Sircon

A Vertafore Business

Sircon for Carriers
Sircon for Agencies/Brokerages
Version 5.3 Production Release Notes

This production release of Sircon for Carriers and Sircon for Agencies/Brokerages features several enhancements to agreement tracking, bulk data updates, product certifications and more. It will be released to production environments on Saturday, May 22, 2010. Corresponding downtime for production is scheduled for 4:00am to 12:00pm EDT.

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

Release Training

On May 11, 2010 Sircon presented a release training webinar. You can view a recording of this webinar at the following link:
https://sircon.webex.com/sircon/lsr.php?AT=pb&SP=EC&rID=52044122&rKey=0f1fefdc5675112c
Duration: Approx 41 minutes

Sircon Training

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

Overview

This section provides a high-level overview of the types of changes that were made. The detailed breakdown of each change is included in the remainder of the document.

Agreements and Hierarchies

- Producer Manager is now able to track additional details about commission payments on agreements.

- Producer Manager will now track the history of a producer's agreement hierarchy. Users can now determine what a producer's hierarchy was on any specified date for reference.

- A filter has been added to the Assign Parent Agreement page to make selection of the parent agreement easier.

Bulk Data Updates

- The "Bulk Data Updates" capability allows users to update information on multiple producers in Producer Manager from a spreadsheet. This capability has been expanded to allow the following bulk updates:
    - Firm/agency email addresses
    - Agreements

Washington Appointments

- The state of Washington has updated their appointment processing to behave similarly to other states that do not appoint by line of authority. Producer Manager now supports this variation and will no longer send appointment requests to Washington if those requests are guaranteed to fail.

- Support for Washington's state producer number has been updated to derive the state producer number from the Washington state license number.

Enhancements and Improvements

Agreements and Hierarchies

- **Agreement Commission Payment Tracking**: Producer Manager is now able to track details about commission payments. These commission details are tracked on agreements in Producer Manager. This new information will be included in the Outbound Datafeed and the Producer Query webservice for use by downstream systems. These new commission details are also included in the "Report of Producers in a Hierarchy" inquiry.

    The new fields can be found on the Review/Update Agreement page in the Agreement Details section. New fields include:

    - Payment Frequency - Represents the timing of commission payments to a producer. This field can be modified through the Maintain Codes page (*Administration>Maintain Security>Maintain Codes>Click to edit the PAYMENT_FREQUENCY_CD.*)

    - Conduct Business via DTCC - Indicates that payments and policy information should be sent to the producer using the DTCC interfaces. This field can be modified through the Maintain Codes page (*Administration>Maintain Security>Maintain Codes>Click to edit the BUSINESS_VIA_DTCC_CD.*)

        NOTE: this has no relation to Sircon's DTCC capability for producer licensing communications.

- o Advance Commission - Indicates whether or not a producer will be allowed an advance on commission. This field can be modified through the Maintain Codes page (*Administration>Maintain Security>Maintain Codes>Click to edit the ADVANCE_COMMISSION_CD*.)

- o Advance Transaction Status - Indicates how a commission advance should be paid - for example, "on hold" or "Period-to date." This field can be modified through the Maintain Codes page (*Administration>Maintain Security>Maintain Codes>Click to edit the ADVANCE_TRANSACTION_STS_CD*.)

- o Percent of Advance – Enter a numeric value in the field between 0.00 and 100.00.

- o Maximum Advance Amount - Enter a numeric value in the field between 0.00 and 9999999999.99.

- o Statement Distribution ID - Enter up to 50 characters in this field.

All commission detail fields are optional.

(*Licensing menu>Agreements>Review/Update Agreement>search for desired producer* OR *search for and open a producer record>go to Agreements section>click the Edit link next to an existing agreement record*)

This feature must be enabled with user security settings prior to use. To turn on this feature, go to *Administration menu>User Security>Maintain Security Role>select the security role you wish to modify>checkmark the "Maintain Agreement Commission Details" checkbox*.

This enhancement required changes to the Outbound Datafeed schema. Updated technical release notes and schema were emailed on 04/07, but if you need a copy please contact your Sircon representative. **PM** (MKT-5252)

- • **Agreement Hierarchy Histories**: For certain companies, the policy submitted by a producer needs to reflect the producer's upline when the policy was signed. Previously, if the producer's hierarchy was updated between the signing date and the current date, it was not possible to determine what the hierarchy looked like in Producer Manager on the signing date.

   Producer Manager now tracks agreement hierarchy histories. The producer's hierarchy history will be updated whenever changes are made to an agreement's type, hierarchy template, or a new parent is assigned to agreement. This historical information is visible on the View Agreement Hierarchy History page.

   This enhancement will allow users to determine what a producer's hierarchy was on any specified date in the past.

   (*Licensing menu>Agreements>Review/Update Agreement>search for desired producer* OR *search for and open a producer record>go to Agreements section>click the Edit link next to an existing agreement record*)

   This feature must be enabled with user security settings prior to use. To turn on this feature, go to *Administration menu>User Security>Maintain Security Role>select the security role you wish to modify>checkmark the "View Agreement Hierarchy History" checkbox*.

