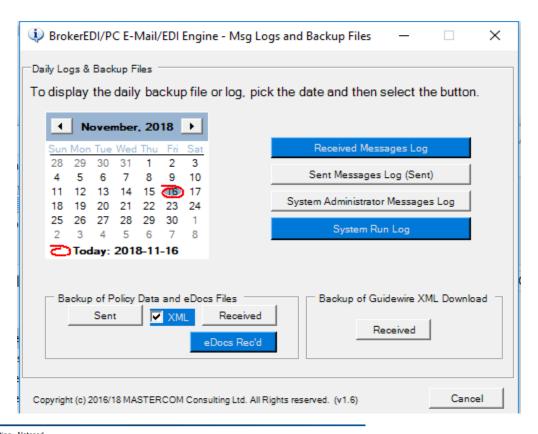
HD0038 LOOKING FOR A DOCUMENT THAT WAS NOT FOUND

To look for a document that was not found, we compare the eDocs listing of what the insurance companies said they were downloading with the listing of the actual documents received.

eDocs Listing of What the Insurance Companies Said They Were Downloading

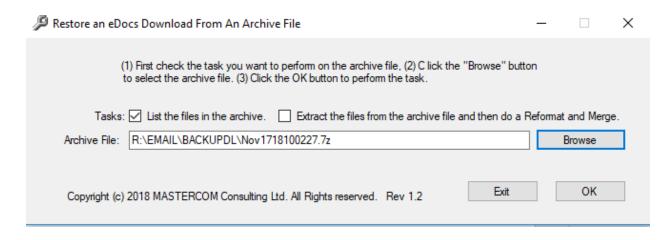
To display this list:

- In the MASTERCOM BrokerEDIPC E-Mail-EDI Engine .NET program folder select the "1 - CSIOnet Msg Status & Logs" program item.
- 2) Check the **XML** check box and the "**Polices Rec'd**" will change to "**eDocs Rec'd**" button.
- 3) Click the ""eDocs Rec'd" button to get the listing which will be displayed in Notepad.

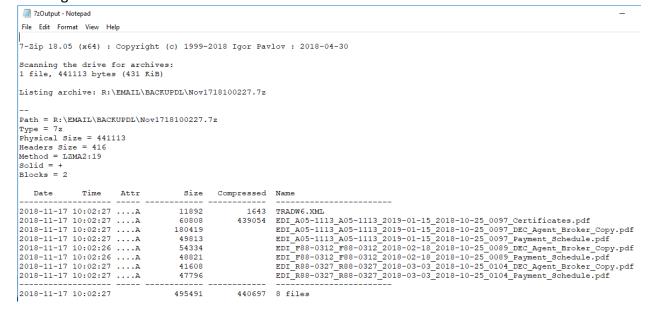


Listing of the Actual Documents Received

- 1) In the MASTERCOM BrokerEDIPC E-Mail-EDI Engine .NET program folder select the "4 Restore an eDocs Download" program item.
- 2) Check the **Tasks:** checkbox (List the files in the archive.)
- 3) Click the "Browse" button and explore to the \EMAIL\BACKUPDL folder the pick the zipped backup file, as illustrated below.
- 4) Click the "**OK"** button to list the files in the archive.

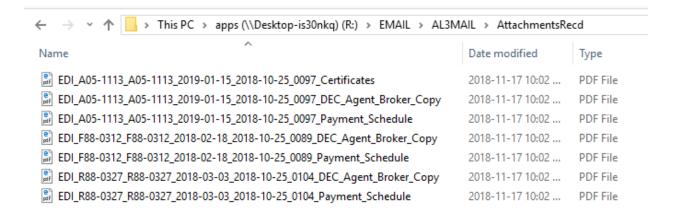


A listing is shown below.



List of Attachments in the \EMAIL\AL3MAIL\AttachmentsRecd Folder

This is the list of attachments in the \EMAIL\AL3MAIL\AttachmentsRecd folder before the user does the "Merge Daily Electronic Documents". You will notice that here that the documents have "EDI_policynumber" as a prefix so Power Broker knows instantly the policy to which the document should be attached.



This listing should match the "Listing of the Actual Documents Received" above.