

**This is a list of recent email communications. We aim to send out frequent updates on the status of the redesign project as well as inform of recent accomplishments and any known issues. If you are not on our insurance industry email distribution list and would like to be, please email [FRRedesign@flhsmv.gov](mailto:FRRedesign@flhsmv.gov) and request to be added.**

**09/11/2014:**

Our daily process has resumed. If you received any unknown errors on Monday, please resubmit the file. If you receive any unexpected errors off from our run that happened tonight, please do the following:

- 1) email Tiffany Moyal, Laura Freeman, FRRedesign and myself (all copied above)
- 2) include unencrypted output file
- 3) include account name
- 4) include brief description of issue

If you submitted multiple flat files, please keep in mind that your output may be combined. We thank you again for your patience these past few days.

**09/09/2014:**

I apologize for the delay. Our daily processing is still turned off. Therefore, you will not be receiving any output files until resumed. We will keep you informed of any progress. We apologize for any inconvenience.

**09/08/2014:**

Some insurance companies will be receiving duplicate output files for the same daily file. We are re-running a process internally. The first file (earliest date/timestamp) contains your real errors that you will need to correct. Please ignore the second output file.

Additionally, we had to stop our daily processing. Therefore, not all flat files got processed before the 4:00pm EST scheduled pick up time. All XML files were processed.

All processes should be caught up and running as expected tomorrow.

**08/26/2014:**

Tomorrow, August 27, 2014, we will be deploying two fixes to correct known production issues.

The first change will be to correct issues with the unregistered VIN files that are flagging certain FL registered vehicles as not being registered in our state. Please let us know if you have any issues with the unregistered VIN files received after Thursday. You can verify if a vehicle is a valid FL registered VIN by using our online tool located at <https://services.flhsmv.gov/MVCheckWeb/>.

The second change is to correct the name structure in the new daily C files to match the weekly C files. We will be working on a data conversion to correct old data. Therefore, for a few days, it is possible that you will see both formats (some old data with bad formatting and some new data with the corrected format). We anticipate the data conversion to be completed within a week. Please let us know if you have any issues with the newly deployed daily C files.

**08/18/2014:**

On Friday 8/15/2014, our Secure File Transfer Protocol (SFTP) server was shut down and you were advised not send any files (daily files, reload files, test files, etc) until you hear from us. Our changes over the weekend were successful and the server is running as normal. Please resume sending your files as usual.

**08/13/2014:**

On Friday 8/15/2014, our Secure File Transfer Protocol (SFTP) server will be shut down between 5:00-6:00pm EST. Please be aware that during this timeframe, you will not have any connectivity to the server. In addition, we ask that you do not send any files (daily files, reload files, test files, etc) until you hear from us on Monday 08/18/2014.

**06/17/2014:**

Due to several internal issues, your output files for today will be delayed. Many of you will receive output late this afternoon. The rest can expect output returned tomorrow (combined if in flat format). Please let your members know.

**04/30/2014:**

Please see the attached memo concerning Florida insurance reporting requirements and its effect on our mutual customers.

Also, as a reminder, our XML transaction report changes will be deployed on Monday May 5, 2014. Please refer to the memo dated March 4, 2014 for further information:

<http://www.flhsmv.gov/FRManualFTP/FloridaFRRedesignXMLTransactionReportChange2014-03-04.pdf>

Please feel free to contact me at [FRRedesign@flhsmv.gov](mailto:FRRedesign@flhsmv.gov) with any questions or concerns.

**04/10/2014:**

The weekly Monday verification process will continue running while the new daily verification process is off. As a reminder, you are required to continue responding to these files within 20 days as required by law. For the next few weeks, your weekly verification files will be larger than usual. Please try to work within the required timeframe. If you have any issues with volume, please contact us so we can work with you.

**04/08/2014:**

We have identified a system error which we are working diligently on correcting. As a result, we will be deleting many cases against our mutual customers. In the meantime, we have put our registration sanction creation on hold and will be holding verification files.

**Please do not respond to any previous daily verification files for sanctions starting with 800000000 (SR\_verifications\_timestamp files).** Once our data is cleaned up, we will be resending all remaining needed verifications within 30 days. These verifications will be marked 'L' for late. However, we will not hold these against anyone.

Please understand that this communication **does not** apply to the weekly verification files. You are required to respond to all of these inquiries within 20 days.

