



SMART Connector User Guide

Version 2.5

January 2023

A resource for using the SMART Connector
to file with SLTX Online Filing System

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Introduction

SMART Connector was designed and developed by the Surplus Lines Stamping Office of Texas (SLTX) to support policy filing by Vertafore's AIM software users. SMART Connector is a utility that enables authorized users to map the data fields of class, coverage, insurer, and syndicate codes from AIM software and submit policy transaction data to the database.

There is also a SMART Connector Technical Guide that details the database interactions with the AIM database. Contact SLTX for access to this guide.

Prerequisites

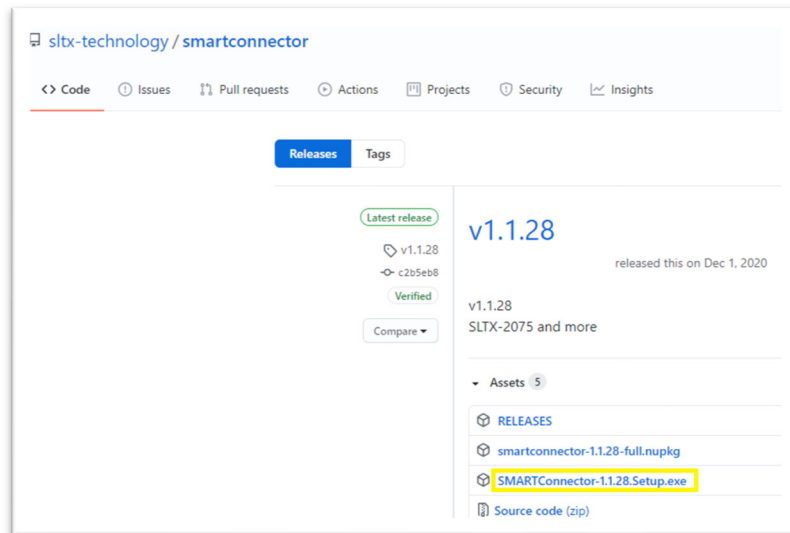
You must have an authorized account with active credentials to SLTX's Online Filing System or SMART application and to the AIM application.

SMART utilizes EFS credentials; therefore, separate credentialing is not necessary. Prior to accessing SMART and/or utilizing the API, you are required to accept any licensing agreements: Privacy Policy, Terms of Use, SMART Connector and API User Licensing Agreement.

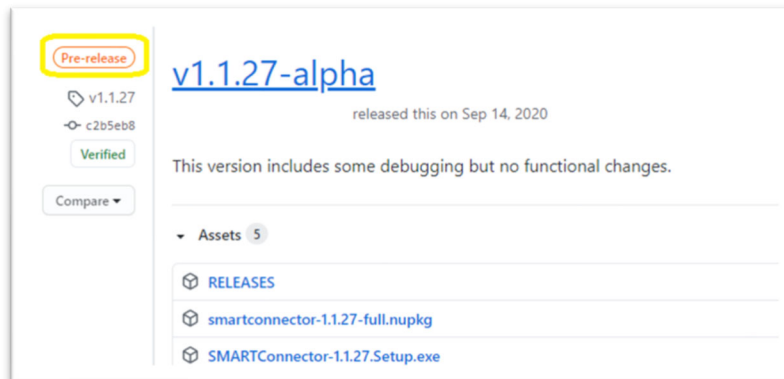
SLTX provides no technical support for the AIM application.

Getting SMART Connector

SLTX controls the distribution of SMART Connector. You may obtain the latest release (version) of the SMART Connector via this [GitHub](#) link. From the smartconnector releases page, click the .exe file for the latest (highest) release that is NOT in a pre-release state:



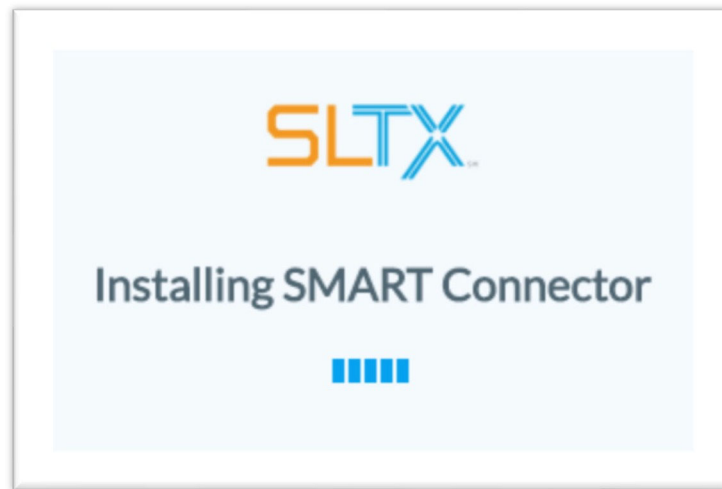
Example of .exe file



Example of Pre-Release state

Installing SMART Connector

1. Double click the downloaded SMART Connector setup file that ends with Setup.exe.
2. You should see an installation animation pop up letting you know that SMART Connector is installing.



3. After a short amount of time, the SMART Connector application will open up. Start menu and desktop shortcuts will also be created on your computer which you can use to open SMART Connector at a later time.
4. Read the End User License Agreement and click "Accept".
5. Read the Terms of Service and click "Accept".

Logging in

To begin the mapping and filing processes, you must first log in to both the SLTX application and your AIM database.

Logging in to SLTX

The SLTX Login page is where you will specify your user ID and password to log into the Online Filing System. We will use these details to connect to SLTX's Online Filing System to pull class, coverage, and insurer codes, and ultimately file your transactions.

If you need assistance with your user ID and/or password, please contact TechSupport@sltx.org.

