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Introduction

The Product module is used to store detailed information on Products, Underwriting Guidelines, State Availability and associated Riders.

The Product module consists of the following sections:

- Summary
- Detail
- Subaccounts (this tab is available only for Variable Life and Variable Annuity product types.)
  - Summary
  - Detail
  - Ind. Policy (Individual Policy)
  - Price History
- State Availability
- Underwriting Guidelines
- Ind. Policy (Individual Policy)
- Rider Assignment
- Custom

User Roles/Licenses for the Product Module

- On the User Roles/Licenses tab, select **Policy Tracking** in the SmartPolicies/SmartInvestments section.

Accessing the Product Module

- From the Quick Add/Search section, select **Individual Product** from the drop-down list and then click the **Go** button.
- Select **Product – Individual Search** from the **Policy/PCM Setup** menu.
- Select the **Product Name** from the **Title** while in the Policy module.
- Select the **Product Name** from the **Title** while in the PCM (Pending Case Management) module.
- From the Carrier Module, under the **Product** tab.
Product Search

Select Product – Individual Search from the Policy/PCM Setup menu to open the Search Individual Insurance Products dialog box.

- Click the Search button without entering any search criteria to display the Summary.
- Enter a Product Name, Carrier, Plan Type, Product Code, Insurance Type, or Product Status to display the spreadsheet for the specified criteria.
- Use a Filter to display a list of Products matching the search criteria.

Summary Tab

Select multiple products by marking the check boxes next to the product record(s). System Office Products are highlighted in blue.
Notes Button

To display the record notes for a product, select the Notes button. The Record Notes for the Individual Product spreadsheet lists all notes added for the product. The Notes button has been added to the main toolbar for all Product module tabs. Note that the Notes button is not available on the Custom tab.

![Record Notes for Individual Product](image)

Adding Notes

To add notes, select the Add Notes button from the Product specific toolbar or select Add button in the Record Notes dialog box.

![Record Notes for Individual Product](image)

Product Policy Statistics Button

Select the Product Policy Statistics button to display information on the selected Product’s policies. This button can also be accessed from the Detail tab.

![Policy Statistics by Product](image)
Detail Tab

Select a record from the Product Summary tab to open the Detail tab. Product-specific information such as Product Information, Risk Class List, Product Fee Summary, Modal Fee Information, Product Validity Parameters, Product Options and Remarks are entered here.

Product Information Section

The Product Information section is used to track information such as Product Name, Code, Insurance Type, Carrier and Age Calculation. The product’s default method of Age Calculation is used for the Issue Age of a policy and is used when automatically populating requirements for a pending case or policy. If Age Calculation is undefined then the field is populated from the Carrier module information.
With a blank Carrier field, click the **Carrier** hyperlink to add a new listing.

![Carrier Link Image]

Once selected, you can then display and modify the Carrier’s record by clicking on the **Carrier** hyperlink.

**Class List Section**

The Class List section tracks the Risk Classes that are available for a Product. When adding Classes to a new product, choose from those created in the Carrier module for that specific Carrier. On the Carrier level, the classes available can be modified, added to or deleted as needed.

![Class List Image]

Click the **Add** button to add a product-specific Risk Class.

**Options Section**

Note that the Calculate Benefit, Calculate Cash and Variable Product fields are not available for Rider Products. A Rider is an amendment to a policy that adds or deletes coverage. A Rider can originate from a Rider Product in the same way a policy originates from a Product; however, it is not mandatory to select a Rider Product when adding a rider. If a Product is a Rider Product, select the **Rider** option; otherwise, select the **Product** option.

If **Calculate Benefit** is selected, the program will automatically calculate the Net Death Benefit and Total Death Benefit fields for the Product’s policies in the Policy module. If **Calculate Cash** is selected, the program will automatically calculate the Cash Value and Cash Surrender Value fields for the Product’s policies in the Policy module. If these options are not selected, the data can be manually entered. Please note that only Life Products have these options.

If **Variable Product** is selected, then the Subaccount tab becomes available for the Product in the Product module and for the Product’s policies in the Policy module.

If the **HIPAA Protected** option is selected, then the Product is identified as a HIPAA Protected Product. The HIPAA validation flag at the contact level is automatically set when the current contact is Insured on the HIPAA protected policy.
If the **Second Insured** option is selected, then the selected Product is identified as a Second Insured Product. The Second Insured field becomes available in the Roles section while adding a Policy or Pending Case. The Variable Product option becomes editable only when VA or VUL is selected in the Type drop-down.

If you have a SmartCommission license, the Comm Projection Yrs, Comm Tracking Yrs and Accumulate Prem Comp fields are displayed in the Options section (for more details please refer to the *SmartCommisions User Guide*).

