Table of Contents

SECTION	PAGE
Registration	
Requesting a WFP Admin Account for your Brokerage……………………………………………………	**2**
Creating WFP User Accounts for Multiple Brokers in your Office…………………………………….	**3**
Adding E-Payment Access to Existing Users……………………………………………………………………	**4**
User Management	
Navigating the WFP dashboard……………………………………………………………………………………	**5**
Changing your Password………………………………………………………………………………………………	**6**
Assigning Insurers and Producers…………………………………………………………………………………	**7**
Create and Manage a Policy	
Create a New Policy………………………………………………………………………………………………………	**11**
Transactions	
Create New Transactions…………………………………………………………………………………………….	**14**
Understanding a Transaction Status……………………………………………………………………………	**16**
Modify a Transaction…………………………………………………………………………………………………….	**17**
Backout or Delete Transactions……………………………………………………………………………………	**18**
Managing Tags	
What is a Tag? ……	**19**
What Causes Tags?……………………… ……………………………………………………………………………	**20**
How to Resolve a Tag…………………………………………………………………………………………………….	**20**
Batch Filing	
What is a Batch Submission…………………………………………………………………………………………	**21**
How to Set Up a Batch Submission………………………………………………………………………………	**22**
Submitting a Batch Submission……………………………………………………………………………………	**23**
Reports	
Quick Info Section……	**24**
Overview of Available WFP Reports………………………………………………………………………………	**24**
FAQ's	
Most Commonly Asked Questions…………………………………………………………………………………	**25**

Registration

Request a WFP Admin Account for your Brokerage.

1. One person from your brokerage should be chosen as the administrator and should contact the Surplus Line Association of Washington (info@surpluslines.org) to request WFP Administrator credentials.

2. The administrator will receive a registration e-mail with account login credentials.

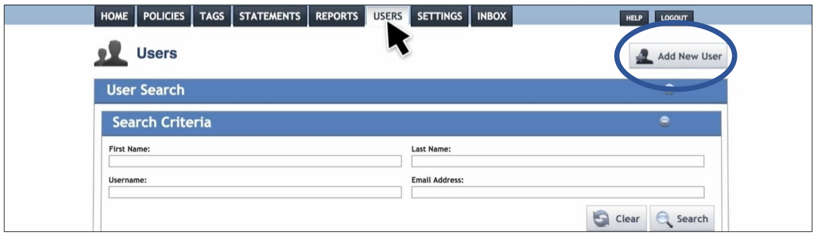
Visit the WFP website at www.wfp.surpluslines.org and log in.

DASHBOARD VIEW

Creating a WFP User Account

1. From Dashboard, click 'USERS'

2. Click Add New User



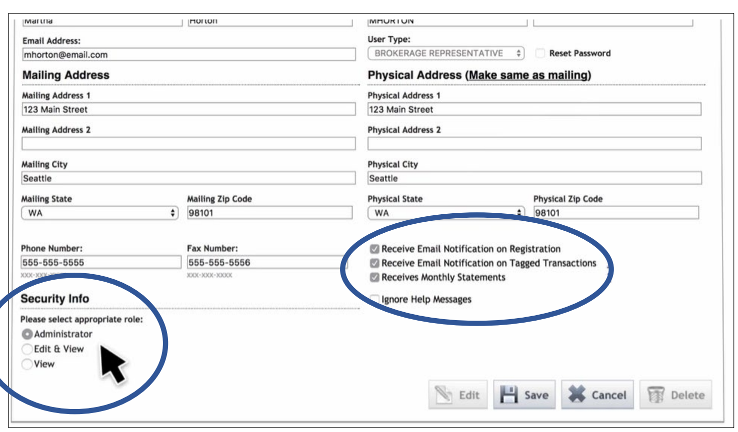
3. Fill Out User Details as Directed
    - Include Desired Username
    - WFP Will Generate a Password Automatically

4. Choose Notification Preferences

5. Choose Appropriate Level of Security
    - Administrator: *Add, Edit and View Policy Data*
      Add, Edit and Delete Users

    - Edit and View: *Add, Edit and View Policy Data*

    - View Only: *View Previously Submitted Data (no input or editing)*



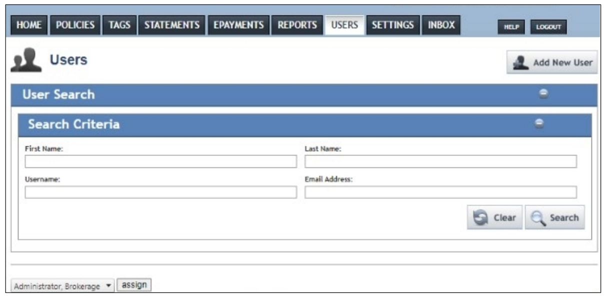
6. Click Save

7. WFP will send the new user login credentials for WFP Access.

Adding E-Payment Access to Existing Users

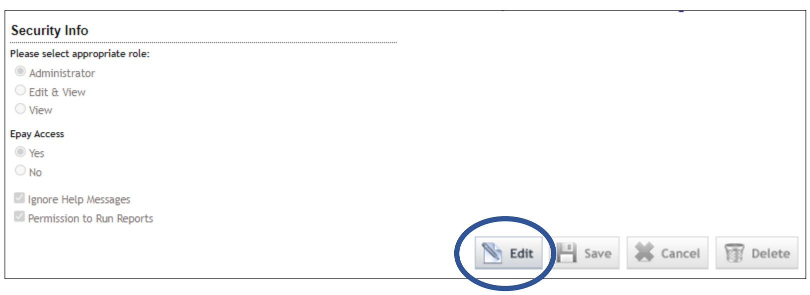
1. From Dashboard, click ‘USERS’

2. Use the search field to find the user you’d like to change permissions for. *Note: Not all search fields need to be filled out to search existing Users. Start by searching only the user’s email address.

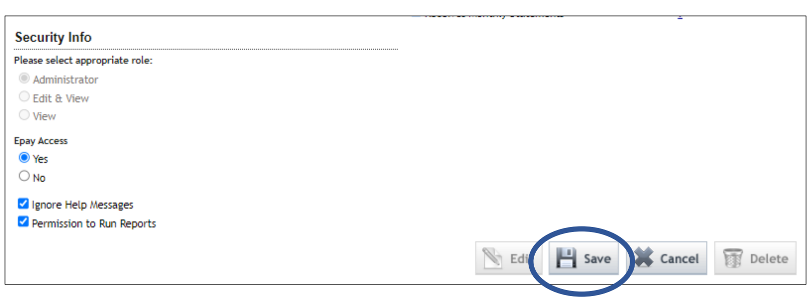


3. If WFP finds a matching user credential, the User Details will appear below the Search Criteria section. There, you can review user details, such as name, address, phone number, etc. for accuracy. The bottom of the User Details page shows Security Info and Notification Settings.

4. Click Edit.



5. You can now modify user details, including Security Info and Notification settings. Click the Epay Access bubble and hit save.



6. The User has now been given EPay access and can process payments on behalf of the brokerage.

User Management

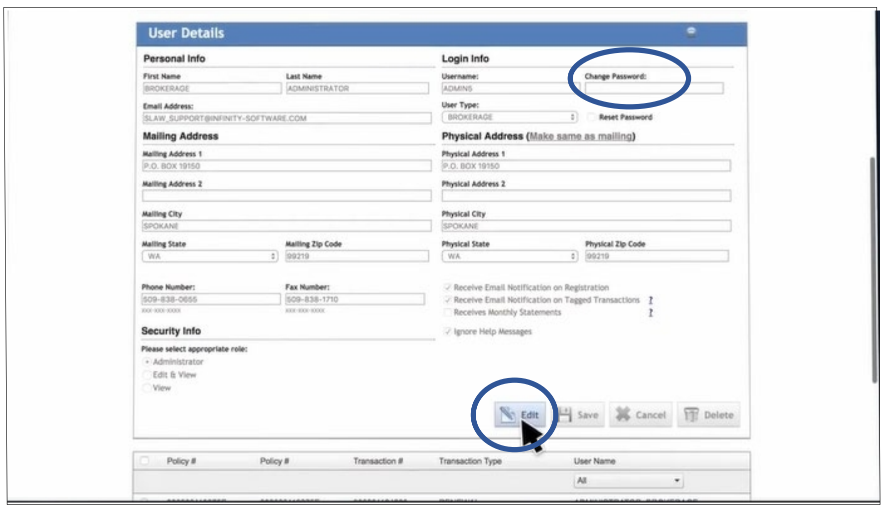
Navigating WFP Dashboard

1. The WFP Dashboard has many quick links such as:
    - Policies
    - Tags
    - Statements
    - Reports
    - Users
    - Settings
    - Inbox
    - Policy Search
    - New Policy
    - Renewal Policy
    - Questioned Transactions

DASHBOARD VIEW

Changing your Password

1. From Dashboard, click 'USERS'
2. WFP Admin: Search for Username
3. WFP User: User Details Auto-Populate
4. Click Edit Button
5. Enter New Password Under Change Password



- Email Address and Notification Settings May be Changed as Desired on this Screen.

