

**PENNSYLVANIA SURPLUS LINES ASSOCIATION  
Electronic Filing System (EFS)**

**Frequently Asked Questions and Answers**

1	What changed in Release 2.0? .....	2
2	Why was my account disabled? .....	3
3	How do I inactivate an account? .....	4
4	When and how is a security question used?.....	5
5	Why do I need to change my password? .....	6
6	How do I obtain my password if I forgot it?.....	7
7	Why do I have the message, “[1] 1620 Report Returned”? .....	8
8	Why do I have the message, “[1] RCT-123 Report Returned”?.....	9
9	Why was a filing returned? .....	10
10	What filing type should I select in EFS to submit my Original Filing? .....	11
11	Why isn’t EFS recognizing my attached 1609-PR image?.....	12
12	Why can’t I change my PR image or revise my 1609-SLL/1609-PR filing? .....	13
13	Why can’t I submit an endorsement for a 1609-SLL/1609-PR filing?.....	14
14	Why can’t I find my Original Filing? .....	15
15	Why is the link for “Submit Original Filing” disabled? .....	16
16	How do I fix a returned filing? .....	17
17	How do I get my EFS user login to file my agency’s paperwork? .....	18
18	Why didn’t a new user receive the login email?.....	19
19	How do I confirm that a filing was completed?.....	20
20	How do I file an endorsement if the original is not in the EFS database? .....	21
21	Why can’t I view my Statement of Account?.....	22
22	What activities show up on my monthly Statement of Account?.....	23
23	How do I see what was entered on an endorsement?.....	24

# 1 What changed in Release 2.0?

What new functions are in Release 2.0 and how do they impact me?

- Several security-related functions were added.
  - Automatically disable a login ID after five unsuccessful attempts. Your Agency Administrator may re-enable your login ID by calling up your profile and clicking the button "Enable Account". [Click here for details.](#)
  - Agency Administrators may manually disable a login ID if a person should no longer have access to EFS. The Agency Administrator should call up the profile and click the button "Disable Account". [Click here for details.](#)
  - Agency Administrators may manually identify remote users by reviewing their challenge question and answer stored in the User Profile that should be filled out by each user. [Click here for details.](#)
  - Automatic prompt to change the login password (every 365 days). [Click here for details.](#)
- An automated password reset function will send a temporary password to the email address listed in your Profile. [Click here for details.](#)
- There is a status associated with each 1620 Report that can be used as part of a search. [Click here for an example.](#)
  - "Report Review Pending" - the Agency User submitted a report and it is waiting for PSLA to review and verify the uploaded report image.
  - "Submitted/Approved" - PSLA reviewed/approved the report image.
  - "Report Returned to Agency" - PSLA reviewed the uploaded report image, found discrepancies, and returned the report. An email was sent to the 1620 contact describing the discrepancies. The agency should revise the report and upload a corrected image.
- Similarly, there is a status associated with each RCT-123 Report that can be used as part of a search. [Click here for an example.](#)
  - "Report Review Pending" - the Agency User submitted the report and it is waiting for PSLA to review and verify the uploaded report image.
  - "Submitted/Approved" - PSLA reviewed/approved the report image.
  - "Report Returned to Agency" - PSLA reviewed the uploaded report image,, found discrepancies, and returned the report. An email was sent to the RCT-123 contact describing the discrepancies. The agency should revise the report and upload a corrected image.
- If you are revising a returned filing, a returned 1620 Report, or a returned RCT-123 Report, you may view a copy of the returned email by clicking a link at the top of the page. The returned email describes the reasons for the return. [Click here for an example.](#)
- On the Customer Edit page, the BA (business contact) information can- only be modified by a PSLA User.
- Uploaded images may be viewed immediately instead of waiting five to ten minutes for the image to process. Uploaded images and Statement of Accounts are now stored directly in EFS instead of a separate document system.

## 2 Why was my account disabled?

I tried to login but forgot my password. After several attempts I received the message, “You tried to log in too many times with an incorrect password. Please contact your EFS Administrator to re-enable your account and change your password.” Why is my account disabled?



The screenshot shows a web page titled "PSLA Login". At the top left is a "PSLA" logo. The main content area has a red error message: "Your password attempts have exceeded. Please contact your EFS Administrator." Below this is a login form with two input fields: "Login" and "Password", and a "Login" button. Underneath the form is a blue link: "Click Here To Reset Your Password". At the bottom of the form area is a yellow warning box: "CAUTION! This is the login for the test environment."

