



SME Packages on VeroEdge

Sunrise User Guide

veroedge

Inside this guide

Summary of Key Changes	1
System Features of VeroEdge	3
Commencing a New Quote	5
Convert a Quote to New Business	7
System Documents and Uploading Attachments	8
How to Process a Referral	8
Common Referrals	9
VeroEdge Hard Decline	11
How to Process a Renewal	11
How to Process a Cancellation	12
How to Complete a Mid-term Alteration	12
Who to Contact for Assistance & Contact Details	12

Summary of Key Changes

With the introduction of SME Packages on VeroEdge we are aiming to provide a better experience for you and your clients. Here you will find a summary of changes that are detailed throughout this User Guide that will contribute to optimising the Broker experience.

Category	Change Description
System	<ul style="list-style-type: none">• Modern interface• VeroEdge transactions are driven and validated by business rules built into Vero's policy system• VeroEdge will be the central document storage location• Only Brokers can access VeroEdge i.e. no internal access except to Systems Support• Changes to status bar at Header of Screen<ul style="list-style-type: none">• Transaction type is now Stage• No Client Name• No Broker Reference Number
Functionality	<ul style="list-style-type: none">• Claims history information is the only mandatory duty of disclosure (DOD) response required for quotes• DOD questions are required at binding stage on the completion page• Eliminating occupational codes and replacing with multiple ANZSIC's• In addition to transaction and annual premium, VeroEdge also displays policy term premium• There is a warning alert to advise when a quote has not been saved when clicking 'Return to BMS' button• Calculate and Validate buttons can check early declines and referrals• Enhanced occupation searches using synonyms and providing both decline notifications and included and excluded activities
Renewals	<ul style="list-style-type: none">• Policies renewed in VeroEdge will have a new policy number e.g. SMX will become SPX
Referrals	<ul style="list-style-type: none">• VeroEdge referrals are triggered by business rules• Brokers can manually refer by adding a message to the referral message screen• Referral process is more rigorous due to tighter DUA levels and business rules• VeroEdge will remember broker contact details and record interactions• Fewer referrals to Underwriters anticipated due to optimised business rules and fewer special acceptance questions.

Key Change Impacts in VeroEdge

Screen
Changes

New buttons &
functionality

Transition from
E2

Access to
Documents

Technical
Support

Other Products
on VeroEdge



Screen Changes

New

- Policy document screen to allow brokers to print a suite of documents
- Referral screen allows brokers to add a message, see a message returned by an underwriter and view messages history for the quote/policy
- Completion screen for DOD

Management Liability Screen

- Combined Management Liability/Employee Dishonesty screen

Property Risks Screen

- Specific screens for adding, amending and removing interested parties and endorsements
- New separate fields for roof, floor, walls construction and sprinklers

Liability Screen

- Management liability/employee dishonesty located on the same screen

Tax Probe

- Directors names located on the tax probe screen
- Drop down boxes to make selections

Client screen

- Page name change from Client to Insured
- Two new fields – Qantas Business Rewards and Input Tax Credit

New buttons & Functionality

- Interested party – takes you to interested party screen
- Return to BMS
- Validate – validates all data against Vero's business rules and pricing engine
- Clauses renamed to Endorsement
- Calculate – validates all data against Vero's business rules and pricing engine
- Suspend
- Cancel
- Left hand navigation menu will reflect Product selected

Access to Documents

- All quote & policy documentation is stored in a central database and viewable via VeroEdge
- Brokers can retrieve policy documents via VeroEdge

Policy Lifecycle transactions

- New quotes created in VeroEdge instead of E2
- Mid-term alterations are still managed using E2 until the policy renews in VeroEdge
- Renewals managed in VeroEdge instead of E2

Technical Support

- Technical Support provided by System Support Team
- Other Product Lines on VeroEdge

Purpose of this Guide

The purpose of this User Guide is to step you through the transactions in VeroEdge that are applicable for Quote to New Business, Renewals and other transactions for SME Packages. It aims to show the layout of VeroEdge and highlight the differences to the current E2 system.

System Features of VeroEdge

VeroEdge will deliver Vero Packages products with speed and efficiency. This User Guide has been developed to give you an overview of the functionality available within this system.

To log in via BMS

Log into your Broker management system and commence the desired transaction.

