PolicyCenter Introduction Kickstart

Student Workbook

Table of Contents

Education

Education

Introduction

Welcome to the **PolicyCenter Introduction** course. This course contains lessons on different PolicyCenter topics. Each lesson comprises topic-specific materials, a demonstration (where applicable), and a lab exercise (where applicable). The lab exercises associated with each lesson are contained in this Student Workbook.

To get the most out of this course, we recommend that you:

1. Go through the lesson materials.
2. Watch any demos associated with the lesson.

Hands-on practice of lesson concepts is optional for all learners, but strongly recommended for those learners pursuing certification. To facilitate hands-on practice, we have included lab exercises in this Student Workbook. You will need a Virtual Machine to do the lab exercises.

If you have access to a Virtual Machine as part of your learning, follow the VM instructions on the next page.

If you do not have access to a Virtual Machine as part of your learning and wish to strengthen your knowledge by doing the lab exercises, please contact your training coordinator or employer who can help you obtain a VM from Guidewire. To purchase a VM directly from Guidewire, email edadmin@guidewire.com.

Recommended course flow

1. Study the lesson material
2. Watch the lesson demo (if any)
3. Want to supplement your knowledge by doing the lab-exercises? — **No** → 4. Go to the next lesson
   Yes →
4.
   - I have access to a Virtual Machine (VM) → Follow the VM instructions
   - I don't have access to a Virtual Machine (VM) → Obtain a VM**

** Contact your training coordinator or employer who can help you obtain a VM from Guidewire *or* purchase a VM directly from Guidewire. E-mail: *edadmin@guidewire.com*

Education

VM Instructions

If you do not have access to a VM, please read the Introduction to determine the next steps.

If you have access to a VM as part of your course, you would have received an email from CloudShare which contains a link and instructions to start your VM.

After you have started the VM, follow these steps to start the PolicyCenter application:

1. Locate the **PolicyCenter Shortcuts folder** on the **Desktop**

2. Open the **PolicyCenter Shortcuts** folder

3. From the file list double-click **Start PolicyCenter**

    a) This will open a command prompt window. Several messages related to PolicyCenter's startup appear in the window. When the steps are finished, you will see the following message in the command prompt window.

    ```
    ******PolicyCenter ready******
    ```

    b)   Leave the command window open (minimize if needed).

    c) It is easy to miss the "ready" message since PolicyCenter continues to process activities after displaying the notice. If you have waited three minutes or more without seeing the message, go to step 4 and open Chrome. The percentage will remain at 0%, it may be disregarded.

4. Open **Chrome** from the bottom bar of the VM

5. In the **browser,** connect to the following **URL:**

    ```
    http://localhost:8180/pc/PolicyCenter.do
    ```

6. When you are **finished working** on training for the day**,** you must **manually stop the application server.**

    a) To stop the server, click on the Stop PolicyCenter shortcut in the folder PolicyCenter Shortcuts. This will open a command prompt window to shutdown PolicyCenter.

    b) After shutting down PolicyCenter, both of the command prompt windows will close..

Login Credentials

Important!

How do you log in?

Instructor-led courses

To keep each student's work separate in the single instance of the running application, use your assigned username **studentXX** (WHERE **XX** IS REPLACED BY THE NUMBER ASSIGNED TO YOU BY THE INSTRUCTOR) and password **gw**. Ask your instructor for more information, if needed.

Wherever "XX" occurs in an instruction, replace XX with your student login number or use 01 for your own instance of PolicyCenter.

Self-study

Since you are working in your own VM, use the credentials **student01** and **gw** to log in to PolicyCenter. Wherever "XX" occurs in an instruction, replace XX with your student login number or use 01 for your own instance of PolicyCenter.

Sample Accounts

If the large sample data is loaded in PolicyCenter, it will contain the following sample accounts for you to use to complete the exercises. It is recommended that you follow all the labs to create your own new accounts.

Account No.	Type	First Name	Last Name
C000143542	Person	Ray	Newton
B000457766	Person	Erica	Billings
C000456353	Person	Mary	Taylor
C000148456	Person	Bill	Kinman

Account No.	Type	Company Name
C000212105	Company	Wright Construction
C000478975	Company	Big Lake Bakery
C000478567	Company	Calloway Cheese Factory
A000377655	Company	Dominion Logistics

Lesson 1   Accounts

Review

Why does PolicyCenter present the search page for the account when I try to create a new account? I know the account doesn't exist.

Name clearance ensures that a person or company is not an existing account and that they are not represented by another producer for the given policy type. PolicyCenter always searches for an account during its initial creation, checking the name against one or more producer or account databases.

Name clearance is a relevant issue when the same account requests quotes or policies at different times and yet are not providing the exact same name (such as a company known as "Demo Deliveries", "Demo Deliveries Inc.", and "Demo Delivers"). PolicyCenter checks to see if the named account exists. Based on the customer's business needs, the end user can choose an existing account (if found) or create a new account.

Important!

Before starting this activity, please make sure you have followed and understood the VM instructions. The PolicyCenter application server must be running in the VM. This is indicated by the message `***PolicyCenter ready***`.

1.1   Searching for an account

Activity

In this activity, you will search for an account. If you try to create a new account, you must go through an account search.

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?

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

   a) What screen do you see now?

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

1.2   Creating a new account

Activity

Create a new account before you can do anything related to policies.

1. **Click the down arrow next to Account in the top menu and click New Account**

Education

2. **You will be prompted to search for the account whenever you try to create a new account**

   a) Enter **Company Name**: Dinah's Diner XX

   b) Click Search

3. **Click Create New Account → Company. Enter the following details:**

   a) **Address**: 4562 Davies Drive, Portland, OR 97201

   b) Address type: business

   c) **FEIN** number: XX-1111111

   d) **Industry code:** use the search option (the magnifying glass) and the classification field to search for "full-service restaurants" or "Eating Places". Select the appropriate search result.

   e) In the **Select Producer** section, use the search option to find the **organization,** Armstrong & Company

   f) After selecting the organization, add the **producer code** from the dropdown list. Select Armstrong (Premier).

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

   a) Does the account have an account number?

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

1.3   Account related information

Activity

Find supporting information for an account.

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?

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

   c) Are there any Account File Participants?

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

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

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

   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 for this account?

Stop

Education

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

Education

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

   b) 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**

Education

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.

Education

Lesson 2   Policy Transactions

Note: No lab for this lesson.

2.1   References

Tip

I hear the word "job" a lot. Is it related to a transaction?

The terms "job" and "policy transaction" are synonymous. The term "policy transaction" is typical in the industry and is used in the user interface. The term "job" is used in the data model, in user interface configuration and in business rules.

Tip

What is a workflow?

A **workflow** is a component used for executing custom business processes asynchronously. In the default installation, only renewal and cancellation jobs have workflows.

Stop

Lesson 3   Policy Files

3.1   Searching for policies

Activity

Searching for policies

1. **Log in as studentXX/gw**

2. **Select Search → Policies from the menu**

3. **Go to the Advanced tab**

   a) Enter the search criteria (for example, company name = Wright Construction)

   b) Click the Search button.

4. **At the bottom of the screen, several returned policy files can be seen. Answer the following questions about the returned policy files:**

   a) How many policies are returned from this search?

   b) Describe the column titled "**Status**".

Education

5. **Open a policy by clicking the policy number link**

   a) What is the amount of money the insured must pay for the policy (the premium)?

   b) In the left-side panel, find the Policy Contract section. Click on Policy Info. What is the Effective Date? The Expiration Date?

   c) What is the Rate as of Date?

   d) Who is the Producer of Record? The Producer of Service?

Stop

3.2   Solutions

Solution

Searching for policies

1. **Log in as studentXX/gw**

2. **Select Search → Policies from the menu**

3. **Go to the Advanced tab**

   a) Enter the search criteria (for example, company name = Wright Construction)

   b) Click the Search button.

4. **At the bottom of the screen, you will see several returned policy files. Answer the following questions about the returned policy files:**

   a) How many policies are returned from this search?

   Varies

   b) Describe the column titled "**Status**".

   You might see a variety of policy statuses like Expired or In Force.

5. **Open a policy by clicking the policy number link**

   a) What is the amount of money the insured must pay for the policy (the premium)?

   Varies by policy, but you should see a policy summary page similar as the following.

Policy Summary: 4261479065

b) In the left-side panel, find the Policy Contract section. Click on Policy Info. What is the Effective Date? The Expiration Date?

Varies. See the following Policy Info example.

c) What is the Rate as of Date?

Will vary by policy. See the following Policy Info example.

