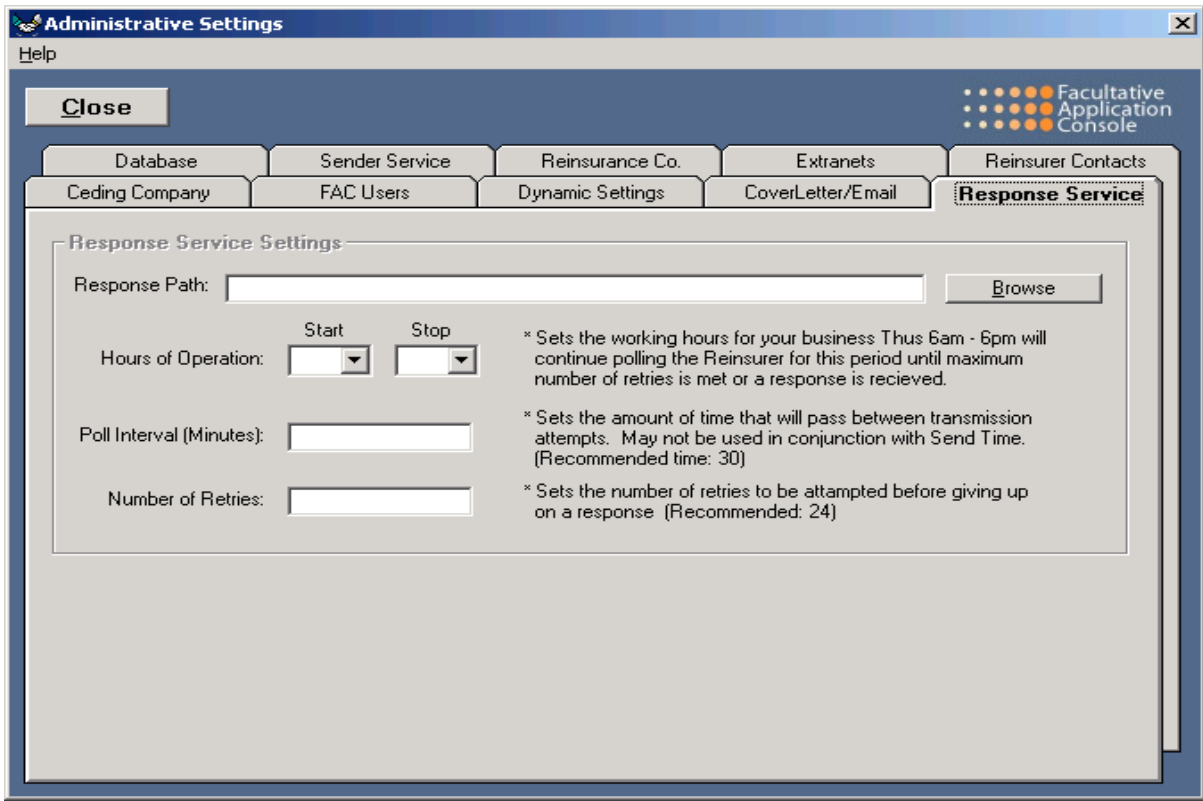


Figure 21: Administrative Services screen displaying the Email tab.

The *Response Path* Box is the location of the response service on your system.

The *Hours of Operation* is set to the working hours of your business. Thus 6am – 6pm will continue polling the Reinsurer for this period until maximum number of retries is met or a response is received.

The *Poll Interval (Minutes)* field is used to set the amount of time that will pass between transmission attempts. This setting may *not* be used in conjunction with the *Send Time* option. (Recommended Default Time is 30.)

The *Number of Retries* field is used to set the number of retries to be attempted before giving up on a response. (Recommended Default 24.)

Appendix

A. Digital Certificates

Creating Personal Certificates

A personal certificate will enable the secured transmission of data from the ceding company to a reinsurer through an email address. The reinsurer can follow the process below, which outlines the steps necessary to create a public and private key.

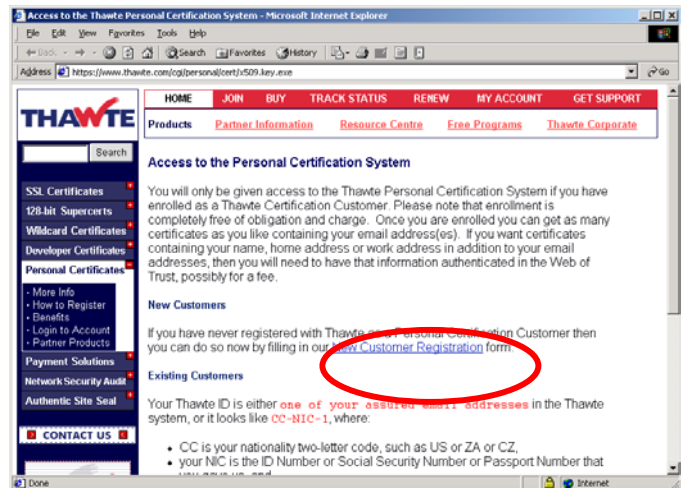
Once the keys are created, the public key can be e-mailed to the ceding company to use with FAC Console.

