

Validation and Error Messages In PolicyCenter



This job aid provides examples of how to address the different types of system validation messages and errors in PolicyCenter.

Background:

In PolicyCenter, information validation is regularly checked. Occasionally you may receive an error needing to be addressed and cleared. There are multiple types of errors in PolicyCenter. The most typical types of errors messages are: **Action Required** and **System Validation/Informational** errors, as well as, the more general notes in the **Validation Results** and **Messages** sections. **Action Required** and **System Validation/Informational** errors display in a gray box at the top of the page. **Validation Results** and **Messages** display at the bottom of the screen with a **Clear** button. In many cases, errors require some type of user action to remedy the error.

Action Required

Action

Action Required errors are identified by a red arrow icon as red as a red box midway down the right side of the screen. These errors must be resolved before the system allows you to advance to the next screen and typically involve required fields on the particular screen.

Action Required errors typically display text at the top of the screen describing the error. These errors do not have a **Clear** button. Complete the required fields on the screen to address the error(s) then advance to the next screen. This should clear the error.

Some of these errors are “clickable,” which is discussed in more detail in the next section.

Some **Action Required** errors are clickable to help you identify and remedy the identified errors. Clickable errors are generally validation rule errors where a required field, standard to PolicyCenter, fails the validation check. This could be when a required field is left blank or completed with invalid data.

Validation rule errors are clickable. That is, if you click on the error message at the top, PolicyCenter will highlight the offending field and automatically move your cursor to that field so you may correct the entry.

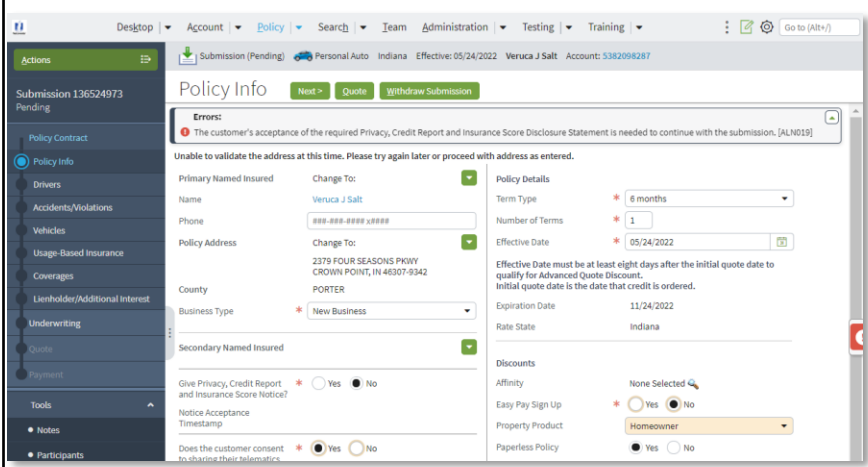
Screen

Action

Other **Action Required** errors are not clickable as they involve business rule errors. Business rule errors involve required fields unique to Nationwide's usage of PolicyCenter. These kinds of errors are distinguished by a code at the end of the message ("**ALN019**" in the below example).

The message still displays at the top along with the red box on the right side. However, you cannot click the message to highlight and automatically advance to the field.

Screen



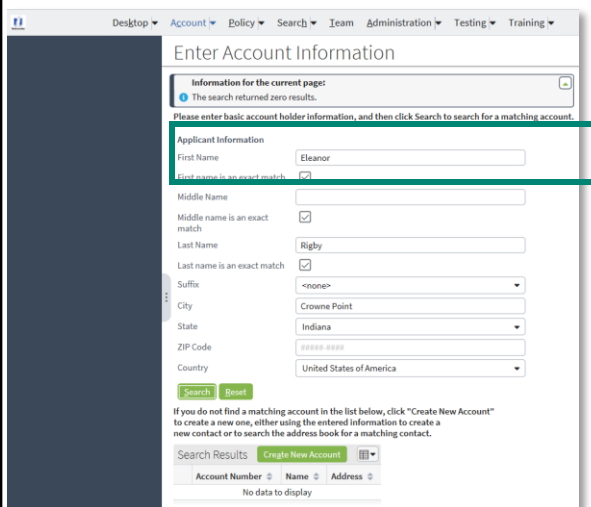
System Validation/Informational

Action

System Validation/Informational messages are identified by a blue 'i' icon. These errors typically do not prevent you from advancing to the next screen. Note there is no red box on the right side.

System Validation/Information messages may require action before binding the policy but typically do not prevent quoting.