In addition, we know many of you have experienced higher than usual call volume and customer inquiries. In response, we have received a massive influx of emails, calls and faxes. We are working diligently to respond as quickly as possible. However, please allow 2-3 business days for a response. As previously mentioned, we are working on deleting many of these 'problem sanctions'. If a customer contacts you regarding one of these cases, please use our DL check site first located at <https://services.flhsmv.gov/DLCheck/>. This site will advise if the customer has any open requirements on their record. If there are no open sanctions, please do not email/call/fax us for clearance. The customer can also use this site to confirm if their driving privilege is valid in the state of Florida.

Thank you all for your patience.

#### **03/03/2014:**

Many companies have reported not receiving their large Monday C file from last week. This would have been the first weekly C file sent since the process was on hold. In an effort to ensure all companies have this verification file, it will be resent tomorrow in our 8:00am EST job. The file should be ready by 8:30am and will have the standard weekly C file name (DHS.DDL.FTP.DMI...)

Please email FRRedesign with any questions.

#### **02/13/2014 #2:**

We have had several companies contact us concerning issues with their flat 'B' file output from 02/06/2014. In attempts to ensure everyone has their correct output file for that date, we will be resending those files. If you received your 02/06/2014 output file and have no issues, you can ignore this duplicate file.

Please contact FRRedesign with any questions.

#### **02/13/2014 #1:**

For XML customers, beginning today, the unregistered VIN holding errors will be returned in XML format once again. You will no longer get a flat file with these errors. The file name will be Unregistered\_Vins\_Timestamp.xml.

These errors **do not** apply to flat format customers. Please feel free to contact FRRedesign with any questions or concerns.

**01/24/2014:**

The large Monday C file for 01/27/2014 and Daily C files will be delayed. You will receive your C files by next Thursday. This will not affect regular daily processing. Please let me know if you have any questions.

**01/16/2014:**

Our daily job will be resumed this morning. Processing may take several hours but output will be returned today. For XML file, you should receive one file per file sent. For flat format files, your output files will be returned combined. Up to 50,000 lines will be processed. If you files exceed this total, your files will be broken down and returned multiple days until complete.

We appreciate your patience.

**01/14/2014:**

As advised on 01/10/2014, we have placed a temporary hold on insurance processing. This hold is still in effect. We will continue to send out updates and inform as soon resolved. Thank you for your patience.

**01/10/2014:**

We have a hold on our insurance processing. You may not receive your expected return B file today. We will advise once the insurance processing resumes. Sorry for any inconvenience. Please email me if you have other questions.

**12/31/2013:**

Output for flat file insurance companies will be delayed. Instead of receiving your output this afternoon as scheduled, you will receive your output Thursday morning. Your output will not be combined with your regular Thursday output (which will be returned at the normal time).

This does not affect vendors, nor companies submitting in XML. In addition, please remember our offices will be closed tomorrow.

Have a happy new year!

**08/23/2013:**

Our automated testing process is now deployed. Test files will be processed twice a day (9:30am EST and 7:00pm EST). In order for the test files to be processed, all test files must be named according to the email communication sent 06/24/2013. Capitalization does not matter:

- 1) Please begin all reload tests with 'Reload\_'
  - Example: Reload\_LaceyTest
  
- 2) Please begin all daily tests with 'DailyLoad\_'
  - Example: DailyLoad\_LaceyTest

These files must be placed in the TEST folder on the SFTP server. Output will automatically be returned to your output folder on the SFTP server as soon as the test is done processing.

Have a great weekend!

**08/06/2013:**

Verification (C) files have been delayed this week. These files will be ran and available tomorrow Wednesday August 7, 2013. You will receive the verification file tomorrow in your verification folder if you have any verifications to report for this week.

**06/24/2013:**

As the testing process resumes, we would like to ask all of you to implement the following naming conventions for your test files:

- 1) Please begin all reload tests with 'Reload\_'
  - Example: Reload\_LaceyTest
- 2) Please begin all daily tests with 'DailyLoad\_'
  - Example: DailyLoad\_LaceyTest

This process will allow for us to automate our testing process. In the near future, tests will not be retrieved or ran unless named accordingly.

Please forward this email to anyone who may need these instructions. Please also remember to **always** include your account name in the email subject line (XXXXFTP) so we can easily identify you to review your account if necessary and address all Redesign concerns to [FRRedesign@flhsmv.gov](mailto:FRRedesign@flhsmv.gov). When reporting issues, please include your account name, a description of the issue including any screenshots, and if you reported in flat file or XML.

Again, we thank you for your patience and assistance.

**06/07/2013:**

We are proud to announce that the redesign process has been running much smooth the past week and we thank all of you for your assistance is making this possible.

Please continue to check our website for important information. We will be adding these email communications to the site shortly. In addition, there are new versions of both the Daily and Reload manual on the site for your review as well as new transaction report schema and the bulk policy errors schemas. These changes include minor grammatically and format changes, additional information for clarification purposes and the elimination of a few unnecessary error codes.