FAC Console requires that the personal certificate key be Microsoft X.509 compliant. There are many companies available through the Internet that creates personal certificates; we have outlined the process for Thawte as of July 2001.

Using Internet Explorer, go to:
<https://www.thawte.com/cgi/personal/cert/x509.key.exe> and click the **Cancel** button when it asks for your Thawte User Name and Password.

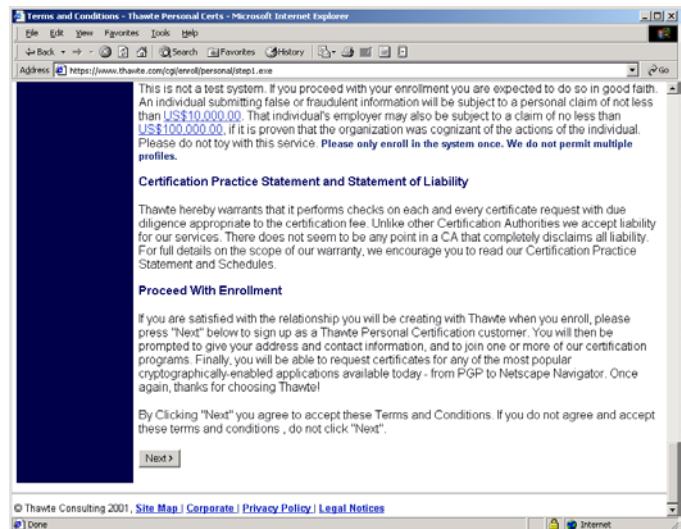
It will be necessary for you to enroll as a member to receive your personal certificate.

Click on **New Customer Registration**.



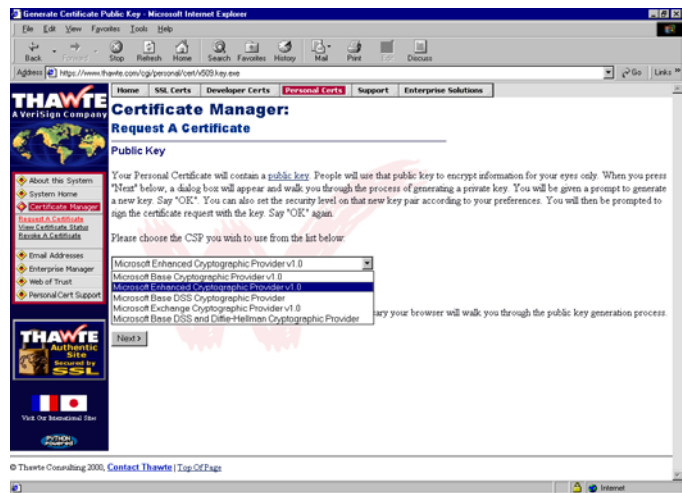
After reviewing the Terms and Conditions of the Personal Certification, and if you accept, scroll to the bottom of this screen and click **Next>**.

Continue through the following screens, adding the information requested, to complete the application process.

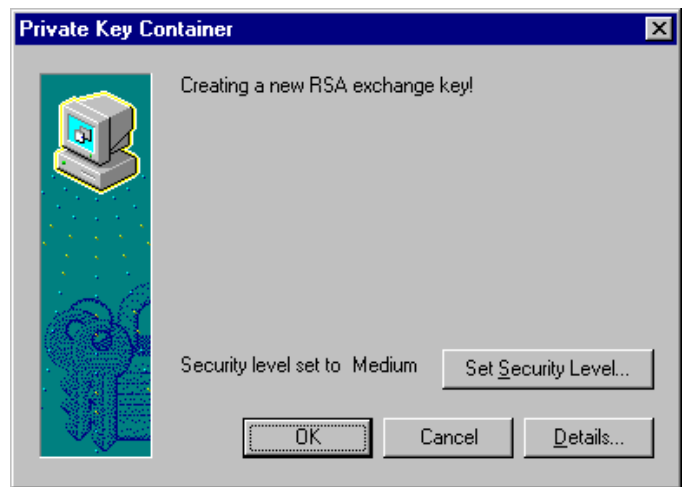


When are you asked to select the CSP, select **Microsoft Enhanced Cryptographic Provider v1.0**.

