

# **Department of Financial Services**

# **USER MANUAL**

# **FOR**

# **SERVICING AGENTS**

FOR THE

PRENEED REMITTANCE SYSTEM (PNRS)

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### Overview

This document is created to assist the Servicing Agent (SA) users when using the Financial Services Producer Appointment System (eAppoint) web application. The eAppoint system has been enhanced to allow the Appointing entity (AE) to give permission to the SA users to report the Preneed Quarterly Remittance on their behalf through the online web application. The SA will need to request permission from each AE that they wish to do business with before they will be able to submit remittances for that AE.

The SA users will use the file upload functionality in eAppoint to report the quarterly remittances or addendums on behalf of the AE. This upload process requires only one electronic payment for all AE's that are included in the uploaded file.

The words invoice and submittal will be used in the document below and can be confusing. To better understand the difference between an invoice and a submittal, think of the submittal as the way the system allows you to pay an invoice.

The eAppoint URL is <a href="https://iportal.fldfs.com/FCCS\_eAPPOINT/">https://iportal.fldfs.com/FCCS\_eAPPOINT/</a>. This is the web site that will be used for log in and reporting quarterly remittances.

# Left-Hand Menu Options

#### Common Task - Menu

In the left-hand menu section of the screen the Common Task section is displayed. This is where new invoices and submitted submittals can be found.

#### Start a New Submittal - Menu

This is the location in the eAppoint system that will allow the user to start the submittal process to report any quarterly remittances.

#### Review Paid/Final submissions - Menu

This is the location in the eAppoint system that will allow the user to see a list of all submittals that have been submitted. When a submittal has been selected, the information like the counts and amount paid can be reviewed and printed.

#### Other Places

#### eAppoint work bench - Menu

The eAppoint workbench will provide the user a list of all submittals that have been started but have not been paid or submitted. All submittals in this list have not been completed and could result in a citation for late reporting if not reported timely.

# Creating a new eAppoint Account

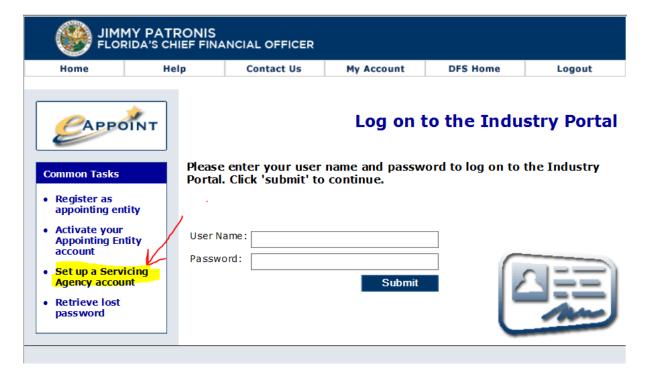
Any party that wants to be a Servicing Agent and use the eAppoint system to report remittances on behalf of an AE must first set up an eAppoint account. When the account has been set up, they must request PNRS permission from each AE to allowing them to do business on the AE's behalf. The SA user

will only be able to report the quarterly remittances or addendums for the AE through the eAppoint system after the permission is given.

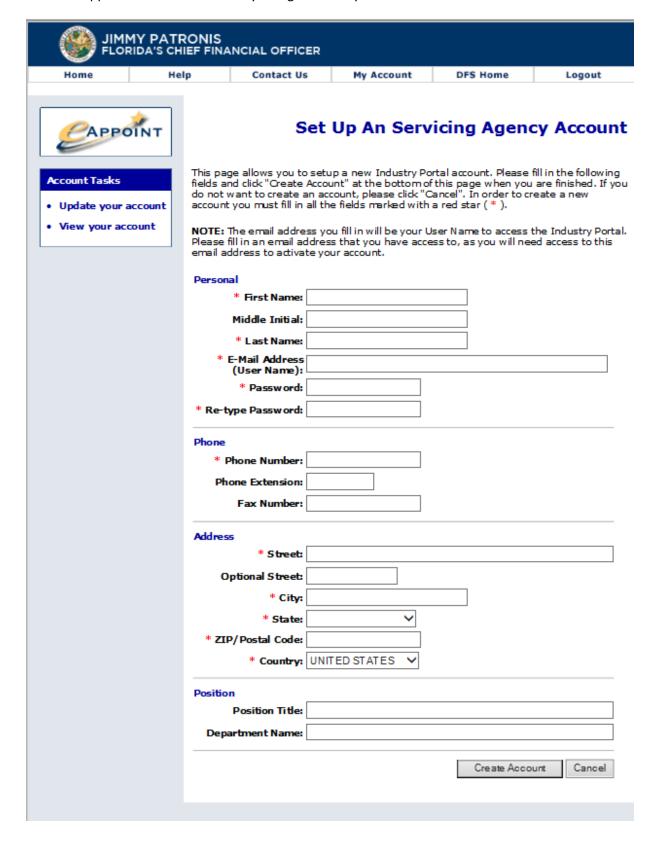
## Create a Servicing Agency Account.

From the eAppoint URL, the home page allows new users to create an account and for existing users to log into the system.

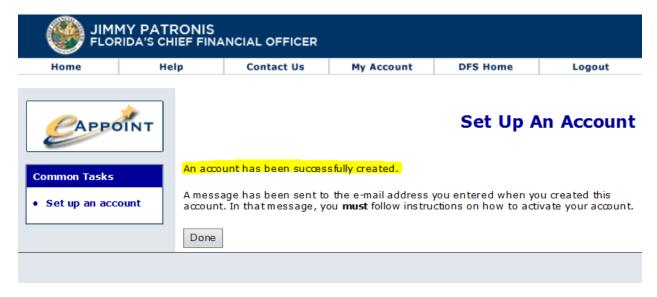
1. To get started setting up your new account, using the left-hand menu option click "Set up a Servicing Agency Account" hyper-link.



2. Fill in all the required fields on the screen and then click on the Create Account button. All required fields are noted with a red asterisk (\*). The E-Mail address that is entered on this screen will be used by the Division for sending notification to you and will also be used as the eAppoint "User Name" when you log into the system.



3. If you have filled out all fields correctly the Set Up An Account screen will display the message that the account was successfully created. Click the Done button.



4. The system will automatically send an email to you. There is a link in the email that MUST be used to activate your account. Watch for this email to complete the setup of your new account.