   PM (MKT-5458)

- **Parent Agreement List**: The Assign Parent Agreement page has been updated so that there is no limit to the number of parent agreements that can be viewed. A filter has been added to the page to make selecting the parent agreement easier. (*Licensing menu>Agreements>Review/Update Agreement>search for desired producer OR search for and open a producer record>go to Agreements section>click the Edit link next to an existing agreement record>in the Agreement Hierarchy section of the page click Assign a Parent Agreement*)**PM** (MKT-6242)

Bulk Data Updates

Updating Firm Email Addresses: Support has been added for updating multiple firm (agency) email addresses using "Bulk Data Updates." Previously, bulk data update transactions for email addresses only worked for individual entities. As part of this change, the Producer Changes webservice from PX to PM will also include firm email addresses.

This enhancement required changes to the Outbound Datafeed schema. Updated technical release notes and schema were emailed on 04/07, but if you need a copy or if you have questions about Bulk Data Updates, please contact your Sircon representative. **PX, PM** (MKT-5939)

Updating Agreements: Support has been added for updating existing active producer agreements via "Bulk Data Updates." The following fields can be updated in this way:

o Effective Date

o Agreement Status (updates to inactive only)

o Payment Frequency

o Conduct Business via DTCC

o Advance Commission

o Percent of Advance

o Maximum Advance Amount

o Advance Transaction Status

o Statement Distribution ID

Any columns that are included for update during the bulk upload process will overwrite any existing data currently in Producer Manager. However, empty columns will not overwrite existing data Producer Manager.

If you have questions about Bulk Data Updates, please contact your Sircon representative. **PX, PM** (MKT-5488)

Washington Appointments

- **Washington Appointments**: The state of Washington has updated their appointment processing to behave similarly to other states that do not appoint by line of authority.

Sircon will now treat Washington as a state that "Doesn't Appoint by LOA." Any new Washington producer appointments will be reflected as "Doesn't Appoint by LOA" appointments on the producer's record. Any producers with Washington appointments will be updated to reflect this if the producer's record is synced.

Washington's unique requirement is that the state still requires Sircon to send a line of authority (LOA) with each Washington appointment. If the appointment is approved, it will be treated as a "no LOA" appointment. That is, Washington will consider the producer to be appointed for all lines that are supported by the lines of authority held by both the producer and appointing writing company.

An extended notice regarding this item, including suggested actions to be taken before and after the production release, was sent out by Sircon on 04/07. If you did not receive the notice or have additional questions about this issue, please contact your Sircon account representative. **PM, PX** (MKT-5367)

- **Washington State Producer Numbers**: The state of Washington requires carriers to include the state producer number of the producer they wish to appoint with all appointment and termination requests sent to the state. Previously, Sircon would add the state producer number to the producer's record in Producer Manager when performing any data reconciliation that was configured to update the demographics section of the producer's record.

Since the state producer number in Washington matches the producer's license number, Producer Manager will now derive the state producer number from the license number when submitting appointments and terminations to the state. Additionally, these values will no longer be maintained during data reconciliation. **PM, PX** (MKT-1926)

Product Certifications

- **Product Certifications for Firms**: Producer Manager is now able to track Product Certifications for firms as well as agencies. Product Certifications for firms may be viewed by going to *Licensing>Review/Update Producer>search for a firm>go to the product Certifications section*.

Product Certifications for both firms and individuals are maintained on the Maintain Product Certifications page.

This feature must be enabled with user security settings prior to use. To turn on this feature, go to *Administration menu>User Security>Maintain Security Role>select the security role you wish to modify>checkmark the "Maintain Product Certification" AND the "View Firm Product Certification" checkboxes*.

This enhancement required changes to the Outbound Datafeed schema. Updated technical release notes and schema were emailed on 04/07, but if you need a copy or if you have questions about the Outbound Datafeed, please contact your Sircon representative. **PM** (MKT-6255)

Miscellaneous

- **Arkansas Shared Appointments**: In Arkansas, a firm cannot have an appointment without a related individual appointment. However, the PDB does not store the relationship information, and as a result, when syncing, Arkansas firm appointments were being added to Producer Manager without a related individual appointment. This caused confusion when trying to update or terminate these appointments. Therefore, appointments for firms in Arkansas will be ignored during PDB syncs of any kind from now on, including Quick Sync, Quick Add, Quick Load, and Scheduled Sync. **PM** (MKT-6568)

- **Cost Center Dropdown**: When adding business units to producers, there is the option to choose a cost center associated with the business unit. The dropdown that lets you choose the cost center was previously not sorted in any order. The items will now be sorted alphabetically. **PM** (MKT-5799)

- **Digital Signature Security for Outbound Datafeed**: Producer Manager will now use PGP to create a digital signature for the Outbound Datafeed for all clients. PGP provides cryptographic privacy and authentication. **PM** (MKT-6211)

- **Rule to Exclude Producers from the Auto-Appoint process**: Sircon's auto-appoint capability allows carrier clients to automatically request new appointments for producers in pre-appoint states after a data reconciliation updates the producer record. A new producer business rule "Request Appointments Following a Data Reconciliation" has been created to allow users to disable this auto-appoint processing on specific producers.

