

IVANS Real-Time Single Policy Resend

Enabling Agents to Search and Request Individual Policy Resends in Real-Time

Carriers Offering Policy Resend:

Every carrier using IVANS Transfer Manager.NET client to send data via IVANS ECS has the ability to enable their agents to perform Single Policy Resends.

IVANS currently has over 170 carriers that have granted this ability to agents. For the latest listing of carriers offering IVANS Single Policy Resend to their agents, please:

- Call 1-800-548-2690
- Chat live at ivans.com

Making it easy for insurance agents to do business with carriers is critical if both wish to remain ahead of the curve. Allowing agents to request data for a single policy or claims transaction plays an important role in achieving that ease of doing business. Yet, for many carriers, resending a single transaction involves a manual process to queue the data as part of their nightly batch process—which requires valuable carrier resources and delays delivering the data to the agent.

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IVANS Single Policy Resend enables carriers to offer agents the ability to request a single-policy resend directly from within the agents' management system or via IVANS E-Commerce Server (ECS) website. Because IVANS ECS archives up to 60 days of policy data, the agent can request a resend from the latest policy or claims download transaction without waiting for a manual process to occur on the carrier side - giving the agent faster access to data and greatly reducing the strain on the carrier's resources.

In addition, IVANS has taken Single Policy Resend one step further by enabling it to function in real-time. This enhancement not only allows agents to request the policy through real-time, but also allows them to take advantage of workflows and reporting functions built around their download process.

How Does It Work?

To initiate the resend, agents can use the Real-Time IVANS Single Policy Resend transaction available within their agency management system, thus eliminating the need to log on and navigate through a separate website. If their agency management system does not offer that functionality, the agent can initiate the request through IVANS ECS via the ECS Administration website.

Regardless of how the request is initiated, the agent is able to search for a full or partial policy number quickly and easily, and find the desired policy or claims data. With two simple clicks, the data is then resent to the agent's download mailbox, where it is available immediately and can be picked up via the agent's normal download process.

Who Can Use This Functionality?

Any insurance agent who is using IVANS Transfer Manager™ to receive downloads from their carriers via IVANS ECS can use this functionality.

Agents using IVANS Transformation StationSM or AMS TransactNOW[®] can access this functionality through a real-time transaction called IVANS Single Policy Resend.

Agents that do not have access to Transformation Station or TransactNOW can also request resends by accessing IVANS ECS website directly.

Benefits of IVANS Real-Time Single Policy Resend for Carriers and Agents

- No costs to implement this function for carriers or agents.
- Allows agents and carriers to quickly search for, access and resend download data.
- Streamlines and greatly improves the workflow for initiating a resend.
- Promotes real-time utilization.

Getting Started

To learn more about IVANS Single-Policy Resend, please:

- Contact your IVANS Service Executive
- Call 1-800-548-2690
- Visit ivans.com/SPR

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