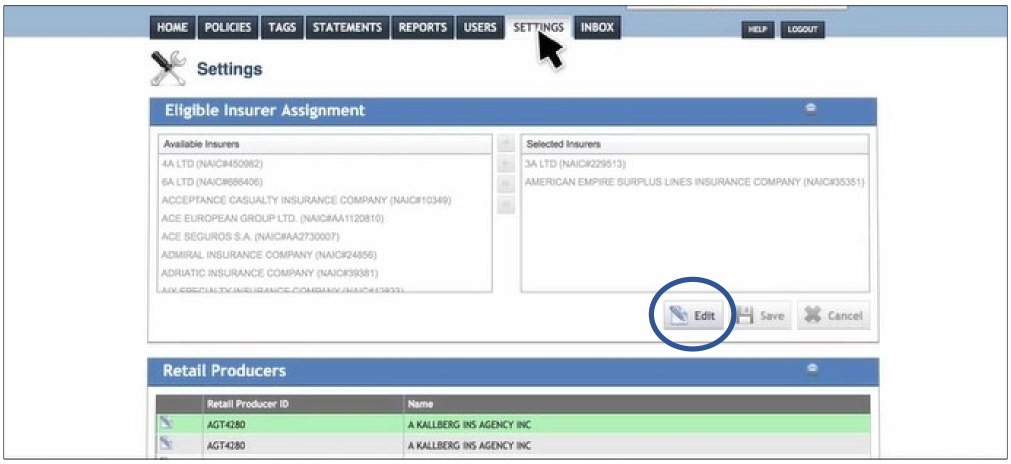
6. Click Save

Add Eligible Insurers to Easy Access List

1. From Dashboard, click 'SETTINGS'
    - Create a Sub-list for Easy Access to your Commonly Used Insurers

2. Click Edit Button

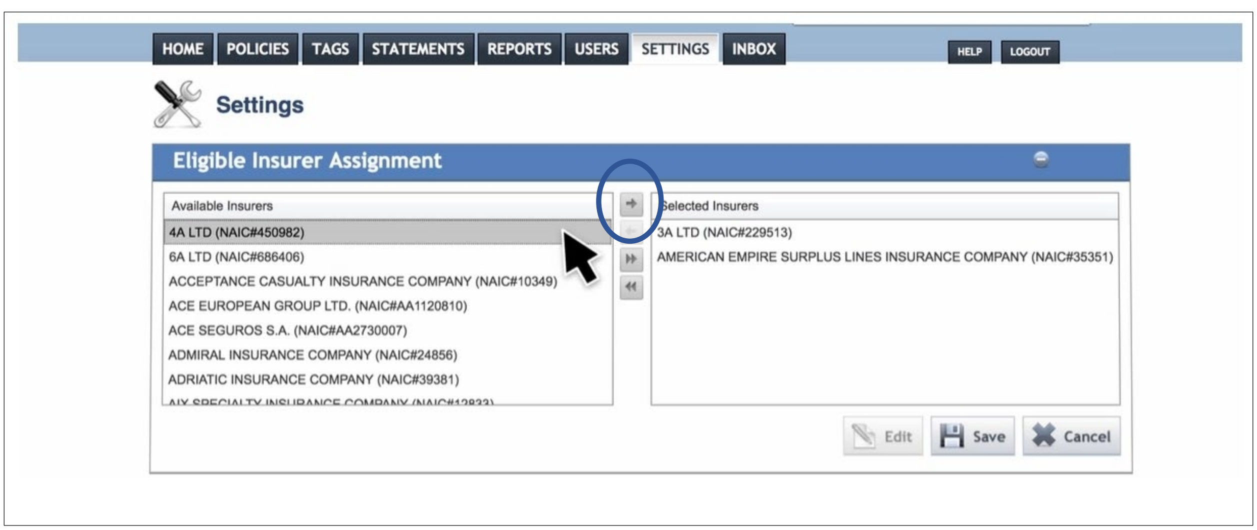
SETTINGS VIEW



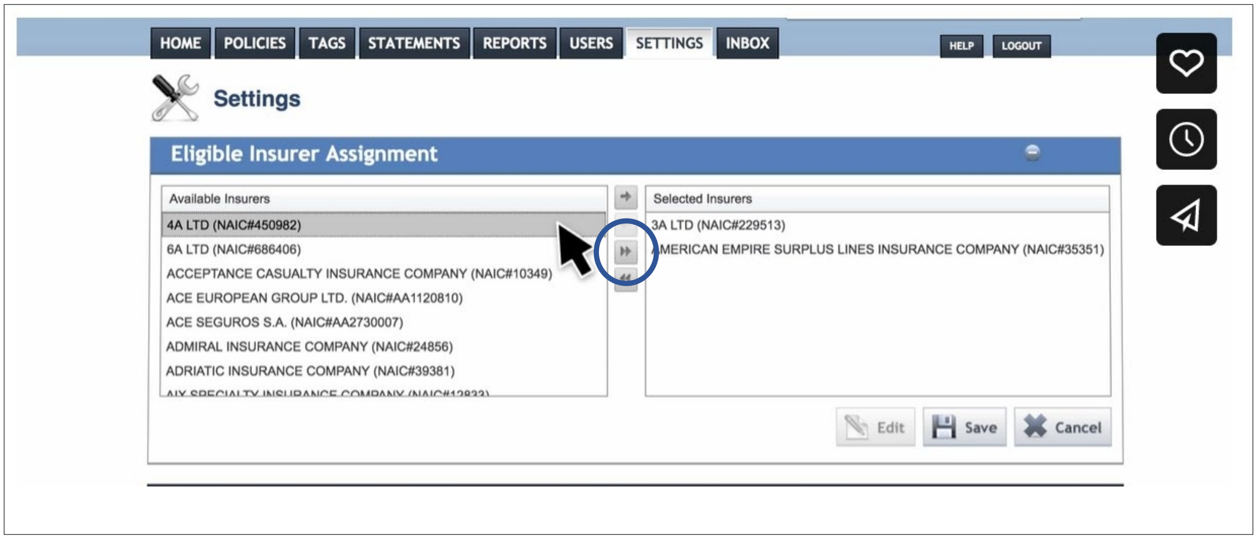
3. Choose from the Pre-Populated List on the Left

4. Click to Highlight Desired Insurer

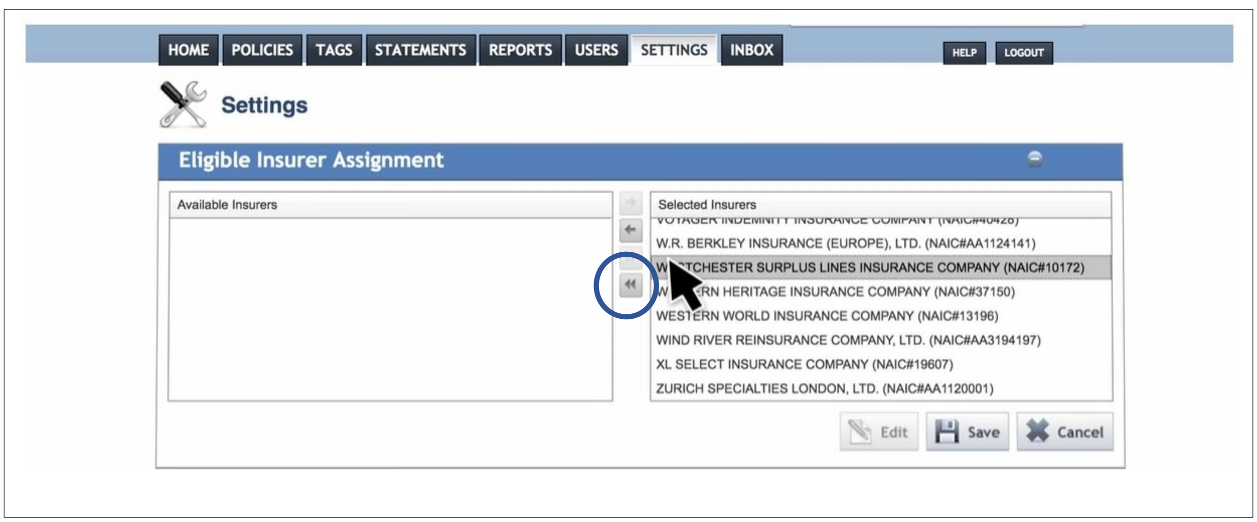
5. Click Arrow Button at Top Center to Add to Quick Access on Right