**Options Section without SmartCommission License**

<table>
<thead>
<tr>
<th>Options</th>
</tr>
</thead>
<tbody>
<tr>
<td>Product</td>
</tr>
<tr>
<td>Rider</td>
</tr>
<tr>
<td>Calculate Benefit</td>
</tr>
<tr>
<td>Variable Product</td>
</tr>
<tr>
<td>Second Insured</td>
</tr>
<tr>
<td>Calculate Cash</td>
</tr>
<tr>
<td>HIPAA Protected</td>
</tr>
</tbody>
</table>

**Options Section with SmartCommission License**

<table>
<thead>
<tr>
<th>Options</th>
</tr>
</thead>
<tbody>
<tr>
<td>Product</td>
</tr>
<tr>
<td>Rider</td>
</tr>
<tr>
<td>Calculate Benefit</td>
</tr>
<tr>
<td>Variable Product</td>
</tr>
<tr>
<td>Comm Projection Yrs</td>
</tr>
<tr>
<td>Comm Tracking Yrs</td>
</tr>
<tr>
<td>Accumulate Prem Comp</td>
</tr>
<tr>
<td>Second Insured</td>
</tr>
</tbody>
</table>

**Product Validity Parameter Section**

The Product Validity Parameter section tracks when the product is available. When a pending case is added, SmartOffice checks the Effective and Expiration dates for the product. If the add date falls after the date in the Expiration field, the product will not be available for the case. The Expiration date does not prevent the addition of an inforce policy.

**Modal Fee Information Section**

When a policy record is created, the Annualized Premium, Commissionable Annualized Premium and Commissionable Modal Premium for that policy is calculated using the Modal Fee Information created in the Product module. For further information, see the *SmartPolicies* documentation.

<table>
<thead>
<tr>
<th>Modal Fee Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Modal Factor</td>
</tr>
<tr>
<td>1.0</td>
</tr>
<tr>
<td>0.51</td>
</tr>
<tr>
<td>0.26</td>
</tr>
<tr>
<td>0.087</td>
</tr>
</tbody>
</table>
Product Fee Summary

Note that this section is not available for Rider Products. Commissionable and Non-Commissionable Policy Fees are used to help calculate the Commissionable Annualized Premium and the Commissionable Modal Premium by the designated age and face bandings. For further information, see the SmartPolicies documentation.

<table>
<thead>
<tr>
<th>Face From</th>
<th>Face Through</th>
<th>Non Commissionable Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>1,000,000,000</td>
<td>50.00</td>
</tr>
</tbody>
</table>

Subaccounts Tab

The Subaccounts tab is only available for Variable Products. The Subaccounts tab contains additional tabs. These sub-tabs store information on the subaccounts available for the Product. The various sub-tabs are:

- Summary
- Detail
- Ind. Policy (Individual Policy)
- Price History

Summary Sub-Tab

The Summary tab displays a list of the subaccounts available for a product. Click the first column hyperlink of a subaccount to open the Detail tab for that subaccount. Click the Add button to open the Detail tab for a new subaccount.
Detail Sub-Tab

Select a subaccount to open the Detail tab. The Detail tab stores Subaccount Information, current Price Information and additional Remarks.

Subaccount Information Section

The Subaccount Information Section stores the basic information for a subaccount. For a new subaccount, the VA Name is displayed. The CUSIP is usually nine-digits and the Name field is alphanumeric. The Asset Class and the Objective fields are customizable, though there are a few pre-defined options from the drop-down menu. Asset Class options include Bond Fund, Cash, Cash &Equivalents, Cash Equivalents, Corporate Bonds, Emerging Markets, Equity Assets, Fixed Assets, High Yield Bonds, Inflation Hedged, Intermediate Term Bonds, Intl Bonds, Intl Equities, Large Cap Growth, Large Cap Value, Long Term Bonds, Mid Cap Growth, Mid Cap Equities, Mid Cap Value, Money Market, Municipal Bonds, Real Estate, Precious Metal, Personal Assets, Short Term Bonds, Small Cap Equities, Treasury Bills and Other.
**Price Information Section**

The Price Information section stores the current price information.

<table>
<thead>
<tr>
<th>Price Information</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Price/Date</strong></td>
</tr>
<tr>
<td><strong>Price Factor</strong></td>
</tr>
<tr>
<td><strong>Fund Family</strong></td>
</tr>
</tbody>
</table>

**Asset Allocation Section**

This section stores information about the subaccount’s asset allocation in the Sector and Asset Class.

