FactorSoft™

• Release v4.7

Debtor Insurance User Guide

Limitations on Maintenance Services

The FactorSoft™ application is intended for use in accordance with the standards and processes described within this documentation. Efforts to investigate and/or repair FactorSoft™ application or data integrity issues caused by activities or integrations outside of the intended use of the FactorSoft™ platform will be subject to the then-current Jack Henry Professional Services billable hourly rate.

Standard Maintenance Services (Technical Support) does not include the following:

> Investigation and Remediation of errors and data integrity issues caused, contributed to, or by any of the following:

- a software program that was not originally provided by Jack Henry
  - third-party automation, BOT/Screen Scraping technology, custom importers, or any other integration with FactorSoft™ that was not created by or in conjunction with Jack Henry.
- any modification not provided by Jack Henry to the software or standard database schema
  - the addition of custom database elements including triggers, stored procedures, tables, and columns
  - the alteration of standard FactorSoft™ triggers, tables, columns, stored procedures and indexes
  - the execution of T-SQL scripts resulting in changes to the data stored within the FactorSoft™ database
- equipment, software, networks or any other infrastructure in the customer's environment that does not meet the minimum requirements described within the then-current FactorSoft™ product documentation

Please note that if you are exploring possibilities with third-party software providers or considering altering the FactorSoft database in any way, it is strongly recommended that you discuss your plans with the FactorSoft™ support team before making any commitments or changes. As your software partner, we may be able to help solve your business problem in a way that does not introduce risk, data corruption, or system instability.

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Debtor Insurance

Debtor Insurance is designed to assist you in minimizing the risks of non-payment by your clients' debtors. It works in conjunction with the functionality of the Customer/Debtor Information screen that allows users to review, add, or terminate requests for Debtor Insurance.

> **SEPARATELY LICENSED ADD-ON MODULE**
>
> This feature is only available as a separately licensed upgrade.
> For more information, contact your Jack Henry™ representative at lendinginfo@jackhenry.com

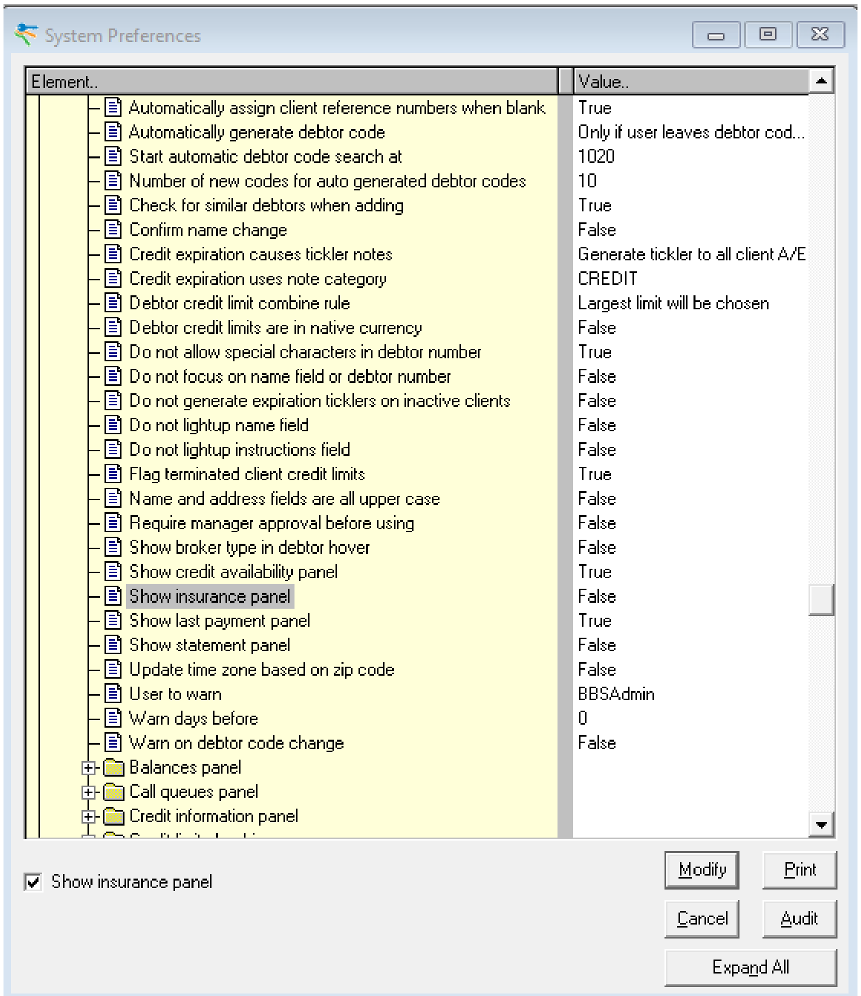
Debtor Insurance Setup

This section describes the steps necessary to configure FactorSoft to use the Debtor Insurance module:

- System Preferences
- Insurer Table
- Customer/Debtor Information

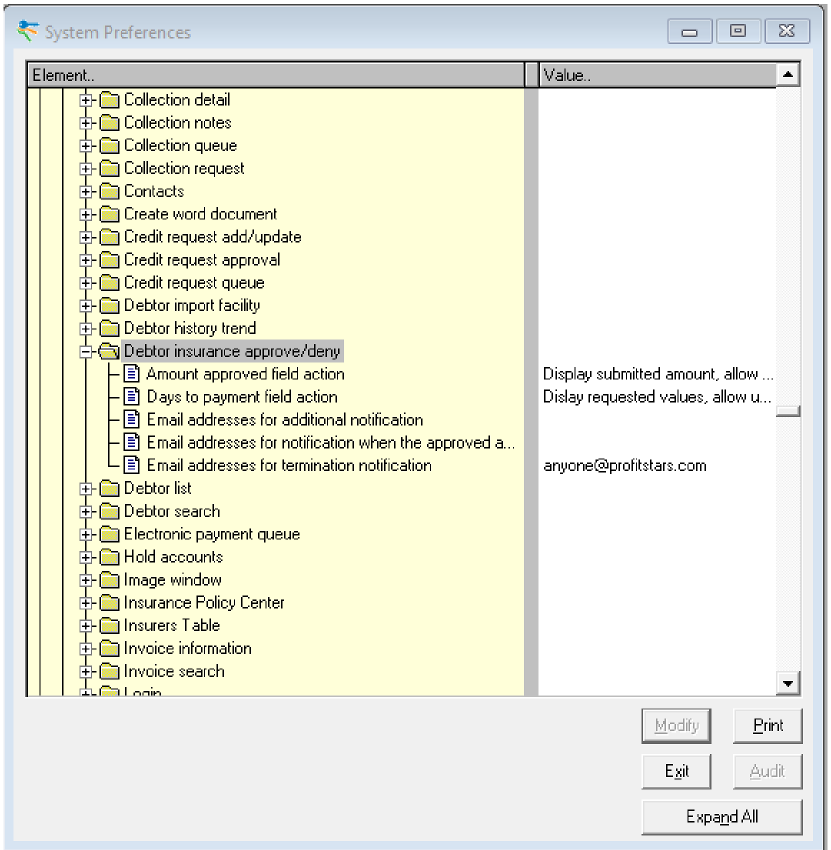
System Preferences

The following System Preference in the **Debtor rules/defaults**, **Rules** folder is required to display the Insurance panel on the Debtor Information screen:



Preference	Description
Show insurance panel	Set to **True** to enable the Insurance panel on the Debtor Information screen.