6. Move All Names at Once by Selecting the Double Arrow Button



7. Remove an Insurer by Clicking Double Back Button



8. Click Save

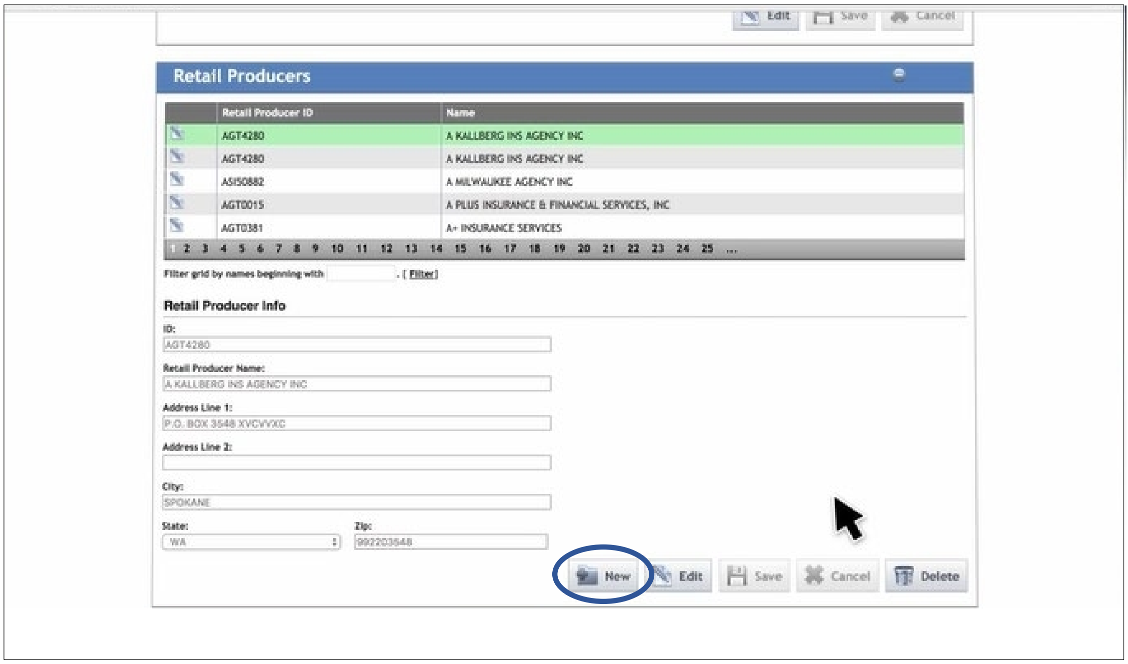
Adding Retail Producers

1. From Dashboard, click 'SETTINGS'

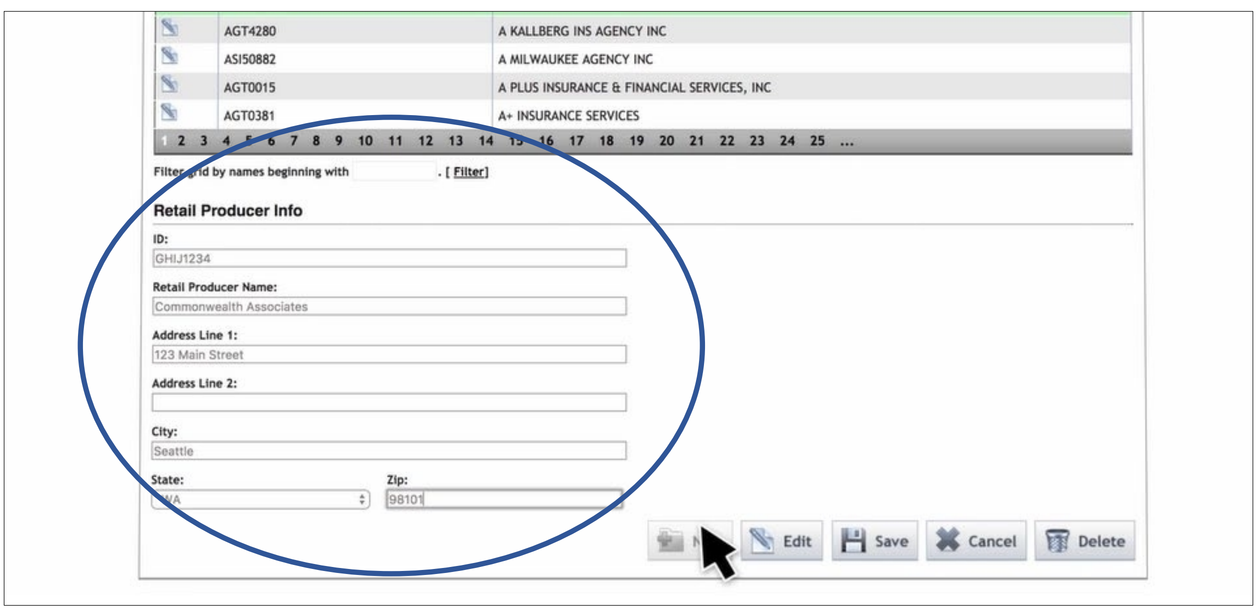
2. Scroll Down to Retail Producers

3. Click New

SETTINGS VIEW
RETAIL PRODUCERS SECTION



4. Enter Information of Retail Producer



5. Click Save

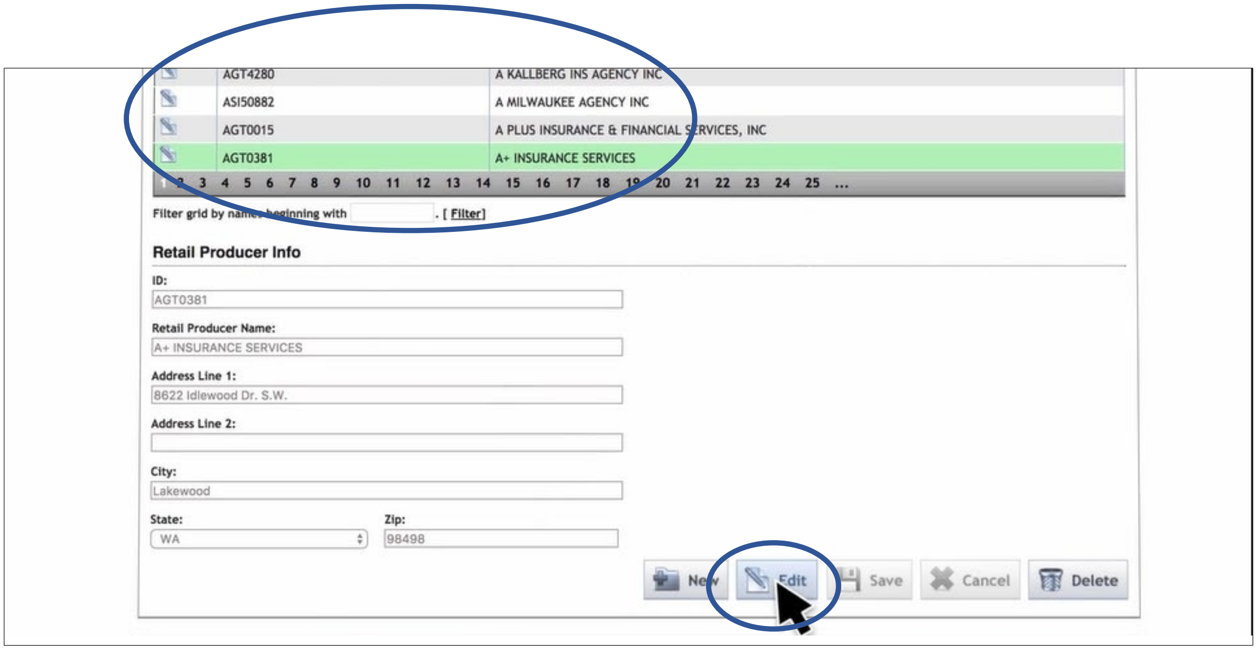
Edit Existing Retail Producers

1. Select the Retail Producer Name to Edit

2. Click Edit

3. You Can Also Delete if Desired

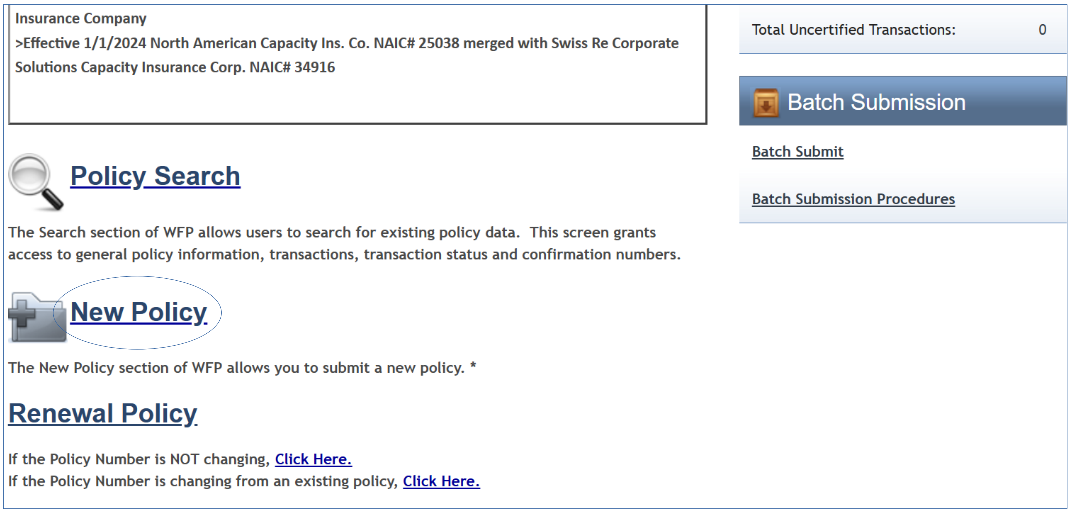
NOTE: Any changes made on this page will affect all WFP users for your brokerage.



