user guide

Lumley Finance Online Quoting System

Version 2.10
March 2006

Lumley Finance (N.Z.) Limited

Lumley

Copyright and Confidentiality Notice

Lumley Finance (N.Z.) Limited
Head Office, 88 Shortland Street
P O Box 2426, **Auckland**
Ph 0800 438 634

138 Victoria Street
P O Box 882, **Christchurch**
Ph 03 366 9574

3-11 Hunter Street
P O Box 3544, **Wellington**
Ph 04 473 8411

Table of Contents

1: Purpose and Scope

1.1 Purpose

This document is intended for users of the Lumley Finance Online Quoting System. It describes the procedures for creating, printing and emailing a Premium Funding Quote to an existing or prospective client.

The Guide also explains how to adjust default settings within the Quoting System.

1.2 Scope

This Guide describes the Online Quoting system only

1.3 Printing/Adobe

The quote documents will be created as PDF files. Acrobat Reader will open in a separate window, to display the documents.

If you don't have Acrobat Reader installed on your PC, it can be downloaded free from the Adobe website at http://www.adobe.com/products/acrobat/readstep2.html

2: Using the web interface

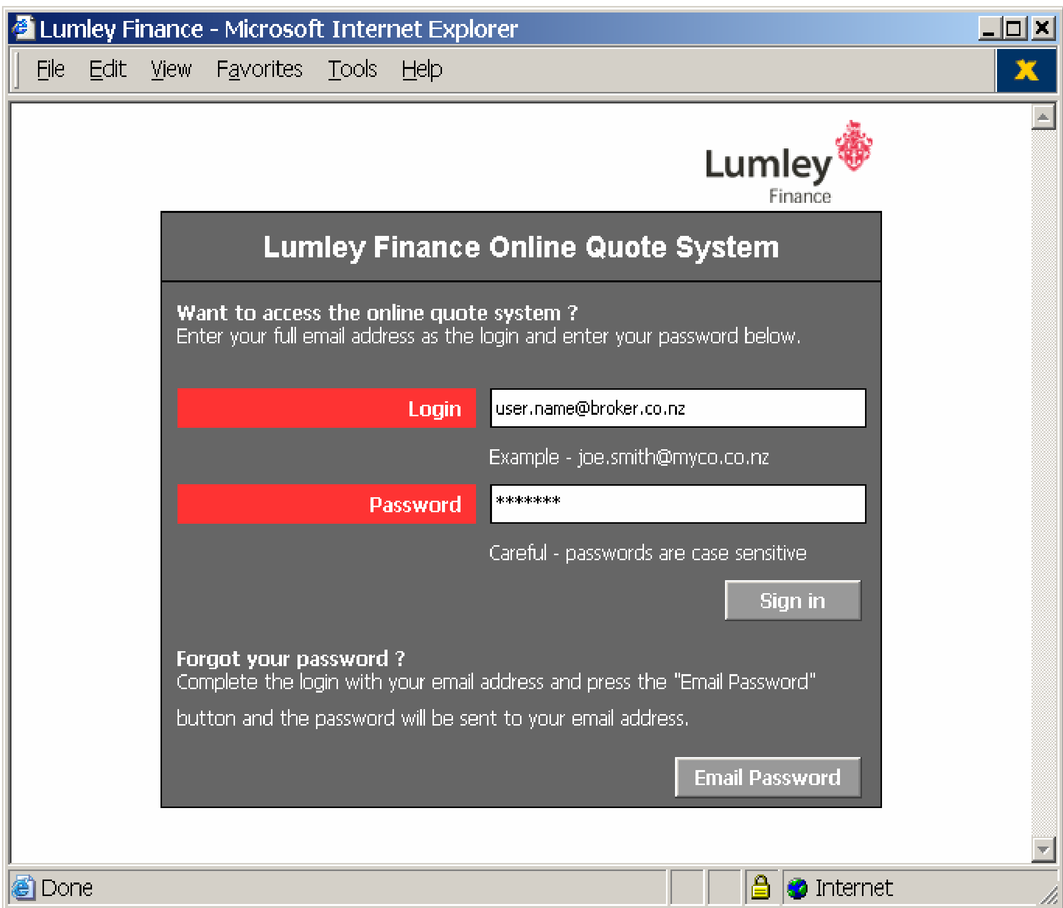
2.1 The web interface

The Online Quoting System may be accessed directly from a web browser, such as Internet Explorer.

2.2 Logging in

To log in via the web, open the Lumley Finance home page at www.lumleyfinance.co.nz, and follow the links to the Online Access logon.

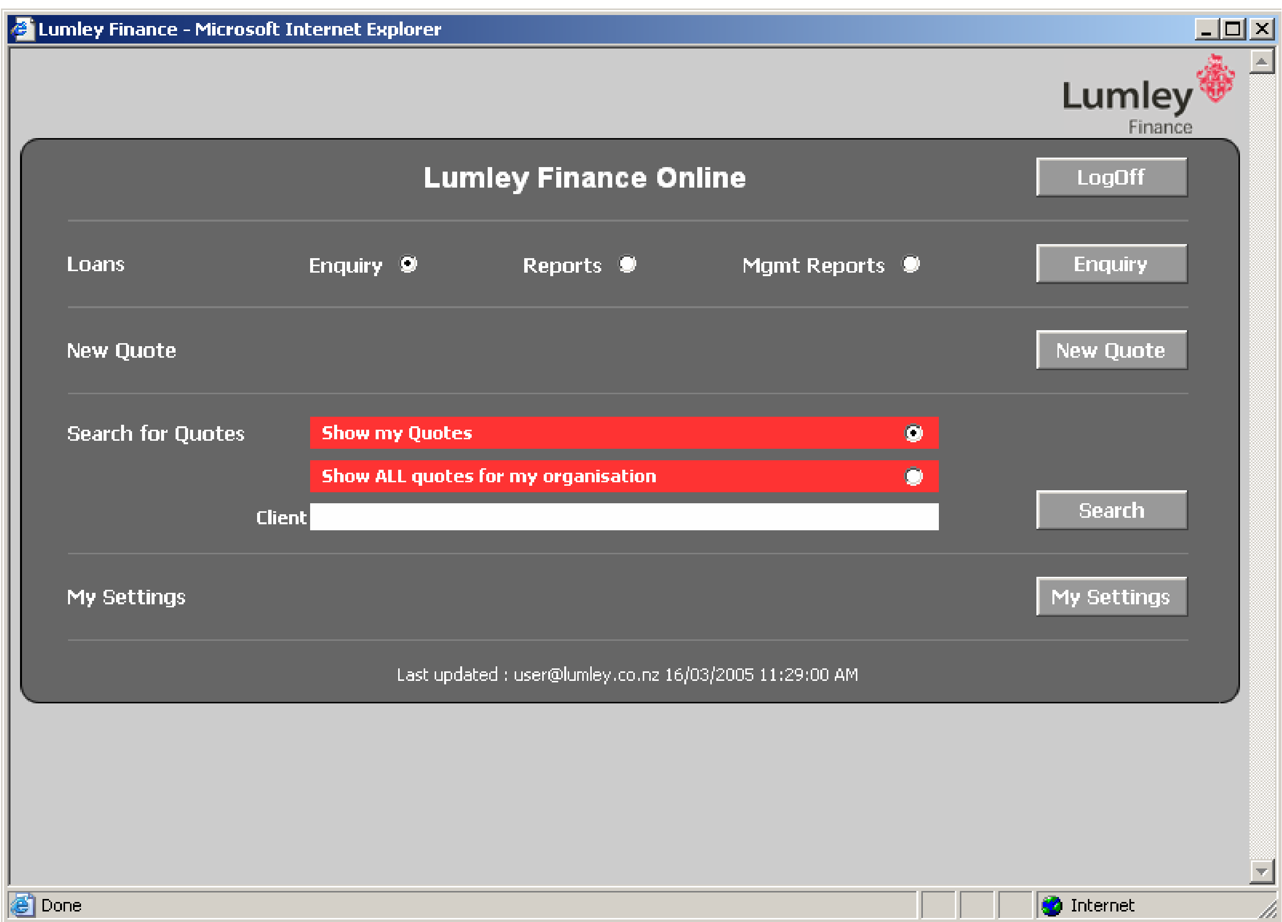
Please note: Before being able to use the quoting system you must be set up as a user, to do this please refer to section 3: Administration Functions.



- Your login name is your full email address.
- Your initial password is **pass123**
- Click **Sign In**. A prompt to change your password screen will appear as follows

- Click set password. Enter a new Password twice to confirm change (Must be a minimum of six characters / numbers and is case sensitive)
- The main options screen will appear

2.3 The main options screen



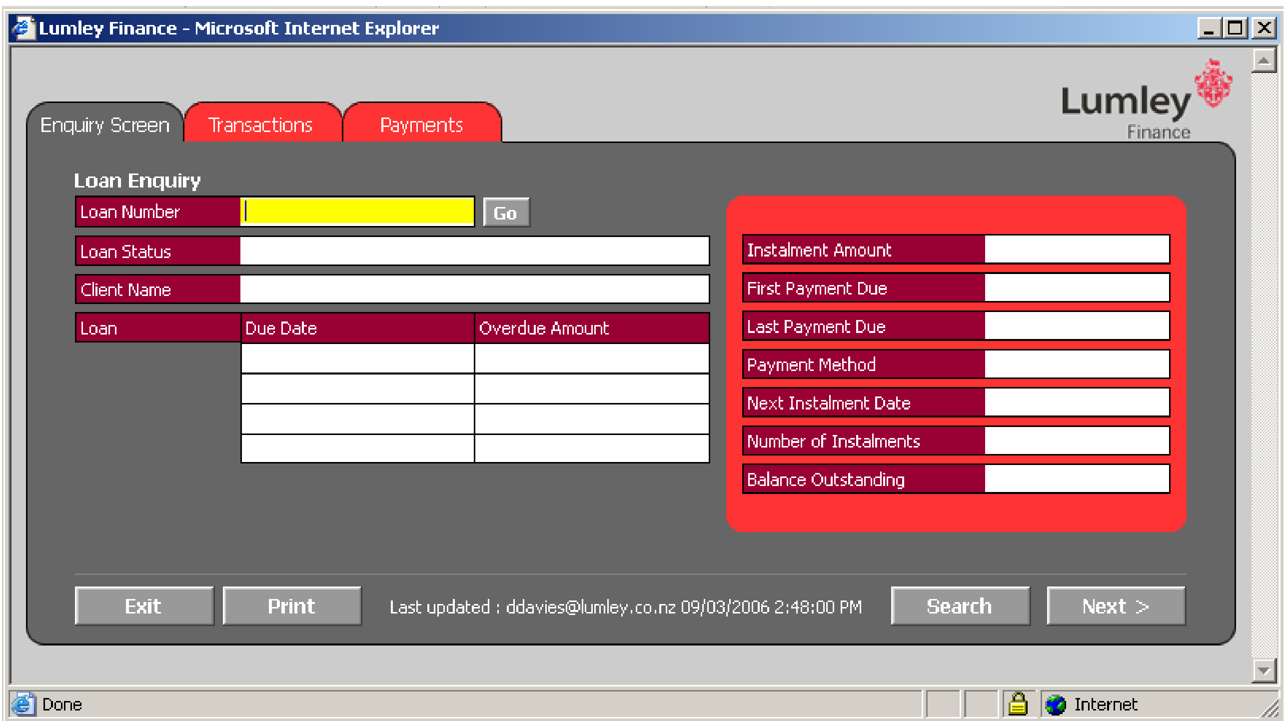
2.4 Loan enquiries and reports

The first row of the Main Screen allows you to make enquiries, and to generate reports and management reports.

The button at the right of the Loans line changes caption to reflect the current selection – Enquiry, Reports, or Mgmt Reports.

2.4.1 Loan enquiry

To enquire into the status of a particular loan, click **Enquiry**, and then click the **Enquiry** button. The **Loan Enquiry** screen appears.



