SIRCON FOR CARRIERS
SIRCON FOR AGENCIES/BROKERAGES
RELEASE NOTES

VERSION 5.1

This production release of Sircon for Carriers and Sircon for Agencies/Brokerages features several "bug" fixes, makes existing reports easier to find, and one major enhancement for Sircon Carriers that reduces reconciliation cost without sacrificing data quality. It will be released to production environments on Saturday, December 19, 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 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.

REPORTING

- The Inquiries section of Producer Manager has a new tabbed interface for displaying criteria pages.

- Producer Manager has a new "All Reports" page that displays a list of all reports in the system along with a description of the report's purpose to help users find the report they need.

DATA RECONCILIATION

- A new criteria option was added to the Producer Manager data reconciliation profiles page to help clients reduce the number of unnecessary syncs that are triggered. This option allows an administrator to specify which changes should trigger the retrieval of a new PDB report separately from defining which sections should be merged during a sync.

ENHANCEMENTS AND IMPROVEMENTS

END USERS

USER INTERFACE

- **Enhancements to the Maintain Staff Member pages**: The Maintain Staff Member Business Unit and Maintain Staff Member Cost Center pages have been enhanced in the following ways:
  - o Descriptive text has been added to the top of both pages
  - o The display table with Staff Member name and User Name has been modified so that text is left justified in the column, providing a more easily readable view of the data

  (Administration > Configure My Profile > Maintain Staff Member Business Unit OR *Administration > Configure My Profile > Maintain Staff Member Cost Center)* PM (MKT-5561)

AUTOMATED DATA RECONCILIATION

- **Faster Performance on the Data Reconciliation Requests page**: Enhancements to the Data Reconciliation Requests page have resulted in faster page load of the 'All Requests' and 'Needs Review' filters on the page. (*Licensing > Data Reconciliation Requests*) PM (MKT-5542, MKT-5544)

- **Firm Producer Syncs**: When reconciling a firm producer record via Quick Add, Quick Load or Quick Sync, occasionally the firm name used will not exactly match the name that the PDB connects to the provided EIN. When this happens, an error will occur. To alleviate this problem, Producer Manager will now search for firm producers based on the name and EIN first, but if the firm name does not exactly match that which is listed on the PDB for the specified EIN, the firm with the matching EIN will be pulled. PM (MKT-211)

- **Quick Add/Load:** Now when processing a Quick Add or a Quick Load where a firm or individual producer is being added to the system, Producer Manager can be configured to return both active and inactive producer data. This change is not user-enabled and must be configured by Sircon. By default all customers will continue to load active data only. ☎ PM (MKT-1028)

- **Quick Load:** The validation of names and TINs in Quick Load CSV files has been enhanced to reduce the number of errors that may occur during the sync processing. PM (MKT-5683)

INQUIRIES

- **Reporting Usability and Interface:** Several interface improvements were made to the reporting in Producer Manager to improve the usability of the reports. PM (MKT-5079, MKT-5080)

  - ✓ **All Reports Page**: A new option has been added to the Inquiries menu called "All Reports." This is a new page that, when opened, will show an interactive list of all reports available in Producer Manager. For any report a user has security rights to initiate, the title of the report will be a clickable link which will open the report page. If a user does not have security rights to a report, the name will still appear but it will not be a clickable link.

    Each report in the list will display a basic description of what the report is used for. It will also have an information icon (a small blue circle with a white question mark) that, when clicked, will open the online help for that report. These new features should help users better determine which reports will return the best data for their needs.

