

eBulletin: August 12, 2014

Submitted by Josh on August 12, 2014 - 2:56pm

New. Buisness. Now.UPDATE

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We're committed to providing regular updates on what's new and what's changing with New Business Now. Here's what you need to know for the week of **Aug. 11**

Need-to-know

Interac® payments: only accepted at some financial institutions

Online Interac payments through New Business Now can only be made using these financial institutions who have agreed to Interac's online terms and conditions:

- | | |
|------------------------|----------------------|
| ? RBC Royal Bank | ? Scotiabank |
| ? TD Canada Trust | ? Libro Credit Union |
| ? BMO Bank of Montreal | ? Envision Financial |

You'll get the message **Payment not processed** if a client tries to use any other financial institution. To resolve this issue, hit the "back" button on screen and choose another method of payment.

Planned system outages

Since New Business Now runs through Canada Life RepNet, the system won't be available if the site is down. Each week, the sites are shut down at regularly scheduled times if system maintenance is required, meaning New Business Now may also not be available during the following times:

- ? 11 p.m. Tuesday to 4 a.m. Wednesday (ET)
- ? 11 p.m. Friday to 4 a.m. Saturday (ET)
- ? 6 p.m. Sunday to 1 a.m. Monday (ET)

If you have a client appointment around these times, the site outage schedule will be posted on the login

RepNet.

New number for customer interviews

For all new and pending customer interviews, use the new Keyfacts toll-free number.

? English 1-877-217-1518

? French 1-866-689-1210

Pipeline

Email addresses with special characters now accepted

If you have a hyphen or other non-letter/number characters in your email address the New Business Now system will now accept the email address. [Set your preferences](#) and receive application status updates today.

Quick tip

Cross-sell option selected? Don't delete pending apps

If you:

? Choose cross sell offers through advisor settings

? Start an application, but save and close partway through

When you reopen New Business Now, you'll see two applications under your "pending applications" list. That's because New Business Now creates a cross-sell application automatically, alongside the main application. **Don't delete either application.** If you do, you'll erase both and have to start over. Once you click Save and Next on the decision screen this extra app will disappear (if a cross-sell opportunity isn't offered).

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