Producer Lifecycle Management™ (Producer Manager™/Producer Express™)

Version: 6.1

Production Release Date: August 25, 2012

Overview

Producer Lifecycle Management™ version 6.1 will be released to the production environment on August 25, 2012.

The following are highlights of the changes in this production release:

• A new Producer Express user role to provide a permanent account for third-party distributor users (such as FMOs and MGAs) that are a part of producer onboarding workflows.

• More granular information on business units in Producer Manager.

Training

Vertafore presented a training webinar on the highlights of this release. To view a recording of the webinar, use the following links:

• https://vertafore.webex.com/vertafore/ldr.php?AT=pb&SP=MC&rID=47499132&rKey=9e3b50c5 1084fe3b   (streaming video)

• https://vertafore.webex.com/vertafore/lsr.php?AT=dw&SP=MC&rID=47499132&rKey=8ee6e217 ddc7aad2   (downloadable video)

The video runs about 27 minutes. Producer Manager and Producer Express content begins at 6:03 and 19:25, respectively.

Enhancements

The following are detailed descriptions of the specific enhancements in this production release:

Appointment Processing

- **Audit Information:** Now, directly from a producer's record, you can easily find out which staff member or system process added or updated producer appointment information and on what date. To view appointment audit information, with a producer record open in the Review/Update Producer page, select More Detail from the Display Options dropdown menu in the Appointments data section. The Created by, Created on, Updated by, and Updated fields will display for each listed appointment. When changes are made to appointment data during an automated process, such as an automated data reconciliation or Quick Add Producer, the Created by and Updated by fields will display "System User." [MKT-9125]

  Note: These new audit columns must be enabled in user security roles by a system administrator. Click the View Audit Information checkbox on the Maintain Security Role page for a user role to which you want to grant the permission.

Business Units

- **Business Unit Full Name Display:** Producer Manager now displays a business unit's full BU Name as well as its Short Name, to help you select the correct option when adding or updating external system ID information on the Maintain External System Identifiers page.

  (Licensing Menu>Producer>Maintain External System Identifiers>search for a producer) [MKT-9708]

- **Assign Staff Member to All Business Units:** Now you can assign all active business units to a staff member's user profile, all at once. Click the Add All Business Units button on the Maintain Staff Member Business Unit page. Then, click OK on the confirmation popup message. All active business units configured in your company's instance of Producer Manager will be added to the user's profile. Note: The action is not reversible.

  (Administration Menu>User Security>Maintain All Staff Member Business Unit>select a staff member) [MKT-9693]

- **Business Unit Sub-Codes:** To better align with the way your company segments its producer base, now you can store more granular information about business units in Producer Manager through the use of the following sub-codes: Business Segment, Servicing Location, and Distribution Channel.

  First, populate values in the BU_BUSINESS_SEGMENT_CD, BU_DISTRIBUTION_CHANNEL_CD, and BU_SERVICING_LOCATION_CD code domains on the Maintain Codes page. Then, on the Maintain Business Unit page, add a new business unit and include a selected value for one or all of the new sub-codes.

  Once a producer has been assigned to the business unit, the sub-code information also will be displayed in the Business Unit data section of the producer's record open on the Review/Update Producer page.

  (Administration Menu>Configure System>Maintain Codes, Administration Menu>Configure System>Maintain Business Unit) [MKT-9515]

  If populated, a producer's business unit sub-codes will also be present in the BusinessUnits node of the Outbound Data Feed. [MKT-9516]

Data Reconciliation

- **Quick Load Instructions:** The inline instructions on the Quick Load Producers page in Producer Manager are updated to more clearly outline the procedures and outcome for each Quick Load type.

