SIRCON FOR CARRIERS
SIRCON FOR AGENCIES/BROKERAGES
RELEASE NOTES

VERSION 5.0

This release of Sircon for Carriers and Sircon for Agencies/Brokerages is scheduled for Saturday, November 21, 2009.

Comments or suggestions? Contact us at feedback@sircon.com. We value your input.

SIRCON TRAINING

If you want training on Sircon for Carriers or Sircon for Agencies/Brokerages, please ask your Sircon sales representative about Sircon's training services.

OVERVIEW

This UAT release has several major themes. This section provides a high-level overview of the types of changes that were made. The detailed breakdown of each specific change is included in the remainder of the document.

BULK BUSINESS DATA UPDATES

- You can now update business data for an entire set of producers in one bulk upload process. Bulk updates are available for External System IDs, Business Units, Addresses (all types) and Email Addresses.

SIGNATURES IN PRODUCER EXPRESS

- Producer Express now includes the ability to have third-party signatures in a workflow

"PRODUCER QUICK SEARCH" IN PRODUCER MANAGER

- A single search box is now available on all pages in the Producer Licensing module of Producer Manager that enables searching for producers in the system with ease

BUSINESS SYSTEM INTEGRATION

- Enhancements to the Producer Manager Outbound Data Feed have been made to help clients make better use of the PM/PX appointment information
- Several enhancements were made to the Producer Express Transaction Data Extract, including ability to pull information multiple times for the same transaction

ENHANCEMENTS AND IMPROVEMENTS

END USERS

SIGNATURES IN PRODUCER EXPRESS

- **Document filtering enhancements**: Now Producer Express can be configured to filter the documents included in a packet for each role that needs to review and sign documents. The filtering will remove documents that are not necessary based on answers to interview questions. Previously this filtering was only available for the producer role. **PX** (MKT-4884)

BULK DATA PROCESSING UPDATES

- **Bulk Business Data Updates:** A new type of bulk transaction was added to Producer Express to help clients easily update key information in Producer Manager. Users can upload a spreadsheet containing updates to their producers into Producer Express, and the system will automatically update the corresponding users in Producer Manager. **PX** ☎ (MKT-4955, MKT-4829)

  Business data that can be updated in this way includes:

  - ✓ External System IDs
  - ✓ Business Units
  - ✓ Addresses (all types)
  - ✓ Email Addresses

- **Configurable Bulk Processing instructions page**: Bulk Transaction Processing pages can now include custom text, such as instructions. Transaction types include:

  - ✓ Bulk Appointments
  - ✓ Bulk Appointment Terminations
  - ✓ Bulk Business Data Updates
  - ✓ Onboarding an Agency
  - ✓ Adding an agent to an existing agency

  The client, working in conjunction with Sircon Professional Services (PSO) may now create their own text for each of these transaction pages. **PX** ☎ (MKT-4955)

- **Bulk Processing validation**: Bulk Processing spreadsheet validation has been updated for better usability.
  - ✓ The spreadsheets created for Bulk Processing may now have blank fields. Previously, all fields were required, even though fields such as "Address Line 2" may not have data. Each Bulk Transaction type has a certain set of fields pertinent to the transaction that are still required. **PX** (MKT-4829)
  - ✓ When the Producer Express validates the file that is being uploaded, it displays errors in the spreadsheet so they may be corrected prior to upload. This page will now only limit the number

of errors displayed to the user to no more than 10 errors. For long errors, less than 10 may be displayed. Previously all errors displayed on the screen during file validation. **PX** (MKT-5368)

"PRODUCER QUICK SEARCH" IN PRODUCER MANAGER

- **Producer Quick Search**: Producer Manager now has the ability to easily search for a producer from any page in the Producer Licensing module. This new functionality allows users to search for producers by name, alias, EIN, full and partial SSN, NPN, License Number and by External System ID in a single search box. The 10 best matches will be displayed in a selectable list.

