

EDI ENROLLMENT GUIDE

FOR LIFELOCK BENEFIT OFFERING

Version: 6.1

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# REQUIRED DATA FOR ENROLLMENT

The following data elements are required for LifeLock service. Please review and confirm this information is captured during enrollment.

* + Legal First Name (Primary + Dependents)
  + Legal Last Name (Primary + Dependents)
  + Date of Birth (Primary + Dependents)
  + US Social Security Number (Primary + Dependents)
  + Domestic Mailing Address (Primary)
  + Domestic Home/Mobile or Work Phone (Primary)
  + Unique Email Address (Primary)

##### ( ! ) If the required information is not provided, the member and any associated dependents will be returned on the processing report as NOT ENROLLED.

##### ( ! ) We require all employees and associated dependents that have elected the LifeLock benefit to be presented on the file.

# REQUIRED TERMS + CONDITIONS AND FCRA ACCEPTANCE

The following terms and conditions and FCRA acknowledgment are required to be displayed during the election of the LifeLock benefit, with an active acceptance checkbox:

*By submitting your enrollment in LifeLock service, you represent that you have the authority to enroll those dependents indicated in LifeLock service and you have read and agreed to LifeLock’s Terms and Conditions* [*and Privacy Policy, which can be found*](https://www.lifelock.com/legal/privacy) *at* [*https://www.lifelock.com/legal1/terms*](https://www.lifelock.com/legal1/terms) *and https://*[*www.lifelock.com/legal/privacy*](http://www.lifelock.com/legal/privacy) *respectively, on behalf of yourself and on behalf of any member of your family you are enrolling.*

*I am providing my “written instructions” under the Fair Credit Reporting Act authorizing LifeLock to obtain my credit data from any consumer reporting agency on a recurring basis in order to: confirm my identity, disclose my credit data to me, and monitor my credit data in order to create and deliver certain services and features to me as available in the plan I have selected.*

*I understand that the LifeLock credit services may require an additional validation process and until it is complete, I will be enrolled in a LifeLock subscription without credit features.*

# LIFELOCK MARKETING CONTENT POLICY

Please note, all LifeLock marketing materials that are provided by the LifeLock team are legally approved and should be used verbatim (i.e., no edits or changes to the words used to describe LifeLock offerings or protections, and all disclaimer language must be present). Also, use of the materials should be in context and the output should be easy for a consumer to understand. If you must make edits or changes, please submit the final documents for NortonLifeLock legal review and approval. Approval of the edits must be obtained prior to the collection of enrollments.