Screen



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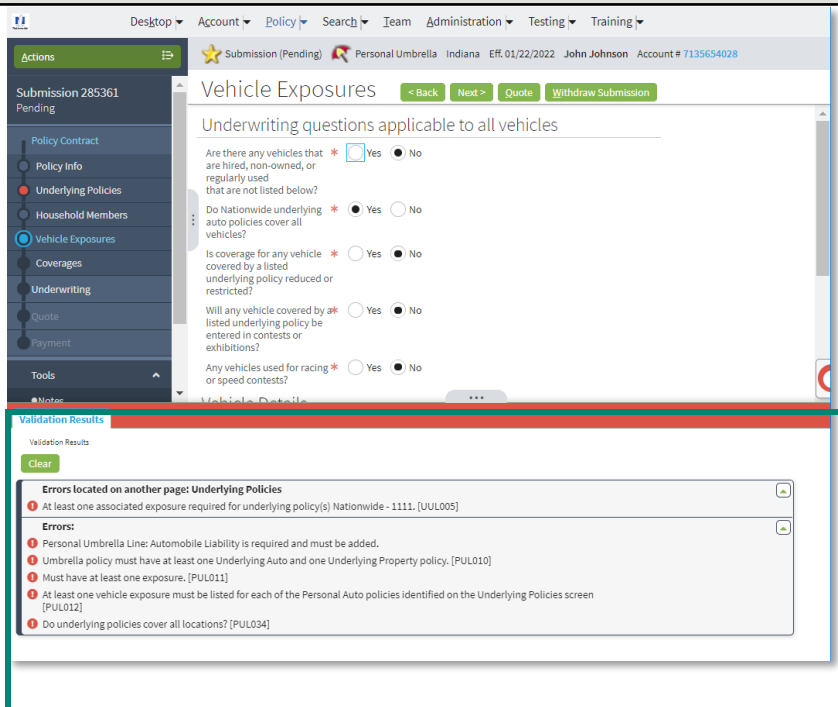
Validation Results

Action

Validation Results display in a secondary screen section. These errors typically include a **Clear** button.

These errors may require action. Once the action is complete, click the **Clear** button to remove the *Validation Results* section from the screen.

Screen

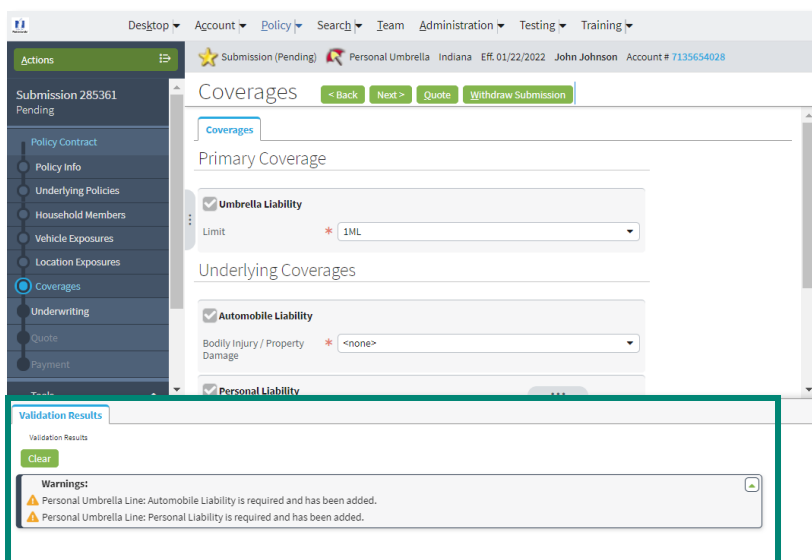


The screenshot shows the 'Vehicle Exposures' screen in PolicyCenter. The left sidebar contains a navigation menu with options: Policy Contract, Policy Info, Underlying Policies, Household Members, Vehicle Exposures (selected), Coverages, Underwriting, Quote, and Payment. The main content area displays 'Underwriting questions applicable to all vehicles' with several yes/no questions. Below this, a 'Validation Results' section is visible, containing a 'Clear' button and a list of errors. The errors are: 'Errors located on another page: Underlying Policies', 'At least one associated exposure required for underlying policy(s) Nationwide - 1111. [UUL005]', 'Errors:', 'Personal Umbrella Line: Automobile Liability is required and must be added.', 'Umbrella policy must have at least one Underlying Auto and one Underlying Property policy. [PUL010]', 'Must have at least one exposure. [PUL011]', 'At least one vehicle exposure must be listed for each of the Personal Auto policies identified on the Underlying Policies screen [PUL012]', and 'Do underlying policies cover all locations? [PUL034]'.

Messages

Messages also display in a secondary screen section. These errors typically include a **Clear** button.

These messages provide additional information or suggested actions. Click the **Clear** button once all messages are addressed.



The screenshot shows the 'Coverages' screen in PolicyCenter. The left sidebar contains a navigation menu with options: Policy Contract, Policy Info, Underlying Policies, Household Members, Vehicle Exposures, Location Exposures, Coverages (selected), Underwriting, Quote, and Payment. The main content area displays 'Primary Coverage' and 'Underlying Coverages'. The 'Underlying Coverages' section shows 'Umbrella Liability' with a limit of '1ML', 'Automobile Liability' with 'Bodily Injury / Property Damage' set to '<none>', and 'Personal Liability'. Below this, a 'Messages' section is visible, containing a 'Clear' button and a list of warnings. The warnings are: 'Personal Umbrella Line: Automobile Liability is required and has been added.' and 'Personal Umbrella Line: Personal Liability is required and has been added.'

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