SmartLink for Jefferson Pilot User Guide

SmartOffice®

Proven in Practice™

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Table of Contents

Introduction

SmartLink for Jefferson Pilot imports policy data from the Jefferson Pilot system. Instead of dedicating a support person to enter month-old information from duplicate statements, you can now use your Internet connection to receive the latest data, dramatically improving client service with current policy information. SmartLink for Jefferson Pilot takes care of 75-95% of the day-to-day data entry and updating requirements that drain the resources of most offices.

Requirements

- Internet Explorer version 6.0 or 7.0
- Add the following URLs as part of your trusted sites.
  1. Select **Internet Options** from the expanded **Tools** menu.
  2. Click the **Security** tab.
  3. With the **Trusted Sites** zone icon selected, click the **Sites** button.
  4. Add *https://*.ez-data.com* to the list of trusted sites.
  5. Add **.ez-data.com* to the list of trusted sites.

     Note: You will need to temporarily disable the **Require Server Verification (https) for All Sites in this Zone** option to add **.ez-data.com* to the list of trusted sites.
  6. Click the **Close** button to exit the Trusted Site dialog box.
  7. With the **Trusted Sites** zone icon still selected, click the **Custom Level** button.
  8. Select **Low** in the Reset To drop-down list.
  9. Click the **Reset** button.
  10. Click the **OK** button when prompted with the warning message.
- The following configuration is required for Internet Explorer.

  ActiveX controls and plug-ins:
  - Download Signed ActiveX Controls: **Enable**
  - Download unsigned ActiveX controls: **Prompt**
  - Automatic prompting for ActiveX controls: **Enable**
  - Initialize and script ActiveX controls not marked as safe: **Enable**

  Miscellaneous
  - Access data sources across domains: **Enable**
  - Websites in less privileged web content zone can navigate into this zone: **Enable**
  1. Click the **OK** button.
  2. Click the **OK** button to exit the Internet Options dialog box.
- Pop-up Blockers must be turned off.

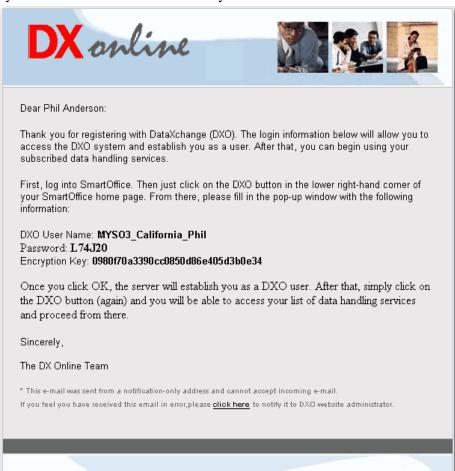 Users running SmartLink for Jefferson Pilot *must* have rights to:
  - DataXchange Online License
  - View and modify contact records
  - View and modify policy records
  - On-Access Validation enabled

  Caution: If the user does not have the appropriate rights, it can result in duplicate records.

Registering for SmartLink for Jefferson Pilot

You must call your E-Z Data customer service representative and register for SmartLink for Jefferson Pilot before you can access this feature. The ability to access this feature can be provided on a per user basis within an office.

SmartLink for Jefferson Pilot runs on E-Z Data's DataXchange Online service platform. If this is the first DataXchange Online service being subscribed to, you will need to synchronize your SmartOffice user information with DataXchange Online. The DataXchange Online synchronization information is sent by e-mail.

Dear Phil Anderson:

Thank you for registering with DataXchange (DXO). The login information below will allow you to access the DXO system and establish you as a user. After that, you can begin using your subscribed data handling services.

First, log into SmartOffice. Then just click on the DXO button in the lower right-hand corner of your SmartOffice home page. From there, please fill in the pop-up window with the following information:

DXO User Name: **MYSO3_California_Phil**
Password: **L74J20**
Encryption Key: **0980f70a3390cc0850d86e405d3b0e34**

Once you click OK, the server will establish you as a DXO user. After that, simply click on the DXO button (again) and you will be able to access your list of data handling services and proceed from there.

Sincerely,

The DX Online Team

* This e-mail was sent from a notification-only address and cannot accept incoming e-mail.
If you feel you have received this email in error, please click here to notify it to DXO website administrator.

Enable the DataXchange Online Button

1. Select **User Setup** from the expanded **User Management** menu.
2. Click the **Search** button.
3. Tag the user who will be using SmartLink for Jefferson Pilot.
4. Click the **User Roles/Licenses** tab.
5. In the right pane, scroll to the bottom and then select the **SI.Adapter DataXchange Online** option.
6. Click the **Save** button.
7. Once the license has been enabled, the DataXchange Online (DXO) button will display in the SmartOffice global bar.
8. Click the bottom DataXchange Online button to display the **Sync – DXO** User dialog box.