  Note: The Producer Quick Search functionality is "turned on" by default for any user who can view Review/Update Producer pages in Producer Manager. This may be "turned off" in the Security Roles section of Producer Manager.
  (*Administration > User Security > Maintain Security Role > select a role*) **PM** (MKT-1030)

INTERFACE IMPROVEMENTS

- **Date Selection Tool updated in Producer Express**: For all instances where a date must be entered in a field in Producer Express, the calendar that opens to allow the selection of the date is larger, and has a slightly different look and feel. **PX** (MKT-135)

- **Data Selection Tool added in Producer Manager**: Producer Manager now has an added feature that allows the option of entering a date manually or utilizing a Calendar Control to allow a date to be selected. This is now true for all fields that require a date. **PM** (MKT-943)

- **Producers With Missing Information**: The Producers With Missing Information page in Producer Manager has been updated for usability. Now the list of producer names is returned immediately, while Producer Manager continues to verify and display what information is missing. As part of this enhancement the ability to sort the columns was removed.
  (*Licensing > Data Fix > Producers With Missing Information*) **PM** (MKT-5057)

- **Maintain License Applications**: The Current Association States table on the Maintain License Applications page has been enhanced to better display information in the page tables. (*Licensing > Associations > Add Associations*) **PM** (MKT-5356)

- **Select User Profile page**: The Select User Profile page has been enhanced for a more uniform display. (*Administration > User Security > Review/Update All Users*) **PM** (MKT-5357)

- **Errors and Omissions Coverage Check enhancement**: This Producer Express page will now allow the use of the "$" (dollar sign) and "," (comma) in the currency field on the Errors and Omissions page. **PX** ☎ (MKT-5417)

- **Select Appointment Terminations screen redesign**: This screen has been redesigned to reduce the need for unnecessary scrolling on the page. (*Workspace > Select Appointment Terminations*) **PX** (MKT-1698)

MISCELLANEOUS

- **Export Producer Express Workspace**: Now you may export basic information for up to 250 request records in the Producer Express Workspace page to a spreadsheet-compatible format. Formerly it was only possible to export the records currently displayed in the Workspace page.

  Here's how: First, define the request records you want to display in the Workspace by selecting Filter Options in the Selection Panel, or accept the default. Then, click the **Export first 250 records to: CSV** link at the bottom of the Workspace page. Producer Express will then generate a CSV file that you can save to your local computer. **PX** (MKT-180)

- **Hierarchy Templates are no longer selected by default**: Producer Express will no longer select a hierarchy template by default when adding agreements, unless only one hierarchy template exists. *(Agreements Tab > Add Agreement > find a producer > Continue > Select appropriate agreement)* **PX** (MKT-1324)

- **Abort Appointment Requests page**: The appointments listed as available for cancelation on the Abort Appointment Requests page in Producer Manager are now paged with 20 records displaying per page. This change also improved the response time of the page.
  (Licensing > Appointments > Abort Appointment Request) **PM** (MKT-5058)

- **Producer Licenses Inquiry enhancement**: The Producer Licenses Inquiry has been enhanced to allow the inclusion or exclusion of historical license types. Including historical license types in this report will allow users to determine which of their producers are impacted by a state who has updated their license types.
  (Inquiries > Producer Management > Producer Licenses Inquiry) **PM** (MKT-5138)

- **Scheduled Syncs page**: The descriptive text on the Scheduled Syncs page has been edited to improve readability. The text now reads "Configure automatic producer data synchronizations." *(Administration > Data Reconciliation > Scheduled Syncs)* **PM** (MKT-5169)

- **Maintain Quick Sync Profiles page renamed**: The Quick Sync Profiles page has been renamed to Data Reconciliation Profile, because the profiles on this page affect Quick Syncs and Scheduled Syncs.
  (Administration > Data Reconciliation > Maintain Data Reconciliation Profiles) **PM** (MKT-5171)