Policy Info

d) Who is the Producer of Record? The Producer of Service?

Armstrong and Company, 100-002541 Armstrong (Premier)

3.3   References

3.3.1   Tips and key points

Review

What is a policy and what are its characteristics?

A policy is an electronic file where PolicyCenter stores information that is part of the legal contract. A policy is associated with an account. Contacts and locations can be created on the policy.

Review

How are accounts and policies related to other entities in PolicyCenter?

The account and policy entities are core to PolicyCenter. Other PolicyCenter entities are connected to an account, policy or both. Some entities are associated indirectly through other entities.

Tip

Find it in documentation: Policy File

Search for **Policy File** in the PolicyCenter Application Guide documentation for more details about the user interface and menu actions related to policies.

3.3.2   Terms and definitions

Term	Definition
Account	An organization or person.
Coverable	A risk exposure that can be protected by the policy, such as a vehicle, a jurisdiction, the policy itself or a tangible property (e.g., building).
Coverage	Protection from a specific risk. It is always attached to a coverable such as a vehicle or building. Sometimes, the coverage specifies both the type and cause of loss. Coverages are attached only to coverables.
Coverage Terms	A value that limits or defines the coverage.
Deductible	An amount of money that the insured must pay out of pocket for a loss. Some deductibles are per incident (e.g., when the insured pays the first

Education

Term	Definition
	$1000 for each accident) and some are aggregate (e.g., the insured pays the first $1000 within a year, then covers losses above $1000).
Forms	Also known as endorsement forms. Common forms include declaration sheets, policy definition forms, coverage endorsements, exclusion forms, manuscript forms. Additional details about forms is available in the PolicyCenter documentation.
Liability coverages	Exist to provide financial remuneration if a third party suffers a loss for which the insured is determined responsible.
Limit	A maximum amount of money provided for a covered loss (above the deductible). Deductibles and limits work together to define the insurer's range of financial responsibility.
Named insured	An individual, business or organization that is specified in the declarations by name as the insured(s) under a policy. The named insured is responsible for premium payments, receipt of notices, and adjustment of losses.
Policy file	An electronic file where PolicyCenter stores information that is part of the legal contract.
Premium	The money paid for the policy. At a high level, the premium is calculated by evaluating and totaling the coverages on the policy, the coverage terms and the administrative costs for the policy. A premium value varies because of the nature of the insured.
Producer	Refers accounts to insurers.
Property coverages	A coverage in which a tangible asset (a physical object, real estate location or the physical body) of the insured is covered.
Typelist	The list of available values for a drop-down field.
Third-party	A person who suffers a loss for which the insured is responsible
Second-party	The insurer.

Education

Term	Definition
Policy line	The type of insurance that the insured is buying, such as personal auto, business owners or commercial auto.

Stop

Lesson 4   **Product Model Introduction**

4.1   Matching exercise

Activity

In these lessons, you learned several terms that PolicyCenter uses. Your assignment is to match each listed term with the description that best defines the term. Click the *Matching Exercise* link on the course page to start the activity.

Stop

Education

Lesson 5 **Full Application Submission**

5.1 **Requirement**

In the lesson demo, you saw how full applications work for a specific line of business. In this lab exercise, you will run through the wizard again to explore the various options.

5.2 **Creating a full application submission**

Activity

Create a full application submission for your choice of line of business.

1. **Log in to PolicyCenter using your student login. Imagine that you have just received a phone call from a customer requesting a quote for a new policy.**

2. **Decide which line of business you will create for this submission? Commercial Auto, Personal Auto, Commercial Property or Business owners.**

3. **Figure out which Account to work with using the information in the following sections. Search for the Account or create one.**

4. **Use the information provided under "Quote Specifications" to create the submission.**

5.2.1 **Personal Auto**

1. **Account:**

   In the default application, the Personal Auto policy line is only available to Person type accounts. Therefore, you must create a new person account. Use the following account details, or use one of the sample accounts listed in the **Introduction** section of this document.

   a) First Name: Joe
   b) Last Name: SmithXX
   c) Address: 100 Linden Street, San Jose CA 95134
   d) Address type: home
   e) Organization: Armstrong and Company
   f) Producer: Armstrong Premier

2. **Quote specifications:**

   Joe SmithXX wants a quote for a new personal auto policy with the following specifications:

   a) **Offerings**: Standard Program
   b) **Qualification**: Accept the defaults
   c) **Policy Info**: He wants an annual term for this policy. Underwriting Company: Acme Low Hazard Insurance

Education

d) **Drivers**: Add Joe SmithXX as the driver

   ▪ **Contact Details** tab**:** Enter date of birth and all required fields.

   ▪ **Roles** tab: Enter year licensed and select 0 for the number of accidents and violations at the bottom of the tab.

e) **Vehicles**: Add a new vehicle. In the VIN field, type the number "15". The value of the vehicle is $75000. Set the license state and add Joe SmithXX as the assigned driver.

f) Coverages:

   ▪ **Comprehensive** with the highest deductible

   ▪ **Collision** with the highest deductible

   ▪ **Towing and Labor** at $25

   ▪ **No Rental Reimbursement**

   ▪ All the liability **coverages** at their default values (do not change anything)

g) Quote and issue the policy.

5.2.2   Commercial Auto

1. **Account:**

   Dinah's Diner XX (Created in the Accounts lesson)

2. **Quote Specifications:**

   Dinah's Diner needs a quote for a fleet of nine vehicles using the following details:

a) **Offering**: Standard Program

b) **Pre-Qualification**: Answer NO to all questions. The vehicles in the fleet are used less than 12 hours a day.

c) **Policy Info**: The customer wants an annual term for this policy. **Underwriting Company**: Acme Low Hazard Insurance, **Organization Type**: LLC.

d) **Commercial Auto Line**: Product: Business Auto, Fleet: Fewer than 10 units. Return to this page after creating vehicles and select liability limit.

e) **Locations**: Use the default

f) **Vehicles:** Create a vehicle with details, Garaged At: Existing Garage Location, Vehicle Type: Passenger Vehicle, VIN: 12, and Cost: $50000. Find the Vehicle Class Code information: All drivers experienced greater than 5 years and the Radius is Local. Search and select the resulting Class 0421. Click OK to save the new vehicle.

g) **Commercial Auto Line**: Return to this page after creating the vehicles. The product model is synced, and the liability limit coverage is added. Keep the defaults on the **Coverages** Tab.

h) **State Info**: Keep all defaults

i) **Drivers**: Do not add any

j) **Covered Vehicles**: Edit and select Liability under ANY. What happens when you edit this screen?

k) **Modifiers**: Click Next after viewing

l) **Risk Analysis**: Did anything come up here?

m) **Policy Review**: Review the results

n) **Quote the Policy**. If you get an error about liability coverage, go to the Commercial Auto Line page and select one. What is the premium you can quote the customer?

o) **Payment Screen**: Experiment with the Payment Schedule. How can this help a customer make a decision about the quote?

p) **Issue the policy**. Verify that the Submission status is Bound.

5.2.3　Commercial Property

1. **Account:**

   Dinah's Diner XX

2. **Quote specifications:**

   Dinah's Diner needs a new Commercial Property policy and calls to ask for a quote.

   a) **Policy Info**: Organization: LLC. Keep all other defaults.

   b) **Add a building** to the Location (required). In the Action column, click the dropdown arrow → Add Building → New Buildings. The building information is:

   - Property Class Code: 0036
   - Coverage Form: Building and Personal Property
   - Coverages Tab: Remove the Business Income Coverage

   c) Save and verify that Building #1 appears for the Primary location

   d) Do not add any Blankets, and continue to the Policy Review.

   e) Click **Rate** to get the premium

   Since two step quoting is enabled for Commercial Property, a Rate button is displayed instead of Quote.

   f) Click Finish Quote

   g) **Issue** the submission.

5.2.4　Businessowners

1. **Account:**

   Dinah's Diner XX

2. **Quote specifications:**

   Dinah's Diner recently opened a small retail store and needs a quote for a businessowners policy. Find her account and create a new submission for a quote.

   a) **Offerings**: Silver. Answer "No" to both the BOP Offering Questions.

   b) **Qualification**: Keep the defaults

c) **Policy Info**: Organization: LLC. Keep all other defaults.

d) **Businessowners Line**: Small Business Type: Convenience Store, keep all other defaults

e) **Locations**: Keep the default

f) **Buildings**: Add a new building for this location. Select a Building Class Code, e.g., 0005. The Premium Basis Amount: $50000, the Building Limit: $50000, the Business Personal Property: $20000

g) Review through **Modifiers** and the **Risk Analysis** (any issues raised?).

h) **Quote the policy.** What is the premium for the Businessowners' policy quote?

i) **Issue** the policy

Stop

5.3   References

Review

What is a full application submission?

