Client Data System®

Progress Guide

New changes when upgrading from Version 4.1.1 to 4.3

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Introduction

This Progress Guide provides a brief outline of the various enhancements and changes that have been made to E-Z Data, Inc.'s Client Data System (CDS) for version 4.3. This list represents just improvements since version 4.2.1. For more information on improvements from a previous version of CDS to version 4.2.1, please see the appropriate guide.

E-Z Data employs the most resourceful tools available to achieve CDS's high performance. The program uses the most powerful and effective development language (Microsoft Visual C++) as well as the most robust database management system available—Sybase Adaptive Server Anywhere 7.0.

More than fifteen years of leadership in client management software has resulted in innovative functionality that cannot be found in other programs. The unique SmartPad™, Letter Log, Sets, and valuable Dynamic Reports are industry-specific tools that will increase the effectiveness of your office. CDS makes accessing information, entering data and navigating through the system smooth and efficient. For more information on the system, please visit the E-Z Data, Inc. web site, www.ez-data.com.

Installation Updates

- The scripts for the 4.x to 4.3 Upgrade have been updated to ensure a smooth transition between versions.
- The installation program has been upgraded to the latest version to ensure superior reliability.
- The installation program now runs a utility to review the stability of a user database before an upgrade. The installation program ensures that backup copies of all databases are made.
- All catalog files have been reviewed and updated to ensure continuity with previous 4.x database structures.

Base System Updates

Laser App Integration

- Support for this popular application has now been incorporated into Client Data System. An additional licensing fee is required for access to this component.

Dynamic Reports

The following Dynamic Reports have been updated to ensure proper functionality:

- Business Phone and Web Site Report
- Client Report – Business Numbers
- Client Phone Report– Business Numbers
- Client Phone Report- Preferred Phone
- Client Phone Report- Simple
- Business w/o Inforce Dental Coverage Report
- Business w/o Inforce Life and Retirement Coverage Report
- Business w/o Inforce Life or AD&D Coverage Report
- Business w/o Inforce LTC, LTD and STD Coverage Report
- Business w/o Inforce Medical Coverage Report
- Business w/o Inforce Vision Coverage Report
- Insurance Vendors Report
- Investment Balance Sheet – Bank Format
- Investment Balance Sheet – Investment Style
- Underwriting Requirements Report
- New Report: Mandatory IRA Distributions

Filters

- The System Filter logic has been strengthened to ensure consistency between searches.
- The Married Male Clients Over 42 Filter has been updated to allow for multiple ages. When upgrading, this filter is not overwritten to protect any customizations performed by the user.

Spreadsheets

- Every spreadsheet in the database has been updated for consistency throughout the application.
- Summary lists are now updated appropriately after validation, correcting an issue with deleted addresses still displaying.

Miscellaneous Issues

- Custom Column Descriptions and Field Help are no longer eliminated during the upgrade process.
- Significant portions of the application text have been edited for clarity.
- Updates to a contact's address or phone number now prompt the user to change the address of all Family Key Relations, not just Dependents.
- All duplicate foreign keys have been removed from the EZDATA.DB file.
- The SIC field label has been changed to NAICS to conform to industry standards.
- The data type is changed from smallint to varchar(30) to conform to standards in SmartOffice.
- The Business Address merge code has been modified to remove the Business Name.
- The Policy Detail Report has been corrected to include all appropriate results instead of only listing the first client used in a CDS session.
- The All Phone and All Addresses column options have been added to the Business table.
- The Policy List has been modified to accommodate more versatile filtering options.
- Choice lists are now in alphabetical order, as appropriate.
- The Import/Export definition utility has been updated to allow for more flexibility, to improve the interface and allow for immediate customization.
- The E-Z Open feature has been removed due to its use of redundant functionality.
- Omitted total and subtotal fields have been restored.
- Subtotal calculations have been optimized.
- Adjusting the column width no longer duplicate the total field.

- The Transaction report has been streamlined to populate properly due to specific selection criteria has been fixed.
- The Key Relations Tab on the Business table has been expanded to display several new columns.
- A fix for when cost value disappears from several places when investment data is validated. This happens for positions that contain certain adjust transactions in conjunction with Misc. transactions
- An Unassigned contact report has been created.
- The merge “code &fax” is now case sensitive.
- Periods have been added to the Title drop-down list.
- Addresses are now displayed properly on envelopes.
- In the agent payout area, flat rates on the first year and renewal are now being calculated.
- The Yahoo Stock Quotes formatting has been corrected. Please note that this feature is subject to design changes made by Yahoo.
- The ZIP Code index was updated to reflect the most recent changes by the U.S. Postal Service.
- SmartPad button text has been corrected in a number of places.