Previously, we have add issues with testing files. The testing process is now back up and running. We will test XML daily files or reload files. When you are ready to test, please submit a test file to your test

folder and then email [FRRedesign@flhsmv.gov](mailto:FRRedesign@flhsmv.gov). Please include your account name (XXXXFTP) in the subject line and indicate if your test file is a daily or reload test.

We are continuing to experience issues with companies not receiving their verification files. If you have not received a verification file (and you are suppose to), please email [FRRedesign@flhsmv.gov](mailto:FRRedesign@flhsmv.gov) with your account name (XXXXFTP) and all of the FL Company Codes you report for under that account name. Please make sure you are *suppose* to receive a C file (ie: it's not going to a vendor who reports for you).

When you report an issue, please send to [FRRedesign@flhsmv.gov](mailto:FRRedesign@flhsmv.gov) with your account name (XXXXFTP) in the subject line as well as if the file was a flat file or XML file. It will also be helpful to send dates, file names and any other important information so we can research your request.

As always, thank you for your patience and assistance in working with us to make this project a success.

### **05/28/2013**

Good afternoon,

We hope everyone had a fun and safe holiday weekend!

Effective Thursday May 23, 2013, our Department implemented programming changes concerning flat format files. An unexpected issue concerning header records occurred.

It has come to our attention that companies who are submitting the NAIC codes rather than Florida Company codes in their header record are encountering errors which are resulting in insurance company code errors throughout their file.

We will be deploying a change effective tomorrow, May 29, 2013, to recognize the NAIC code in the header record instead of returning the file with errors. This change will go into effect in the morning. Additionally, we will hold all files tomorrow morning and run them after the changes have taken place.

Please resubmit any records for which these errors occurred.

Additionally, we have pushed the deadline to report in total XML and complete reloads to December 31, 2013. We are doing this in order to allow at least three months for you to program, test and implement transaction types 12, 22, 26, 33, 36, 44 and 46. Once available, we will provide any schemas and examples. This information, as well as the deadline, will be updated on our website.

We thank you for your patience and we apologize for any inconvenience.

### **5/23/2013**

We are pleased to announce that our deployment for flat file errors went smoothly yesterday. Please expect the changes in today's error files (again, for flat format errors only). As stated in last Friday's status update, these errors will be similar to the old system errors. New XML errors and unregistered VIN holding errors will not show as an error in the flat files. These files will still have the current naming convention with the date/timestamp extension at the end. However, like the old system, you will receive one output file. For companies submitting multiple flat files, you will only receive one file back. This file will have the name of the file name of the **last** file processed with a date/timestamp at the end.

Example: if you submit flat files Lacey123 and Laura 123 in that order, your return file will be Laura123(date/timestamp).

If you submit your file with NAIC Codes (in field positions 1-5) instead of your Florida Company Code then you will continue to get your 'Header' record back with the converted Florida Company Code. All of your 'Filing' records will remain with NAIC code. This is the only thing that we couldn't change back easily.

Once you have switched to XML, the new errors and holding errors will apply and we will want you to perform an XML reload.

We will continue to accept either XML files or flat files. However, at this time, we still are not accepting the following transaction types in XML: 12, 22, 26, 33, 36, 44, and 46. These should be sent in a flat file (except 33 and 36 which are just not programmed yet). Also transactions 34 and 35 will not be accepted in flat file format. We are looking forward to this change and hopefully hearing positive feedback regarding the results. Please email [FRRedesign@flhsmv.gov](mailto:FRRedesign@flhsmv.gov) with any questions, concerns, or comments. Be sure to include your account name (XXXXFTP) in the email subject line.

Below is a list of current known problems and updates:

**Verifications:**

Some companies are still not receiving verifications. We have found this to be the case for companies who have a vendor report on their behalf but they still report maybe some of their transactions (such as SR22/FR44s) and still do their own verifications. If this applies to you and you have not received a verification C file since the server switch, please email [FRRedesign@flhsmv.gov](mailto:FRRedesign@flhsmv.gov) with your account name and a list of the Florida Company Codes (Not NAIC codes) you report for. Be sure to include your account name (XXXXFTP) in the email subject line. Please also remember that you will not always receive a C file every week; these are generated only when there are verifications to report. Additionally, we have set up an automated schedule to run these every Monday. Therefore, your C files should be ready Monday afternoon to Tuesday at the latest. This service runs at 8am.