Set the following System Preferences in the **Fields/screen behavior**, **Screens**, **Debtor insurance approve/deny** folder to set user update permissions on submitted insurance requests, and email addresses for insurance events:



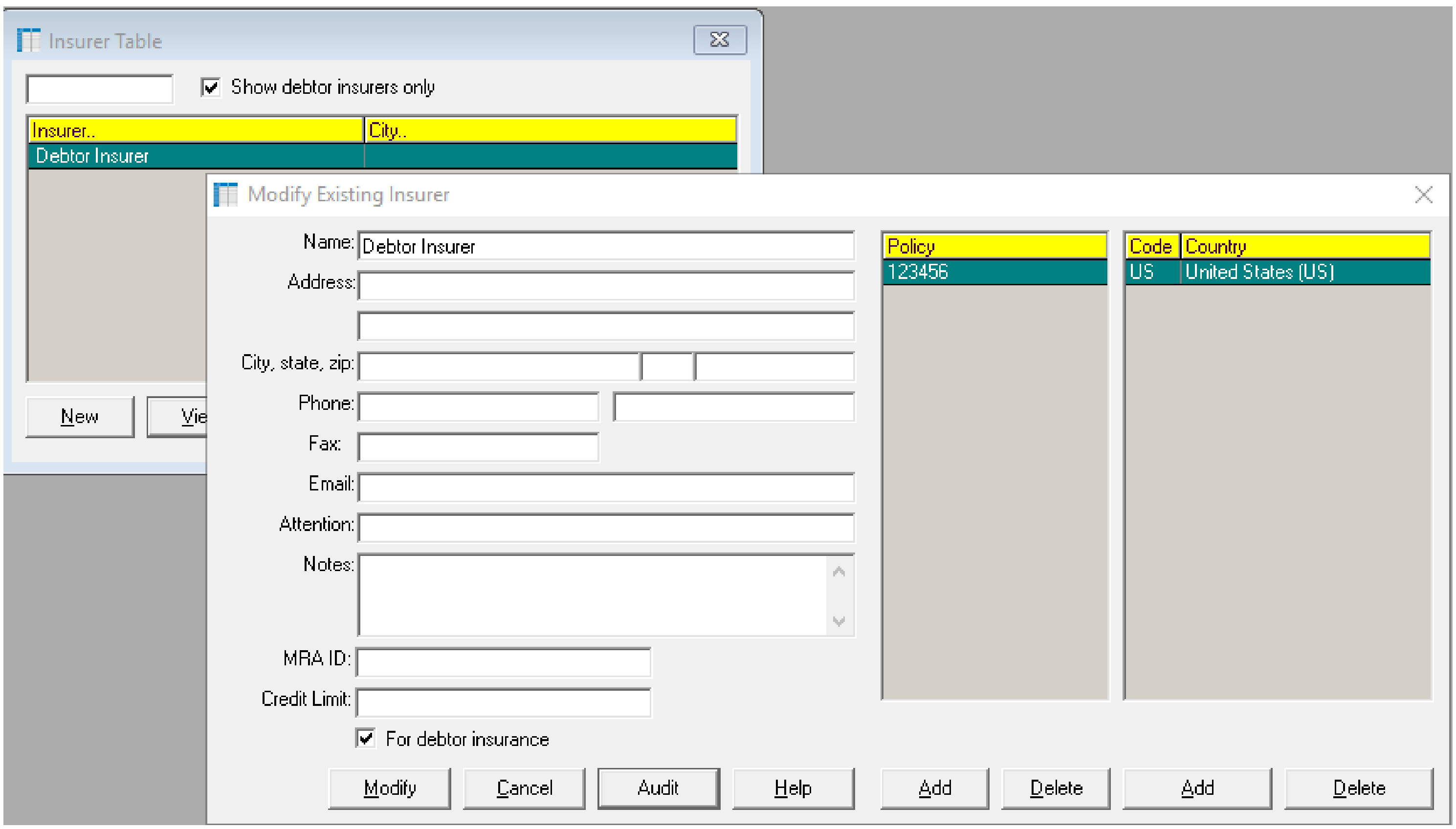
Preference	Description
Amount approved field action	Select the option to determine how the Amount Approved field on the Approve/Deny Debtor Insurance Request screen is handled: • Display submitted amount, allow user to change it • Leave blank, user must enter amount
Days to payment field action	Select the option to determine how the Days to Payment field on the Approve/Deny Debtor Insurance Request screen is handled: • Display requested values, allow users to change • Leave blank, user must enter value
Email addresses for additional notification	Enter any email addresses to receive email notification in addition to the requesting user.
Email addresses for notification when the approved amount is greater than the sub-	Enter any email addresses to receive email notification if the amount approved is greater than the amount submitted.

Preference	Description
mitted	
Email addresses for termination notification	Enter any email addresses to receive email notification when insurance is terminated.

Insurer Table

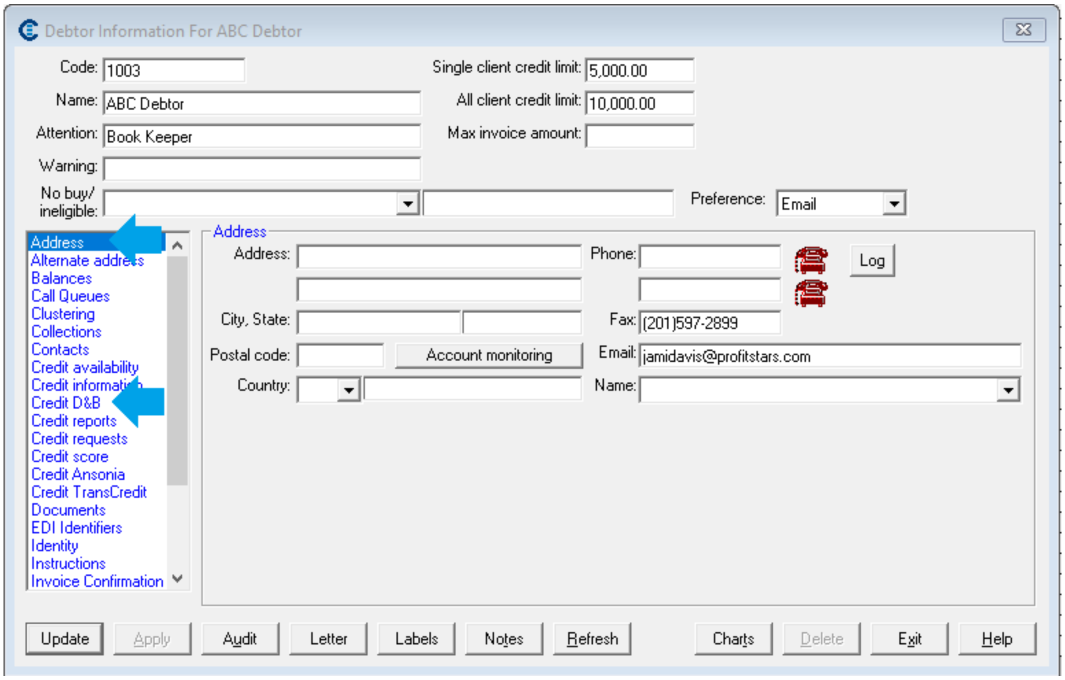
Insurance providers must be set up in the Insurers table, which is accessed from **File** > **Tables** > **Client & Debtor** > **Insurers**.