  (Licensing Menu>Producers>Quick Load Producers) [MKT-9584]

- **License Expiration Date Data Normalizer:** Producer Manager now can be configured to calculate the license expiration dates for Montana and South Carolina licenses after updating license information in those states through automated data reconciliation. [MKT-8401]

  - **Montana:** Montana firm licenses will be set to expire on December 1 of each year. Montana individual licenses will be set to expire every two years on the first day of the individual licensee's birth month. If the date of birth is an odd year, the license expiration also will be in an odd year. If the date of birth is an even year, the license expiration also will be in an even year.

  - **South Carolina:** South Carolina firm licenses will be set to expire on January 31 of even-numbered years. South Carolina individual licenses will be set to expire every two years on the last day of the individual licensee's birth month. If the date of birth is an odd year, the license expiration also will be in an odd year. If the date of birth is an even year, the license expiration also will be in an even year.

  Note: To take advantage of this enhancement, please contact your Vertafore sales representative.

Education & Training

- **Nebraska Annuity Training:** The Nebraska Annuity Credential Program Template in Producer Manager has been modified to include Nebraska's updated effective date and grace period for annuity training. [MKT-9699]

- ~~**Texas Annuity Training:** Texas is now an annuity model state for education. Annuity Credential Program Templates in Producer Manager have been updated to include the requirements for Texas. [MKT-9651]~~

  Note: This enhancement has been pulled from the v.6.1 production release. Further analysis revealed that the annuity education requirements in Texas are not consistent with the NAIC Annuity Model Act, so Texas will not be added as a model state in Producer Manager's annuity credential program templates. If you have questions, please consult your Vertafore representative.

Producer Information

- **Transaction History:** A producer record open in the Review/Update Individual or Review/Update Firm pages in Producer Manager now may include a Transaction History data section. The new data section displays a log of the producer's Producer Express onboarding or maintenance transaction requests. Each log item includes basic information about the related request, including PX Transaction ID, Transaction Type, Status, and Last Modified Date. For customers that send a custom tracking ID along with Producer Express requests initiated via a web service, the Custom Tracking ID field also can be included. [MKT-5434]

  Note: The Transaction History section and display of the optional Custom Tracking ID must be enabled in user security roles by a system administrator. Click the Transaction History checkbox and choose to make the Custom Tracking ID field visible or hidden on the Maintain Security Role page for each user role to which you want to grant the permission.

Producer Onboarding

- **Resend Evite:** Occasionally, email address information is entered incorrectly for a producer who is sent a Producer Express onboarding request. This causes the onboarding request to get "stuck," because the producer never receives an evite to log in to Producer Express and fill out the onboarding forms.

  For some time, Producer Express home office users have had access to view all work queues to work with a stuck request, but their only options were to resend the evite to the same email address or to close the request. Now, the Resend Evite option has been updated to allow them to change the producer's email address before resending the evite to the producer. To preserve data integrity, this option is available only if the producer to which the original evite was sent has not already retrieved his or her Producer Express password.

  Note: If your company is not currently using the Resend Evite option and would like to, please contact your Vertafore sales representative. If your company already is using Resend Evite, you do not need to contact support to take advantage of this enhancement.

- **New Distributor Role:** Third-party distributors, such as FMOs and MGAs, commonly are a part of a producer onboarding process. Previously, Producer Express could incorporate distributors only by sending them an evite to log into each onboarding request that required their review and signature. This method works well for distributors that handle only a small number of requests per month. However, for third-party distributors that handle a large number of onboarding requests, this process can be cumbersome.

  To make the process more efficient, Producer Express now includes a new role, Distributor, which can be incorporated into a Producer Express onboarding workflow. Users with the Distributor role have a permanent account with a workspace to better manage multiple requests.