  For carriers using the auto-appoint capability, the "Request Appointments Following a Data Reconciliation" business rule will be "Yes" for all producers. If set to "No," auto-appointments will not be added after a data reconciliation for the producer.

  Note: The auto-appoint functionality is only available in the Sircon for Carriers product. **PM** (MKT-6280)

Resolved Issues

- Updated error handling in situations when a Producer Express workflow adds multiple External System IDs and one of the External Systems IDs was invalid. **PM, PX** (MKT-6261)

- Fixed a data normalizer issue for Washington where Producer Manager was incorrectly updating the issue date on a line of authority. **PM** (MKT-5518)

- Fixed an issue occurring when a user tried to manually approve a license in the License Application section of the Review/Update producer page. The user would receive an error stating that they needed to enter an effective date, but no field was available for data entry. Producer Manager will now use the status date as the effective date for these licenses. **PM** (MKT-5948)

- Fixed an issue where, for some clients, transactions in Producer Express were reaching an error status, but contained no message detail. **PX** (MKT-6024)

- Fixed an issue where the "Create New Packet" button would move slightly when the cursor was hovering over it in the Recruiter Workspace. **PX** (MKT-6030)

- Fixed an issue where, for some clients, certain transactions were completing through autopilot when they should have been held and validated by the user prior to completion. **PX** (MKT-6082)

- Fixed an issue where Producer Express was failing to add background investigation requests to a producer's record in Producer Manager for customers who require a cost center to be included with all background investigations. **PX, PM** (MKT-6148)

- Fixed an issue where the "Cannot reuse last password" error message was appearing for newly created users in PM. The message will no longer appear unless the user already exists in PX or CX. **PM** (MKT-6155)

- Fixed an issue occurring when an incorrect SSN or EIN was included in a webservice call to PM. The error would continue to occur once the SSN or EIN was corrected. **PM** (MKT-6169)

- Fixed an error that was occurring when a user tried to run the Staff Member Status Inquiry without selecting any statuses. **PM** (MKT-6172)

- Fixed an issue where the Staff Member Status filter in the Staff Member Status Inquiry was not working. **PM** (MKT-6187)

- Fixed an issue where some clients were able to create a "circular" hierarchy. For example, producer A was the parent of B, who was the parent of C, who was the parent of A. New system validation will prevent this from happening in the future. **PM** (MKT-6193)

- Fixed an issue where unexpected PDB errors were not handled in an expected manner. PX will now correctly handle these errors, and attempt to retrieve the PDB on a scheduled basis until an expected response is received. **PX** (MKT-6206)

- Fixed an issue where including the multiple external system IDs of the same type in a maintenance transaction webservice call would cause PM to add both ID's as inactive. **PX** (MKT-6209)

- Fixed an issue that was causing DTCC periodic reconciliation to fail. **PX** (MKT-6271)

- Resolved an issue that was causing certain appointment error messages to display incorrectly. **PX** (MKT-6343)

- Fixed an issue that was causing the "Reassign Downline: Review Agreement for Different Producer" page to result in a blank page. **PM** (MKT-6350)

- Fixed the broken paging on the "Maintain Hierarchy Templates" page in Producer Manager. **PM** (MKT-6356)

- Fixed an issue where transactions that go to a "Processed" status in autopilot did not have a corresponding status history entry. **PX** (MKT-6369)

- Fixed an issue where clicking the Help link from the "Notifications" page in Producer Manager did not correctly open the online help. **PM** (MKT-6384)

- Fixed an issue where users were not able to remove a parent agreement from a hierarchy if they were using single-level hierarchy validation. **PM** (MKT-6392)

- Fixed an issue where an additional producer from an agreement did not cause the record to be included in the next available PM Outbound Datafeed. **PM** (MKT-6417)

- Fixed an issue where the "ProducerChanges" webservice was incorrectly updating the NPN on a producer's record in Producer Manager. **PM** (MKT-6426)

- Fixed an issue where, Quick Load files with long and invalid names would not error quickly, but would process and never display an error screen. **PM** (MKT-6263)

- Fixed an issue where producers were being included in the Producer Manager Outbound Datafeed when an agreement was saved, even if there were no changes to the agreement. **PM** (MKT-6180)

- Fixed an issue where transaction status changes in PX were not being appropriately recorded in the packet's status history. **PX** (MKT-6129)

- Fixed an occasional issue occurring when submitting appointment terminations in Producer Manager, and the submit methods available in a state were incorrectly calculated. **PM** (MKT-5845)

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 applies to Producer Manager.

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