

OPTins "Scoop"

Quarterly Insight for States and Industry

Issue 12
September, 2011

EFT Reports. They Make Cents!

In addition to providing the means to submit premium tax, surplus lines tax, assessments and other state-specific tax filings electronically, OPTins has a tool that assists your finance team with reconciling your bank statements.

The OPTins EFT Report allows users to run a report that lists the transaction amount, the day the transaction occurred, the user who submitted the transaction and several pieces of information about the filing itself.

Going beyond a standard reporting tool, the EFT Report allows the user to search for transactions based on a date range with criteria to include ACH payments processed and/or scheduled filings in

queue for processing. The report can be run in either an .html format or as a .csv file.

The EFT Report provides real-time data, and anyone with the EFT Report role can run the report.



If you have the EFT Report role, you'll see the EFT Report link on the "Filings" tab when logged into OPTins. If you need the EFT Report role added to your ID, submit a request through OPTins using the User Admin "Request User Update" form.

If you still have questions, contact the OPTins Help Desk at optinshelp@naic.org or 816-783-8990.

Hey! What's Your Number?



8-6-7-5-3-0-9... No. We're not asking for Jenny's number (thank you, Tommy Tutone), but we would like yours!

As of the recent OPTins v4.1 release, the telephone number field in User Preferences is now required.

To ensure that your phone number is correct, log into OPTins, click on the "Settings" tab and review your User Preferences. If the number is incorrect, click on "Edit" and update all necessary contact information.

Keeping your contact information updated guarantees that both our staff and the states can reach you if necessary. So, give us your number, please?

Did you know that there are currently 12 states that accept filings via OPTins? For a complete list of states, filing types accepted and their due dates, go to our [State Participation page](#).

Meet the "Superstars" of the OPTins Help Desk!

Where should you turn when you have a question about OPTins? Why, to the OPTins Help Desk, of course!

The "superstars" of the OPTins Help Desk are available to answer your questions, help you troubleshoot issues, reset your password and maybe even tell you a joke!

Here are some fun facts about our customer support team:

Courtney Mayorga is the customer support team lead. Courtney studied Japanese for five years (kon'nichiwa) and, in her spare time, she likes to spend time with her family and release her creative energy by crafting and sewing.

Our full-time customer support analysts include: Lisa Anderson, Lacey Seemann, Rick Kelso and Connie Lancaster.

Lisa used to dance competitively and, if she had 30 spare minutes, she'd take a nap.

Lacey was on the swim team in college and likes to spend her spare time with her family or hanging out with her friends. Rick dreams of one day writing a novel and lives on the edge by sneaking outside food into the movie theaters. Finally, Connie loves to read and joined the Marine Corps after high school. Semper Fi!

We're also fortunate to have four rock-star interns to lend their youth and skills to the Help Desk: Kelsey Matthews, Cassie Selvaggio, Laura Jackson and Bryan Hartwell.

Kelsey enjoys working on the Help Desk so much that she's returned four times! She's majoring in French and accounting and wants to one day go sky diving.

Cassie will graduate December with a bachelor's degree in enterprise management. She likes to go to concerts, sing karaoke

and ride rollercoasters (no matter how high)!

Laura will also graduate in December. She likes to watch reality TV and has a 20-pound cat named George who, Laura says, "is like a basketball." Bryan is our newest intern. He likes to read the news, play sports and be "super lazy" in his spare time.

The members of the OPTins Help Desk are smart, interesting and a fountain of useful information.

You can contact the Help Desk Monday through Friday, 8 a.m. to 5 p.m. Central Time at 816-783-8990 or via e-mail at optinshelp@naic.org.



Left to Right: Kelsey Matthews, Laura Jackson, Lacey Seemann, Courtney Mayorga, Connie Lancaster, Rick Kelso, Lisa Anderson, Bryan Hartwell. Not pictured: Cassie Selvaggio.