- **Removed link to Sircon home web page from the Sircon logo in Producer Manager**: The link to the Sircon web page has been removed from the Sircon logo in Producer Manager. Clicking on the words 'Producer Manager' in the header will return a user to the Workspace page, but clicking on the Sircon logo will no longer navigate the user out of Producer. A user can still access the Sircon home web page by selecting the 'Sircon Corporation' link in the footer of any Producer Manager page. **PM** (MKT-5184)

- **Data Reconciliation enhancement**: Producer Manager Data Reconciliation functionality will now support situations where the entity being reconciled with the PDB has no Resident State. **PM** (MKT-5365)

- **Data Reconciliation Requests page**: The Data Reconciliation Requests page has been enhanced to help users find the requests they are looking for. *(Licensing > Data Reconciliation Requests)*

  - ✓ Queued reconciliation requests are now only displayed in the Queued Requests filter option. All other filters contain completed requests only, and their descriptions have been updated accordingly. **PM** (MKT-5370)

  - ✓ The sort order on the page has been changed to sort by Status Date (the date the reconciliation completed) rather than by Request ID. This change is intended to help users determine which producers were synced on a given date. It will also help users determine which syncs may have been affected by state syncing issues for a given date. **PM** (MKT-5378)

- **Quick Load Firms**: Users may now Quick Load Firm entities with duplicate EINs into Producer Manager, as long as their configuration allows for Firms to have duplicate EINs.

  Note: If your company's implementation of Producer Manager already allows the use of duplicate EINs then you need not call Sircon for assistance with configuration. **PM** ☎ (MKT-5409)

- **UAT Environment Indicator**: Clients using test or UAT environments will now easily be able to tell which environment they are in by looking at page headers in both Producer Express and Producer Manager. The upper-right corner of each page will display "[Environment] for [Subscriber ID]". Example: UAT for 12345. **PM PX** (MKT-1886)

- **Florida County Appointments**: Florida county appointment requests will now be defaulted to a submission type of Paper for those customers who do not process Florida County appointments electronically. **PM** (MKT-5470)

ADMINISTRATORS

NEW WORKFLOW OPTIONS IN PRODUCER EXPRESS

- **Third party signatures**: Producer Express can now be configured to allow one or more third parties to sign documents during a transaction. The new Guarantor and Supervisory Agent roles can be configured to sign documents during the transaction workflow. **PX** ☎ (MKT-5177)

- **Requesting appointments that already exist:** Producer Express can now be configured to ignore 'Appointment Already Exists' errors when processing appointment requests. In these cases, a duplicate appointment request is NOT sent to the state. By default, all client workflows will still consider an existing appointment as an error. To change this option contact Sircon Professional Services. **PX** ☎ (MKT-912)

PRODUCER EXPRESS/PRODUCER MANAGER BUSINESS SYSTEM INTEGRATION

- **Customer Appointment Tracking Identifiers:** Customers can tie a transaction identifier to appointment requests they submit through the Producer Express InitiateAppointment webservice. This tracking identifier is then tied to the appointment response, which is fed out through the Producer Manager Outbound Data Feed when the appointment is processed. Several enhancements were made to this functionality:

    ✓ Customer appointment tracking identifiers will now always be attached to the appointment in the Producer Manager Outbound Data Feed. Previously the tracking identifier was only included in the Outbound Data Feed when the appointment was created in Producer Manager. **PM** (MKT-4956)

    ✓ If a customer's workflow in Producer Express is configured to ignore the 'Appointment Already Exists' errors when requesting an appointment that is already covered, the new tracking identifier from the duplicate request is now added to the existing appointment in Producer Manager. This will help customers who use tracking identifiers to know what lines a producer is correctly appointed to sell in states that do not appoint by line. **PM PX** (MKT-912)

- **Message Center notifications now available for PX Appointments**: Message Center notifications for appointment and appointment termination transactions can now be sent for transactions submitted through Producer Express. Configuration for these notifications can be updated through the Compliance Express Message Center pages. **PX** 🖱 ☎ (MKT-1916)

- **New Producer Business Rule**: A new Producer Business Rule in Producer Manager allows users to exclude specified producers from the Outbound Data Feed. By default this rule will be inactive and all relevant producer updates will be included in the Outbound Data Feed.

