



PLM 6.3 Release Notes

April 13, 2013

Vertafore is pleased to release PLM Producer Manager and Producer Express v.6.3.

With each release, we are incrementally improving and updating Producer Manager and Producer Express to provide you with the best possible experience.

Training

On April 3, 2013, Vertafore presented a training webinar on the highlights of this release. To view a recording of the webinar, visit the Vertafore Producer Lifecycle Management Training page at <http://www.vertafore.com/plmtrainingondemand>. (Contact your Vertafore customer support representative for the password.)

Major Enhancements

The following table summarizes the most important enhancements in this release:

Enhancement	Description
Producer Sales Authorization	<p>Producer sales authorization uses producer credentials to determine an answer to the question: “Can this producer represent this product?”</p> <p>Given a product type, sales state, and underwriting company, PLM can determine if a producer has the right licenses, lines of authority, and appointments to perform a certain sales event, such as quote, submit policy application, bind policy, or pay compensation.</p> <p>When called from another distribution management system (order entry, policy administration, compensation, etc.), Producer sales authorization works behind the scenes to respond to the sales activities of distributors in real time. When it encounters an authorization gap – such as a missing state appointment when binding – it can automatically submit the necessary appointment transaction, avoiding costly manual processing and conforming to</p>

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Enhancement	Description
	<p>“just in time” appointing policies.</p> <p>A full authorization verification history log shows producer sales authorization requests over time and statistical reports summarizing results across product types and states.</p>
<p>Remove SSN Data from Integration Points</p>	<p>Security-sensitive Social Security Number information can be suppressed in PLM integration services and prevented from being stored or displayed in other downstream systems.</p>

Questions

If you encounter any problems or have questions concerning this release, contact Vertafore Customer Support by using one of the following methods:

- Call **877.876.4430**

Enhancements

The following tables list details of enhancements in this release, grouped by type:

Producer Sales Authorization

Feature	Description
<p>Verify Sales Authorization</p>	<p>You can determine a producer’s sales authorization status directly from a producer’s record in Producer Manager.</p> <p>On the Verify Sales Authorization page, enter a state, product type, sales event, and writing company. Producer Manager will respond with the producer’s current authorization status – either Authorized or Not Authorized. Details indicate exactly which authorization elements are missing.</p>
<p>Producer Authorization Web Service</p>	<p>A new PLM integration point can determine a producer’s sales authorization status via a web service call from an external system.</p>

Feature	Description
	<p>A response from the Producer Authorization Web Service is identical to that obtained from the Verify Sales Authorization page in Producer Manager but is accessed from a system using an XML interface. The response contains an authorization status based on the producer’s data in Producer Manager.</p>
<p>Producer Management Web Service – Authorization Request</p>	<p>The inbound Producer Management Web Service is enhanced to accommodate producer sales authorization and help carriers automatically resolve gaps in a producer’s ability to sell.</p> <p>The Producer Management Web Service now can initiate a Producer Express request that may proceed along an automated workflow that includes the following:</p> <ul style="list-style-type: none"> • PDB data reconciliation to retrieve the latest producer data • Identification of outstanding license/LOA and affiliation requirements • Automatic appointment requests necessary to get a producer authorized <p>The automated sales authorization service can be invoked as part of an onboarding request, “just in time” maintenance transaction, or bulk transaction. [MKT-9728]</p>
<p>Sales Authorization History – Detailed</p>	<p>The Sales Authorization History detail view in Producer Manager lists all producer sales authorization requests, including key data elements and results.</p> <p>The list is filterable by numerous criteria, including authorization result, date range, and authorization request source.</p> <p>You also may resubmit a request based on the request criteria of the original request, directly from the Sales Authorization History page.</p>
<p>Sales Authorization History – Summary</p>	<p>Similar to a Microsoft Excel pivot table, the Sales Authorization History summary view in Producer Manager tallies authorizations by product, state,</p>