1. Select the correct environment for your use case
 - a. The TEST environment should be used with a staging or testing database to ensure that SMART connector can interface with your AIM database and SMART.
 - i. Users are required to undergo training and complete testing in the test environment prior to being granted access (approval) to make filings in the PRODUCTION (Live) environment.
 - b. The PRODUCTION environment should be used to submit production transactions from your production database.

2. Enter your user ID and password in their respective input fields.
3. Click "Login" to submit your credentials.

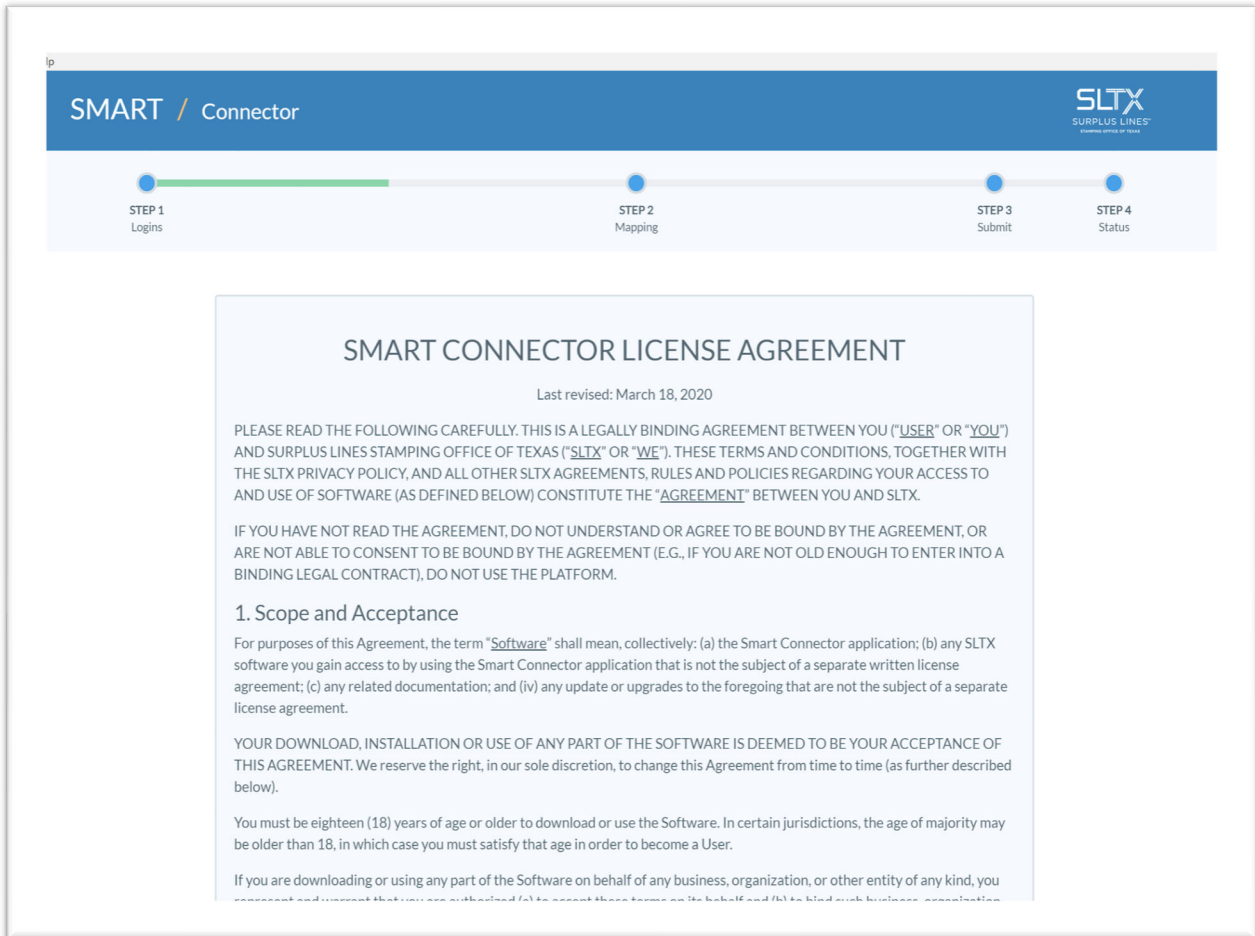
NOTE: After trying to access with the correct environment, username, and password, you may get a failed login message. This is because some validations around the user may prevent access to SLTX (either password has expired, or the user is blocked by too many failed login attempts). If you get this error message, please contact TechSupport@sltx.org.

The screenshot shows the SLTX Login interface. At the top, there is a blue navigation bar with 'SMART / Connector' on the left and the 'SLTX SURPLUS LINES' logo on the right. Below this is a progress indicator with four steps: 'STEP 1 Logins' (highlighted with a blue dot), 'STEP 2 Mapping', 'STEP 3 Submit', and 'STEP 4 Status'. The main content area is titled 'SLTX Login' and contains three input fields: 'Environment' (a dropdown menu with 'TEST' selected), 'Username', and 'Password'. A blue 'Login' button is positioned below the password field. At the bottom of the form, the text 'Version: 1.1.23' is displayed.