# FILE LAYOUT REQUIREMENTS

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| ***Header/Field Name*** | ***Required for Primary?*** | ***Required for Dependent?*** | ***Accepted Values*** | ***UKG Pro Mapping*** |
| FirstName | **YES** | **YES** | Full legal name required, no “.” allowed. | Eepnamefirst or Connamefirst |
| MiddleInitial | NO | NO |  | BLANK |
| LastName | **YES** | **YES** | Full legal name required, “.” allowed. | Eepnamelast or Connamelast |
| PostName | NO | NO | Sr Jr I II III IV are only accepted values. | BLANK |
| SubscriberID | **YES** | **YES** | SSN is not permitted, Unique ID/Employee ID | EecEmpNo  This field should be used for both EEs and the EE’s dependents |
| Relation | **YES** | **YES** | **E** = Employee  **S** = Spouse/Domestic Partner  **C** = Child  **O** = Other | If BdmRecType = 'EMP' then ‘E’  Else if Conrelationship in (‘SPS’, ‘DP’) then ‘S’  Else if Conrelationship in (‘CHL’, ‘DPC’, ‘STC’) then ‘C’  Else ‘O’ |
| MemberSSN | **YES** | **YES** | SSA format; 9 digits no hyphens; must be a valid SSN; ITINs are not valid for enrollment; SSNs cannot start with a 9. | Eepssn or Depssn |
| Address1 | **YES** | NO |  | If BdmRecType = ‘EMP’ then Eepaddressline1  Else BLANK |
| Address2 | NO | NO |  | BLANK |
| City | **YES** | NO |  | If BdmRecType = ‘EMP’ then Eepaddresscity  Else BLANK |
| State | **YES** | NO | 2-character state code | If BdmRecType = ‘EMP’ then Eepaddressstate  Else BLANK |
| Zip | **YES** | NO | 5-digit zip code | If BdmRecType = ‘EMP’ then Substring(Eepaddresszipcode,1,5) |
| Plus4 | NO | NO | 4-digit zip code extension | BLANK |
| HomePhone | **YES** | NO | Valid domestic phone number; cannot start with 0, 1; no punctuation/hyphens; cannot be all zeros.  ***( ! ) We only require one phone number to be provided, and it can be provided in either the HomePhone or WorkPhone field.***  ***( ! ) Please ensure any additional phone fields that the client may utilize are mapped to one of these two fields – for***  ***example, mobile phone mapped to HomePhone field.*** | If EepPhoneHomeIsPrivate = ‘N’ then EepPhoneHomeNumber  Else if efoIsPrivate = ‘N’ and efoPhoneType is ‘CEL’ then  efoPhoneNumber  Else BLANK |
| WorkPhone | NO | NO |  | If EepPhoneHomeIsPrivate = ‘Y’ and efoIsPrivate = ‘Y’ then EecPhoneBusinessNumber  Else BLANK |
| Coverage | **YES** | **YES** | **EO** = Employee Only  **ED** = Employee + Dependents  **EE** = Employee Only  **ES** = Employee + Spouse/Domestic Partner  **EC** = Employee + Children  **EF** = Employee + Family  ***( ! ) Please reference account structure for client’s codes.*** | If EedDedCode = ‘THFT’ and EedBenOption in (‘ELE’, ‘UPE’) then ‘EO’  Else if EedDedCode = ‘THFT’ and EedBenOption in (‘EF’, ‘UPF’) then ‘ED’  Else BLANK |
| GroupCode | **YES** | **YES** | Assigned upon receipt of executed employer agreement. | ‘E0006294’ |
| Location | NO | NO | Optional: Alpha-Numeric field to be used for reporting on invoices. | BLANK |
| TerminationDate | **YES** | **YES** | Format MMDDYYYY; Required only on termed records. | If BdmRecType = ‘EMP’ and Eedbenstatus = T then Eedbenstopdate  Else if Dbnbenstatus = T then Dbnbenstopdate  Else BLANK |
| EffectiveDate | **YES** | **YES** | Format MMDDYYYY | Eedbenstartdate or Dbnbenstartdate |
| DateOfBirth | **YES** | **YES** | Format MMDDYYYY | Eepdateofbirth or Condateofbirth |
| Plan | **YES** | **YES** | **LBNE** = LifeLock Benefit Elite  **LULP** = LifeLock Ultimate Plus  **LSTD** = LifeLock Standard  **LADV** = LifeLock Advantage  **LULT** = LifeLock Ultimate  **LBAS** = LifeLock Basic  **LULT** = LifeLock Ultimate  ***( ! ) Please reference account structure for client’s codes.*** | If EedDedCode = ‘THFT’ and EedBenOption in (‘ELE’, ‘EF’) then ‘LBNE’  Else if EedDedCode = ‘THFT’ and EedBenOption in (‘UPE’, ‘UPF’) then ‘LULP’  Else BLANK |
| PayFrequency | NO | NO | Optional: WK, BW, SM, MO, AN, OT are only accepted values. | BLANK |
| Cost | NO | NO | Optional: 00.00 format with two decimal points required. No “$” or “,” symbols permitted. | BLANK |
| Gender | NO | NO | Optional: M or F are only accepted values. | BLANK |
| Email | **YES** | NO | Valid email format; must be unique to member. | EE (only on EE record)  Use primary email – s/b work  If BdmRecType = ‘EMP’ then EepAddressEMail  Else BLANK |

# FILE FORMATTING + NAMING CONVENTION

### Format Requirements:

* + The format must be saved as a Comma Separated Values (.csv) file. Any text field that contains a comma must be text qualified by quotes.
  + The headers must match the header/field name provided in the file layout. Please be sure there are no spaces included, and that all header fields are included, regardless of data requirement.
  + Footers are not required.

### Naming Convention:

* + PGP Encryption is required, and files must be sent with a .csv.pgp file name extension.
  + Naming convention: GROUPNAME\_MMDDYYYY.csv.pgp

### File Type & Frequency

* + Our format is based on a full-file population, inclusive of all employees and dependents that have elected the LifeLock benefit. All active members must be sent each time the file processes.

##### ( ! ) Members will terminate by absence.

* + File send frequency should be scheduled as weekly.
  + We recommend files be scheduled to send during regular business hours to ensure processing does not conflict with overnight maintenance windows.

# FILE GUIDELINES + DATE RULES

### Subscriber ID

* + Every record requires a Subscriber ID. This must be unique to the household, therefore all members in a joint coverage must have the same Subscriber ID. Typically, this is an employee identifier.
  + We allow for numeric or alpha-numeric Subscriber IDs.