Enter the Loan Number for the loan you wish to enquire upon, and click **Go**. The current status information appears:

- The current *status* of the loan
- The client *name*
- Details of any *overdue* instalments
- The *instalment amount*
- The date the *first payment* is (or was) due
- The date the *last payment* is due
- The *payment method* selected
- The date the *next instalment* is due
- The total *number of instalments* on the loan
- The current outstanding *balance*.
- Status i.e. Current, Pending, Clearance etc

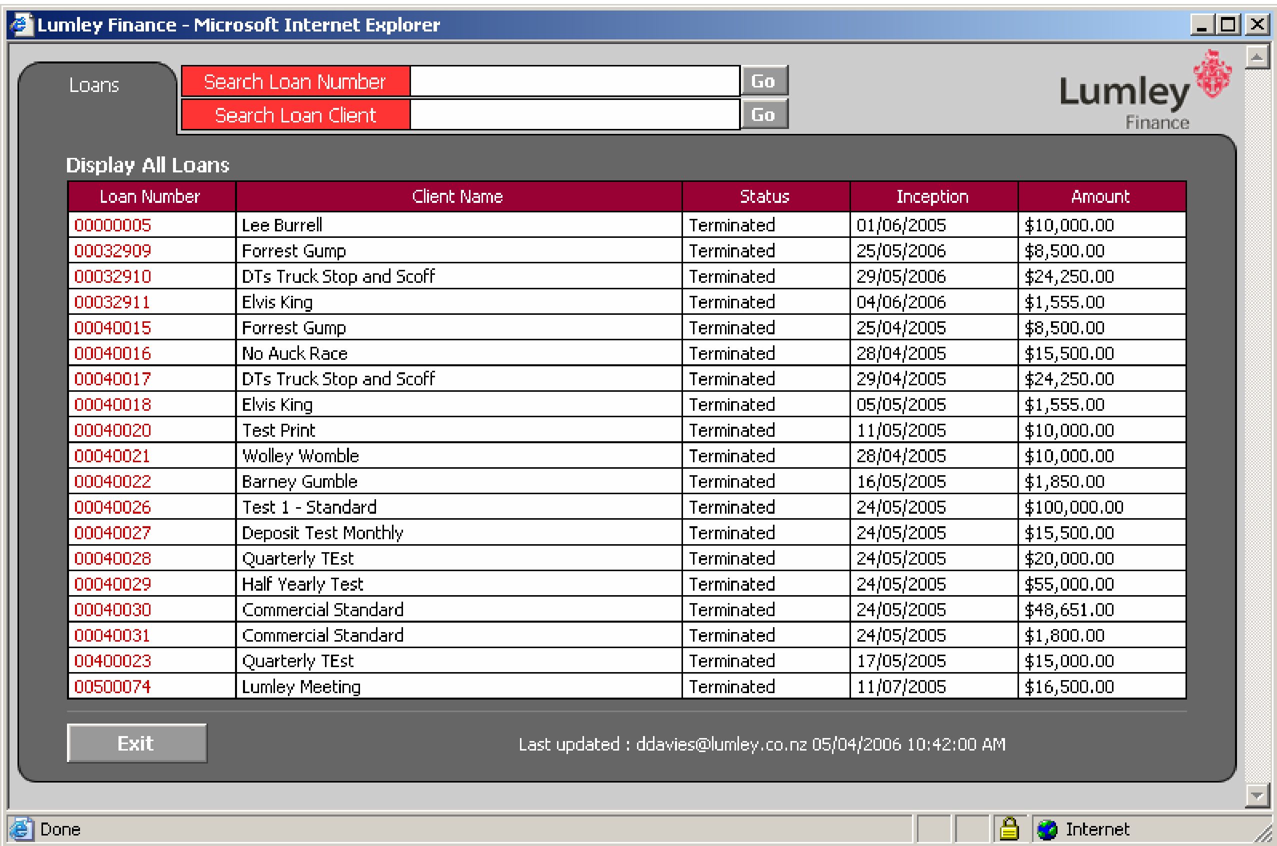
To view transaction details for the displayed loan, click the **Transactions** tab, or click **Next>**.

To view payment details for the displayed loan, click the **Payments** tab.

To print the displayed status details as a PDF file, click **Print**. This generates a Loan Enquiry report, which shows status, transaction, and payment details.

If you are unsure of a loan number or need to search for details of another loan, click **Search**. This will take you to the following screen.

2.4.1.1 Loan enquiry search screen



Loan Number	Client Name	Status	Inception	Amount
00000005	Lee Burrell	Terminated	01/06/2005	$10,000.00
00032909	Forrest Gump	Terminated	25/05/2006	$8,500.00
00032910	DTs Truck Stop and Scoff	Terminated	29/05/2006	$24,250.00
00032911	Elvis King	Terminated	04/06/2006	$1,555.00
00040015	Forrest Gump	Terminated	25/04/2005	$8,500.00
00040016	No Auck Race	Terminated	28/04/2005	$15,500.00
00040017	DTs Truck Stop and Scoff	Terminated	29/04/2005	$24,250.00
00040018	Elvis King	Terminated	05/05/2005	$1,555.00
00040020	Test Print	Terminated	11/05/2005	$10,000.00
00040021	Wolley Womble	Terminated	28/04/2005	$10,000.00
00040022	Barney Gumble	Terminated	16/05/2005	$1,850.00
00040026	Test 1 - Standard	Terminated	24/05/2005	$100,000.00
00040027	Deposit Test Monthly	Terminated	24/05/2005	$15,500.00
00040028	Quarterly TEst	Terminated	24/05/2005	$20,000.00
00040029	Half Yearly Test	Terminated	24/05/2005	$55,000.00
00040030	Commercial Standard	Terminated	24/05/2005	$48,651.00
00040031	Commercial Standard	Terminated	24/05/2005	$1,800.00
00400023	Quarterly TEst	Terminated	17/05/2005	$15,000.00
00500074	Lumley Meeting	Terminated	11/07/2005	$16,500.00

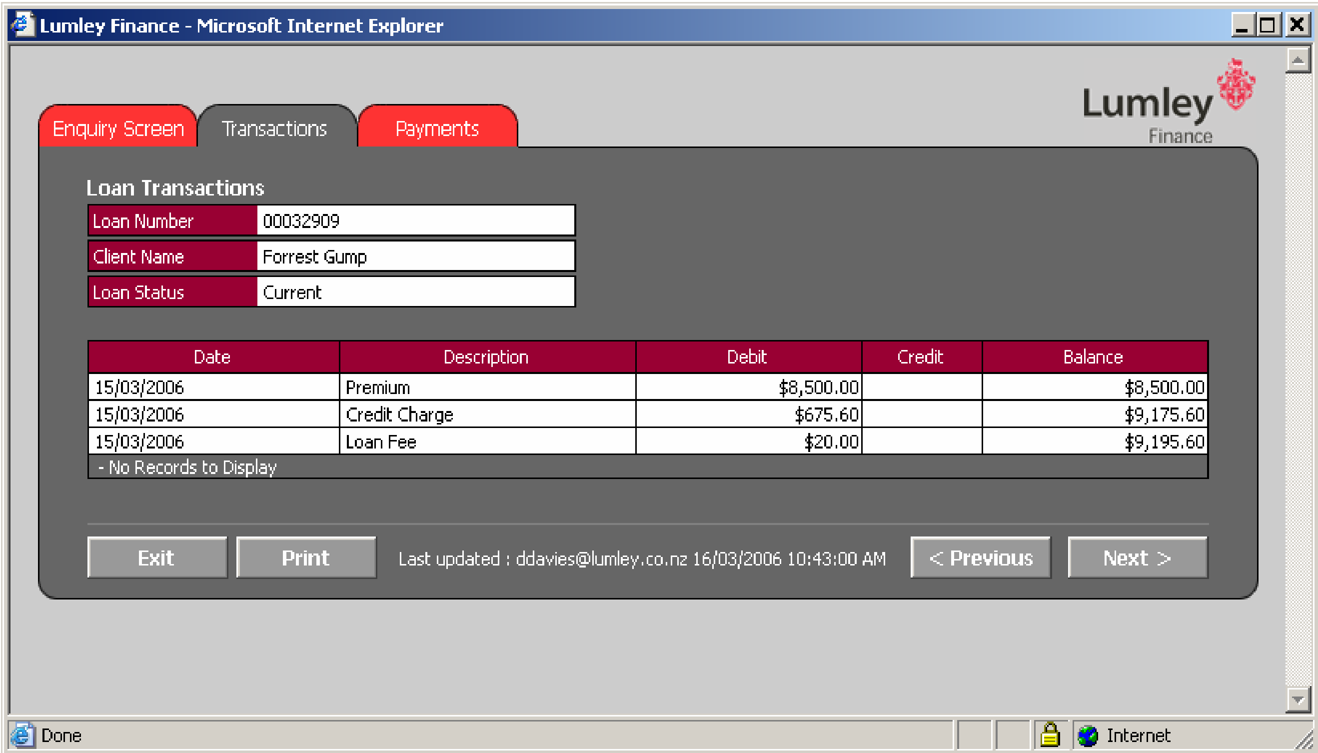
To search for a client by loan number, enter the loan number in the **Search Loan Number** box then click **Go**.

To search for a client by name, enter the clients name in the **Search Loan Client** box then click **Go**.

To view client details click on the loan number highlighted in red.

To return to the Main Screen, click **Exit**.

2.4.1.2 The transactions tab

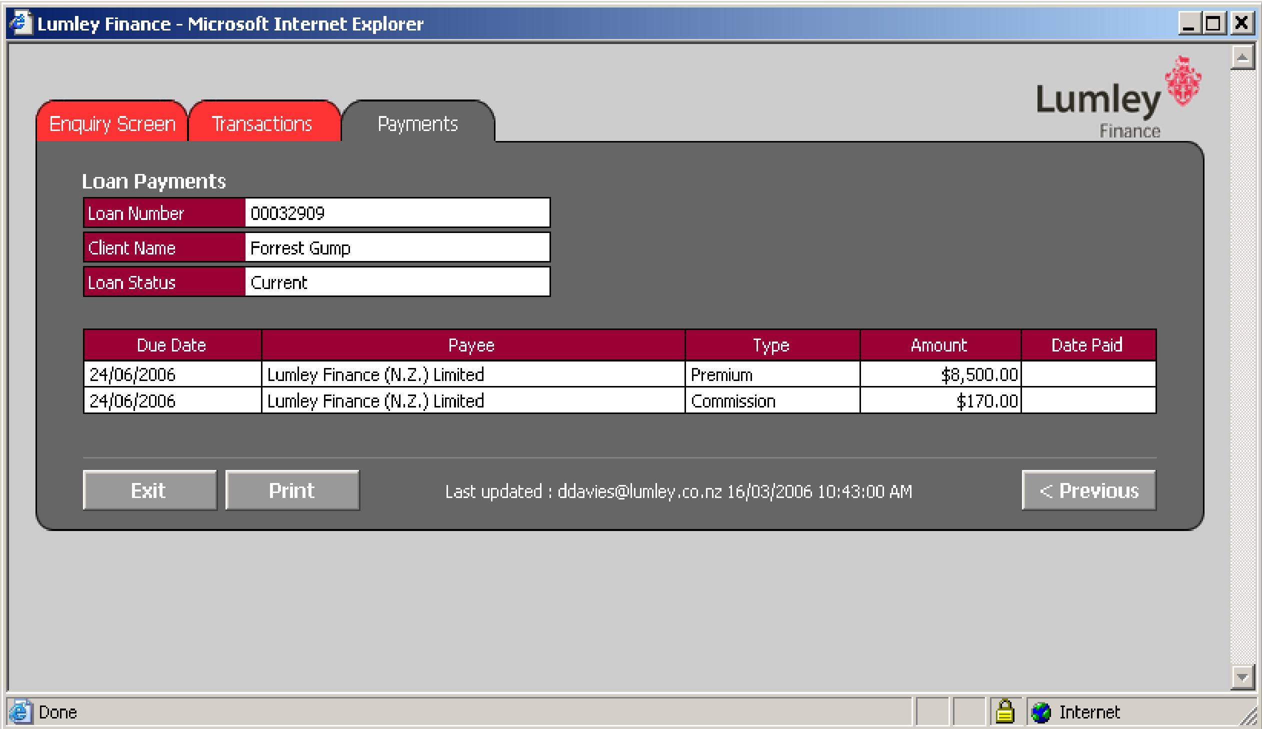


This tab shows details of all current transactions for the selected loan.

To go back to the Enquiry screen, click the **Enquiry Screen** tab, or click **< Previous**.

To go to the Payments screen, click the **Payments** tab, or click **Next >**.

2.4.1.3 The payments tab



This tab shows all payments made, by type Premium and Commission.

