AGO Insurance Software, Inc.

QUARTERLY NEWSLETTER

Volume 37, Issue 4

2019 Quarter IV

Welcome to the final issue of AGO's Newsletter for 2019. We hope that everyone is looking forward to a festive Holiday season!

Are you finding that your current software system is a real *turkey*?

Then call AGO! All of our systems are guaranteed to be 100% tryptophan free, so you will not fall asleep at your desk. And don't forget, gluten-free as always.

Here at AGO, we believe in working hand-in-hand with our clients to surpass their expectations. We have a dedicated team of employees who have an average tenure of 18 years with AGO.

AGO has been successfully providing software solutions to insurance carriers, MGA's, and TPA's since 1982. We are located in northern New Jersey, and have a full Project Management, Development, and Quality Assurance staff.

AGO offers a full software suite for P&C insurance companies. We have experience licensing and supporting processing systems for all personal and commercial lines of insurance. Our software modules consist of web enabled Quick Quoting, Policy Processing, Premium/Commission Accounting and Claims Management. Additional modules include Automated Compilation/Bureau Reporting, Automated Underwriting, and Agency Systems interface, among others. See our **website** for all product offerings.

Please be sure to read the **Fun Page** that is located on **page 3** of this edition of AGO's Newsletter with seasonal and software focused humor.

AGO would like to wish everyone a safe and prosperous 2020 and beyond!

WHAT'S NEW AT AGO?

New World Headquarters for AGO:

AGO has moved to a new office, but no worries, we still have the same address and same quality service!

Policy:
- Added Recently Viewed policy list when doing a selection or search, clicking on the link will go directly into the policy depending upon policy status and function initiated.
- New tool to allow an administrator to view active users.
- Amended History screen to add summary sections for Drivers and Vehicles to allow the user to see all drivers and vehicles on the policy at any point during the policy term, including when they were added and/or deleted from the policy.
- Enhanced "Save As" feature to allow the user to copy a Commercial Auto application to an Inland Marine or General Liability application. This saves the user from re-keying the application under a new line.
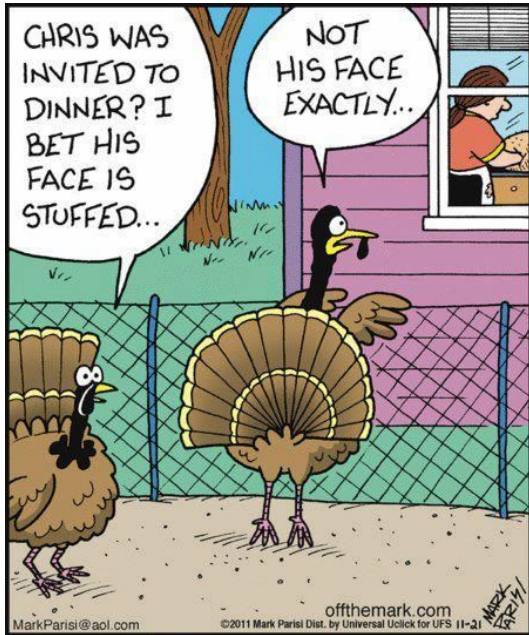
Claims:
- When setting up a new diary, a calendar control can be opened to present the recipient adjuster's currently scheduled workload. This prevents over/under scheduling of adjuster work days.
- Revision to Claim Selection page to include a list of claims recently accessed by the user. Clicking on a claim number will proceed directly into that claim file. By clicking on the copy icon to the right of claim number, the **Company, Line of Business** and **Claim** fields are populated for use as a model when keying in the next claim request.
- Revision to Correspondence Page to add a 'PAY' column that is activated when the Document Category is 'Invoice' and the Status is set to 'Approved'. When clicked, the Payment Entry page appears and such a Payment Request and resulting check is linked with the correspondence. The user may view a received bill and easily see the satisfying payment.