- A security function was added to automatically disable a login ID after five unsuccessful attempts.
- Your Agency Administrator may re-enable your login ID by calling up your profile and clicking the button "Enable Account".
- Your Agency Administrator may also manually change your password. You may also request to reset your password. See question on enabling or disabling account.

### 3 How do I enable or disable an account?

I am an Agency Administrator and our filing person transferred to another position. How do I inactivate her login ID?

- From the Home page, click on Edit an Existing User
- Select the user and call up their Profile Page
- The account status is at the top of the page and the button to **Disable Account** or **Enable Account** is at the bottom of the page.

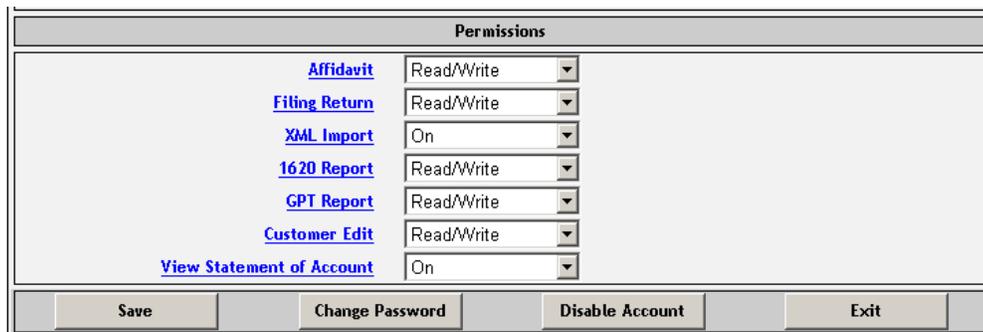


**PSLA** **User Profile** [Sign Out](#)

[Home](#) signed in as **Vic Lim [vlim@limnorris.com]** on WEB01 [Help](#)

**Editing User Profile for Jane Doe**

<a href="#">Role</a>	Agency User
<a href="#">Account Status</a>	<b>Disabled</b>
<a href="#">Password Expires</a>	09/11/2009 - 99 days left
<a href="#">Login ID</a>	Jane.Doe@AgencyName.com
<a href="#">Email</a>	info@pasla.org
<a href="#">Telephone</a>	610-594-1340
<a href="#">First Name</a>	Jane
<a href="#">Middle Initial</a>	
<a href="#">Last Name</a>	Doe
<a href="#">Security Question</a>	Which state has the easiest filing system?
<a href="#">Security Answer</a>	Pennsylvania



**Permissions**

<a href="#">Affidavit</a>	Read/Write
<a href="#">Filing Return</a>	Read/Write
<a href="#">XML Import</a>	On
<a href="#">1620 Report</a>	Read/Write
<a href="#">GPT Report</a>	Read/Write
<a href="#">Customer Edit</a>	Read/Write
<a href="#">View Statement of Account</a>	On

**Save** **Change Password** **Disable Account** **Exit**

#### **4 When and how is a security question used?**

I looked at my User Profile and saw new entries for “Security Question” and “Security Answer”.  
When and how is the information used?

- The Security Question and Security Answer fields are optional but recommended.
- If a remote user contacts an Agency Administrator to change EFS permissions, the Administrator may use the Security Question/Answer to help identify the person on the telephone.

## 5 Why do I need to change my password?

I just logged in and was prompted to change my password. Why?

- A security function was added to prompt users to periodically change their passwords (every 365 days).
- If you have not manually changed your password within the specified number of days, you will be prompted to change it the next time you log into EFS.

## 6 How do I obtain my password if I forgot it?

I just returned to the office and forgot my password but I need to log into EFS. How do I obtain my password?



The screenshot shows a web page titled "PSLA Login". At the top left, there is a "PSLA" logo. The main content area contains a login form with two input fields: "Login" and "Password". Below these fields is a "Login" button. Underneath the button is a blue hyperlink that reads "Click Here To Reset Your Password". At the bottom of the form area, there is a yellow warning box with the text "CAUTION! This is the login for the test environment."

- Call up the EFS Login Page
- Click on the link "**Click here to Reset Your Password**".
- Enter your Login ID and click Reset Password.
- An email will be sent to you with a temporary password.

