

IVANS Resend Policy Transaction Guide

Occasionally, a policy may be “missing” from your EZLynx account. The original download was likely unsuccessful for some reason, so it is necessary to resend the policy transaction. Here is an excerpt from [the IVANS Agency Guide](#) outlining how to resend a policy transaction. If the carrier does not have an IVANS Resend button, request the resend directly from the carrier instead.

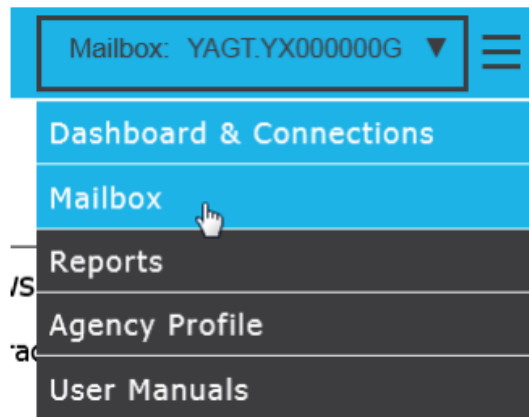
ECS Mailbox

Resend Policies/Claims

This option enables you to search for a specific policy/claim transaction and resend it (meaning the transaction is added to the active queue so that it can be downloaded again). Some carriers may choose not to enable policy/claim resend; you will not be able to use this feature for transactions from those carriers.

Note: This feature is intended to locate individual transactions. To resend an entire file, locate the file in the [Received Files](#) area.

1. From the Exchange home page, click the button in the top right corner and select **Mailbox**.



2. Click **ECS Mailbox > Resend Policies/Claims**.
3. Enter at least one character of the policy/claim number in the **Policy or Claim #** field.
4. Select a **File Type** of **Policy and Claim Transactions, Policy Transactions, or Claim Transactions**.
5. To determine where the criteria you entered in step 3 should fall within the policy/claim number, choose a **Match Type** of **Exact** (you have entered the entire number), **Anywhere**, or **Start of Policy or Claim #**.
6. Choose an **Initial Sort** as well as a sort order for the results list.
7. Click **Search**.
8. A list of results displays. Select the checkbox for each transaction you wish to resend.

By default, only 25 rows display per page. To modify the number of transactions per page, click the **light bulb** icon at the upper right corner of the list and select the desired option.

You may also choose to view the data in any of the following formats:

- Interactive Grid: This is the default view.

IVANS Resend Policy Transaction Guide

- HTML Table
- CSV
- Excel (You will be prompted to open or save the *Microsoft Excel* file.)

To narrow the results, type a portion of the content of any of the columns in the *Find on Page* field. The list refreshes automatically as you type.

To sort by any of the columns in the list of search results, click the column header. To sort in the reverse order, click the column header again. The header of the column currently used as a sort displays in italics with an upward arrow if sorted in ascending order and a downward arrow if sorted in descending order.

The list attempts to display the most recent transaction for each policy number. If it cannot be determined which of two or more transactions is the most recent, multiple transactions for the policy will display and will be marked in red.

9. Select the checkbox for each transaction you wish to resend.
10. Click the **Re-Send Transaction(s)** link label above the list.
11. A popup displays to let you know the files have been resent. Click **OK**.

Click **Return to Dashboard** to go back to the home page.