9. From the DataXchange Online email, input your DXO User Name, Password, and Encryption Key information and then click the **OK** button.

   Tip: To ensure that the login information is entered correctly, copy/paste it from the e-mail message, making sure not to include any spaces.

10. The Success/Fail message will display after authentication.

    Note: If an error message displays, try entering the login information again.

Setting Up

Prior to downloading your book of business from Jefferson Pilot, make sure to set up your computer and SmartOffice.

Minimum Data Requirements

If you already have any of the following records created in SmartOffice, make sure to enter the required information noted below. Otherwise, SmartLink for Jefferson Pilot will not be able to find the matching record and will create a new one resulting in duplicates.

Record Type	Required	Description
Advisors	Social Security Number	Ensure that the respective Advisor record includes the correct Social Security Number.
Contact	Individual – Social Security Number Business – Tax ID	All of your client records should have the Social Security Number or Tax ID. This will ensure that the matching record is found and associated with the correct policy.
Carriers	Carrier ID	If your system includes Carriers, make sure to include the Carrier ID. This will eliminate duplicating the carrier and policy because a match could not be found.
Products	Product Code	For your respective Carriers, ensure that if you have any Products associated with them you include the Product Code.
Policies	Policy Number and Carrier ID	If your system already includes Policies, ensure that the Policy has a Policy Number and the associated Carrier includes the Carrier ID. The combination of these two values makes the Policy unique.

Rules and Reminders

General

- All of the following 13 files must be downloaded and present before using SmartLink for Jefferson Pilot; otherwise, you will not be able to proceed.
  - o Agent.txt
  - o Clients.txt
  - o Vendor.txt
  - o Prod.txt
  - o Portfolio.txt
  - o Life.txt
  - o Annuity.txt
  - o Rider.txt
  - o IntrPrty.txt
  - o Subacct.txt
  - o PolAgent.txt
  - o Policy.txt
  - o Insured.txt

- The system is not designed to handle the processing of months of data. Download and process data daily or as often as the data is available. Processing the data daily raises alerts to possible corporate actions, changes in CUSIP, account number, and file formats that can affect the accuracy of the data in SmartOffice.

- Once the files are processed, make sure to move them to another directory, such as an Archived directory. This way they will not be processed again.

- Depending on the amount of data to be downloaded from Jefferson Pilot, you could potentially exceed your SmartOffice storage space limit. If this occurs, purchase additional space to support your data.

Contact and Advisor

- In order to link them as Interested Parties of a Policy, new Contacts and Advisors will only be inserted if a matching contact/advisor is not found.

- SmartLink for Jefferson Pilot matches contacts based on the following criteria:
  - Social Security Number/Tax ID (recommended)
  - If a match on SS#/Tax ID is not found, then it will try to match on the following:

    Last Name, First Name, and Birth Date (matched exactly to what is in Jefferson Pilot). If a match is *NOT* found, an attempt will be made to create the Contact if enough information is available, which includes First Name, Middle Name, Last Name, Suffix, Gender, Birth Date, Social Security Number/Tax ID, Address, and Type.

- Make sure that every contact in your SmartOffice database has a Tax ID/SS# entered.

- SmartLink for Jefferson Pilot will not overwrite information of existing contacts in SmartOffice, including the Primary Contact of a Policy. Even if the information has changed in Jefferson Pilot, the assumption is that SmartOffice has the most up-to-date information.

- Contacts will be assigned to the user that is using SmartLink for Jefferson Pilot to import the Jefferson Pilot policies.

Carrier and Product

- SmartLink for Jefferson Pilot will match Carriers based on Carrier ID.
  - If a match is *NOT* found, a new Carrier and its associated Products will be created.
  - If a match is found, it will search for existing Products based on Product Code.
    - If a match is *NOT* found, the Product will be created.
    - If a match is found, the Product will be skipped.

- SmartLink for Jefferson Pilot supports Variable Life Products by utilizing Sub-Products.
  - It will search for a matching Carrier based on Carrier ID of JPF and with the Product Code.
    - If a match is *NOT* found, an error will be logged in the DXO log file.
    - If a match is found, it will search for a sub-product with a matching CUSIP.
      - If a match is *NOT* found, the sub-product will be created.
      - If a match is found, an error will be logged in the DXO log file.

- SmartLink for Jefferson Pilot supports Variable Annuity Products by utilizing Sub-Accounts.
  - o It will search for a matching Policy based on the Policy Number and Carrier ID.
    - If a match is *NOT* found, an error will be logged in the DXO log file.
    - If a match is found, it will search for sub-positions with a matching CUSIP.
      - ▪ If a match is *NOT* found, the sub-position will be created.
      - ▪ If a match is found, the record will be skipped.