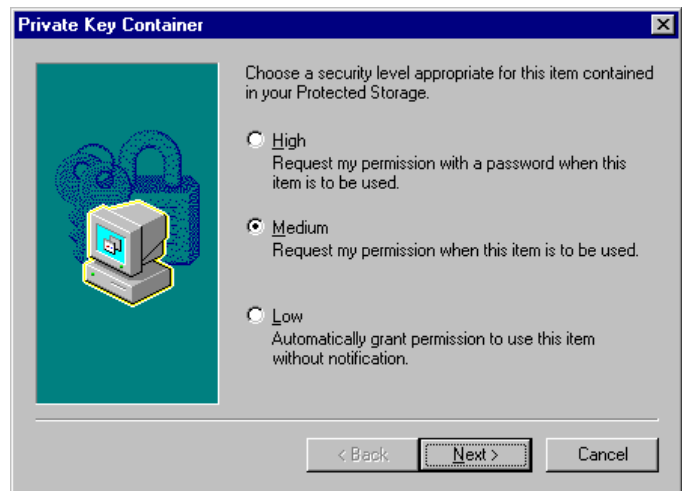
Click **Next>** to proceed.



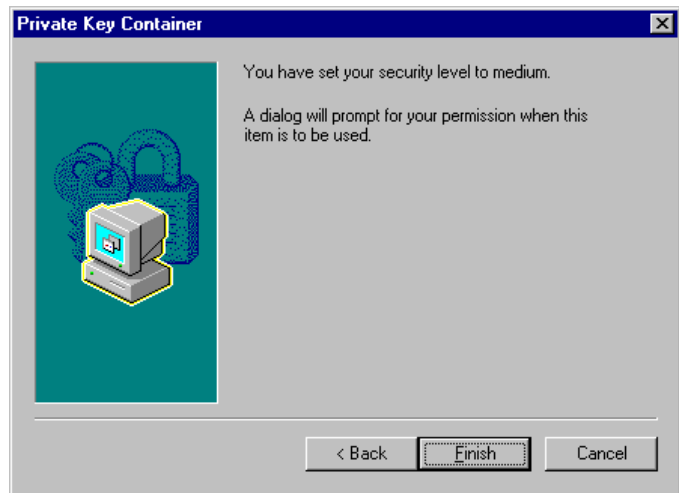
To set the security level, click **Set Security Level** button.



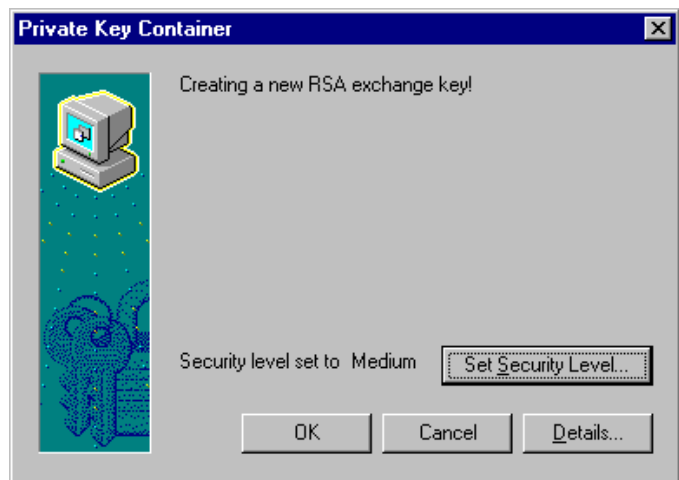
Choose **Medium** security level and click the **Next>** button.



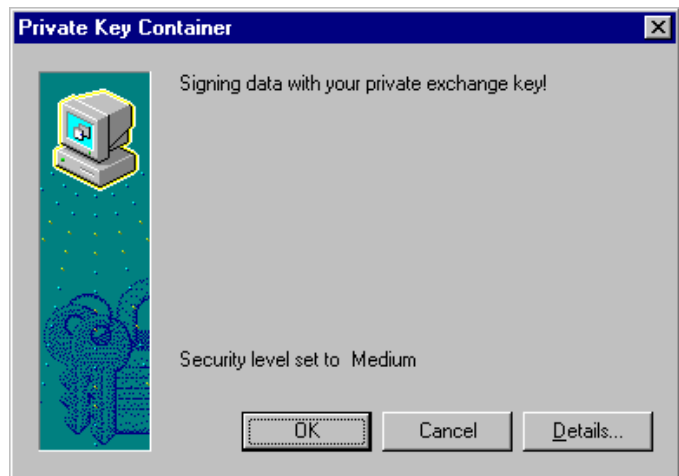
Click **Finish** to complete the process.



Click **OK** button to create a key.



Click **OK** button to sign data with your key.