New Product Announcement:
ASWeb (See Product Spotlight)

Insurance Word Search

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E W D G Q D U K N X L E Z X L V Y Q J I
E N K V K U M K H X A P S Q D C I J E N
F G T K C O Q S C W I Z Q K I X G C S S
J X H E U L J Q B W C K D L C F W E A U
Z Y B Y R C Z P H N R K O V H Y F C K R
T B P H J P Z D H U E P N Z L I C F M A
M D H T J P R Z X K M A D G K O K A Q N
C G V N N X J I P E M S V K U E V P V C
T S N I U P E R S B O N A N D R O P S E
G A X I Y K E J C E C S T I A E G B H K
T C S S T M J L V T B I L A N O S R E P
G U L R I R A T Q I N D C K S X F E E R
W Q B U P I O T F G P E K Y I F T U X P
G K M D M X U P T L H C C T V H V Q J I
B C X S I J L E E R X N J B L T Q Y V Q
G S W R T P L S T R E M I O V N V T O R
I H X A K Y S V W G M O Z H M X C T C J
D S F F Y G Y K A R M B L N L D V U R N
P D W R F B Y C O U Y V G C Z Y J T L S
B X H H W Y B S V L L Y F N W E H E Q T
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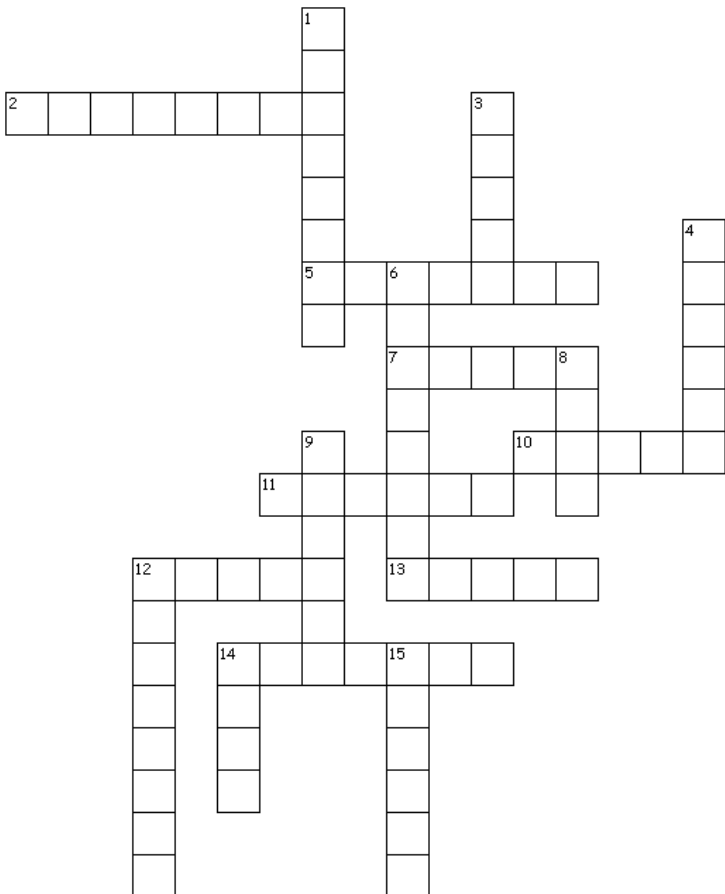| ACCOUNTING	COMMERCIAL	POLICY
AGENCY	ENTERPRISE	PREMIUM
CLAIMS	INSURANCE	REPORTING
CLOUD	PERSONAL	

Holiday Fun

Across
2. Type of deer.
5. _____ Valentino (silent era actor)
7. North Pole residents.
10. Happy and cheerful (eg. St Nick).
11. Kin.
12. _____ Ana, CA.
13. Unexpected money.
14. Not the future or past.

Down
1. Roaming gang of singers.
3. Heavenly rep.
4. Three strikes in bowling.
6. Salad accompaniment.
8. Form of frozen water.
9. Marching Band goal.
12. Teddy Bear inside.
14. Kind of wood.
15. Holiday drink.

