

PolicyCenter Upgrade Now Live

June 17, 2019

Citizens upgraded PolicyCenter[®] this past weekend to provide users with an improved policy-management system. Users will benefit from its enhanced performance and features, which will make work faster and more efficient.

Some of PolicyCenter's new features include:

- A clean new look with options to customize what you see and how you see it
- Enhanced document management options, including multiple document upload and intuitive changes to document access and viewing
- Easy-to-read *Payment Schedule* screen:

Payment Schedule: Citizens Quarterly Return to Payment				
Expand All		Collapse All		
Due Date	Payment	Category	Installment Percent	Amount
05/23/2019				70.00
	Down Payment	EMPA		2.00
	Down Payment	Installment Setup Fee		10.00
	Down Payment	Commissionable Premi...	40	54.00
	Down Payment	Non Commissionable Pr...	40	1.00
	Down Payment	Installment Fee		3.00
08/23/2019				30.00
11/25/2019				30.00
02/24/2020				31.00

Figure 1: Payment Schedule screen from the *Payments* section of a new-business application

Learning

Users can learn about these new features via the following resources:

- [eBrief](#) – Five-minute summary of the new features and benefits
- [Recorded webinar](#)

Users also can log in to the *Agents* site, select [Training](#), then select **Commercial** or **Personal** for job aids.

Note: All screenshots in the job aids will be updated soon.

Troubleshooting

- For best performance in PolicyCenter, use Internet Explorer 11.
 - For a list of known issues, log in to the *Agents* site and select **Search > Search Frequently Asked Questions** and search with keywords *PolicyCenter issue*.
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Support

If you need help:

- Call Agent Administration at 888.685.1555.
- Call your Citizens Agency Manager.
- Reply to this email.
- Log in to the *Agents* site and complete the form on the [Contact Us](#) page, choosing *Other* as the *Topic* drop-down menu.

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