

# Summary of Changes v5.1.3.5265 to v5.1.3.5587

# SmartOffice®



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# SmartOffice v5.1 Summary of Changes

## Build 5265 (Fall release) to Build 5587 (Winter release)

### Overview

While this update contains many detailed changes, enhancements, and fixes to many areas of SmartOffice, the objective was not to add more features to the system. A significant focus of this update was to continue to make the system easier to use by improving navigation and consistency while continuing our efforts to reduce keystrokes.

### Enhancement Highlights

- **SmartCalendar**

- Layout changes have been made for the WeekView and MonthView spreadsheets in order to display more data.
- Additions were made to the Dynamic Report category for better management reporting.
- The check participants' availability functionality has been enhanced to display more details describing busy times when scheduling an activity.

- **SmartPDA**

- The Main Menu hyperlink was added on all spreadsheets to enable easy access to the Main Menu.
- The Contact column is now the first column in the Pending Case Summary.
- The Leads Summary spreadsheet has been enhanced to better display pertinent data.

- **SmartInvestments**

- Position History and Reconciliation**

- To improve the client's experience during the reconciliation process, validation is now automatic from the Position History to Transactions.
- The Add, Delete, and Refresh Position History buttons have been removed.
- Investment Reports are now generated using the data from the Transactions tab instead of the Position History tab.
- For reconciliation, if there is no record on the Position History, that position will not be included on the Reconciliation Report as being out of balance.

## Detailed Listing of Changes

### Core System

#### Enhancements

##### General

- Table space handling has been implemented when Oracle databases are used.
- The pause and resume functionality has been implemented in Office Merge.
- A database column (BUPSTARTTIME) has been added to the SYSTEMPARAM table for backups that will store a time-stamp when the backup begins.

##### Contact

The Address dialog boxes have been realigned to accommodate workflow changes.

##### Data Migration Tools

- The ability to perform Office duplication across databases has been added.
- A new data cleanup feature has been added if any problem is encountered in any table (and the lower order tables) for any job. This functionality is required to avoid starting the job over again.
- In Special Migration, while searching for Form Letters, Filters, Dynamic Reports, or PDF Reports, sorting is now available for all Columns.

##### SmartPad

When posting e-mail messages from MS Outlook or Lotus Notes, users now have the option to specify a Keyword for the posted SmartPad entry.

#### Fixes

##### General

- More hard-coded text strings have been replaced with string variables. As always, this facilitates text string management.
- Problematic code for a module no longer offered has been disabled.
- Access to the non-functional Call Center module has been removed.
- SmartDialer can now only be installed from the Installations menu.
- Certain hard-coded text strings have been identified and removed to further support foreign languages.
- An internal Insert/Update Failed error has been corrected.

##### Contact

- The script error when the Split Address button is selected in the Quick Add for Business dialog box has been corrected.
- An Insert/Update error when copying a Business Address from a Business to an Individual Contact has been corrected.
- The error occurring while converting a contact from an Individual to a Business and vice-versa with key relations attached has been resolved.

##### Contact Merge

An error involving the Issued/Risk Class during a product merge has been corrected. The issue occurred when merging two products. The Issued Class column from the policy linked to the Source Product was not being transferred properly if the same Class List was set up between the two products.

## Data Migration

- PDF report migration during Special Migration has been corrected.
- The Created On and Modified On fields are now included for the Search List in Special Migration (Filters, Dynamic Reports, and PDF Reports). Previously these were available only for Form Letters.
- The date format was corrected to "mm/dd/yyyy" for all Special Migration options.

## Data Import

The issue of Advisor records not importing if a date field is mapped to that record type has been corrected.

## Dynamic Reports

Dynamic Reports based upon the Activity Participant table now work in Enterprise View mode.

## Spreadsheets

The Print Spreadsheet issue with the display of certain Column Attributes has been corrected. Previously, when the Total and/or Subtotal were selected, they would shift leftward in the display when the Print Spreadsheet button was selected, and the Minimum and Maximum columns would not output to PDF format.

## SmartPad

- A SmartPad Alerts issue when Security is enabled for an office has been addressed. When a SmartPad record is created and the Send as Alert button is selected, the list of users now includes any other user who has either an assignment to the contact, or proxies for a user with assignment to the contact.
- A SmartPad-related Fail to Load Object error has been corrected.

## Mass Correspondence

Contacts that are not permanently deleted no longer display in the Mass Correspondence lists to receive a letter when using a set.

## Framework

### Enhancements

- A column for backups was added that records a time-stamp when the backup begins.
- The private run-time filter to delete contacts from a database query was changed so that deleted contacts are removed by SQL instead of Java code.