Policy

- SmartLink for Jefferson Pilot will match Life and Annuity Policies based on Policy Number and Carrier ID.
- SmartLink for Jefferson Pilot will create the following roles assigned in Jefferson Pilot, in the order below.
  - o Owner (Contingent Owner, Joint Owner, Successor Owner Owned By, Owner, Investor)
  - o Insured (Coverage Insured, Joint Insured, Insured).

  Note: If a Policy does not include any of the above roles, the Policy will not be created.

- SmartLink for Jefferson Pilot will create respective Interested Parties and then link them to matching contacts. This process is based on criteria defined in the *Contact* section (see *page 5*).

  Note: If a matching contact is *NOT* found, an attempt will be made to create the contact if enough information is available from Jefferson Pilot.

  - o If so, a new contact will be created and linked to the Interested Party of the Policy.
  - o If *NOT*, the Interested Party will be unlinked.
- When Policies are updated:
  - o Associated Riders and Interested Parties will be overwritten based on the data in Jefferson Pilot.
  - o Policy Number, Carrier, Plan Name, and Primary Contact will not be overwritten.
- SmartLink for Jefferson Pilot will not overwrite the Carrier Names, Product Names, Product Types, and Subaccount Names of existing carriers in SmartOffice.

Exporting Data from Jefferson Pilot

From your Jefferson Pilot system, the book of business must be exported. The export consists of text files to be used to import the data into SmartOffice.

Below are the instructions on how to retrieve your book of business from Jefferson Pilot so it can be processed at one time by SmartLink for Jefferson Pilot. Once the files are processed, move them to an archived directory; otherwise they will be processed again which is not recommended.

Export Data from Jefferson Pilot

1. Log in to the www.JPFnet.com Web site.
2. Click the **Client Administration** link from the menu on the left.
3. Click the **Client Download** link.
4. At the bottom of the page, be sure to select the item that reads **E-Z Data**. Verify the e-mail address shown as correct, and then click the **Submit** button.

    Important: Your book of business will be e-mailed to the specified e-mail address. The e-mail may take a while for it to arrive as your data takes time to compile.
5. Once the message arrives, click the link to retrieve the file that includes your book of business.
6. The File Download dialog box will open, prompting you to save the file.
7. Click the **Save** button and then select the Desktop as the destination. It will save the file as **ClientData.exe**.
8. Once the file is finished saving close all windows to return to the Desktop.
9. Double-click the **ClientData.exe** file.
10. Click the **Continue** button.
11. Click the **Yes** button to create the following directory: C:\Program Files\CDSWIN\EZLink folder.

    Note: If you have done this before, you will not be prompted for the above. Proceed to Step 13.
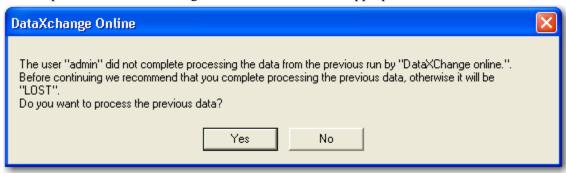12. Enter your JPF password.
13. Click the **OK** button. The files will be saved to C:\Program Files\CDSWIN\EZLink folder.

Importing Data from Jefferson Pilot

1. Once the data files have been prepared, navigate to the Home Page of SmartOffice.
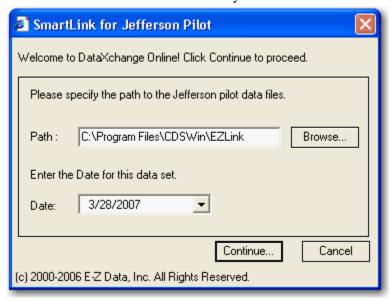2. Click the **DataXchange Online** button to display the Service List.

Note: If you are using another SmartLink adapter to import data from another data provider, such as DST FAN Mail, you might be prompted with the following message if you have NOT completed the reconciliation process. The reconciliation process consists of reconciling out of balance positions and associating unlinked accounts to the appropriate contact record.

Caution: Selecting the **No** button will result in lost data and will require manual reconciliation of positions that are out-of-balance. It is highly recommended that the **Yes** button be selected to complete the reconciliation process before proceeding with a new data set.