Tip: Select the Show debtor insurers only to limit the display of insurance providers to those with **For debtor insurance**.



Debtor Insurers must have a **Policy** number, and a **Country Code** set up in the Create New (or Modify) Insurer screen. Additionally, the **For debtor insurance** option must be selected .

Debtor Information



Debtor Insurance requires the following two data fields be completed on the Debtor Information screen:

Panel	Field/Description
Address	**Country**. The Country code must be set to allow in order to request Debtor Insurance for the Debtor.
Credit D & B	D&B D-U-N-S. The D&B DUNS number must be present to allow in order to request Debtor Insurance for the Debtor.

Using Debtor Insurance

This section describes the procedures for recording requests for insurance on your clients' debtors.

- Requesting Debtor Insurance
- Submitting Requests for Debtor Insurance
- Approving a Request for Debtor Insurance

Create New Debtor Insurance Request

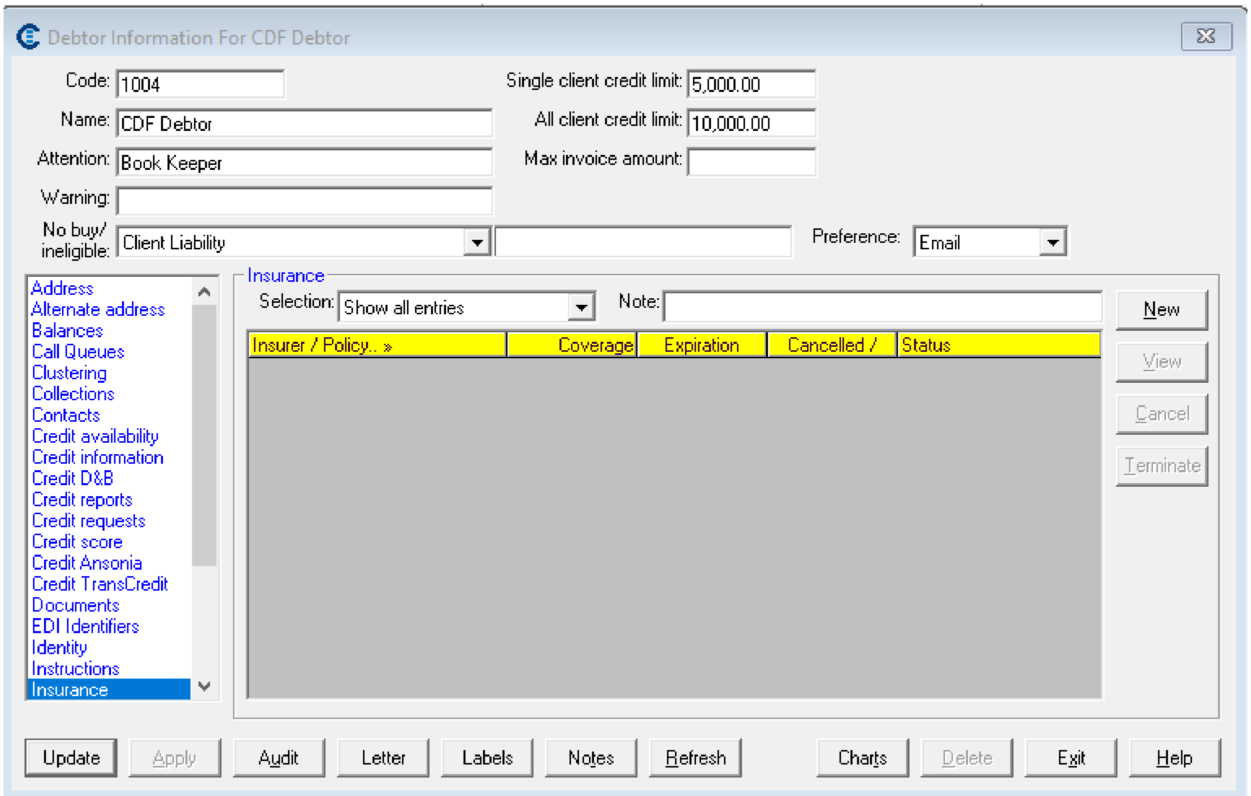
The Create New/View Debtor Insurance Request screen is accessed from the Insurance panel of the Debtor Information screen, and is used to submit new Debtor Insurance requests for a relationship.

Requesting Debtor Insurance

Debtor Insurance requests are added from the Insurance panel has been added to the Debtor Information screen to review, add, or terminate requests for Debtor Insurance.

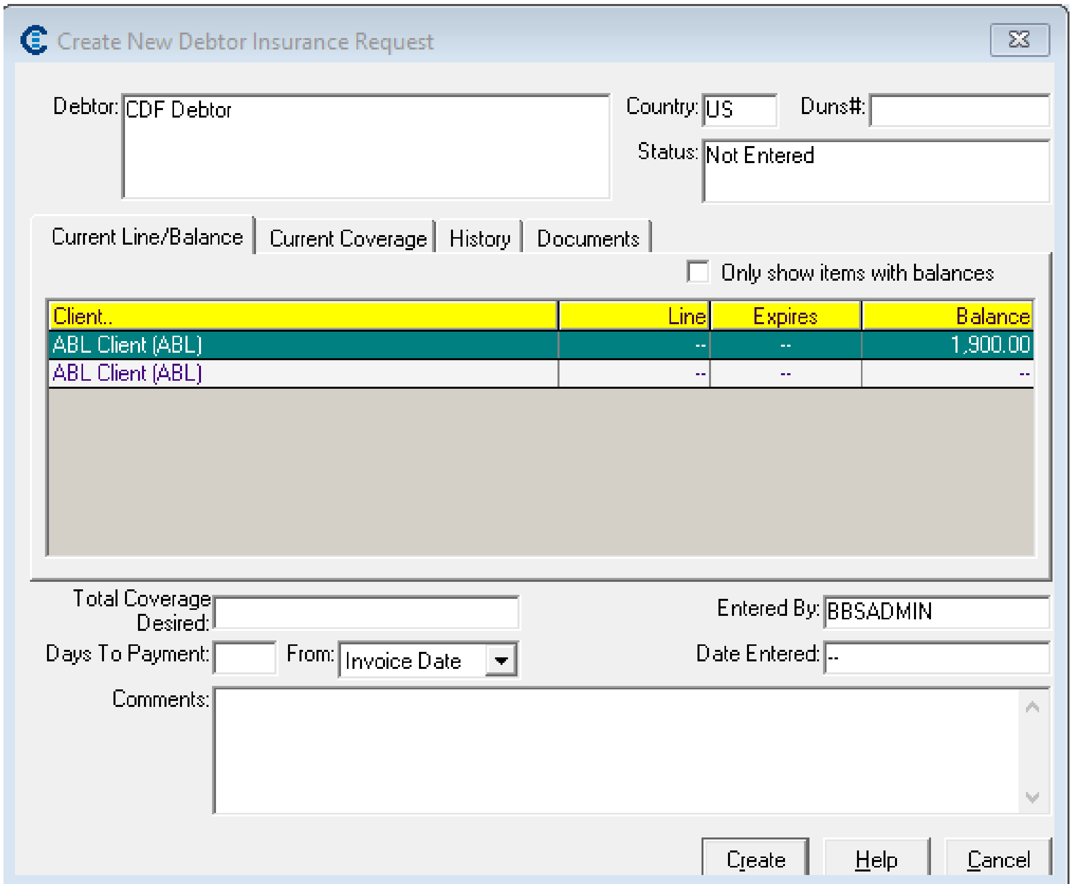
To create a new Debtor Insurance request:

1. Click the **New** button on the Insurance panel of the Debtor Information screen.



The Create New Debtor Insurance Request screen opens.

2. Select the **Client** for which the insurance request will be submitted.



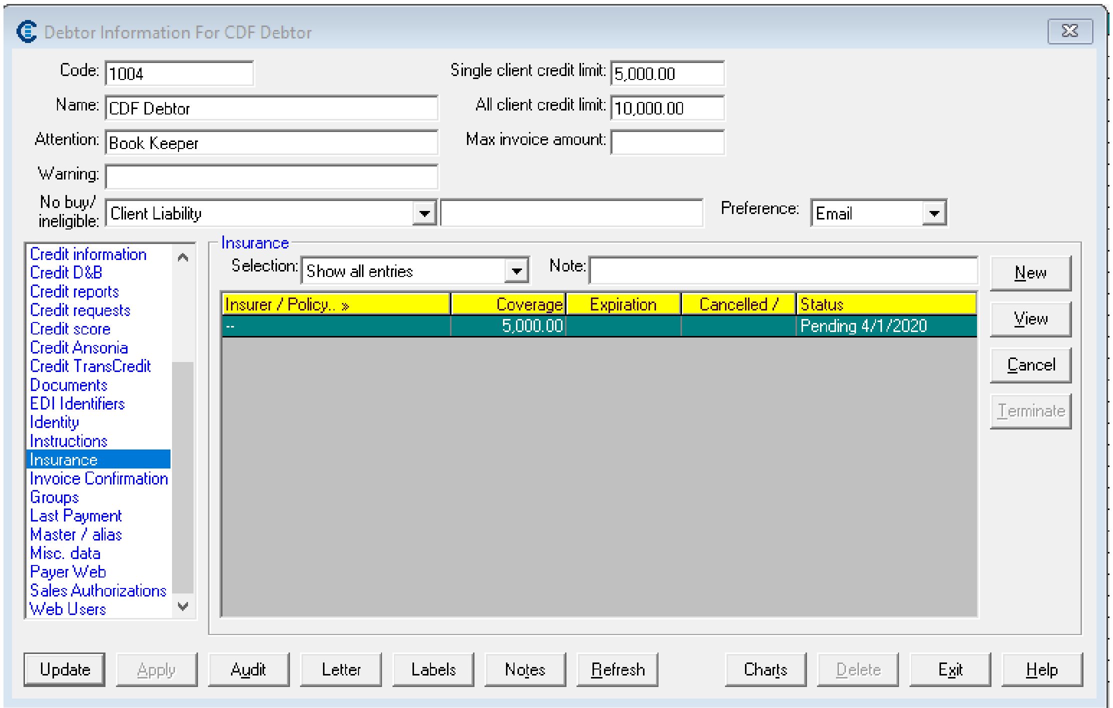
3. Complete the debtor insurance data:

Field	Description
Debtor	Displays the customer/debtor name and address as recorded on the Address panel of the Debtor Information screen.
Country	Displays the country code for the customer/debtor address from the Address panel of the Debtor Information screen.
Duns#	displays the customer/debtor's D&B D-U-N-S® number from the Credit D&B panel of the Debtor Information screen.
Status	Displays the debtor insurance request status for the debtor.
Total Coverage Desired/Amount Approved	Enter the dollar amount of the desired insurance coverage. For an approved request, displays the approved amount of the coverage.
Days to Payment	Enter the number of days above which the insurance coverage is

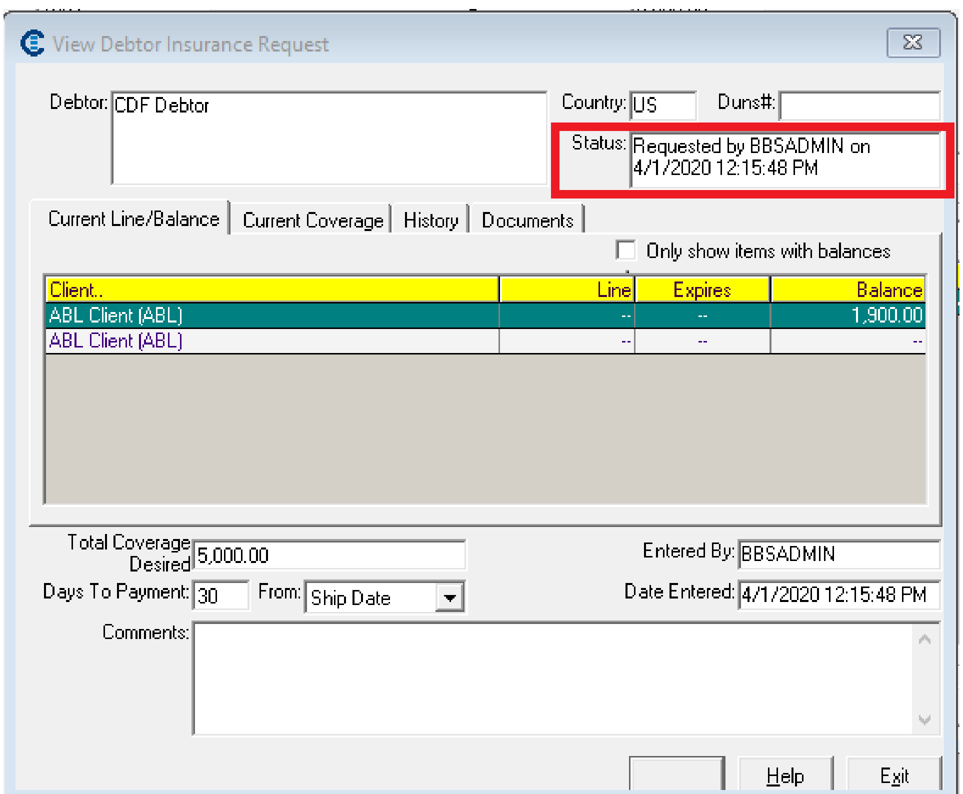
Field	Description
	voided.
From	Select the day from which Days to Payment is calculated: • Invoice Date • Ship Date • Delivery Date
Comments	Enter any comments for the debtor insurance request in free-form text.
Entered/Approved By	Displays the user name that entered the debtor insurance request on this screen or approved the debtor insurance request in the Debtor Insurance module.
Date Approved	Displays the date on which the debtor insurance request was approved in the Debtor Insurance module.
Create/Modify/ Verify	This button is used to complete add, update, and delete actions on the Create New / Modify Existing Debtor Insurance Request screen. • **Create**: Complete the addition of a new record to the table. • **Modify**: Complete an update to an existing table entry. • **Verify**: Confirm and complete the deletion of an existing table entry.
Cancel	Click this button to close the screen without saving.