The goal of the submission process is for the producer or insurer to create a policy and obtain acceptance from the policy holder. To create a new submission, you need an account. See the Accounts lesson for further guidance.

When creating a new submission, you may either create a quick quote or a full application submission.

Quick Quote gathers the minimal information needed to generate a quote.

Full Application gathers the complete set of information needed to apply for a bindable quote.

We will be focusing on the Full Application Wizard in this lesson. For information about the Quick Quote Wizard, see the PolicyCenterdocumentation.

Tip

What is the difference between issuing and binding? Can I perform a bind-only?

An issuance job always occurs with a submission job. However, there are times that a user may choose to bind a submission without issuing it. Perhaps additional information needs to be collected that binding does not require but issuing the final policy contract does. To start an issuance job, the submission must already be bound, but not issued. In addition, no other open jobs may exist on the policy. PolicyCenter gives users the option to bind only, or to bind and issue policy submissions.

Lesson 6   Policy Tools

6.1   Exploring policy tools

Activity

Policy tools are meant to provide basic information about the policy.

Explore the information about the policy you just issued.

a) What are the billing details for the policy?

b) Are there any notes associated with the policy? Is there a way to add notes through the Tools?

c) What information does the History provide?

Stop

6.2   Solutions

Solution

Policy tools are meant to provide basic information about the policy.

Explore the information about the policy you just issued.

a) What are the billing details for the policy?

The Billing Info area lets you view the overall balance and balances for individual policy periods. You can also view the payment schedule.

b) Are there any notes associated with the policy? Is there a way to add notes through the Tools?

There are no notes for the policy. You cannot add Notes through the Tools. You can add Notes using the Action Menu.

c) What information does the History provide?

History gives you the option to search and view historical events pertaining to the policy.

Education

6.3   References

Tip

Why would I use the Policy Tools?

Policy Tools provide useful summary information about the policy and give you quick access to billing information, notes, history and documents related to the policy. Together, the policy tools provide a snapshot of the policy.

Stop

Education

Lesson 7   Policy Changes and Preemptions

7.1   Changing an existing policy

Activity

In this exercise, you will change the policy that you recently issued.

1. **Find the policy you submitted and verify that it is Bound and In Force**

   The specific account and policy vary by the line of business (LOB). Search for the Account if you do not remember the Policy details.

2. **Start the changes by selecting Actions → Change Policy**

   a) Enter the effective date of the change. The effective date may be the beginning of the term.

   b) Enter a description.

   c) Click Next.

3. **Make a sensible change in the context of your line of business. Save the changes.**

4. **Start a second change job on the policy**

   Verify that PolicyCenter issues a warning that another change is in progress.

5. **Proceed and issue the second change**

6. **Go back to the first change you started and issue that change**

7.2   Solutions

Solution

4. **Start a second change job on the policy**

   Verify that PolicyCenter issues a warning that another change is in progress.

Start Policy Change   Next >   Cancel

Warning: There is another open policy change for this policy period. You may want to wait for that change to be completed before proceeding with this change.

5. **Proceed and issue the second change**

   The second change preempted the first change.

Policy Change Bound

Your Policy Change (#0015129728) has been bound.

● Your Policy Change preempted Policy Change #0015054710, view that policy transaction

6. **Go back to the first change you started and issue that change**

a) There is a warning message of preemption in the first change. Click **Handle Preemption**.

Buildings   Back Next Handle Preemption Withdraw Transaction

Your Policy Change was preempted by Policy Change 0015129728. You will need to handle these preemptions before continuing.

b) Click Apply All Changes

Handle Preemptions [Return to Buildings]   Apply All Changes Withdraw Decide Later

Your Policy Change was preempted by the transactions below. Please view these changes and decide whether to continue your Policy Change with these changes applied or to withdraw your Policy Change.

Policy Change 0015303826

Comparing Existing Policy and Policy Change: 0015303826

Item	Existing Policy	Policy Change: 0015303826
Locations and Buildings		
1: 4562 Davies Drive, Portaland, OR		
1: Building # 1		
Basis Amount	55000	70000

c) Quote and issue the first change

7.3 References

Tip

What is a common example of a policy change?

A "material change" is a change to a policy that affects what is covered. Policy changes typically involve material changes and frequently involve a change to the policy's premium.

Tip

Enter a description for good record keeping when you make a change.

Although it is not required, it is best practice to provide a description for the change transaction. Otherwise, the transaction can only be identified by its effective date. If several changes are executed on a policy, it can be difficult to find a particular change transaction without a description.

Common changes include adding a vehicle to a personal auto policy, adding a building to a location when working with a commercial property location, or even make a simple change to the coverage selection for a policy line (easiest).

Stop

Education

Lesson 8   Renewals

8.1   Requirement

Set up a policy for renewal. The underwriter determined that the loss was too high, so the underwriter added a pre-renewal direction. The underwriter then decided to remove the pre-renewal direction since the loss was calculated incorrectly. The insured called to renew the policy immediately.

8.2   Renewing a policy for a LOB of your choice

Select the option that best applies to your business interests. If you are in a classroom environment and are unsure which option to try, ask your instructor.

8.2.1   Creating the account and a Businessowners policy (BOP)

Activity

Renewing a Businessowners Policy (BOP)

Renee is a business owner of a small retail clothing store in San Mateo, California.

1. **Log in as studentXX**

2. **Create the account using Renee's details**

   a) The name is Renee WellsXX

   b) The account type is person

   c) The business address is 101 N. Main Street, San Mateo, CA, 94401

   d) The organization is Armstrong and Company and the producer is Armstrong Premier

3. **Create a new submission for Businessowners line. Quote and issue the policy.**

4. **Add a pre-renewal direction to the policy**

   Set the following details:

   - Direction = Non-Renew

   - Non-Renew Reason = Non-renew – losses

   - Note Text = Loss was too high

5. **Delete the pre-renewal direction**

   Verify that the policy no longer has a set pre-renewal direction. Then, view both the Notes and History screens. The Notes and History reflect a history of the pre-renewal direction that you set up, even though it has been deleted.

6. **Renew the policy**

Go to the Policy File and select **Actions→ Renew Policy**.

7. **Issue the renewal immediately**

   To issue a renewal job, first click **Edit Policy Transaction**, followed by **Quote and Bind options → Issue Now**.

8. **Verify that the renewal worked**

   Change the Date in the left menu of the Policy Contract to be on or after the renewal term's start date. Verify in the info bar (top of the screen) that the policy period is "Scheduled".

8.2.2   Creating the account and a Personal Auto policy

Activity

Renewing a Personal Auto Policy

Renee is a licensed driver in California, who needs an auto policy for her $29,000 new car. Renee and her car reside at 601 Stanyan St, San Francisco, CA 94117. She drives the car 100% of the time. Her birthday is August 1, 1985.

1. **Log in as studentXX**

2. **Create the account using Renee's details and with the name Renee WellsXX**

   The organization is Armstrong and Company and the producer is Armstrong Premier.

3. **Create a personal auto policy for Renne WellsXX**

   The policy should have a single vehicle on it. Renee has never had a violation or accident since she was first licensed in 1998. Use VIN "2", and default coverages.

4. **Quote and issue the policy**

5. **Add a pre-renewal direction to the policy**

   Set the following details:

   - Direction = Non-Renew
   - Non-Renew Reason = Non-renew – losses
   - Note Text = Loss was too high

6. **Delete the pre-renewal direction**

   Verify that the policy no longer has a pre-renewal direction set. Then, view both the Notes and History screens. The Notes and History reflect a history of the pre-renewal direction even though you have deleted it.

7. **Renew the policy**

   Go to the Policy File and select **Actions→ Renew Policy**.

Education

8. **Issue the renewal immediately**

To issue a renewal job, click **Edit Policy Transaction** followed by **Quote and Bind options** → **Issue Now**.

9. **Verify that the renewal worked**

Change the Date in the left menu of the Policy Contract to be on or after the renewal term's start date. Verify in the info bar (top of the screen) that the policy period is "Scheduled".

Stop

8.3 Solutions

Solution

Configure the pre-renewal direction. Renew a policy manually and issue the renewal transaction immediately.

Note: Creating accounts and issue submissions are not shown here. Refer to previous sections, if needed.