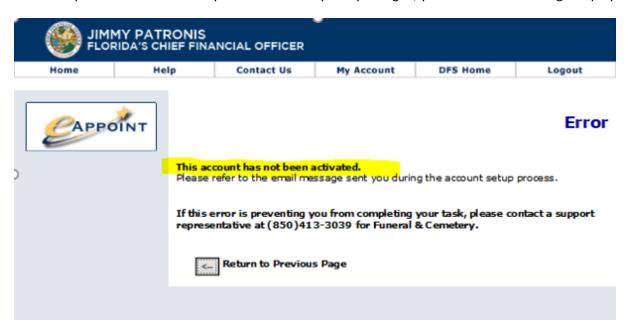
## Request Permission from Appointing Entity

Once your account has been created, you will need to **contact each of the Appointing Entities (AE)** that you wish to do business with and ask them to grant your permission to work on their behalf. You will need to provide the AE with the email address that was used to set up your SA eAppoint account so permission to the correct account can be granted. After the AE has given you permission, then you will be able to do business on behalf of that AE in the eAppoint system.

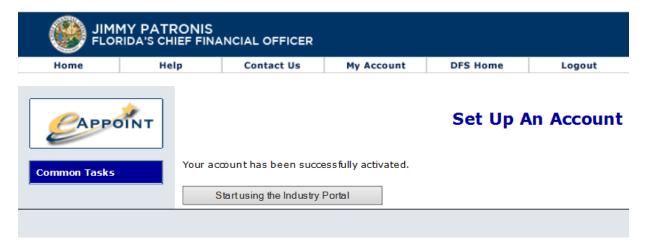
## Activate your eAppoint account.

Once your account has been created the system will send an email to the email address that was used to create the account. The email will contain a link that should be used for activating your eAppoint account.

1. If you have not activated your account and you try to log in, you will see this message displayed.



2. In the email that is sent, when you click on the link to activate your account you will see this message.



3. Once you have activated your account, try logging into the system. Use the email address as the "User Name" and the password that you entered when creating the account, then click the Submit button.



4. If no AE has given you permission, this message will be displayed.



# **Upload File Format**

The eAppoint system requires the Servicing Agent account to upload a file to report their quarterly remittances. Below are the requirements that must be followed for creating the upload file. The system uploads the file data directly into the eAppoint system and allows the SA to make the necessary payment to complete the quarterly remittance submittal.

The system allows the SA to upload multiple files during the quarter in case adjustments are needed for remittances that have already been reported. The is no limit to the number for AE remittances that can be included in the file; it can contain only one AE's remittance or multiple AEs. The file can also handle new remittances for the quarter as well as addendums for AE that might have already been reported.

### File Upload Format Requirements

The following are the requirements for the upload file.

- 1. The file must be a .txt or .CSV document type.
- 2. The file must be in the below comma delimited format.
- 3. The first row in the file must contain the header row: YEAR,QUARTER,FEIN,AE\_NUM,LICENSEE\_NAME,TRUST\_FUNDEDKS,INSURANCE\_FUNDEDKS,CAN CELLED,COMMENTS

Here are the list of fields and their description for creating the upload file.

Field Name	Required	Туре	Restrictions
YEAR	Yes	Number	Must be 4 digits and between 1901
			and the current year.
QUARTER	Yes	Number	Must be 1 digit (Values: 1, 2, 3, 4)
FEIN	Yes	Number	Must be 9 digits
AE_NUM	Yes	Number	Max of 7 digits
LICENSEE_NAME	Yes	VarChar	Max length of 255
TRUST_FUNDEDKS	Yes	Number	Max length 10
INSURANCE_FUNDEDKS	Yes	Number	Max length 10
CANCELLED	Yes	Number	Max length 10
COMMENTS	No	VarChar	Max length is 500 characters.  **** This is required ONLY when
			reporting Addendums. ****

4. Here is an example file layout with three appointing entity numbers being reported:

```
YEAR, QUARTER, FEIN, AE NUM, LICENSEE NAME, TRUST FUNDEDKS, INSURANCE FUNDEDKS, CANCELLED, COMMENTS 2017, 2, 999999999, 175460, TALLAHASSEE FUNERAL HOME, 9, 1, 0, , 2017, 2, 999999988, 175461, MONTICELLO FUNERAL HOME, 2, 0, 0, , 2017, 1, 999999977, 175462, PENSACOLA FUNERAL HOME, 7, 1, 1, CONTRACT CANCELLED NOT REPORTED
```

5. The upload file name is not important to our system, but we do suggest that you name the files so you are able to track and select the correct file that you want to upload while doing your submittals. Below is an example of the file names that are being used in the old system but is NOT a requirement in the new system.

#### Example File name: SA-BulkRemittance(YYYY-QT)

- In the file name SA-BulkRemittance(YYYY-QT), the SA should represent the servicing agent name.
- The file name SA-BulkRemittance (YYYY-QT), should always contain "-BulkRemittance".
- In the File name SA-BulkRemittance(YYYY-QT), the YYYY should represent the remittance four-digit year.
- In the File name SA-BulkRemittance(YYYY-QT), the "Q" should represent the remittance quarter (1, 2, 3, 4).
- In the File name SA-BulkRemittance(YYYY-QT), the "T" is used to indicate the sequence of reports for that year and quarter. The initial will be A and then incremented for each additional addendum.

Here are a couple of examples file names:

```
FSI-BulkRemittance(2017-4A) ---- and example for an initial report
```

FSI-BulkRemittance(2017-4B) ---- for the first addendum reported for a quarter

FSI-BulkRemittance(2017-4C) ---- for the second addendum reported for a quarter

## Start a new submittal

The new submittal is where you will start to process for uploading the quarterly remittance or addendum for all the AEs that you do work for.

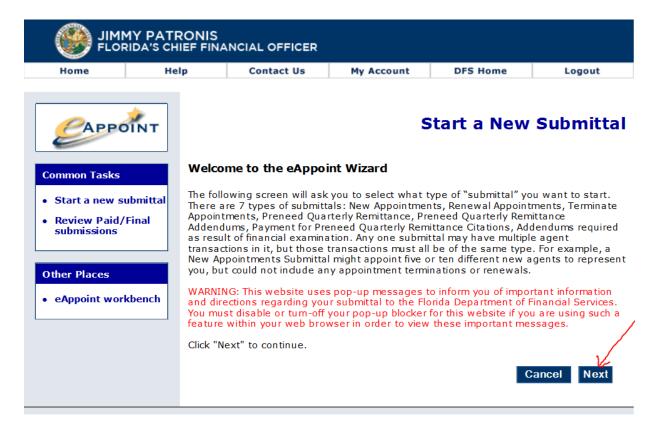
**NOTE**: When reporting counts for addendum, you must report the **new counts for the quarter not just the counts being adjusted**. For example, if you reported 10 trust funded contracts, 9 insurance funded contracts, and 0 cancelled contracts and realized that you should have report 11 trust funded contracts, your upload file should reflect 11 trust funded contracts, 9 insurance funded contracts, and 0 cancelled contracts and a note for the adjustment.