    To configure this business rule, on the Producer Business Rules page, click to View All Rules. The new rule is called Exclude Producer from Outbound Data Feed. Click the Edit icon for the rule, and set the Status to Active. The current default value is set to No, which will not exclude any producer updates from being included in the Outbound Data Feed.

    In order to exclude a specific producer from the Outbound Data Feed, open that producer's Review/Update Individual page. In the Producer Business Rules section of the page, click the View All Rules link to open the Producer Business Rules page for the individual. Click the Edit icon to modify the Value for the rule. A Value of Yes will exclude the producer from the Outbound Data Feed.

    (Administration > Configure System > Producer Business Rules) **PM** 🖱 (MKT-5093)

- **Sync Throttle Limits**: In a previous release Sircon implemented sync throttling to reduce the number of records that might be included in an Outbound Data Feed resulting from a sync on a given day. This enhancement allows the user to determine which types of syncs count against these throttle limits. By default, Sircon includes bulk data reconciliations (Quick Load and Scheduled Sync) as the sync types that count against the limits. However, some clients would prefer that Quick Load not be counted against the limitation applied to syncing. Clients may elect to change their default sync throttle types by contacting Sircon Professional Services. **PM** ☎ (MKT-5379)

- **Transaction Data Extract changes:** The Producer Express Transaction Data Extract allows customers pull information about completed transactions through a webservice. This functionality has been enhanced to allow customers to pull information about a single transaction after it reaches any milestone in their workflow. This enables clients to pull information about a single transaction multiple times. A client can now, for example, receive information about packets after the result of a single appointment is received. Previously clients would need to wait until all appointment responses were received to determine the status of the request through the Transaction Data Extract webservice. **PX** ☎ (MKT-2117)

MISCELLANEOUS

- **Maintain Security Roles page**: Certain wording on the Maintain Security Roles page have been updated for consistency. Now, every instance that refers to a producer's Social Security Number is renamed "Social Security Number (SSN)." Previously, some instances were labeled Social Security Number and some were labeled SSN. Now users who utilize the browser find functionality will be able to easily find all security settings related to Social Security Numbers.
  (Administration > User Security > Select Security Roles > view any security role) **PM** (MKT-5130)

- **Select Security Role page**: The Select Security Roles page has been redesigned to improve usability. The page has been enhanced in the following ways:
  - ✓ A column has been added for the Role Description
  - ✓ The method for displaying enabled modules has been updated
  - ✓ The edit hyperlinks have been replaced with the edit icon in the Action column
  - ✓ All columns are sortable, with the exception of the action column
  - ✓ Rows are banded with alternating dark and light gray

  (Administration > User Security) **PM** (MKT-5422)

- **Edit Evites before resending**: Super Users in Producer Express can resend Evites to producers who lost or never received their Evite. These users may now edit part of the Evite before resending. The fields available for editing differ based on who the Super User is resending the Evite to. When resending an Evite to a Producer, the user can add a personalized message. When resending an Evite to a Guarantor or Supervisory Agent, the user can edit name and email address, as well as add a personalized message to the Evite. **PX** (MKT-5179)

RESOLVED ISSUES

- Fixed a scenario where Social Security Numbers should have been masked but were not. **PM** (MKT-5321)

- Fixed an issue where clicking the Excel export option on a workspace caused Producer Express to hang in Internet Explorer. **PX** (MKT-1412)

- Fixed an issue in Producer Manager where historical address codes were available for selection when setting up a new regulated company. **PM** (MKT-2068)