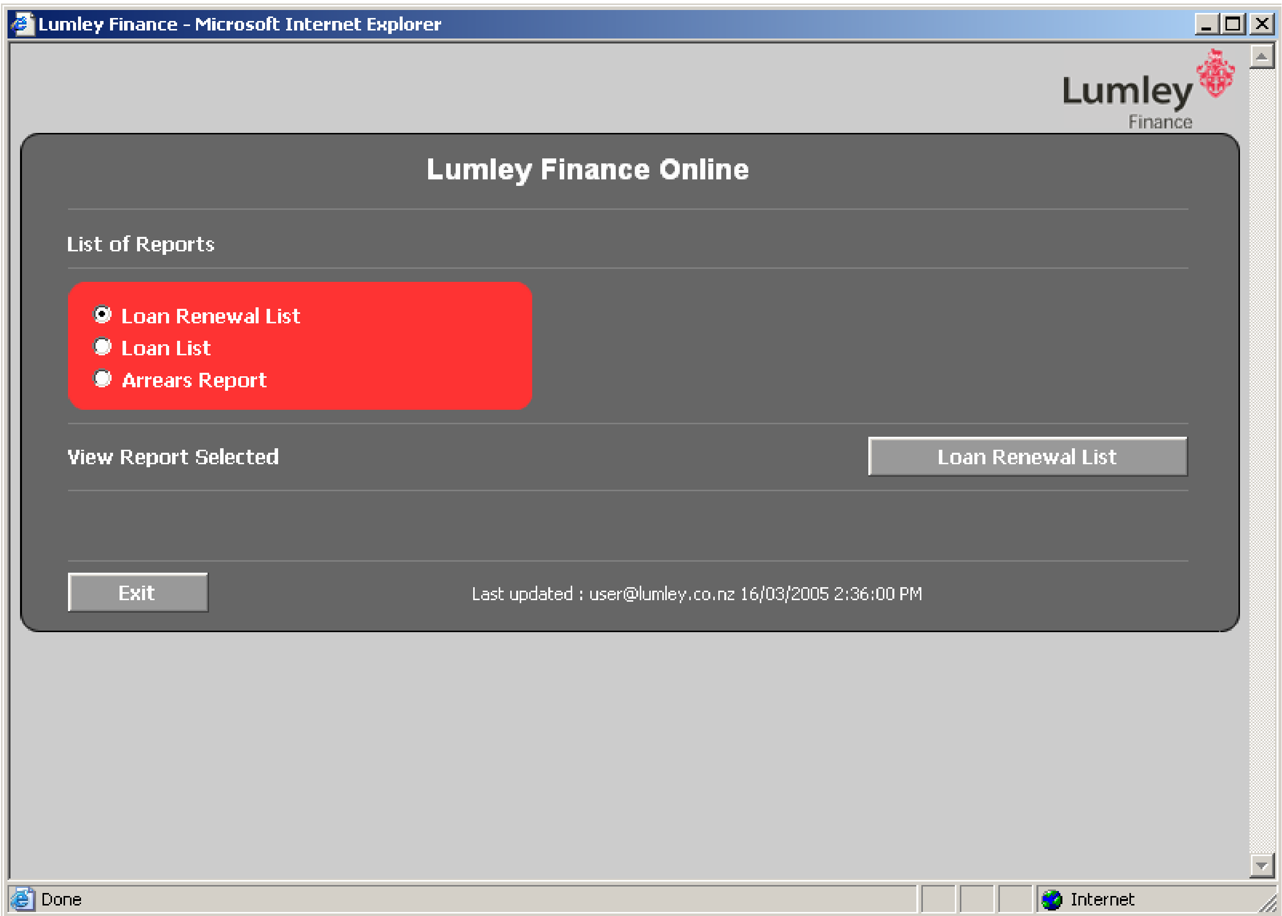
To go back to the Enquiry screen, click the **Enquiry Screen** tab.

To go to the Transactions screen, click the **Transactions** tab, or click **< Previous**.

2.4.2 Loan reports

To open the Loan Reports screen, click **Reports** on the **Loans** line of the Main screen, and then click the **Reports** button.

The **Reports List** screen opens.



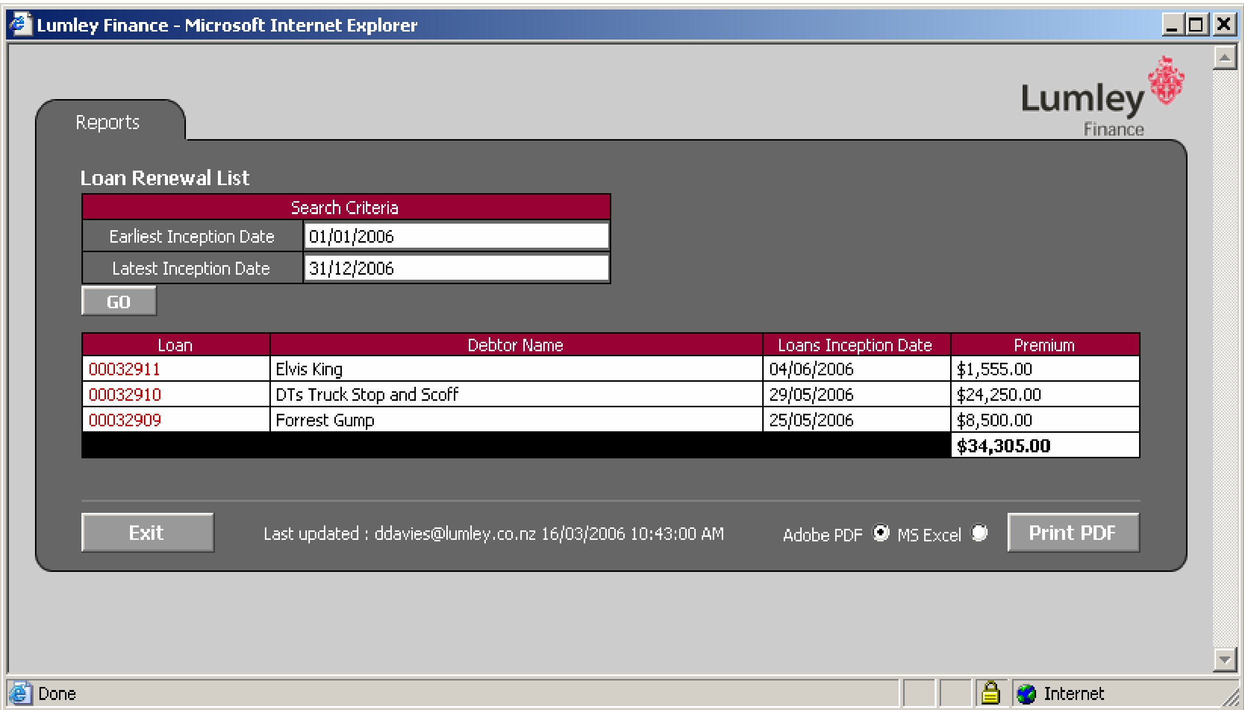
To launch the Loan Renewal List report, click **Loan Renewal List**, and then click the button marked **Loan Renewal List**.

To launch the Loan List, click **Loan List**, and then click the button marked **Loan List**.

To launch the Arrears report, click **Arrears Report**, and then click the button marked **Arrears Report**.

To return to the Main screen, click **Exit**.

2.4.2.1 Loan renewal list



The **Loan Renewal List** displays all loans with an Inception Date between the values you specify i.e. the insurance policy inception date

Enter an **Earliest Inception Date** and a **Latest Inception Date**, and click **GO**. A list of all loans meeting the entered criteria appears.

The report lists, for each displayed loan:

- The **Loan** number
- The **Debtor Name**
- The **Inception Date**
- The amount of **Premium** being funded.

Entries in the **Loan** number column are hyperlinked. This means that, to see full detail on any listed loan, you can click on the Loan number. This opens the **Loan Enquiry** window for that loan.

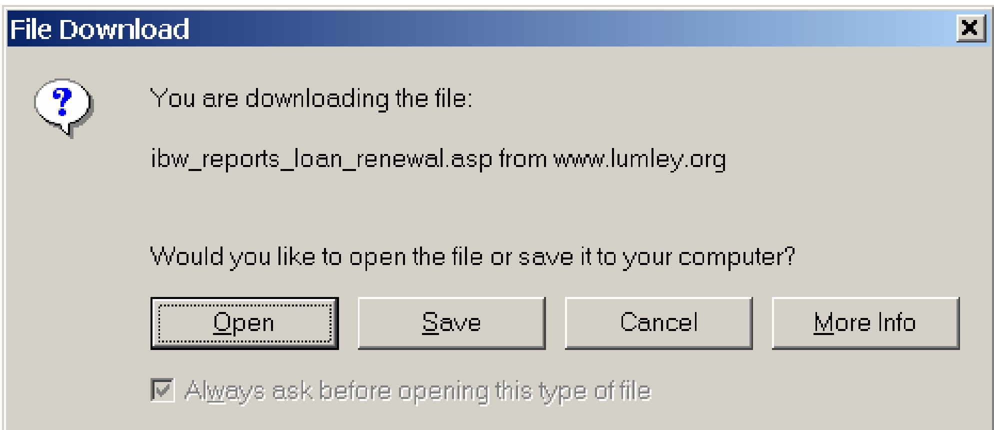
In the Loan Enquiry window, a **Back** button is provided to enable you to return to the **Loan Renewal List**. Otherwise, the **Loan Enquiry** screen is as described in *Section 2.4.1: Loan Enquiry* on page 7.

Exporting

You can also export the displayed details.

To export as a .PDF file, click **Adobe PDF**, and then click the **Print PDF** button. The system generates the report in PDF format for display using Adobe Acrobat.

Before the PDF report can be downloaded to your computer, a **File Download** prompt may appear.



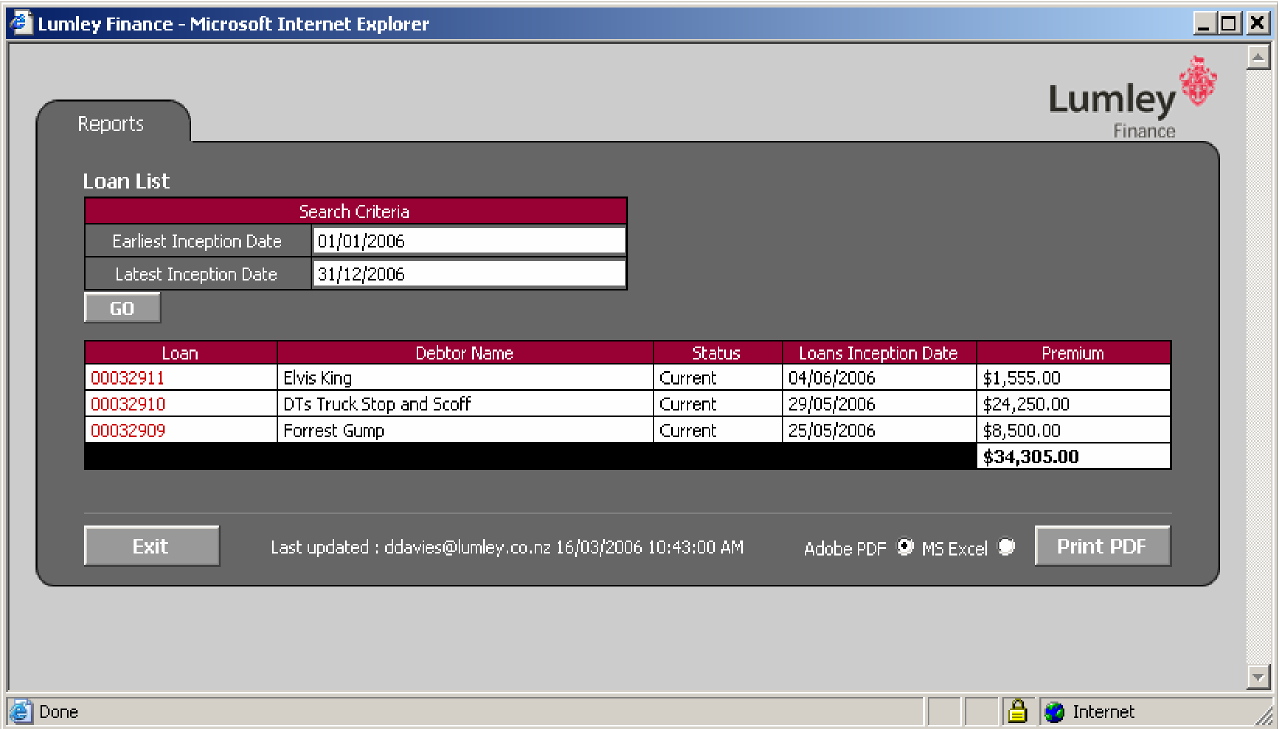
To open the PDF report now, click **Open**.

To save the report for viewing later, click **Save**, and then nominate the location on your computer where you want the report saved.

To export the Loan Renewal List data to Excel as a .CSV file, click **MS Excel**, and then click the **Print CSV** button.

The same File Download prompt may appear. To open the CSV data file now in Excel, click **Open**; to save it to your computer for later use, click **Save**.