1. **Configure the pre-renewal direction**

   a) From an in-force policy, click **Actions** → **Pre-Renewal Direction**

   b) Click **Edit** and populate the fields

   c) Click **Update** to save

   d) Go to the newly created pre-renewal direction by clicking the link on the Policy Summary page or through **Actions** → **Pre-Renewal Direction.** Delete the pre-renewal direction.

2. **To renew a policy, go to the Policy File and select Actions** → **Renew Policy**

Education

The renewal process is started and goes into the renewal workflow, which automatically quotes the renewal job. It is in a renewing state and will be bound on the renewal term's start date. (If a non-renewal or not taken pre-renewal direction is set on the policy, the state will be reflected accordingly.)

3. **Click Next and the Edit transactions button to take the renewal transaction off the renewal workflow**

4. **Click Quote. There are two bind options**

   a) **Bind Options → Renew** puts the renewal job back in the renewal workflow to be bound on the renewal term's start date

   b) **Bind Options → Issue Now** binds and issues the renewal immediately.

5. **Issue the renewal immediately (Bind options → Issue Now)**

6. **Verify that the renewal worked**

   Change the Date in the left menu of the Policy Contract to be on or after the renewal term's start date. Verify in the info bar (top of the screen) that the policy period is "Scheduled".

8.4 References

Review

Producers

The producer of the record brings business to the insurer, and therefore receives a commission based on the premium.

The producer of the service is the person servicing the policy and has the required permissions to edit policies. At the time of renewal, becomes the producer of record.

Hint

Issue a renewal manually

You may have to edit the renewal to be able to quote and then issue the policy.

Stop

Education

Lesson 9   Cancellation, Reinstatement, and Rewrite

9.1   Requirement

You will cancel, reinstate and rewrite a policy. You can use the policy from the last exercise, or you can create a new commercial auto policy.

9.2   Creating policy

Activity

Create a Commercial Auto policy.

Note: See the Commercial Auto lab in the lesson *Full Application Submission* for more details on how to create a Commercial Auto Policy.

1. **Log in to PolicyCenter using studentXX**

2. **Create a Commercial Auto Policy for Renee WellsXX (account) and issue the policy**

   a) Find and open the account **Renee WellsXX**

   b) Click Actions → New Submission and select Commercial Auto

   c) Some details for the policy include:

      - **Commercial Auto Line**: Product = Business Auto, Fleet = Fewer than 10 vehicles

      - **Vehicles**: Create a new vehicle. VIN = 4, New vehicle cost = $30,000, Class Code = 0420. Enter other required fields. Click OK to save.

      - **Commercial Auto Line**: Go back to this page after creating vehicles and select liability limit.

      - Keep the defaults on other pages

   d) **Quote** and **issue** the policy

3. **After the policy is bound, return to the Policy File**

9.3   Cancelling policy

Activity

1. **Cancel the policy effective three months from today**

   You can select any reason but bind the cancellation immediately.

2. **Examine the policy**

   a) Is the Cancellation bound? How do you know?

b) What is the effective date of the cancellation?

9.4   Reinstating

Activity

1. **Reinstate the policy**
   a) Click **Actions→ Reinstate** from the Policy
   b) For Reinstatement Reason, select other
2. **Go through the wizard and quote the policy**
3. **Reinstate the policy**

9.5   Rewriting

Activity

Rewrite the policy for the remainder of the term.

1. **Cancel the policy a second time effective four months from today**
2. **Start a policy Rewrite for the remainder of the term**
3. **Make the rewrite effective one month after the cancellation date**
4. **Describe the steps needed to complete the rewrite**

Stop

Education

9.6   Solutions

9.6.1   Cancelling policy

Solution

1. **Cancel the policy effective three months from today.**

    You can select any reason but bind the cancellation immediately.

    a) From the policy, click **Actions → Cancel Policy**

    b) Fill required fields

    c) Click **Start Cancellation**

    d) On the confirmation page, click **Bind Options → Cancel Now** to bind the cancellation immediately.

2. **Examine the policy**

    a) Is the Cancellation bound? How do you know?

Yes. It is shown on the transaction confirmation page and the policy info bar.

b) What is the effective date of the cancellation?

The cancellation effective date is three months from today in this exercise. The Cancel Now option simply binds the cancellation; it does not mean that the policy is canceled immediately.

9.6.2   Reinstating

Solution

Follow the steps in the activity section for reinstatement. Verify that the reinstatement worked by going to the Policy File (**Actions → Policy File**) and scrolling to the Completed Policy Transactions section. Do you see the Reinstatement transaction? Is the Premium amount appearing as a charge (it will be apparent after the Cancellation)?

Completed Policy Transactions

	Period Eff Date	Trans Eff Date	Trans Close Date	Type	Transaction #	Premium
	02/15/2018	05/15/2018	02/15/2018	Reinstatement	0002280276	$1,999.00
	02/15/2018	05/15/2018	02/15/2018	Cancellation	0002117968	($1,999.00)
	02/15/2018	02/15/2018	02/15/2018	Submission	0002004484	$2,645.00

9.6.3   Rewriting

Solution

Rewrite the policy for the remainder of the term.

1. **Cancel the policy a second time effective four months from today**

2. **Start a policy Rewrite for the remainder of the term**

   From the policy file, click **Actions → Rewrite Remainder of Term**

3. **Make the rewrite effective one month after the cancellation date on the Policy Info page**

4. **Quote and issue the rewrite**

   a) You should see a screen confirming that the policy was successfully rewritten for the remainder of the term

   b) You can confirm the transaction on the Policy Transactions page

9.7   Reference

9.7.1   Cancellation

Important

Multiple Cancellations

It is possible for a given policy to have multiple cancellation jobs running. This typically occurs when different people or systems attempt to cancel a policy for different reasons.

Hint

What is a **refund method?** Which ones are available when I cancel a policy?

The **refund method** identifies how the insured should be refunded. In the base application, this can be set to "flat" (refund all money - typically used if the policy has not yet become effective), "pro rata" (prorate the refund), or "short rate" (prorate the refund and subtract an additional amount for processing fees).

Hint

Remember, you are in a Cancellation Wizard.

There are two **Bind** options.

The **Schedule Cancellation** option will schedule the job to be completed on the cancellation effective date. However, you have the option to rescind it before the cancellation effective date.

The **Cancel Now** option completes the job immediately, but the policy is still in force until the Cancellation Effective date. This option is designed for circumstances where an underwriter wishes to complete the work and

issue a refund as quickly as possible. However, the cancellation cannot be rescinded. To undo the cancellation, you must reinstate the policy.

Important

Cancellations and Out-of-Sequence (OOS) Transactions

Changing the scheduled cancellation date could make a cancellation out-of-sequence (OOS) to another job (or make a cancellation that was OOS, no longer OOS). It is unlikely that a cancellation will become OOS that was not previously OOS since it requires moving a cancellation date back (rare occurrence). OOS transactions are covered in a separate lesson later in the course.

Important

Cancellations and preemptions

Preemptions must be addressed and handled before a cancellation can be rescheduled. After the preemption is handled, the policy must be re-quoted. After a cancellation has been scheduled, but before the cancellation is completed, the cancellation can be rescinded. Rescinding a cancellation suggests that the cancellation is no longer necessary. This option is not available if the policy is canceled via "Cancel Now". Only future cancellations can be rescinded.

9.7.2   Reinstatement

Hint

You are in the Reinstatement Wizard

After a policy is canceled, the **Reinstate Policy** menu item is available in the Actions menu. The user clicks on the Reinstate Policy menu item to start the Reinstatement wizard. Go through the steps as the wizard instructs. You will go through Start Reinstatement, Risk Analysis and Quote.

Note: The Quote and Payment steps are unavailable until the user actively presses the **Quote** button.

Tip

Reinstatements

A policy must be requoted before it can be reinstated. PolicyCenter requotes the policy in case there are any changes. For reinstatements, PolicyCenter will always attempt to complete reinstatement jobs immediately.

9.7.3   Rewrite

Tip

Rewrites

A rewrite involves a signficant change to a policy that cannot be captured with a policy change. When a mid-term rewrite is performed, it is generally done for the remainder of the term or for a full new term. With a full-term rewrite, the policy is flat canceled.

Tip

Rewrites and effective dates

In most cases, the rewrite effective date is the same as the cancellation effective date. Usually, this is when the original policy was issued with a significant error, and the policy essentially needs to be reissued. In other cases, the rewrite's effective date is after the cancellation effective date. See the following examples for more information.

Example 1: The reinstatement must be effective sometime after the cancellation, indicating that there is a gap in coverage. This scenario is not possible with a reinstatement transaction because a reinstatement transaction must have the same effective date as the cancellation.