<table>
<thead>
<tr>
<th>Asset Allocation</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Sector</strong></td>
</tr>
<tr>
<td><strong>Asset Class</strong></td>
</tr>
</tbody>
</table>

**Remarks Section**

Any additional comments can be entered in the Remarks section.

**Remarks**

This has Quick Results

**Individual Policy Sub-Tab**

The Individual Policy tab contains the Subaccount – Policy Summary which lists all policies that have the selected subaccount.

**Subaccounts Summary**

<table>
<thead>
<tr>
<th>Subaccount</th>
<th>Policy</th>
<th>Primary</th>
<th>Owner</th>
<th>Shares</th>
<th>Value</th>
<th>Total Value</th>
<th>Asset Class</th>
</tr>
</thead>
<tbody>
<tr>
<td>81020029</td>
<td>William Buy</td>
<td>William Buy</td>
<td>10,000,000</td>
<td>679.50</td>
<td></td>
<td></td>
<td>Assurable Life-General Growth</td>
</tr>
<tr>
<td>88120023</td>
<td>William Adams</td>
<td>Margaret Adams</td>
<td>10,000,000</td>
<td>473.00</td>
<td></td>
<td></td>
<td>Assurable Life-General Growth</td>
</tr>
<tr>
<td>40400045</td>
<td>Elizabeth J. Buy</td>
<td>Elizabeth J. Buy</td>
<td>20,000,000</td>
<td>955.00</td>
<td></td>
<td></td>
<td>Assurable Life-General Growth</td>
</tr>
</tbody>
</table>

Subtotal: Asset Class - (4)

Records Shown: 4  Total Records: 4
Price History Sub-Tab

The Price History tab can store an unlimited number of historical prices sorted in chronological order.

A new price can be added by clicking the Add button. The program populates the VA Symbol, Subaccount Name, Price and Price Date fields. The Price Date defaults to the current date, but it can be changed by selecting a different date from the calendar or by highlighting the date and re-entering a date.

State Availability Tab

The State Availability tab displays the State Availability spreadsheet. This spreadsheet tracks the state availability of the product. If the product is available in all but two states, instead of entering 48 states as Available, enter one All entry as Available and two states as Not Available.
States can be added by clicking the **Add** button. The program automatically populates the Product Name field. Select the state’s abbreviation option, such as CA for California, in the Select States section. Select the **Not Available** option if the Product is not available in that state. If applicable, enter the age and face bandings for the state availability.

**Underwriting Guidelines Tab**

Note that this tab is not available for Rider Products. The Underwriting Guidelines tab tracks the guidelines for which requirements are populated into the Pending Case and Policy modules. Enter the default guidelines in the Carrier module. If there is a product that has exceptions to the carrier defaults, enter the exceptions in the product module.
Copy Guidelines Button

Select an existing guideline and then click the Copy Guideline to Another button to create new guidelines by copying the selected guidelines. All of the information will be identical except for the Class, Gender or State that the guidelines will apply.

Age/Face Underwriting Guidelines Summary

Note that the Age/Face Underwriting Guidelines Summary is only available for Life products. The guidelines for populating Underwriting and Delivery requirements based upon age or face amount in the Pending Case module are tracked here. The conditions include Age, Gender, State, Face Amount and Risk Class. For easier guideline entry, enter one default guideline entry, use All Classes, All States and Unisex options and then create exception entries by further defining the Gender, Class and State Code. If no class, state, or face amount is selected during the addition of the case or if the insured contact does not have a gender or age specified, then no requirements will populate. If there are requirements that should be available to all genders and ages, do not enter them in this spreadsheet (Age/Face Underwriting Guidelines Summary); enter them in the Underwriting Guidelines Summary instead.

Underwriting Guidelines can be added by clicking the Add button. The Underwriting Guidelines wizard will direct you through the process of adding the new guideline and its conditions. The State, Gender and Class are selected in the first dialog box of this wizard. Click the Next button to open the second wizard dialog box.
In the second wizard dialog box, age and face bandings are entered. To add age and face bandings, click the **Add** button in the appropriate summary.

To create a specific banding, select the **Specific Banding** option when adding a Face banding. For example, in the picture below, the face banding only includes 500,000 dollars.
The third wizard dialog box is where Underwriting and Delivery Requirements that are to be automatically populated into pending cases are entered. To add requirements to the grid, select the appropriate box and then click the **Requirement** button. There you can search for and tag the appropriate requirements.

![Underwriting Requirements for - Assurable Life](image)

**Underwriting Guidelines Summary**

The guidelines for populating requirements that should not be based on age or face amount (Underwriting, Delivery and Advisor requirements in the Pending Case module and Policy Owner Service in the Policy module) are tracked here. The conditions include Age, Gender and State. Age and Face Amount do not apply here. For easier guideline entry, enter one default guideline entry, use All Classes, All States and Unisex options and then create exception entries by further defining the Gender, Class and State Code. Underwriting guidelines can be added by clicking the **Add** button.