2.4.2.2 Loan list



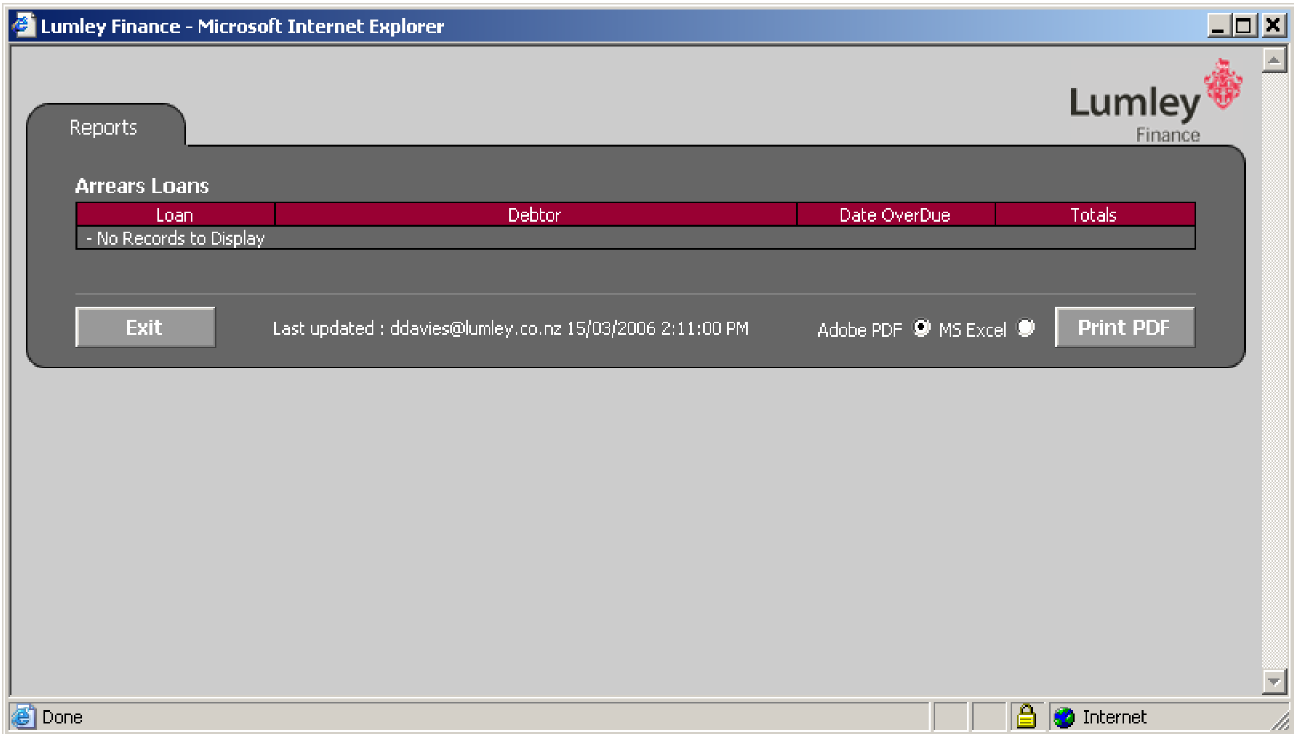
This report lists all current loans for the specified date range. For each loan, the following data is displayed:

- The **Loan** number
- The **Client/Debtor Name**
- The **Loan Status**
- The **Inception date**
- The **Premium**.

Like the Loan Renewal List, entries in the **Loan** number column are hyperlinked. Click on the red **Loan** number to launch the **Loan Enquiry** screen for that loan (see page 7 for more details).

Also like the Loan Renewal List, the generated data can be exported as either a .PDF document, or in .CSV format for analysis in MS Excel.

2.4.2.3 Arrears report



This report lists all loans with instalments currently overdue. For each overdue loan, the following data is displayed:

- The **Loan** number
- The **Debtor** name
- The **Date Overdue**
- The **Total** amount overdue for payment.

Once again, entries in the **Loan** number column are hyperlinked. Click on the red **Loan** number to launch the **Loan Enquiry** screen for that loan (see page 7 for more details).

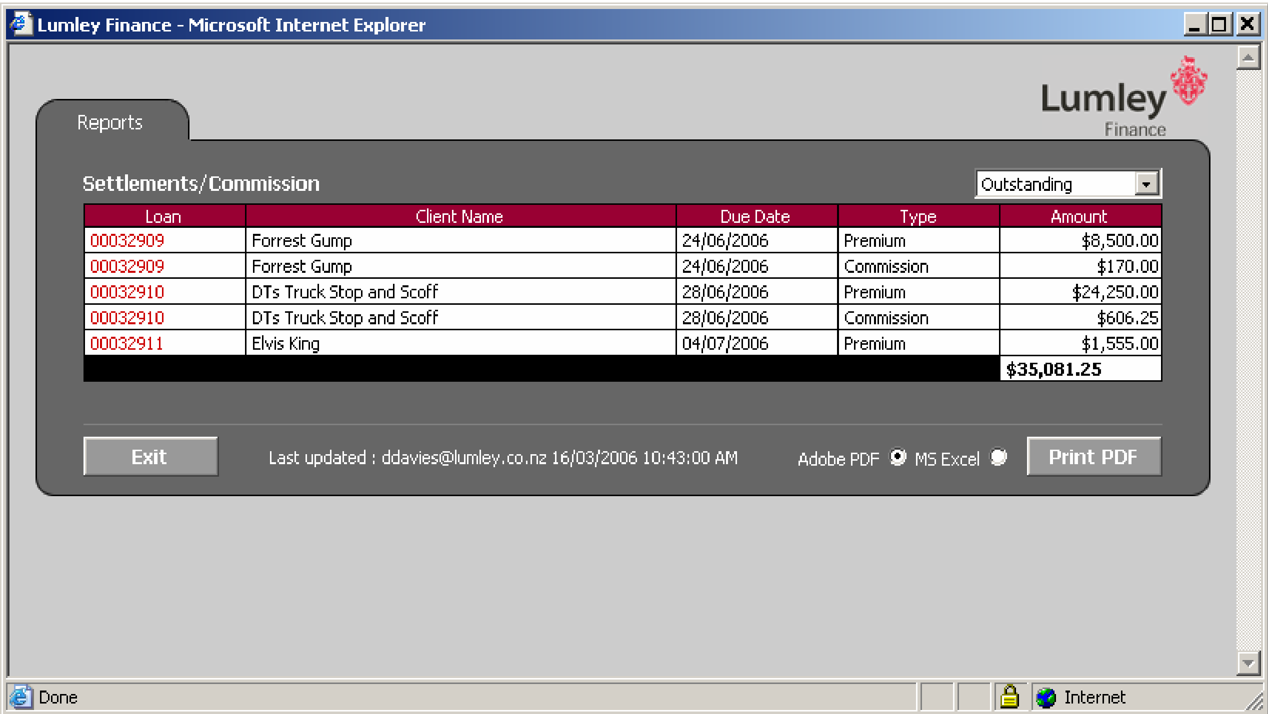
Also like the Loan Renewal List, the generated data can be exported as either a .PDF document, or in .CSV format for analysis in MS Excel (refer page 12).

To return to the Main screen, click **Exit**.

2.4.3 Management reports

To access management reports, click **Mgmt Reports** on the **Loans** line of the Main screen, and then click the **Mgmt Reports** button. The **Management Reports List** screen appears; select the desired report, and click the launch button (marked **Settlements/Commission** or **Broker Summary** as appropriate) to launch the selected report screen.

2.4.3.1 Settlement/commission



This report shows settlement and commission details for selected loans.

Use the drop-down to select display of all outstanding, loans paid in the last 30 days, or loans paid in the last 90 days.

Like **Loan Reports** (section 2.4.2 of this guide), the resulting data can be exported in either .PDF format, or .CSV format for importing into MS Excel. See the section on **Exporting** commencing on page 12 for details on how to do this.

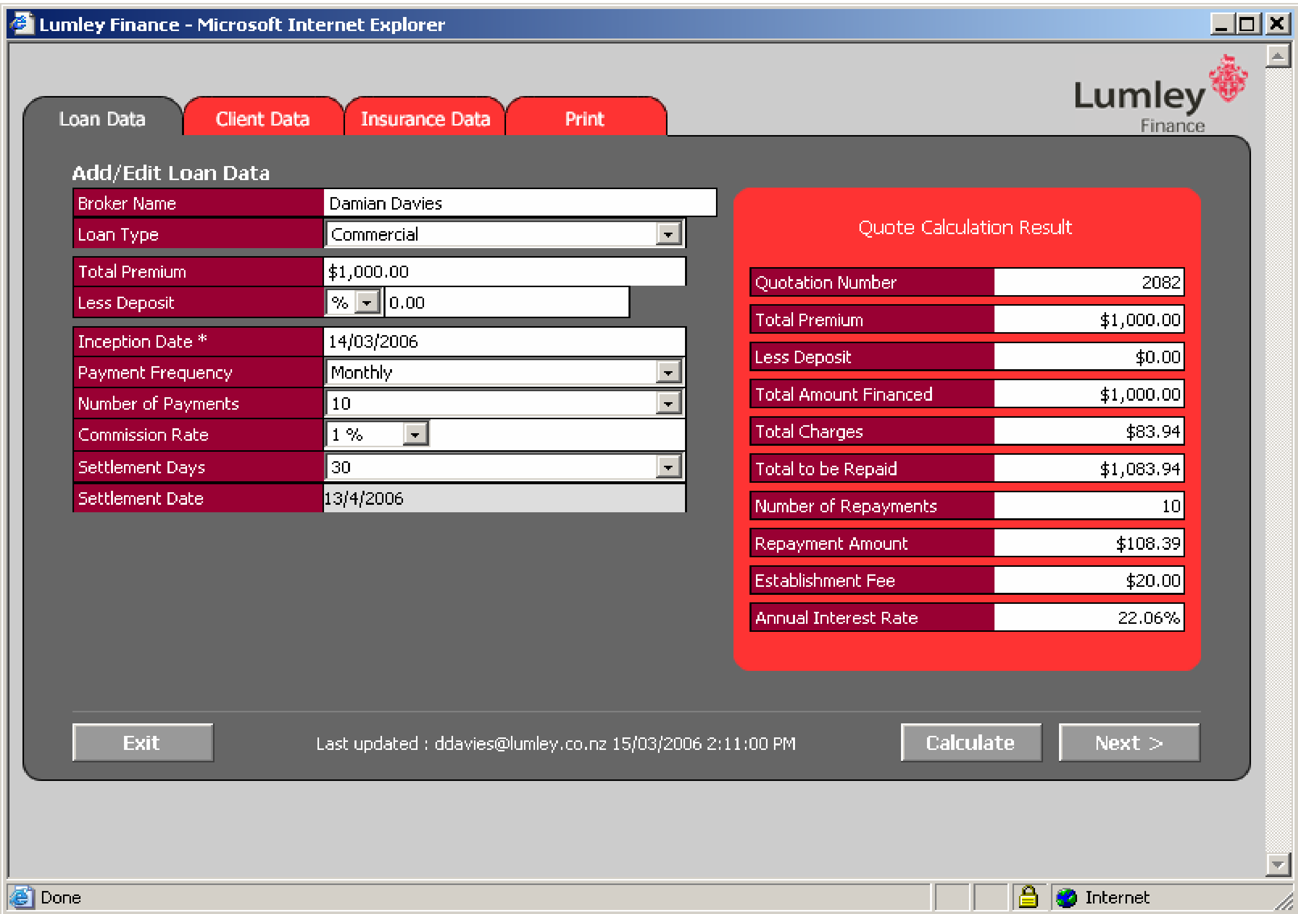
2.4.3.2 Broker summary report

The Broker Summary report lists details of all received loans by month, number of loans and loan volume. This report may be exported in .PDF format, as described in **Exporting** commencing on page 12.

2.5 Generating a new Quote

To generate a new quote, click **New Quote**.

2.5.1 Loan data tab



To move between the tabs, either click the tab (e.g. **Loan Data**, **Client Data**) or click the **Next >** button at the bottom of the screen to jump to the next tab in sequence.

The **Loan data** tab displays:

- Your user name will default in the Broker name field
- Loan type, select Commercial or Consumer (Domestic)
- The total premium to be financed
- Deposit paid if any
- The Policy inception date
- Payment frequency, monthly, quarterly or half yearly
- The proposed number of instalments, from your saved default settings or use the drop down option to select a different payment term.