Header Bar

When you first enter the quote screen, the header bar at the top has the following details from left to right:

Policy Details Vero Packages								Gross Premium
Policy No.	Quote Ref.	Mode	Stage	Status	Term Start	Term End	Effective	
IDP010000046	IDP000002321	Incomplete	Quote	Draft	12/07/2017	12/07/2018	12/07/2017	-
								Calculate

Policy Number and Quote Ref

By looking at these you can easily tell what stage a quote/policy is up to. If 'Quote Ref.' or 'Policy Number' has an IDP prefix, then it has not successfully passed all validation rules, either **VeroEdge** or Protect.

If 'Quote Ref.' has an 'IDP' prefix, then a previous quote transaction has passed validation and Protect has the information and a price has been given.

If 'Policy Number' has a **SP*** prefix then a previous policy transaction has passed validation and Protect has the information and a price has been given.

Mode

The status of the policy contract. Valid values are: Incomplete (QTE to CVN), Finalised (SP*), Abandoned (QTE, CVN, SP*).

Stage

The status of the policy lifecycle. Valid values are: Quote, New Business, Policy, Alteration, Amendment, Cancellation and Lapse.

Status

The status of the transaction being processed or viewed. Valid values are: Draft, Acceptable, Declined, Referral Required, More Information Required.

Term Start

Is the start date of the Policy contract term.

Term End

Is the end date of the Policy contract term.

Effective date

Is the date that this transaction takes effect from.

Navigation Panel Screens

Policy

This screen allows the broker to enter the Policy Type, Account, Occupation through ANZSIC codes, Business Description, Primary Business Address, Holding Insurer Annual Turnover and Special Acceptance questions.

Property Risks

This screen allows you to add in the Situation Address, physical underwriting information and Property items of cover such as Property Damage, Fire, Theft, Glass and Money.

Business Interruption

Business Interruption details include Cover Type and optional covers.

Liability

This screen contains the public and products liability covers. It will also display additional casualty risks applicable to the policy type selected, these include: Management Liability, Employee Dishonesty and Professional Liability.

Policy
Property Risks
Business Interruption
Liability
Liability
Management Liability
Equipment Breakdown
Other covers
Portable and Valuable Items
Goods In Transit
Tax Probe
Commercial Motor
Insured
Insured Name
Address
Interested parties
Endorsements
Documents
Documents
Attachments
Referral messages
Premium

Equipment Breakdown (if applicable to the policy type)

Insured amounts, Air conditioning machinery, Deterioration of Stock, Restoration of Computer Data, Increase Cost of Working.

Machine Breakdown (if applicable to the policy type)

Contains sub-covers: Machinery Breakdown, Computer Breakdown and Electronic Equipment.

Other Covers

Portable and Valuable Items, Goods in Transit, Tax Probe and standalone employee dishonesty sections, Cover Type, Annual Turnover and Special Acceptance questions.

Commercial Motor

Add vehicles to be insured and any special acceptance questions.

Insured

Add/edit additional insured names, Stamp Duty exemption, Qantas Business Rewards membership number, Insured Postal Address.

Interested Parties

Add interested parties or endorsements.

Documents

Policy documentation for the customer is attached on this screen once a new business transaction is complete.

Attachments

Attachments may be added onto quote/policy here.

Referral Messages

This is where referral comments on transactions are entered and tracked and the broker contact information is held.

Premium

This screen provides the broker with a breakdown of premium by transaction, policy term premium and annual premium.

Completion

Once a quote is converted into a new business policy, this screen allows the broker to enter their insured's duty of disclosure, closing type and invoice number (optional).

This is one of the most important screens as the broker is binding their client to a Vero Packages policy on the terms and conditions of the quote, and upon approval by Vero.

Navigation Panel Buttons

Validate and Calculate

These buttons validate your information in VeroEdge. It saves your information as well as flags any mandatory fields not completed on screen. It checks business rules, advises of any referral conditions that may require more information and calculates a premium.

Note: Users no longer need to click Save.

Suspend

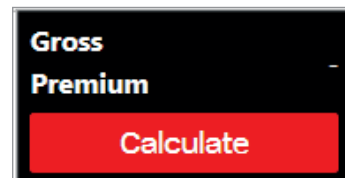
This button saves the quote to VeroEdge and reverts the status back to draft for you to resume later.