##### ( ! ) The use of a Social Security number is prohibited for use as a Subscriber ID.

##### ( ! ) Changing a Subscriber ID will cause a termination and re-enrollment of the member, so it’s best to notify our team in advance of required changes for assistance at [eb\_enrollment@nortonlifelock.com.](mailto:eb_enrollment@symantec.com)

* + This field is included on the processing reports and the invoice as an identifier.

### Effective Date Rules

* + Effective dates are designed to reflect the date of first coverage, and do not need to be updated for product/member level changes. We prefer the effective date remain the first date of coverage, and not be updated at open enrollment each year.
  + For billing purposes, if a mid-month effective date is sent, we utilize a 15th of the month wash rule.

### Termination Rules

* + Termination dates should reflect the benefit end date, not the employment termination date.
  + We require termination dates to be provided. Please be aware that members not present in the full-file will be termed by absence, but this is not our preferred method for processing terminations.
  + Terminations should only be sent within 30 days of the termination date. Please refrain from sending future term dates beyond 30 days.
  + We prefer to see termination dates remain on the file ongoing for 90 days past termination.
  + Updates cannot be made to a terminated record in our system.
  + For billing purposes, if a mid-month termination date is sent, we utilize a 15th of the month wash rule.

### Retroactivity Rules

* + Effective dates for a member/dependent can only be retro-active in our systems up to 30 days.
  + Termination dates for a member/dependent can only be retro-termed in our systems up to 30 days.
  + If a request is made outside of these retroactivity rules, we require to be notified immediately for approval by emailing [eb\_enrollment@nortonlifelock.com.](mailto:eb_enrollment@nortonlifelock.com)

# FILE TESTING + PRODUCTION

### Test Files

* + A test file must be provided for approval of format and layout. A production level test file is also required prior to the effective date to confirm required information is provided in a valid format.
  + Test file must be approved 10-15 business days prior to the effective date.
  + Test files are to be transmitted to the test server for review. When a test file is sent, please notify your data analyst.
  + Test files will be reviewed within 3 business days.

### Production Files

* + Initial production file must be received 5-10 business days prior to the effective date.
  + Production files must be .pgp encrypted and transmitted to the production server for automated processing.
  + Production files should be scheduled to send on a weekly frequency.
  + We may resend production files occasionally to assist with resolving discrepancies. When this occurs, the word RESEND will be denoted in the file naming convention.

# PROCESSING REPORTS

### Processing Overview

* + Upon receipt, the file will undergo an initial series of validation checks to ensure the file is properly formatted and that required data fields are populated.
  + Once reviewed, an initial file status email will be triggered as one of the following:
    - **LifeLock File Rejected:** Indicating there are issues with the file that need to be addressed.
    - **LifeLock File Format Success:** Indicating the file is ready to transmit to LifeLock for enrollment.
  + When the file format is confirmed successful, it will begin to process to LifeLock where it undergoes another series of validation checks on the personal data that has been provided for each record.
  + Once reviewed, a secondary email with import status will be provided as one of the following:
    - **LifeLock File Successfully Imported:** Indicating all enrollments/changes/terminations were successful and there are no discrepancies, or that there were no changes detected.
    - **LifeLock File Imported with Exceptions:** Indicating the file was successfully transmitted, however there were records that resulted in discrepancies and require review.
  + Processing reports are provided to all designated recipients with enrollment details for each member, indicating each enrollment was successful or not.
  + As discrepancies are corrected, they should clear and show as resolved during subsequent file processing.

### File Rejections

* + File will reject for various reasons, including:
    - Formatting of headers or required columns are missing.
    - Invalid codes or erroneous data is populated in the file.
    - Duplicate records are detected in within the file.
    - More than 8% of the current population is terminating.
  + When file rejections are detected, you will receive an automated email inclusive of the reason the file is not successfully processing. Additionally, your data analyst may review the file and reach out to you directly.

### Discrepancy Reports + Requirements

* + Discrepancy reports are automated each time a file is processed successfully and e-mailed to the designated contacts. We recommend at least one platform contact and one group contact to be included, but can certainly include additional contacts as needed.
  + Processing reports will include all changes that occurred on a file. A file status will be included for each member record, including any discrepancy notifications.
    - **Enrolled/Updated/Terminated:** Indicates the record was successfully processed.
    - **Not Enrolled/Not Updated/Not Terminated:** Indicates the record was not successful and will require review for resolution.