![Underwriting Guidelines Summary](image)
The Underwriting Guidelines wizard guides you through the process of adding the new guideline and its conditions. The State, Gender and Class are selected in the first dialog box of this wizard.

The second wizard dialog box is where Underwriting, Delivery and Advisor Requirements that are to be automatically populated into pending cases are entered.

Note that Advisor and Policy Owner Service requirements are only available if All States, Unisex and All Classes are selected.

Individual Policy Tab

The Individual Policy tab contains the Product Policy Summary. This spreadsheet displays the individual policies that the Product holds. The policies highlighted in pink are in underwriting. Click the first column hyperlink of a case in underwriting to open the Detail tab for the selected policy.
Click the first column hyperlink of an inforce policy to open the Basic Information tab for the selected policy in a separate dialog box.

![SmartOffice User Interface](image)

**Policy Merge Button**

To merge two policies, click the **More Features** button and then select **Policy Merge** from the drop-down list. The current policy is the target policy. The Source Policy Search dialog box is used to specify the source policy. The information transfers from the source policy to the target policy.
The Policy Merge dialog box opens to confirm the source and target policies. Click the OK button to extract the data from the source policy record and enter it into the target policy record. The program prompts before deleting the source record.

- You cannot perform a merge unless the source and target policies have the same primary advisor, primary contact, policy type and plan type.
- You cannot perform a merge unless both the source and target policies have the Active stage.
- If the data fields in the target policy have no values, then the values from the source policy are copied over to the target.
- If the target policy has values in data fields, they will not be overwritten.
- Data in drop-down lists are not copied over to the target.
- If the source and target policies have the same policy relationship, advisor, or insured, that entry on the target side will remain the same and the entry from the source is not copied over.
  - Example: If the target and source policies have the same contact for the primary insured, then the primary insured entry in the target policy is left alone and the primary insured entry for the source policy is not copied over.
  - Example: Joseph Ackerman is the primary insured for both policies, has no risk class on the target side, but does have a class on the source side. After the merge, the target will only have one primary insured entry and he will not have a risk class on the target side.
- If there are policy relationships, advisors or insured contacts on the source that the target does not have, they will be moved over (A). This includes all information in the policy relationship entry (B).
  - Example A: If the target and source policies have different contacts for Primary Insured, then the primary insured entry for the source is moved over, leaving the target with two primary insured contacts after the merge.
  - Example B: If an advisor entry is moved over to the target policy, the Relation, Split Percent, As of Date, Expiration Date, Marketing Manager, Region Code, Office Code and Remarks information for that advisor are moved over as well.
- For all other spreadsheets, the entries are moved from the source to the target, but the original entries in the target policy are not overwritten or deleted.
  - Example: If the target has one entry in the Documents spreadsheet and the source has one entry in the Documents spreadsheet, then, after the merge, the target will now have two entries in the Documents spreadsheet.
  - Likewise, the target policy can potentially have two entries for the same subaccount. The duplicate subaccount can be deleted manually after the merge.
- If you perform a merge and do not delete the source policy, the following will occur:
  If any spreadsheet entries (including policy relationships, advisors, insured contacts, etc.) were copied over from the source policy, they will now be missing. If they were not copied over then they will still exist.
Policy Notes Button

To add or view notes on the policy, click the **Policy Notes** button to open the Policy Notes dialog box.

![Policy Notes](image)

To add a new policy note, click the **Add** button to open the Policy Notes Detail dialog box.

![New SmartPad Entry - Policy Notes](image)

Policy Notes can also be viewed from the SmartPolicies and SmartCaseManager modules.

**Rider Assignment Tab**

The Rider Assignment tab displays the Rider Product Assignment Summary. This spreadsheet displays the rider products that are available to the current product. When attaching a rider to a policy or pending case, SmartOffice will list the riders available to the product. Riders that are not assigned to the case’s product, but are assigned to other product(s), will not be available to the case. If the rider is not assigned to any product, then it will be available for all of the carrier’s products.

![Rider Assignment](image)
To add a rider product to the Summary, click the Add button to open the Rider Product Summary that lists all of the rider products for the product’s carrier. Tag the rider product and then click the OK button.

The Rider Product Assignment Summary for a Rider Product displays the products that it is available to.

**Custom Tab**

The Custom tab is customizable. To adjust field names, click the Customize Labels button to open the Custom Information dialog box. Enter new field names in the respective fields and then click the OK button to save the changes.