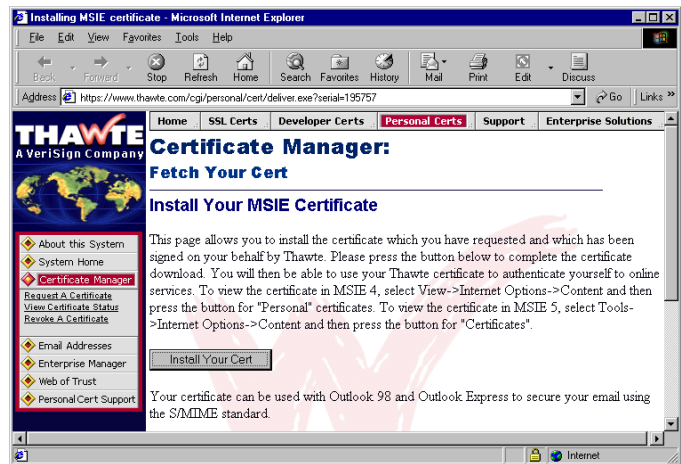
Review the information displayed on the screen, if all information is correct, click the **Finish** button.



You will initially receive an e-mail notifying you that your cert is being made.

You will then be sent an e-mail that contains a link that will take you to the following page.

Click on **Install Your Cert.**



You will get the following acknowledgement message. Click **OK.**

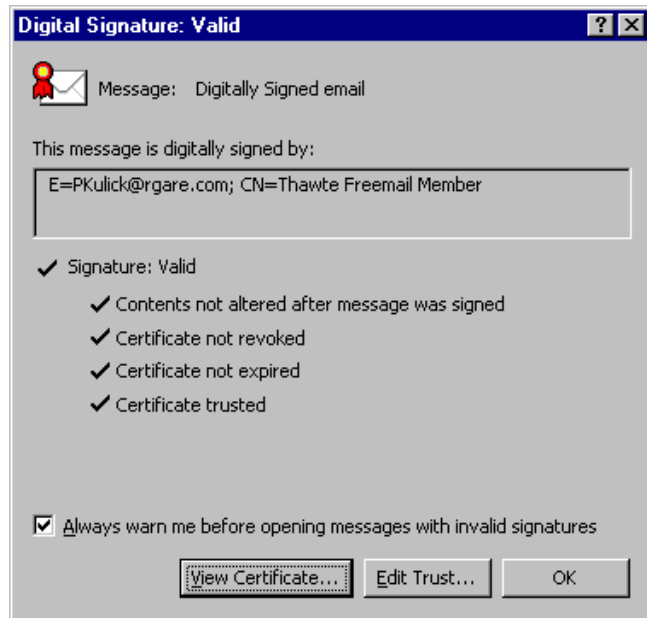


Installing Digital Certificates

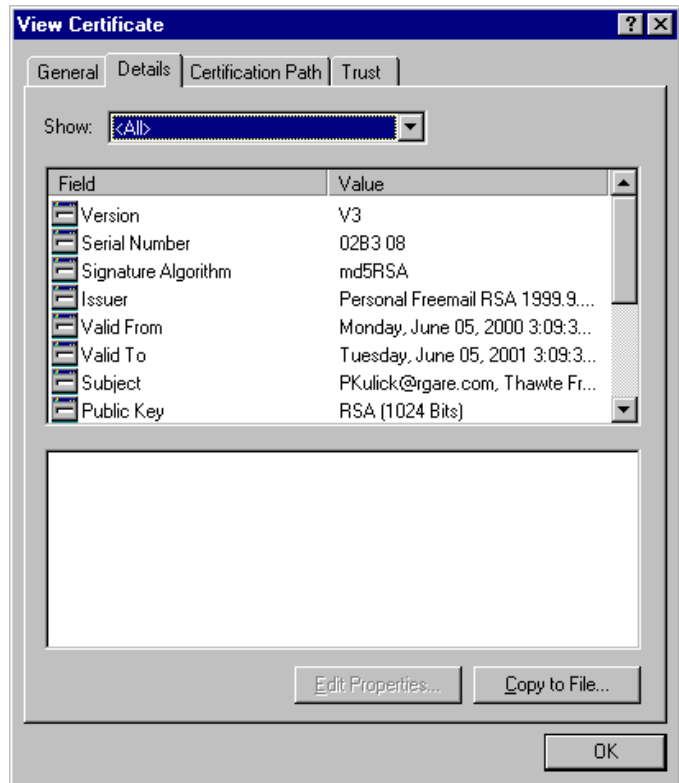
The certificate must be exported after receiving digitally signed e-mail.

In MS Outlook, Double-click on the lock icon in your lower toolbar.

The Digital Signature window will appear, click **View Certificate** button.