## 7 Why do I have the message, “[1] 1620 Report Returned”?

I logged into EFS and the top of the Home page has the message “You have [1] 1620 Report Returned”. The link [\[Fix A Returned 1620 Report\]](#) is also in red. Why?

PSLA Electronic Filing System

signed in as Jane Doe [Jane.Doe@agencyname.com] on WEB01

You have [1] Filing Returned, [1] 1620 Report Returned, [2] RCT-123 Reports Returned

**My Filings**

- [Submit An Original Filing](#)
- [Revise A Filing](#)
- [Submit An Endorsement](#)
- [Complete A Draft Filing](#)
- [Search or View A Filing](#)
- [\[ Fix A Returned Filing \]](#)
- [Search for Transactions](#)

**My 1620s**

- [Submit A 1620 Report](#)
- [Search or View A 1620 Report](#)
- [Revise A 1620 Report](#)
- [\[ Fix A Returned 1620 Report \]](#)

**My RCT-123s**

- [New RCT-123 Report](#)
- [Search or View RCT-123 Report](#)
- [Revise RCT-123 Report](#)
- [\[ Fix A Returned RCT-123 Report \]](#)

**Administration**

- [Edit My Profile](#)
- [Edit an Existing User...](#)
- [Create New User...](#)
- [Create New Admin...](#)
- [Edit Customer Information](#)
- [PSLA Connect](#)
- [View Statement of Account](#)

EFS v2.0.0.18773 • [Click here](#) for the User Manual • Have Questions? Contact [efshelp@psla.org](mailto:efshelp@psla.org)

- PSLA reviewed a submitted 1620 Report, found discrepancies, sent an email with return reasons, and marked the 1620 Report as “Returned”..
- Click on the [\[Fix A Returned 1620 Report\]](#) link to display a list of returned reports.
- Select the desired 1620 Report and click the Revise Button. There is a link at the top of the page to display a copy of the returned email with return reasons.

## 8 Why do I have the message, “[1] RCT-123 Report Returned”?

I logged into EFS and the top of the Home page has the message “You have [1] RCT Report Returned”. The link [\[Fix A Returned RCT Report\]](#) is also in red. Why?

The screenshot shows the PSLA Electronic Filing System interface. At the top, there is a navigation bar with the PSLA logo, the system name, and a 'Sign Out' link. Below this is a status bar indicating the user is signed in as 'Vic Lim [agencyuser]' on 'WEB01' with a 'Help' link. A prominent red banner across the top of the main content area reads 'You have [1] RCT-123 Report Returned'. The main content is organized into four panels: 'My Filings', 'My 1620s', 'My RCT-123s', and 'Administration'. The 'My RCT-123s' panel contains a list of links, with the link '[ Fix A Returned RCT-123 Report ]' highlighted in red. The 'Administration' panel contains various user management links.

PSLA Electronic Filing System		Sign Out
Home	signed in as Vic Lim [agencyuser] on WEB01	? Help
You have [1] RCT-123 Report Returned		
<b>My Filings</b>	<b>My 1620s</b>	
<ul style="list-style-type: none"><li>• <a href="#">Submit An Original Filing</a></li><li>• <a href="#">Revise A Filing</a></li><li>• <a href="#">Submit An Endorsement</a></li><li>• <a href="#">Complete A Draft Filing</a></li><li>• <a href="#">Search or View A Filing</a></li><li>• <a href="#">Fix A Returned Filing</a></li><li>• <a href="#">Search for Transactions</a></li></ul>	<ul style="list-style-type: none"><li>• <a href="#">Submit A 1620 Report</a></li><li>• <a href="#">Search or View A 1620 Report</a></li><li>• <a href="#">Revise A 1620 Report</a></li><li>• <a href="#">Fix A Returned 1620 Report</a></li></ul>	
<b>My RCT-123s</b>	<b>Administration</b>	
<ul style="list-style-type: none"><li>• <a href="#">New RCT-123 Report</a></li><li>• <a href="#">Search or View RCT-123 Report</a></li><li>• <a href="#">Revise RCT-123 Report</a></li><li>• <a href="#">[ Fix A Returned RCT-123 Report ]</a></li></ul>	<ul style="list-style-type: none"><li>• <a href="#">Edit My Profile</a></li><li>• <a href="#">Edit an Existing User...</a></li><li>• <a href="#">Create New User...</a></li><li>• <a href="#">Create New Admin...</a></li><li>• <a href="#">Edit Customer Information</a></li><li>• <a href="#">PSLA Connect</a></li><li>• <a href="#">View Statement of Account</a></li></ul>	

EFS v2.0.0.22653 • [Click here](#) for the User Manual • Have Questions? Contact [efshelp@psla.org](mailto:efshelp@psla.org)

- PSLA reviewed a submitted RCT-123 Report, found discrepancies, sent an email with return reasons, and marked the RCT-123 Report as "Returned"..
- Click on the [\[Fix A Returned RCT-123 Report\]](#) link to display a list of returned reports.
- Select the desired RCT-123 Report and click the Revise Button. There is a link at the top of the page to display a copy of the returned email with return reasons.