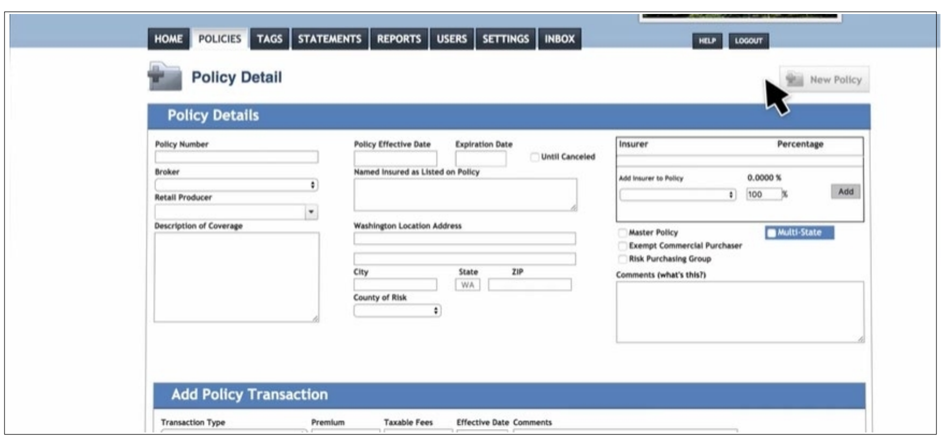
Create & Manage a Policy

Creating a New Policy

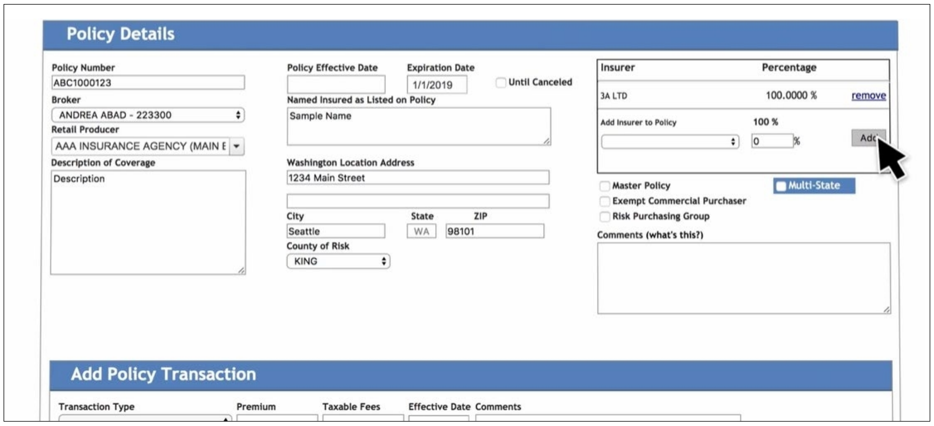
1. From Dashboard, click ‘New Policy’



2. Enter Policy Information from Declaration Page



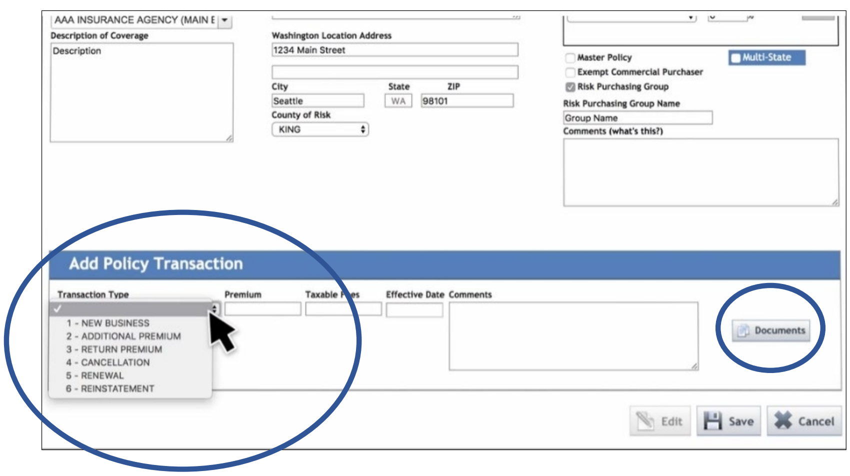
SAMPLE POLICY DETAILS



3. Don't Forget to Select Master Policy, Multi-State, Exempt Commercial Purchaser or Risk Purchasing Group
    - If Risk Purchasing Group – an additional text entry will appear for Risk Purchasing Group Name.

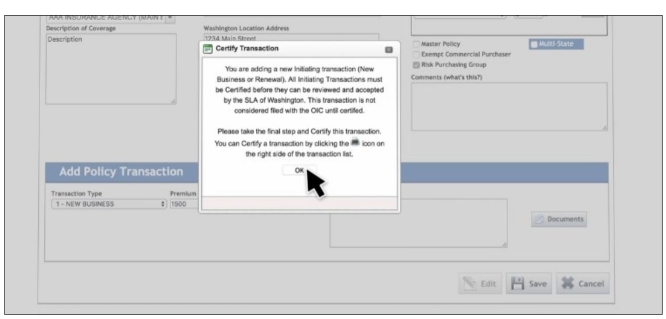
4. Choose a Transaction Type, Add Premium Amount, Taxable Fees and Effective Date

5. Upload Electronic Documents Associated with Transaction by Clicking Documents

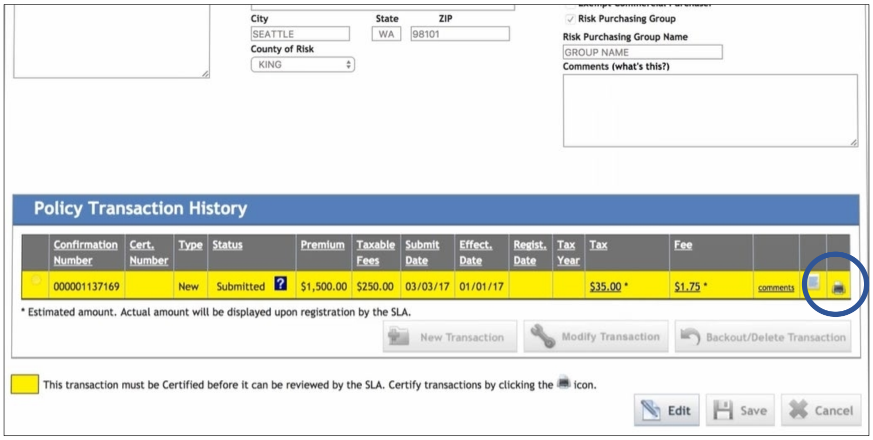


6. Click Save

7. Click OK on the Certify Transaction Screen



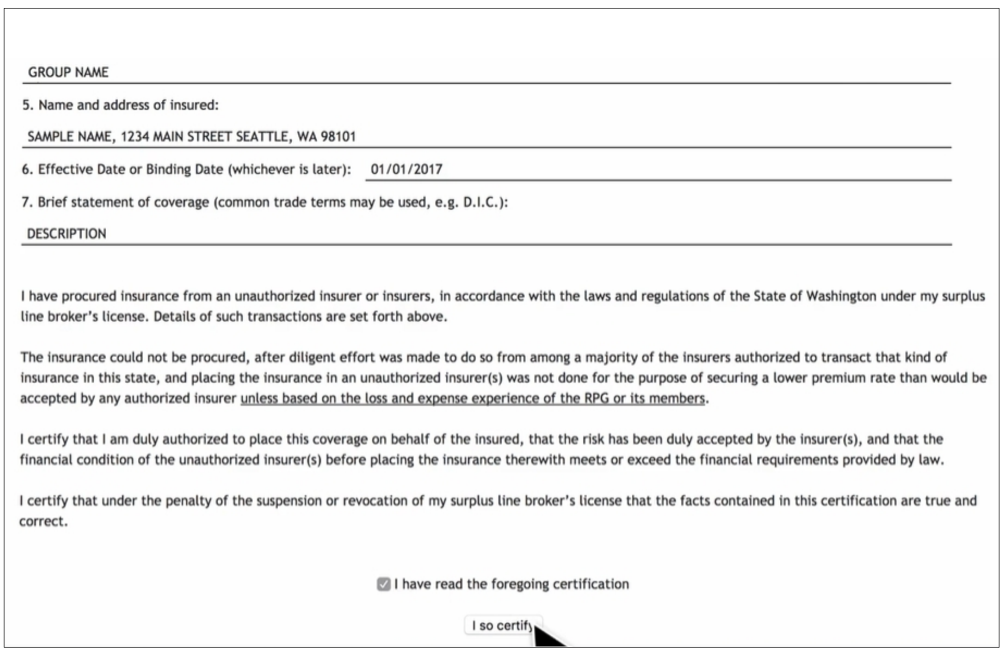
8. Click Printer Icon



9. Review the Information on the Certification Screen for Accuracy

10. Click I have read the foregoing certification

11. Click 'I so certify'



GROUP NAME

5. Name and address of insured:

SAMPLE NAME, 1234 MAIN STREET SEATTLE, WA 98101

6. Effective Date or Binding Date (whichever is later): 01/01/2017

7. Brief statement of coverage (common trade terms may be used, e.g. D.I.C.):

DESCRIPTION

I have procured insurance from an unauthorized insurer or insurers, in accordance with the laws and regulations of the State of Washington under my surplus line broker's license. Details of such transactions are set forth above.