Example 2: The original policy was in force under producer A and is now being transferred to producer B. Note: A policy's producer is inherent to a policy and cannot be changed through a change transaction.

Hint

Full term rewrites

Cancellation must be effective on the start date of the original policy term when the policy is flat canceled. In case of a flat cancel followed by a full-term rewrite, the rewrite can start on a different effective date than the cancellation. Specific to a full term rewrite, the original policy term is completely wiped out and there will not be two different policy terms as is the case for mid-term rewrites.

Hint

Midterm rewrites

The only difference between a **Remainder of Term** midterm rewrite and a **New Term** midterm rewrite are the default values for the term type, effective date and expiration date fields (they are still changeable in both cases).

Education

Find

Additional references to rewrites and cancellations

Search for Rewrite Key Features in the PolicyCenter Application Guide.

Stop

Education

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:**

    o   Offering: Standard Program

    o   Effective date: Today's date

    o   Vehicle: Create a vehicle with **VIN 111** (Acura) that cost $30,000 new. Renee will be the sole driver.

    o   Give the new vehicle comprehensive and collision coverages with default deductibles of $500. Note: you may have to manually change these values.

    o   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%.

    o   **VIN number 222** (Honda) that cost $25,000 new

    o   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?

Tip

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?

Education

10.3 Solutions

10.3.1 Creating a policy

Solution

Creating a Personal Auto policy

Note: If you are having problem creating the Personal Auto policy, refer to the Personal Auto lab in the lesson *Full Application Submissions* for more details on each step. Try to use the data provided in this lesson, such as the VIN and coverages, etc.

10.3.2 Issuing a policy change

Solution

6. **View the policy by entering or selecting a date that is two months from today by using the Date box below the Policy Contact menu on the left.**

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

   $1000

Education

10.3.3   Creating a Second Policy Change

Solution

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

    In this change, you should receive an OOS message. Click OK to continue.

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?

    No, it does not conflict with any changes from the transaction that is effective later. Because they are not on the same field.

3. **Change the same coverage as 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?

    Yes. It conflicts with a change in the same coverage from the transaction that is effective later. Because it is on the same field.

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

    a) Go to the Policy Review page and the **Change Conflict** tab

    b) Resolve the conflicts. The values in the second change that was made should take precedence. Select Yes to Override Future Conflict.

c) Click **Submit**

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?

   $250

10.4   References

Review

Out-of-sequence vs preemption

An **out-of-sequence** (OOS) transaction occurs when a transaction is created and **after it is bound** a second transaction is started with **an earlier effective date**. The critical issue here is that the second transaction changes the nature of the policy at a point prior to the effective date of the first transaction. Therefore, the second transaction must consider both what the policy looks like when it becomes effective and the impact of jobs which become effective at a later date.

A **preemption** occurs when a transaction is created and, **before it is bound**, a second transaction is started. The critical issue here is that two transactions have been started from the same base period. Only one of those transactions can be bound. When one of them is bound ("wins"), it will force additional work for the other transaction (the "losing transaction"), because the base period has been changed.

Note: For preemptions, the effective date of the second transaction is not significant. The fact that the second transaction has been started before the first transaction was bound is what is significant.

Review

What changes will cause conflicts in an out-of-sequence transaction?

A conflict occurs when subsequent transactions modify the same field, and each transaction sets the field to a different value. For example, a submission that sets liability to $500, then sets it to $1000 in a later transaction will result in a conflict. A transaction where a coverable is added (e.g., add a vehicle) will not result in a conflict

Stop

Education

Lesson 11 Users and Groups

11.1 Investigate users and groups

Activity

1. **Log in as Superuser with su/gw and go to the Administration tab**

2. **Find the following users and answer the questions**

   Ben White and **Bruce Baker**

   a) What Role(s) does the user have?

   b) What Groups does the user belong to?

   c) List the Producer Codes assigned to this user (either directly or indirectly).

3. **Find the following Groups and answer the questions**

   a) Sacramento Branch and Security Group Baker

   b) What is the Organization of the group?

   c) Who are the Users in the group?

   d) List the Producer Code(s) assigned to the users in the group directly.

   e) List the Producer Code(s) that can be assigned to the users in the group as additional code(s).

11.2 Add a group and users

Activity

The insurer is opening a new branch in San Diego under the Western Region group. They need to add users to the group.

1. **Create a new group named "San Diego BranchXX"**

   a) Select an appropriate Type (Branch Office) and a Security Zone (Western Region).

2. **Add the following users to the new group**

   Note: These users exist in your sample data and should be used in this lab.

   o A manager (ssmith)

   o A group member (aapplegate)

   o A group member (bbaker)

Education

Stop

11.3   Solutions

11.3.1   Investigate users and groups

Solution

1.   **Log in as Superuser with su/gw and go to the Administration tab**

2.   **Find the following users and answer the questions**

   Ben White

   a)   What Role(s) does the user have?

   On the Roles tab: Producer

   b)   What Groups does the user belong to?

   On the Access tab:

   ▪   *Business Production Offices – U.S.*
   ▪   *Sacramento Branch*

   c)   List the Producer Codes that are assigned to this user (either directly or indirectly).

   On the Access tab:

   ▪   *QA1PRODUCERCODE01*
   ▪   *Standard Code*
   ▪   *INT-4 (Additional Producer Code)*

   Bruce Baker

   a)   What Role(s) does the user have?

   On the Roles tab: Underwriter

   b)   What Groups does the user belong to?

   On the Access tab:

   ▪   *Los Angeles Branch UW*

Education

- *Eastern Region Underwriting*

c) List the Producer Codes assigned to this user (either directly or indirectly).

On the Access tab: No producer codes

3. **Find the following Groups and answer the questions.**

Sacramento Branch

a) What is the Organization of the group?

Enigma Fire & Casualty

b) Who are the Users in the group?

Amy White, Ben White and Super Visor

c) List the Producer Code(s) assigned to the users in the group directly.

None

d) List the Producer Code(s) that can be assigned to the users in the group as additional code(s).

None

Security Group Baker

a) What is the Organization of the group?

Security Group

b) Who are the Users in the group?

Danny Hayes, Betty Secure

c) List the Producer Code(s) assigned to the users in the group directly.

503-002570

d) List the Producer Code(s) that can be assigned to the users in the group as additional code(s).

501-002570

502-002570

11.3.2   Add a group and users

Solution

The insurer is opening a new branch in San Diego under the Western Region group. They need to add users to the group.

1. **Create a new group named "San Diego BranchXX" by clicking Administration -> Actions -> New Group**

   a) Select an appropriate Type (such as Branch Office) and a Security Zone (such as Western Region)

   Note: Security zone limits an internal user's access to users, groups, organizations and producer codes. An internal user can only search and view those in the same security zone.

   b) Click update to save

2. **Add the following users to the new group**

   a) Go to the Users tab

   b) Click Edit and then Add

   Note: These users exist in your sample data and should be used in this lab.

   o   A manager (ssmith)
   o   A group member (aapplegate)
   o   A group member (bbaker)

c) Click Update to save

11.4 Reference

11.4.1 Common actions to manage community model

Reference

Superuser or useradmin privileges are needed to manage producer codes, users, groups and organizations on the Administration tab.

Searching

To search for a producer code, user, group or an organization, go to **Administration → Users & Security** and then the corresponding search page. After searching, the results are displayed as links, so the user can click to view the entity details.

Creating new

To create a new producer code, user, group or an organization, go to the Administration tab and click on the corresponding Actions menu. Enter the desired information for each entity.

11.4.2 Managing users

Reference

Users

1. **The Basics card lists information about the user regarding:**

- o Internal or external users – Whether the user is an internal employee or external agent. External agents act as intermediaries between clients purchasing a policy and an insurer.

- o User type is only used by the assignment logic to determine whether certain activities can be routed to this user – Internal user types: Other (default) and Underwriter. External user types: Producer (default), Producer Assistant, and Auditor. User types besides Other have additional associated data fields. An Underwriter has related agencies and a Producer Assistant has associated Producers field.

- o Organization is displayed in the case of an external user such as a producer. However, it is not displayed for Alice Applegate in the example above since she is an Underwriter.

- o Locked – the user account is locked.

- o Contact Information – employee id, primary phone, work phone, fax and email.

2. **The Attributes tab can be used to associate custom attributes with the user which the system can use when making assignment decisions**

    Custom user attributes are defined via **Administration → Users & Security → Attributes**. Type is a way to group custom user attributes. Each custom user attribute has a name, a type, and a description. In the base application, the possible types are Default, Expertise, Language, Line of business and Named account (granted to users who have experience with a given account). The type of attributes can be changed by modifying the UserAttributeType typelist.