Module Updates

Agent Module

- The new Agency Name field has been added to the Agent Detail tab. This field can be linked to a business record. If an agent record called “Agency” is linked to a business record, then the business name is reflected in the commission reports instead of the name “Agency”.
- The new Office Supervisor field has been added to the Agent Detail tab. This field is also used in the newly added Annualized Premium Summary report in the Pending Case Management section.
- E-mail functionality is now available from the Agent Detail tab.

Calendar Module

- The Activity Detail tab layout has been enhanced with new fields: Subject and Unit for Alarm.
- New choices have been added for the Type and the Keyword fields.
- The Subject field shows on an Activity Summary. If there is nothing in the Subject field, the contents of the Reason field are shown.
- The Snooze dialog box has been enhanced to show the complete Reason and Subject fields of the activity. The user can now also select the snooze time and unit for the time.
- The Activity module is now fully integrated with Microsoft Office Outlook.

- The attendees, contacts and participants in Microsoft Office Outlook are visible from the Activity Detail tab in CDS.
- When creating Mass Activities based on a set, the reason of the activity can now be cut and pasted into the Activity dialog box.
- Optimization of Important Dates Posting functionality.

Carrier Insurance Module (Vendor Insurance)

- New columns have been added to the Carrier Insurance Module to show all addresses, all phones and all e-mail messages for the selected carrier.
- The Carrier Summary has been optimized for performance.
- A new Policy Statistics Report button has been added to the Carrier Summary to generate a report for a selected carrier. The Policy Statistics Report can be for a particular type of policy or for all policies.
- A new button has been added on the Class List (formally the Risk Class section) to enable the user to copy the list of Risk Classes to all the products linked to that Carrier.
- Multiple addresses and e-mail addresses can now be added to a Carrier record.
- A new tab called PCM Options has been added to the Carrier module. This tab has information specific to handling PCM cases for that Carrier.
- The PCM Options tab includes two sections additional sections. The first section allows for the calculation of underwritten face amounts based on a certain type of policies or all carriers. The other section allows the user to specify the conditional receipt for a case for that carrier (i.e., cash received over a certain amount).
- The Requirement and Underwriting Guideline lists are now part of the PCM options list instead of menu options.

Commission Tracking Module

- All Commission Tracking Module buttons are now properly defined throughout the module.
- A security issue that allowed all users to run Commission Reports has been addressed.
- The process for creating Commission Records and Report has been optimized.
- The Commission Production Summary report has been added.
- The Rider records in the Policy and PCM modules have been enhanced for interaction with the Commission Tracking Module.
- The Related Agent List layout has been enhanced for better view of the agent commission hierarchy.
- The Related Agent List on the PCM and Policy modules has been enhanced to allow the user to assign a payout or change a payout without having to modify the record.

- Changing the payout of a related policy agent record now refreshes the hierarchy for that agent record.
- The user is prompted to create a commission records if it was not created when the related agent list is exited.
- The Commission Schedule Detail in the Product module has been enhanced for the user to amend the commission schedule bandings.
- Three copy tools have been added to the Product Module section namely (Copy Standard Payout Schedules, Copy Commission Schedules, Copy Agent Payout Schedules).
- The Copy Standard Payout tool would allows the user to copy the standard payouts from a particular product to a list of tagged products.
- The Copy Commission Schedules tool allows the user to copy the commission schedules setup for a particular product to a list of tagged products.
- The Copy Agent Payout Schedules tool allows the user to copy the agent payouts setup for a particular product to a list of tagged products.
- A new button on the Agent Payout Summary in the Product module allows the user to copy the payouts to a set of selected agents.
- The Commission Parameters section in the Production Detail tab of the Carrier Insurance module has been enhanced to add a new field called Posting Record Display. This field allows the user to specify the start date for the commission due records that appear when posting a commission check.
- The new Schedule List by Vendor (Unassigned to Policy) menu option has been added, which allows the user to list all the schedules that have not been assigned to policies in order for maintenance.
- The Commission Posting option has been enhanced to allow the user to also post advance payments.
- A new field called Date of Payment has been added to track advance payments in both posting and reporting.
- A new button has been added to the Posting Summary to allow the user to see the current month's records that are due or records in a particular date range for ease of reconciliation.
- The posting process has been optimized for performance.
- The Commission Reporting interface has been enhanced to allow the user to print reports on either Payment Date or Commission Due Date or both dates. This allows for easier printing of advance payment records.
- The new Assign/Modify Commission Schedule button allows a user to attach or change schedules for riders without having to modify the rider record.
- The Underwriting Requirements scrollbar has been corrected to work properly.
- The Mass Payout Schedule & Supervisor Payout fields now populate correctly.
- The Supervisor Commission percentage that is calculated after creating standard payouts has been corrected to eliminate erroneous increases.

- All filters have been reviewed and optimized.
- Policy Fees are now updated correctly when changing from one mode to another.
- The order of the Policy Creation dialog boxes has been corrected.
- The Column Names for the Renewal Years in the Standard Payout Summary have been improved.
- A Vendor search can now be conducted in existing databases.