- The commission rate, also from your saved default settings or use the drop down arrow to select a different commission rate.
- The Settlement Days. The settlement day's amount may be manually adjusted here. Adjusting the Days amount will automatically update the Date value in the Settlement grid below.
- The Settlement date. This is calculated using the default settlement days specified in your default settings or as changed manually by you.

For information on altering the saved default settings used, please refer to section 2.7, ***My Settings***, on page 24 of this User Guide.

If any deposit premium is to be paid, enter the amount of the deposit into the **Less Deposit** field. The deposit may be specified as either a dollar or a percentage amount, by using the drop-down provided and is due when the loan is submitted to Lumley Finance.

Where required, the default values in the **Number of Payments** and **Commission Rate** fields may be altered using the drop-downs provided.

Once all the required values have been entered, click **Calculate**. The Quote system calculates charges, instalment amounts, total amount financed, total to be repaid and the annual interest rate, in the **Quote Calculation Result** panel.

Some fields on this tab are mandatory, i.e. information must be manually input. These fields are marked with an asterisk

If any information required to calculate the quote has not been entered, a warning message will appear, asking you to provide the missing data.

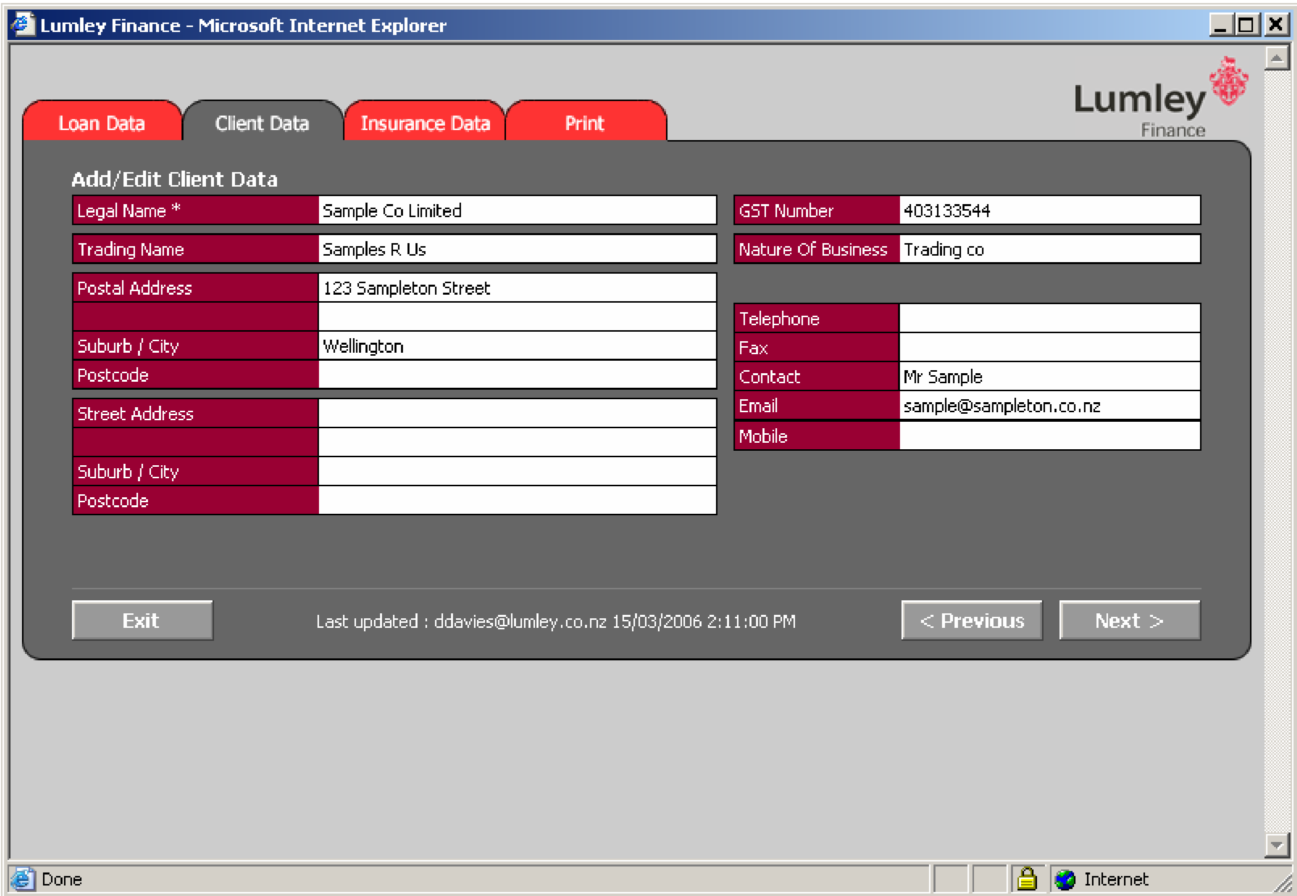
To move to the next step, click **Next >**.

Endorsement Data

If you are processing an endorsement the following changes apply:

Inception date =	This must be the next instalment date for the existing loan.
Payment Frequency =	This must also match the existing loan
Number of Payments =	This must equal the number of payments left on the existing loan however, there can be no less then 4 payments remaining.

2.5.2 Client data tab



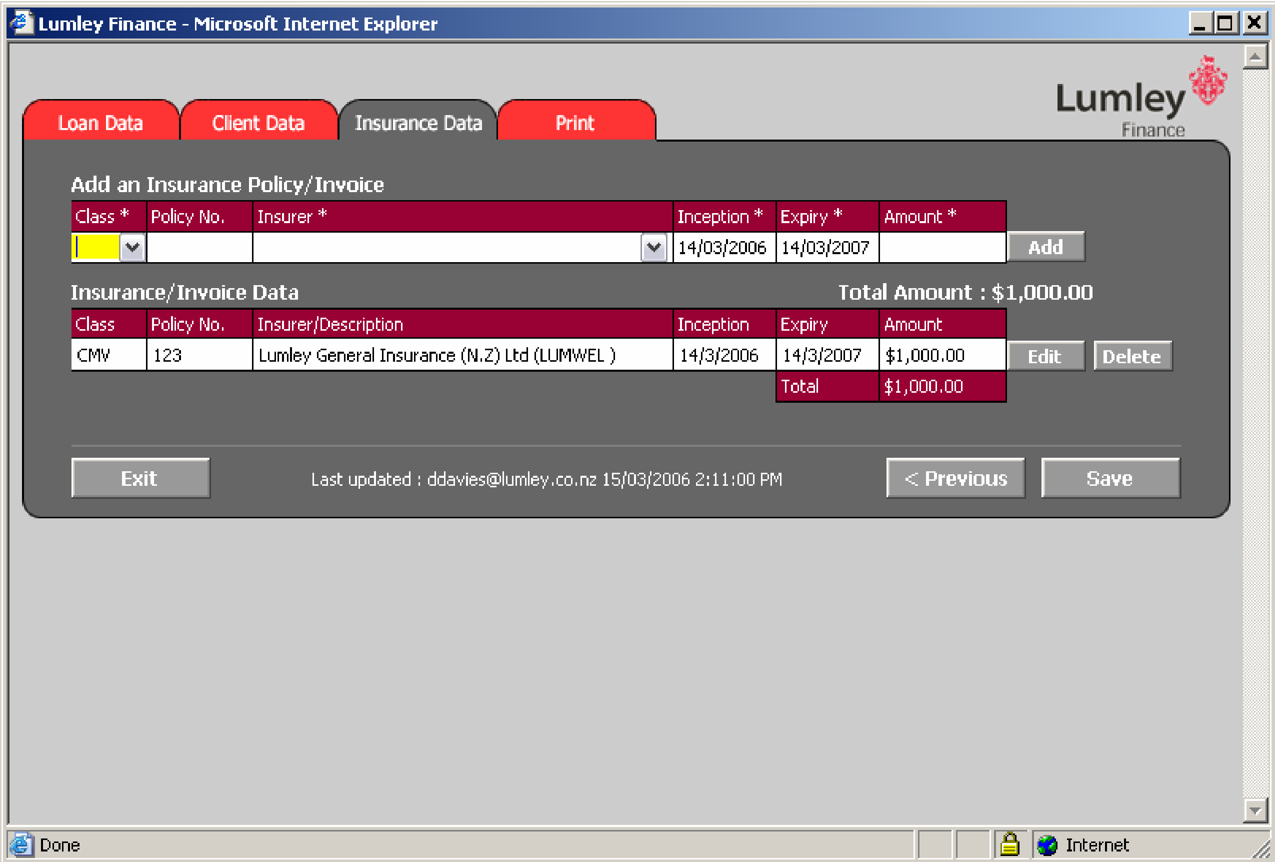
All fields are on this tab are editable.

Fields marked with an asterisk are mandatory. The quote cannot be generated unless these fields contain information.

Click **Next >** to move to the **Insurance Data** tab.

If you need to return to the **Loan Data** tab, click **< Previous**.

2.5.3 Insurance data tab



The **Insurance Data** tab displays details of the policies for which premium funding is being quoted.

Policies to be included in the quote may be entered on this tab. To include a policy, type the required details or where there is an arrow present use the drop down menu (**Class**, **Policy Number**, **Insurer**, **Inception Date**, **Expiry Date**, and Premium **Amount**.) Once all required details have been entered, click **Add**. The policy details transfer to the **Insurance/Invoice Data** section.

To delete a listed policy, click **Delete** to the right of the policy.

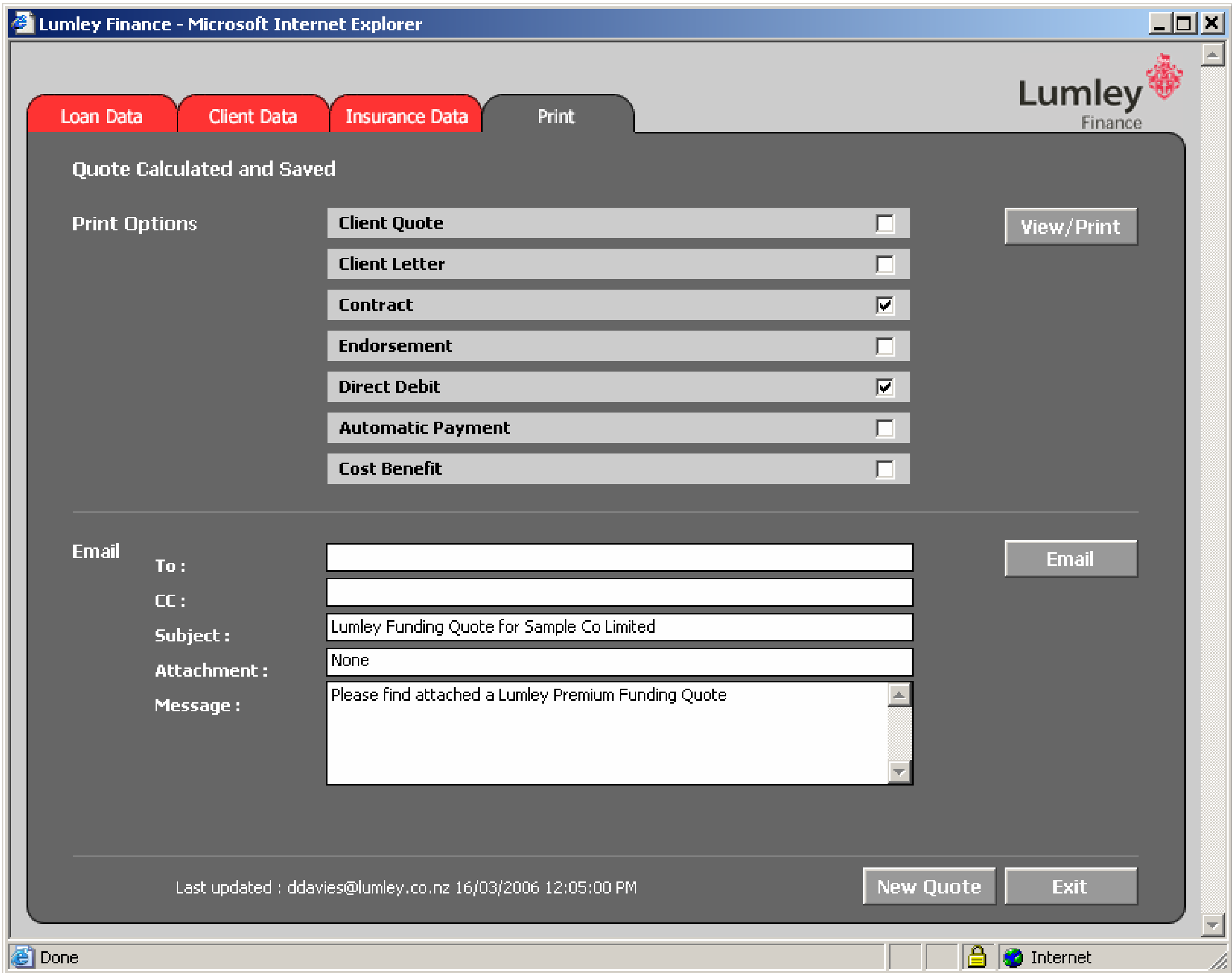
To edit a listed policy, click **Edit** to the right of the policy.

