



Insurance Overview

November 2025

Topics Covered

- Your Firm's Responsibilities
- Docutrax by Risk Toolbox, Inc.
 - Overview
 - Review Cycle
 - Resolving Discrepancies & Issues (Key Contacts)
- Using Docutrax
 - Logging In
 - Monitoring Compliance
 - Uploading Documents

Your Firm's Responsibilities

- Maintain the required and updated insurance as established in DASNY's Contracts and General Conditions
- DASNY is using **Docutrax** for insurance compliance. Your firm is expected to use Docutrax to:
 - Provide/upload insurance documents for contracts
 - Monitor compliance status on contracts
 - Resolve any discrepancies through Docutrax, as needed

Non-compliant insurance is a violation of your Contract and will prevent payment to your firm by DASNY

Docutrax

- Overview
- Review Cycle
- Resolving
Deficiencies & Issues
(Key Contacts)

Docutrax Overview

All certificates must be sent to Docutrax.

Construction Contracts: construction@docutrax.com

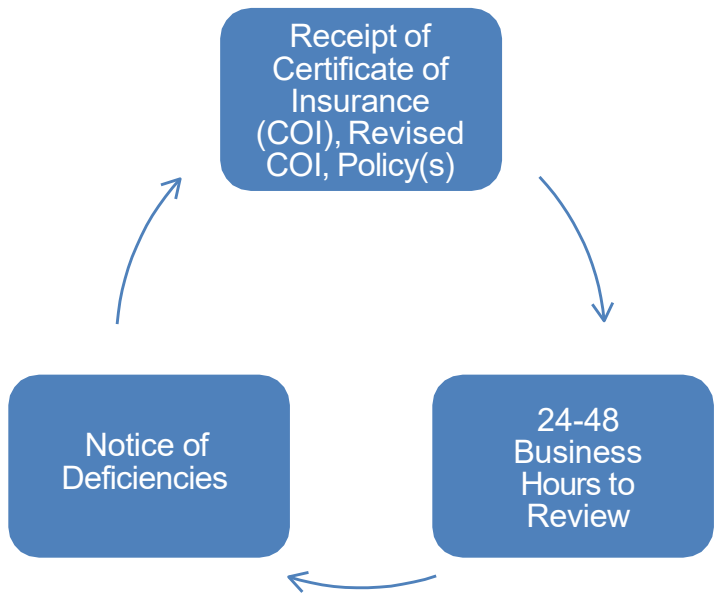
Professional Service, Real Property, and Purchasing Contracts:
DASNY@docutrax.com

- DASNY is no longer accepting certificates at insurance@dasny.org

Docutrax performs the following on DASNY's behalf:

- Requests your firm's Certificate of Insurance
- Requests your firm's full and complete General Liability and Umbrella Liability policies
- Reviews your firm's Certificate of Insurance and policies to determine if the coverage meets the stated Contract requirements
- Contacts your firm if the documentation received does not meet the stated Contract requirements
- Notifies DASNY of any expired coverage or deficiency based on the Contract requirements

Docutrax Review Cycle



- Your firm submits the Certificate of Insurance and endorsements to construction@dasny.org or uploaded through Docutrax’s website (refer to *Using Docutrax* section)
Always include the contract number in all email correspondence and on the insurance certificates
- Docutrax reviews documentation for accuracy and completeness (approximately 24-48 business hours)
Please be reminded that just because documentation was sent, it does not mean that it is acceptable
- The status of your insurance can always be reviewed in Docutrax (refer to the *Using Ebix* section)
- If there are any deficiencies, Docutrax will contact your firm via email.
Please read all correspondence from Docutrax.
(refer to the *Resolving Deficiencies & Issues* section)

Resolving Deficiencies & Issues (Key Contacts)

Certificates of Insurance

- Expired Certificate/Coverage
- Certificate is not signed
- No current insurance on account
- Missing Coverage/Incorrect Coverage



Contact your Carrier to have appropriate document emailed to construction@docutrax.com

**Every time a document is edited, the broker must update the issue date*

Policy Documents (Policies and Endorsements)

- Impermissible exclusions
- Incomplete policy(s)
- Invalid endorsement schedule
- Invalid endorsements
- No current policy documents on file