All Reports tab will be selectable for all users when viewing any report without adjustment to security roles. The All Reports option in the Inquiries menu is security enabled, and requires the adjustment of security roles to access the option.
(Inquiries > All Reports)

- ✓ **Recent Reports**: The "Maintain Offline Inquiries" page has been renamed to "Recent Reports." Recent Reports display in a tab that makes it easy to return to the "All Reports." This tab contains all the same information and has the same look and feel of the Maintain Offline Inquiries Queue.
(*Inquiries > System Information > Recent Reports*)

- ✓ **Report Tabs**: When viewing any report from the Inquiries menu or from selecting it on the All Reports page, the criteria page for the selected inquiry will open in a tab. The layout of all criteria pages have the same look and feel they did previously. The All Reports tab and the Recent Reports tabs will also be available to the user.
(Inquiries > select any report)

- **Report of Producers in a Hierarchy**: Producers often may be in several agreement hierarchies at the same time, and to help identify a specific agreement, the Report of Producers in a Hierarchy now has the ability to allow searching for a specific upline agreement, as well as the ability to display specific External System IDs in the result set. *(Inquiries > Producer Hierarchy > Report of Producers in a Hierarchy)*

  - ✓ **Display Configuration:** The Report of Producers in a Hierarchy now has a result column for showing any given External System ID associated with producers in a hierarchy. The new Display Configuration allows you to choose which of the producer's External System IDs should be included in the results. In the report results, a new column entitled "Additional ESID" will display the External System IDs identified by you. PM (MKT-5251)

  - ✓ **Upline Agreement:** In the Upline Criteria section of the Report of Producers in a Hierarchy page, the page will display a new section with a link "Select Upline Agreement." Click this link to search for the specific firm or individual in the upline. If only one agreement record matches your search criteria it will automatically populate in the Upline Criteria section of the page. If multiple agreement records match your search criteria, click the name link of the record that you are interested in, and that record will populate the Upline Criteria section of the page. The report results will display information about the specific upline chosen by you. PM (MKT-5250)

- **Producer Licenses Inquiry:** The checkbox to display "Inactive" licenses in this report has been renamed from "Show Inactive" to "Show Historical" to better represent that the data being returned is regarding historical license types, not inactive licenses.
(*Inquiries > Producer Management > Producer Licenses Inquiry*) PM (MKT-5543)

- **Active Licenses and Appointments Inquiry:** This report is only intended for Agency/Brokerage installations of Producer Manager and is disabled through security for carrier customers by default, yet it is possible for a Carrier installation to accidentally make this report available to users. This can cause confusion, because if a carrier makes this report available and navigates to the page, the page will be blank, other than the page title. New text has been added to the page to alleviate this confusion: "This report is only available for agency installations of Producer Manager."
(*Inquiries > Producer Management > Active Licenses and Appointments Inquiry*) PM (MKT-5590)

DTCC TRANSACTIONS

- **Determining DTCC Broker Dealer:** In order to assist in filtering DTCC transactions on the workspace, the first step of each DTCC transaction now determines the DTCC broker dealer. This will enable a licensing specialist who processes transactions from that broker dealer to immediately take control of that transaction and work on it. ☏ PX (MKT-5724)

- **Stop Processing Without Rejecting:** Users may now choose to manually resolve errors for auto-processed DTCC transactions without having to reject the packet and having the broker dealer resubmit the request. PX (MKT-5577)

- **Okay to Sell:** For some clients, when processing DTCC License Confirm requests in a state with "Okay to Sell" status, the License Confirm request errors and requires the submission of an appointment as part of the error resolution to provide an approval. This workflow will now recognize the "Okay to Sell" status. PX (MKT-4799)

MISCELLANEOUS

- **Required Items:** The "State" field can now be configured to be a required field for certain types of required items. This feature 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). ☎PM (MKT-4763)

- **Agreement or Association Data:** A producer's record can now be configured to be flagged as missing required information if it is missing agreement or association data. This feature 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). ☎PM (MKT-4766)

- **Maintenance Transactions:** Producer Express communications to Producer Manager have been enhanced for better agent record matching results regarding names with special characters.

