

1.4 Solutions

1.4.1 Searching for an account



Solution

1. Log in to PolicyCenter using studentXX/gw

2. Search for an account for Erica Billings

- a) Select **Search** from the top menu
- b) Enter **First name:** Erica, **Last name:** Billings
- c) How many search results did you get?

1

3. Click on the account number of the first (or only) result

- a) What screen do you see now?

Account Summary

- b) What is the **Producer Code** associated with this account?

100-002541

1.4.2 Creating a new account



Solution

4. At the top of the Create Account screen, select **Update** to create the new account

- a) Does the account have an account number?

Yes.

- b) What screen is displayed after the account is created?

Account Summary

1.4.3 Account related information



Solution

1. Find the account for Erica Billings using the Search function
2. Using the navigation pane on the left, locate and note the following supporting information for the account
 - a) How many contacts does the account have?

8

- a) What is the **Location Code** for the primary account file location?

0000

- c) Are there any Account File Participants?

Yes, the creator.

- d) Based on the account information, are there any **Policy Transactions**? Describe them.

Submission, Renewal

- e) Go to the **Submission Manager**. Using the dropdown filter, find out and list any completed submissions on this account.

Personal Auto Full Application in a Bound state

- f) Are there any **underwriting files** associated with this account? How many?

Yes, 2.

- g) **Skip** Documents, Notes, Claims and Billing. These screens relate to other lessons or integrated configurations.

- h) Select **History**. What is the most common type of event listed in the history for this account?

Renewal

1.5 References

1.5.1 Tips and key points



Review

The purpose of an account: Why do I need an account?

Working with an account gives PolicyCenter users the flexibility to create and manage a customer's account independent of the policies with which the account may be associated. The ability to manage an account separately from a policy can be useful when assigning visibility into policies and accounts to different users.



Review

What is an organization, and why do I need it to create an account?

An organization is what PolicyCenter uses to refer to an insurer or producer. When you create an account, you must tie the account to a specific producer and the producer's organization. You can learn more about organizations in the context of the PolicyCenter *Community Model*.



Review

What is a producer, and why do I need a producer code to create an account?

A producer is a generic term for a third party that brings business to the insurer. The producer code identifies the sales agent who sold the policy. By including it during account creation, the insurer can track the originating agent or agency. Sometimes, producers can pre-qualify an applicant. In PolicyCenter, producers are specified in the account information using a producer code, which is entered when creating the account.



Cookbook Recipe

Steps to create a new account

1. Account → New Account
2. Enter desired Account information and proceed with the Account search
3. Create New Account
4. Enter all required Account information
5. Update

1.5.2 Terms and definitions

Term	Definition
Producer	A third-party bringing business to the insurer.
Producers of record	Brings business to an insurer but may not be actively servicing an account.
Producers of service	May or may not have brought the business to the insurer but is the party servicing the account.
Producer code	A unique identifier assigned by the insurer to track the agent or agency responsible for a policy or account. The producer code is used to control account access and identifies the sales agent who sold the policy.
Organization	A business entity representing either the insurer or a producer.
Insurer	A company providing insurance to applicants.
Underwriter	An employee of the insurer who assesses the insurability of applicants to determine if it is economically advisable and the associated costs.
Participant	A participant is a PolicyCenter user working directly or indirectly (a producer) for the insurer and is assigned to an account with given role.
Contact	A person or organization related to the account.
Locations	A physical location relevant to an account's insurance needs. May or may not have buildings or other structures on it.
Submission Manager	A screen within PolicyCenter where multiple submissions on an account can be viewed.
Related Accounts	Accounts that may have importance to the current account. The relationship type is user-defined and configurable. There are three out-of-the-box relationships available.