3. Select the **SmartLink for Jefferson Pilot** hyperlink to open the SmartLink dialog box. If the latest components for the service are not installed on the local computer, they will be downloaded and installed automatically.
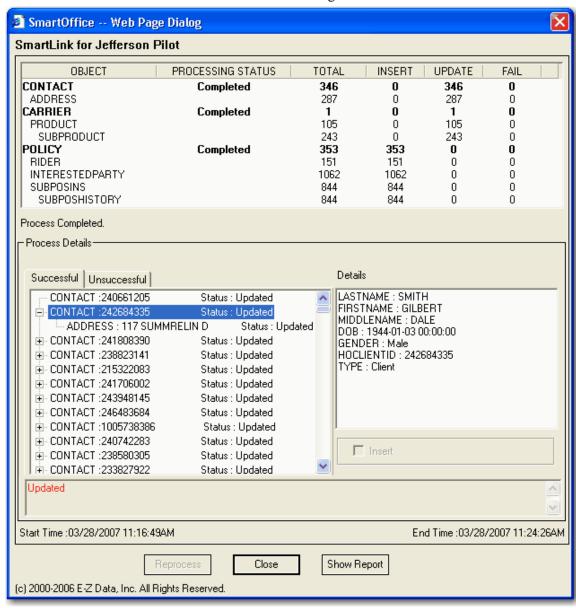

Note: All 13 text files must be present in the E-Z Link folder. Otherwise, you will receive an error. Do not zip the text files.

4. Enter the full path into the Path field or click the **Browse** button to select the E-Z Link folder location and then click the **OK** button.

5. Enter the position date of the generated data. All data will be processed with this date.

   Important: Jefferson Pilot does not provide a Position history date in the download. SmartLink for Jefferson Pilot uses the current date as the default. Use this Date field to enter the correct position history date.

6. Click the **Continue** button. The data will be evaluated and converted to the appropriate format.

    Note: If any errors occur during this stage, they will display in the Translation Error section. Please disregard these errors as they note duplicate records and will not display going forward.

7. SmartLink for Jefferson Pilot will process the data against SmartOffice. Progress can be monitored from the SmartLink for Jefferson Pilot dialog box.

8. Click the Show Report button to generate a report of everything in the SmartLink for Jefferson Pilot dialog box which includes:

- Totals of inserted, updated, and failed records (security, accounts, positions, etc.)
- Successfully processed records
- Unsuccessfully processed records

   Note: When you click the **Show Report** button, you will be prompted to save the report. Once you specify the location and name of the report and click the **Save** button the report will open.

9. Click the Close button to begin the reconciliation process. The Reconciliation Wizard will display in order to begin this process.

   Caution: You should complete reconciliation prior to processing another downloaded dataset.

10. Once the reconciliation is complete, be sure to move the dataset to another directory, such as an "E-Z Link Archive" directory. This way the dataset will not be processed again.

Reviewing Import Results

After the dataset is processed, the import results can be viewed from the SmartLink for Jefferson Pilot dialog box. The report includes what time the set of files completed processing as well as the detailed information of records successfully and unsuccessfully processed.

The dialog box includes the following details:

Column	Description
Status section in the upper section of the dialog box	
Object	Includes all of the types of records that are currently being processed by the SmartLink for Jefferson Pilot, such as Security, Price, Account, etc.
Processing Status	Notes the current status while processing the download, such as Note Started, Processing, and Completed.
Total	Notes the total number of records that were processed.
Insert	Notes the number of records created for the selected download.
Update	Notes the number of records updated.
Fail	Notes the number of records that could not be processed.
Process Details section on the bottom section of the dialog box	
Successful Tab	Lists all of the records that were successfully inserted or updated in SmartOffice.
Unsuccessful Tab	Lists all of the records that failed and requires your intervention. Although this tab will list failed records with statuses Unprocessed or Error, you will only need to focus on the records with the **Error** status. These are issues that are preventing the records from being created or updated in SmartOffice. Once these errors are corrected, all other unprocessed records will be inserted or updated in SmartOffice.

Handling Errors

Click the **Unsuccessful** tab to display the records that failed during processing. Selecting the Security or Account record that has **Status: Error** will display the error message(s) and list all records associated with the Security or Account.

Note: Since SmartLink for Jefferson Pilot will create the necessary records, such as Carriers and Contacts to process the Policy, you will rarely encounter any errors. If an error occurs, review the Unsuccessful tab to view the error, resolve it, and reprocess it.

Note: Look for the status of the error while reviewing the Unsuccessful tab. The error(s) will note the actual error message that will help to resolve the error(s).

Reprocess Resolved Errors

1. After the missing necessary data has been manually added to SmartOffice, return to SmartLink for Jefferson Pilot to reprocess the failed records.
2. Checkmark the set of data that needs to be processed again.
3. Click the **Reprocess** button for SmartLink for Jefferson Pilot to attempt to process the failed records again.

If the missing data is found on the subsequent attempt, the record will be successfully imported into SmartOffice.

Appendix: Troubleshooting Tip

If an error displays while running SmartLink for Jefferson Pilot:

Issue: Connection with the server could not be established.

Solution: Check your Internet connection and try again, or contact your administrator.

Reason: Windows Defender (formally GIANT/MS AntiSpyware) is turned on. Make sure to turn it off prior to running SmartLink for Jefferson Pilot. This will enable you to run SmartLink for Jefferson Pilot and begin processing your data. If you continue to run into this problem, contact E-Z Data technical support at (626) 585-3505.