The SLTX Login Screen

SMART Connector License Agreement

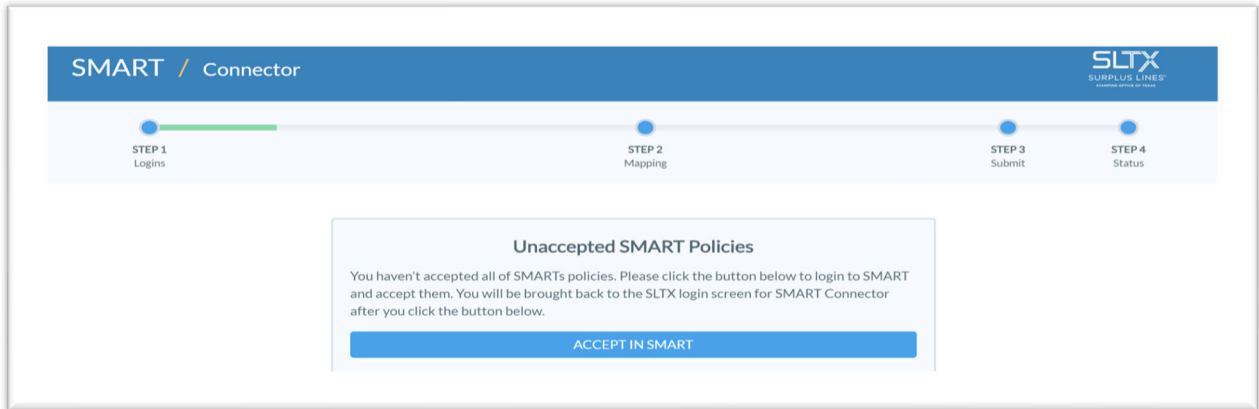
The user is also required to accept the End User Licensing Agreement (EULA) for the specific version of the SMART Connector. If the user has already accepted the License Agreement for the current version of the SMART Connector, then this screen is skipped. If the user does not agree the application will close.



The SMART Connector License Agreement screen

Unaccepted SMART Policies

Once you have a successful login, SMART Connector will ensure that you have already accepted the necessary licensing agreements from within SMART. If you have not accepted any of the required documents, SMART Connector will show you a link to where you may accept any missing documents first. NOTE: You will need to close SMART Connector and run it again once you have accepted the missing documents in SMART.



The Unaccepted SMART Policies screen

Logging in to the AIM Database

From the AIM Database Login page, you will input the connection details to give the SMART Connector access to your AIM database so that it can pull out your agency's products, companies, and transactions.

1. Enter in the AIM SQL server URL and database name.
 - a. If you are **testing** SMART Connector, make sure to connect to your **staging or test database** so that the production (live) transactions are not marked as sent while submitting to the TEST Environment.
2. If you authenticate with a username and password, check the "Use SQL Authentication" checkbox and enter those credentials below.
 - a. Windows authentication - uses the Active Directory account of the user that is logged in to "this" computer to try to authenticate against SQL.
 - b. SQL authentication uses usernames and passwords stored in the SQL server to authenticate.
3. Click "Login" to submit the connection details

The screenshot shows the SMART Connector interface for logging into the AIM Database. At the top, there is a blue header with the text "SMART / Connector" on the left and the "SLTX SURPLUS LINES" logo on the right. Below the header is a progress bar with four steps: "STEP 1 Logins" (indicated by a green bar and a blue dot), "STEP 2 Mapping", "STEP 3 Submit", and "STEP 4 Status". The main content area is a light blue box titled "AIM Database Login". Inside this box, there are several input fields: "Server", "Database", "Username", and "Password". There is also a checkbox labeled "Use SQL Authentication". At the bottom of the form is a blue button labeled "Login". Below the form, the text "Version: 1.1.23" is visible.

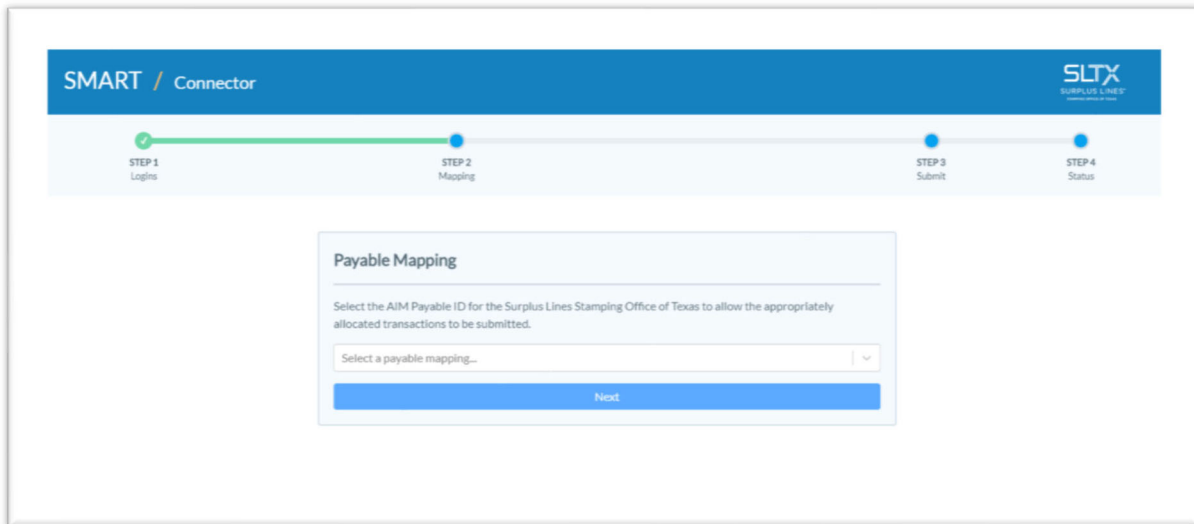
The AIM Database Login screen

Selecting a Payable ID

The Payable Mapping page determines which payable company corresponds to SLTX. All transactions associated with this code will be selected to send to SLTX, so it is important that you select the right ID.

To select a payable mapping:

1. Click on the payable mapping dropdown.
2. Either scroll through the list or start typing the ID or company/entity name that corresponds with the Surplus Lines Stamping Office of Texas (SLTX) and select the appropriate ID.
3. Click "Next" to proceed.