### Fixes

- An issue on editable spreadsheets when the Add feature is disabled that enabled users to inline add by pressing the TAB key has been corrected.
- Code related to an unreleased module was commented out as it was causing issues.
- The connection leak when a certain application program interface is used to call stored procedures (for example, getPKValue) resulting in the loss of connection has been corrected. This issue only applies to WebSphere or WebLogic deployments.

## SmartSecurity

### Fixes

An internal "Failed to load form" error has been corrected.

# SmartCalendar

## Enhancements

### Calendar Views

- The new Maximize/Restore the Component button has been added to the MonthView spreadsheet to display details of an activity in the default window mode.
- The mode that was previously selected in a session is now restored in the calendar views.

### Dynamic Reports

- The new Activity Participants for Advisors category has been implemented in Dynamic Reports.
- The Dynamic Report Start Date column has been renamed to Activity Date for more effective reporting.

### Check Participants' Availability

- The busy red slot in the Check Participant's Availability dialog box, when selected, now opens the Activity Detail dialog box and displays information about the participant's schedule at that time.
- The default Start Time and End Time in the Time Range section of the Check Availability Options has been changed to 7:00AM and 11:00PM.
- The Date Picker button is now available in the End Date field for defining the date ranges for checking the availability of participants.

### Fixes

- The Contact Detail and Activity Detail dialog boxes that opened from the Activity Reminder Summary are now editable.
- The Show Time As value in the Activity Detail dialog box now defaults to Busy when changing an untimed activity to a timed activity.
- The error that displayed while deleting a User Group (that is also a participant of an activity) has been corrected.

## Crystal Reports

### Fixes

Cost now displays in investment reports for all accounts when the Roll-up option is designated as either "Roll up only current value" or "Roll up everything."



## SmartPDA

### Enhancements

- The Main Menu hyperlink is now displayed at the top and bottom of all pages for easy access to the Main Menu.
- In the Pending Case Summary, the Contact column is now displayed as the first column to enable better sorting of data.
- For a leads coordinator, the Leads Summary will now display only those leads that have an Unassigned status; however, for a Leads Advisor, only those leads that have an Unaccepted status will display.
- The SmartPDA logo now displays at the top of the login screen.
- A Date drop-down field was implemented for all date fields.
- Newly created activities now display in the Calendar View instead of on the Calendar Detail screen.
- Three drop-down fields are now available for every time field, the first for the hour, the second for the minutes, and the third for AM/PM. The intervals are in five-minute increments.

### Fixes

- The messages displayed in the Message Center Summary on the SmartPDA now display all SmartOffice messages properly.
- The issue when marking a phone number of a contact as Primary or Preferred has been corrected.
- Calendar activities are now listed from earliest to latest.
- When adding a new Calendar Activity, data will no longer be lost, instead a warning message will display explaining why the data could not be saved. The user can then modify the data accordingly and save the activity.

## SmartPolicies

### Fixes

- Data Validation for an Office is now correctly calculating the issue age on Policies.
- Posting to Policy Notes is performed when the Type, Plan Name, Status, and Policy Number is changed. Previously, policy notes were being duplicated upon any change of the information on the Detail and Benefits tabs.
- When a case has all requirements on the Underwriting tab with the status of Received GA and then a requirement on the POS tab is marked as Received GA, the status of the Policy changing to All UW Requirements In has been corrected.
- The Current Value column label in the Annuity table has been changed to Current Annuity Value.
- When activating Mass Correspondence from the Global Individual Policy Summary, the purpose now defaults to the Policy Servicing Related category instead of the PCM UW Category.

# SmartCaseManager

## Enhancements

- The Await Approval workflow has been enhanced; now the user has the option of generating the Await Approval workflow if all requirements are completed, or if they have the completed date. It is no longer required to specify who the Required Of is for each of the requirements.
- Adding a new requirement to a Case that is marked “All UW Requirements In” will now change the case status back to what it was initially and change the Await Approval Requirement to “Carrier Cancelled” or what was designated in the Await Approval workflow. The cancelled Await Approval requirement will remain in the Underwriting Requirement Summary for reporting.
- A Non-DB column “Await Approval Days” has been added. It calculates the amount of time between the first Cancelled-Await Approval requirement and the final Completed-Await Approval.
- The Requirement Description field size has been increased to 1024 characters instead of 255.
- System Filters such as Interested Parties, Policy Notes, etc. have been added to the Dynamic Reports for the PCM, Policy, GBM, and Advisor – Producer/Broker categories.
- In the Policy History Status Summary, once the Stage Date has been set, it will not be further updated automatically by change of linked status. If the agency wants to change the dates manually for whatever reason, they should certainly be able to do so, but once a date has been set, the system will not change it.