4. Click **Create**.

   The Debtor Insurance Request window closes automatically, and the new request is displayed in the Insurance panel of the Debtor Information screen, as shown below.

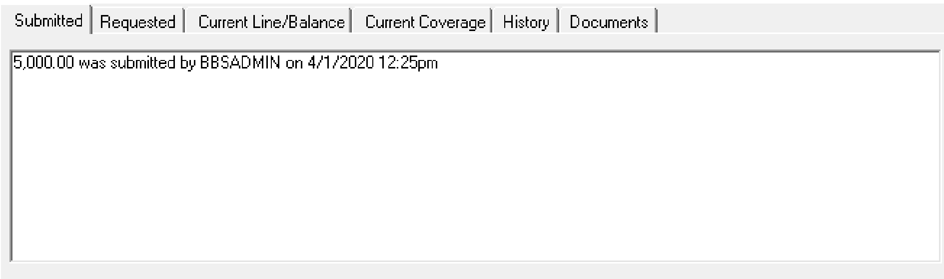


Click the **View** button on the Insurance panel of the Debtor Information screen to reopen the Debtor Insurance Request screen. Note that the **Status** displays the date and time of the request along with the user making the request.



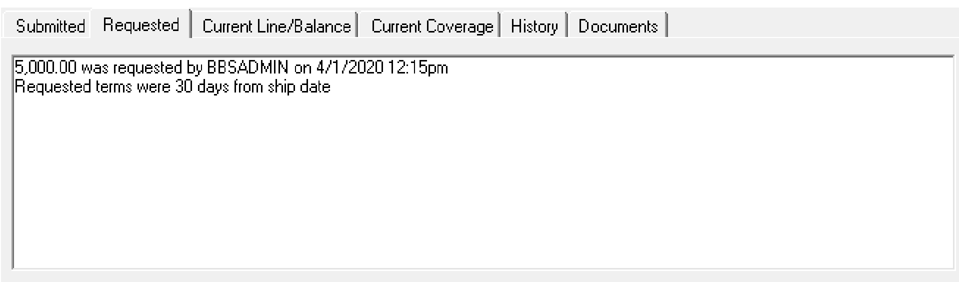
Submitted Tab

The Submitted tab only appears when the request selected from the Insurance panel of the Debtor Information screen has been submitted for approval in the Debtor Insurance module. It displays the amount, date/time, and user for the submission.



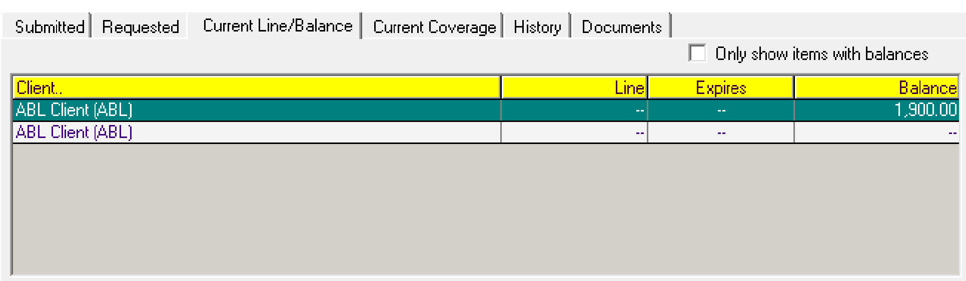
Requested Tab

The Requested tab only appears when the request selected from the Insurance panel of the Debtor Information screen has been submitted for approval in the Debtor Insurance module. It displays the amount, date/time, and user information for the request.



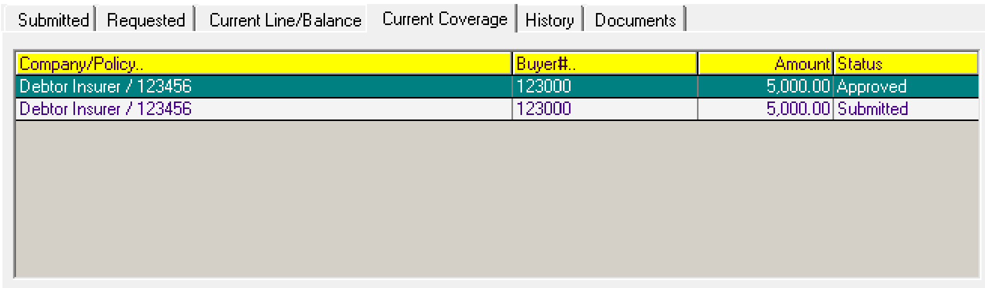
Current Line Balance Tab

Displays each client relationship for the debtor as a line items, with the current credit line, credit line expiration date, and current balance, as applicable. Note that you can filter out any zero balance relationships using the **Only show items with balances** option.



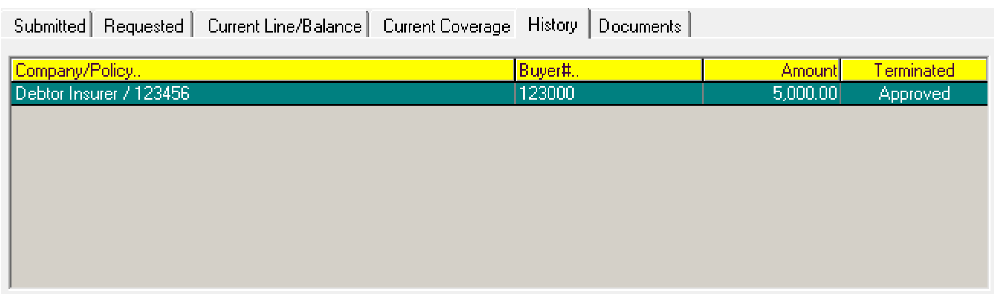
Current Coverage Tab

This tab displays each debtor insurance requested, approved and denied for the debtor as a line-item, with the insurance company/policy name, buyer number, coverage amount, and request status.