The screenshot shows the SMART Connector interface. At the top, there is a blue header with "SMART / Connector" on the left and the "SLTX" logo on the right. Below the header is a progress bar with four steps: "STEP 1 Logins" (completed), "STEP 2 Mapping" (current step), "STEP 3 Submit", and "STEP 4 Status". The main content area is titled "Payable Mapping" and contains the following text: "Select the AIM Payable ID for the Surplus Lines Stamping Office of Texas to allow the appropriately allocated transactions to be submitted." Below this text is a dropdown menu with the placeholder text "Select a payable mapping...". At the bottom of the form is a blue button labeled "Next".

The Payable Mapping selection screen

Selecting a Division (Branch)

The Division Mapping page determines which branch(es) or division(s) that should be submitted or associated with the SLTX Login. All transactions associated with the selected branch(es) or division(s) will be selected to send to SLTX, so it is important that you select the right branch(es) / division(s). In many cases, all branches are associated with a single license; in this case you should select all branches or divisions shown. However, in other cases, a single entity may have multiple surplus lines licenses where each license is associated with one or some of the total branches or divisions available. In this case, it is imperative that you select the correct branch(es) or division(s) to be associated with your SLTX Login.

To select a division mapping:

4. Click on the division mapping dropdown.
5. Click the down arrow to the right of the division mapping field to select one, some, or all of the branch / division IDs.
 - If applicable, you may select more than one or all branch(es) or division(s) by holding CTRL and clicking you selection.
6. Click "Next" to proceed.

SMART / Connector

SLTX
SURPLUS LINES
POWERING GROWTH AND PROGRESS

STEP 1 Logins

STEP 2 Mapping

STEP 3 Submit

STEP 4 Status

Division Mapping

Select the Branch(es) or Division(s) that you would like to make filings for. If applicable, you may select more than one or all.

Select a division mapping...

Next

Version: 1.1.35

The Division Mapping selection screen

Mapping Products

The Coverage & Class Mapping page will define how products found in the AIM database are mapped to SLTX coverage and class codes.

Coverages are a designation used to identify the risk insured against; also referred to as the "line of business" or the type of policy written. Classes are categories used to describe the type of risk being insured and may be called the class of business or occupancy. In the event of multiple classes on a single policy, data on the predominant, or main class of business, is captured by SLTX.

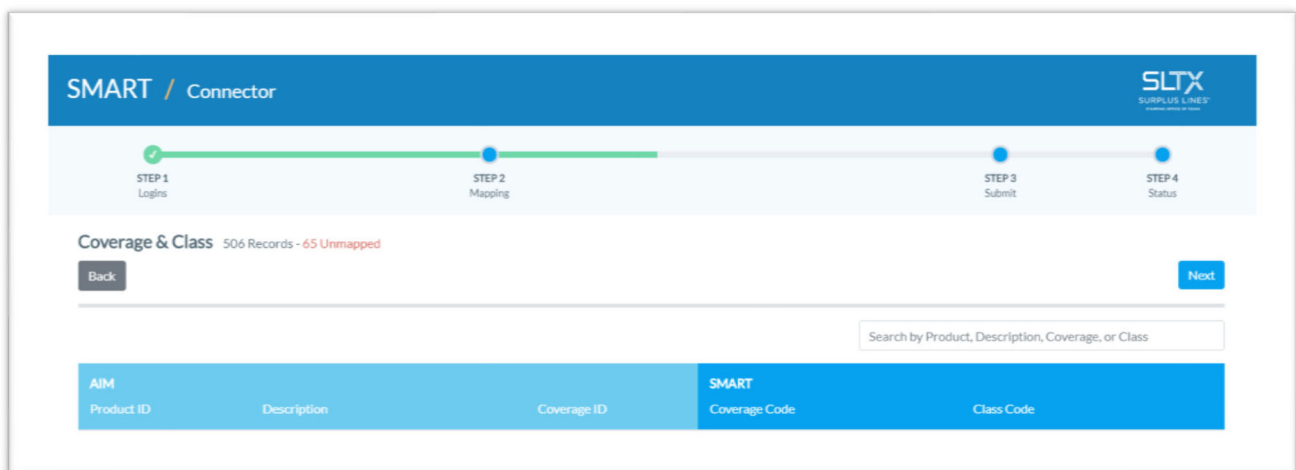
SMART Connector will pull all products from your database, even those that would not ordinarily be sent to SLTX since there is no way to programmatically determine surplus lines products. Because of this, not every product should be mapped to SMART codes.

SMART Connector will also find existing SLTX coverage and class code mappings in the AIM database and display those to you. All changes to mappings will be applied on top of these existing ones and are stored in SMART Connector.

The total count of products found in the database will be displayed next to the "Coverage & Class" header. To the right of that, the count of unmapped products will appear in red and will decrease every time a coverage and a class code is selected for a product.

To filter and sort rows on the table:

1. Use the "Search by Product, Description, Coverage or Class" input at the top of the table to filter rows based on existing text any of the columns.
2. Click on any column title within the header to sort the text in that column in ascending alphabetical order (starting with blanks). You will see an up arrow appear next to the title.
3. Click on the same column title to sort in the opposite descending order (blanks at the bottom). You will see a down arrow appear next to the title.
4. Clicking on the same column title a third time will remove that column's sorting and place the rows in the original order.