As with the other tabs, fields marked with an asterisk are mandatory.

Click **Next >** to move to the **Print** tab.

If you need to return to the **Client Data** tab, click **< Previous**.

2.5.4 Print tab



The final tab is the **Print** tab. The quote documents are generated from this tab.

2.5.4.1 Validation

The minimum information required to create a quote, is indicated by those fields marked as mandatory with an *. A quote cannot be generated until all these fields are completed.

Also, before a valid quote can be prepared:

- The total premiums to be funded must total at least $250.00
- The sum of all premiums must match the entered Total Premium amount

If you attempt to navigate to the **Print** tab while mandatory information is missing, a message will appear at the top of the window, advising what fields still need to be completed. Fill in the missing information, and then return to the **Print** tab.

2.5.4.2 Printing options

Seven separate quote documents can be created:

- The quote form, containing a summary of the terms to be offered;
- A covering letter to the client; and
- The contract documents for the proposed loan.
- Loan endorsement
- Direct Debit form
- Automatic Payment form
- Cost Benefit analysis

You can print any or all of these documents. Click the box next to each document that you want to print (shows as a tick). By default, the **Client Contract and Direct Debit** options are selected.

2.5.4.3 Printing the quote

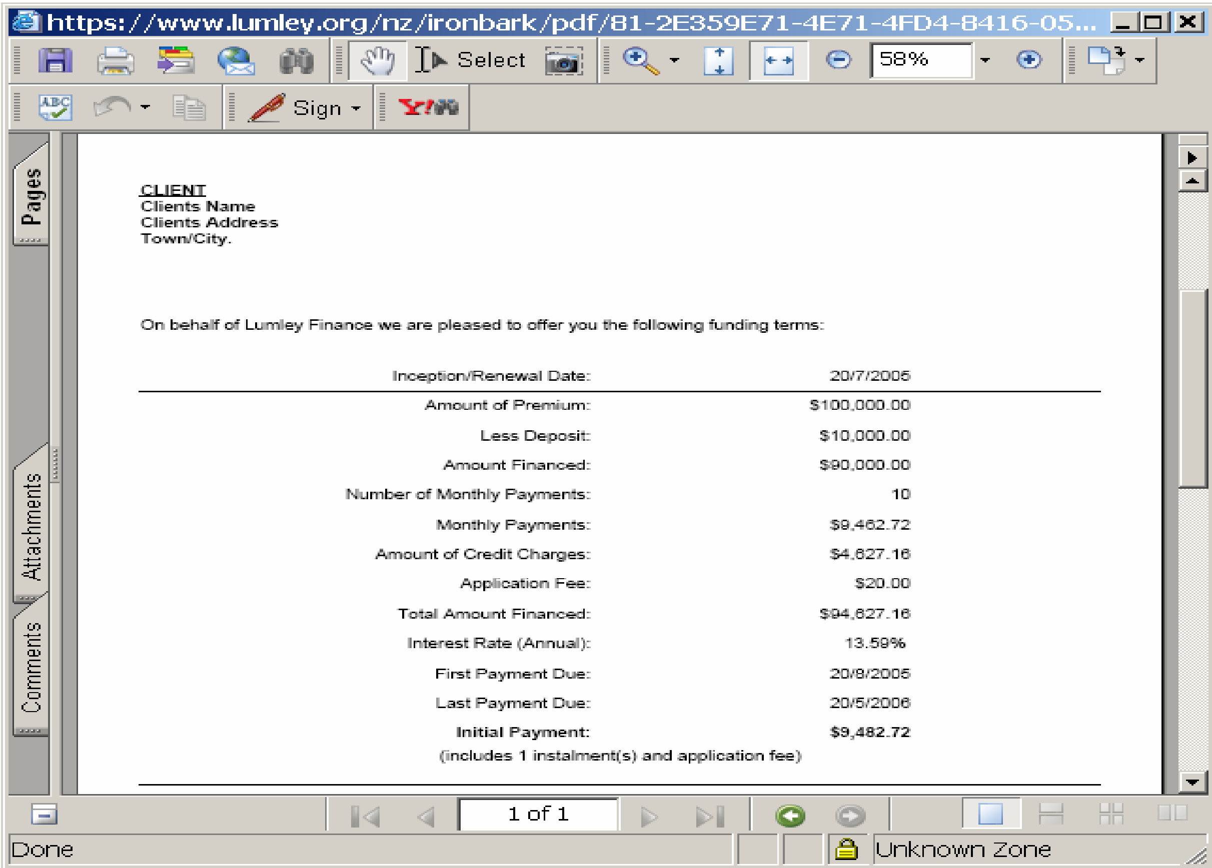
To print the checked documents (or to generate and view the documents for emailing), click **View/Print**.

The quote documents will be created, as PDF files. Acrobat Reader will open in a separate window, to display the documents.

If you don't have Acrobat Reader installed on your PC, it can be downloaded free from the Adobe website at

http://www.adobe.com/products/acrobat/readstep2.html

Once the documents you want to print have been ticked and View/Print is selected the documents will appear on screen as follows



From this window, the quote may be saved and/or printed. Click **Save a Copy** and select the location you wish to save the quote documents to on your hard drive. Click **Print** to print the quote documents to your local printer.

Note: If the Adobe Acrobat window does not appear you may have Pop Up's blocked, for information on how to resolve this problem please refer to section 4: Troubleshooting which can be found on page 34.

2.5.4.4 Emailing the documents

The newly prepared documents can be emailed, you will need to select view/print first to select the documents and generate copies in PDF format prior to emailing.

To email the documents, complete the **To:** field with the email address to which the documents are to be sent. If required, a **CC:** address may also be entered. The subject line is pre-filled by default, and the new quote documents are automatically attached. If required additional text can also be added in the Message box. When you have entered the desired email address(es), click **Email** to send the documents.

After the quote has been printed and/or emailed, click **Exit** to jump to the **Quote System Main Menu** screen.

2.6 Generating a new Endorsement

To generate a new endorsement you must create a completely new quote. To do this simply follow the directions from "2.5 Generating a new Quote" (Page 17) through to "2.5.4.2 Printing options" (Page 22), here you can select the option to print the newly completed quote as a Loan endorsement.

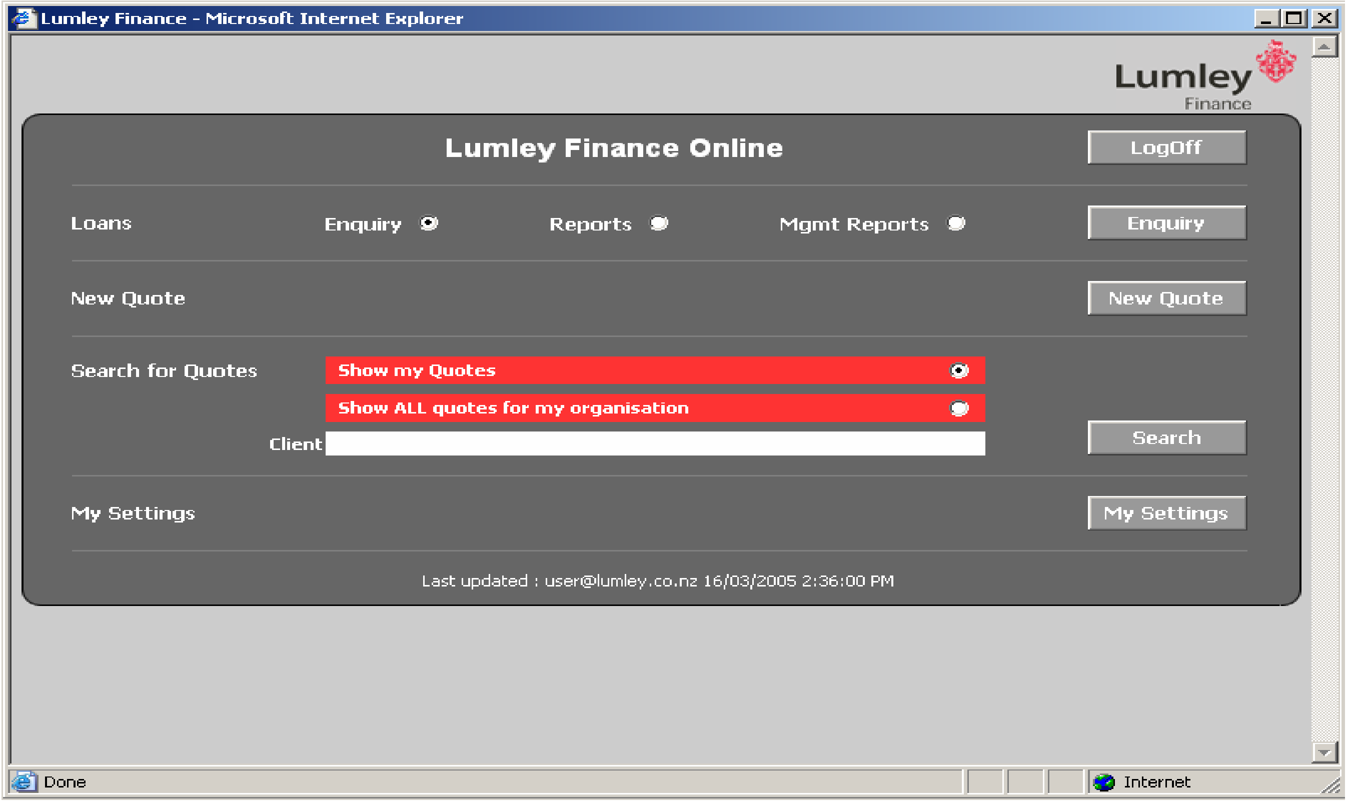
Note: Once a loan is live on the Lumley Finance system you cannot amend the original loan quote to include an endorsement, if you were to do this a quote would be created inclusive of both the original loan premium and endorsement leading to an overpayment to you from Lumley Finance and incorrect finance adjustments to the client's loan.

Minimum Endorsement Criteria: In order for us to accept and endorsement to a loan there must a minimum of 4 payments remaining and a new loan value of no less than $250.

2.7 Quote search

From the main screen, you can:

- Enquire on a specific loan, or run User or Management Reports
- Create another new quote
- Search for and view all quotes you have created
- Search for and view all quotes created by other users of your organisation
- View and change your default settings



2.7.1 My quotes

To search for quotes you have previously prepared, click **Show My Quotes**. You can search for quotes for a specific client by typing part of the client's name in the **Client** field, and then clicking **Search**.

If you click **Search** without entering any criteria in the **Client** field, all quotes you have prepared will appear in the search results list.

The search results list displays all quotes that match the criteria you entered. For each quote, the **Insured/Legal name**, **Class**, **Quote Number**, **Inception date**, **Amount**, and **Status** are displayed.

If the list is too long to appear on one page, click **Next >** to view the next page of results.

Click **Exit** to return to the main screen.

2.7.2 My organisation's quotes

To search for all quotes belonging to your organisation, click **Show ALL Quotes for my organisation**. You can search for quotes for a specific client by typing part of the client's name in the **Client** field, and then clicking **Search**.

If you click **Search** without entering any criteria in the **Client** field, all your organisation's quotes will appear in the search results list.

The search results list displays all quotes, which match the criteria you entered. For each quote, the **Insured/Legal name**, **Class**, **Quote Number**, **Inception date**, **Amount**, and **Status** are displayed.