The insurance could not be procured, after diligent effort was made to do so from among a majority of the insurers authorized to transact that kind of insurance in this state, and placing the insurance in an unauthorized insurer(s) was not done for the purpose of securing a lower premium rate than would be accepted by any authorized insurer unless based on the loss and expense experience of the RPG or its members.

I certify that I am duly authorized to place this coverage on behalf of the insured, that the risk has been duly accepted by the insurer(s), and that the financial condition of the unauthorized insurer(s) before placing the insurance therewith meets or exceed the financial requirements provided by law.

I certify that under the penalty of the suspension or revocation of my surplus line broker's license that the facts contained in this certification are true and correct.

I have read the foregoing certification

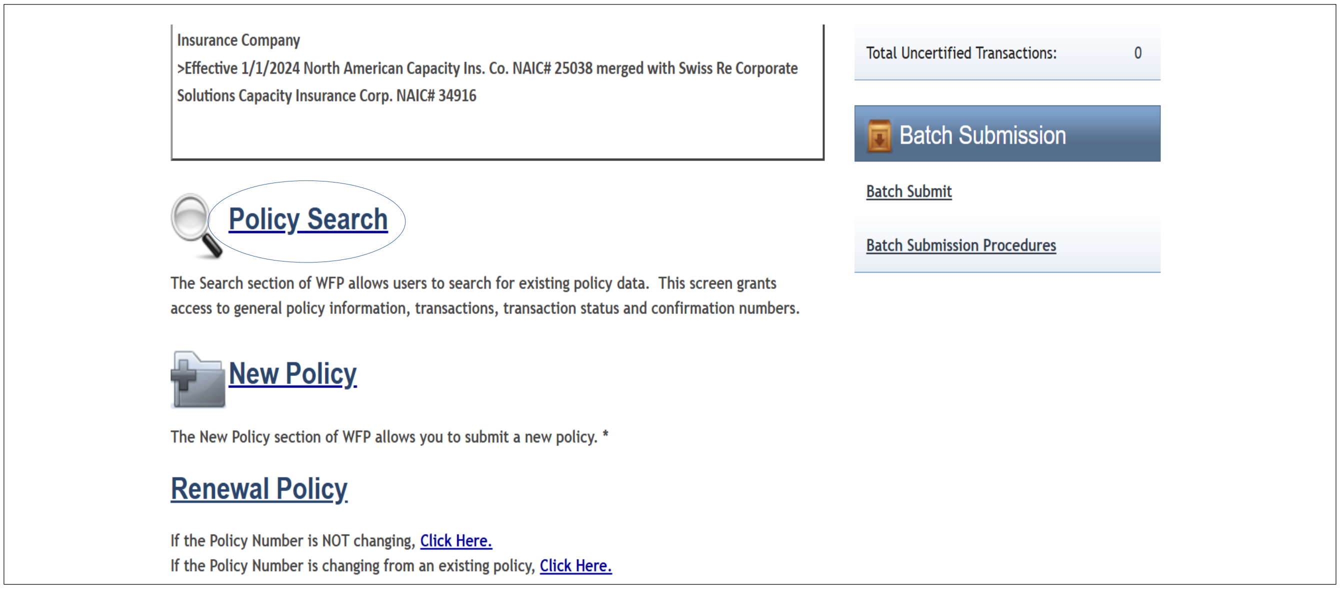
I so certify

12. Your Transaction is Now Submitted to the Surplus Line Association of Washington.

Transactions

Creating New Transactions

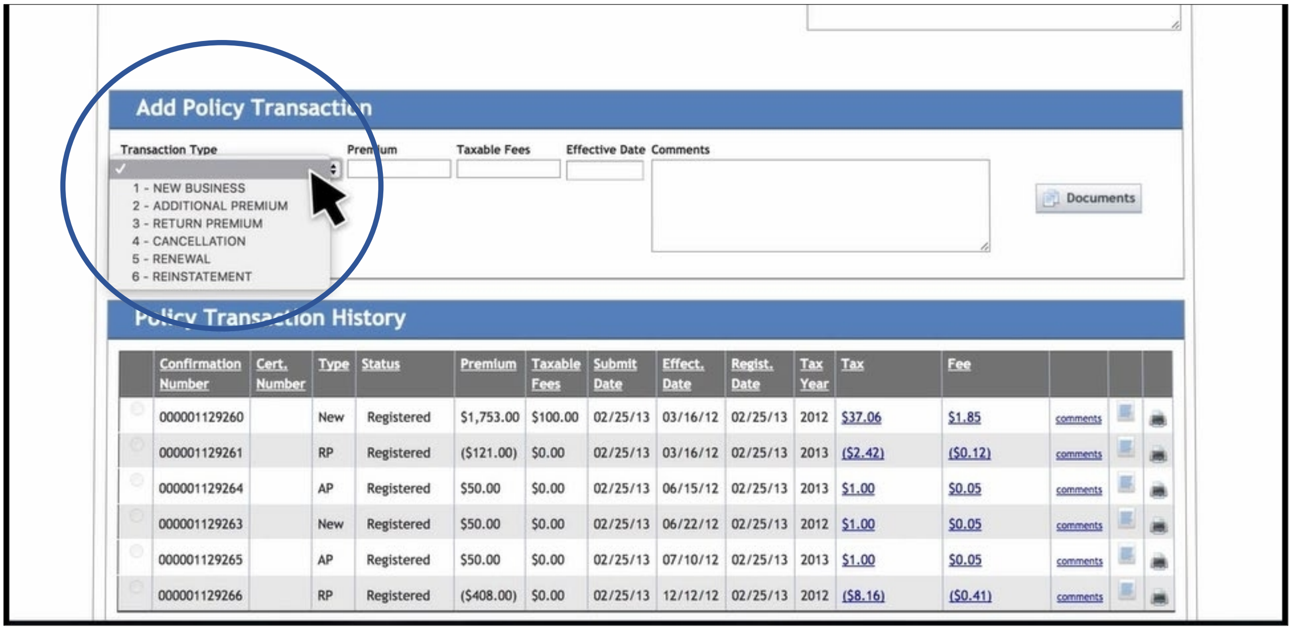
1. From the Policy Dashboard click Policy Search

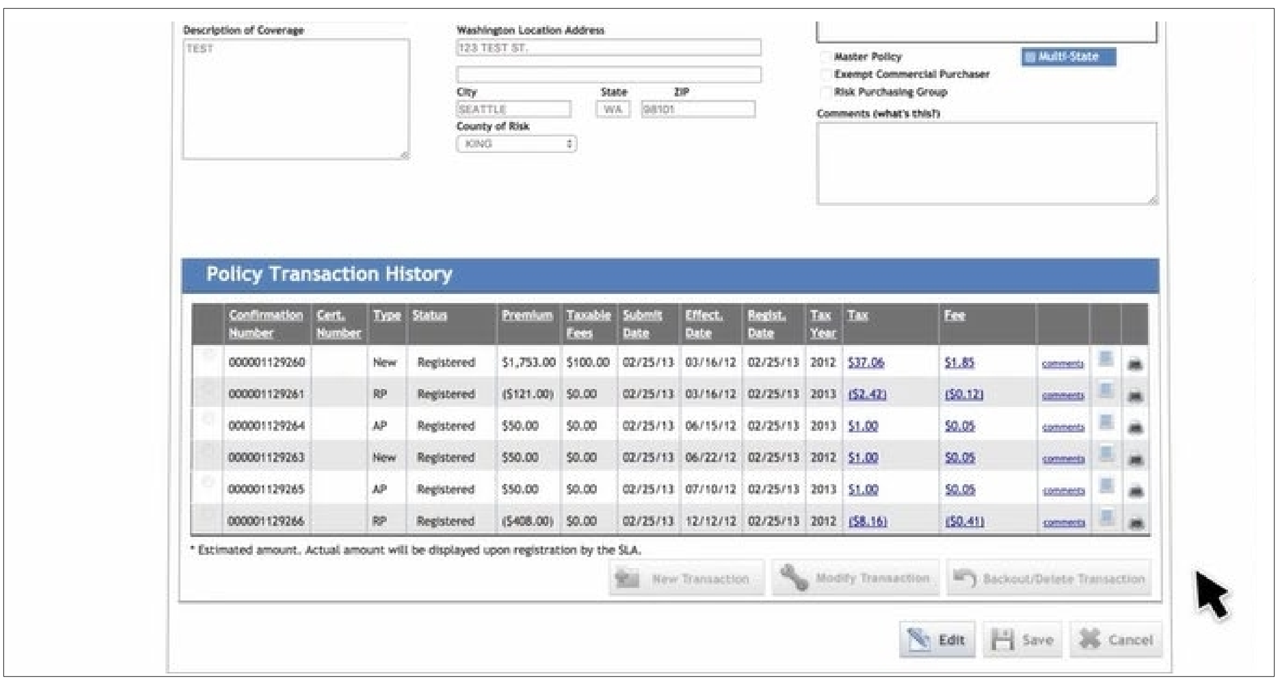


2. Type in search criteria such as policy number, name of insured, etc.
3. Click Search.
4. Click Link for Policy.
5. Policy Details Page will Open.
6. Scroll Down for Policy Transaction History
7. Add a New Transaction by clicking Edit

