### Non-Renew

1. In the **Main** view tab locate the required submission. Click the **Policy** drop down menu, select the **Non-Renew** option. The following **Non-Renewal of Coverage** window will display.

2. Complete all fields displayed. Click **OK** to proceed with this process or **cancel** to abandon it.

3. Clicking the **Send Non-Renewal Notice** checkbox causes the **Document** window to open, allowing the user to edit as needed.

4. The finished document should be saved into ImageRight by clicking on the **Policy Folder (MISC)**, then click **Save** > **Close.**

### Policy Mail Out

Completing the **Mail Out** process will change the status of the submission from **Binder Issued** to **Policy In Force** in AIM. It will document in the **Activity** list the date that the policy was mailed.

1. In the **Main** view tab locate the required submission. Click the **Policy** drop down menu > **Mail Out** option **OR** Click on the M**ail Out** toolbar button.

2. Enter the date that the policy is being mailed in the **Policy Mail Out** window

3. Click **OK**. This will display the **Confirm** window, prompting the user to issue a policy cover letter for mailing > Select **No**.
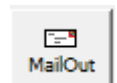
### Accounting

### Looking Up Payments

1. **Locate** the account in the AIM system that payment should have been received on.

2. Go to the **Accounting** view tab, click on applicable invoice, then click on the tab **Payments Related to Selected Invoice**

   a. **Policy Balance** – this shows the balance of the policy (AR balance).

   b. **Payments Related to Selected Invoice** – this tab shows the payments received on the account.

   c. Shows when the monies were received, the check number, amount, etc.

   d. Filter radio buttons allow the user to see what has been received from the retail agent (AR) and what has been paid to the market (AP).