

## Tips and Tricks for Submitting "In Good Order" Tickets

**Tip 1:** Not seeing tickets dropped on our producer website? During the ticket review process, before checking "I Agree to submit this ticket," check the Agent Code Number Field to make sure the writing agent's number is correct. If the number is not correct, update this field with the correct agent code.

**Tip 2:** Agent is not yet appointed and therefore does not have an agent code? During the ticket review process, before checking "I Agree to submit this ticket," enter the BGA code in the Agent Code Number Field. This will allow anyone with agency access to view the ticket from our Producer website.

**Tip 3:** Not the right case manager for this ticket? You can update the ticket with a different case manager's email address for all go-forward correspondence. During the ticket review process, before checking "I Agree to submit this ticket," update the Case Manager Email Field.

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**Congratulations! A ticket has arrived for your approval!**

You have received a ticket for approval from **Test Agent**

Once you have reviewed this ticket by clicking on the "View Ticket" button below, check the "I Agree" checkbox to enable the completion of the submission process. **Please review the Agent Code entered on the ticket. If the Agent Code is incorrect please enter the correct code in the Agent Code field. If the agent is not appointed please enter the agency number in this field.**

Agent Code #  **Verify this is the correct agent code. If not, update the agent code here. If the agent is not appointed, enter the BGA number here.**

Case Manager Name

Case Manager Email  **Update the case manager email address here if this is not the correct case manager for the agent.**

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