  When Producer Express queries Producer Manager to find a producer, the producer is occasionally not found due to a name mismatch. For example, a producer may have a last name with special characters (apostrophe, hyphen), such as "O'Conner." However, in Producer Manager, the name may have been stored as "O Conner" or "OConner". When Producer Express queries Producer Manager for this producer with TIN and name, Producer Manager currently replies that it cannot find a match. PM (MKT-5578)

- **Approve/Deny Appointments:** Producer Manager now has improved performance for results on the Approve/Deny Appointments page.
  (*Licensing > Appointments > Approve/Deny Appointments*) PM (MKT-5658)

- **Producer Express Error Message**: An enhanced error message has been created to indicate when a transaction cannot be completed because the PDB is unavailable. PM (MKT-5692)

ADMINISTRATORS

USER INTERFACE

- **Enhancements to Education Credentials and Credential Programs pages**: The Education Credentials and the Education Credential Programs pages have been modified to include an Actions column to allow for easier selection of the edit (pencil) icon, as well as to improve consistency across pages within Producer Manager. Previously, the user would have selected the credential or program to modify by clicking the name link.
  (*Administration > Education Credentialing > Education Credentials* OR *Administration > Education Credentialing > Credential Programs*) PM (MKT-5613)

AUTOMATED DATA RECONCILIATION

- **Data Reconciliation Profiles:** Due to the changing nature of a producer's PDB data, data reconciliation profiles in Producer Manager have been enhanced to allow you to specify more closely the changes that should trigger the retrieval of a new PDB report. This change is intended to help clients avoid unnecessary syncs.

  Three new checkboxes have been added to the Maintain Data Reconciliation Profiles page in the Profile Details section of the page. Called "Sections That Trigger a Sync," these checkboxes are labeled Demographics, Producer Licensing and Appointments. Checking these boxes will indicate that you wish changes to that section to trigger the retrieval of a new PDB report. When a sync is triggered, all sections will be merged as specified in the Profile Merge Strategies section of the page.

  For example, a carrier with independent sales channels may have producers that get appointments with other carriers frequently. If that carrier has a profile set up to sync the appointments section, they may not want to trigger syncing based on changes to the appointments section since changes to the appointments section are likely to be triggered for appointments that are not related to the carrier. Now the client can configure their profiles to trigger a sync based on changes to the licensing section, and the appointments section will be synced when the sync occurs.
  (*Administration > Data Reconciliation > Maintain Data Reconciliation Profiles*) PM (MKT-5597)

INTEGRATION

PRODUCER MANAGER OUTBOUND DATA FEED

- **Address Abbreviation in the PM Outbound Data Feed:** For some clients, the Producer Manager Outbound Data Feed previously abbreviated many addresses for the outbound data feed regardless of length. Addresses that have been abbreviated could be subject to return from the US Postal Service. In addition, outgoing correspondence with abbreviated addresses could be subject to additional charges from some Presort Mailing Vendors if the address is unreadable due to the truncation. Although Sircon uses only US Postal Service approved abbreviations, we modified the way Producer Manager handles the abbreviation to only abbreviate if the length of either of the address lines is longer than the maximum length allowed by the client. This feature 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).
  ☎ PM (MKT-5609)

RESOLVED ISSUES

- Fixed an issue where occasionally on the Producers in a Hierarchy and the Producers with Missing Upline Hierarchy pages the Submit Offline buttons were not enabled after entering search criteria. This happened only when a user would right-click in the "Identified by one of the following External System IDs" field to paste data.
  (*Inquiries > Hierarchy > Producers in a Hierarchy or Inquiries > Hierarchy > Producers with Missing Upline Hierarchy*). PM (MKT-5384)

- Fixed an issue affecting the Agencies/Brokerages implementation of Producer Manager where the Active Licenses and Appointments Inquiry was not filtering correctly when no Business Units were selected.
  (*Inquiries > Producer Management > Active Licenses and Appointments Inquiry*) PM (MKT-5557)