**Validation Errors:**

Many companies are experiencing errors when trying to validate with the XML schema. The Validation Failed error file signifies that something is off in your format such as length, improper characters, incorrect version number, etc. Below are the steps to validate a XML file. We ask for you to use this tool. If you validate, but are still receiving validation errors from our system, we ask you to first send a screenshot that your file validated successfully and then we will be able to further research the issue.

[Steps to validate a XML file \(Reload or Daily\) against the XSD file](#)

First, you will need an XML tool. The free tool we use here is Notepad ++. You can download it at: <http://notepad-plus-plus.org/> . Once installed, on the file menu, go to 'Plugins' > 'Plugin Manager' > 'Show Plugin Manager' and install 'XML Tools'.

1. Download the following file from <http://www.flhsmv.gov/FRManualFTP/> : 'FLBOB\_Template\_Reload\_and\_Daily\_Inputs.xsd'. Or if you are having issues downloading the file, please request it to be emailed to you by contacting [FRRedesign@flhsmv.gov](mailto:FRRedesign@flhsmv.gov)
2. Open the XML tool, if you are using Notepad ++, on the File menu, go to 'Plugins' > 'XML Tools' > 'Validate Now'. Browse to the location of the 'FLBOB\_Template\_Reload\_and\_Daily\_Inputs.xsd' file.
3. Click "OK" to validate.

You will either receive an "INFORMATION" window with your errors or a message stating your file validated successfully. If you have errors, correct the errors and then re-validate your file. Repeat until you receive the successful validation message.

Additionally, this information will be updated in the manual. As communicated in last Friday's status update, we are making several changes to the manual (such as providing more clarification and examples), and a subsequent email will be sent once the changes are made. We encourage each of you to view the manual once updated.

#### **Missing Output:**

We still have a few companies left with issues for missing B files. We have open service tickets for these and are still working on them. We appreciate your patience with this matter.

#### **Format Errors for Flat Files:**

There are a few outstanding questions concerning flat file format errors. These should also be addressed with the change effective today. However, if you have any issues, please email [FRRedesign@flhsmv.gov](mailto:FRRedesign@flhsmv.gov). Be sure to include your account name (XXXXFTP) in the email subject line.

#### **XML Daily and Flat/XML Reload Testing Delays:**

Many of you have contacted us about testing. We are still experiencing issues with our testing software. It appears to be on our end and related to the decryption process. We are working diligently on a resolution to these issues. Everyone who has submitted a test (and informed us so they were added to the testing cue) will be processed in the order received as soon as possible.

#### **Switch to Total XML:**

Our current *anticipated* deadline is September 1, 2013. However, we are still working on the programming of transaction types 12, 22, 26, 33, 36, 44 and 46. Once ready, we will provide examples and schemas. We will allow at least 3 months upon receipt for you to program, test, and implement XML. We will certainly send a memo at that time with an official deadline.

As a reminder, Monday is Memorial Day and state offices will be closed. We thank you all for your assistance in making this project a success.

**05/17/2013:**



Good afternoon!

We would like to thank all of you for your assistance and your patience regarding our transitional phase.

As advised on Monday, we have been working all week towards a solution to alleviate concerns with flat file error reporting. We know that many new errors were hard to interpret and we are confident we have reached the best solution for both you and our mutual customers.

Wednesday night we will deploy changes that will **affect flat format files only**. These changes will be effective on Thursday May 23, 2013. Although we are trying to build a more perfect system geared towards XML, we realize not all processes were as smoothly implemented with the flat files as we had hoped. We have worked very diligently this week to reinstate parts of the old system for your convenience.

For all files submitted in flat format, you will receive one output file back. This output file will be similar to the old output file where you receive a list of all the transactions submitted, and those with an 'E' indicator are the only ones with errors. These errors will be the same errors and same positions as you were receiving in the old system. Additionally, we have eliminated the new error codes for flat files only including the 30 day holding errors for unregistered VINs. The file naming convention, however, will remain as it is currently with the date/timestamp extension at the end of your file name. Although old business rules will be in place again (ie, sending multiple 20s for a policy), we would like to remind you that all of the new rules and new errors will apply when you switch to XML format. We strongly urge you to continue familiarizing yourself with these rules.

Additionally, we know many of you have concerns regarding previous ambiguous errors. We would suggest that you resend these errors after the changes take effect. Your new errors will be in a form you are accustomed to seeing. Additionally, we would strongly urge all of you to perform a reload once converted to XML. This will help rectify any discrepancies with our database.

Again, those files submitted in XML **will not** be affected. If you submit in XML, you will continue to receive output as you currently are with a separate file for all SR/FR transaction types and transaction type 12s that are running through old coding.

Additionally, we are making several updates/clarifications to both our manuals. An email will be sent as soon as the new manuals are posted.