3. **The Access tab has sub sections**

- o The **Groups** section lists which groups the user belongs to, if the user is a member, whether the user has Manager Privileges, load factor permissions and the load factor within that group. Load factors are useful for activity assignment using assignment rules.

- o If Use Producer Code security is Yes, other sections will be seen on the access tab.

- o **Producer Codes** from Groups section

  - ▪ Users automatically receive all the producer codes assigned to their groups. A user can create collections of permissions as roles and attach them to producer codes. The producer codes can then be assigned to users, policies or accounts.

  - ▪ Users having the **Producer Code Security** set to **Yes** can only use their role permissions against policies that have a producer code matching one of their own producer codes. Only the permissions assigned to the matching producer code can be used against that policy, even if the user has a larger set of permissions available through other user roles. To perform a particular action, the permission controlling that action must be present in both the producer code roles and the users assigned roles. What someone can do is represented by the intersection of the producer code's permissions and the user's permissions.

- o Additional Producer Codes section

  - ▪ Users can add producer codes through this option. External producer users can have producer codes from their own organization/groups added only to them. However, internal users who have their producer code security turned on can have producer codes from any organization added.

  - ▪ Insurance insurers often sell their products through a network of insurance agents or "producers". Producer code security allows insurers to control access to sensitive policy and account information so that a given producer can only see information related to their specific business book. This control can extend to individual agents inside a producer organization, so Agent "A" cannot see Agent "B"'s business book even though they work for the same Agency.

4. **Assign roles to a user using the Roles tab**

5. **The Profiles tab displays the basic information about the user, e.g., employee id, address, city, state, phone numbers, etc**

6. **The Regions tab is used to add the geographic area that group covers. The regions are not inherited by child groups. They are typically used in assignment rules.**

   o   Regions can be defined by counties, states, zip codes, etc.

   o   To define a new region:

   a) Click **Regions** on the side bar

   b) Click Add Region

   c) Give your region a unique name and select its type (county, state, or zip code)

   d) Add counties, states or zip codes to your region definition and save

7. **The UW Authority tab lists the Underwriting Authority profiles used to approve underwriting issues. This is discussed in detail in the Underwriting Authority lesson.**

11.4.3   Managing groups

Reference

Groups

- The **Basics** tab contains the group name, parent group, organization information, security zone, etc.

- The **Users** tab lists the users belonging to this group. Users can be added and removed through this tab.

- The **Producer Codes** tab lists all producer codes available to the parent group which can be made available to the current group. All users in this group can use the producer codes available to the group, however, this is not implicit. A user must be granted access to producer codes and groups through the **Access** tab on the user.

- The **Queues** tab lists the queues used for activity assignment. Queues are visible to child groups. A queue is a repository associated with a group which contains activities that have been assigned to the group but have not yet been assigned to any user within that group. Users within the group can take ownership of activities in the queue. Unlike groups and users which can own any type of assignable object, queues can contain only activities. Users can view activities in accessible queues by clicking the **Queues** page link on the Desktop tab.

- The **Regions** tab lists the regions that the system uses for making assignment decisions.

Stop

Education

Lesson 12
Organizations and Producer Codes

12.1   Investigate organizations

Activity

1.   **Log in as Superuser with su/gw and go to the Administration tab**
2.   **Explore the internal and external organizations and answer the questions**
   a)   List all "**Fee audit company**" type organizations
   b)   Find all of the external organizations whose name begins with "s".
   c)   For organization **Security Group**:
       1)   Who are the users in this agency?
       2)   Which users have the User Admin role?
       3)   List the producer codes available to members of the Security Group organization?
       4)   What is the status of the producer codes?
3.   **Log in as Danny Hayes (dhayes/gw). Can Danny search for other organizations or the internal organization?**

12.2   Producer code security

Activity

A bonus activity for producer code security.

1.   **Log in as super user**
2.   **Create a new external user, Betsy HartXX in the organization Allrisk Insurance**
   a)   Enter the required details as needed and grant her the producer role
   b)   Note the Username and Password for the new user
3.   **Log out and log in as Carlos Hart**
4.   **Create a new company account and a new submission**
   a)   Any product will work for this exercise
   b)   Note the account number and submission number
5.   **Log out and log in as Betsy HartXX**
6.   **Search for the account and submission created earlier**

Education

a) Can Betsy access them? Why?

7. **Configure PolicyCenter so that Betsy HartXX can access the account and submission created by Carlos Hart**

Stop

12.3 Solutions

12.3.1 Investigate organizations

Solution

1. **Log in as Superuser with su/gw and go to the Administration tab**

2. **Explore the internal and external organizations and answer the questions**

   Go to the Users & Security → Organizations page.

   a) List all "**Fee audit company**" type organizations.

      Careful Auditors

   b) Find all of the external organizations whose name begins with "s".

      Security Group, Special Form Property Brokers

      Note: Deselect the organization type in the previous search.

   c) For organization **Security Group**:
      1) Who are the users in this agency?

         Danny Hayes, Able Secure, Betty Secure

      2) Which users have the User Admin role?

         Danny Hayes, Able Secure and Betty Secure

      3) List the producer codes available to members of the Security Group organization?

         501-002570, 502-002570, 503-002570

      4) What is the status of the producer codes?

         Active

Education

3. **Log in as Danny Hayes (dhayes/gw). Can Danny search for other organizations or the internal organization?**

   No. Organizations is not available under Users → Users & Security menu.

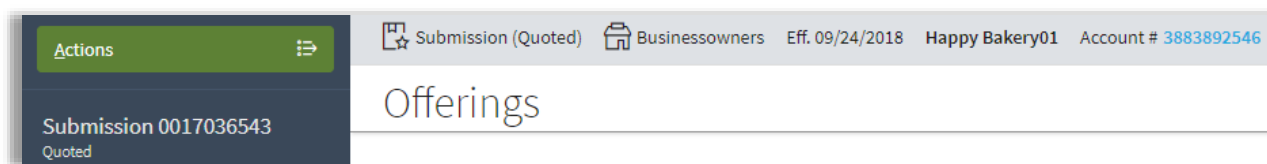## 12.3.2　Producer code security

Solution

1. **Log in as super user**

2. **Create a new external user, Betsy HartXX in the organization Allrisk Insurance**

   a) Enter the required details as needed and grant her the producer role

      1) Actions → New User

         ▫ First name = Betsy

         ▫ Last name = HartXX (e.g., Hart01)

         ▫ Username = bhartXX (e.g., bhart01)

         ▫ Password = gw

         ▫ Active = Yes

         ▫ External user = Yes

         ▫ Search and select organization Allrisk Insurance

         ▫ Type = Producer

         ▫ Enter a phone number

         ▫ Go to Roles tab and add the Producer role

      2) Update the user. Ignore the warning message and click update again

   b) Note the Username and Password for the new user

3. **Log out and log in as Carlos Hart with chart/gw**

4. **Create a new company account and a new submission**

   a) Any product will work for this exercise.

      1) New Account → Company

         Example:

         Company Name= Happy BakeryXX (e.g., Happy Bakery01)

         Producer Code = 501-002552 Allrisk Insurance

      2) New Submission → Businessowners
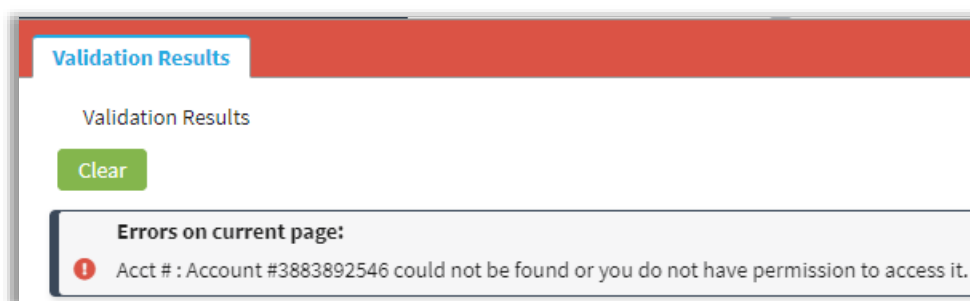
   b) Note the account number and submission number.

5. **Log out and log in as Betsy HartXX (e.g., bhart01/gw)**

6. **Search for the account and submission created in the step above**

   Can Betsy access them? Why?