  - **Selecting a Distributor:** When a user in the Recruiter role creates a new onboarding request in Producer Express, the Recruiter role must specify which distributor is to be responsible for a recruited producer. The recruiter will be able to select only distributors that are active and assigned to the sales channel (packet type) that the recruiter selected when opening the request. [MKT-9574]

  - **Inactive Distributors:** If Producer Express routes an onboarding request to an inactive distributor (for example, a distributor who has changed jobs while the producer is completing onboarding request forms), the request will be sent to the home office Error Queue. A home office user then can either assign the request to a different distributor or close the request. [MKT-9613]

  - **New Packet Email:** To alert distributors who log into Producer Express infrequently that a new request is in their work queue, the system can be configured to send a distributor an email. The content of the email notification is customizable and can include a link to the new request on the distributor's Producer Express workspace. [MKT-9575]

  - **Distributor Workspace:** The Distributor workspace includes the Distributor Data Entry and All Packets filter presets for viewing requests in the work queue.

    The Distributor Data Entry filter displays all requests currently owned by the distributor. The All Packets displays current and historical requests alike.

    In addition, the workspace can be filtered further by Producer Name, Request Date, Packet ID, Packet Type, and Packet Status criteria. [MKT-9611]

- **Workflow Options:** As part of a carrier customer's configured workflow, a user in the Distributor role can perform common activities in Producer Express, such as completing interview questions, reviewing and signing documents, and routing requests in good order to the next destination in the workflow.

  When a request is not in good order, a distributor can pursue one of two options:

  - If the request is no longer valid, or if the distributor does not want to endorse the producer, the distributor may stop the request.

  - If the producer included inaccurate or invalid information in the request, the distributor may send the request back to the producer with a personalized message. Note that this option is available only if the workflow for the request type is configured to allow producer requests to go directly to the distributor. If, for example, Producer Express is configured so that a request is routed from the producer to a guarantor before being routed to the distributor, the Send Back to Producer option will be unavailable. [MKT-9610]

  Each option can be configured to be enabled or disabled based on customer preference. [MKT-9576]

  Note: To take advantage of this enhancement, please contact your Vertafore sales representative.

Miscellaneous

- **Contact Us:** The information on the Contact Us page has been replaced with updated information. The former Customer Self-Portal link is now renamed Client Self-Service Portal. Click the Client Self-Service Portal link to open the self-service portal in a new tab or window. The contact email address has been updated to "plmsupport@vertafore.com," and the support phone number has also been changed to an updated number.

  (Administration Menu>Contact Us) [MKT-9563]

Bug Fixes

The following is a log of bugs that have been fixed in production since the last Producer Lifecycle Management™ release:

- While updating another user on the Maintain Staff Member Business Unit page in Producer Manager, users incorrectly were able to mark multiple business units as the default business unit. [MKT-9705]

- Certain DTCC transactions in Producer Express were failing when they were submitted to the DTCC after a response file from the DTCC failed to process correctly. [MKT-9704]

- The Invalid Individual Licensee Appointments Inquiry in Producer Manager was not working correctly. [MKT-9692]

- On the Add Individual and Add Firm pages in Producer Manager, users were unable to select a Canadian province as a resident state. [MKT-9691]

- DTCC processing in Producer Express was failing occasionally when multiple sets of data were submitted to the DTCC within a short time frame. [MKT-9672]

- Record-only appointments in the state of Washington were failing for agency installations of Producer Manager. [MKT-9668]

- The Maintain Applied Courses page in Producer Manager was not displaying CE requirements correctly. [MKT-9655]

- The system was displaying a confusing error message after validating the Verified Date of Third Party Certifications in Producer Manager. This has been fixed to indicate the field name that is causing the error. [MKT-9623]

- When paging through queued requests on the Data Reconciliation Requests page in Producer Manager, certain users were not able to get past the first page of results. [MKT-9622]

- Terminating an individual-to-firm association for the Armed Forces jurisdiction was failing on the Terminate Associations page in Producer Manager. [MKT-9567]

- The Producers With Missing Information page in Producer Manager was sometimes displaying errors and then immediately hiding them. [MKT-9528]

- A PDB report request submitted through Producer Express was failing if the last name of the producer began with a space. [MKT-9492]

- An unnecessary error was being displayed after appointing a firm in Arkansas in Producer Manager. [MKT-1973]