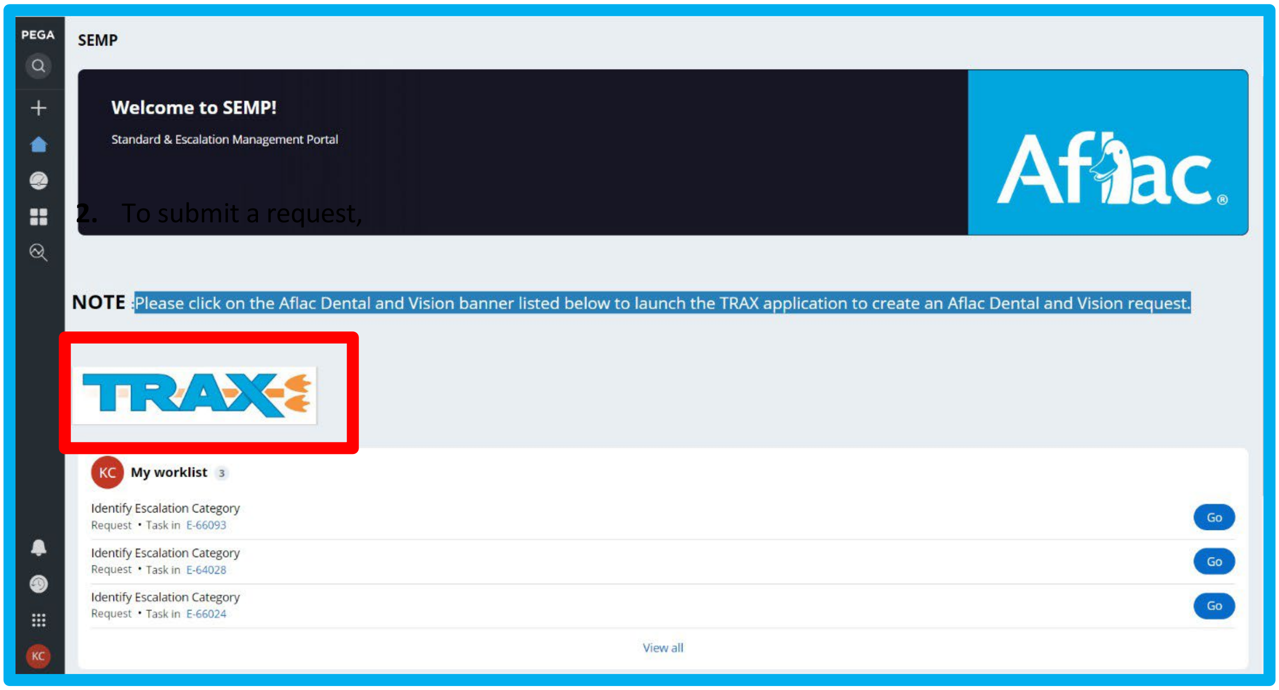
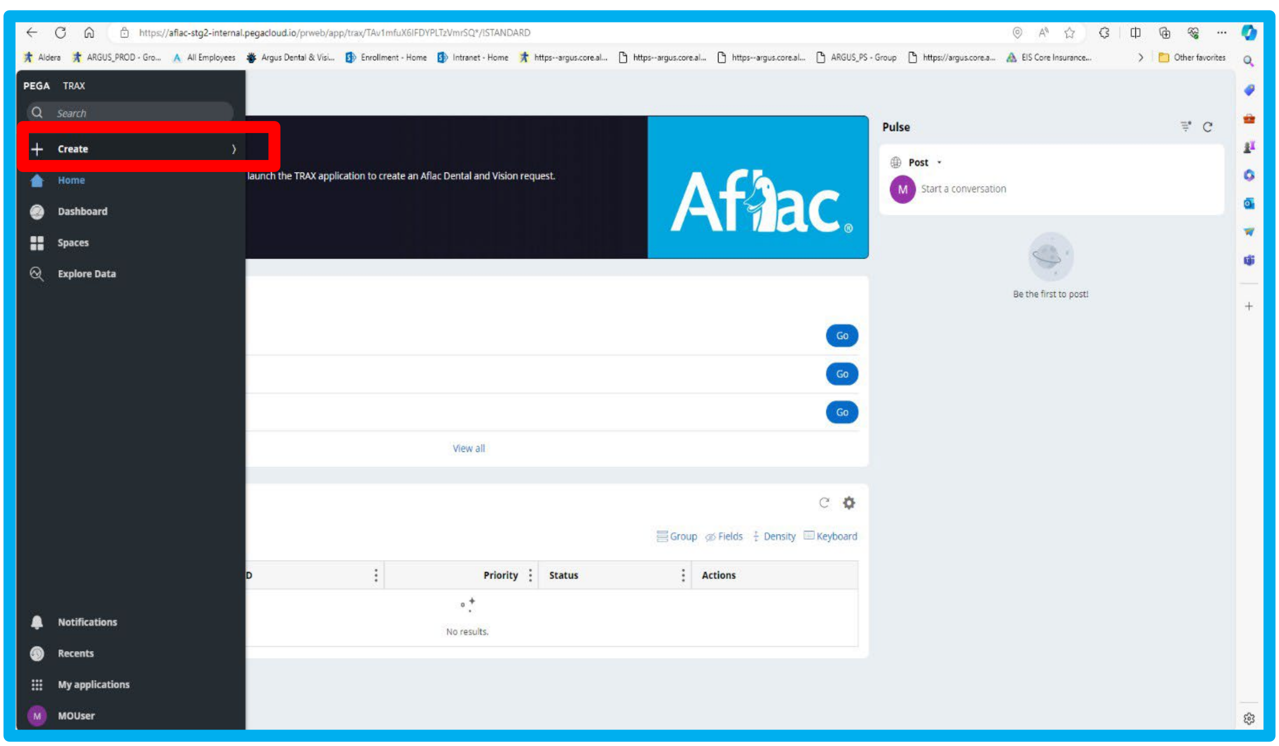
1. Sign into TRAX by going to Field Force Services ➔ Training & Resources ➔ Producer Growth Training (Header) ➔ Standard & Escalation Management Portal (Lefthand pane) ➔ Standard & Escalation Management Portal (Middle under helpful links) ➔ SEMP Page ➔TRAX Banner