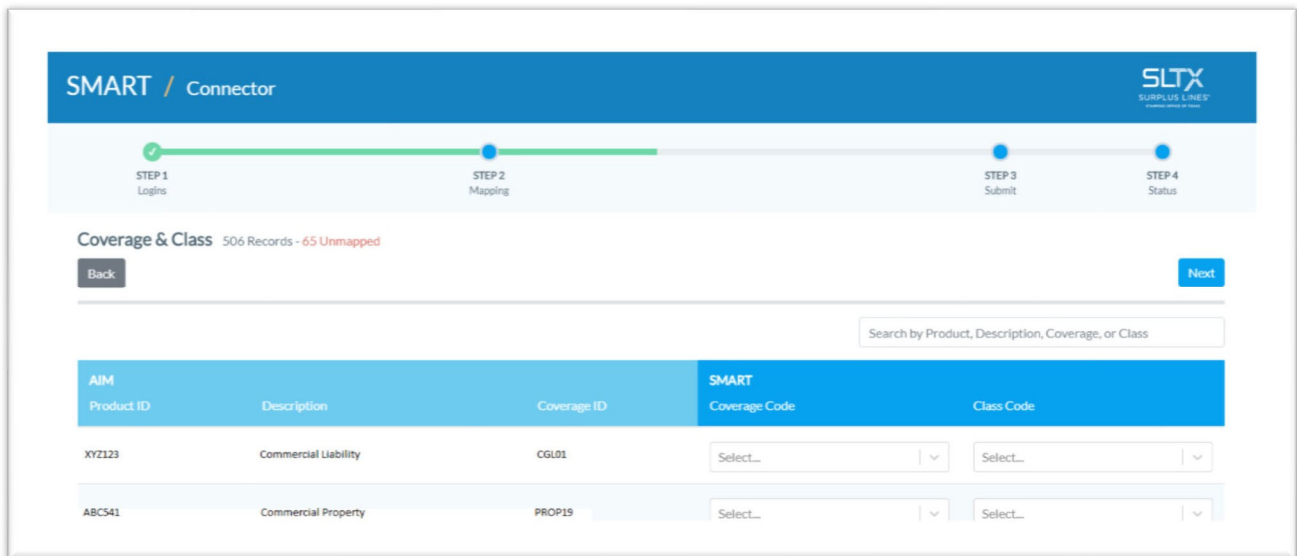


Coverage & Class code search

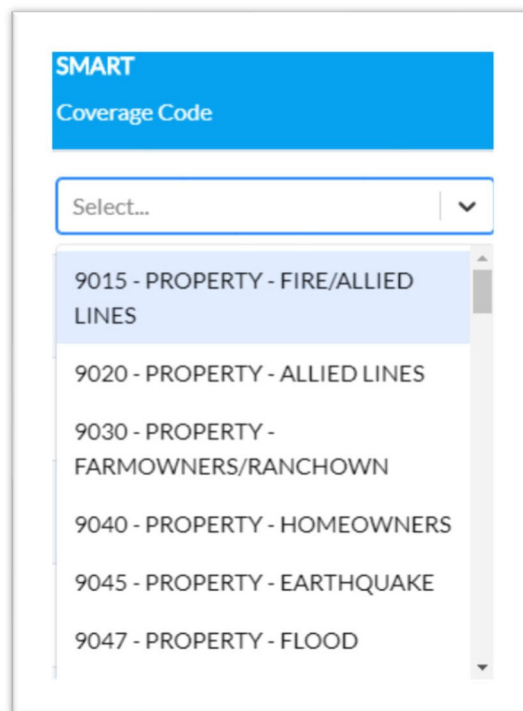
The SLTX Support team will provide you with the correct coverage and class codes, per Product ID. Please email TechSupport@sltx.org for assistance in selecting the correct coverage and class codes to use for each Product ID.

To map coverage and class codes to a product, as provide by SLTX:

1. Select a surplus line product that would be sent to SLTX.
2. Click on the Coverage Code dropdown on the same row.
3. Scroll through the list or start typing to filter the list and select the associated coverage code.
4. Click on the Class Code dropdown on the same row.
5. Scroll through the list or start typing to filter the list and select the associated class code.
6. Click "Next" when you are done mapping class and coverage codes to proceed.



Coverage & Class code mapping screen



Coverage Code input dropdown

Mapping Insurers (Companies)

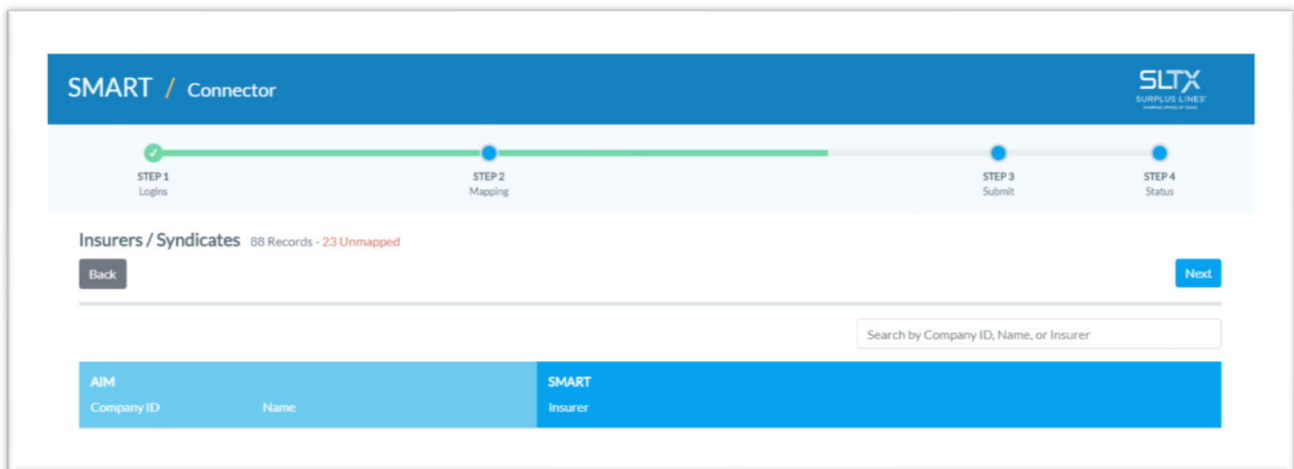
The Insurers / Syndicates Mapping page will define how companies found in the AIM database are mapped to SLTX insurers or/or syndicates.