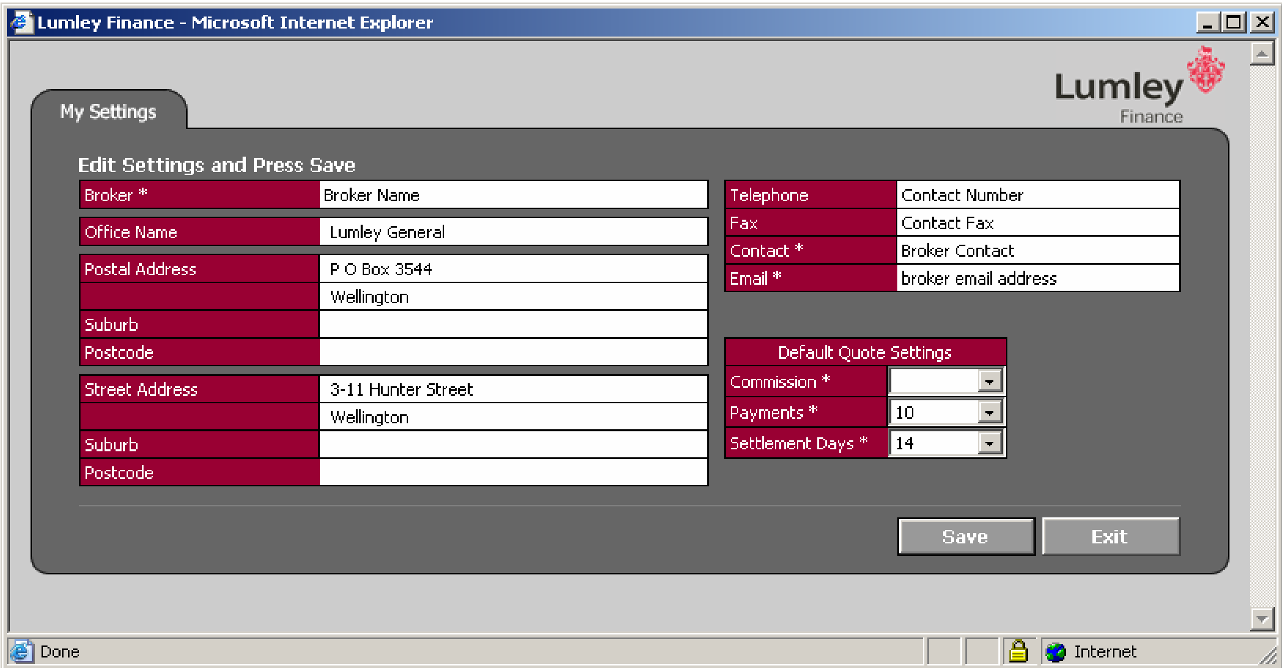
If the list is too long to appear on one page, click **Next >** to view the next page of results.

Click **Exit** to return to the main screen.

2.8 My settings

The Lumley Finance Online Quoting System stores various default values that it uses to calculate your quotes. These values may be altered from the **My Settings** screen.

To view this screen, click **My Settings** from the main screen.



You can edit any of the displayed default settings as required. To save your changes, click **Save**. To return to the main screen, click **Exit**.

2.9 Logging off

Once you have completed your work, you should always log off the system. This helps keep your login secure.

To log off, click **Logoff** on the main screen. A confirmation window will appear to confirm that you have successfully logged off the system.

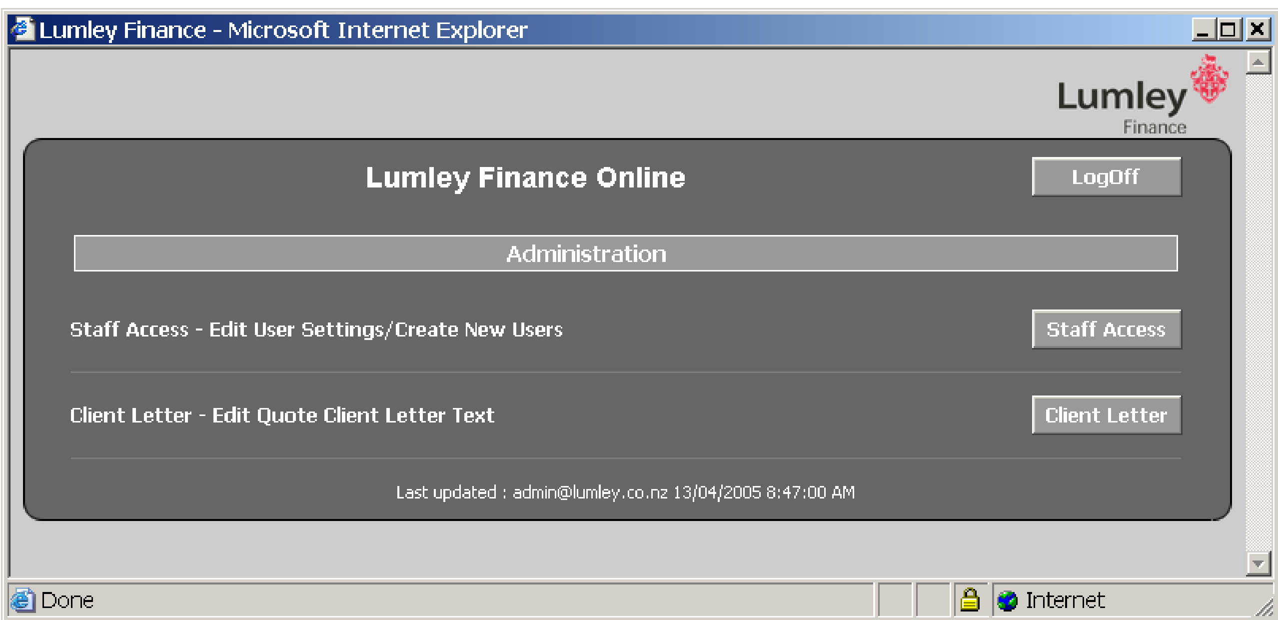
3: Administration functions

Administration functions are provided to enable authorised users to:

- Add new user accounts to the system
- Modify existing user's details
- Change or reset user's access passwords
- Delete user accounts
- Modify the wording or page layout of Client Quote Letters
- Obtain access to the Management Reporting functions

Only users who have administrator privileges can perform these tasks. Special admin logins are provided for this purpose.

To perform administrative functions, log in to the Online Quoting System using the administrator login for your office. You will be provided with the initial Logon and password. The first time you log on you will be prompted to reset the password to a permanent password (Case sensitive with minimum 6 Characters/numbers). Once you have logged in as an administrator, the main admin screen will appear.

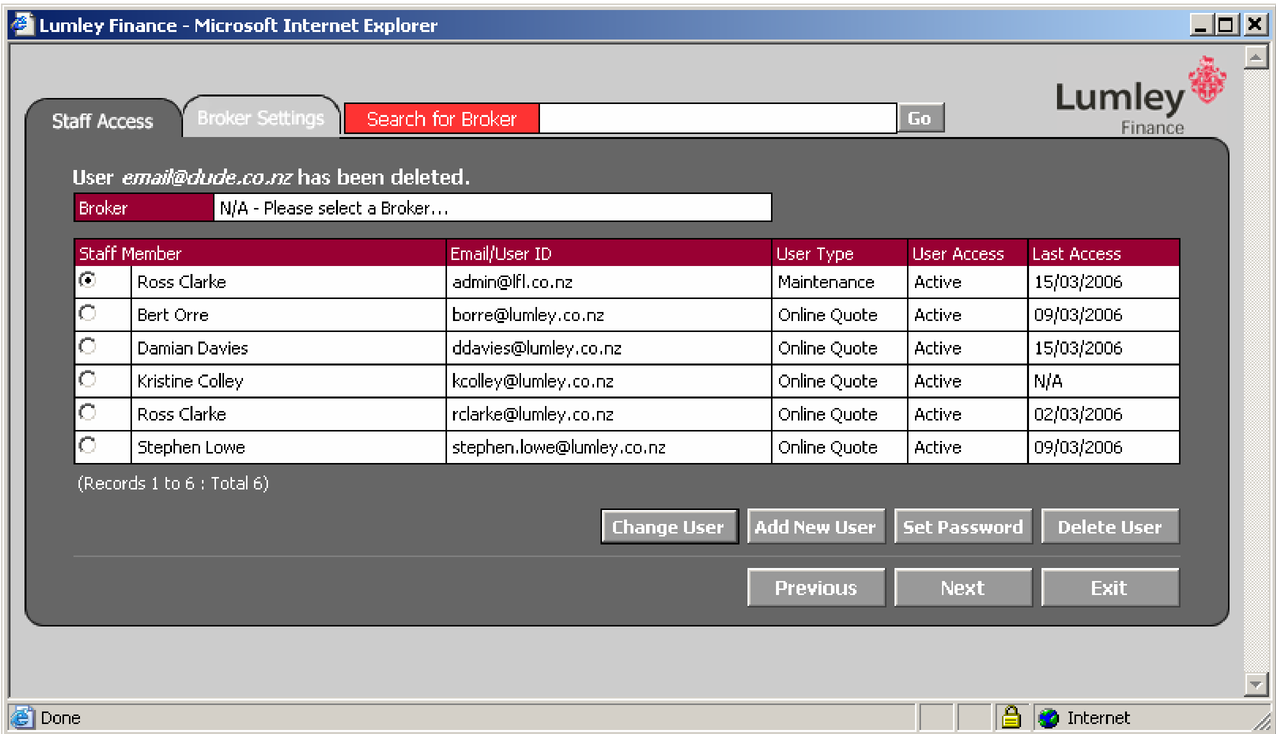


To view or alter user access settings, or to add a new user, click **Staff Access**.

To alter the standard text used when generating a Client Quote Letter, or to change the print margins of Client Letters to accommodate a particular pre-printed letterhead, click **Client Letter**.

3.1 Staff access

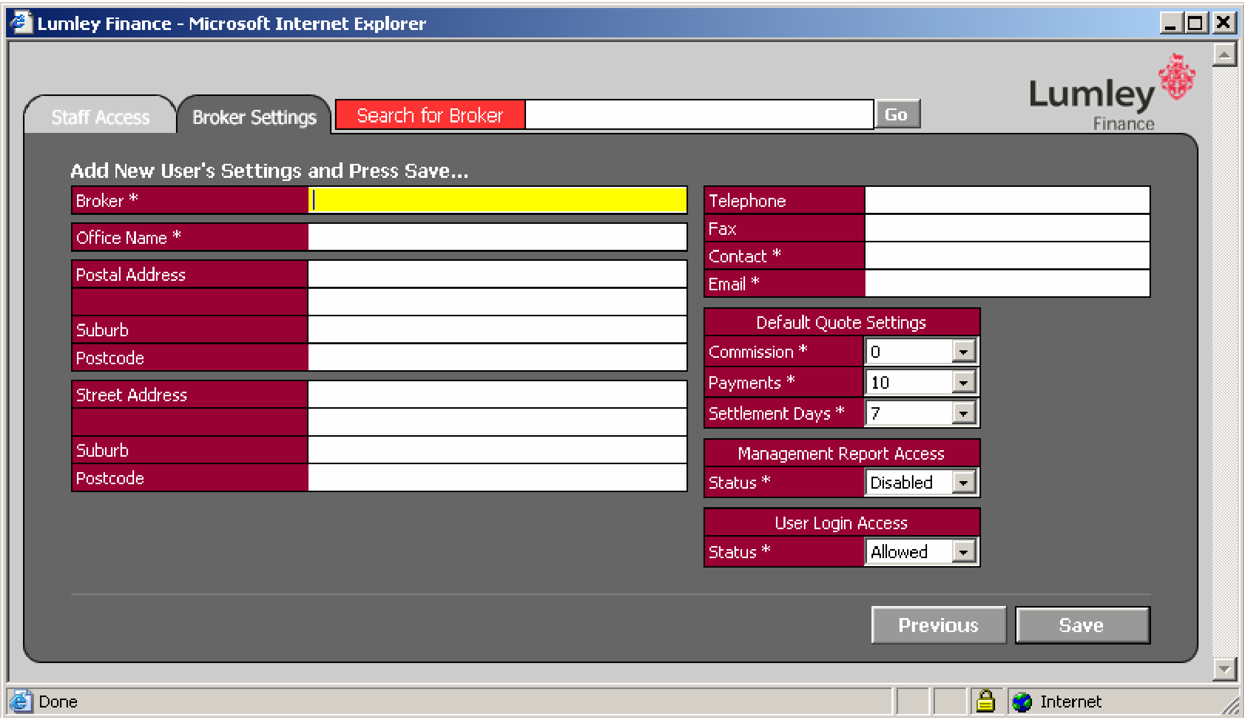
The **Staff Access** screen appears below.



3.1.1 Adding a new User

To add a new user to the system, click **Add New User**.

The **Broker Settings** tab will open.



Complete the details for the new user to be added. Note that:

- Fields marked with an asterisk are mandatory.
- The email address entered for the new user will become their login User ID.
- You must specify settings for **Commission, Payments, and Settlement Days**, using the drop-downs provided.
- You must specify whether **Management Report Access** is allowed for this user.
- You must specify whether **User Login Access** is allowed for this user (i.e. whether the user's login is enabled or disabled.)