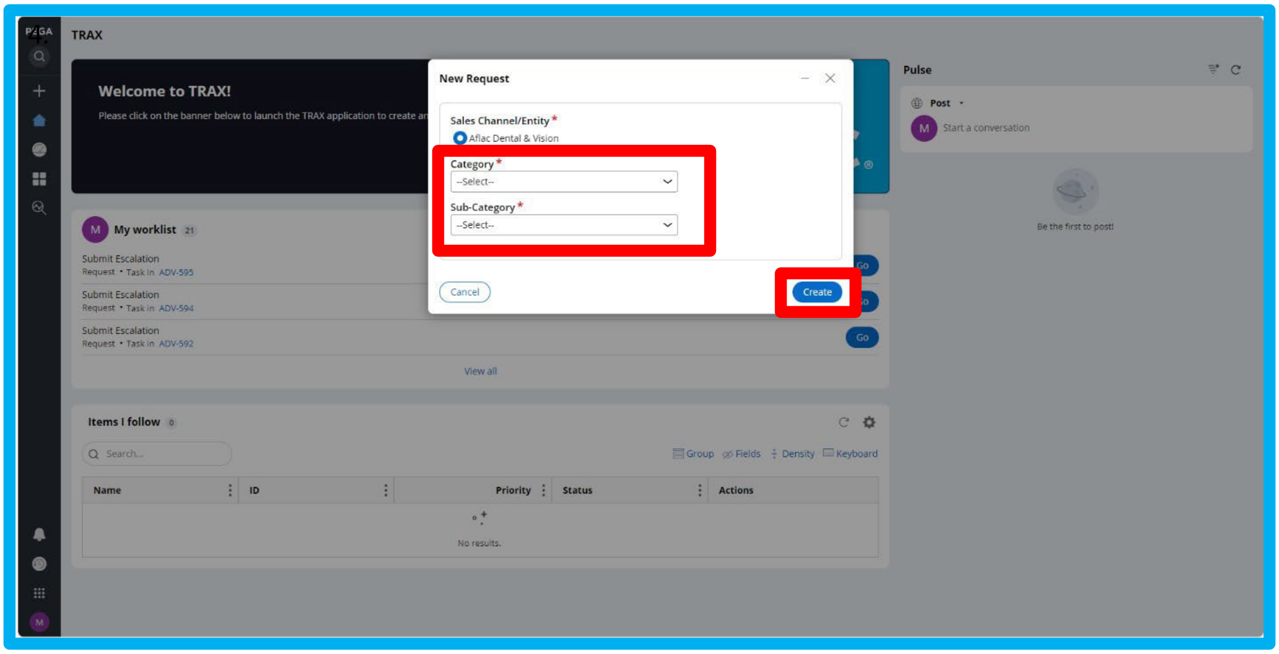
   [SEMP Link]