Contact your Carrier to have appropriate document emailed to construction@docutrax.com

**You are required to provide full and complete policies, as per Article 15 of the General Conditions. Binders of Insurance, Specimen Policies, and Schedule of Forms and Endorsement are not acceptable in lieu of the actual policies*

For any questions or concerns, please email insurance@dasny.org

Using Docutrax

- Logging In
- Monitoring Compliance
- Uploading Documents

Logging into Docutrax

- 1. Use the Docutrax correspondence to locate the Direct Upload link
- 2. Click the link at the bottom of the Notice

Please use the link below to submit your insurance information:

[CLICK HERE TO VIEW AND UPLOAD REQUIRED DOCUMENTS FOR \[REDACTED\]](#)

[CLICK HERE TO LEARN HOW TO UPLOAD A FILE](#)

Need help? We are happy to assist. Please call **Docutrax** at 855-747-5866 Option 1.

Thank you.

DASNY - Construction

By using the link provided, you can now:

- Submit a Certificate of Insurance or required document.
- Update your contact information.
- Download a sample COI or required document.
- Request a waiver.
- Submit a question.

Monitoring Compliance in Docutrax

1. After clicking the hyperlink, view the compliance under the View Compliance Status field.

	SUBMIT REQUIRED CERTIFICATES AND DOCUMENTS	Upload COIs, forms, policies and all other documents - Click gray bar to open
	VIEW COMPLIANCE STATUS	See your insurance requirements and current compliance status - Click gray bar to open
	UPDATE ACCOUNT PROFILE	Make changes to your profile - Click gray bar to open
	SUBMIT A REQUEST FOR A WAIVER	Send a request to your Account Manager - Click gray bar to open

Release 6.0

2. If your account status has Deficiencies, review these under the View Compliance Status field

COI
Deficiencies

Document
Deficiencies

VIEW COMPLIANCE STATUS

See your insurance requirements and current compliance status - Click gray bar to open

Reasons for COI Non-Compliance

Reason(s) for Non-Compliance:

Workers' Compensation -

Waiver of Subrogation must be indicated in the description of ops or checked

Documents Missing or in Non-Compliance

CG2010 - Additional Insured Endorsement

CG2037 - Completed Ops - Additional Insured Endorsement

CG2404 - Waiver of Subrogation - GL

General Liability Policy

Umbrella Liability Policy

Confirmation of No XCU Exclusions

Not in compliance

Not in compliance

Not in compliance

Not in compliance

Not in compliance

Not in compliance

Uploading Documents in Docutrax

SUBMIT REQUIRED CERTIFICATES AND DOCUMENTS

Upload COIs, forms, policies and all other documents - Click gray bar to open

VIEW COMPLIANCE STATUS

See your insurance requirements and current compliance status - Click gray bar to open

UPDATE ACCOUNT PROFILE

Make changes to your profile - Click gray bar to open

SUBMIT A REQUEST FOR A WAIVER

Send a request to your Account Manager - Click gray bar to open

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1. After clicking the hyperlink, select the Submit Required Certificates and Documents field

SUBMIT REQUIRED CERTIFICATES AND DOCUMENTS

Upload COIs, forms, policies and all other documents - Click gray bar to open

How to upload:
1. Check the document you are submitting
2. Select "Choose File"
3. Navigate to the file and click "Upload"
4. Repeat to upload additional files
5. Check all appropriate boxes if a single upload contains multiple required documents.
6. Note that if file size exceeds 100MB, please send a link to construction@docutrax.com

☐ Certificate of Insurance [CLICK HERE TO DOWNLOAD A SAMPLE](#)
☐ General Liability Policy
☐ CG2010 - Additional Insured Endorsement
☐ CG2027 - Completed Ops - Additional Insured Endorsement
☐ CG2404 - Waiver of Subrogation - GL
☐ Confirmation of No XCU Exclusions
☐ Umbrella Liability Policy

Choose File

No file chosen

Clear

To serve you better, please provide your email address:

Email address

2. Select the document you are looking to upload, then select Choose File

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Choose File

Clear

To serve you better, please provide your email address:

Email address

UPLOAD

3. Click UPLOAD