## 9 Why was a filing returned?

I logged into EFS and the Home Page states “**You have [1] Filing Returned**”. I clicked on the “Fix A Returned Filing” link to find the filing and then clicked on the Revise Filing button. The browse field is highlighted in red and the message states that something is wrong with the PR image but I cannot determine what is wrong.

- At the top of the Revise Filing page there is a link that states “Click here to view the return email”.
- Clicking the link will display a copy of the returned email describing the specific reasons for the return.

PSLA		Revise Filing		Sign Out
<a href="#">Home</a>		signed in as Jane Doe [Jane.Doe@AgencyName.com] on WEB01		<a href="#">? Help</a>
<b>Enter Updated Filing Information</b>				
<b>This policy is in Filing Return because of the errors highlighted below.</b> <a href="#">Click here to view the return email</a>				
		<b>Correctly Received Date</b>	<input type="text" value="06/03/2009"/>	
Pennsylvania Surplus Lines Association 180 Sheree Blvd., Suite 3100 Exton, PA 19341	<b>Customer ID</b>	<input type="text" value="0753"/>	<input type="text" value="PENNSYLVANIA SURPLUS LI"/>	
	<b>Policy Number</b>	<input type="text" value="TEST-JUN3-1"/>		
	<b>Binder Number</b>	<input type="text"/>		

## 10 What filing type should I select in EFS to submit my Original Filing?

This is my first surplus lines filing and I am planning to submit it via EFS. There are several options for filing type. Which should I select?

- Please review the PSLA Procedures and Electronic Filing User Manual and forms before submitting your electronic filing. The Procedures Manual is available over the Internet at <http://www.pasla.org/Documents/PSLAProcedMan.pdf>.
- For further questions sign up for a workshop via WebEx; email PSLA at [efshelp@pasla.org](mailto:efshelp@pasla.org); or call PSLA at 610-594-1340

## 11 Why isn't EFS recognizing my attached 1609-PR image?

I use the Browse button to find and select my 1609-PR image. When I click "Validate" I still receive Error 33 – Missing or Illegible PR Image. See display below.

Casualty Insurance Guaranty Association

Tax	\$ 0.03	<input type="checkbox"/> Check here ONLY if <a href="#">Tax Exempt</a>
<a href="#">Filing Fee</a>	\$ 15.00	
<input type="checkbox"/> Check here if <a href="#">FORM 1606-A</a> is attached a non-admitted insurer not on the Pennsylv	<b>Validation Error</b>	pe with Section 1606 to a surplus lines insurers.
<a href="#">Surplus Lines Individual License</a>	<b>Error 33 - Missing or Illegible 1609-PR Image</b>	
RUDERT, KENNETH A	Filing Type 1609-SLL/1609-PR requires a legible image of a signed 1609-PR form. PSLA reviewed the image and determined it is either: illegible, missing the producer number/name/address, missing the producer signature, or the Insured Name doesn't match. A corrected image must be uploaded before the submittal is approved.	\$ ASSOCIA
<b>Producer (FORM 1609-PR)</b>		producer. 1609-SLL filings
<input type="checkbox"/> Check here if after numerous attempts yo without a 1609-PR form will be reported		
<b>1609-PR Image</b>		
Select the 1609-PR scan from your system	<input type="button" value="Browse..."/>	
Enter the Policy or Binder Number again	TESTIMAGE	
<input type="button" value="Validate Filing"/>	<input type="button" value="Save As A Draft"/>	<input type="button" value="Exit"/>

- Check to confirm the image is PDF, JPG, or uncompressed TIF. Other image types are not supported.
- Check if the file size is less than 20,000 KB (check the size by doing a right-mouse click on the file and selecting properties). Either change your scanner settings to a lower resolution, edit the file with an image editing tool such as Adobe Photoshop to reduce the size, or contact your IT support person.
- Confirm the image file is stored on your local hard drive. Images stored on a shared drive may encounter network security issues. Shortcuts to images stored elsewhere will also cause problems.