Cancel

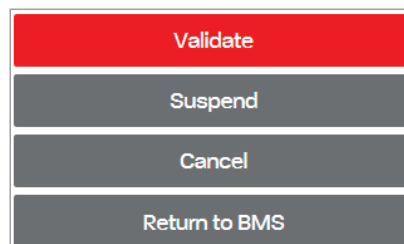
This button allows you to abandon the current transaction. If you have clicked on the Validate button or visited the Premium screen, the information will still be recorded.

Return to BMS

This button allows you to return to your Broker management system and provides a warning to save the quote, if you haven't done so already.



A screenshot of a software interface. It has a black background. At the top, the text 'Gross Premium' is displayed in white. To the right of this text is a minus sign '-'. Below the text is a red rectangular button with the word 'Calculate' written in white.



A vertical stack of four rectangular buttons. The top button is red with the word 'Validate' in white. The other three buttons are grey with white text: 'Suspend', 'Cancel', and 'Return to BMS' from top to bottom.

Commencing a New Quote

VeroEdge has been designed to allow you to complete a quick quote with minimal keystrokes.

Policy Details

Steps

1. Policy type

Select the policy type from the drop-down box.

2. Account

Select the appropriate brokerage name and account number from the drop-down box.

3. Occupation Search

Select 'Occupation Search'; to find the appropriate ANZSIC code for your client's business. You can search by Description or enter an ANZSIC code directly if you have it. The search function will deliver results based on partial words and will search on synonyms of occupations. It will also display included and excluded activities and decline occupations.

4. Annual Turnover

Enter the estimated annual turnover.

5. Primary business address

Address will be automatically populated from your Broker management system. Use the **Address search** button if different from account.

6. Claims History

Answer the claims history question.

7. Holding insurer

Select the current insurer.

The screenshot shows the 'Policy details' form. It includes a 'Policy type' dropdown menu with 'Vero Business Insurance' selected. Below it is an 'Account' dropdown menu with 'AUSSIEMEN INDEPENDENT (600082082)' selected. The 'Occupation' section has a 'No occupation selected' message and an 'Occupation search' button. The 'Business description' section is a large text area. The 'Annual turnover' section has a text input field. The 'Primary business address' section shows '266 George Street Brisbane City QLD 4000' and an 'Address search' button. Below this is a question: 'Has the business or any owner, director, partner or officer of the business sustained more than 3 losses, or had losses totalling more than \$5,000 in the last 3 years, for those covers to be insured by this policy?' with a dropdown menu. The 'Holding insurer' section has a dropdown menu.

Property Risks

Once all these details have been completed it is important to complete the **Property Risks** screen to ensure the correct risk address is captured. This can be done by selecting **Next** or clicking on **Property Risks** from the navigation panel on the left of the screen.

The **Property risks** section is not mandatory for all occupations.

The screenshot shows the 'Situation details' form. It includes a 'Situation address' section with '266 George Street Brisbane City QLD 4000' and an 'Address search' button. Below this is an 'Occupation at the situation' section with 'Accounting service (693201)' and an 'Occupation search' button. The 'Claims settlement basis' section has a dropdown menu with 'Replacement' selected. The 'Locality' section has a dropdown menu with 'Enclosed shopping centre under full-time management' selected. The 'Security' section has a dropdown menu with 'Deadlocks or Swipecards with alarm monitored by security coy' selected. The 'Fire sprinklers' section has a dropdown menu with 'No Sprinklers at Premises' selected. The 'Construction materials' section has a dropdown menu with 'Concrete' selected. The 'External walls' section has a dropdown menu with 'Concrete' selected. The 'Floor(s)' section has a dropdown menu with 'Concrete/Brick' selected.

Once the **Add Situation** button is selected, more questions with drop down boxes will appear. This information is to capture the property risks and property cover required.

Property Damage

Insured amounts

Building	Contents	Stock	Other	Total
			\$0	\$0

Other Property Damage cover

Type	Details	Insured amount
No data available.		

Add other Property Damage cover

Excess

\$250

Theft

Section required

No

Money

Section required

No

Glass

Section required

No

OK

Once these details are complete, either select **OK** or select **Liability** to add liability cover if required.

You will be able to select **Validate** or **Calculate** at this stage to retrieve a premium and check acceptability.

Liability

Section required

Yes

	Insured amount	Excess
Public Liability	\$10 Million	
Products Liability	\$10 Million	
Care, Custody and Control	\$250,000	

Annual turnover

\$55,000

Does the business export any products to North America?

