Sign into TRAX by going to Field Force Services → Training & Resources → Producer Growth Training (Header) → Standard & Escalation Management Portal (Lefthand pane)
 → Standard & Escalation Management Portal (Middle under helpful links) → SEMP Page → TRAX Banner

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+	Welcome to SEMP!	
	Standard & Escalation Management Portal	Afac
9 11	2. To submit a request,	M Jac.
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	NOTE Please click on the Aflac Dental and Vision banner listed below to launch the TRAX application to create an Afla	ac Dental and Vision request.
	TRAX	
	KC My worklist 3	
	Identify Escalation Category Request • Task in E-66093	Go
	Identify Escalation Category Request • Task in E-64028	Go
	Identify Escalation Category Request • Task in E-66024	Go
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SEMP Link

2. To create an escalation request hover over the left-hand pane and select "Create."

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3. You will be prompted to select a "*Category*" *and "Sub-Category*". Please refer to the document for more details surrounding these topics. Once a Category and Sub-Category is selected, click "*Create*."

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+	Welcome to TRAX!	New Request		- ×	Pulse	ê, G
*	Please click on the banner below to launch the TRAX application to create	Sales Channel/Entity	* n		M Start a conversation	
		Category *	~	\$ @	6	
୍	My worklist 28 Submit Escalation	Sub-Category *	~	60	Be the first to post!	
	Request + Task in ADV-595 Submit Escalation Request + Task in ADV-594	Cancel		Create		
	Submit Escalation Request * Task in ADV-592			GO		
		View all				
	Items I follow a			G 🗘		
	Q Search	estaday 1	Group s	ø Fields ∓ Density □ Keyboard		
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4. You will be brought to the Submit tab which will allow you to input information regarding your escalation request. Please refer to the "*Producer Training Workbook*" document for more details surrounding these topics and what information may be required to process your request. Any field with an "*asterisk*" is required to be filled out. Please ensure the "*Customer Info*" tab and "*New Request Details*" are filled out.

5. Once all required details have been input, select "*Submit*." You will be sent an email notification when your request has been created.

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+			Actions •	New Request Details						0
+ ବ ଅ ଷ	Priority 10 Status Create Date/Time Created Updated Details Pulse	NEW 4/16/24 6:51 AM MOUser 8 minutes ago MOUser less than a min	iute ago	CUSTOMER INFO NEW I Member Member Name * Please select one option -select	from the drop-down *	Claim Nurr	ber			\$\$ • 0 • 0 •
▲ ⊚ ∷				Cancel Customer INFormation	NEW REQUEST DETAILS RESOLUTION D	ETAILS			Save Submit	

6. Once you have submitted your request, the status of the request (which can be located in the left-hand pane of the request) will change to "*RECEIVED- PENDING ASSIGNMENT*". Which means your request has been created and is pending assignment to be worked. You will receive an email notification advising of this. Other statuses and their definitions can be located on the "*Producer Training Workbook*" document.

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+			Actions -	✓ Intake	> ~	<i>(</i>	Submit		Validate		Fulfill	Resolution		0
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				Date Of Service 01/01/1900					Claim Number 2023TESTESTE	er ST				
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7. To request updates on your escalation request, please utilize the "*Pulse*" tool. This can be found located on the requests left-hand pane.

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▲Ø	Priority 10 Status	RESOLVED-COMPLETED	•	Post Sta	• irt a conversa	tion										Attachments Escalation,ADV-330,M5,1 Correspondence • VACUser • 26d ago	i e t
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Q	Assigned To Date Time	3/20/24 6:03 PM							9.						ŝĝi	Followers (0)	¢
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8. When your request is reflecting as "**PENDED**" that means either we are needing more information regarding the request in order to resolve or the request is pending resolution by our IT Partners. You will receive email notification of this.

PEGA Q	Paper ADV 597 ☆ C	V Intake V Submit Validate Fulfill Resolution	←
+	Actions -	To do	0
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	Pend End Date	Please select one option from the drop-down Member DOB Member DOB 01/01/2000	
	Pend Comments test Created MOUser 34 minutes ago Undeted TagGetTeam 2 minutes ago	Additional Customer Info	
	Opdated Traxescieam 2 minutes ago	Customer Information Date Of Service Claim Number 01/01/900 2023TESTESTEST	
	Pulse		
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9. When your request has been resolved, the status will reflect as "*RESOLVED-COMPLETED*" you will also receive email notification of the resolution.