8. Click New Transaction

9. Enter New Transaction Information Under Add Policy Transaction





10. Click Save

11. Certify Transaction

Understanding Status

After Certifying a Transaction Status will Change to:

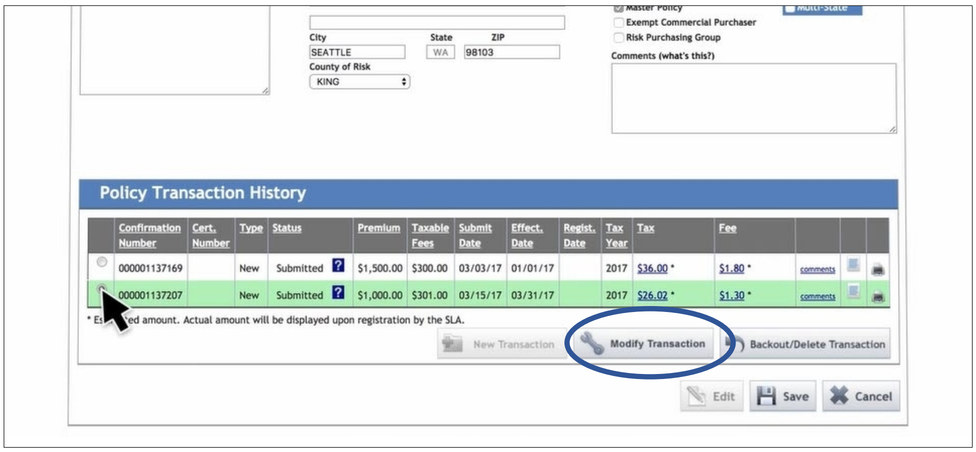
Submitted	Transaction has been submitted and is awaiting Examiner review.
Questioned	Examiner has reviewed and tagged the transaction. (see Tag Management section)
Registered	Examiner has reviewed the transaction and has found the transaction acceptable.

Modify Current Transaction

1. If the transaction is submitted but not yet registered and you need to modify, click Edit in the Policy Transaction History.

2. Select the Confirmation Number/Policy Number

3. Click Modify Transaction

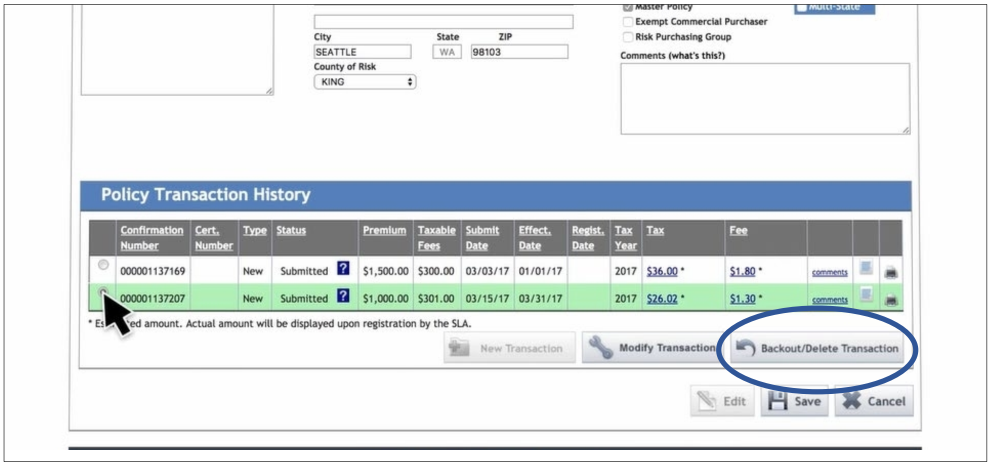


Delete Transaction (unregistered)

1. If the transaction is submitted but not yet registered and you need to backout/delete - click the ‘Backout/Delete Transaction Button’.

2. A pop-up will appear asking if you are sure you wish to delete the transaction.

Note: If you are deleting the only transaction on a policy, the entire policy will be deleted.



Backing Out Registered Transactions

1. If the transaction has already been registered, you click the ‘Backout/Delete Transaction’ button.

2. A pop-up will appear, which will allow you to enter a reason for backing out the transaction.

3. Enter reason.

4. Click OK.

Managing Tags

What is a Tag?

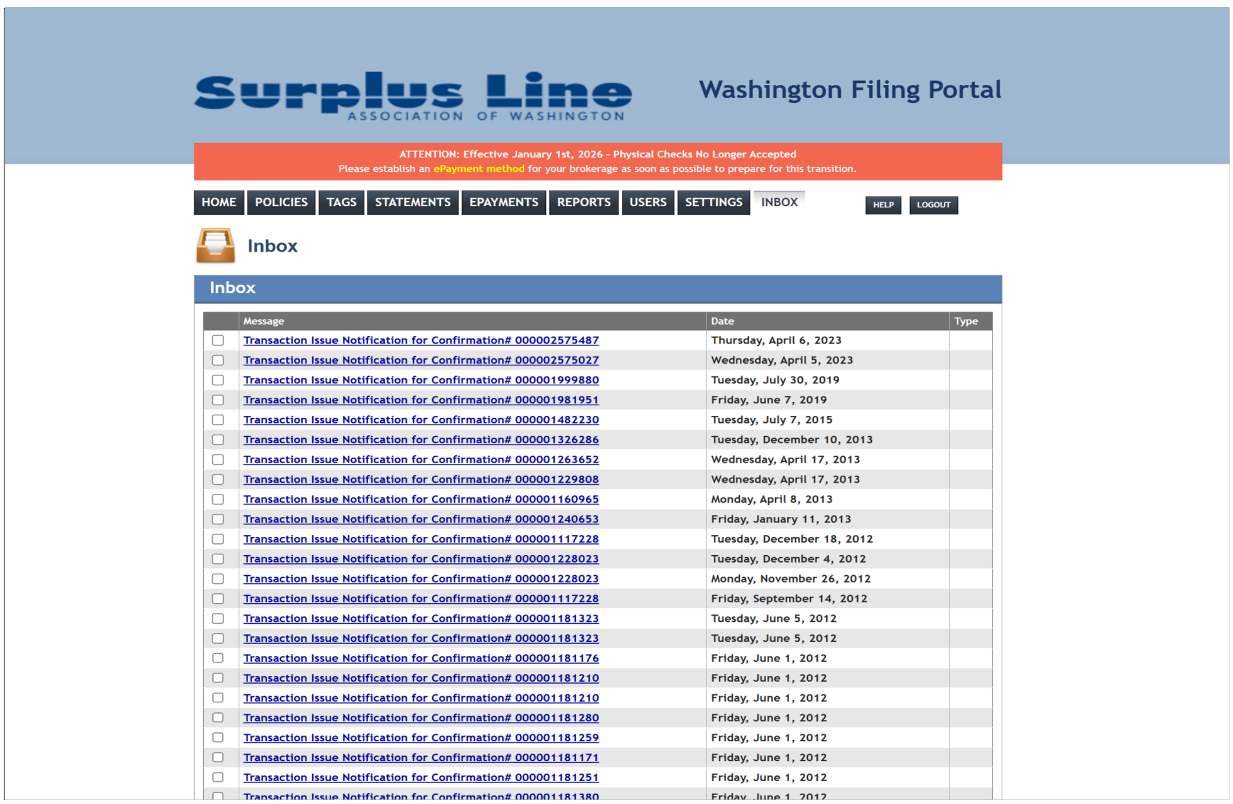
- If WFP or the Surplus Line Association of Washington Examiner finds an issue with your transaction, the transaction will be tagged.

How do I know if my transaction is tagged?

