

Add and Change a Garaging Address

In Brief

In this quick card, you will add a garaging address on an Auto policy. After adding the address to the vehicle, you will change the address back to the original on the policy.

In this example, a policyholder, has requested a change in garaging address for her insured vehicle.

Log in to the [VTO](#) using the appropriate generic user account from the [VTO Information Guide](#) document.

Quick Card

IMPORTANT: This is a test environment. The next seven (7) steps are ONLY used in the VTO.

Clone the Policy

1. Click the down arrow to the right of the **Training** button on the **Tab Bar**. Select "**Create your own policy for training**" from the drop-down menu.
2. Enter "**9113K 501979**" in the **Policy Number** field exactly as it is shown, including spaces and capital letters.
3. Click the **Search Work Orders** button.
4. In the *Originals* section, click the checkbox to the left of the **Submission** Transaction Type for the policy being cloned. In this example, select the checkbox to the left of Transaction #**14974**.

Create your own policy for training

Clone Export Import

Account Number

Work Order Number

Policy Number

Search Work Orders Reset

Originals Copy Selection Copy Account

| | Close Date | Transaction # | * Policy # | Type | Comments | Status | Export as Status* | Export as Submission | Product |
|-------------------------------------|------------|---------------|--------------|------------|----------|--------|-------------------|----------------------|---------------|
| <input checked="" type="checkbox"/> | 04/27/2021 | 14974 | 9113K 501979 | Submission | | Bound | Bound | | Personal Auto |

Copies

| | Create Date | Transaction # | Type | Comments | Status | New Policy # | New Account # | Product | Underwriter |
|-----|-------------|---------------|------------|----------|--------|--------------|---------------|---------------|-------------|
| ... | 04/27/2021 | 116432 | Submission | | Bound | 9113K 501980 | 769467042 | Personal Auto | Jack Geller |

5. Click the **Copy Selection** button.
Note: If the *Copies* section does not automatically populate, click on the **Search** tab, then back on the **Training** tab. The clone information should be visible.
6. Scroll down, if necessary, to the *Copies* section.
7. Click the link in the **New Policy #** column.

IMPORTANT: PolicyCenter automatically created a **New Account #**. The new account is linked to the *cloned* policy, not the original.

Add a Garaging Address

Summary screen

8. Click the **Actions** button.
9. Select “**Change Policy**” from the drop-down menu.

Start Policy Change screen

10. PolicyCenter defaults the **Effective Date** to the current system date. If necessary, you can change the date to a future date. In this example, accept the current date.
11. Click the **Next >** button.

Policy Info screen

12. Click the **Vehicles** link in the *Left Navigation Bar*.

Vehicles screen

NOTE: Be sure you have selected the vehicle you wish to update, from the **Vehicle Details** table.

13. On the **Vehicle Details** tab, in the *Where Garaged* section:
 - Click the green down arrow to the right of the **Location Name** field.
 - Select “**New Location**” from the drop-down menu.

IMPORTANT: The steps to **Edit Location** are the same as the **New Location**.

NOTE: The numbering of garaging addresses is for internal purposes only. Numbering discrepancies, if any, are NOT significant.

Location Information screen

14. In the *Location Details* section enter the information:
 - **Address Line 1:** 2379 FOUR SEASONS PARKWAY
 - **City:** CROWNE POINT
 - **State:** Select “**Indiana**” from the drop-down menu.
 - **ZIP Code:** 46224-3592

15. Click the **OK** button.
16. Click the **Quote** button.

IMPORTANT: This is a test environment. This data is not valid. The VTO is not connected to the rating system, but in production, you will see the correct premium.

Quote screen

17. Click the **Issue Change** button.
18. Click the **OK** button.

Policy Change Bound screen

PolicyCenter displays the message, “*You Policy Change (#XXXX) has been bound.*”

Revert Garaging Address Back to Original

Submission Bound screen

19. Click the **View your Policy (#XXXX)** link to access the same policy that was used for “Add a Garaging Address”.

Summary screen

20. Click the **Actions** button.
21. Select “**Change Policy**” from the drop-down menu.

Start Policy Change screen

22. PolicyCenter defaults the **Effective Date** to the current system date. If necessary, you can change the date to a future date. In this example, accept the current date.
23. Click the **Next >** button.

Policy Info screen

24. Click the **Vehicles** link in the *Left Navigation Bar*.

Vehicles screen

NOTE: Be sure you have selected the vehicle you wish to update, from the **Vehicle Details** table.

25. On the **Vehicle Details** tab, in the *Where Garaged* section:
 - Click the down arrow in the **Location Name** field.
 - Select the original location (40 W WASHINGTON BLVD) from the drop-down menu.



26. Click the OK button.
27. Click the Quote button.

IMPORTANT: This is a test environment. This data is not valid. The VTO is not connected to the rating system, but in production, you will see the correct premium.

Quote screen

28. Click the Issue Change button.
29. Click the OK button.

Policy Change Bound screen

PolicyCenter displays the message, “*You Policy Change (#XXXX) has been bound.*”