

# NYAIP 20 MOST FREQUENTLY ASKED PASS QUESTIONS

## 1) How do I know if the Plan has received and processed an application?

PASS provides you with application status and detailed assignment information. When in PASS, simply click on the Applicant Name or the Reference/Binding Number of the application for current Assignment Details such as the:

- Company Name and Assignment # (AIP#)
- Assigned, Receipt and Process Date
- Applicable Deficiencies

## 2) How do I create an ID card for a Commercial policy?

New ID Cards for an existing Commercial Policy can be created by using the PASS Stand-Alone ID Card facility and should only be created after you have completed a NYAIP Commercial Policy Change Request form (Endorsement).

## 3) I get a blank white screen when I try to print ID cards in PASS. Can you help?

This is a problem with Adobe Reader. You will have to open the Adobe Acrobat Reader application/program before you can view and print the ID cards.

- To view and print the ID card answer "Yes" to any security alert pop-ups.
- Minimize the blank white screen using the minus sign in the upper right hand corner of the window.
- Open Adobe Acrobat Reader by going to either your desktop (if you have a shortcut) or go to the "Start" button in the lower left hand corner of your computer screen and select "Programs" or "All Programs" list to locate the Adobe Reader.

## 4) What's the difference between the Commercial Electronic Endorsement procedure and the New Business Commercial Electronic Submission procedure

- The Commercial Electronic Endorsement uses fax technology to secure an effective date for all endorsements that are currently not eligible for the PASS Electronic Endorsement Program.
- The New Business Commercial Electronic Submission Procedure uses fax technology to secure an effective date for new business commercial risk that are currently not eligible for electronic submission through PASS, provided all Plan rules and requirements are met.

## 5) When and how should I retract/reverse an application and ID card?

You may retract the online application within 2 business days of the PASS transmission providing that you have informed the applicant and have received all bar-coded copies of ID card (s) issued to the applicant in connection with the application. Once an application is retracted the application cannot be retrieved.

To retract an application select "Retract an Application " located under Processing Options once you have successfully logged into PASS.

The retraction process is not available for ID cards. However, you must retrieve all ID card (s) associated with your retraction request and complete the Flat Cancellation Request form. This form confirms you have informed the applicant that all copies of the ID card (s) must be returned and the ID card (s) cannot be used to obtain registration.

**Please note: Retracting an application for which an IAP (Ineligible Applicant program) override was in effect does not retract the IAP override. The producer is responsible to submit the prior earned premium to the carrier.**

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### **6) How can I make changes to an existing private passenger policy that was assigned prior to September 1, 2002?**

You can make changes by utilizing the hard copy Private Passenger Policy Change Request form located in PASS under "Forms Library for Producers" once completed the form must be mailed to the carrier. To secure an immediate effective date you can utilize the Commercial Electronic Endorsement procedure in conjunction with the hard copy Private Passenger Policy Change Request.

### **7) How do I restore a pended application or endorsement?**

By clicking on "Restore Pended Application" or "Restore an Endorsement" in PASS, you can retrieve files that were previously saved. However, you must remember if you restore an application or endorsement for viewing or editing, you must either submit, the application for assignment or save it again. Failure to do this will result in losing the pended application or endorsement.

### **8) How do I download the ID Card Contingency System (ICCS) ID cards (for use only when the PASS website is inoperable?)**

- First login to PASS with your license number and password click on the Important! Download ID Card Contingency System (ICCS) Software link.
- Before proceeding with the download process, please review the producer license ID listed on this page is the one, which will be used to download the software. Then click on the "Continue" button.
- Click on the "Download Now!" button. The File download box will appear choose Save and a Save As box will appear choose Desktop file name should read iccs.msi then click save.
- Close the save box and access your desktop where an ICCS icon will appear double click on the icon and the installation of the ICCS software will begin. Follow the prompts to complete the download process. Once completed click on your Start button then select Programs or All Programs where you will find the NYAIP (ID Card Contingency) folder. Double click on the icon and login the same way you do using your ID Card Generator software.

### **9) How do I get started to utilize the NYAIP Online System (PASS)**

In order to access the NYAIP Online System (PASS), you must:

- Complete the PASS registration process
- Successfully submit a test application by selecting "Create a Test Application" located under Processing Options after login.
- Once you have successfully completed these two steps, you will then be able to submit live applications and temporary Barcode ID cards.