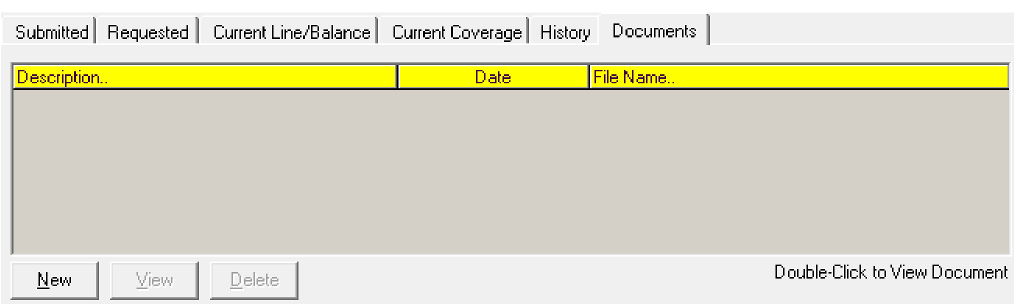
History Tab

The History tab displays each coverage on which a decision was rendered in the Debtor Insurance module as a line-item, including the insurance carrier selected and policy number,buyer number, amount and terminated date or request status, as applicable.



Documents Tab

The Documents tab is used to attach and view any documents related to the debtor insurance for the relationship. The grid displays each stored debtor document by Description, Date, and File Name within document category.

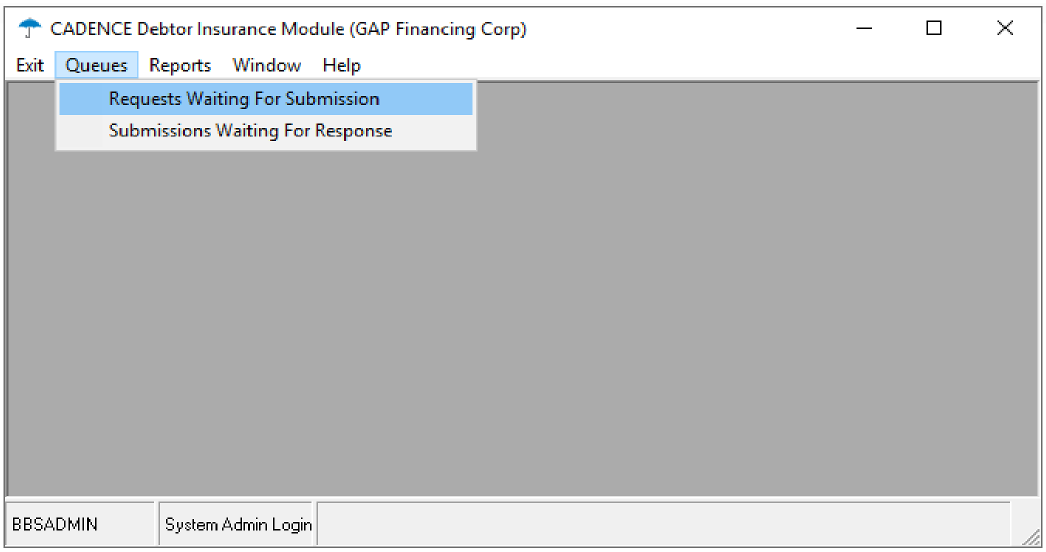


Using the Debtor Insurance Module

The Debtor Insurance module is used to monitor and work the requests for debtor insurance generated in FactorSoft, record debtor insurance submission details, and to record the approval or denial of submitted requests.

The Debtor Insurance module is accessed from the FactorSoft Application Manager. Click the Debtor Insurance icon, shown below.

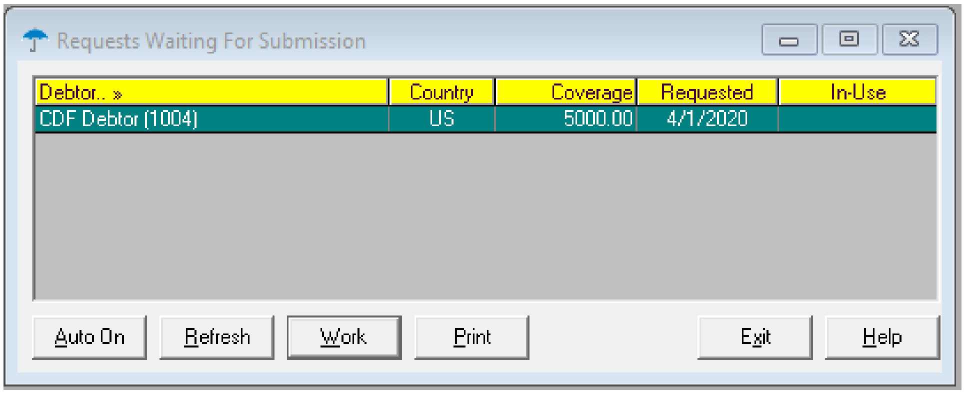
The Debtor Insurance desktop application opens.



Option	Description
Requests Waiting for Submission	Opens the Submit Debtor Insurance Request screen, on which you record debtor insurance submission details.
Submissions Waiting for Response	Opens the Submissions Waiting for Approval screen, from which you can monitor the submissions made to carriers, and record approval or denial details for the submissions.

Requests Waiting Submission

Debtor insurance requests from the Debtor Information screen are displayed in the Requests Waiting for Submissions screen, which is opened from the Submissions Waiting for Response option from the Queue menu of the Debtor Insurance module. Use this screen to select debtor insurance requests to be worked on the Submit Debtor Insurance Request screen..