SMART Connector will find existing insurer mappings within the AIM database and display those to you. Any changes made to new or existing mappings will be placed on top of what is found in the database and are stored in SMART Connector.

The total count companies found in the database will be displayed next to the "Insurers / Syndicates" header. To the right of that, the count of unmapped companies will appear in red and will decrease every time an insurer is mapped.

To filter and sort rows on the table:

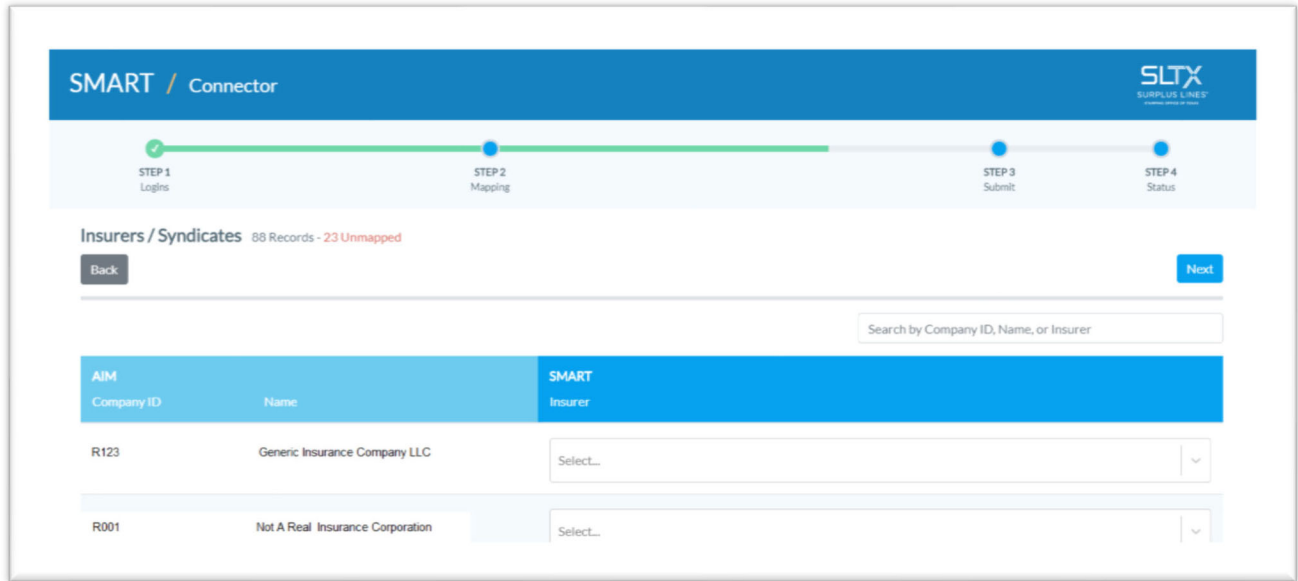
1. Use the "Search by Company ID, Name, or Insurer" input at the top of the table to filter rows based on existing text any of the columns.
2. Click on any column title within the header to sort the text in that column in ascending alphabetical order (starting with blanks). You will see an up arrow appear next to the title.
3. Click on the same column title to sort in the opposite descending order (blanks at the bottom). You will see a down arrow appear next to the title.
4. Clicking on the same column title a third time will remove that column's sorting and place the rows in the original order.



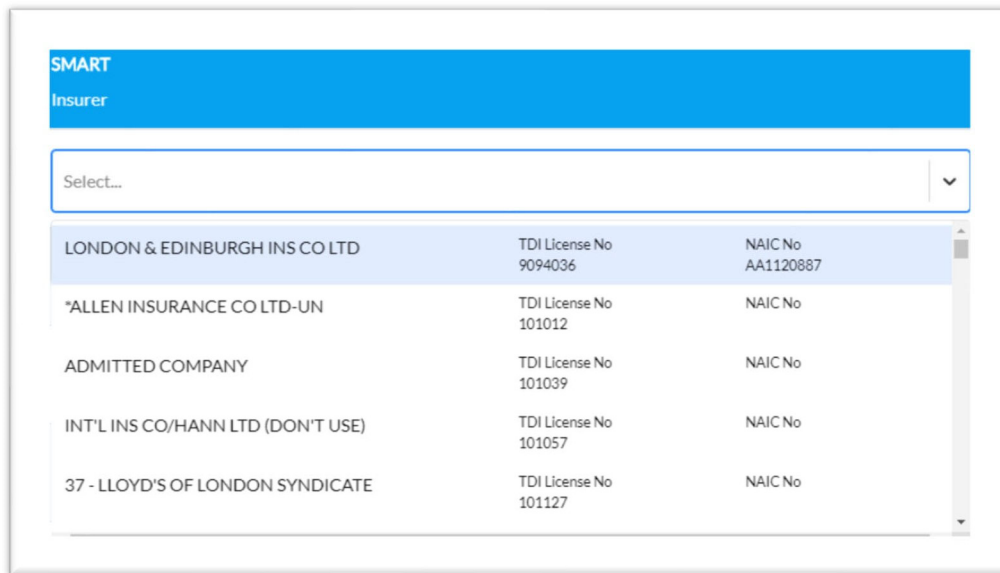
Insurer / Syndicate Search

To map an insurer or syndicate code to a company:

1. Select a company or insurer with transactions that would be sent to SLTX.
2. Click on the Insurer dropdown on the same row.
3. Scroll through the list or start typing to filter the list and select the associated insurer. Insurers can be filtered by name, TDI license number, or NAIC number. Be certain that you are selecting the insurer whose name is an exact match to the insurer or company for the AIM Company selected.



