

Sircon for Carriers

Sircon for Agencies/Brokerages

Release Notes

Version 5.5

This release of Sircon for Carriers and Sircon for Agencies/Brokerages features several enhancements, technical/security updates, and bug fixes.

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

Sircon Release Training

On September 1 Sircon presented a release training webinar covering many of the new features in this release. You may view a recording of the webinar by [clicking this link](#), or copy the following link and paste it in your browser's web address field:

<https://sircon.webex.com/sircon/lsr.php?AT=pb&SP=EC&rID=54106802&rKey=28a2071422edabbc>

Recording Duration: 50:44

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 changes made in this release. Details of each change follow this section.

- Education credentialing programs are now available for tracking producers' annuity course requirements and courses in Texas and Oklahoma. With the feature enabled, Sircon will automatically retrieve course completion information from the state to determine whether a producer is compliant with the state's annuity education requirements.
- Sircon can be configured to add expiration dates to "perpetual" licenses during data reconciliation.
- Additional options are now available as part of bulk processing transactions.
 - Users now can terminate all appointments for a specific company by providing the company's NAIC ID in the bulk termination upload file
 - Users now can stop all erred requests that were part of a bulk request. This includes bulk appointment, termination, and business data update requests.

- Record Only appointments now can be loaded to records in Producer Manager through a bulk appointment request
- Miscellaneous enhancements include:
 - “Save and Return” buttons have been added to several maintenance pages in Producer Manager
 - License Renewal/Expired License notifications now include license numbers
 - Appointment responses manually entered in Producer Manager now will flow back to related Producer Express requests
 - Company search returns all companies by default without requiring the user to enter search criteria

Annuity Education Credentials

Texas and Oklahoma annuity credential programs: Producer Manager now offers two new Sircon-recommended education credential programs to help track producers’ compliance with annuity education requirements in Texas and Oklahoma. A similar education program already exists for California.

These programs enable clients to retrieve course completion information automatically from the state for any individual producer that is otherwise eligible to sell annuities in Texas and/or Oklahoma, as follows:

- An individual will be considered eligible for the Texas Annuity Credential if he or she is a resident of Texas and holds the proper lines of authority on his or her Texas resident license
- An individual will be considered eligible for the Oklahoma Annuity Credential if he or she holds the proper line of authority on his or her Oklahoma resident or non-resident license

Annuity course completion information is retrieved from the state database as part of the data reconciliation process. Course information is then used to determine whether or not the producer is compliant with the annuity education requirements of the state.

(Administration menu > Education Credentialing > Credential Programs > “Texas Annuity Program” or “Oklahoma Annuity Program”)

*Syncing course completion information with the states requires configuration by Sircon. Please contact your account representative for more information. **PM** (MKT-6702, 6703, 6769, 6974)*

Data Reconciliation

A new “data normalizer” has been added to Producer Manager to improve tracking of producer licenses in certain states that issue “perpetual” licenses.

Perpetual licenses do not need to be renewed; however usually producers or their agencies must fulfill other requirements for the license to remain active, such as the producer must have taken required continuing education courses and/or paid a “continuation” fee.

The new data normalizer automatically enters “placeholder” license expiration dates in individual producer records for certain perpetual license states, based on configured rules. “Placeholder” expiration dates are intended only to serve as reminders that an action needs to be taken to keep the license active. With an expiration date added to a perpetual license, the license can be included in the output of the License Renewals Due Inquiry.

States affected by the perpetual license data normalizer include Florida, Maine, Michigan, New Mexico, Ohio, and Virginia. Colorado and North Carolina, although technically perpetual license states, already issue license expiration dates that are maintained on the PDB and therefore are not included in the new data normalizer.

Note: License Renewal/Expired License notifications will not send reminder emails for licenses in a perpetual state.

*Use of the perpetual license data normalizer requires configuration by Sircon. Please contact your account representative for more information. **PM (MKT-1000)***

Reporting

- **License Renewals Due Inquiry:**
 - A License Status dropdown menu has been added to the License Renewals Due Inquiry page, allowing users to filter the report to include only active licenses, only inactive licenses, or both. **PM (MKT-6745)**
 - The output of the License Renewals Due Inquiry now makes the Licensee Status and License Status fields available for use with the in-report searching feature (“report-within-a-report”). **PM (MKT-5495)**
(Inquiries menu > Producer Management > License Renewals Due Inquiry)
- **Producer Licenses Inquiry:** The output of the Producer Licenses Inquiry now makes the State field available for use with the in-report searching feature (“report-within-a-report”).
*(Inquiries menu > Producer Management > Producer Licenses Inquiry) **PM (MKT-6609)***

Bulk Processing Transactions

- **Bulk Appointments transactions:** Effective dates now can be entered in the Bulk Appointment transactions upload spreadsheet. The effective date entered will override any other date determined by existing appointment policies.