## 12 Why can't I change my PR image or revise my 1609-SLL/1609-PR filing?

I submitted a 1609-SLL/1609-PR filing and realized afterwards that I attached the wrong image. When I view the filing, the only button at the bottom of the form is **Exit**. The **Validate** and **Submit** buttons are missing. How do I revise a filing and attached a revised PR image?

- When an Agency User submits a 1609-SLL/1609-PR filing type, the Electronic Filing System (EFS) sets the filing status to "Filing Review Pending" since PSLA must review the PR image and enter in the PR data.
- Agency Users are prohibited from submitting revised filings while the filing is in the "Filing Review Pending" state since PSLA is reviewing/editing the same information. We recommend that you don't try to view or revise your data for at least 48 hours.
- Email [EFShelp@pasla.org](mailto:EFShelp@pasla.org) with the PSLA ID number and Policy Number and request that PSLA return the filing to you so you can attach a corrected image.

### 13 Why can't I submit an endorsement for a 1609-SLL/1609-PR filing?

I submitted a 1609-SLL/1609-PR filing. I tried to create an endorsement for that filing and received the message "unable to create endorsement for policy because it is not in the Submitted/Approved state?" Why can't I submit an endorsement?

- When an Agency User submits a 1609-SLL/1609-PR, the Electronic Filing System (EFS) sets the filing status to "**Filing Review Pending**" since PSLA must review the PR image and enter in the PR data.
- Agency Users are prohibited from submitting revised filings while the filing is in the "Filing Review Pending" state since PSLA is reviewing/editing the same information.

## 14 Why can't I find my Original Filing?

I mailed the original filing and now want to electronically enter my endorsement but can't find my Original Filing in EFS. Why can't I find my Original Filing in the "search affidavit/endorsement" page if I enter the policy number or named insured in the search criteria fields?

- The Affidavit Search initially searched for filings that had a Named Insured beginning with the characters entered into the search criteria.
- The Affidavit Search by Named Insured has been enhanced. For example, if the named insured is "11-17 West Market LLC", the search will find filings containing either:
  - West
  - Market west
  - Market LLC
  - West LLC
  - Market
  - LLC
  - 11-17
- For best results in Searching the Affidavit/Endorsement by policy or binder number, enter the policy or binder number in the designated field and do not use hyphens, backward slashes or policy year extensions. Example: ABC1234-06, ABC/123406 or ABC1234 06. This will bring all policies that have the same or similar characters for your customer ID number.

## 15 Why is the link for “Submit Original Filing” disabled?

After I log into EFS, the home page has the “Submit Original Filing” plus several other items disabled. See image below. How do I submit a filing?

**PSLA** PSLA Electronic Filing System

Home signed in as Vic Lim [agencyuser] Help

**You have 408 Filing Returns waiting!**

<b>My Filings</b> <ul style="list-style-type: none"><li>• <a href="#">Submit Original Filing</a></li><li>• <a href="#">Revise Filing</a></li><li>• <a href="#">Submit Endorsement</a></li><li>• <a href="#">Complete Draft Filing</a></li><li>• <a href="#">Search or View Filing</a></li><li>• <a href="#">[ Fix Filing Return Error ]</a></li></ul>	<b>My 1620s</b> <ul style="list-style-type: none"><li>• <a href="#">New 1620 Report</a></li><li>• <a href="#">Search or View 1620 Report</a></li><li>• <a href="#">Revise 1620 Report</a></li></ul>
<b>My RCT-123s</b> <ul style="list-style-type: none"><li>• <a href="#">New RCT-123 Report</a></li><li>• <a href="#">Search or View RCT-123 Report</a></li><li>• <a href="#">Revise RCT-123 Report</a></li></ul>	<b>User Profile</b> <ul style="list-style-type: none"><li>• <a href="#">Edit My Profile</a></li><li>• <a href="#">Edit an Existing User...</a></li><li>• <a href="#">Create New User...</a></li><li>• <a href="#">Create New Admin...</a></li><li>• <a href="#">Sign out...</a></li></ul>

[Click here](#) for the User Manual • Have Questions? Contact [efshelp@psla.org](mailto:efshelp@psla.org)

- If the permission in the User Profile is set as **None** or **Read-only** for Affidavits than the link for Submit Original Filing is disabled. The permission must be set to **Read/Write** to enable the link
- The permission for Filing Return contacts is initially set to **Read-only**. Please contact your Agency Administrator to change permissions.
- Please refer to the User Profile section in the [EFS User Manual](#) for additional information.