## Fixes

- In Enterprise View: On, when adding/modifying a case, the user is now able to view the Advisors/Agencies related to where the case belongs, not from all offices. Prior to the correction, it displayed all of the advisors from different offices in the hierarchy.
- When sending the E-mail Case Status to all Advisors for all Pending Cases, a note is posted to the Advisor’s SmartPad if the Advisor received an e-mail message. Previously, it posted a note even if the Advisor did not receive an e-mail message.
- When sending the E-mail Case Status with the Underwriting\_All Stage, the Report Status is now generated successfully for sent e-mail.
- In Enterprise View: On, when running the Category Pending Case – Status History Dynamic Report, all relevant data now displays. Information is no longer missing.
- When adding a pending case for a System-level carrier, the application now searches for the default follow-up days from the System Office as the carrier is on the System-level. Previously, it received the follow-up days from the logged-in office.
- On the Underwriting/Delivery tab, when changing the Follow-Up Date, Status Date, or Completed Date, the Required Of field is no longer set to blank.
- When selecting multiple advisors in the Advisor Information section of the second PCM Add dialog box, Advisor Names are now consistently displayed in a last name/first name format.
- The Issue Age is no longer displayed as blank for the Insured of an Informal Application Child Case as long as the insured has a date of birth (DOB) entered.
- The Advisor option has been removed from the Contact Role dialog box when performing Mass Correspondence from the Pending Case Summary.
- When adding a Pending Case, if the Case Manager is modified and the Replacement option is selected, then for the automatically added Replacement Form requirement on the Underwriting tab, the Requirement Manager is set to the changed Case Manager instead of the previously selected user.

- On the Global Follow-up spreadsheet, clicking the **Next Day** button now displays the Follow-up Day in synchronization with the Follow-up Date.

## **Advisor/Agency**

### **Enhancements**

- When adding a Policy/Pending Case, if the Primary Advisor is a SmartView for Advisor user, the user will be automatically added to the User Assignment of the Primary Contact. This is required for SmartView for Advisor users; otherwise, manual assignments must be made for every contact.
- SmartView for Advisors users now have the option of leveraging the Production Dashboard. The Production Dashboard role must be turned on from User Management to access this functionality.

### **Fixes**

- On the Set Members tab of an Advisor/Agency set, when searching for an Advisor by providing the Last Name/First Name, the Failed to Load error is no longer displayed.
- The Advisor Add'l Info, Agency Basic Info, and Supervisor Basic Info tables are now available for the Advisor – Contract and CTM – Advisor Commission Report Dynamic Report categories.
- When running a report for any of the Advisor categories and selecting multiple records to perform mass correspondence, the text is now populated in the letter preview.
- The E-mail Privacy column is now displayed on the Advisor/Agency Summary.
- The Production Dashboard is now displayed when navigating from the Advisor Personal tab to the Production tab and then back to the Personal tab.
- The Reload button now functions when a different advisor is selected from the Advisor hierarchy and the Reload button is then selected.
- Age Calculations on the Proposal Tracking tab of an Advisor are now correct.
- When the agency and the broker dealer are the same, the agency is available for selection and is now displayed in the Broker Dealer section.

## **SmartInvestments**

### **Enhancements**

#### **Data Provider**

Knowing which data provider the data came from helps tremendously with the reconciliation process. Therefore, a new Data Provider field has been added on the Account Detail tab below the Source of Data field for this purpose.

### **Fixes**

#### **SmartView for Clients**

A fix has been made to SmartView for Clients so that it will no longer erroneously display the Personal Holdings label on a client's first account that does not have a personal holding investment.

#### **Data Update**

The system will no longer update the Position Detail unless the roll up option is set to Roll Up Everything.

## Security Master

When a Variable Annuity is deleted in the Security Master, all of the previously linked subaccounts are now also deleted from the database.

## SmartCommissions

### Enhancements

- The amount paid to the Advisor can be modified during batch processing if an error is found. The user can now manually change the amount to be paid to any given advisor transaction by transaction.
- When a policy is moved to a Lapsed status, the user is prompted to move all open commission transactions to Closed. If the policy is reopened, the user is now prompted to either project commissions, or simply move the closed transactions back to an Open status.
- A Calculate Commission button for rate-based projections has been added to the Speed Receipt entry function.
- The expected Commission Summary records can now be modified through an editable spreadsheet.
- The e-mail functionality of the commission statements has been enhanced to enable the modification of the header.
- The Mass Assignment of Contracts utility now enables a large number of advisors to be assigned to a given contract at the same time.