**NOTE**: The PNRS Upload function can handle quarterly remittances for an AE and addendums for another AE in the same file.

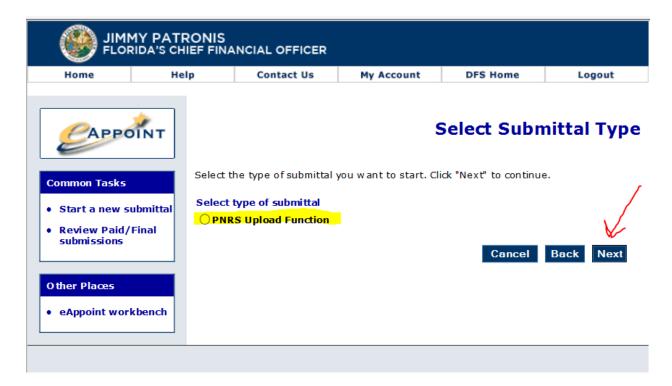
1. Start by clicking on the Start a new submittal link from the left-hand menu.



2. This page just provides some information about pop-up messages. Just click the Next button to continue.

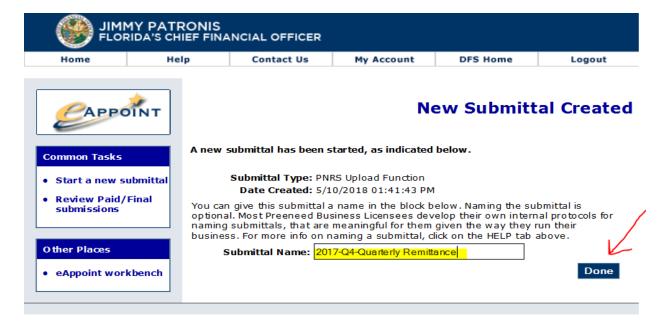


3. On the Select Submittal Type screen you would select the PNRS Upload Function and click the Next button.



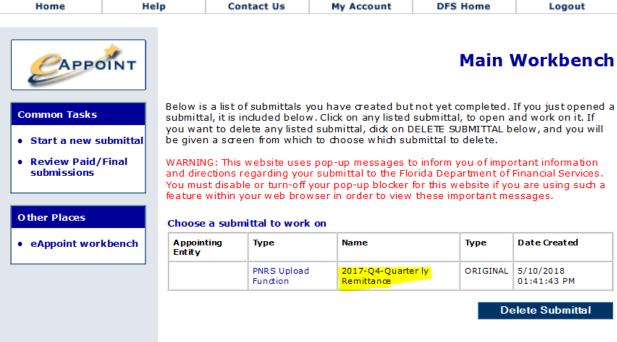
4. On the New Submittal Created screen you will name the submittal and click the Done button.

**NOTE:** We suggest that you name the submittal something that will be helpful when trying to find this submittal in the future. An example would be to indicate the year and quarter as shown below.

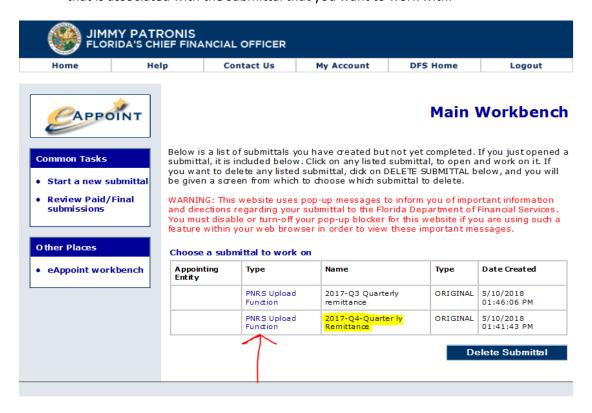


5. This takes you back to the Main Workbench page where you should see the submittal you just created.

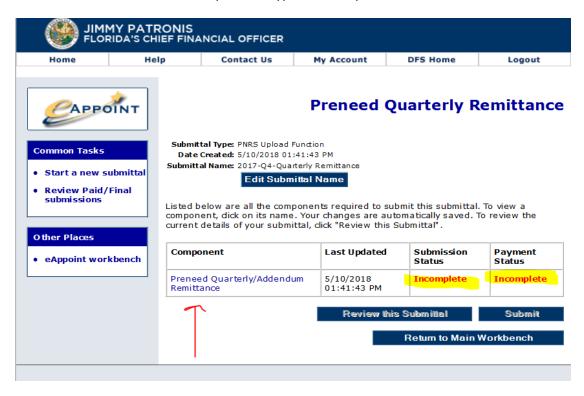




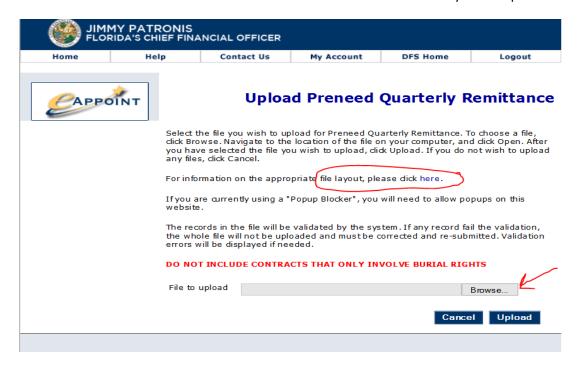
6. When you are ready to continue working on this submittal, just click on the "Type" hyper-link that is associated with the submittal that you want to work with.