   PolicyCenter restricts data access using producer code security. Betsy HartXX does not have the corresponding producer code used on the account and submission which was created by Carlos Hart.

   a) Enter the account number in the account search box. An error is displayed.

   b) Enter the submission number in the submission search box. An error is displayed.
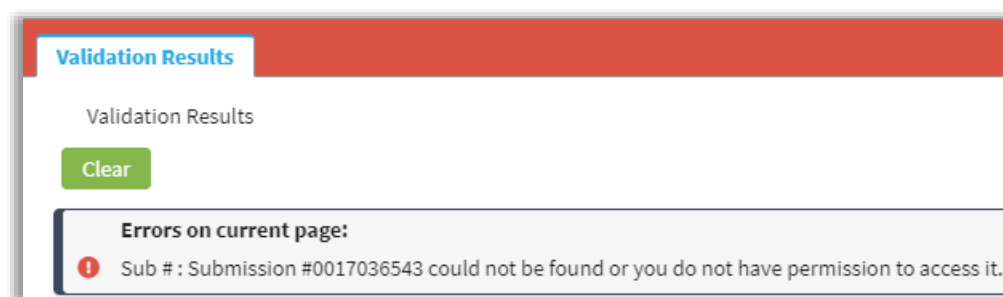
7. **Configure PolicyCenter so that Betsy HartXX can access the account and submission created by Carlos Hart**

   a) Log out and log in as superuser (su/gw)

   b) Search for the user Betsy HartXX (e.g., Betsy Hart01)

   c) Edit the user and on the Access tab add additional producer code 501-002552

   d) Ensure that the user has the Producer role

   e) Update the user (Ignore the warning message and click update again)

f) Repeat step #5 above. Now Betsy HartXX can access both the account and submission created by Carlos Hart because she has the matching producer code to the one on the account and submission.

12.4 References

12.4.1 Managing organization

Reference

Organizations

- The tree browser (seen on the Administration tab) will always show the home organization of the user (either internal or external).

- The **Basics** card displays the Organization info, e.g., name, type, address, supervisor, etc. The load factor used by the assignment rules to assign an activity to a user or group within this organization is displayed here.

- The **Users** card lists users under that organization.

- The **Producer Codes** card displays the producer codes and a list view of the description, status, branch and the preferred underwriter for each code.

- The **Queues** tab lists the queues used for activity assignment.

- The **Regions** tab lists the regions that the system can use when making assignment decisions.

12.4.2 Managing producer codes

Reference

Producer Codes

- The **Basics** tab lists the code, description, organization, status and other information related to the producer code.

- The **Roles** tab lists the roles assigned to the producer code.

- The **Groups** tab lists the groups that have this producer code security, in view only mode.

- The **Users** tab lists the users that have access to this producer code, in view only mode.

- The producer code can be added to users and groups using the Edit Users or Edit Groups administration screens, respectively. The producer code screen gets updated.

Stop

Education

Lesson 13 **Forms**

13.1   Requirements

You will view forms in the base configuration and configure a form pattern for a personal auto policy. You will also configure a form pattern for additional LOB's (if time permits).

13.2   View form patterns

1. **Log in as su/gw (superuser)**

2. **Go to Administration –> Business Settings → Policy Form Patterns**

3. **Find the Businessowners policy line form pattern with Form Number BP0001. Answer the following questions:**

    a) What is the name of the form?

    b) Is the Policy Change tab available for this form? How do you know?

    c) When can a form be inferred during a job? Where do you specify that information?

    d) Where do you specify form inference conditions?

13.3   Configure a form pattern for personal auto policies

Enigma Fire & Casualty has a form requirement for personal auto policies. Add the form *Notice of Oregon No-Fault Laws* at quote time for vehicles in Oregon.

13.3.1   Add a form pattern

Activity

1. **Log in as su/gw (superuser)**

2. **Start by configuring a form pattern in Administration –> Business Settings → Policy Form Patterns**

3. **Specify the following details:**

    o   Form name: Notice of Oregon No-Fault Laws XX (XX is your student ID)

    o   Form code: PA_OR_XX_Ext

    o   Form number: PA OR 00 XX

    o   Edition: 0100

    o   When to infer: When the policy is quoted

    o   Select the appropriate Product

    o   Be sure to add at least Submission as the Policy Transaction Types

o   Availability: Only available in Oregon

13.3.2   Verification

1. **Log out and then log back in using your studentXX login**

2. **Start a new personal auto submission with a car garaged in Oregon**

    a) Create a new person account with an address in Portland, Oregon.

    b) Create a new Personal Auto submission and ensure the base state is in Oregon.

    c) Add a driver with the license state in Oregon.

    d) Add a vehicle and ensure that both the garaging and licensing state are in Oregon.

3. **Quote the policy**

    Trouble shooting: If you get an Underwriting Issue for "Inconsistent garaging ZIP code", you can either try to approve the issue by going to **Risk Analysis → UW Issues** or update the driver's license, vehicle's garaging and licensing state to all be in the same state.

    Ensure the submission is quoted successfully.

4. **Verify that the "Notice of Oregon No-Fault Laws XX" form is added to the policy**

13.4   Challenge: Form patterns for other LOBs

Repeat Exercise 12.3 for a LOB of interest to you.

    a) Which LOB did you select?

    b) What is a common form for the LOB you chose?

c) What challenges did you face while creating the form pattern, if any?

d) Were you able to verify the addition of the form to the policy of your LOB? How did you do it?

Stop

13.5   Solutions

13.5.1   View form patterns

1. **Log in as superuser su/gw**

2. **Go to Administration → Business Settings → Policy Form Patterns**

3. **Find the Businessowners policy line form pattern with the Form Number BP0001**

   Answer the following questions:

   a) What is the name of the form?

   Businessowners Coverage Form

   b) Is the Policy Change tab available for this form? How do you know?

   Yes, because it is one of the transactions listed in the Transaction Types tab.

   c) When can a form be inferred during a job? Where do you specify that information?

   Forms can be inferred at quote and bind time. Whether to infer a form at quote time or both quote and bind time is specified on the Basics tab by the Boolean question "Any data related to this form collected after quote?"

   d) Where do you specify form inference conditions?

   The Inference Tab provides some common inference conditions.

13.5.2   Configure a form pattern for personal auto policies

1. **Log in as superuser su/gw**

2. **Start by configuring a form pattern in Administration → Business Settings → Policy Form Patterns**

3. **Specify the following details:**
   o   Form name: Notice of Oregon No-Fault Laws XX
   o   Form code: PA_OR_XX_Ext
   o   Form number: PA OR 00 XX

- Edition: 0100
- When to infer: When the policy is quoted
- Endorsement number: Does not need to be issued
- Availability: Only available in Oregon

Example:

13.6   References

Review

What is a form and how do you add it to a policy?

Forms are documents detailing specific aspects of the policy. Forms contain legal information about a policy and are part of the policy contract.

Review

A list of inferred forms is stored in the database for each policy period. The actual form content is created in the document production system by merging the policy data with the form template associated with the form on the policy.

PolicyCenter generates forms based on details that the user has specified. The process of determining what forms should be generated is called **form inference**.

Find

For more information about form multiplicity, refer to PolicyCenter documentation. Some business cases may require multiple instances of the same form. For example, a personal auto policy with multiple vehicles may require a single form for each vehicle. PolicyCenter supports form multiplicity, but it does require configuration.

Best Practice

Permissions and forms

To access the form administration user interface, users must log in as a user with the appropriate permissions, which are:

- `formpatcreate`: permission to create new form patterns

- `formpatview`: permission to access the forms editor and view existing form patterns

- `formpatedit`: permission to edit existing form patterns

- `formpatdelete`: permission to delete existing form patterns

Stop

Education

Lesson 14   Introduction to Underwriting Authority

Note: No lab for this lesson.

14.1   Reference

14.1.1   Underwriting authority definitions

Underwriting authority provides rules and an infrastructure to manage underwriting issues. Major components include:

- **Underwriting Issue** – A specific occurrence on a policy transaction where an underwriting condition was true.

- **Underwriting Rule** – Describes how the policy transaction is affected by underwriting issues and how issues can be approved. The rules include the condition which will raise an underwriting issue.

- **Authority Grant** – The ability to approve underwriting issues and to what degree.

- **Authority Profile** – A group of authorities that can be given to a user, allowing the user to approve the underwriting issues.