1. Select the Debtor for which you want to work the insurance request from the grid.
2. Click the **Work** button.

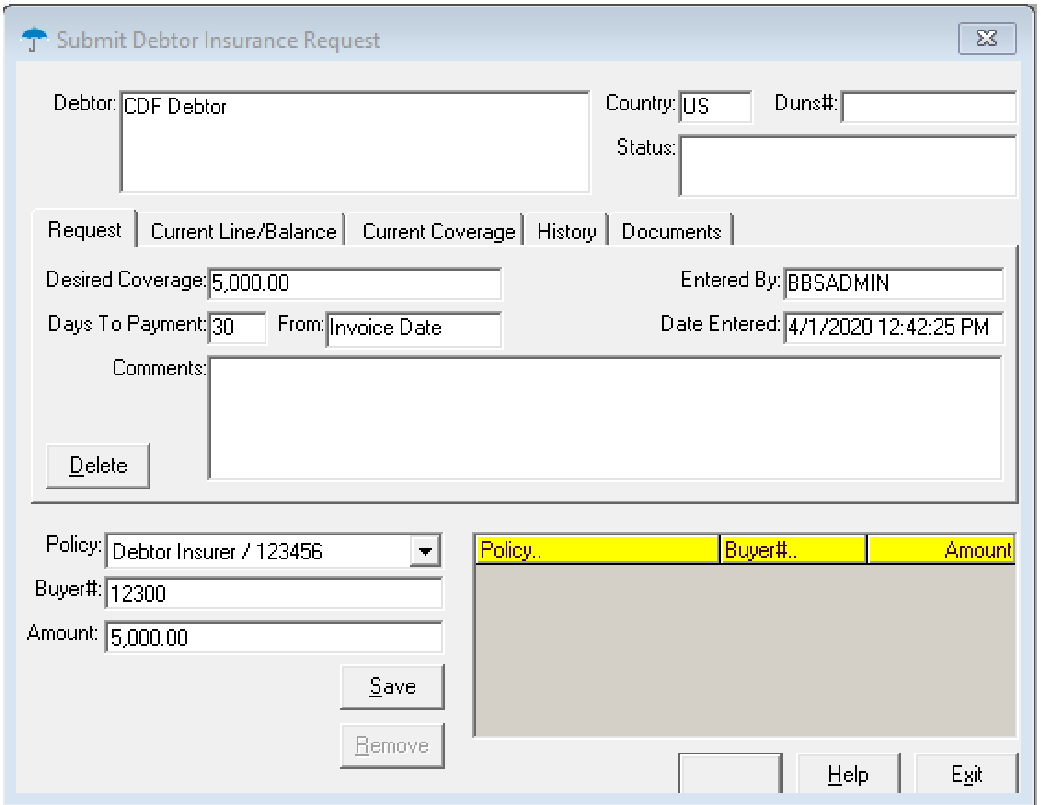
   The Submit Debtor Insurance Request screen opens.

Field	Description
(Grid)	Displays each debtor insurance request as a line-item with the following information: • **Debtor**: the debtor name for which the insurance is requested • **Country**: the Country Code for the debtor set on the Address tab of the Debtor Information screen • Coverage: the requested coverage amount • Requested: the date on which the insurance request was submitted • In-Use: the user name of the user who is currently working the request, if applicable
Auto On	Click this button to automatically refresh the Requests Waiting for Submission queue. The label changes to Auto Off.
Refresh	Click this button to manually refresh the Requests Waiting for Submission queue.
Work	Click this button to open the Submit Debtor Insurance Request screen for the selected debtor.
Print	Click this button to generate the Debtor Insurance Requests report.
Exit	Click this button to close the screen.

Submit Debtor Insurance Request

The Submit Debtor Insurance Request screen is used to record the submission of debtor insurance to the insurance carriers. You can either request the entire coverage amount from one carrier ("simple" submission) or break up the coverage across several carriers ("split" submission).

1. Select the submission details, as described below:

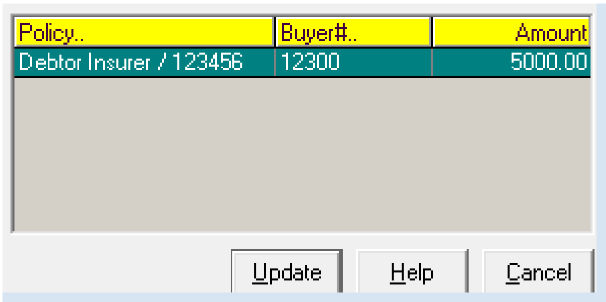


Field	Description
Debtor	Displays the customer/debtor name and address as recorded on the Address panel of the Debtor Information screen.
Country	Displays the country code for the customer/debtor address from the Address panel of the Debtor Information screen.
Duns#	displays the customer/debtor's D&B D-U-N-S® number from the Credit D&B panel of the Debtor Information screen.
Status	Displays the debtor insurance request status for the debtor.
Desired Coverage	Displays the dollar amount of the requested insurance coverage.
Days to Payment	Displays the number of days above which the insurance coverage is voided.
From	Displays the day from which Days to Payment is calculated:

Field	Description
	• Invoice Date • Ship Date • Delivery Date
Comments	Displays any comments for the debtor insurance request.
Entered By	Displays the user name that entered the debtor insurance request on this screen or approved the debtor insurance request in the Debtor Insurance module.
Date Entered	Displays the date on which the debtor insurance request was entered in the Debtor Information screen.
Policy	Select the insurer and policy to which to submit the debtor insurance request.
Buyer#	Enter the buyer number for the submission.
Amount	This field displays the total amount of the request. For a simple submission, leave the full amount. For a split submission, enter the fractional amount of the total requested amount to submit to this carrier.
Save	Click this button to save the policy submission. The request is added as a line-item to the policy grid.
Remove	Select a policy submission line-item from the grid and click this button to delete the item.
(Grid)	Displays each debtor insurance submission saved on this screen as a line-item.
Update	Click this button to update and save the debtor insurance submission.

2. Click **Save**.

   The request is added to the policy grid, as shown below. You can remove insurance request submission line items in this grid by selecting a line-item and clicking the **Remove** button.



3. Click **Update**.

   The request is recorded as submitted to the carrier. The request is removed from the Requests Waiting for Submissions queue and added to the Submissions Waiting for Approval Queue.

Current Line Balance Tab

Displays each client relationship for the debtor as a line items, with the current credit line, credit line expiration date, and current balance, as applicable. Note that you can filter out any zero balance relationships using the **Only show items with balances** option.

Current Coverage Tab

This tab displays each debtor insurance requested, approved and denied for the debtor as a line-item, with the insurance company/policy name, buyer number, coverage amount, and request status.

History Tab

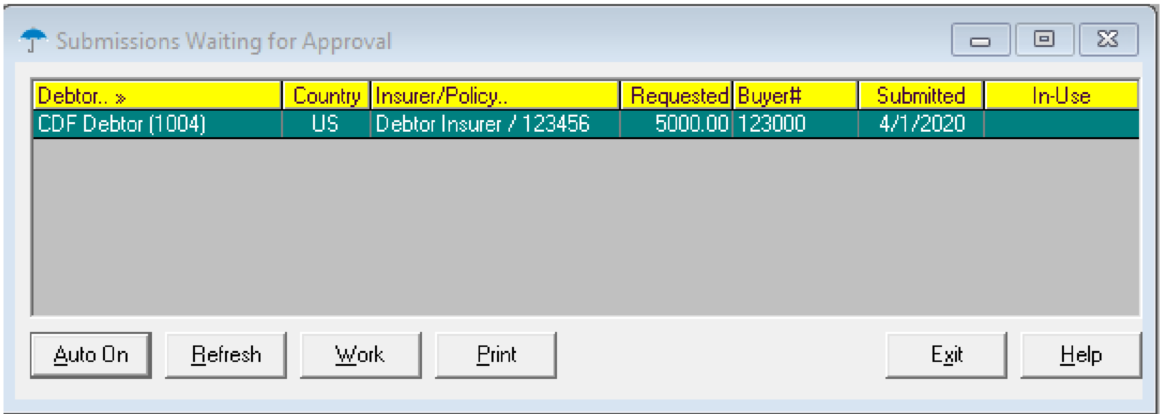
The History tab displays each coverage on which a decision was rendered in the Debtor Insurance module as a line-item, including the insurance carrier selected and policy number, buyer number, amount and terminated date or request status, as applicable.