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

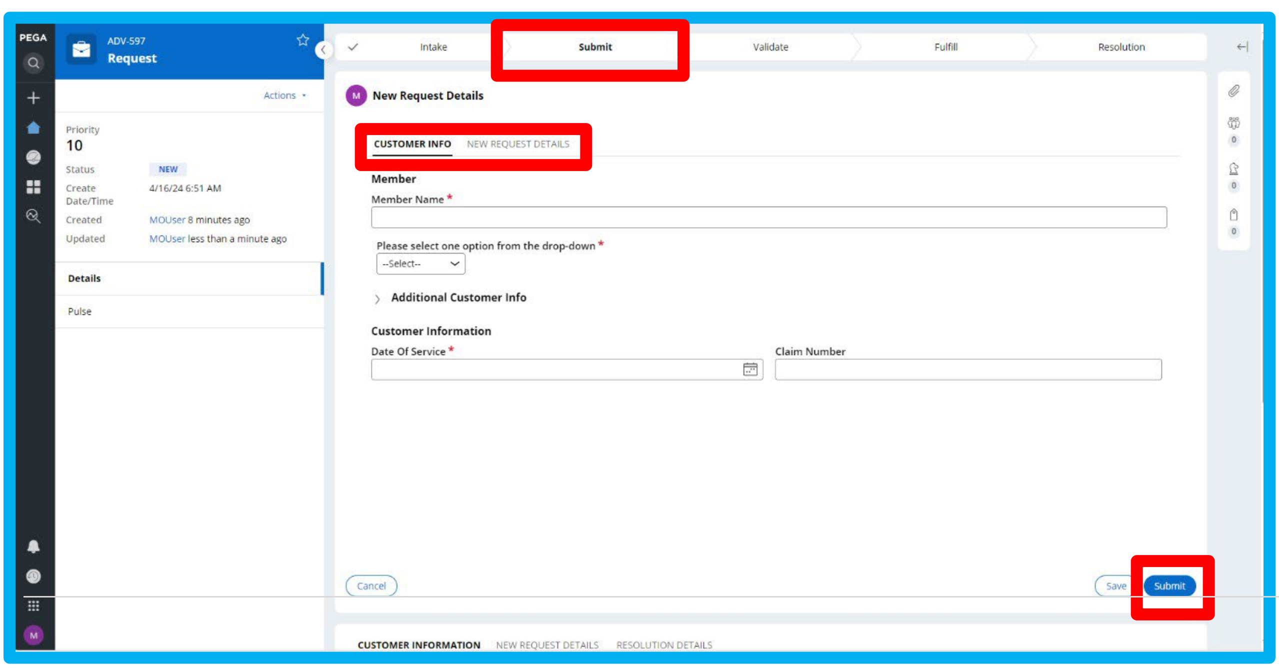


3. You will be prompted to select a "***Category" and "Sub-Category***". Please refer to the document for more details surrounding these topics. Once a Category and Sub-Category is selected, click "***Create***."