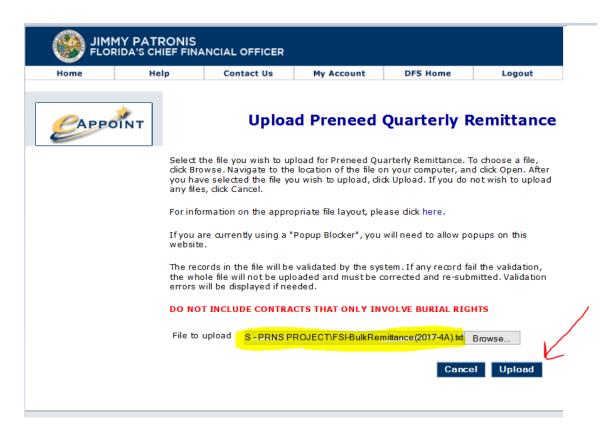
7. The Preneed Quarterly Remittance screen displays the submission information and the payment status. Click on the "Component" hyper-link to open this submittal.



8. The Upload Preneed Quarterly Remittance screen provides you with a link to access the upload file format just in case if you need the information. If you have already to upload your remittance file click the Browse button and search for the file on your computer.

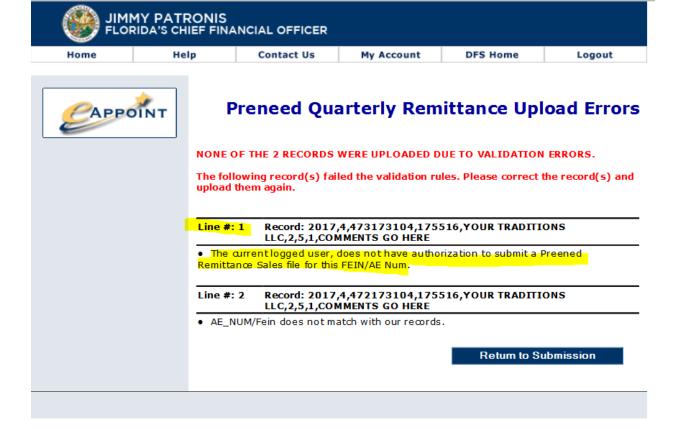


9. Once you have selected the file that is located on your computer, the file name should display in the "File to upload" field. Click the Upload button so the data can be uploaded to the eAppoint system.



10. The system will first validate the file for any errors that may exist. If any errors are found, system will display an error message for each of the rows that did not pass our validations.

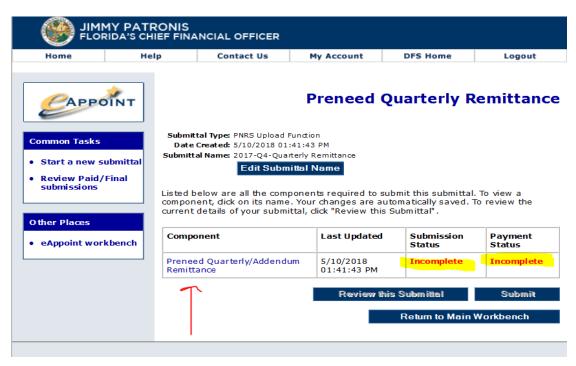
**NOTE**: The uploaded file must be error free before any of the data will be imported into the eAppoint system.



Here is a list of errors that you might encounter:

- 1. The current logged user, does not have authorization to submit a Preneed Remittance Sales file for this FEIN/AE Num.
  - a. The SA user will need to request permission from that AE before they will be able to report quarterly remittances for that AE.
- 2. AE NUM/Fein does not match with our records.
  - a. Check the file AE Number and FEIN, the combination does not match with the eAppoint system. Contact the Division of Funeral, Cemetery and Consumer Services for the correct information if needed.
- 3. The YEAR must contain 4 digits.
  - a. The file "year" field must be a four-digit year value.
- 4. The reported counts must be zero or greater.
  - a. The count for the trust funds, insurance funds and cancelled contacts cannot contain an alpha character, be a negative number or be left empty.
- 5. There is no invoice in our records for the specified Year/Quarter.
  - a. Please check the year and quarter being reported for that AE, the system does not find an invoice that matches.

- 6. The invoice for the specified Year/Quarter was included in another filing submittal, that is still pending to be submitted. You must submit/delete that filing, before reporting the same invoice (Year/Quarter) again.
  - a. Check your Workbench, it appears that this AE quarterly count for that year and quarter is on an existing submittal that has not yet be paid and submitted.
- 7. Comments must be provided when submitting an addendum.
  - a. The system requires a "Comment" when reporting as addendum.
- 8. This FEIN/Year/Quarter appears more than once in this file.
  - a. The file contains two rows for an AE for the same year, and quarter.
- 9. The count of Cancelled Contracts should be equal or less than the count of Trust Fundedks and Insurance Fundedks.
  - a. Check the counts for this record, you cannot have more cancelled contracts than contracts that were sold for that quarter and year.
- 11. If you need to review the errors a the file that was last uploaded, the list of errors can be found if you open the submittal from your eAppoint Workbench and click the link at the bottom of the page.



12. Then you can click on the hyper-link at the bottom of the page.





## **Upload Preneed Quarterly Remittance**

Select the file you wish to upload for Preneed Quarterly Remittance. To choose a file, click Browse. Navigate to the location of the file on your computer, and click Open. After you have selected the file you wish to upload, click Upload. If you do not wish to upload any files, click Cancel.

For information on the appropriate file layout, please dick here.

If you are currently using a "Popup Blocker", you will need to allow popups on this website.

The records in the file will be validated by the system. If any record fail the validation, the whole file will not be uploaded and must be corrected and re-submitted. Validation errors will be displayed if needed.

DO NOT INCLUDE CONTRACTS THAT ONLY INVOLVE BURIAL RIGHTS

File to upload	Browse

Cancel Upload

View the last set of upload errors for FSI-BulkRemittance(2017-4A).txt >>

13. The system will then display the list of errors that were in the previous file.





# **Preneed Quarterly Remittance Upload Errors**

NONE OF THE 2 RECORDS WERE UPLOADED DUE TO VALIDATION ERRORS.

The following record(s) failed the validation rules. Please correct the record(s) and upload them again.

Line #: 1 Record: 2017,4,473173104,175516,YOUR TRADITIONS LLC,2,5,1,COMMENTS GO HERE

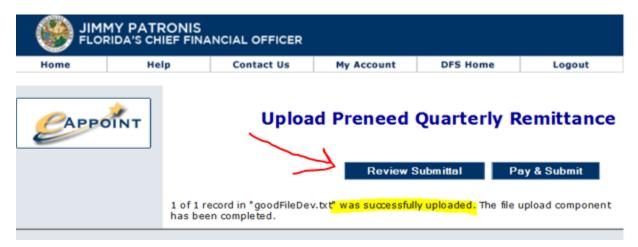
 The current logged user, does not have authorization to submit a Preened Remittance Sales file for this FEIN/AE Num.