Insurer / Syndicates mapping screen



Insurer input dropdown

Reviewing and Submitting Transactions

The Submit screen will display all transactions that have not previously been marked as sent in AIM and have an “Accounting Effective Date” that is on or before today’s date. Each row in the table at the bottom represents one transaction.

When there are a very large number of transactions that have not previously been sent to SLTX, the user may see the message “Retrieving unsent policy changes...” while the SMART Connector loads the full list on the Submit screen.

Review each transaction to make sure it is ready to submit and has not already been submitted. If the transaction needs editing or is otherwise not ready to submit, uncheck the first checkbox under Submit to exclude that transaction from the current batch. You should see the number of transactions and the total taxable premium at the top change in response to each box. If a transaction has already been sent to SLTX then uncheck and the Submit box and check the Hide Permanently box so that the transaction will not show up again. Be careful when selecting this checkbox, since currently there is no way to unhide any transactions.

After reviewing all transactions, scroll back to the top of the page and click the “Submit” button to send all checked transactions. After successful submission, these transactions will be marked as sent and will not show up again in SMART Connector. If an error occurs when transmitting the batch to SLTX, these transactions will not be hidden and will show up on this page again next time you run the application.

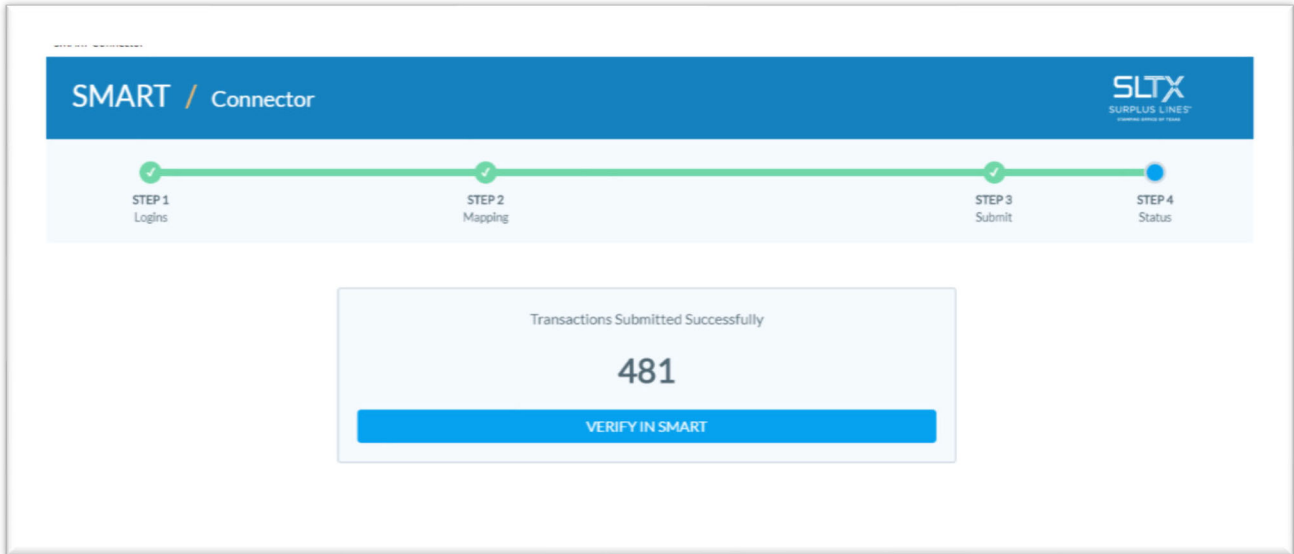
Submit	Hide Permanently	Policy Number	Effective Date	Total Gross
<input checked="" type="checkbox"/>	<input type="checkbox"/>	ABC1234	03/04/2019	\$1037.42
<input checked="" type="checkbox"/>	<input type="checkbox"/>	CBA9999	09/17/2019	\$3095.76

Review transactions to submit screen

Reviewing Submission

The Status page will tell you how many transactions were sent to the Online Filing System (SMART). The VERIFY IN SMART button will link you to the submitted batch within SMART. If you are not already logged into SMART on your browser, then you will need to sign in with your credentials before arriving at the upload details page.

You will resolve any errors (or tags) that are assigned to your transactions within the current Online Filing System. You may contact TechSupport@sltx.org for assistance in correcting your errors (tags).