## 16 How do I fix a returned filing?

I received an email message requesting me to fix a returned filing but I don't know what to do after I log in. See image below.

The screenshot shows the PSLA Search For Affidavit/Endorsement interface. At the top, there is a navigation bar with 'Home' and 'signed in as Vic Lim [agencyuser]'. Below this is a section titled 'Enter Search Information' with various search criteria fields:

- Customer ID: 0753
- Policy No.:
- Binder No.:
- Cust Ref. No.:
- Insured Name:
- Tax Status: Select a Tax Status
- PSLA ID:
- Entry Date Range:
- Eff. Date Range:
- Exp. Date Range:
- SL Indiv. Lic. No.: Select the Individual Licensee
- Producer Lic. No.:
- Type of Coverage: Select the type of coverage
- Filing Status: Filing Return Sent

Below the search criteria is a 'Search For Policy' button. The results section shows '1 Policies Found' and a table with the following data:

Policy No.	PSLA ID	FS	Entry Date	Insured Name	Eff. Date	Exp. Date	Property Limit	Casualty Limit	Premium
<input type="radio"/> EXAMPLE	760974	RT	08-21-06	FAQ - RETURNED FILING	06-06-06	06-06-07	1	1	1.00

Below the table is a '1' indicating the total number of policies found. At the bottom, there are several action buttons: 'View or Revise Filing', 'View History', 'Submit Endorsement', 'Submit Original Filing', 'Inactivate', 'Cancel', 'Reinstate Policy', 'Create 1609-PR Form', and 'Save Results'.

- Click the radio button to the left of the policy number called "Example". This should highlight the complete row and indicates that your policy is selected.
- Click the "View Filing" button. This opens up your filing for review.
- At the top of the Filing there should be a message in red font that states "This policy is in Filing Return because of the errors highlighted below". Scroll down to the bottom of the filing until you see a red or yellow field. Click in it and a window is displayed that describes the error.
- Please refer to the Filing Status and Filing Returns section in the [EFS User Manual](#) for additional information.

## **17 How do I get my EFS user login to file my agency's paperwork?**

- Click on the attached link <http://www.pasla.org/HTML/Electronic%20Filing.htmk> and complete and fax the EFS application. Once PSLA receives the completed application you will receive an EFS user login via email.

## 18 Why didn't a new user receive the login email?

I am the Agency Administration and created a login ID for a new user. The new user did not receive the email containing the login information. Why?

- One reason may be that some companies have a spam filter configured to block external Internet email with a return address using the internal domain name. Internal email does not go through the spam filter so this spam filter configuration typically works but it causes a problem with Electronic Filing.
- New users are sent an email from the Electronic Filing System with a return address of the Agency Administrator. For example:
  - If the agency administrator is [admin@pasla.org](mailto:admin@pasla.org);
  - and the new user is [user@pasla.org](mailto:user@pasla.org);
  - and the spam filter is configured to block external Internet email using the internal domain name;
  - then, the spam filter will block email sent by Electronic Filing System from [admin@pasla.org](mailto:admin@pasla.org) to [user@pasla.org](mailto:user@pasla.org).
- Please contact your IT support person if new users are not receiving the login email. One work-around is to change the email address of the Agency Administrator to another domain name (e.g. [agencyadmin@yahoo.com](mailto:agencyadmin@yahoo.com)).

## 19 How do I confirm that a filing was completed?

I submitted a new filing. How do I confirm that Electronic Filing System received it?

- Call up the Search Page, enter today's date for the entry date, and click Search.
- The Search results will list all filings entered today for your customer ID. If you see the filing that you submitted, than EFS received it.
- PLEASE NOTE: if the filing type is 1609-SLL/1609-PR, you may view the filing but cannot revise it until PSLA has reviewed and entered the PR information. If you view the filing before PSLA enters the PR information, the message "This filing is in Filing Review..." will be displayed at the top of the page."

## **20 How do I file an endorsement if the original is not in the EFS database?**

How do I electronically file my additional premium endorsement (which is adding a PA locations) when there was no Original Filing made at the time the insured booked the placement?