Any appointment transaction with a requested effective date that falls outside of state backdating rules will be routed to the error queue.

This change will allow users to bulk load “record-only” appointments into Producer Manager through Bulk Appointment transactions. Record-only appointments do not have backdating restrictions, inasmuch as they are not sent to the state. **PX (MKT-5347)**

- **Bulk Appointment Terminations transactions:** The Bulk Appointment Terminations upload spreadsheet has been enhanced to include NAIC ID. This will allow users to terminate all of a producer's appointments for a particular writing company in a particular state. Previously users were restricted to terminating all appointments for all writing companies in a particular state. **PX (MKT-6468)**
- **Stopping Bulk Requests with Error Status:** Bulk transaction requests can result in an Error status for a number of reasons. If the errors cannot be resolved, users can stop the requests, assigning them a Closed status.

Users now with a single action can globally stop all dependent requests with Error status, rather than one-by-one.

Note: This may take some time when closing a large number of packets. **PX (MKT-6587)**

Miscellaneous

- **Company search:** All companies in a client's configuration of Producer Manager now will be displayed as soon as the user opens the Search Company page. If the Search Results returns more than 10 companies, the results will display in pages.
(Companies menu > Company > Review/Update Company) **PM (MKT-6865)**
- **Save and Return button:** A new Save and Return button has been added to several Producer Manager maintenance pages. This new button will allow a user to complete both the Save action and Return action with one click. **PM (MKT-6570)**
- **License Renewal/Expired License Notification Text:** License number will now be included in both the License Renewal Notification and the Expired License Notification email content. For states that use SSN as a license number, only the last four digits of the license number will be included in the notification.
(Administration menu > Notifications > edit either notification type) **PM (MKT-6646, 6833)**
- **Auto-Appoint and Scheduled Sync:** Producer Manager now will verify that the deceased date on a producer record is not populated before automatically appointing the producer in restricted states following the results of a data reconciliation. Also, Scheduled Syncs will not run for producers when the deceased date field on the producer record is populated. However, a deceased producer still may be manually reconciled with PDB data to receive the most current licensing credentials and terminate any appointments as necessary. **PM (MKT-6864)**
- **Reassign Requests page:** The default sort on the Reassign Requests page in Producer Express now will list users in ascending alphabetic order (A to Z) to make it easier to find a desired user. Users may still change the sort order by clicking the column headings on the page.
(PX workspace page > Bulk Reassign link > Select Requests page: select one or more requests and click next) **PX (MKT-6532)**

- **Manual Appointment/Termination Responses:** For an appointment and appointment termination initiated in Producer Express, users now can enter manually an Approved or Denied response in Producer Manager. A manually entered response will flow back into Producer Express and update the request record. **PX (MKT-6830)**
- **DTCC Transactions:** Where possible, the Transaction Summary page for DTCC transactions now will include a producer's email address. If the email address in the DTCC transaction is invalid, the user will see the message "Email address is invalid." **PX (MKT-5773)**

Resolved Issues

The following is a list of issues that were resolved in this release:

- The table on the Move Children to Another Agreement page will no longer collapse on refresh if the user has expanded the table. Once expanded, the display table now collapses only when the user clicks the "collapse" node (minus box). Paging and sorting on the table will not collapse the table. **PM (MKT-5530)**
- When a user initiated the Individual Associations Inquiry, the inquiry pop-up window opened automatically and prevented the user from being able to generate the report offline. This issue is now fixed. **PM (MKT-1495)**
- In Internet Explorer 7, the menu bar in Producer Manager was occasionally failing to load. **PM (MKT-5159)**
- Fixed an issue that was causing the short descriptions of two system-required codes on the Maintain Codes page to display truncated. **PM (MKT-5655)**
- Recruiters were sometimes unable to view requests that were owned by users at the home office that had a status of Pending or Processed. **PX (MKT-5850)**
- In the Active Licenses & Appointments Inquiry, when multiple carriers, writing companies, or business units are selected in the report criteria, the displayed list of criteria was being truncated. The report now lists all selected criteria **PM (MKT-5861)**
- When running a search in Producer Express, users were allowed to enter a "start date" that was after the "end date," resulting in no search results. Now if the start date is after the end date, an error message will be displayed. **PX (MKT-2032)**
- The Producer Data Web Service was not consistently returning valid data when the producer entity type was not supplied. Now both queries work for both agencies and individuals, with and without entity types. **PX (MKT-6130)**
- Companies were identified by EIN rather than NAIC ID when loading appointments via the PDB. We now correctly handle this case. **PM (MKT-6204)**
- In the workspace for requests in Producer Express, there was a message referencing leads, which was due to refreshing the page. Now the correct message will display. **PX (MKT-6323)**
- For bulk file validations, the first line of the error message was occasionally truncated. Now there should always be an error message displayed detailing the correct number of validation errors on the Review and Assign page. **PX (MKT-6526)**