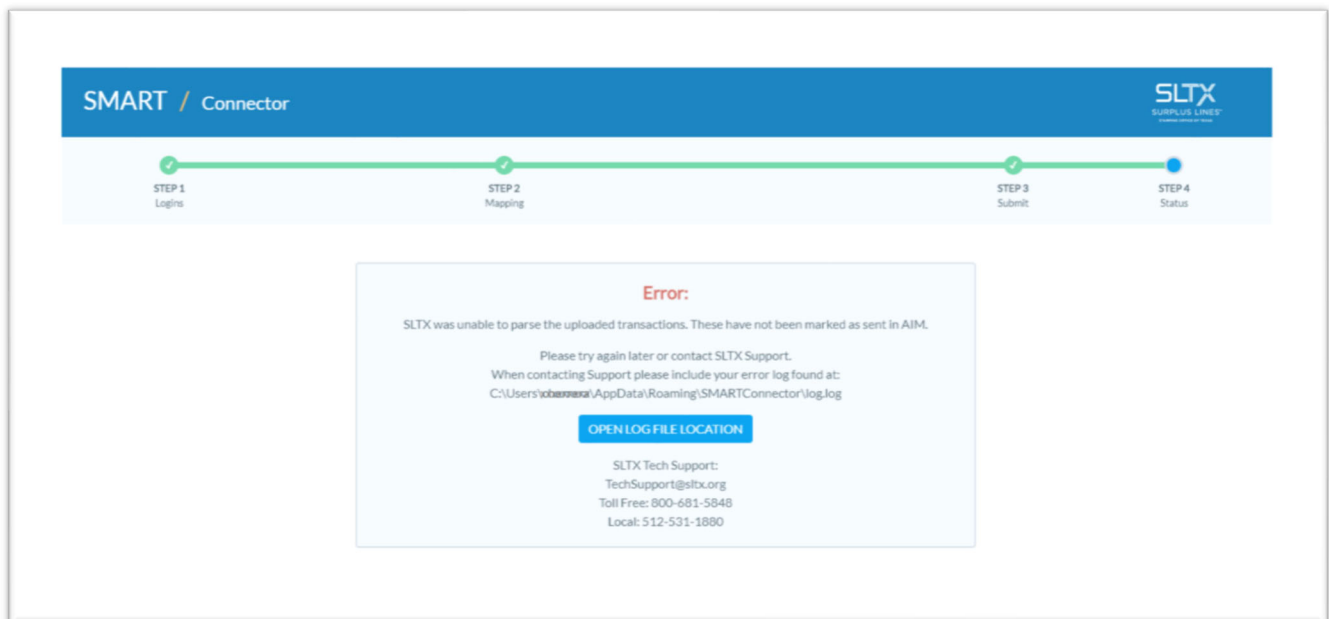
Submitted transactions screen

Handling Errors (SMART Connector)

At any point during the login, mapping, and/or submission steps in SMART Connector, you may encounter an error page similar to what is shown below. It will contain a description of the error that has occurred, the location of the log file, and provides contact information for SLTX Tech Support.

Some actions provide the option to retry the attempted action that resulted in an error. You may want to click "RETRY" to attempt to retry the action before contacting SLTX support.

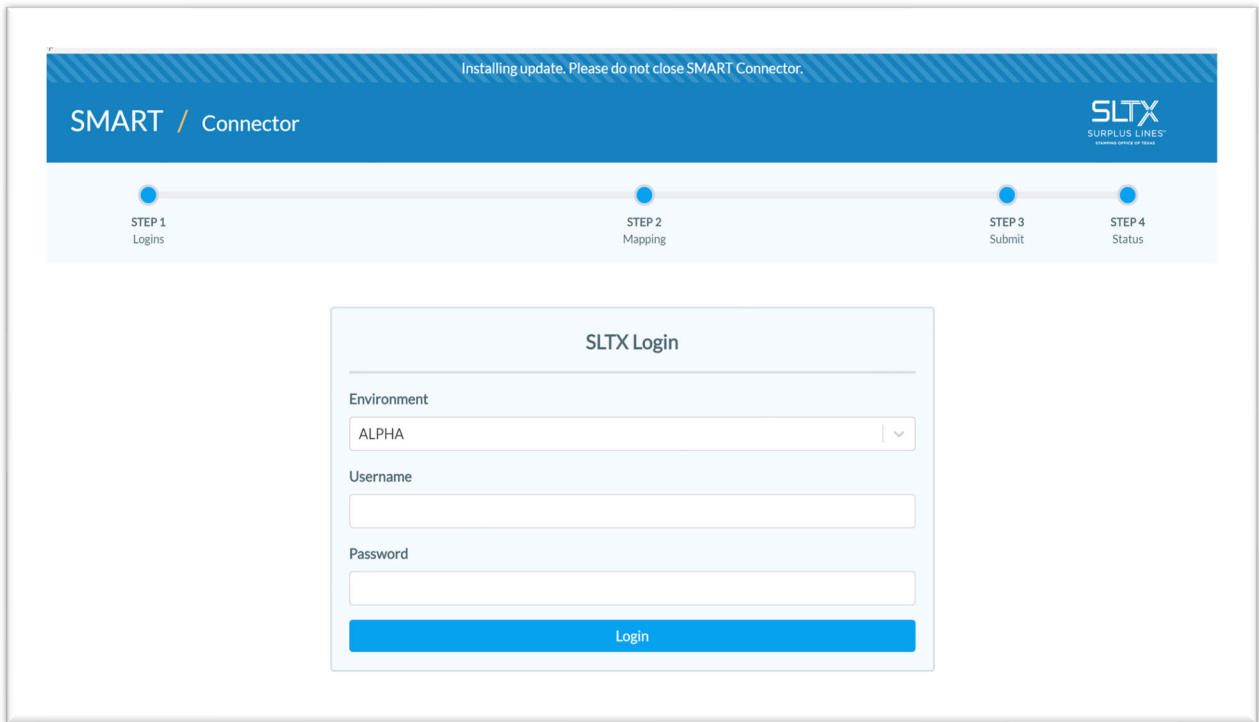
When contacting support, it will be helpful to send your log file via email so that support staff can better understand what has gone wrong in SMART Connector. The easiest way to find the log file in your computer is to click the "OPEN LOG FILE LOCATION" button. This will open a file explorer window with the relevant log.log file highlighted. You should attach this in an email to SLTX Support TechSupport@sltx.org along with any other correspondence related to the issue at hand.



Example error screen without a retry option

Update Installation

When an update is available for the SMART Connector app, it will try to automatically download and install the new version while a notification is displayed at the top of the screen. You must not quit the app nor perform any action in it while the SMART Connector is running this process.



Example of installing update notification

User Guide Document Changes

2.5

Add clarity about prerequisites and EFS/SMART shared credentials
Add Division / Branch selection feature (version 1.1.35)

2.4

Add clarity about "Accounting Effective Date" within selection criteria

2.3

Add clarity about "pre-release" updates

2.2

Add clarity to "Getting SMART Connector" section

2.1

Update "Retrieving unsent policy changes" warning

2.0

Update log in sequence
Acceptance of Licensing agreements are required for SMART and SMART Connector
Application notifies users when update is in progress

1.0

First documentation release for SMART Connector.