Line #: 2 Record: 2017,4,472173104,175516,YOUR TRADITIONS LLC,2,5,1,COMMENTS GO HERE

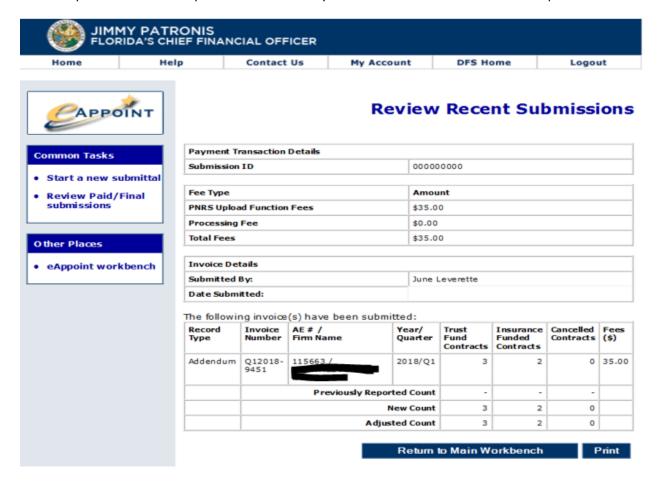
AE\_NUM/Fein does not match with our records.

Retum to Submission

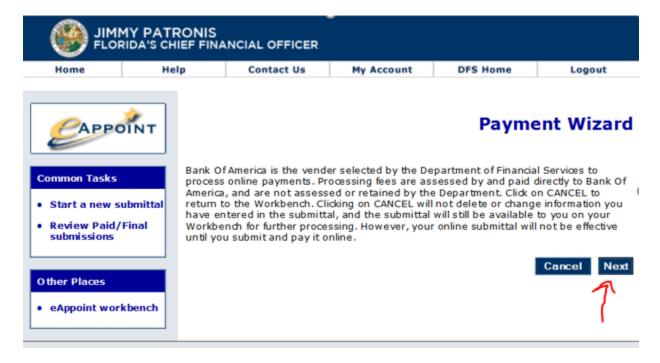
- 14. Once all errors have been corrected you will open the submittal from the eAppoint Workbench. Browse to find the updated file on your computer and click the Upload button. If the file has no errors the eAppoint system will display you this message. Click the Pay & Submit button to make the payment or the Review Submittal to review the submittal before paying.
- 15. If you want to review what was included on this submittal, click the Review Submittal button.



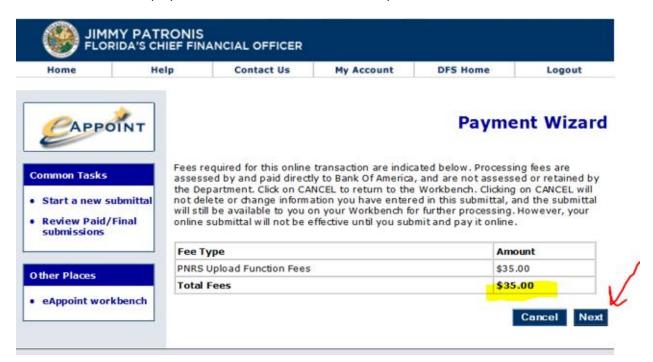
16. The Review Recent Submissions screen will display all the information about the file that was uploaded. This example was a file that only included one AE remittance for the quarter.



17. If you clicked on the Pay & Submit button you will see Payment Wizard screen before going to the Bank website to make the payment. Click the Next button to continue.



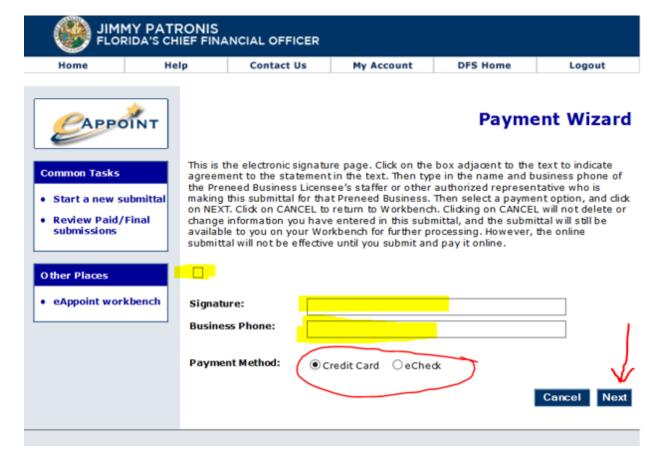
18. This screen displays the total fees that will need to be paid. Click the Next button to continue.



19. On the electronic signature page, you will need to check the box and then fill in the signature and business phone fields. Then select the payment method, either credit card or eCheck.

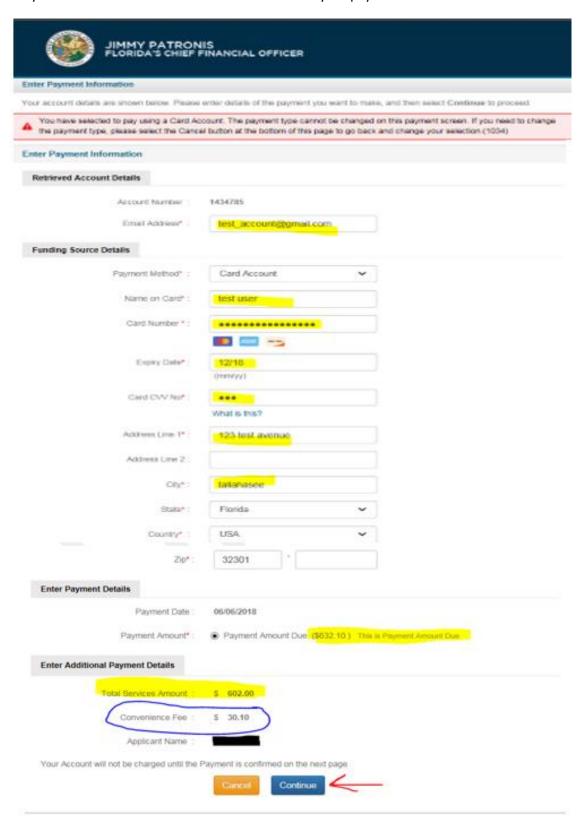
**NOTE**: When paying with a credit card, a convenience fee will be added to the total amount due.

Paying with an eCheck, no additional fees will be applied.