Documents Tab

The Documents tab is used to attach and view any documents related to the debtor insurance for the relationship. The grid displays each stored debtor document by Description, Date, and File Name within document category.

Submissions Waiting Approval

The submissions Waiting for Response screen is used to select and work debtor insurance requests for submitted for approval. , select the Submissions Waiting for Response option from the Queues menu of the Debtor Insurance module. Use this screen to select previously submitted debtor insurance requests to be worked on the Approve/Deny Debtor Insurance Request screen.



1. Select the Debtor for which you want to work the insurance request from the grid.
2. Click the **Work** button.

   The Approve/Deny Debtor Insurance Request screen opens.

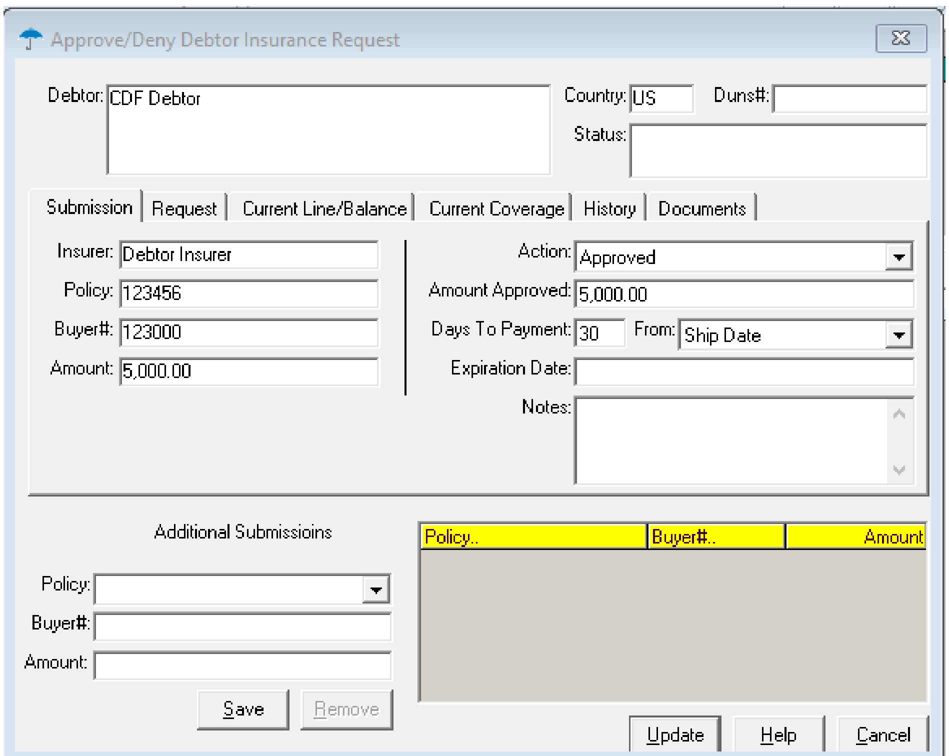
Field	Description
(Grid)	Displays each debtor insurance request as a line-item with the following information: • **Debtor**: the debtor name for which the insurance is requested • **Country**: the Country Code for the debtor set on the Address tab of the Debtor Information screen • Insurer/Policy: the insurer and policy to which the debtor insurance request was submitted • Requested: the total amount of the request • Buyer#: the buyer number for the submission • Submitted: the date on which the insurance request was submitted • In-Use: the user name of the user who is currently working the request, if applicable

Field	Description
Auto On	Click this button to automatically refresh the Submissions Waiting for Approval queue. The label changes to Auto Off.
Refresh	Click this button to manually refresh the Requests Waiting for Submission queue.
Work	Click this button to open the Approve/Deny Debtor Insurance Request screen for the selected debtor.
Print	Click this button to generate the Debtor Insurance Submissions report.
Exit	Click this button to close the screen.

Approve or Deny Debtor Insurance Request

The Approve/Deny Debtor Insurance Request screen is used to record the approval or denial decision of the insurance carriers on a debtor insurance request.

1. Specify the approval details, as described below:



Field	Description
Debtor	Displays the customer/debtor name and address as recorded on the Address

Field	Description
	panel of the Debtor Information screen.
Country	Displays the country code for the customer/debtor address from the Address panel of the Debtor Information screen.
Duns#	Displays the customer/debtor's D&B D-U-N-S® number from the Credit D&B panel of the Debtor Information screen.
Status	Displays the debtor insurance request status for the debtor.
Insurer	Displays the insurer to which the debtor insurance request was submitted.
Policy	Displays the policy number for the submitted debtor insurance request.
Buyer#	Displays the buyer number for the submission.
Amount	Displays the total amount of the request.
Action	Select the decision action communicated: • Approved • Denied
Amount Approved	Displays the total amount of the request. If a different amount was approved, enter that amount in this field.
Days To Payment	Enter the number of days for payment above which the insurance coverage is voided.
From	Select the day from which Days to Payment is calculated: • Invoice Date • Ship Date • Delivery Date
Expiration Date	Enter the expiration date of the insurance coverage.
Notes	Enter any notes concerning the insurance coverage decision.
Update	Click this button to save the insurance request decision information and submit additional submissions.
Cancel	Click this button to close the screen.

Field	Description
Additional Submissions	
Policy	Select the insurer and policy to which to submit an additional debtor insurance request.
Buyer#	Enter the buyer number for the submission.
Amount	Enter the total amount of the request. This section is used to resubmit any unapproved amount. If this amount plus the Amount Approved do not equal the original amount, you must approve a message to validate the shortage or overage. If the screen is updated with Additional Submissions, an entry for the resubmitted amount appears in the Submissions Waiting for Approval screen.
Save	Click this button to save the additional submission.
Remove	Select an additional submission line-item and click this button to delete the line-item prior to submission.

2. Click **Update**.

   The Approve/Deny Debtor Insurance Request screen closes. The request is removed from the Submissions Waiting for Approval list. By returning to the Debtor Information window for this debtor, you can see—on the Insurance panel—the status of the request.

   The approved amount is recorded in the Insurance tab of the Debtor Information screen and the History tab of the View Debtor Insurance Request screen, as shown in the following illustrations. Note also the additional submission entry below the approved entry on the Insurance panel of the Debtor Information screen.

Current Line Balance Tab

Displays each client relationship for the debtor as a line items, with the current credit line, credit line expiration date, and current balance, as applicable. Note that you can filter out any zero balance relationships using the **Only show items with balances** option.

Current Coverage Tab

This tab displays each debtor insurance requested, approved and denied for the debtor as a line-item, with the insurance company/policy name, buyer number, coverage amount, and request status.

History Tab

The History tab displays each coverage on which a decision was rendered in the Debtor Insurance module as a line-item, including the insurance carrier selected and policy number, buyer number, amount and terminated date or request status, as applicable.

Documents Tab

The Documents tab is used to attach and view any documents related to the debtor insurance for the relationship. The grid displays each stored debtor document by Description, Date, and File Name within document category.