We thank you again for your patience and participation in making this redesign a success.

**05/13/2013:**

Good afternoon,

We are pleased to announce much progress has been made in these past few weeks and we appreciate all of your assistance in making this project a success.

We would like to share the following known issues:

**Transaction errors:**

We realize that there are some issues and concerns with interpreting new errors in the old format edit mask. We strive to make this process as smooth as possible for you but know there will be hardships along the way. Many of you have reached out with concerns in interpreting your errors for flat files submitted. We have discussed several options and believe we can fix the problems by modifying the new programming where it has to deal with the flat file. We are hoping to eliminate the errors that you are receiving and were not expecting in the Flat File. I am very hopeful this can be done without other issues being raised and fairly quickly, however, we are not able to make a final decision until late Tuesday, so please be patient with us. If you are having trouble with new error, it is not necessary to work them all right now, we will figure out a way to reprocess them or process another reload if possible.

We will send out a correspondence detailing our changes later this week. We appreciate your patience until then.

**Verification Files:**

Some companies have experienced issues with receiving 'C' files on the new server due to changing account names. If you have not received a 'C' file since the switch, and expect to receive these electronically, please forward your account name and the Florida Company Codes for each company you report for in your account name.

**Missing 'B' Files:**

Some of you have contacted us about missing 'B' files. Please be patient with us. We are working to recover these as quickly as possible and will advise as soon as resolved.

In addition, we have discovered that some companies are overwriting their files when submitting multiple files. If you submit multiple files, please manually double check the server to ensure all files are there. This seems to happen to more files that are the standard naming convention from the old system where each file has the same name. We would suggest that you uniquely name your files to avoid this error. For example, I could name my files Lacey05132013A and Lacey05132013B to avoid any confusion. Just remember that a 'B' and a date/timestamp will be included at the end of all output files.

If you are missing output and you see those files you are missing output from are not in the archive folder, it is possible that this issue pertains to you.

Please forward this email to anyone who may need to be included in this status. Please also remember to **always** include your account name in the email subject line (XXXXFTP) so we can easily identify you and review your account if necessary. Please address all Redesign concerns to [FRRedesign@flhsmv.gov](mailto:FRRedesign@flhsmv.gov).

**04/19/2013:**

As you are well aware, we have switched entirely to our new server as of this past Monday, April 15<sup>th</sup>.

Please remember to use the appropriate folders when sending and receiving files.

We would like to share the following known issues:

**Verification Files:** As advised at the beginning of the week, there was an issue with the formatting of C files and the date/time stamp extension being left off. These were re-ran last night and you should now have a duplicate C file in your verifications folder. Please ignore if you had no issues with your first.

#### **Header issue:**

If you submit a NAIC code in your file, then our header will be modified to reflect your Florida company code. If you do not know your Florida company code, then you can find it by visiting <http://www.floir.com/companysearch/>.

#### **'B' Return Files:**

As a reminder, you will possibly receive a file for each process. One will come in the morning containing all daily transactions (except the 30 as described below) and the other will be in the evening and contain all transaction types running through the old coding format (22, 26, 33, 36, 44, 46 and now 30). These files will have different date/time stamps that will distinguish them from one another.

For the morning process, you will receive back only errors. If no errors, you will receive an output file with only a header and trailer.

You should receive errors as previously received in the old system for SR/FR/30 type transactions.

#### **Missing 'B' Files:**

Some of you have contacted us about missing 'B' files from the previous week. Please be patient with us. We are working to recover these as quickly as possible.

#### **Transaction errors:**

'30' transaction: In the new system, a '30' will be used to change the effective date, level of coverage (optional) or policy holder address. Please refer to the Daily manual located at our website for information on how to change the name in the new system (XML format). In order to fix this error, **for all '30' transactions sent in flat format**, we will pull out all flat '30' transactions and run through the old system. This will therefore act the way it always has until you switch to XML. In the meantime, any errors will be found on the SR/FR return file.

'20' transaction: In the new system, a '20' is used to initiate a new policy only. Multiple 20's should not be sent for the same policy. You can handle this one of two ways:

- You can send a 20 and then add multiple vehicles.
- If a 20 was already sent for the policy initiation, you would need to submit a 31.

\*Please see page 11 of the daily manual for more clarification.

Level of Coverage error: This is optional. We have discovered that the if the company indicator was Y, it was not set to default to 01. This has now been fixed.

Please forward this email to anyone who may need to be included in this status. Please also remember to **always** include your account name in the email subject line (XXXXFTP) (even when replying to this email!) and address all concerns to [FRRedesign@flhsmv.gov](mailto:FRRedesign@flhsmv.gov).