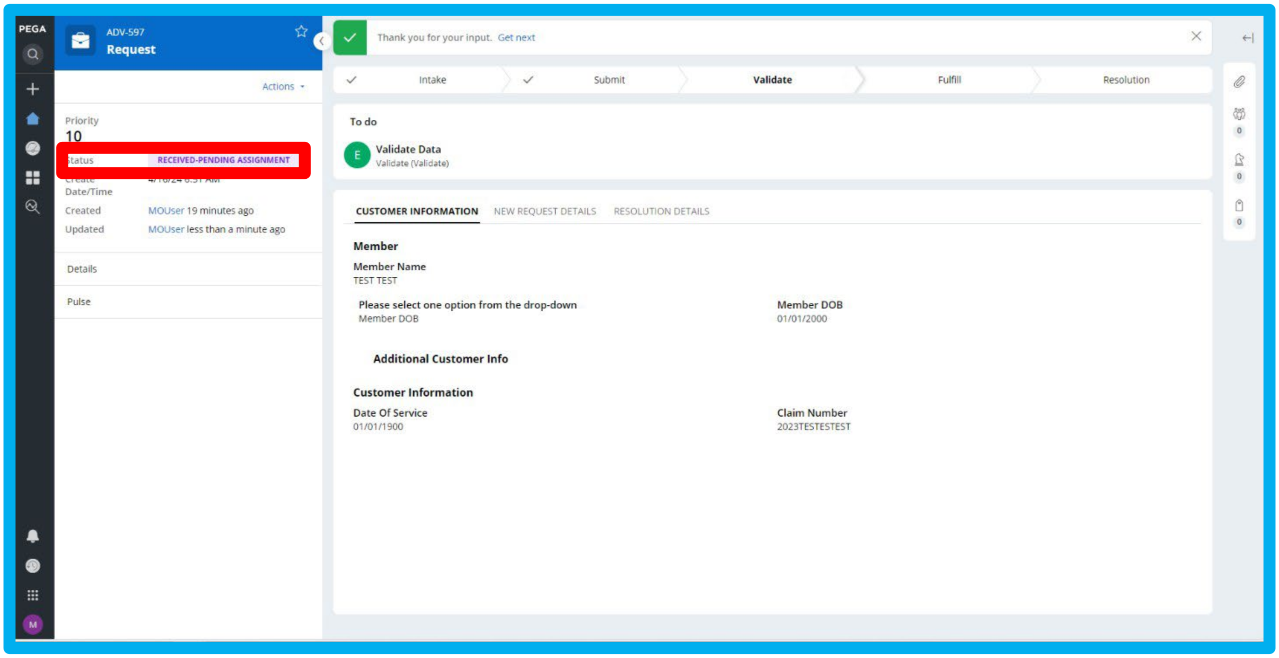


4. You will be brought to the Submit tab which will allow you to input information regarding your escalation request. Please refer to the "***Producer Training Workbook***" document for more details surrounding these topics and what information may be required to process your request. Any field with an "***asterisk***" is required to be filled out. Please ensure the "***Customer Info***" tab and "***New Request Details***" are filled out.