- On the Producer Name page in Producer Express, the Middle Name field accepts only one character, but in the case of onboarding, the entire middle name was pre-populated, causing an error message. The default size has now been changed to allow up to 25 characters. **PX/PM (MKT-6591)**
- A mouse-over on the calendar icon in Producer Manager next to the Birth Date field did not change to a hand, indicating it is a link. **PM (MKT-6592)**
- Producer Express was allowing uploads of unsupported document types which could not be viewed or deleted. If the user attempts to upload an unsupported document type, Producer Express will display an error message along with a list of supported types. **PX (MKT-6598)**
- When deleting appointment data for a producer, certain information was not being correctly removed. This caused reports (such as the Review Rejected Appointments report) to return errors. **PM (MKT-6607)**
- When submitting a request to the Inbound Web Service with an “Update” action on an agreement the existing external system ID on the agreement is updated to “null.” **PM (MKT-6647)**
- Recruiters were able to edit a locked-down request by using the producer workflow. They should no longer be able to. **PX (MKT-6725)**
- The State and License Type, then Licensee Name sort order option in the License Renewals Due Inquiry page would return only Michigan licenses. This should no longer be the case. **PM (MKT-6756)**
- License Renewals Due Inquiry was returning unexpected results if the user selected the spreadsheet view option and qualifications were included in the report criteria. **PM (MKT-6759)**
- The option to select Spreadsheet View has been removed from the CE Reviews Due Inquiry because no spreadsheet view is available for this report. **PM (MKT-6773)**
- Certain rare appointment transactions were failing when they should not have failed. This was due to incorrectly configured license codes. All cases of this problem should now be configured properly. **PM (MKT-6796)**
- Clicking the ellipsis to view all affected requests when reassigning transactions was removing all transactions for the user. Now clicking on this will display the entire Request Type Name at the bottom of the page and does not remove the transaction. **PM (MKT-6818)**
- Under the Available Licenses to Add area, the column heading License Suspended End Date was incorrectly showing up as License Suspended Begin Date. There are now both a Begin Date and End Date for this page. **PM (MKT-6825)**
- FINRA codes in PM were causing DTCC transactions to fail. These codes will now be correctly converted to FINRA codes. **PM (MKT-6847)**
- The Correct Appointment Dates workflow did not return the user to the Review/Update Producer page upon completion. The Save and Return to Record button will now correctly take you to Review/Update page as expected. The Save and Correct More button will take the user to the beginning of the workflow. **PM (MKT-6856)**

- The Producer Data Web Service did not properly return the deceased date element. The element was always “null” in the response, even when the deceased date was populated in Producer Manager. **PM** (MKT-6858)
- The Company Appointment List Inquiry was not including the current appointment status selection criteria. Users selecting these criteria will now be provided the correct results. **PM** (MKT-6868)
- Users were able to save a license number with trailing or leading white space. These are now removed after the user saves this information. **PM** (MKT-6886)
- Bulk upload instructions for Entity Type did not match the example screenshot on the bulk upload page. The screenshot is now up to date. **PX** (MKT-6898)
- If user enters an invalid subscriber ID in a Producer Express login, the subscriber ID field was hidden from the page with no way for the user to enter the correct number. Now the user has the ability to reenter the subscriber ID field if their attempt was not successful. **PX** (MKT-6910)
- Period has been removed from the “Find Existing Producer with Review/Update Producer” sentence on the Producer Manager main page. **PM** (MKT-6909)
- The Producer Data Web Service was failing to find a firm if Entity Type was not supplied. **PM** (MKT-6944)

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.