### **10) How do I fill out and submit the online application form and print an associated ID card?**

After successfully registering to use the PASS system, and submitting a test application you will then be able to submit the online application form and produce temporary bar-coded ID cards. To do so key your producer license # and password into the Login/Home page, Select "Create an application with ID card and MVR" located under Processing Options. Once all the necessary information has been entered click on the Submit Application button.

When you receive the Congratulation response page:

- Select the "Click here to get your application" button
- Print the application
- Return to the Congratulation page then select "Click here to get your ID card" (repeat if more than one card was generated)
- Print ID card

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## 11) How do I create an ID card without completing an application form?

ID cards can be created by utilizing the Stand Alone ID card facility and should only be used in conjunction with the following:

- Manually completed Commercial applications
- Manually completed Policy Change Request form (Endorsement)
- Manually completed Private Passenger Policy Change Request form (Endorsement)

In addition, ID cards should only be created after you have completed the appropriate application or Policy Change Request form (Endorsement)

## 12) What happens when I receive an error while trying to retrieve or print the application and or ID card?

There are two possible solutions either:

- Adobe Acrobat Reader was not installed properly. (Try reinstalling the Adobe Acrobat) or
- File space might be an issue, try cleaning your Temporary Internet files by deleting some obsolete files.

Once this issue is resolved, you can reprint your application and/or temporary ID (s) by accessing the PASS Inquiry/Reprint tool.

## 13) How do I change my current password?

After log in select "Change Password" located under Account Information and follow the instructions.

## 14) How do I search and reprint an application/ID Card and endorsement in PASS?

By accessing the Inquiry Reprint Facility located under "Service Available". You must then utilize one of the search criteria provided which will allow you to reprint your selection. However, be advised that applications or endorsements bound more than 45 days cannot be reprinted.

## 15) What are the minimum system requirements to successfully use the system?

- *Web Browser:* [Internet Explorer](#) version 5.0 or above with service pack 2
- [Adobe Acrobat Reader](#) version 5.1 or above
- Laser or Inkjet printer
- 56kbps or above is recommended

**Important:** If you do not meet the software requirements, you can download the software for free by clicking on the above hyperlink.

## 16) How do I access the system if I'm having AOL problems?

If you are using AOL, it must be at least version 4.0 or higher and we recommend you take the following steps when using the NYAIP Online system (PASS).

- Launch AOL to connect to the internet
- Minimize (do not close) after connecting
- Launch Microsoft Internet Explorer
- Go to the NYAIP Online system (PASS) [www.nypass.com](http://www.nypass.com).

## 17) Why are name fields limited to 20 characters on temporary ID cards?

DMV regulations determine that collective name fields (such as registrant name) on the temporary ID cards must be limited to 20 characters, including any spaces between name fields. Producers must abbreviate any names, which exceed the 20-character limit. Please visit the DMV site at [www.ins.state.ny.us](http://www.ins.state.ny.us) for additional information.

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## 18) Are there any vehicles VIN that the system will not successfully validated?

Vehicles that fall into one or more of the following categories cannot be properly validated:

- Vehicles with a model year prior to 1966
- Farm Equipment
- Trailers
- Transit Buses
- Kit cars
- Grey Market Vehicles (Private Imports)
- Low volume, high priced vehicles
- NYS DMV- Issued VINs (and other state-issued VINs)

## 19) For temporary ID cards, how do I abbreviate fields such as ADDRESS that are too long to fit in the allotted number of spaces that the software allows?

Please visit the DMV website at [www.ins.state.ny.us](http://www.ins.state.ny.us) for information on how to abbreviate fields such as addresses that are too long.

## 20) Other questions or problems?

When contacting us, please provide your producer license number and a contact name and telephone number so that we can call you back with a problem resolution. If you are reporting an error message, please provide the date and time you received this message, and the actions you had taken on the system just before the error occurred.

- **General questions** – for non-technical/system issues such as eligibility, password inquiries, producer certification, etc should be directed to the NYAIP Customer Service Department at (212) 943-5100 (Monday – Friday, 8:30 a.m. – 4:15 p.m.)
- **Technical support** -problems and questions should be directed by e-mail to [passhelp@aipso.com](mailto:passhelp@aipso.com)