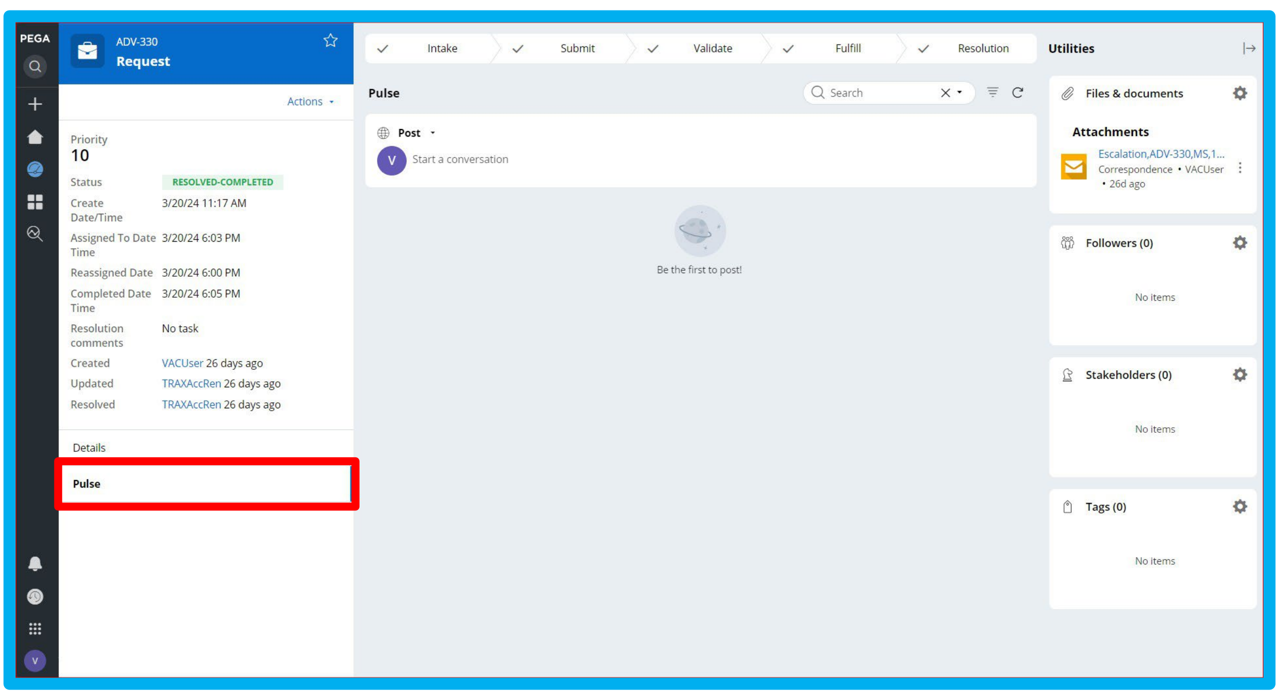
5. Once all required details have been input, select "***Submit***." You will be sent an email notification when your request has been created.