- When editing a Notification, text will display immediately as you type it. When choosing to right click and "Paste" text, the live update would not display the pasted text. This issue has been resolved and text should display as a live update when you type it in; use Ctrl+v to paste, or right-click to paste text. (*Administration > Notifications > Edit a Notification*) PM (MKT-5584)

- Fixed an issue with the Data Reconciliation Requests page where, if the user attempted to choose a different view than the default view while the page was still loading, the selected view would be highlighted as if it were displaying, when in fact the default view would still be displayed. For example, if a user clicked to see "My Requests Needing Review" before the page finished loading the default view ("All Requests"), the "My Requests Needing Review" link would be highlighted but the "All Requests" view would actually be displayed. This issue is now resolved. (*Licensing > Data Reconciliation Requests*) PM (MKT-5603)

- Previously when printing a PDB report, the first page consisted of only of the Sircon logo and the title "PDB Data Report." This issue has now been resolved. PM (MKT-5621)

- Fixed an issue in Internet Explorer where, when hovering the mouse over the date picker or "Calendar" icon, the icon would resize by one pixel. PM (MKT-5622)

- When selecting Administration > User Security > Maintain All Staff Member Cost Center in Producer Manager, the user would be taken to a Select User page to choose the appropriate user, and then they would be taken to a page titled "Maintain Staff Member Business Unit and Cost Center" page. The product has been updated to reflect the appropriate page name of "Maintain Staff Member Cost Center" in both the Producer Licensing module and the Company Administration module. (*Administration > User Security > Maintain All Staff Member Cost Center >Select User > Maintain Staff Member Cost Center*) PM (MKT-5632)

- Producers Missing Information displays a list of producers that are incomplete or invalid. The list is optimized to pull the list of producers as quickly as possible. However, for those with the Agencies/Brokerages implementation of Producer Manager, a non-firm organization with an invalid address can still show up on the list. When this happens it looks like the page never finishes loading for the user. This issue has now been resolved. (*Licensing > Data Fix > Producer With Missing Information*) PM (MKT-5661)

- Fixed an issue where the Individual Associations Offline Inquiry was incorrectly named on the Maintain Offline Inquiries page. PM (MKT-5675)

- Fixed an issue where Quick Load files would not finish processing if an invalid last name was provided. Valid names are ones that start and end with a character (a-z), and that have only spaces, hyphens, and apostrophes as special characters. If you wish to confirm that this issue has been resolved, try a Quick Load with several valid and invalid names, including those ending with numbers or special characters other than what has been specified above. PM (MKT-5689)

- Fixed an issue where, on occasion, clicking the "Show All" link for Subscriber Notices on the Producer Manager home page would immediately log the user out. PM (MKT-5701)

- On the Quick Sync page Producer Manager will display the message "No New PDB Data Is Available" when the Last Sync Date is newer than the PDB Last Updated Dates. Previously, if the client has multiple profiles with different sections (ex: one profile with demographic data only, and one profile with appointment data only), then Producer Manager determined whether or not to show the message based on the sections included in any profile. So, if only demographic data changed and the client selected the profile with only appointment data, the client wouldn't see the "No New PDB Data Is Available."

  The message is now displayed based on which profile is selected. PM (MKT-5711)

- Fixed an issue where a DTCC transaction that was rejected by a PX user because the producer was not in Producer Manager would produce an invalid DTCC rejection. PM (MKT-5688)

- Fixed an issue where "Home Office" users were able to change items in a packet after the packet had been signed. Doing this removed the signatures from the packets and caused other problems. This issue was resolved by disallowing the editing of packets that had been signed. PX (MKT-5355)

- Fixed an issue where, for some clients, Producer Express was allowing for an incorrect writing company to be selected during a letter request. PX (MKT-4820)

- Fixed an issue where the new Calendar icon or "date picker" functionality was not working properly on certain screens. PX (MKT-5545)

- Fixed an issue where, for some clients, there was a JavaScript error in the Internet Explorer browser on display of the External Lead Form page. PX (MKT-5616)

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.