Feature	Description
<p>Administer Products</p>	<p>error condition, or other filterable data elements. Results include links to detailed views, also similar to pivot tables.</p> <p>The new Administer Products administration page in Producer Manager allows you to configure product type, state, and underwriting company combinations for use with producer sales authorization.</p> <p>Important Note: By default, all product types are enabled – set as active – so that producer sales authorization works without any setup necessary. [MKT-8902]</p>
<p>Appointment and Affiliation Settings <i>(Carrier installations only)</i></p>	<p>The new Appointment and Affiliation Settings administration page in Producer Manager allows configuration of producer sales authorization for “just in time” support.</p> <p>You can configure authorizations for firm or individual producers to require appointments per sales event. For example, in a “just in time” state, “quote” may not require an appointment, but “submit policy application” may.</p> <p>You also can configure whether a state-registered individual-to-firm affiliation is permitted in lieu of an appointment. [MKT-8906]</p>
<p>View Regulatory Mappings</p>	<p>The new View Regulatory Mappings administration page displays current, Vertafore-configured mappings between product types and licenses/LOA/appointments for individual and firm producers in all regulatory jurisdictions. Mappings are essential for producer sales authorization results to work properly.</p> <p>It also displays whether the code use indicator for each license, qualification, and appointment is enabled in your company’s instance of PLM. A code use indicator must be enabled (set to “On”) for an authorization result to work for a related product type.</p> <p>Note: Should you encounter a product type with</p>

Feature	Description
	a missing or incorrect mapping, please contact your Vertafore customer support representative. [MKT-8711]

Business System Integration

Feature	Description
Remove SSN from Transaction Image Web Service	For customers with integrated downstream systems, a configuration setting specifies whether an individual producer’s Social Security Number is included in a response from the Transaction Image Web Service. [MKT-9010]
Remove SSN from Transaction Data Web Service	For customers with integrated downstream systems, a configuration setting specifies whether an individual producer’s Social Security Number is included in a response from the Transaction Data Web Service. [MKT-9011]
Remove SSN from Outbound Data Feed	For customers with integrated downstream systems, a configuration setting specifies whether an individual producer’s Social Security Number is included in an export file from the Outbound Data Feed. [MKT-9012]

Miscellaneous

Feature	Description
View Cost Center information related to a Business Unit	The Business Unit data section of a producer record open in the Review/Update Producer page in Producer Manager now displays related Cost Center information. [MKT-9447]
Added NAIC Model Annuity Training program template for multiple states	An NAIC Model Annuity Training credential program template was added in Producer Manager for New Jersey, Kansas, and Michigan. [MKT-10085, MKT-10087, MKT-10089]

Bug Fixes

The following is a log of defects that have been fixed since the last PLM production release:

Bug	Resolution
PDB results in Producer Express requests	Producer Express was not properly notified of a processed PDB report, requiring Vertafore staff intervention. [MKT-8287]
Alias, External System Identifier, and Comments on company records	External System Identifiers, Aliases and Comments sections were not being displayed correctly on the Review/Update Company page in Producer Manager. [MKT-9849]
Invalid Individual Licensee Appointments Inquiry filter options	The Invalid Individual Licensee Appointments Inquiry was not correctly filtering results with "Appointments without Associations" and "Appointments with Associations but without Indirect Agreements" criteria. [MKT-9870]
Resident state error message on Add Firm page	When you manually add a firm record to Producer Manager, resident state information must be entered. If this information was not entered by the user, the following error was displayed: "State is required." This message was confusing, as there are many State fields on the Add Firm page. The error message has been updated to indicate that the Resident State is required. [MKT-9921]
Inquiry names on Recent Reports tab	The inquiry names displayed on the Recent Reports page in Producer Manager did not consistently match the name of the inquiry that was run. [MKT-9922, MKT-9968]
Producer Appointment Inquiry and New Producer Inquiry in Firefox browser	The criteria page for the Producer Appointment Inquiry and the New Producer Inquiry in Producer Manager were not being rendered correctly in certain versions of Mozilla Firefox browser. [MKT-10014]
New Producer Inquiry Highest Upline	Highest Upline data in the results of the New Producer Inquiry in Producer Manager was not always displayed. [MKT-10073]

Bug	Resolution
Automated Data Reconciliation Errors	Producer Manager was displaying automated data reconciliation status as “Processed” instead of “Error” when a new individual or firm record failed to be added because of invalid PDB data. [MKT-10093]