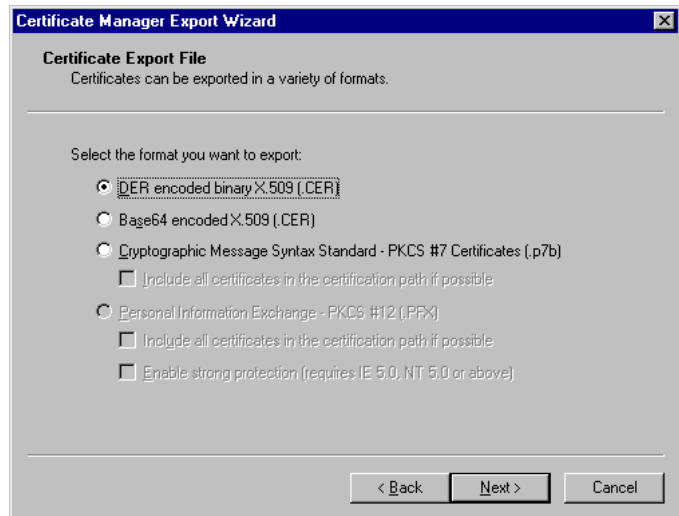
Click the **Details** tab then the **Copy to File** button.



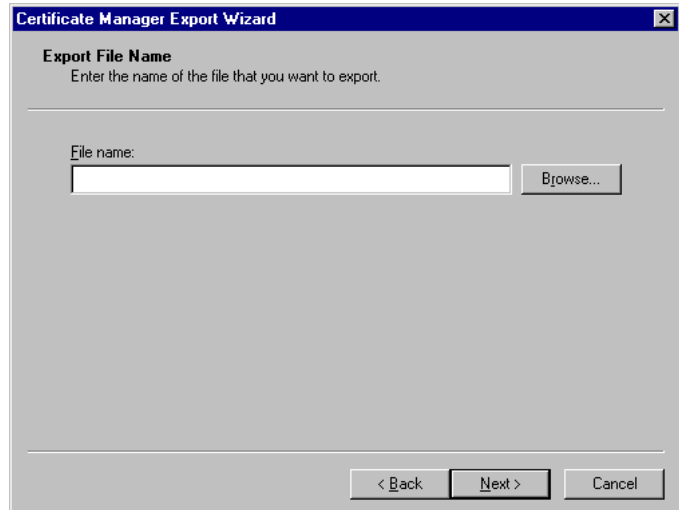
The Export Wizard screen will be displayed, click the **Next>** button.



Choose the **DER encoded binary X.509(.CER)** radio button, then the **Next>** button.



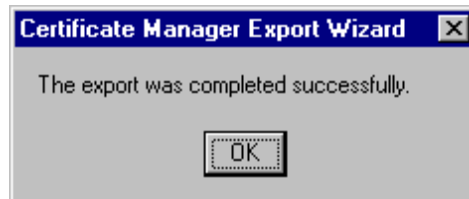
Click **Browser** to specify the location for the export to be stored and type a name for the file, then click **Next>**.



Click the **Finish** button to complete the Export Wizard.



Click **OK** to close the acknowledgement message.



Backing up Certificates

As a safeguard against the possibility of losing any certificate, it is suggested that a backup of the certificates is regularly done. A simple process of copying the certificates onto a diskette or into another drive is all that is needed.

B. AlternaTIFF Imaging Viewer

Installing a TIFF Image Viewer

If you do not already have a tool to view tiff images or the tiff view you presently use causes the images to appear outside FAC Console, you can download AlternaTIFF over the internet.

AlternaTIFF is a **free** application; however, you will be required to register it before it can be used to view images.

Visit their website at <http://www.mieweb.com/alternatiff> for more information.

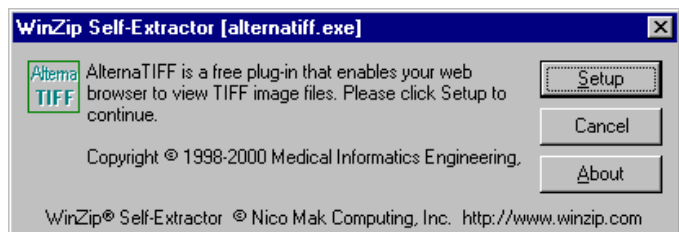
The following screens show the installation steps at the time this manual was written.

Download the file named **alternatiff.exe** from the website.