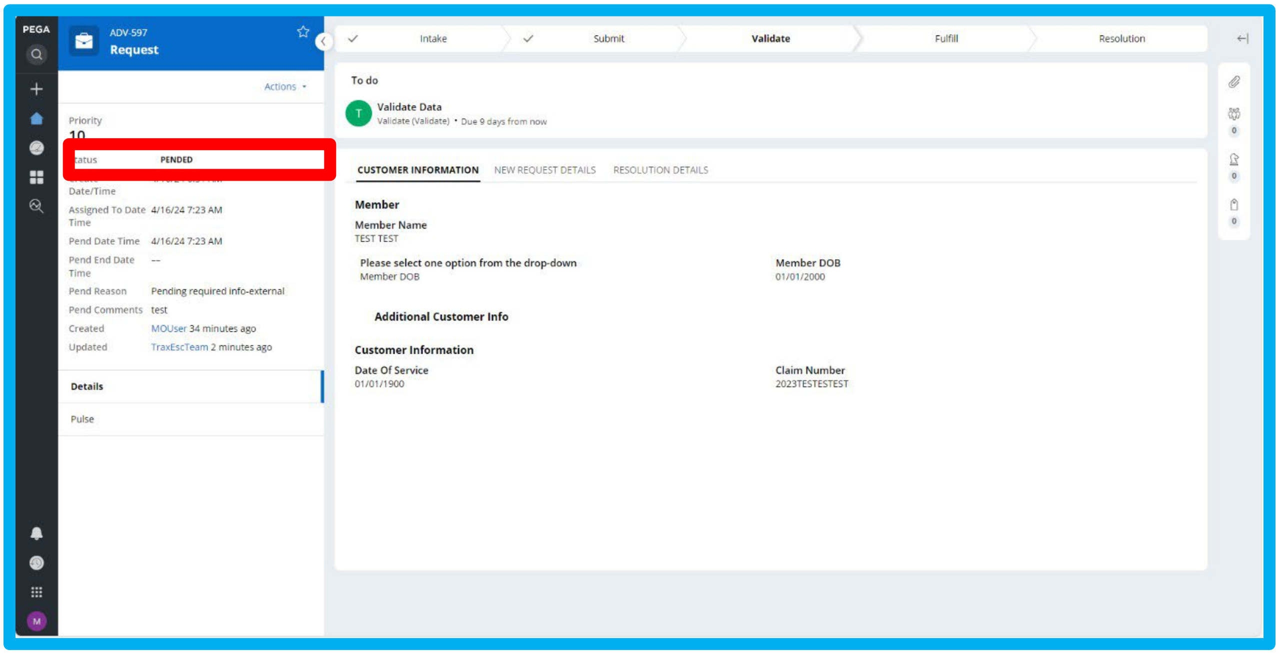
6. Once you have submitted your request, the status of the request (which can be located in the left-hand pane of the request) will change to "***RECEIVED- PENDING ASSIGNMENT***". Which means your request has been created and is pending assignment to be worked. You will receive an email notification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



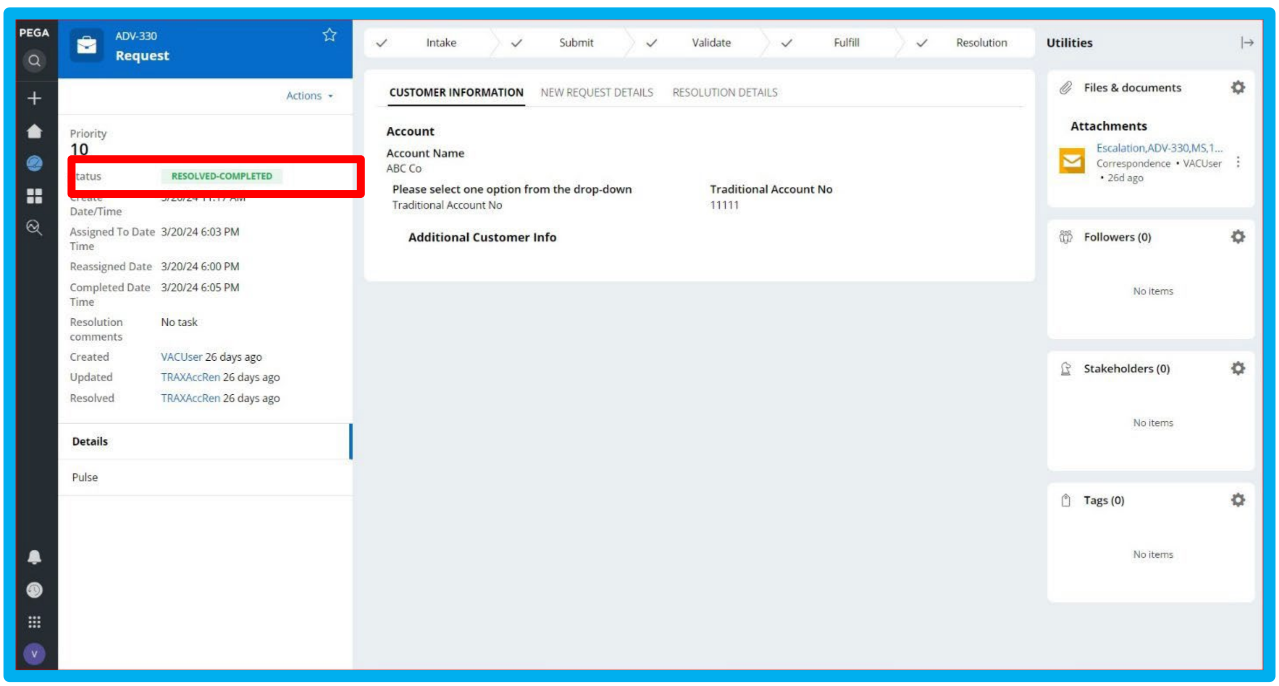
7. To request updates on your escalation request, please utilize the "***Pulse***" tool. This can be found located on the requests left-hand pane.