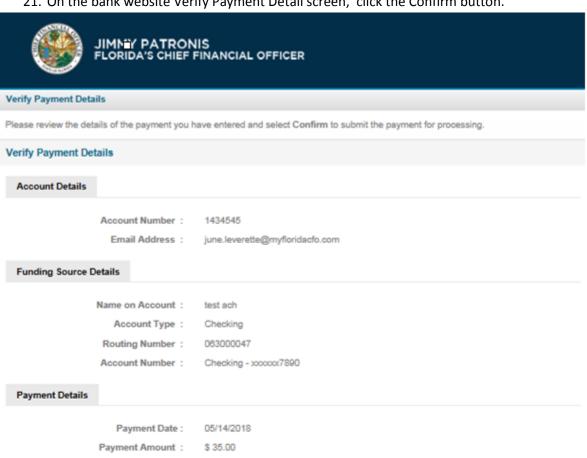


## **Credit Card Payment**

20. If you have selecte the credit card payment method you will be taken to the bank website where you will fill out the information needed to make your payment.



#### 21. On the bank website Verify Payment Detail screen, click the Confirm button.



Additional Payment Details

\$ 35.00 Total Services Amount :

Convenience Fee : june testing

By clicking Confirm to confirm your payment, you authorize us to initiate a debit from the Payment Method Account to make a payment to the Account, as detailed above. The payment to your account will be made on the Payment Date detailed above, and the debit from your account will occur within two business days of that date, but no earlier than that date. You also authorize your financial institution (and its successors or assigns), to process this debit to your account.

Additionally, by clicking confirm, you also agree to and accept the Terms & Conditions for usage of this site.



22. The bank website will return you back to the eAppoint system and you will also receive an email from the Bank about your payment.

Dear Valued Customer,

This email is to confirm your authorization for an electronic debit from your funding account ending XXXX7890 payable to Florida Division of Funeral, Cemetery and Consumer Services on 05/14/2018 through Online Payment Processing.

Payment ID:

Your confirmation number for this payment is 04601T16Y9.

The payment will be effective on 05/14/2018 or shortly thereafter.

Section 215.34, Florida Statutes, provides for a service fee to be charged on all returned payments. The Department will charge a service fee of fifteen dollars (\$15.00) or 5% of the returned payment, whichever is greater. The amount of the service fee will not exceed \$150.00.

Florida Division of Funeral, Cemetery and Consumer Services

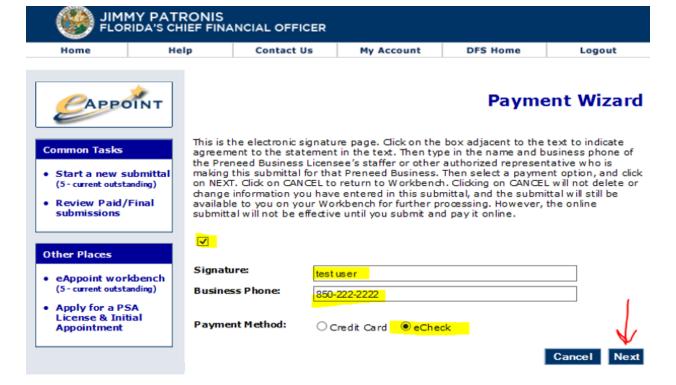
Phone: 850-413-3039 Address: DIVISION OF FUNERAL, CEMETERY AND CONSUMER SERVICES

200 EAST GAINES STREET

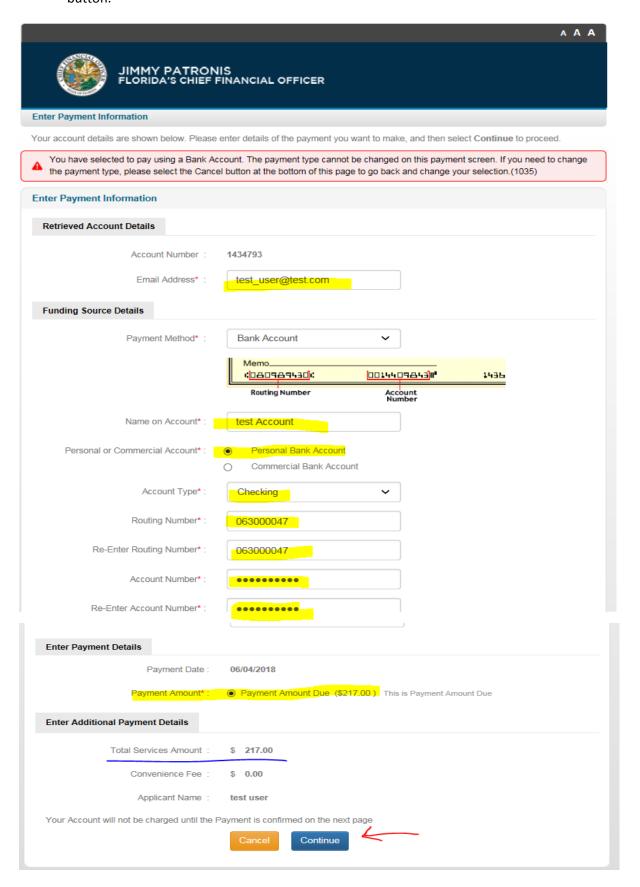
TALLAHASSEE, FLORIDA 32399-0361

### eCheck Payment

23. If you want to make an **eCheck** payment, on the Payment Wizard page check the eCheck radio option and click the Next button.

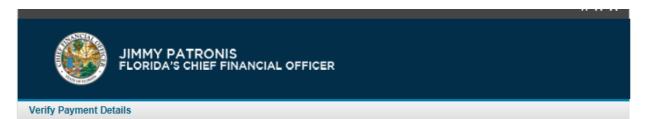


24. On the bank website, you will need to fill in the account information and click the Confirm button.

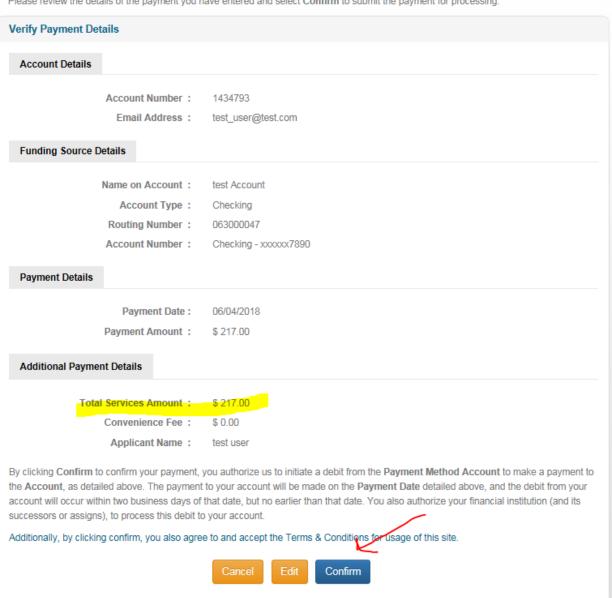


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25. On the bank website Verify Payment Details screen, you will verify the information and then click the Confirm button. Once you Confirm the payment you will be returned to the eAppoint system.