##### ( ! ) We require discrepancies to be reviewed and errors resolved within 30 days.

* + If any member is not able to be enrolled within 30 days, we ask that payroll deductions are stopped for these members and any deductions that were taken, be refunded.
  + All discrepancies must be corrected within the platform so that file processing resolves the issue. We cannot manually make any adjustments or edits.

##### ( ! ) Please notify us of any changes to member name or Social Security number at [eb\_enrollment@nortonlifelock](mailto:eb_enrollment@symantec.com).com, as these may cause a member to terminate and re-enroll.

* + If you have any questions, or need any assistance with discrepancies, please contact our team at [eb\_enrollment@nortonlifelock.](mailto:eb_enrollment@symantec.com)com.

### Sample Processing Report

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Line** | **Subscriber ID** | **Member Type** | **First** | **Last** | **Action** | **Status** | **Error Message** | **Group Code** | **Plan** | **Tier** |
| 44 | 121212 | Primary | John | Smith | NEW PRIMARY | NOT ENROLLED | Missing e-mail address  required. | E0001111 | BEPL | ED |
| 45 | 121212 | Secondary | Jane | Smith | NEW SECONDARY | NOT ENROLLED |  | E0001111 | BEPL | ED |
| 101 | 848484 | Primary | Sara | Jones | NEW PRIMARY | ENROLLED |  | E0001111 | BEPR | EO |
| 215 | 1212123 | Primary | Joe | Lone | PLAN CHANGE | UPDATED |  | E0001111 | BEPR | EO |
| 312 | 444664 | Primary | Rose | Dawn | NEW PRIMARY | NOT ENROLLED |  | E0001111 | BEPL | ED |
| 313 | 444664 | Secondary | Anna | Dawn | NEW SECONDARY | NOT ENROLLED | Dependent  must have a valid SSN | E0001111 | BEPL | ED |
| 314 | 444664 | Secondary | Jamie | Dawn | NEW SECONDARY | NOT ENROLLED | Dependent must have a  valid SSN | E0001111 | BEPL | ED |
| 505 | 544544 | Primary | May | Smith | DEL PRIMARY | TERMINATED |  | E0001111 | BEPR | EO |

# EDI PARNTER FORM

### Client Name:

#### FILE TRANSMISSION & ACCOUNT STRUCTURE DETAILS

Upon signed completion of this document, we will return designated account structure and SFTP credential information. By signing, you agree that the EDI guide has been reviewed in its entirety and agree to meet the requirements outlined therein.

#### REQUIRED ENROLLMENT DATA

The following data elements are required for LifeLock service. Members without all data presented on the file will not be enrolled. We require all employees and associated dependents that have elected LifeLock to be presented on the file.

* + Legal First Name (Primary + Dependents)
  + Legal Last Name (Primary + Dependents)
  + Date of Birth (Primary + Dependents)
  + US Social Security Number (Primary + Dependents)

#### REQUIRED DISCLAIMERS

* Domestic Mailing Address (Primary)
* Domestic Home/Mobile or Work Phone (Primary)
* Unique Email Address (Primary)

LifeLock requires terms and conditions and FCRA acknowledgment to be displayed during the enrollment of the LifeLock benefit, with an active acceptance or acknowledgment checkbox.

#### DISCREPANCY REPORTING RESPONSIBILITIES

A discrepancy report will be automatically generated every time a file is successfully processed. We require discrepancies to be reviewed and resolved within 30 days. If any member is not able to be enrolled within 30 days, we ask that payroll deductions are stopped for these members, and any deductions that were taken, be refunded.

Please confirm to whom these discrepancy reports should be sent, and who is responsible for resolution:

|  |  |  |  |
| --- | --- | --- | --- |
| **PLATFORM CONTACT** | | **EMPLOYER CONTACT** | |
| Name: |  | Name: |  |
| Title: |  | Title: |  |
| Email: |  | Email: |  |
| Phone |  | Phone: |  |

#### EMPLOYER SIGNATURE

Authorized Signature: Date:

Contact Name: Title:

Phone Number: Email:

#### PLATFORM DETAILS

Platform Name: UKG Pro (Ultimate Kronos Group)

Transmittal Ip Address:

|  |  |  |  |
| --- | --- | --- | --- |
| **INITIAL SETUP + TESTING** | | **ONGOING MAINTENANCE** | |
| Name: | Julie Reardon | Name: |  |
| Title: | Integration Analyst | Title: |  |
| Email: | [jreardon@tekpartners.com](mailto:jreardon@tekpartners.com) | Email: |  |
| Phone | (978) 995-3832 | Phone: |  |