No

Driving Risk

Management Liability

Section required

Employee Dishonesty

Optional cover requires Management Liability

If acceptable and all minimum fields are complete you can simply click on the **Calculate** or **Validate** tab to obtain a price.

If you have entered the minimum information for the quote and it triggers a referral you will still be issued with a **'QTE'** reference number.

If you have completed entering the data for the quote and obtained a price, you can save the quote by selecting **Return to BMS**, which will save the quote and provide the quote documentation in your Broker management system or VeroEdge.

Convert a Quote to New Business

To convert an acceptable quote to a policy, locate your quote in your Broker management system and follow your normal steps to convert.

You will be taken into VeroEdge to complete a few items before finalising the bind process.

Completion Screen

Once you return to VeroEdge click on the **Completion** tab to finalise the quote. You will need to answer the general underwriting questions and confirm the customer agrees to the duty of disclosure on the **Completion** screen.

Select **Validate**. This button saves your information as well as flags any mandatory fields not completed on screen. It flags any referral conditions that may also require more information.

Completion

General underwriting questions

Has any owner/director or officer of the business ever been declared bankrupt or been involved with a business that has gone into receivership, or liquidation in the last 5 years?

Has any owner/director or officer of the business, or the business itself had any insurance policy cancelled, declined or refused in the last 5 years?

Has any owner/director or officer of the business, or the business itself been convicted of a criminal offence in the last 10 years?

Duty of disclosure

☐ I agree to the duty of disclosure

When answering our questions, you must be honest and tell us anything that you, and a reasonable person in the circumstances, would include in your answer. It is important that you understand you are answering the questions for yourself and anyone else to whom the questions apply.

We may reduce or refuse to pay a claim, or cancel the policy, if you have not answered our questions in this way.

Closing

Closing type

Click **Return to BMS**. Select the **Get Acceptance** (or equivalent for your BMS) button and then return to VeroEdge.

Other Details		Premium Breakdown	
Description			
Funding Ref			
Key Data 1	Key Data 2		
Account Exec 1	Name		
Account Exec 2	Name		
Notes			
		Currency	AUD
		Premium	3,048.26
		Fire Levy	0.00
		GST	304.83
		Stamp Duty	301.79
		Other	0.00
		Sub-Total	3,654.88
		Fee	0.00
		Fee GST	0.00
		Grand Total	3,654.88
		Comm. Amt	685.87
		Comm. GST	68.59

Get Acceptance

Save

Cancel

(example broker management system illustrated)

Your quote/cover note is now converted to a New Business policy. The status of your policy has changed from *Acceptable* to *Bound* and a policy number has been issued for you on screen. You can now select **Return to BMS** to finalise the transaction in your Broker management system.

System Documents and Uploading Attachments

Go to your navigation panel and select the **Documents** tab. Here is where VeroEdge has produced legal policy documents for the insured to receive. You can select the PDF links to save, print, or email the documentation to your preferred broker email address.

Policy Details

Vero Packages

Policy No.	Quote Ref.	Mode	Stage	Status	Term Start	Term End	Effective	Gross Premium
SPX007902028	QTE005755505	Finalised	Policy	Issued	12/07/2017	12/07/2018	12/07/2017	\$427.91

Policy

Property Risks

Business Interruption

Liability

Liability Management Liability

Equipment Breakdown

Other covers

Portable and Valuable Items

Goods In Transit

Tax Probe

Commercial Motor

Insured

Insured Name

Address

Interested parties

Endorsements

Documents

Documents Attachments

Referral messages

Premium

Completion

Return to BMS

Policy Documents

Email address

broker.email@brokerage.com.au

To update this address, go to the [Referral messages](#) page

☐ Email all documents for this policy

Description	File Name	Date Added
New Business	Vero SME Certificate of Currency SPX007902028.pdf	12/07/2017 2:34 pm
New Business	Vero SME Policy Schedule SPX007902028.pdf	12/07/2017 2:34 pm
New Business	Cover Email.pdf	12/07/2017 2:34 pm

Request documents

Attachments

Description	File Name	Type	Date Added	User
No data available.				

Previous

Next

Use the **Add** feature in **Attachments** to add attachments to the policy.