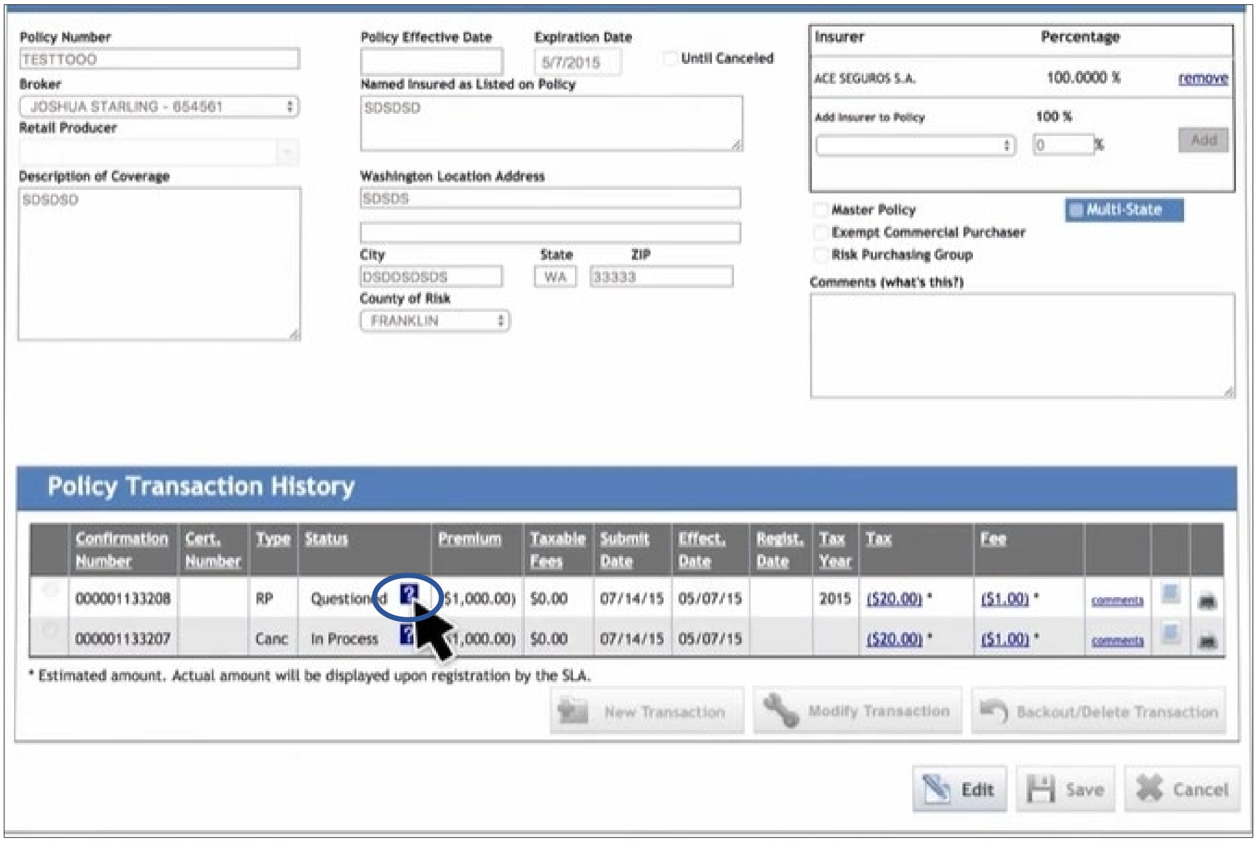
- You'll get a message in your inbox about the questioned transaction.

How do I check my tagged transactions?

1. You can select either the TAGS or INBOX tabs at the top of your dashboard.



2. After you've selected the transaction, you can see tag details by clicking the question mark next to 'Questioned' on your Policy Transaction History.



3. A pop-up will appear, which will specify the exact issues found with your transaction.

4. Correct items as necessary or contact the Examiner listed on the pop-up for additional clarification.

5. Once you've addressed the tag(s) and clicked "Update', the Examiner will re-review the transaction. If the transaction is found to be acceptable, the status will change to registered.

What if a transaction is questioned, but hasn't been reviewed by an examiner?

- Sometimes WFP will automatically detect an issue with a transaction you've processed. When this happens, you'll see a blue question mark next to the status 'In Process'.
- Click the question mark to learn why the transaction was questioned by the system.

Batch Filing

WFP allows users to submit a batch upload with multiple transactions at once.

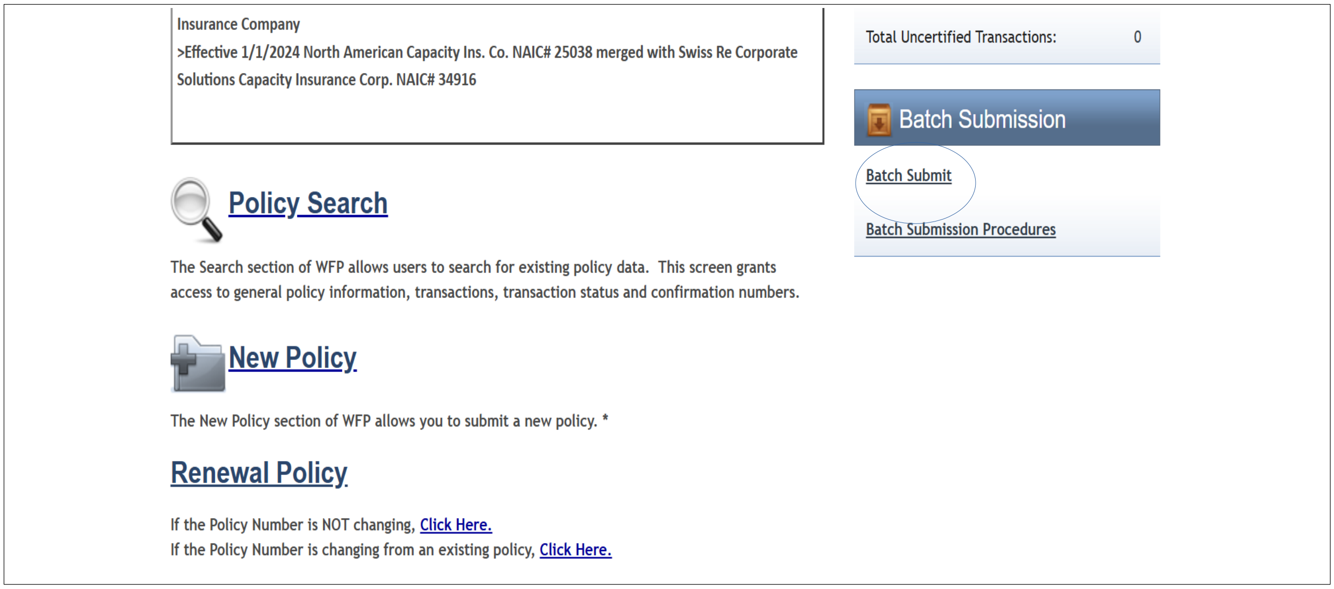
1. Create a .XML file with all policies and transactions.
    - There are specific details that must be correct when creating this file.
    - If one transaction is incorrect, the entire batch is rejected.
    - To help your brokerage create an accurate .XML file, the Surplus Line Association of Washington has created a batch submission manual

https://www2.surpluslines.org/docs/SLAW_Batch_Submission_Manual_Brokerages.pdf

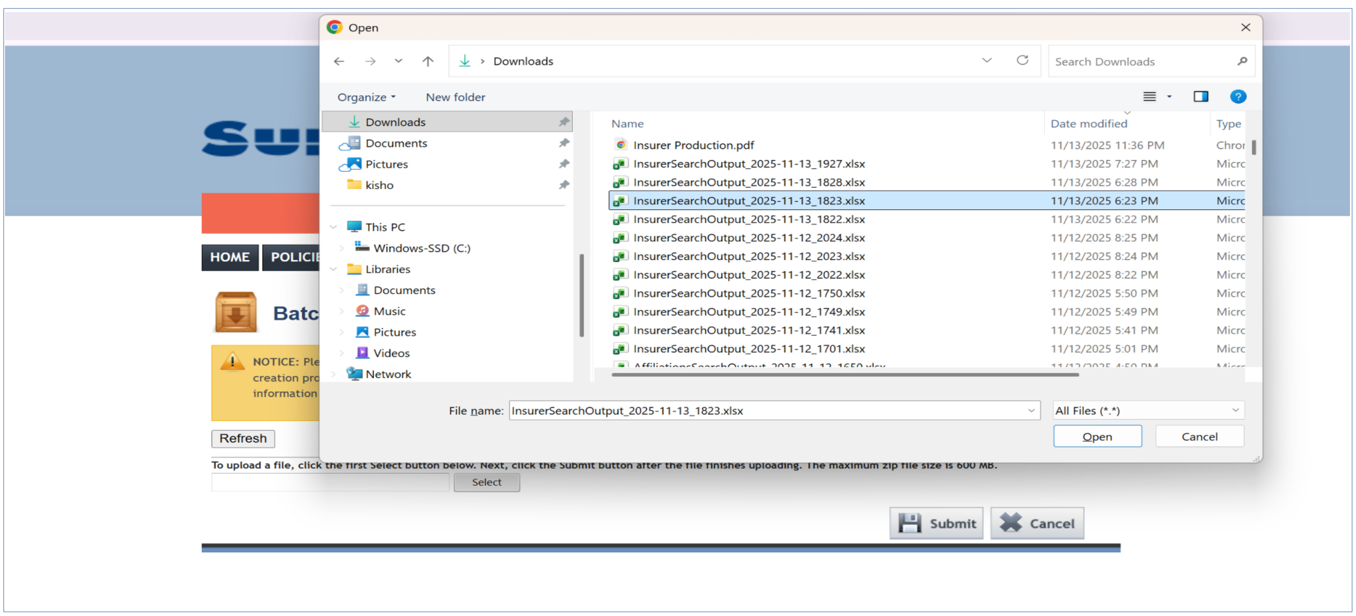
2. Review the SLAW batch submission manual and ensure your .XML file meets all specified requirements.