- If a PA location is add by endorsement you will need to file an original filing and report the premium as zero.
- Than you will need to file your endorsement (s).

## 21 Why can't I view my Statement of Account?

I log into EFS and the link to View Statement of Account is grey. I click on it but nothing happens.

The screenshot shows the PSLA Electronic Filing System interface. At the top, there is a header with the PSLA logo, the title "PSLA Electronic Filing System", and a "Sign Out" link. Below the header, a navigation bar shows the user is signed in as "Jane Doe [Jane.Doe@AgencyName.com]" on "WEB01", with "Home" and "Help" links. A red banner indicates: "You have [5] Filings Returned, [1] 1620 Report Returned, [1] RCT-123 Report Returned". The main content area is divided into four sections:

- My Filings:** Includes links for "Submit An Original Filing", "Revise A Filing", "Submit An Endorsement", "Complete A Draft Filing", "Search or View A Filing", "[ Fix A Returned Filing ]", and "Search for Transactions".
- My 1620s:** Includes links for "Submit A 1620 Report", "Search or View A 1620 Report", "Revise A 1620 Report", and "[ Fix A Returned 1620 Report ]".
- My RCT-123s:** Includes links for "New RCT-123 Report", "Search or View RCT-123 Report", "Revise RCT-123 Report", and "[ Fix A Returned RCT-123 Report ]".
- Administration:** Includes links for "Edit My Profile", "Edit an Existing User...", "Create New User...", "Create New Admin...", "Edit Customer Information", "PSLA Connect", and "View Statement of Account".

At the bottom of the interface, there is a footer: "EFS v2.0.0.22653 • [Click here](#) for the User Manual • Have Questions? Contact [efshelp@psla.org](mailto:efshelp@psla.org)".

- Links that are grey are typically disabled due to security.
- Click on "Edit My Profile" and check whether the permission to "View Statement of Account" is **ON**.
- If the permission is **OFF**, please contact your Agency Administrator to change it.

## 22 What activities show up on my monthly Statement of Account?

Why does the same policy number show up multiple times on my monthly Statement of Account?  
When am I charged a filing fee?

- Activities that impact filing fee will show up on the Statement of Account.
- Filings submitted with an effective date on or after January 1, 2002 are subject to a flat, non-refundable stamping fee of \$15.00.
  - If an Agency User or PSLA User submits a new filing, a line item will be added with \$15 filing fee.
  - If an Agency User or PSLA User revises a filing, two line items will be added. The first item credits the old premium and filing fee and the second item debits the new premium and filing fee.
- Filings submitted with an effective on or before December 31, 2001 are subject to a stamping of 0.5% of the gross premium.
  - Each new filing will add a line item with a calculated stamping fee.
  - Each endorsement with additional or returned premium will add a line item with a calculated stamping fee.

## 23 How do I see what was entered on an endorsement?

The Policy History page displays the Property Limit, Casualty Limit, and Premium after I submit an endorsement. How do I view the values that were entered when the Endorsement was submitted?

- Use the Search page to find the filing.
- Select the filing and click "View History".
- Click on the Trans ID hyperlink to call up a read-only Endorsement page.
- Refer to the following screen shots for details.

**PSLA**
**Search For Affidavit/Endorsement**

Home signed in as Vic Lim [agencyuser] Help

**Enter Search Information**

<p><b>Customer ID</b> 0753</p> <p><b>Policy No.</b> TEST1</p> <p><b>Binder No.</b></p> <p><b>Cust Ref. No.</b></p> <p><b>Insured Name</b></p> <p><b>Tax Status</b> Select a Tax Status</p> <p><b>PSLA ID</b></p>	<p><b>Entry Date Range</b> to</p> <p><b>Eff. Date Range</b> to</p> <p><b>Exp. Date Range</b> to</p> <p><b>SL Individ. Lic. No.</b> Select the Individual Licensee</p> <p><b>Producer Lic. No.</b></p> <p><b>Type of Coverage</b> Select the type of coverage</p> <p><b>Filing Status</b> Select a Filing Status</p>
--	---

**Search For Policy**

2 Policies Found

	Policy No.	PSLA ID	FS	Entry Date	Insured Name	Eff. Date	Exp. Date	Property Limit	Casualty Limit	Premium
<input type="radio"/>	TEST11	761835	IN	08-21-06	TEST	06-06-06	06-06-07	0	0	0.00
<input type="radio"/>	TEST100	803873	EN	02-05-07	VIC	01-01-07	01-01-08	1	1	1,011.00