- Fixed an issue in Producer Express where a navigation arrow in the error resolution workflow for Interview Questions was not working properly in Internet Explorer. **PX** (MKT-4816)

- Fixed an issue in the search panel in Producer Express where using the "By Request Date" filter caused the fields under "By Request Attributes" to disappear until calendar the calendar is closed. **PX** (MKT-4932)

- Fixed an issue in Producer Manager that caused comments that contained a hard return to add "...\r\n..." to the comment. **PM** (MKT-4933)

- Fixed an issue where clicking the Cancel button on an Inquiry page will occasionally display "Online Help" in the title bar. **PM** (MKT-4946)

- Fixed an issue in Producer Manager where, after completing a License Application submission, the workflow landing page offers the option to "Add Another Individual." This improperly displayed link has now been removed. **PM** (MKT-5035)

- Fixed an issue in Producer Manager where historical address types were appearing in drop down menus. **PM** (MKT-5074)

- Fixed an issue where the number of licenses returned in the output of the Producer Licenses Inquiry differed from the number displayed by the count on the Producer Licenses Inquiry page. **PM** (MKT-5503)

- Fixed an issue in Producer Manager where the "Abort Appointment Request" page was not displaying correctly. **PM** (MKT-5118)

- Fixed a display issue with page scrolling on the Producer Express "Create Agreement" page. **PX** (MKT-5136)

- Fixed an issue where addresses returned in the Producers in a Hierarchy Report were labeled incorrectly. **PM** (MKT-5143)

- Fixed a display issue in Producer Manager on the Administer Producer Business Rules page where values in a table were improperly wrapping, causing the information to be difficult to read. **PM** (MKT-5158)

- Fixed a display issue in Producer Express where text on the Roster screen was not fully displayed. **PX** (MKT-5160)

- Fixed an issue in Producer Express where the Appointment Results and Appointment Terminations Results tables were not sorted by default and sorting could not be manually applied to the Appointment Type column. **PX** (MKT-1896)

- Fixed an issue in Producer Manager where the Approve/Deny Appointments page included the Producer Record Summary section before a producer was selected to display in that section. **PM** (MKT-1907)

- Fixed an issue in Producer Manager where the Producer License Inquiry results did not retain the search criteria after viewing the report. **PM** (MKT-4911)

- Fixed a naming issue in Producer Manager on the Producer License Applications Inquiry search results page. When searching within the results, the field will now be named "Active External System IDs." **PM** (MKT-5172)

- Fixed a display issue in Producer Manager on the Add New User page. The page that displays when adding a new user to Producer Manager when the user already exists in Producer Express has been redesigned to enhance clarity and to remove poor styling. **PM** **PX** (MKT-5183)

- Fixed a Producer Express autopilot issue with Initial and Terminate Appointment Maintenance transactions. **PX** (MKT-5187)

- Fixed an issue in Producer Manager where the Producer Licenses Inquiry was not initially populating the License Types selection box in Firefox. **PM** (MKT-5206)

- Fixed a display issue in Producer Manager where too many Edit links were appearing on the Maintain Staff Member Business Unit page. **PM** (MKT-5212)

- Fixed an issue in Producer Express where an appointment notification email was generated when no approved appointment existed. **PX** (MKT-5222)

- Fixed an issue in Producer Manager where the Active Licenses and Appointments Inquiry was erroneously including inactive Business Units. **PM** (MKT-5233)

- Fixed a display issue in the Producer Express Recruiter Workspace where page links were covering the export links in Internet Explorer. **PX** (MKT-5235)

- Fixed an issue where Producer Express was trying to check Producer Manager for address information when the user did not have access to Producer Manager. **PX** (MKT-5274)

- Fixed a JavaScript error that occurred when trying to edit address information on the Producer Manager Maintain Contact page in the Company Administration module in Internet Explorer 6 and 7. **PM** (MKT-1476)

- Fixed an issue where Producer Express was not generating the correct list of available appointment terminations. **PX** (MKT-5208)