14.1.2   Underwriting issues in the user interface

1. **Agent's view of UW Issues**

   The image shows the Risk Analysis page for an agent creating a policy through submission. The policy has one issue blocked at Quote and two issues blocked at Bind. The agent has the authority to approve the high-value vehicle and Primary Driver under 25 issues (available buttons) but cannot approve the Excluded Driver issue at Quote (grayed out). The agent must click the Request Approval button on the top of the page, so the underwriter can approve these issues.

   a) **Request Approval** - Request approval from another user or underwriter. Takes you to the UW Activity screen where activity is created to review and approve issues on the policy. The UW Activity screen allows you to select how you would like PolicyCenter to assign the activity.

b) **Approve/Reject** - Approves/Rejects the UW issue. Available depending on the agent and underwriter's permissions and authorities.

2. Underwriter's view of UW Issues

The screenshot shows the Risk Analysis page for the underwriter viewing the same submission after the agent requested approval. There are some additional buttons on the page for the underwriter. The buttons Lock for Review and Release Lock are mutually exclusive.

- **Lock for Review** - Lock the policy for underwriting review. The policy cannot be edited by the agent until the underwriter releases the lock. This choice appears if the user has the editlockoverride permission. After this button is clicked, users will see **Under UW Review** in the Info Bar, the Lock for Review button disappears, and the Release Lock button is displayed.

- **Release Lock** - Releases the policy back to the agent to view the quote and process the policy.

- **Add UW Issue** - Add an underwriting issue manually.

- The approval button for the Excluded Driver issue is now available since the underwriter has the authority to approve.

Stop

Lesson 15 Managing Underwriting Authority

15.1   Requirements

In this exercise, you will explore how UW issues are created during a submission job. Anna BamberXX calls to create a new Personal Auto policy. She wants to add herself as the primary driver of her vehicle and her son Jay BamberXX as additional driver. More details are given in the following subsections.

15.2   Generating an underwriting issue

Activity

Create a personal auto submission with conditions that generate UW Issues.

1.   **Create a new person account for Anna BamberXX**

     a)   Anna's home address is 1212 Dayton Street, Portland, Oregon 97201

2.   **Create a new Personal Auto Submission for Anna; add her son Jay BamberXX as a driver**

     a)   Anna BamberXX is 45 years old and Jay BamberXX is 22 years old

     b)   Add a vehicle. The vehicle's VIN # is 4 and it costs $200,000

     c)   Anna will be driving the vehicle 75% of the time and Jay 25%

3.   **Select coverages and quote the policy**

     Did this raise any UW issues? Which ones?

4.   **Update the vehicle's cost**

     The agent communicates with Anna and informs her that the car is a "high-value vehicle" since the price is $200,000. It would require approval from an underwriter. Anna corrects him that the car is not that expensive, and costs $20,000. An extra zero was accidentally added to the vehicle value and is corrected by the agent.

5.   **Quote the policy**

     Are there any blocking issues now?

6.   **Issue the policy**

Stop

15.3 Solutions

Solution

Create a personal auto submission with conditions that generate UW Issues.

1. **Create a new person account for Anna BamberXX**

   a) Anna's home address is 1212 Dayton Street, Portland, Oregon 97201

2. **Create a new Personal Auto Submission for Anna; add her son Jay BamberXX as a driver**

   a) Add an existing driver, Anna BamberXX:

   Date of Birth = a date resulting in Anna being is 45 years old

   License # = 12

   License State = Oregon

   b) Add a new driver, Jay BamberXX:

   Date of Birth = a date resulting in Jay being 22 years old

   License # = 34

   License State = Oregon

   c) Enter other details on the roles tab for both drivers:

   Year First License = a relative date

   Number of Violations = 0

   Number of Accidents = 0

   d) Create a vehicle:

   VIN # = 4

   Cost new = $200,000

   License State = Oregon

   Add Anna BamberXX as a driver with 75%

   Add Jay BamberXX as a driver with 25%

3. **Select coverages and quote the policy**

   Did this raise any UW issues? Which ones?

Yes, there is an UW Issue "High-value vehicle", that is blocking bind and an informational Issue of type "Driver under 25". See the Risk Analysis page.

4. Update the vehicle's cost

The agent communicates Anna and informs her that the car is a "high-value vehicle" since the price is $200,000. It would require approval from an underwriter. Anna corrects him that the car is not that expensive, and costs $20,000. An extra zero was accidentally added to the vehicle value and is corrected by the agent.

5. Quote the policy

Are there any blocking issues now?

No blocking issues. One informational issue - Driver under 25.

6. Issue the policy

15.4   References

15.4.1   Underwriting rule fields

PolicyCenter uses the UW Rule to define the UW Issue Type and specify the conditions to raise the issue. The Underwriting Rule Screen can be divided into several categories.

1. Fields related to defining the UW Rule

- o   **Name** for identifying the UW rule in the admin UI (UW Rule, Authority Profile)

- o   **Code** uniquely identifies the UW issue type

- o   Description for the UW issue type in the admin UI (UW Rule, Authority Profile)

- o   **Enabled** specifies whether the Rule will run in the current environment

- o   A **checking set** represents a point in a job where issues can be raised such as pre-quote, bind or pre-issuance.

- o   A **blocking point** stops progress of the job until an issue is approved. You can detect issues early, but then block at a later point.

2. **Fields related to raise the UW Issues**

   o The **Applicability criteria** restricts when the rule can be triggered

   o The **Rule Context** supplies data to be used by the rule conditions and issue details

   o The **Rule Condition** uses expressions constructed with the available context objects

   o **Issue key** is a string, UW Issue, that associates it with a particular instance of the issue

   o A combination of **IssueType** and **IssueKey** uniquely identify each UW Issue for that policy. Usually permanent fixed IDs that will not change over time such as VIN for a vehicle.

      Note: Guidewire recommends that you do not change the algorithm for forming the key for an issue once that rule is in production. If you change the algorithm, the current issues will be treated as orphans. New copies will be created, requiring new approvals or rejections.

3. **Fields related to the approval of UW Issues**

   o **DefaultDurationType** specifies DurationType property on new approvals that indicates when an approval will expire. When determining the validity of the approval, the application looks at the effective date of the current job and future jobs.

   o **AutoApprovable** specifies whether an issue needs underwriter approval or will be approved automatically at the default level if user has the proper authority.

   o **DefaultEditBeforeBind** is used to specify the default value of the EditBeforeBind property on new approvals, which determines whether to remove or save the approval if the policy is edited before binding.

   o **DefaultApprovalBlockingPoint** specifies the default approval blocking point when an issue is opened for approval.

   o Value Comparator defines how to compare issue values to specify if it is within the authority granted to a user and within the associated value of an approval.

   o Value Format Type defines which output formatter to use. The formatter types allow the presentation of values in a localizable and consistent manner in the user interface.

   o **DefaultValueAssignmentType** specifies how to compute a default approval value from the value of the issue. PolicyCenter uses this value if the Comparator is set to *At Least* or *At Most*.

      ▪ **Null** - Set this value to null for issues that have a non-numeric value or that do not have an associated value.

      ▪ **Fixed** - The default approval value is copied directly from the issue value.

      ▪ **Offset Amount** - The DefaultValueOffsetAmount is added to (or subtracted from) the issue value to produce the default approval value. Use this setting only with issues that have a numeric value.

      ▪ **Offset Percentage** - The DefaultValueOffsetAmount is treated as a percentage increase or decrease. The issue value is offset by that percentage to produce the default approval value. Use this setting only with issues that have a numeric value.

   o **DefaultValueOffsetAmount** is used only if DefaultValueAssignmentType is Offset Amount or Offset Percentage.

      ▪ This field is the associated value or percent to use in the offset calculation. Positive values of DefaultValueOffsetAmount will produce a default approval value that is somewhat riskier than the issue value. For example, the at most comparator can be used to determine the risk associated with the value of a car. If the UW rule has 10% offset and the car has a value of $200,000, the user with the right authority can approve a car with a value as high as $220,000.

⊕ **Find**

For more information about the UW Rule fields, refer to the PolicyCenter Application Guide.

15.4.2   Authority profile limits what a user can approve

A vehicle is valued at $120,000, and the authority profile is set as At Most $125,000. In the UW rule for High-value Vehicle, the offset approval has been set to 10%.

The approval screen shows an At Most value of $132,000 (120,000 + 10% of 120,000 = 120,000 + 12,000 = 132,000) as defined in the Underwriting Rule. However, since the UW has an approval limit of $125,000, the $132,000 value must be changed to $125,000 before it can be approved. Otherwise, the system will throw an error as shown in the screenshot.

- Try to approve the issue and error occurs, because the calculated value (132,000) is greater than the limit (125, 000) set by the underwriter's authority profile.

- Change the value on the approval screen from 132,000 to 125,000. Then, UW can approve the issue.

G | Education