1

View or Revise Filing	View History	Submit Endorsement	Submit Original Filing
Inactivate	Cancel	Reinstate Policy	Create 1609-PR Form
Save Results			

Current Policy Information												
<a href="#">PSLA ID</a> 803873				<a href="#">Filing Type</a> 1609-SLL/1609-PR								
<a href="#">Customer ID &amp; Name</a> 0753 - PENNSYLVANIA SURP				<a href="#">Insured Name</a> VIC								
<a href="#">Policy Number</a> TEST100				<a href="#">Binder Number</a>								
<a href="#">Policy Effective Date</a> 01/01/2007				<a href="#">Policy Expiration Date</a> 01/01/2008								
<a href="#">Location of Risk</a> 123 STREET				<a href="#">City, State Zip</a> CONSHOHOCKEN, PA 19428								
<a href="#">Type of Coverage</a> Law Enforcement Liability				<a href="#">Stamping Fee</a> \$15.00								
<a href="#">Property Limit</a> \$125,001				<a href="#">Casualty Limit</a> \$2,001								
<a href="#">Premium</a> \$2,496.00				<a href="#">Tax</a> \$74.88								

Trans ID	EN No	Entry Date	Type	Policy No	Eff. Date	Exp. Date	Property Limit	Casualty Limit	Premium AS	Sent to Acct.	User ID	FDD
1097456		02-05-07	NW	TEST100	01-01-07	01-01-08	1	1	1.00	RS	agencyuser	
1097467		02-15-07	CO	TEST100	01-01-07	01-01-08	1	1	1.00		vlim@timnorris.com	N/A
1097469		02-15-07	CO	TEST100	01-01-07	01-01-08	1	1	1,111.00	RS	vlim@timnorris.com	N/A
<a href="#">1097470</a>	1	02-15-07	EN	TEST100	01-01-07	01-01-08	1	1	1,211.00	RS	vlim@timnorris.com	
1097471		02-15-07	CO	TEST100	01-01-07	01-01-08	1	1	1,111.00	RS	vlim@timnorris.com	
<a href="#">1097472</a>	1b	02-15-07	EN	TEST100	01-01-07	01-01-08	1	1	1,011.00	RS	vlim@timnorris.com	
<a href="#">1097497</a>	2	04-02-07	EN	TEST100	01-01-07	01-01-08	100,001	1	1,996.00	RS	agencyuser	N/A
<a href="#">1097498</a>	3	04-02-07	EN	TEST100	01-01-07	01-01-08	125,001	2,001	2,496.00	RS	agencyuser	N/A

Endorsement Information for Transaction #1097498												
<a href="#">Endorsement No</a> 3				<a href="#">Effective Date of Change</a> 03/01/2007								
<a href="#">Customer ID &amp; Name</a> 0753 - PENNSYLVANIA SURP				<a href="#">Insured Name</a> VIC								
<a href="#">Policy Number</a> TEST100				<a href="#">Binder Number</a>								
<a href="#">Policy Effective Date</a> 01/01/2007				<a href="#">Policy Expiration Date</a> 01/01/2008								
<a href="#">Location of Risk</a> 123 STREET				<a href="#">City</a> CONSHOHOCKEN		<a href="#">State</a> PA		<a href="#">Zip</a> 19428				
<a href="#">Type of Coverage</a> Law Enforcement Liability				<input type="checkbox"/> <a href="#">Tax Exempt</a> (if checked)								
				<a href="#">Change in Stamping Fee</a> \$ 0.00								
ELIGIBLE INSURERS												
48123 - ACE EUROPEAN GROUP LIMITED												
		<a href="#">Property Limit</a>		<a href="#">Casualty Limit</a>		<a href="#">Premium</a>		<a href="#">Tax</a>				
<a href="#">Current</a>	\$	100,001		\$ 1		\$ 1,996.00		\$ 59.88				
<a href="#">Change</a>	\$	25,000		\$ 2,000		\$ 500.00		\$ 15.00				
<a href="#">New</a>	\$	125,001		\$ 2,001		\$ 2,496.00		\$ 74.88				
<a href="#">New Total from Eligible Insurers</a>	\$	125,001		\$ 2,001		\$ 2,496.00		\$ 74.88				