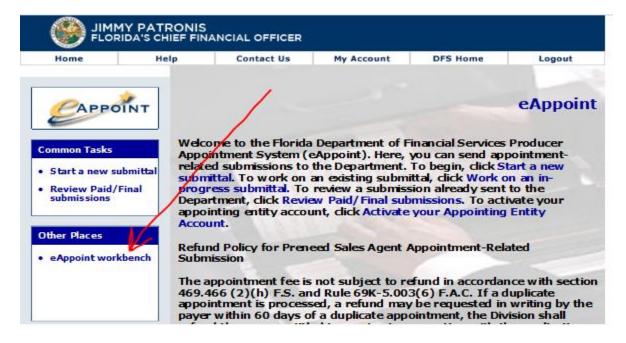
Please review the details of the payment you have entered and select Confirm to submit the payment for processing.



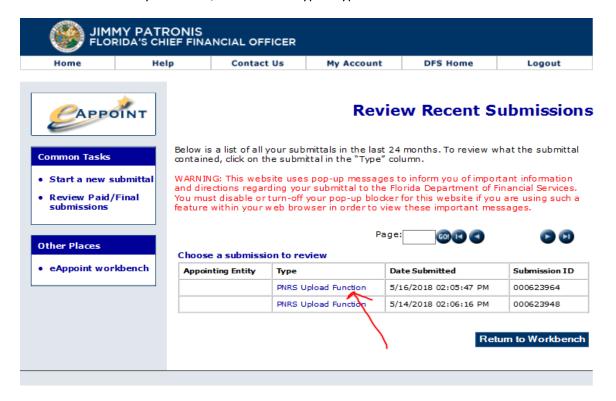
# Review Paid/Final submissions

From the Review Paid/Final submissions link, you will find a list of all the submissions that you have submitted.

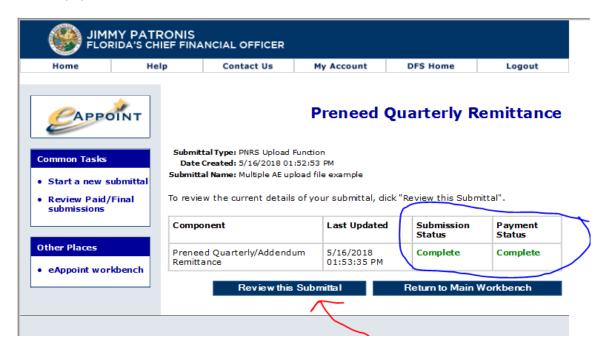
1. To review any submittal, click on the Review Paid/Final submissions hyper-link in the left-hand menu.



2. To review any submittal, click on the "Type" hyper-link.



3. This screen will display the Review Recent Submissions where the submission status and payment status are shown. Click the "Review this Submittal" button.



4. In Review Recent Submissions screen, you will see the detail of the submittal. If multiple AE were uploaded on a single file, the detail for each AE reported will be shown.





# **Review Recent Submissions**

### **Common Tasks**

- Start a new submittal
- Review Paid/Final submissions

#### Other Places

eAppoint workbench

Payment Transaction Details		
Submission ID 000623964		
Payment ID	1434617	
Confirmation Number	12345678	
Payment Status	Approved	

Fee Type	Amount
PNRS Upload Function Fees	\$168.00
Processing Fee	\$8.40
Total Fees	\$176.40

Invoice Details			
	Submitted By:	June Leverette	(
	Date Submitted:	5/16/2018 02:05:47 PM	

The following invoice(s) have been submitted:

Record Type	Invoice Number	AE # / Firm Name	Year/ Quarter	Trust Fund Contracts	Insurance Funded Contracts	Cancelled Contracts			
Addendum	Q42017- 9209	115421/	2017/Q4	12	5	5	84.00		
	Previously Reported Count			0	0	0			
	New Count			12	5	5			
	Adjusted Count			12	5	5			
	Comment	Comments: COMMENTS GO HERE							
Addendum	Q42017- 9226	115438/	2017/Q4	9	4	1	84.00		
	Previously Reported Count		0	0	0				
	New Count		9	4	1				
	Adjusted Count		9	4	1				
	Comments: COMMENTS GO HERE								

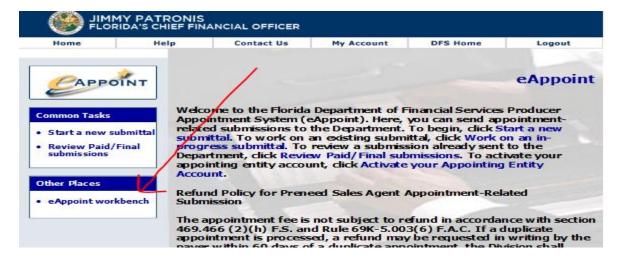
Return to Main Workbench

## Delete a Submittal

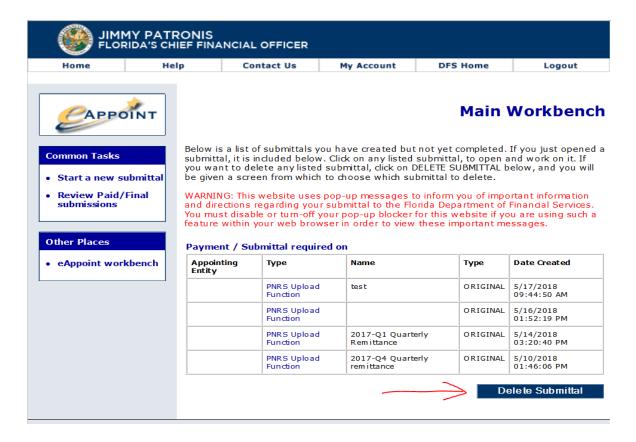
The system allows you to delete a submittal that has not yet been submitted. This may be needed if you start a new submittal and already have an existing submittal on the eAppoint Workbench or if you created a submittal in error.