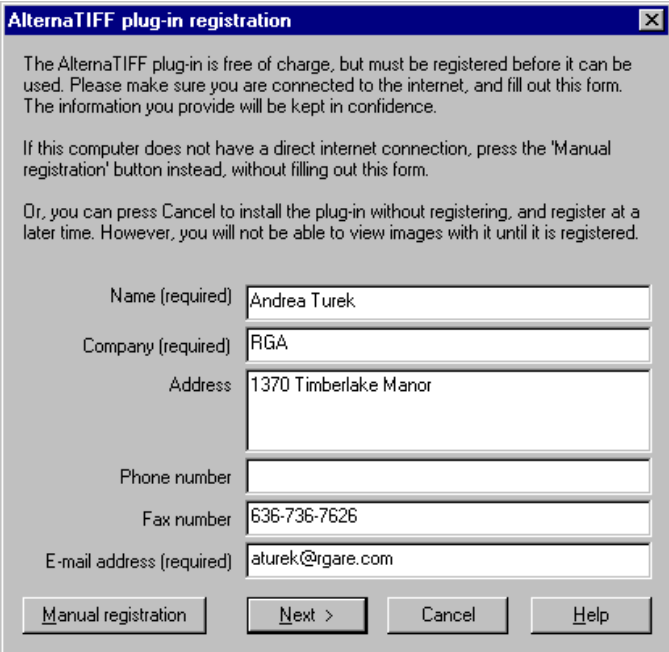
Choose **Start, Run** and click **Browse** to navigate to where the newly downloaded file is stored.

Once located, click **OK**.

Click **Setup** to proceed with the installation



Follow the instructions by completing the required fields and then click **Next>**.



The AlternaTIFF plug-in is free of charge, but must be registered before it can be used. Please make sure you are connected to the internet, and fill out this form. The information you provide will be kept in confidence.

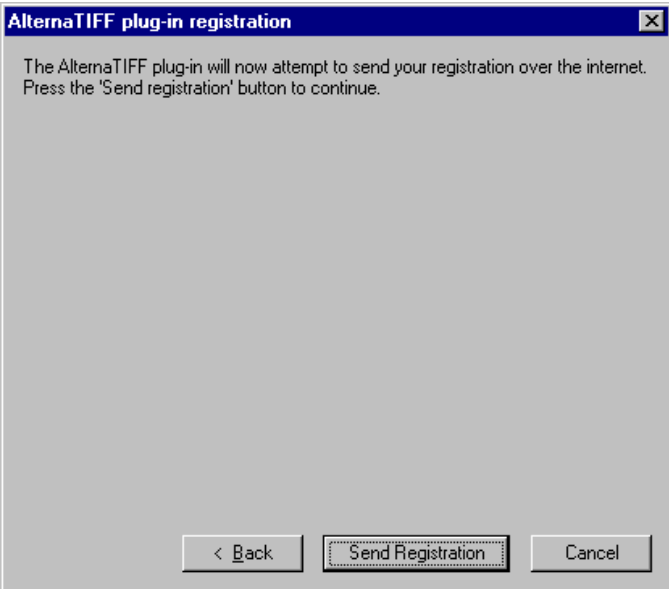
If this computer does not have a direct internet connection, press the 'Manual registration' button instead, without filling out this form.

Or, you can press Cancel to install the plug-in without registering, and register at a later time. However, you will not be able to view images with it until it is registered.

Name (required) Andrea Turek
Company (required) RGA
Address 1370 Timberlake Manor
Phone number
Fax number 636-736-7626
E-mail address (required) aturek@rgare.com

Manual registration Next > Cancel Help

Click **Send Registration**



The AlternaTIFF plug-in will now attempt to send your registration over the internet. Press the 'Send registration' button to continue.

< Back Send Registration Cancel

Click **OK**.

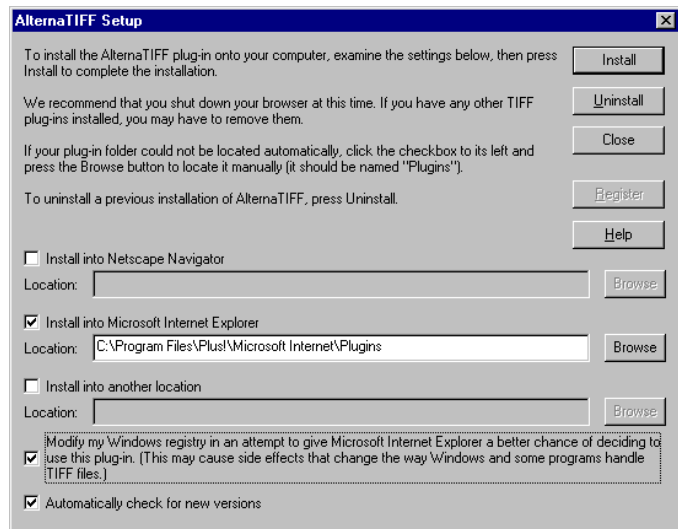


AlternaTIFF registration successful!

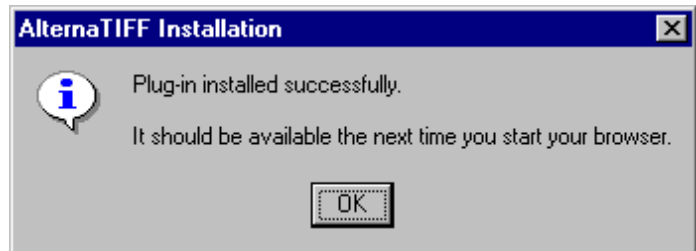
OK

Select the **Install into Microsoft Internet Explorer, Modify my Windows registry, and Automatically check for new versions** check boxes.