Once you have completed all the required fields, click **Save**.

3.1.2 Changing existing User details

To change stored details for any user (such as a change of contact telephone or fax number for example):

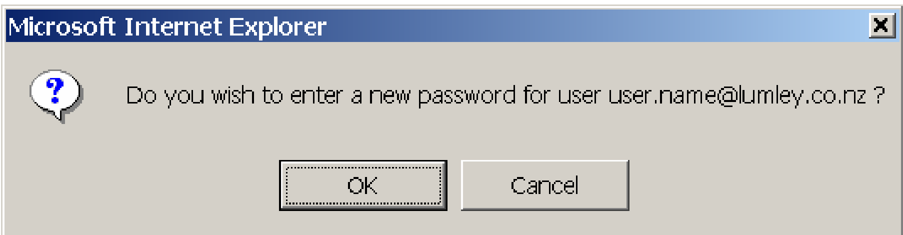
- On the **Staff Access tab**, select the user whose details you wish to alter, by checking the button to the left of the listed details for that user.
- Click on **Change User**. The **Broker Settings tab** will open, showing the details stored for the selected user.
- Make the required changes on the Broker Settings tab.

- Click **Save**.

3.1.3 Resetting a user password

To change the stored password for a user:

- On the **Staff Access tab**, select the user whose password you wish to change, by clicking the radio button to the left of the listed details for that user.
- A confirmation prompt will appear.



Click **OK**.

- A dialog box will appear to enable you to specify the new password.

Type the new password, and click **OK**.

- A confirmation dialog will appear.

Retype the new password, and click **OK**.

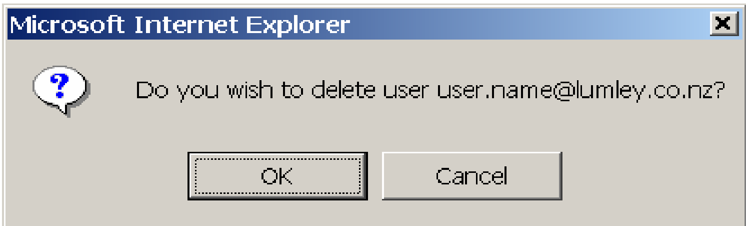
Note that only letters or numbers may be used in passwords. Spaces are not allowed.

The password is now changed.

3.1.4 Deleting a user account

To delete an existing user from the system, from the **Staff Access** tab, select the user you wish to delete, by clicking the radio button to the left of the listed details for that user.

Click **Delete User**. A confirmation dialog will appear.

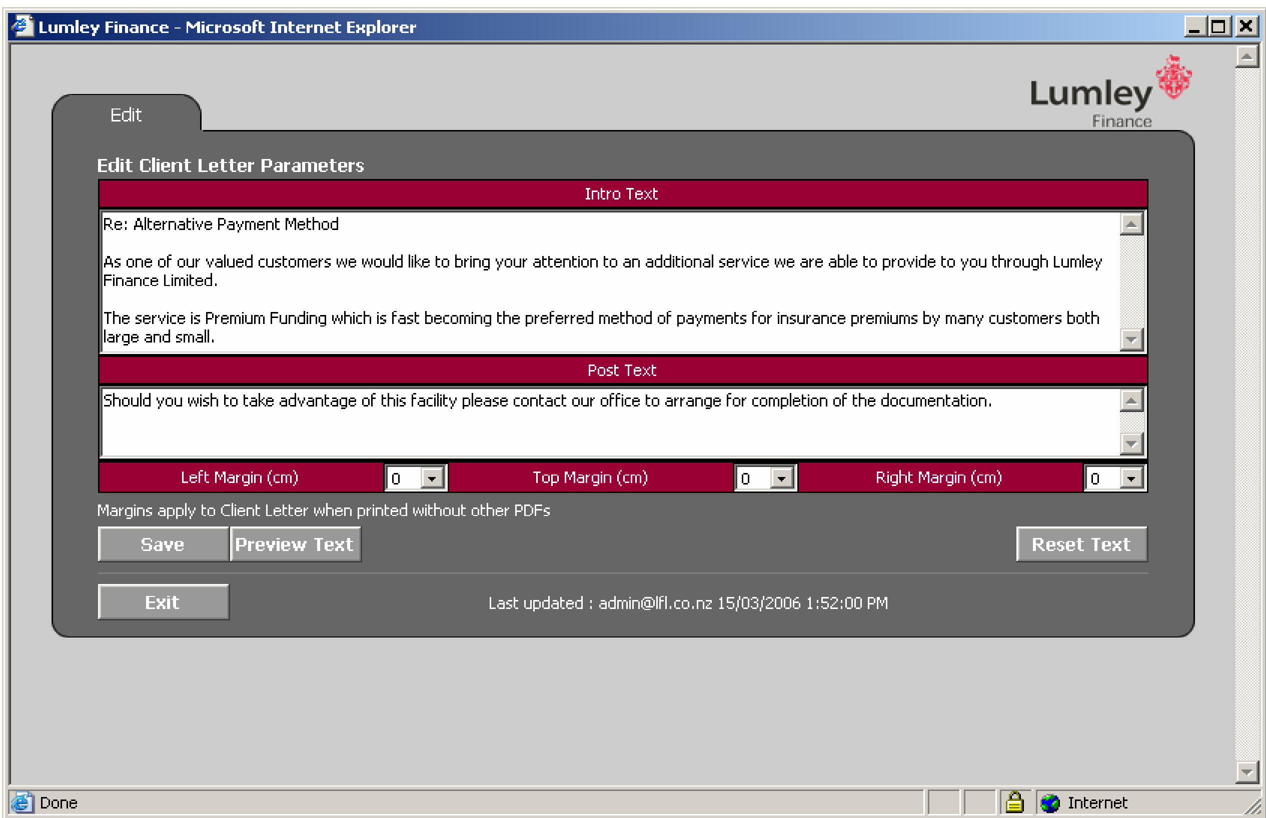


To delete the user, click **OK**. To cancel the deletion and return to the Staff Access tab, click **Cancel**.

3.2 Client letter wording alteration

To alter the standard wording used when generating a Client Quote Letter, click **Client Letter** from the Main Admin screen.

The **Edit Client Letter Parameters** screen appears.



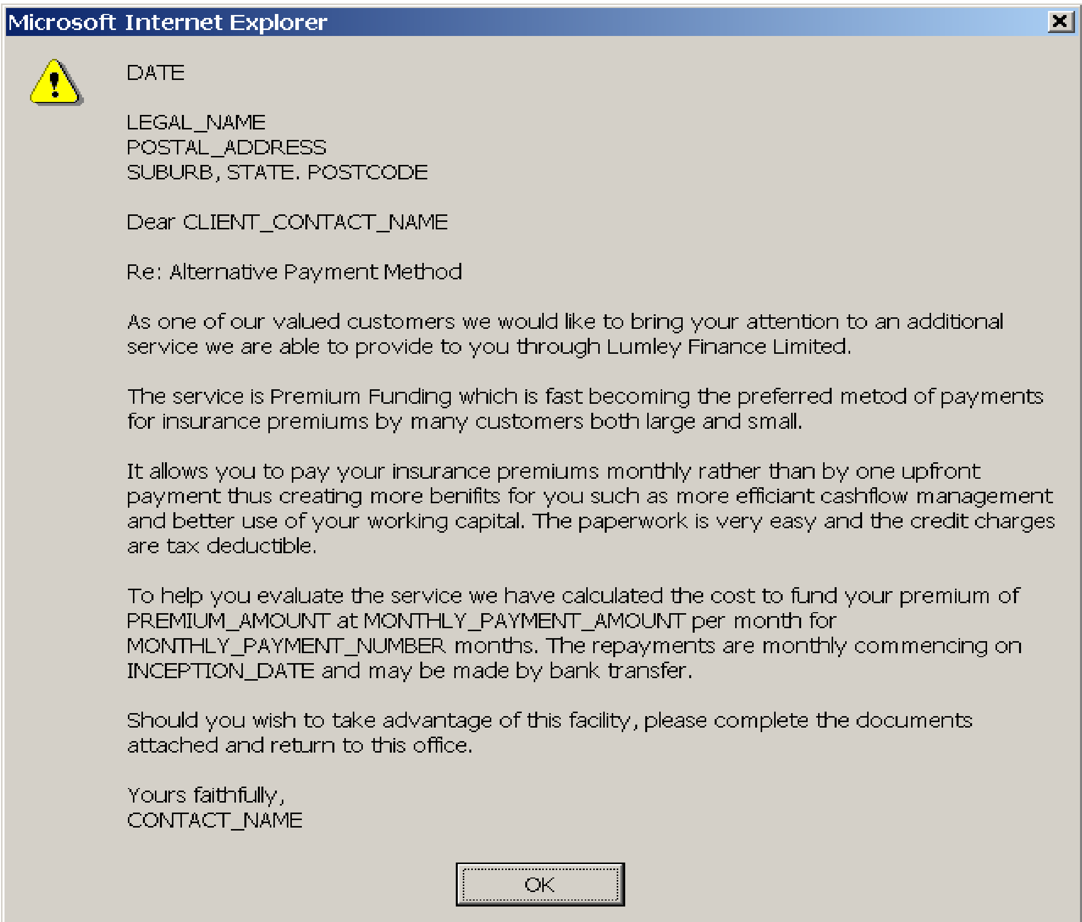
The text, which appears on the letter after the Client's name and address details, appears in the **Intro Text** box.

You can edit this text as desired.

The text, which appears on the letter after the client-specific calculations and figures, appears in the **Post Text** box.

You can also edit this text as desired. In the first instance you may have to select reset text to view the text to view the text that can be changed.

To preview your changes, click **Preview Text**. A pop-up dialog window appears, showing you your edited text, as it would appear in a Client Quote letter. To close the preview window, click **OK**.


Microsoft Internet Explorer

DATE

LEGAL_NAME
POSTAL_ADDRESS
SUBURB, STATE. POSTCODE

Dear CLIENT_CONTACT_NAME

Re: Alternative Payment Method

As one of our valued customers we would like to bring your attention to an additional service we are able to provide to you through Lumley Finance Limited.

The service is Premium Funding which is fast becoming the preferred metod of payments for insurance premiums by many customers both large and small.

It allows you to pay your insurance premiums monthly rather than by one upfront payment thus creating more benifits for you such as more efficiant cashflow management and better use of your working capital. The paperwork is very easy and the credit charges are tax deductible.

To help you evaluate the service we have calculated the cost to fund your premium of PREMIUM_AMOUNT at MONTHLY_PAYMENT_AMOUNT per month for MONTHLY_PAYMENT_NUMBER months. The repayments are monthly commencing on INCEPTION_DATE and may be made by bank transfer.

Should you wish to take advantage of this facility, please complete the documents attached and return to this office.

Yours faithfully,
CONTACT_NAME

OK

When you are satisfied with your text, click **Save** to commit your changes. To abandon your changes and return to the standard text, click **Reset Text**.

The changes will take effect from the next Client Quote Letter generated.

Click **Exit** to return to the main Admin screen.

3.3 Client letter margin adjustment

To accommodate pre-printed letterheads of different formats, you can alter the standard margins of Client Quote letters.

To alter the standard margins used when generating a Client Quote Letter, click **Client Letter** from the Main Admin screen.

The **Edit Client Letter Parameters** screen appears.

Use the drop-down fields provided to adjust the **Left**, **Top** and **Right** margins. You can set the default margins from 0 to 5 cm, in 0.5 cm increments.

To see the new margin settings, you must generate a letter. (The Preview Text button shows the actual text only, not the actual page layout.)

Click **Save** to save the new settings.

Click **Exit** to return to the main screen.

4: Troubleshooting

4.1 Password difficulties

If you forget your password to access the Online Quoting System, a facility is available to allow you to retrieve it.

To recover a forgotten password, type your email address into the **Login** field, and then click **Email Password**. Your password will be emailed to your email address.

4.2 User support

If you experience any other difficulty in using the Online Quoting System, you should contact Lumley Finance on 0800 438 634, or send an email to finance@lumley.co.nz

4.3 Printing/Adobe

The quote documents will be created, as PDF files. Acrobat Reader will open in a separate window, to display the documents.

If you don't have Acrobat Reader installed on your PC, it can be downloaded free from the Adobe website at

http://www.adobe.com/products/acrobat/readstep2.html

NB: Some internal operating systems will not allow pop ups on certain web sites. If this is the case with your system you will need to manually activate the pop ups option for the Lumley Finance on-line system.

For hints and tips on how this can be done you may wish to refer to the Microsoft web site by following the address below

http://support.microsoft.com/

5: Index

Lumley Finance