3. Login to the Washington Filing Portal test site to submit a test batch upload.
    - The Association has created a separate test environment to review and verify the integrity of your batch (https://wfptest.surpluslines.org).
    - Use your same Admin User login credentials from the Production/Live site.
    - For any assistance, contact slawash-support@kikoda.com.

4. Submit through WFP under the Batch Submit link.

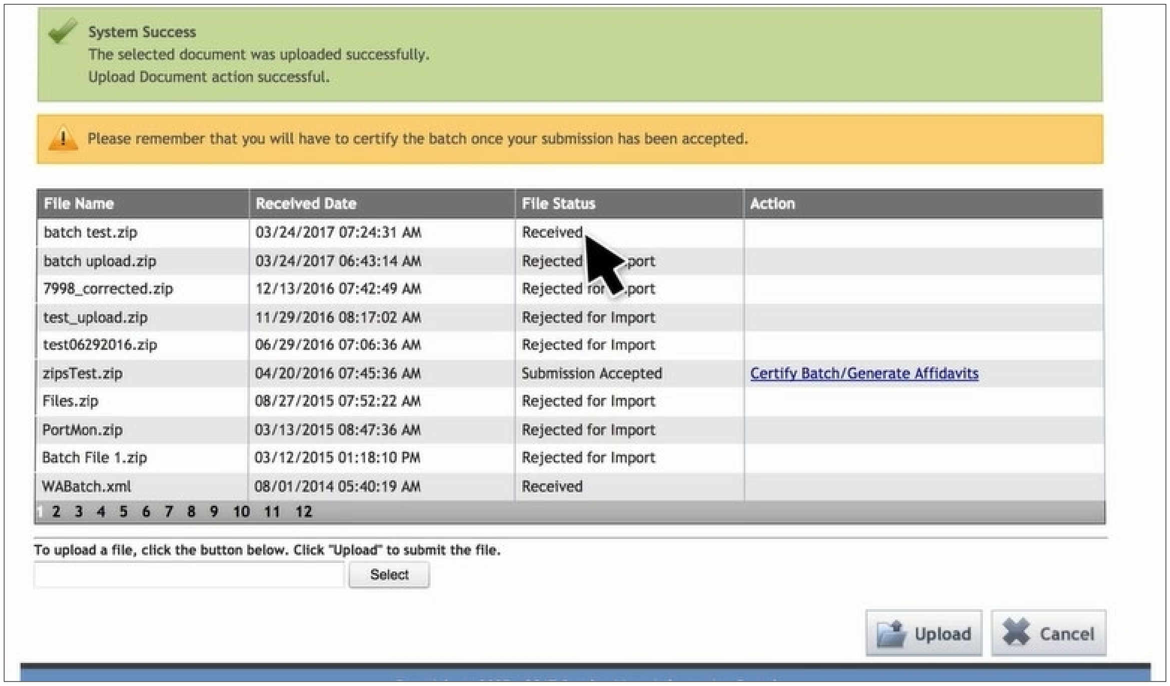


5. Click the select button.



6. Choose .XML file.

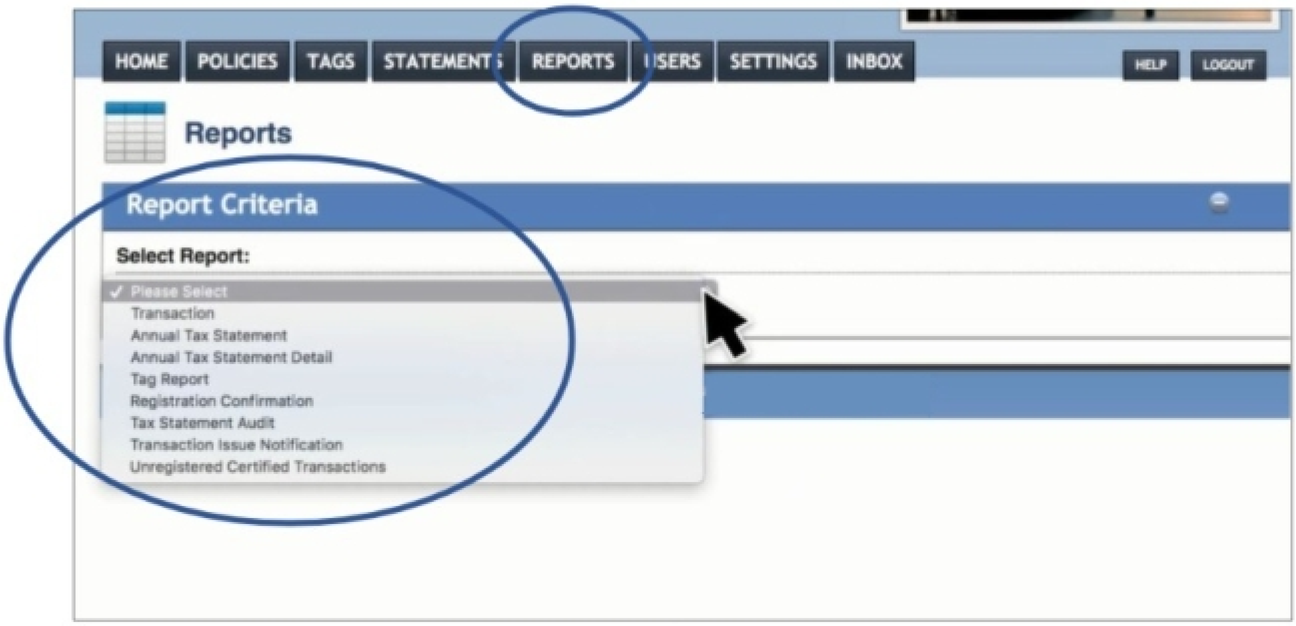
7. Click Upload.
    - You'll see a confirmation message at the top of the screen.
    - As the Surplus Line Association of Washington reviews your submission, you'll be able to see the batch's status under 'File Status'.



8. Once the submission is accepted, you'll need to certify the batch by clicking 'Certify Batch/Generate Affidavits' under the Action column.

Reports

1. Click the REPORTS tab.



Transactions	Transactions that have been submitted, reviewed by an examiner, and registered as acceptable in a given month. **If a transaction is submitted, but not registered, it will not be displayed on this report.
Annual Tax Statement	Shows the premium and fees on which taxes are computed. DOES NOT SHOW ANNUAL TAXES
Annual Tax Statement Detail	Policies, premiums and fees for the year. Generated automatically by WFP on February 1st annually. User can run the report at any time for any period of time.
Tag Report	Details transactions submitted, but not yet registered and transactions that have been tagged.
Registration Confirmation	A copy of all emails sent to the brokerage confirming registration of a transaction.
Tax Statement Audit Report	Shows changes made to the tax year, premium and/or fees.
Transaction Issue Notification	A copy of emails sent for tagged and/or questioned items.
Unregistered Certified Transactions	All initiating transactions for the selected year that have been included on the Tax Statement based on the date certified, but that have not yet been registered.

FAQ'S

1. Does the Surplus Line Association of Washington require filings be made electronically?

Yes. However, if you are unable to submit documents electronically, please contact info@surpluslines.org for support with your filing.

2. How do I create my WFP user account?

WFP user accounts are created and maintained by your brokerage's WFP administrator. WFP brokerage administrators are created by the Surplus Line Association of Washington.

3. Can I modify a Policy Number?

Yes, a policy number may be modified, provided the policy in question has no other registered transactions. If you need to change the policy number on a policy that contains other registered transactions, then a new policy record should be created.

4. What is a registered transaction?

A policy transaction is registered if it has been reviewed by the Surplus Line Association of Washington, deemed to be properly reported and accepted.

5. What is included in Policy Fees?

Policy fees include all taxable fees associated with a transaction but do not include a stamping fee.

6. What policy documentation do I need to submit?

The Surplus Line Association of Washington requires the following documents:

- Declarations Sheet
- Supplemental Declarations Sheets (if applicable)
- Service of Suit
- Forms List

The Surplus Line Association of Washington requests that you do not send the entire policy, but only the required documents listed above.

7. Will system users from other brokerages be able to view or access my data?

No, the data your brokerage submits through WFP is secure and is only accessible to your brokerage's WFP users.

8. Am I required to use the certification generated from WFP?

Yes, the system generated certification is produced specifically for you by WFP and contains a barcode that is essential to the processing of incoming filings at the Surplus Line Association of Washington office.

9. Is there a way to bulk upload a list of Retail Producers into WFP?

Yes, this can be accomplished by populating the following Excel spreadsheet with your retail producers and e-mailing it to the Surplus Line Association of Washington where it will be uploaded to the database. The excel template can be found here.

10. How do I request an insurer to be added to the active insure list on WFP?

Send us the Insurer's Financial Information for review. A list of required documents can be found on our website