Click the **Install** button.



Click **OK** and to complete the installation and close the message window.



C. Customizing Reference Tables

Reference table values in the Microsoft Access database can be changed without effecting the FAC Console application.

Reference tables are denoted by the key word “Ref”, which is added to the end of the table name. ImpairmentRef is an example of a reference table where the values for specific fields can change or new rows can be added to the table.

For example, you could change the “Abbreviation” of “ImpairmentID” 110, “Name” Diabetes Mellitus to DMT.

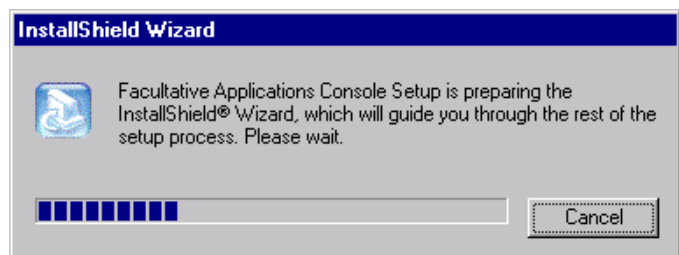
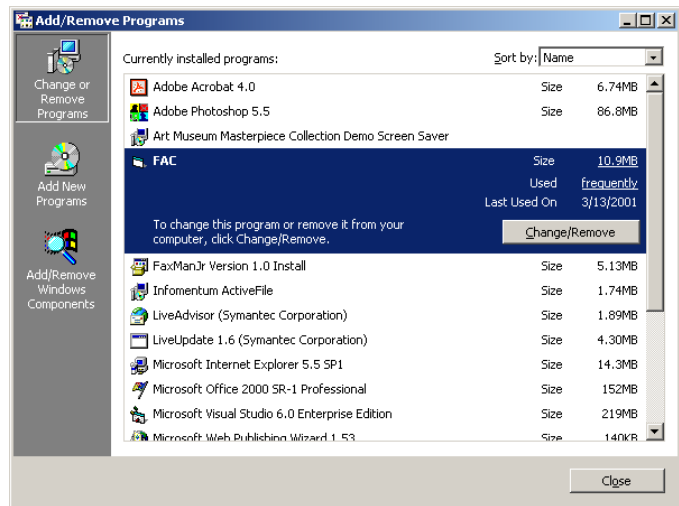
D. Uninstall Instructions

The following procedure was developed on the Windows 2000 operating system. Other operating system may have screens with a different appearance but the functionality will be the same.

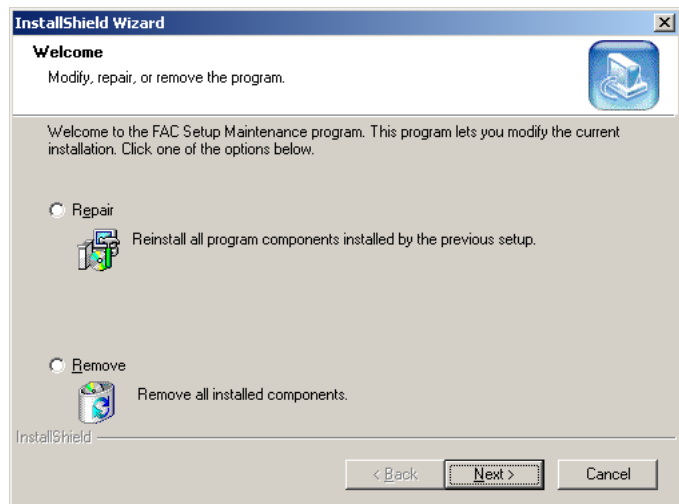
Click on **Start\Setting\Control Panel**, choose “**Add/Remove Programs**” and the following box will appear.

Click on **FAC Console** as shown above then click on the **Change/Remove** button.

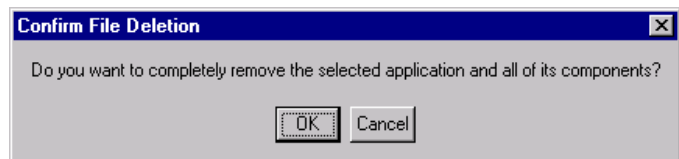
The InstallShield Wizard will appear.



