Enhancements to PolicyCenter

----

junio 23, 2016

Effective June 20, 2016, Citizens implemented several enhancements in PolicyCenter®.

Online Payments

PolicyCenter® and Manage myPolicy have been updated to allow full payment of renewal premiums without installment fees.

Notes

- This will be a future enhancement for the pay-by-phone option announced in the [Personal Lines Bulletin](#) dated May 2, 2016.

- Citizens will make future enhancements to renewal invoices as well.

Activities Search

To assist agents with servicing and managing their policies, PolicyCenter now allows searching and viewing all activities within their agency. Any agency user with access to PolicyCenter will be able to search by agent or by policy number to locate pending activities. Users with the all-location view setting now can view all activities for agents in all the agency's locations.

Activities can be viewed two ways from the *Search* tab:

- Select **Activities** from the drop-down list.

- Click **Activities** in the *Tools* menu on the left side.

Figure 1: *Activities search* options

To search for activities, at least one of the fields in the *Specify at least one of the following:* must be completed. Users can click on **Select User** to view a complete list of users within their agency. Results can be filtered by entering additional information in the *Optional criteria* fields:
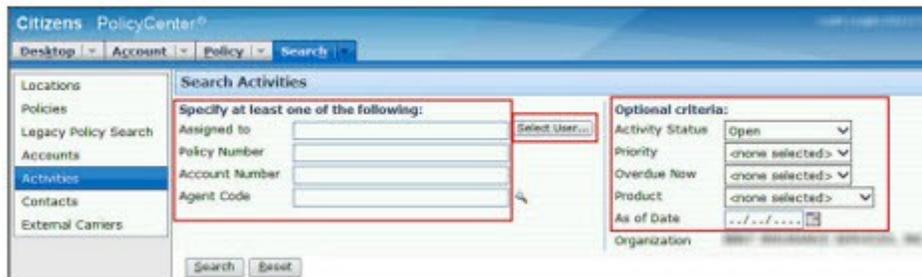

Figure 2: *Search Activities* screen

Notes

- For more information about searching activities, Citizens has posted a new job aid, *Searching and Managing Activities for Your Office*, on the *Training* page of the *Agents* site. It is also in Knowledge Base (Answer ID 3275).

- While agents now will be able to see all the agency's activities, they can initiate transactions only for lines of business for which they are appointed.

- Agency principals can refer to Knowledge Base Answer ID 2045 for more information about user-account access for agencies with multiple locations.

Flood and External Insurer Lists

Citizens has updated and expanded its flood and external insurer lists in PolicyCenter.

Share:

- [mailto:?subject=Enhancements to PolicyCenter&body=Check out this site I came across http://www.citizensfla.com/es/plb?p_p_id=com_liferay_journal_web_portlet_JournalPortlet&p_p_lifecycle=2&p_p_state=exclusive&p_p_resource_id=exportArticle&p_p_cacheability=cacheLevelPage&_com_liferay_journal_web_portlet_JournalPortlet_groupId=20702&_com_liferay_journal_web_portlet_JournalPortlet_articleId=2126873&_com_liferay_journal_web_portlet_JournalPortlet_plid=30878&_com_liferay_journal_web_portlet_JournalPortlet_portletResource=com_liferay_asset_publisher_web_portlet_AssetPublisherPortlet_INSTANCE_3YC3hsskaUbZ&_com_liferay_journal_web_portlet_JournalPortlet_targetExtension=pdf](#)