How to Process a Referral

During the quote process, you may enter information that triggers a system referral. Some examples of possible referral triggers are below:

Example / Scenario	VeroEdge Outcome	Outcome
Broker enters export to North America	Broker Validates , referral message appears and broker realises that an error was made in that selection. Broker goes back and amends quote. Referral has been removed, quote continues.	None
Broker enters a message	Broker Validates, referral message appears.	Underwriter receives a task to review referral and responds accordingly.
Broker enters data which triggers a business rule referral	Broker Validates, the referral message appears. Broker can elect to enter a message with more information.	Underwriter receives a task to review referral and responds accordingly.

Common Referrals

When you add information that triggers a referral rule, you will see on screen an amber box notifying you there is a referral. This is your notification to create a referral message to an underwriter.

Some of the reasons you will trigger a referral are:

- Answer to special acceptance questions
- Security
- Type of ANZSIC
- Added referral message
- High sums insured
- Mid-term amendments that fall out of automatic acceptance.

How to add a referral message:

1. You can trigger a referral at any stage (excluding a decline) by adding in a message on the **Referral messages** screen. All underwriting messages to you are also shown here.
2. Select the **Add** button to type your message

Policy Details

Vero Packages

Policy No.	Quote Ref.	Mode	Stage	Status	Term Start	Term End	Effective	Gross Premium
SPX007902028	IDP000002323	Incomplete	Alteration	Draft	12/07/2017	12/07/2018	12/07/2017	<div>Calculate</div>

Policy

Property Risks

Business Interruption

Liability

Liability Management Liability

Equipment Breakdown

Other covers

Portable and Valuable Items

Goods in Transit

Tax Probe

Commercial Motor

Insured

Insured Name

Address

Interested parties

Endorsements

Documents

Documents Attachments

Referral messages

Premium

Completion

Referral messages

Broker contact details

Broker user id

SHANE

Contact name

Shane

Contact phone number

0712345678

Email address

broker.email@brokerage.com.au

☒ Remember the details for future transactions

Referral messages

Please note: Adding a referral message will cause a referral upon 'validate'

Add

Title	Comment	Date	User
No data available.			

Previous

Next

3. Enter both a **Title** and **Text** in the relevant fields. Once complete, select the **Done** button on the screen.

Referral messages

Please note: Adding a referral message will cause a referral upon 'validate'

Title

Title

Text

Referral text to be sent to Vero Underwriter

Done

Cancel

- Once you have entered your message select the **Validate** button on your navigation panel. You will receive the following message.

Broker has entered text in referrals screen

The transaction requires referral due to:

- Broker comments

Example of multiple referral reasons

The transaction requires referral due to:

- Broker comments
- Inclusion of export to North America

- Click on **Return to BMS** to submit the referral. If you have entered the message in error, or if a referral has been created in error, you can elect to return to VeroEdge, if your Broker management system permits. You can then continue to work on the transaction or **Cancel** to abort the transaction altogether.
- The status of your quote/policy now has *Referral with underwriter* under **Status** field as shown below. Your referral is now complete and awaiting acceptance.

Policy Details Vero Packages								
Policy No.	Quote Ref.	Mode	Stage	Status	Term Start	Term End	Effective	Gross Premium
IDP010000129	QTE005783626	Incomplete	Quote	Referral with underwriter	12/07/2017	12/07/2018	12/07/2017	-

The SME Underwriting team will pick up the referral task and then action the referral. Once the referral is received and processed by the underwriting team you will receive an email notification to confirm it has been completed and advise what steps you need to take.

If an underwriter approves the referral, you will:

- Receive an email notification advising the transaction has been returned
- The status will show as *Acceptable*
- Any underwriter comment will be shown on the **Referral messages** page
- You can now finalise the transaction.

Policy Details Vero Packages								
Policy No.	Quote Ref.	Mode	Stage	Status	Term Start	Term End	Effective	Gross Premium
SPX007902028	IDP000002323	Incomplete	Alteration	Acceptable	12/07/2017	12/07/2018	12/07/2017	\$0.00

Once the referral process is complete, the **Status** is now *Acceptable*. You can view the underwriting comments by clicking on the **Referral messages** tab.

If an underwriter responds to a referral and requires further information or requires you to update details, you will:

- Receive an email notification advising the transaction has been returned
- The status will show *Underwriter seeks more info*
- Any underwriter added comment will be shown on the **Referral messages** page.