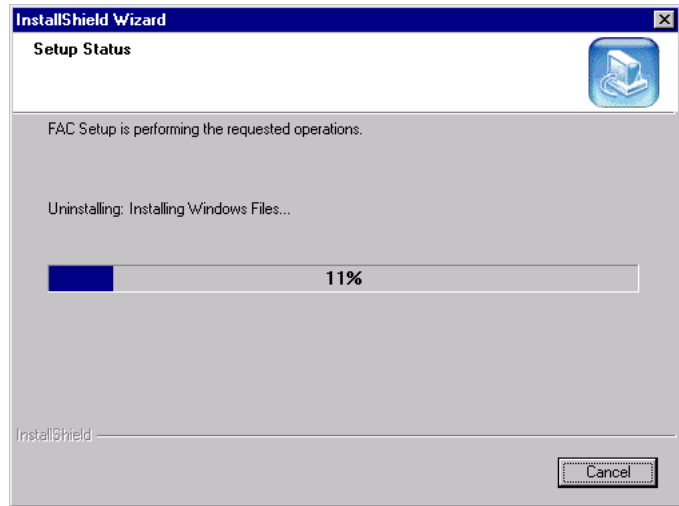
When the Welcome screen appears, select **Remove** radio button, then click the **Next>** button.



Click **OK** to confirm file deletion.

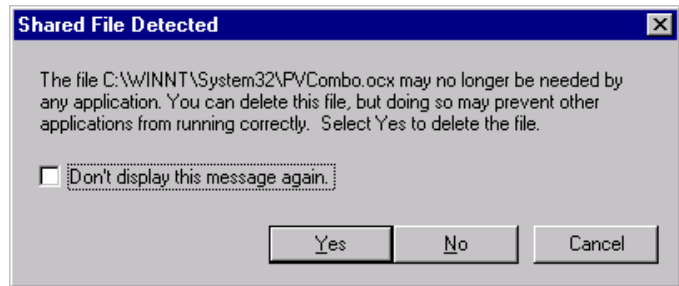


This will begin the process of removing FAC Console from your system. A Setup Status box will appear, showing the progression of the requested process.



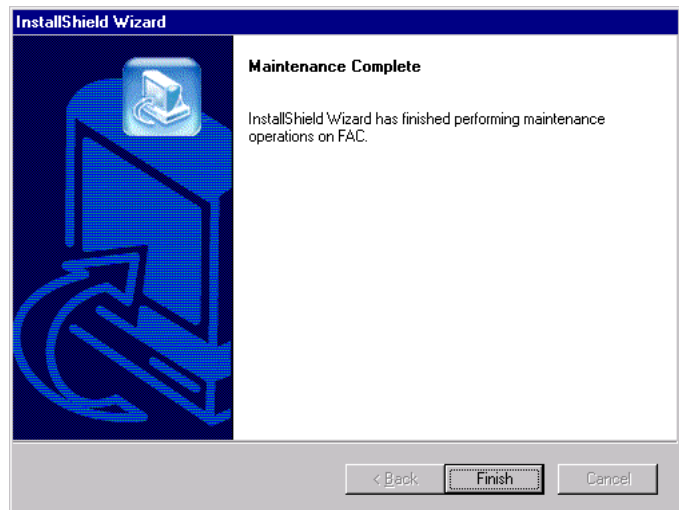
You may also see a series of detected shared, read only, or locked file alerts. By checking the “**Don’t display**” box, additional ones will not display.

Click **Yes** to proceed.



The Maintenance Complete screen will appear once all files have been removed.

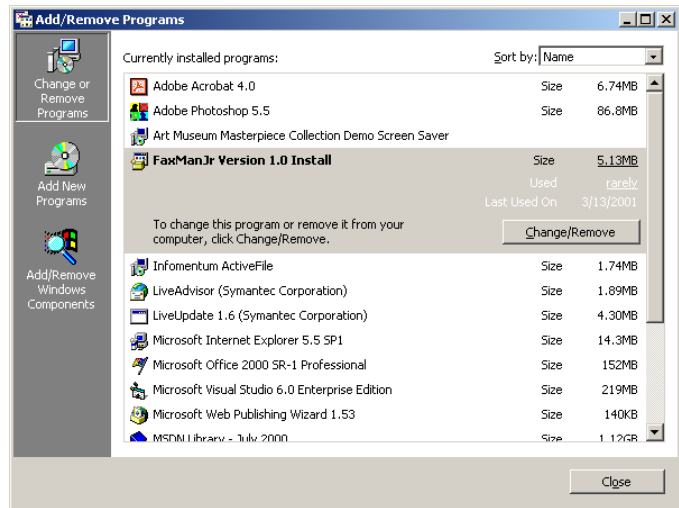
Click **Finish** to complete the process.



The following screen will be re-displayed but without the FAC Console application listed.

Click the **Close** button.

FAC Console Application has now been successfully removed from your system.



E. Saving the Database

It is always a good idea to frequently make copies of the database and store it on a different drive or disk. The copies can be priceless if for some reason the data becomes corrupt or data entry errors occur. FAC Console does not have an automated backup program, we suggest you either copy the file by using your Windows Explorer or with Microsoft Access' Replication program.