- Fixed an issue where circular relationships between agreements were possible. **PM** (MKT-5243)

- Fixed an issue in where, when updating a user email in Producer Express would not update the user's address in Producer Manager. As part of this issue the email address column was removed from the Select User Profile page. **PM** (MKT-5276)

- Fixed an issue where transactions in the Outbound Data Feed were displaying the incorrect action code. **PM** (MKT-5291)

- Fixed an issue where deleted appointments were not getting exported in the Producer Manager Outbound Data Feed if the writing company affiliation was not also being deleted. **PM** (MKT-5294)

- Fixed an issue where deleting license data by state for a firm record always results in an error message. **PX** (MKT-5298)

- Fixed an issue in Producer Express where the Complete Contract button was not displayed when no documents were included in the packet. **PX** (MKT-5240)

- Fixed an issue where the "Add License Application Associations" link was displaying on the Maintain License Applications page when associations could not be attached to an application. The link has been removed. **PM** (MKT-5038)

- Fixed a JavaScript error on the Add User page in Producer Express that occurred when the page was opened in Internet Explorer 7. **PX** (MKT-5371)

- Fixed an issue on the Producer Express Generated Appointments page where the Status Date field height was truncated in Firefox. **PX** (MKT-5383)

- Fixed an error that occurred in Producer Express when retrieving Background Investigation errors from Producer Manager. **PX** (MKT-5390)

- Fixed an issue where a producer was erroneously listed twice in the Producers with Missing Upline Hierarchy inquiry. **PM** (MKT-5385)

- Fixed an issue where values in certain fields were cleared of their data when the Producer Manager Inbound Web Service was called. **PM** (MKT-5398)

- Fixed an issue that allowed a user to log in to Producer Manager even though their password had expired. **PM** (MKT-5427)

- Fixed an issue where clicking name links on the "Review/Update All Users" page was not navigating to the correct user. **PM** (MKT-5428)

- Fixed a navigation arrow issue in the Producer Express error resolution workflow for Interview Questions **PX** (MKT-4816)

- Fixed an issue where moving large sets of child agreements from one parent to another were not being paged correctly. **PM** (MKT-5397, MKT-5525)

- Fixed an issue in Producer Express where an error would occasionally appear when attempting to Reassign a Request. **PX** (MKT-5433)

- Fixed an issue where Scheduled Syncs were allowed to run when there was no default Data Reconciliation Profile configured. **PM** (MKT-5478)

- Fixed an issue in Producer Express where appointment requests with combinations of states and appointment types would occasionally cause an error. **PX** (MKT-5506)

- Fixed an issue in Producer Manager where automated License Notifications were not all processing as specified. **PM** (MKT-5509)

- Fixed an issue where users were allowed to choose custom producer group filters without first selecting the New Custom Producer Group radio button. **PM** (MKT-5071)

SYMBOL LEGEND

Many items in this document are denoted with a product-specific symbol:

- An item denoted with a **PM** symbol indicates a change that is specific to Producer Manager only.

- An item denoted with a **PX** symbol indicates a change that is specific to Producer Express only.

Any item not specifically denoted with a product-specific symbol represents a change affecting the full Sircon for Carriers or Sircon for Agencies/Brokerages platform and requiring both Producer Manager and Producer Express.

Additionally, many items are denoted with symbols representing the availability of new features in your company's deployment of Producer Manager or Producer Express:

- An item denoted with a symbol indicates a feature that may be enabled with user security settings available directly through the application's graphical user interface. Consult the online help or contact Sircon Customer Service for assistance.

- An item denoted with a ☎ symbol indicates a feature that is not user-enabled and must be configured either by Sircon Production Support or through a paid engagement with Sircon's Professional Services Organization (PSO). Contact your Sircon sales representative for more information.

Any item not specifically denoted with an availability symbol indicates a feature that is enabled and made available to users without user configuration or Sircon assistance.