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+		Actions -	CUSTOMER INFORMATION NEW REQUEST DETAILS RESOLUTION DETAILS	Files & documents	¢
	22.2			Attachments	
	10		Account Name	Escalation, ADV-330, MS, 1	
0	tatus	RESOLVED-COMPLETED	ABC Co	Correspondence • VACUser • 26d ago	
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Q	Assigned To Date	3/20/24 6:03 PM	Additional Customer Info	📅 Followers (0)	٥
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	Resolved	TRAXAccRen 26 days ago			
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10. A complete view of all request and statuses can be located on the "*Dashboard*" tab within TRAX.

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1	Home								
		Created	1	Subject	Status	Assigned	Assigned To Team	Category	SubCategory
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		3/18/24 4:54 PM		Escalation, ADV-191, Sector	ACTIVE	TRAXBilling	Billing	Billing	Online payments
в	plore Data	3/8/24 1:26 PM		Escalation, ADV-19, TX-N, 100	ACTIVE	TraxEscTeam2	EscalationTeam	712	100+/brochure - Plan changes
		3/8/24 4:35 PM		Escalation, ADV-39, Sector Z	ACTIVE	TRAXBilling	Billing		Invoice not received/reprint
		4/1/24 4:41 PM		Escalation, ADV-525, IN, Clai	ACTIVE	TRAXClaims	Cleims	1.44	Claim status over 30 days
		3/18/24 4:49 PM		Escalation, ADV-189, MO-E,	ACTIVE	TRAXBilling	Billing		Missing payments
		3/18/24 4:03 PM		Escalation, ADV-178, GA-N, A	ACTIVE	TraxEscTeam	EscalationTeam	Bling	ACH not drafted/as expected
		3/26/24 10:52 AM		Escalation, ADV-516, Sector	ACTIVE	TraxEscTeam	EscalationTeam	Account Renewals	Everwell - renewal inquiry
		3/11/24 2:32 PM		Escalation, ADV-43, CT/RI/NY	ACTIVE	TraxEscTeam	EscalationTeam	19 10	100+/brochure - Member demographic
									123_16 Next
		Status	: Created Time			Subject	1	Category	SubCategory
		New	4/15/24 10:11 AM					Commissions/Production Credit	100+/brochure - Commission Allocation (PNF/ANF)
		New	4/15/24 10:12 AM			177		Commissions/Production Credit	Direct deposit set up
		New	4/15/24 10:13 AM			977		Commissions/Production Credit	Commission Statement
		New	4/8/24 12:33 PM					Claims	DMR Form Request
		New	4/15/24 10:13 AM			100		Commissions/Production Credit	Missing commissions
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11. You will be able to view "Open Submitted Requests", "Requests not Submitted (Saved Only)" and "Completed/Rejected Requests."

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Open Submitted Rec	uests (109)								Group 🚿 Fields 🕴	Density 🖽 Ke
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ADV-209	3/19/24 1:01 PM		Escalation, ADV-209, LA, EOBs	ACTIVE	ModelOpTRAXClaims	Claims		Claims	EOBs	
ADV-191	3/18/24 4:54 PM		Escalation, ADV-191, Sector	ACTIVE	TRAXBilling	Billing		Billing	Online payments	
ADV-19	3/8/24 1:26 PM		Escalation, ADV-19, TX-N, 100	ACTIVE	TraxEscTeam2	EscalationTear	n		100+/brochure - Plan	n changes
ADV-39	3/8/24 4:35 PM		Escalation, ADV-39, Sector Z	ACTIVE	TRAXBilling	Billing			Invoice not received.	/reprint
ADV-525	4/1/24 4:41 PM		Escalation,ADV-525,IN,Clai	ACTIVE	TRAXClaims	Claims			Claim status over 30	days
ADV-189	3/18/24 4:49 PM		Escalation,ADV-189,MO-E,	ACTIVE	TRAXBilling	Billing			Missing payments	
ADV-178	3/18/24 4:03 PM		Escalation,ADV-178,GA-N,A	ACTIVE	TraxEscTeam	EscalationTear	n	Billing	ACH not drafted/as	expected
ADV-516	3/26/24 10:52 AM		Escalation,ADV-516,Sector	ACTIVE	TraxEscTeam	EscalationTear	n	Account Renewals	Evenwell - renewal in	nquiry
ADV-43	3/11/24 2:32 PM		Escalation, ADV-43, CT/RI/NY	ACTIVE	TraxEscTeam	EscalationTear	n		100+/brochure - Mei	mber demogr
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