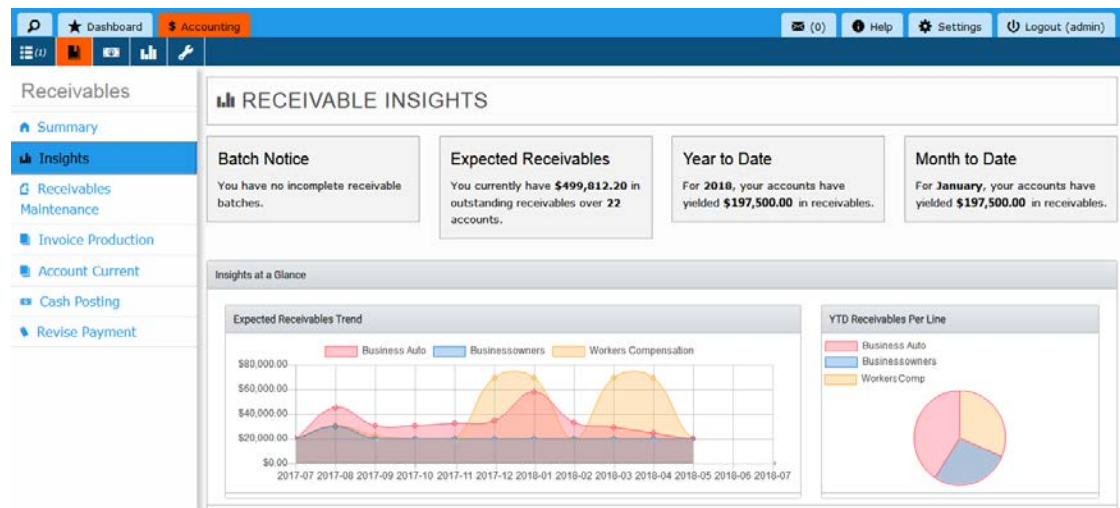(stuck? For answers, email **agoSales@agois.com**)

Product Spotlight

AGO's latest product suite, Advanced Platform/Enterprise Cloud Solution (APECS), has many new and important automation features. In this issue, we will highlight one of the main components of this exciting new product: Accounting System–Web (ASWeb). The ASWeb component is designed as the next generation of the AGO accounting product and while all the legacy accounting product features will exist in the new component (re-imagined), there are a number of new features.

AGO's ASWeb is a comprehensive browser-based program designed to make insurance accounting easier and more efficient. Features-rich, ASWeb handles premium billing, premiums receivable, commission, return premiums payable and reporting, among other capabilities. ASWeb can be utilized with existing AGO Policy and Claims products, or integrated with your current in-house or third party software.

Benefits

- Real time interface with AGO's policy system
- Capability to export information to general ledger
- Capable of ACH, lock box and credit card transactions
- System security maintained at function and user level
- Focused valuations and charts provide instant insight into business

Features

Payable Processing

- Payment Entry
- Return Premiums
- Check Production
- Check Void
- Commission Due (for multiple entities)
- Payables Pending Report
- Remarks/Notepad Screen

Premiums Receivable

- Open/view multiple accounts concurrently
- Cash Posting
- EFT/ACH Available
- Account Crediting
- Premium Waiver
- Unapplied Cash Processing
- Support NET of Commission Payments for Agency Bill
- NSF Processing (apply NSF fee)

Premium Billing

- Invoice Entry
- Installment Billing Entry
- Invoice Production – account based, per LOB or by policy
- Cancellation Processing by days overdue or end of policy equity
- View invoice/correspondence images on demand

Tech Tips

In this edition of Tech Tips we will take a look at a time saving tip for using a function that is already present in AGO's **Claims Tracking-on the Web** (CTWeb) product:

In cases where a payment request needs to be made and the Payee and Addressee are the same legal entity, but different addresses:

When entering a payment request, choose the entity with the Tax ID as "Payee" (to ensure proper 1099 reporting). Then under "Addressee" do a separate search to select the entity with the mailing address where the check is to be sent.

WHO'S WHO?

President: Larry Martin

Vice President: Joseph Costa

Product Managers: John Hageneder / Ken Wiik / John Manko

Quality Assurance Team Leaders: Alla Soyfer / Maryann Kovacs

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