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When using this manual in Word, clicking on the page number links to the page.

Note on this document: Care has been taken in the preparation of this manual to insure that these procedures address all facets of agency operations including Errors and Omissions, however each agency should verify all procedures to insure that they are appropriate and complete for the types of business written. If you notice any that any part of this manual requires updating, please email ksimms@karensimms.net.

Procedures tables include all steps to complete a procedure whether or not they are system-related. AMS Detail Entry Procedures explains how to enter data into AMS. Accessing a menu will be indicated by a Capital letter, as in File, Print. A button to be clicked will be all in caps, as in OK. In general, hyperlinks will be underlined. This pattern is repeated for all sections of the manual. Boxes to be clicked are entered as ALL CAPS.

Removal of suspense will not be listed as a step in procedures where suspense may have been listed earlier. Suspense should be marked completed when it is no longer required.