### Fixes

- The original net expected amount was previously being duplicated in system-generated transactions for Create Balance Due and Modify Advisor Commissions. The original net expected amount is now changed to zero if the system is generating the transactions to keep from overstating the total original net expected amount.
- The change supervisor logic has been modified to restrict the assignment of a new contract to the same carrier as was identified by the old contract.
- Now within the PCM or Policy areas, if the user changes the modal premium, policy effective date, advisor, or advisor contract, the system will prompt to recalculate the commission records.
- The chargeback feature now creates a negative premium within the transaction.
- Speed Receipt Entry - Commission Data records can now be saved through editable spreadsheets, as the system does not prompt to enter values in read-only fields. These read-only fields were previously derived from the SRE Detail section and were not related to the commission data record.
- Previously, when too many records were being retrieved while creating a Carrier Posting, the processing took too long, causing Apache to hang. Now a Progress Bar has been introduced to maintain the client-server interaction and the process no longer halts.

## SmartOpportunities

### Fixes

- The SmartPad of a Contact is now being displayed with a Contact only, even if the Contact ID matches with the Opportunity ID of another contact.
- From the Opportunity Activity Outcome, whenever the Open Calendar Activity option is selected and the Next Action On field is blank, the Activity Detail will display today's date in the Start Date/Time field as well as Untimed.
- In the Opportunity Activity Outcome, the Next Action On option will now display today's date by default and will no longer be removed when switching between the Appointment Made, Call Back, and Agreed to Keep in Touch options.
- The Confirmation dialog box will no longer be displayed after selecting the Open Calendar Activity option from the Opportunity Activity Outcome.
- The default Activity Type will now be 'Appointment' if 'Appointment Made' is selected in the Opportunity Activity Outcome and Open Calendar Activity is selected as well.
- The default Activity Type will now be 'Call' if 'Call Back' is selected in the Opportunity Activity Outcome and Open Calendar Activity is selected as well.
- The Change Stage To field of the Opportunity Activity Outcome now displays the current stage name of the Opportunity.
- When the Appointment Made, Call Back, Reschedule, or Agreed to Keep in Touch options are selected from the Activity Outcome dialog box, the Open Calendar Activity option is now automatically selected. However, if the user selects any other options (e.g., Not Interested, Sales Made, etc.), the Open Calendar Activity option will not be selected.

## SmartWholesaler

### Fixes

On the Request/Requirement tab of a Distributor, now the request/requirements specific to the tagged Distributor record are shown, not the requests/requirements of other Distributors.

## SmartRecruiting

### Enhancements

- The deletion of records is no longer allowed from the following spreadsheets of RTM Setup: Stage, Interviews, Actions, Licenses, Curriculum, and Positions.
- New columns for the Custom Sort in Dynamic Reports for RTM have been added.
- The row cursor selection on a stage refreshes the Interview tab and displays corresponding data in the Interviews and Actions sections.
- A Send Mail button has been added to the Action section in the Interview/Action tab of a candidate that is to be used either for actions that have attached documents, or for those that have the URL specified. This functionality enables the user to send one or more documents to the candidate directly from the Action section toolbar. Simply tag the appropriate actions and then click the **Send Mail** button; the attached documents will be sent directly to the preferred e-mail address specified for the candidate.
- Start Date fields were added in the Stage, Interview, and Action Detail dialog boxes of a candidate.
- A Mark Done button has been added on the Stage, Interviews, and Action sections of the Interview/Action tab of a candidate.
- A Convert to Candidate button has been added on the Individual Contact Summary spreadsheet and on the tabs specific to Individual contacts.

- A Convert to Contact button has been added on the Candidate Summary and all tabs.
- The Evaluator field of an Action has been renamed to Assigned To.
- All activities created for actions now display as Untimed - To Do activities on the SmartOffice calendar.
- The Mass Action Assignment button has been added to the Action section in the Interview tab of the candidate.
- Follow up activity and reason can now be added when a contact is rejected or converted to a candidate. The specific reason is logged in the SmartPad of the rejected or converted candidate.
- All of the active activities of a rejected candidate or a candidate that was converted to a contact are now marked as Discontinued.
- The logic for a Nominator search for How Secured has changed. The Individual Contact search now opens for every Nominator.
- The Relationship spreadsheet on page 3 of the Position Setup Wizard is now editable. It opens a new window where ONLY the goal field is editable. The Goal field (in days) can be set for completing a particular stage.
- A Goal column has been added to the Stage section of the Interview/Action tab of a candidate.
- The workflow for COI has changed so that two fields are now displayed when COI is selected as How Secured. One field is the Nominator that opens the Individual Contact list and the other is COI Interviews, which is a date field. This is reflected in the Monthly and Yearly reports.

