GENERAL CIRCULAR LETTER 581—SEPTEMBER 29, 2011

TO: Members of the Bureau

FROM: Elizabeth Rohde and Sara Shackelford

RE: WCRB Web Site Enhancements

SPECIAL ATTENTION: POLICY REPORTING PERSONNEL

The WCRB is pleased to announce upgrades to two of our Web Member Products: Policy View and Electronic Submission Tracking, which are found on the wcrb.org Web site. The changes were implemented to better serve our members and enhance communication with the WCRB.

POLICY VIEW

A function for entering and viewing comments has been added to Policy View allowing written communication between the WCRB and its Members with regard to their policies. Comments may be added by Members allowing them to send information to the WCRB or to ask a question. The methods used for accessing company policy data and viewing the results associated with a search remain the same.

Policy View Instruction
Upon completion of a search, details may be accessed through a "Comments" tab on the Detailed Policy Information screen. Selecting the "Comments" option opens a screen for the entry and viewing of comments. Comments entered by the carrier will be downloaded nightly. WCRB employees will review the comments entered. Should a response be required, the WCRB will enter a comment which will be uploaded that night. An e-mail will be sent to the carrier user that entered the last comment, with information pertaining to the WCRB comment. All comments will include contact information. Carrier comments will display the "Name", "Email", "Comment" and "Comment Date" in the Comments section for each entry. WCRB comments will display the "Name" (WCRB), "Comment", and Comment Date" for each entry.

ELECTRONIC SUBMISSION TRACKING

The WCRB discontinued the printing and mailing of electronic policy data rejection report on June 1, 2011 per Circular Letter 575. Since that time, Members have been able to access the reasons for rejection of transactions in the Electronic Submission Tracking product using a combination of search criteria and drop down functions in the Electronic Submission Tracking product. An enhancement has been made to this product which will allow Members to open and view the complete list of transactions rejected in a submission and will contain the same data that was previously printed on the hard copy policy data rejection report.

Electronic Submission Tracking Instruction
The information matching the search criteria is displayed on the Search Results screen. When rejected transactions are found in a production submission, there will be a link under the new "Rejected Report" column. Selecting this link opens a report displaying a complete list of rejected transactions in a submission and the reason for each rejection.

If you have any questions regarding these changes, please contact Elizabeth Rohde, 262-796-4551 betty.rohde@wcrb.org or Sara Shackelford, 262-796-4574 sara.shackelford@wcrb.org