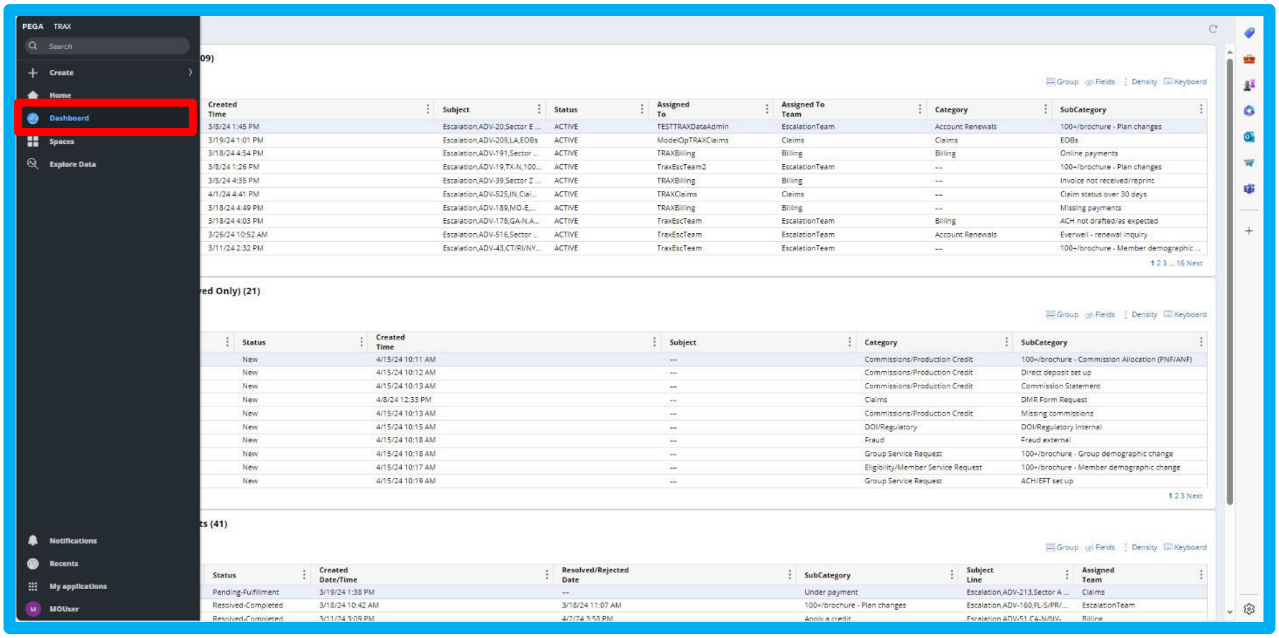
8. When your request is reflecting as "***PENDED***" that means either we are needing more information regarding the request in order to resolve or the request is pending resolution by our IT Partners. You will receive email notification of this.



9. When your request has been resolved, the status will reflect as "***RESOLVED-COMPLETED***" you will also receive email notification of the resolution.



10. A complete view of all request and statuses can be located on the "***Dashboard***" tab within TRAX.



11. You will be able to view "***Open Submitted Requests***", "***Requests not Submitted (Saved Only)***" and "***Completed/Rejected Requests.***"