Policy Audit Corrections - How to Guide

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For assistance in making Policy Audit corrections, please contact the Operations Team:

Telephone: 800-681-5848 option 2   Email: TechSupport@sltx.org

*Always refer to your validation number from the results page, agency/broker name, and license no.

From the enclosed Policy Audit Results page, any items that require correction are <mark>highlighted in yellow.</mark>

For items containing errors relating to **Class Code**, and/or **Zip Code**, and/or **Windstorm Exclusion**:
- **Update Transaction**
  1. Create a New Batch
  2. Workflow: Select Transactions, then Update, then Policy
     - Enter the following:
       - Policy Number
       - Effective Date
       - Policy ID
       - Correct Class Code, Zip Code, or Windstorm Exclusion
  3. Post the Batch

For items containing any other errors (**Policy Number**, **Coverage Code**, **Premium**, **etc.**):
NOTE: if there are endorsements, please reverse the endorsement first and then the policy/binder. Be sure to re-enter the endorsements after the corrected policy/binder has posted.
- **Reversal**
  1. Create a New Batch
  2. Workflow: Select Transactions, then Reversals, then New or Renew
     - Enter the following:
       - Policy Number
       - Effective Date
       - Reverse Policy ID (no Total Gross needed)
  3. Post the Batch
- **Re-Entry**
  1. Create a New Batch
     - Re-Enter as you would a normal transaction, using the correct data
     - Select "Yes" for "Re-Entry due to Correction?" and enter the policy ID of the original filing
  2. Post the Batch

NOTE: Submitting corrections assists in eliminating late filings, which should have otherwise been timely filed.