## Fixes

- Proper ToolTips were added for the RTM categories in Dynamic Reports.
- Clicking the Save & New button from the Add dialog box of a candidate no longer displays an unnecessary message.
- A script error no longer displays when editing a Position from the Upper/System office.
- While in Edit mode on the Candidate Detail tab, clicking the hyperlink of an already populated Nominator for an Agent Referral displayed the “No matching record found” message and the Nominator hyperlink for the same was disabled in read-only mode. These issues have been corrected.
- The Activity Outcome and Activity Log buttons now display in the Candidate record.
- The Candidate Detail tab, when accessed from the DayView, no longer opens as a Contact Detail tab.
- The Invalid Office ID error message no longer displays when the first column hyperlink of a Curriculum and License was selected on Step 4 of 4 of the Position Setup Wizard of a System/Parent Office position.
- The Candidate Summary now displays only candidate-specific tabs when a candidate is deleted from the Detail tab.
- The issue when marking a stage using the Mark Done button for a candidate with a status of Candidate or Precontractee resulting in a change of status to a Potential candidate has been corrected.
- The issue when selecting the Mark Done button on the Interview/Action tab of a candidate displaying a Failed to Load Object error has been corrected.

## SmartMail

### Fixes

Even when a user logs out of one office and logs in to another, they are now able to search for child office contacts when composing e-mail.

## SmartLink for Outlook

### Fixes

- Skipped activities will no longer be placed in the SkippedRecords.log file. Instead, they are shown in the Sync report in the Records Not Synchronized section. These records are now added to SmartOffice with a "Skipped Record" subject.
- Contact Records with an invalid notes field will no longer be placed in the SkippedRecords.log file. Instead, they are now shown in the Sync report in the Records Not Synchronized section. These records are now added to SmartOffice with the Remarks field on the Add'l Personal tab containing the "Skipped Record" text.

## SmartMail for Outlook

### Fixes

- The SmartMail toolbar button in MS Outlook now retains its last-saved position, and will no longer default to the left of the toolbar.
- The user can now search for and post to contacts belonging to a child office.
- When posting e-mail, the option to specify a Keyword on the Posting user interface for the posted SmartPad entry is now available.

## SmartLink for Lotus Notes

### Fixes

- Skipped activities will no longer be placed in the SkippedRecords.log file. Instead, they are shown in the Sync report in the Records Not Synchronized section. These records are now added to SmartOffice with a "Skipped Record" subject.
- Contact Records with an invalid notes field are no longer placed in the SkippedRecords.log file. Instead, they are now shown in the Sync report in the Records Not Synchronized section. These records will be added to SmartOffice with the Remarks field on the Add'l Personal tab containing the "Skipped Record" text.

## SmartMail for Lotus Notes

### Fixes

- Users are now able to search for and post to contacts belonging to a child office.
- If a user searches for a contact and also for a pending case for the same contact, upon posting the e-mail, only one entry for the posted e-mail will display in the contact's SmartPad.
- When posting e-mail, the user now has the option to specify a Keyword on the Posting user interface for the posted SmartPad entry.

## SmartIntegrator

### Fixes

- SmartDialer will no longer be installed automatically. If a user attempts to use the SmartDialer feature and it is not installed, they will be prompted to install SmartDialer.
- The SmartIntegrator Web service redirect is now deactivated by default.

## DataXchange Pending Case, Service Provider Interface

### Enhancements

- A change was made in the Service Provider Interface for Portamedic:
  1. For an attachment, a file name with a total of 12 characters is used, an eight-character name + period + three character extension.
  2. The recognized file formats for the attachments have the following extensions: tif, pdf, doc, bmp, and jpg.

### Fixes

- A Failed to load object [DexTBHandler] error was corrected.
- The NAILBA download was corrected to process the Approval Basis data into the HOINTERESTPARTY table for the Insured record just as it does in the ACORD pending case download.
- The processing of data into the NAILBA 800 file, \$A record, position 9-13 was corrected to be the Service Provider ID (1st 5 positions of the Network ID). Currently, the value being inserted is "CL999" which is the first 5 characters of the DEXAGENT\_UserName column.