

Lesson 10 Out-of-Sequence Transactions

10.1 Requirement

In this exercise, you will create a new policy, start two policy changes to create an out-of-sequence conflict and resolve it.

10.2 Creating an out-of-sequence policy change

10.2.1 Creating a Policy



Activity

Create a new Personal Auto policy.

1. **Follow the personal auto policy steps to create a new personal auto submission for the account Renee WellsXX. Details for this policy are:**
 - Offering: Standard Program
 - Effective date: Today's date
 - Vehicle: Create a vehicle with **VIN 111** (Acura) that cost \$30,000 new. Renee will be the sole driver.
 - Give the new vehicle comprehensive and collision coverages with default deductibles of \$500. Note: you may have to manually change these values.
 - Accept all other defaults.
2. **Quote and Issue the policy**

10.2.2 Issuing a Policy Change



Activity

Start the first policy change

1. **From the Policy File, click Actions → Change Policy**

Make the change effective one month after the policy's start date.

2. **Make some material changes, such as creating a new vehicle**

For the personal auto example, add a new vehicle that Renee will drive 100%.

- **VIN number 222** (Honda) that cost \$25,000 new
- Use the remaining defaults for the vehicle

3. **Change a coverage limit or deductible**

- a) Remember which coverage you changed and the value, as you will change the same coverage again later.
 - b) For the personal auto example, change the collision deductible on the first vehicle (VIN 111, Acura) to \$1000.
4. **Quote and issue the policy change**
 5. **Return to the Policy**
 6. **View the policy two months from today by entering or selecting the date in the Date box below the Policy Contract menu on the left**
 - a) For the personal auto example, what is the collision deductible on the first vehicle?



Trouble seeing changes after selecting a date?

You may have to click outside of the Date box on the right side of the page to refresh the page for the new date that was entered.

10.2.3 Creating a second policy change



Activity

Start the second policy change that is effective before the first one.

1. **From the Policy File, click Actions → Change Policy**

Make the policy change effective two weeks after the policy's effective date.

2. **Make another material change, such as creating a new vehicle**

- a) Does the creation of a new vehicle cause a conflict? Why or why not?
- b) For the personal auto example, create a new vehicle:
 - **VIN number 333** (Mazda) that cost \$20,000 new
 - Accept all other defaults

3. **Change the same coverage in the first policy change job to a different value**

- a) Does the change in the same coverage cause a conflict? Why or why not?
- b) For the personal auto example, change the collision deductible on the first vehicle (VIN 111, Acura) to \$250.

4. **Try to quote and resolve any conflicts**

The values in the second change should take precedence.

5. **Quote and issue the policy change**

6. **View the policy two months from now**

- a) For the personal auto example, what is the collision deductible on the first vehicle?