The steps to delete a submittal are:

1. Log into the eAppoint system and click on the eAppoint workbench hyper-link located in the left-hand menu.

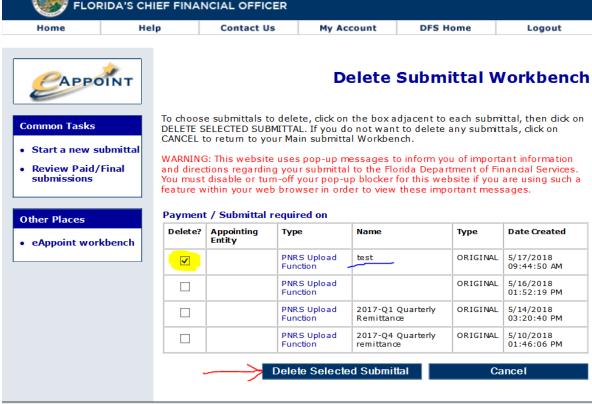


2. On the Main Workbench screen, click on the Delete Submittal button.



3. On the Delete Submittal Workbench screen, you would select the submittal that you want to delete and then click the Delete Selected Submittal button.



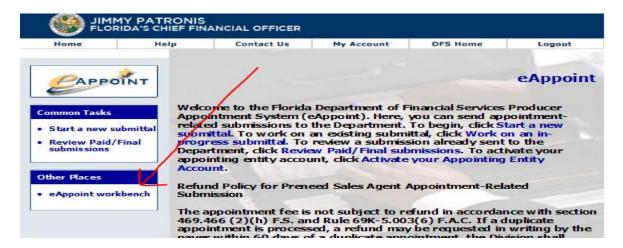


### Edit a Submittal Name

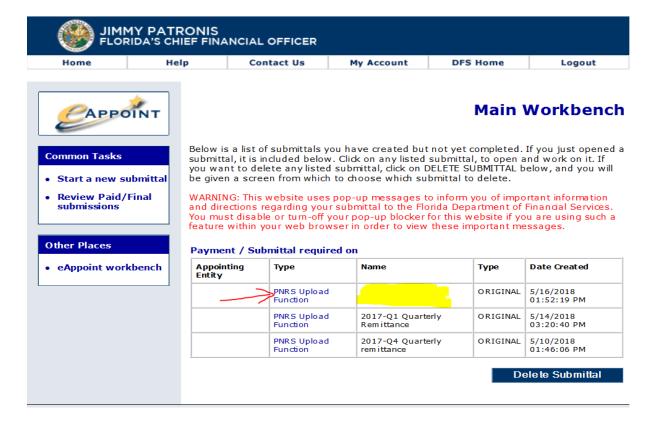
The system allows you to change a submittal name. This may happen because of a spelling mistake or maybe you have forgotten to enter the submittal name.

These are the steps to change a submittal name.

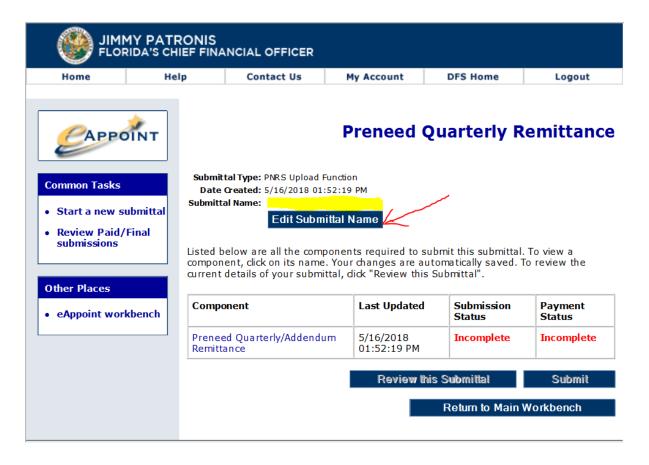
1. Log into the eAppoint system and then click on the eAppoint workbench hyper-link located in the left-hand menu.



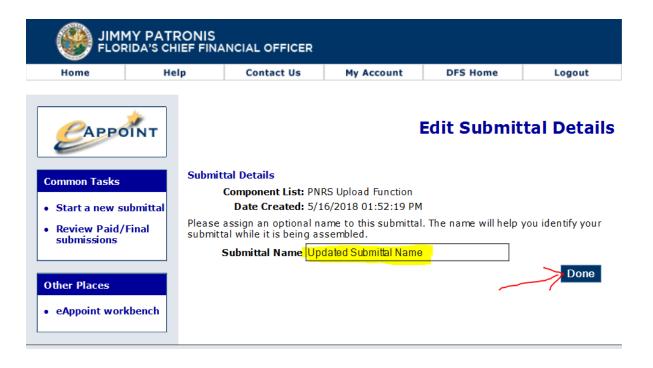
2. On the Main Workbench screen, click on the hyper-link associated with the submittal that you want to edit. In this example, the submittal name was empty so we will add a name.



3. On the Preneed Quarterly Remittance screen, click the Edit Submittal Name button.



4. On the Edit Submittal Details screen, enter the new submittal name and click the Done button.



5. You will be returned to the Main Workbench where you can see the submittal name updated.





#### **Common Tasks**

- Start a new submittal
- Review Paid/Final submissions

#### Other Places

· eAppoint workbench

### **Main Workbench**

Below is a list of submittals you have created but not yet completed. If you just opened a submittal, it is included below. Click on any listed submittal, to open and work on it. If you want to delete any listed submittal, click on DELETE SUBMITTAL below, and you will be given a screen from which to choose which submittal to delete.

WARNING: This website uses pop-up messages to inform you of important information and directions regarding your submittal to the Florida Department of Financial Services. You must disable or turn-off your pop-up blocker for this website if you are using such a feature within your web browser in order to view these important messages.

#### Payment / Submittal required on

Appointing Type Entity		Name	Туре	Date Created
	PNRS Upload Function	Updated Submittal Name	ORIGINAL	5/16/2018 01:52:19 PM
	PNRS Upload Function	2017-Q1 Quarterly Remittance	ORIGINAL	5/14/2018 03:20:40 PM
	PNRS Upload Function	2017-Q4 Quarterly remittance	ORIGINAL	5/10/2018 01:46:06 PM

Delete Submittal