E-mail Interfaces

- An Outlook Calendar Sync plug-in component has been incorporated into CDS.
- The existing Outlook Email Sync plug-in component has been optimized to improve performance with Outlook 2003.
- A Lotus Notes E-mail Sync plug-in has been incorporated into CDS. Professional services are required for integration with corporate e-mail systems.
- The Email spreadsheet has been updated to ensure that users without the appropriate security level cannot modify information.
- The SmartPad has been updated to allow users to view the original date of an email message instead of the date it was posted to a client's SmartPad.

E-Z Mobile Module

- Business Records can now be transferred from CDS to a PDA.
- To Do's and timed activities are now in separate sections of the application.
- 5 views are now available: To do, DayView. WeekView, MonthView, AgendaView (timed and non-timed activities).
- Additional Scroll functions (jog dial, 5 way navigator) have been added.
- All addresses are copied to the PDA, not just the preferred addresses.
- The A-Z selection has been added to the Find Contact window.
- The ability to create activities not linked to a contact.

Investment Module

- 529 Plan option added to the How Held field.
- All investment reports have been updated to display cents for all monetary columns.
- Added an **old Symbol/CUSIP** table to support DSI interface actions.
- Addressed the issue where validating the Investment under the Detail tab (or any other tabs than Summary tab) will only validate the current investment and not prompt the user to validate the tagged record.
- Users are no longer required to switch tabs to update validated Liabilities.

- The Liabilities tab has been renamed to All Liabilities when the All tab is selected. When different vertical tabs (i.e.. MF, RE, etc) are displayed, the tab will remain as 'Liabilities' since the Liabilities will be linked to the currently selected Invest/Position.
- When creating a new investment, entering the Symbol information (using the Symbol Search button), no longer disables the Save button. More information needs to be entered to enable the Save button.
- Modifying a liability when the vertical All tab is selected no longer changes the contact linked to the Liabilities to a different contact.
- Investment liabilities were modified to address the following situation: if an investment record does not have any Liabilities but has a Loan Amount, when user running Invest validation, the loan amount was removed. This presented an issue for some users because a conversion program might insert the Loan Amount values. This logic has been revised not to delete the Loan Amount if there are no Liabilities during validation. If there are Liabilities and the user deletes the last Liability (from CDS, not conversion program), the Loan Amount will be reset to 0.
- Addressed issue in the Security Master where if user made any changes in the Detail screen, saving the Security would prompt the user to validate the Investments that are linked to the security. This validation was different than the validation done from the menu (validation done in Summary and Detail screens). This validation is now uniform with the other validations.
- Users can now filter investment records to follow the setting in the User Profile's Policy/Investment options. From the All tab, clearing the selection of 'Mutual Fund' in the User Profile removes Mutual Fund investments from All Summary.
- When displaying the All tab, the Investment records now display based on the selected Investment type in User Profile.

Pending Case Module

- Letter writing is now available from the Policy Relationship section. Letters can be e-mailed or generated for mailing to any of the related parties of the policy.
- The Underwriting Requirement section of a record now has a Requirement Status History section.
- An underwriting requirement can be now linked to both a doctor and a facility at the same time.
- An underwriting requirement can now have a status while also being assigned to a particular entity (e.g., Doctor, Hospital, Advisor).
- The Underwriting Requirement Detail tab has optimized for easier viewing.
- The Modify Requirement Status section has been enhanced to enable the user to mass modify the **Status**, **Required of** and **Status Date** fields of the underwriting requirements.
- The Delivery Requirement section now has a wizard to leads the user through the process to add delivery requirements.

- The Delivery Requirements are now classified in these categories: Amendment, Await Policy, Basic, Forms and other types of requirements.
- The Delivery Requirements now have a Status History section to keep track of the Status on the requirement.
- The Final Decision field on the Delivery Requirement Detail tab has been enhanced to have table rating-related choices.
- The Rider button on the PCM summary now blinks if a rider is present in the PCM case.
- A Miscellaneous section has been added to the PCM module for the user to track the extra that needs to be transferred to the Policy module when the case is Inforce.
- The UNDREQ, DECREQ, and the UNDREQ Stat history columns have been updated to accommodate code changes in PCM.

Policy Module

- The Policy Detail tab no longer has the agents as a drop-down field in order to allow for faster loading of the form.
- The Rider section on the Policy module has been enhanced to pre-populate the rider product information when a rider product is selected.

Product Insurance Module

- Rider products now show up on a Product Summary in red.
- The new Policy Statistics Report button has been added on the Product Summary spreadsheet. This report can be expressed as a Bar Graph or a Pie Chart.
- For Commission Tracking Module users, a number of new copy tools are available.
- When saving a product, the user is now prompted to select the available risk classes for the product.