Title	Comment	Date	User
Underwriter Comment	Dear Broker. Please change occupation code to Paperboard toy manufacturing (152304). Regards Underwriter	26/06/2017 9.42am	Notifier User
Referral submitted	This transaction has been referred to Underwriter Team contact on 1300 132 604	26/06/2017 9.40am	Sunrise Exchange
Referral	Dear Underwriter, this client manufactures board games. Please authorise. Thanks Broker	26/06/2017 9.40am	Sunrise Exchange

You can then make any necessary changes to the transaction. Based on what is required, the transaction may either refer again, become acceptable or decline (although this will be rare).

On some occasions, an underwriter may Decline your referral.

If an underwriter responds to a referral reason as Declined, you will:

- Receive an email notification advising the transaction has been returned
- The status will show *Declined*
- Any underwriter added comment will be shown on the **Referral messages** page.

Policy Details <small>Vero Packages</small>								
Policy No.	Quote Ref.	Mode	Stage	Status	Term Start	Term End	Effective	Gross Premium
SPX007902028	IDP000002323	Incomplete	Alteration	Declined	12/07/2017	12/07/2018	12/07/2017	\$0.00
								Calculate

The underwriter will advise the reason the transaction has been declined which will be shown on the **Referral messages** page.

If the transaction has been declined, you cannot continue with the transaction as it currently stands.

You are still able to make changes and validate the transaction if you have entered any information incorrectly. All previous iterations of the transaction will be recorded and any referral messages retained.

VeroEdge Hard Decline

If you enter information that triggers a business rule to decline the cover (e.g. an unacceptable occupation) an error message will appear and the system will not allow any more activity on the quote.

This is not open for referral; underwriters cannot over rule hard declines.

The following errors have occurred:

- Unacceptable ANZSIC Code

How to Process a Renewal

To renew a Vero Packages policy, select Renew and enter the customer's details or policy number from your Broker management system to search for the policy.

Then select Renew Risk Details and arrive at VeroEdge. From here you can make changes if required and continue through to renew the policy.

If no changes need to be made, complete the **Duty of Disclosure** question, select **Validate** and **Return to BMS** and then select Get Acceptance (or equivalent in your Broker management system) to confirm and save the renewal.

How to Process a Cancellation

To complete your cancellation request, follow these steps:

1. Select the **Cancellation reason** in the Policy Details.
2. Confirm the cancellation *effective date* is correct.
3. Click on **Validate**.

Policy No.	Quote Ref.	Mode	Stage	Status	Term Start	Term End	Effective	Gross Premium
SPX007902028	IDP000002324	Incomplete	Cancellation	Draft	12/07/2017	12/07/2018	12/07/2017	-

Policy details

Cancellation reason:

Policy type

Vero Business Insurance

Account

AUSSIEMEN INDEPENDENT (600082082)

Occupation

Accounting service (693201)

Business description

Accounting service

Annual turnover

\$500,000

Primary business address

266 GEORGE STREET Brisbane City QLD 4000

Buttons: Validate, Suspend, Cancel, Return to BMS, Calculate

4. The **Mode** will change to *Incomplete*, the **Stage** will show *Cancellation* and the *Gross Premium* refund (if applicable) will be shown in the top right hand side.

Policy No.	Quote Ref.	Mode	Stage	Status	Term Start	Term End	Effective	Gross Premium
SPX007902028	IDP000002324	Incomplete	Cancellation	Acceptable	12/07/2017	12/07/2018	12/07/2017	-\$427.91

Buttons: Calculate

5. Continue and **Return to BMS** and the cancellation is complete.

How to Complete a Mid-term Alteration

Brokers can change everything on a Policy EXCEPT:

- Start date
- Policy type
- Account.

If no referral is triggered because of the transaction in VeroEdge the broker can complete the transaction and finalise in VeroEdge.

To complete the process, follow these simple steps:

1. You can choose to conduct a mid-term alteration by clicking on Modify or Edit in your Broker management system and this will take you into VeroEdge.
2. All changes can then be made in VeroEdge as required.
3. If the information entered into the system triggers a referral the Underwriting team will receive and action it.

Who to Contact for Assistance & Contact Details

For all VeroEdge enquiries (excluding technical system support) please contact your relevant Vero representative.

For technical assistance and support please call System Support on **1800 632 196**.

