SES Release Notes
Release Name: Alaska
Release Date: December 5, 2022

The purpose of these release notes is to provide a summary of SES functionality and system enhancements in the Alaska Release.

Overview

Several new features and system enhancements have been included in the State Examination System ("SES") Alaska Release. These release notes pertain to the Examination and Investigation Supervisory Activities (referred to herein as "SA") and Consumer Complaints. The Alaska Release introduces expansion of bulk download permissions, addition of fields throughout the system, new data source of depository companies and notification updates. Additionally, several small enhancements have been made throughout the system for a richer user experience.

I. Agency Users

A. Document Management:

In SES, documents are retrievable in a bulk format for all SAs in the system based on a user's permissions. Previously, a limited number of participants on a SA were able to bulk download such documents. After receiving feedback from agency users, the permissions for bulk download have been expanded. With the Alaska Release, all active agency participants on the SA will be able to bulk download the documents of that SA. Furthermore, if a SA is closed the Examiner in Charge (EIC) and agency staff users will be able to add additional participants to the SA only for the purpose of bulk download. This enhancement was created so that agency users can access documents even if all participants who were on the SA are no longer active agency users. To decrease the wait time of bulk download, an enhancement has been implemented to make the bulk download file readily accessible after a single download request has been made on the file. This means that after the first download request, users will no longer have to wait if there are ten concurrent bulk download requests across the system and will no longer need to wait 60 minutes to receive the file via email. This file will be available to download from the system immediately from the Summary tab or as a Related Action.

B. Loan Requests:

With the Alaska Release, users will notice an additional field in the loan request workflow. Agency users will now be able to enter a loan type and select one of three options (origination, servicing, or origination & servicing) from a dropdown field. This field will also be included in the loan request upload template. Users will also see the additional information field labeled "Comments" will also be part of the loan request upload template. It is important to note that any agency users who wish to use the loan request upload feature must download the new loan request template for the uploads to be successful.

C. Agency Enhancements:

Enhancements for agency users include added fields and expanded permissions for participants. Agency users will have insight into a company's use of QuickIR and user attestation data when responding to IRs. In addition to the EIC and staff user participants on a SA, users who create a finding will now be able to delete the finding if it is not applicable. Agency users will also be able to upload relevant documentation related to a time entry so that the Time and Expense entries are consistent. If a SA is a multi-state, then users will be able to filter procedures by agencies, making it easier for different agencies to collaborate. Finally, users provided feedback that if there is no report commentary on a SA, participants were given the option to mark report commentary as complete, causing confusion within this area of the workflow. As such, participants will notice that if they are logged into the system on a SA, and if there is no report commentary, users will be able to verify there is no report commentary.

D. <u>Consumer Complaints:</u>
Users will notice two enhancements for the consumer complaints portion of SES. To keep users informed of the status of a complaint, the agency POC and supervisors will receive a notification when preliminary review is complete. Another small but significant enhancement is the addition of the closure reason "Resulted in Hearing," which agencies can now use when processing complaints.

II. System-wide enhancements

A notable change users will see in the system is the usage of the NIC (National Information Center) database as an additional source of demographic information for depository data in the system. Agency users will be able to search for company demographic information by the RSSD ID identifier in the system and will have access to additional data fields. Other system-wide enhancements have been made to improve SES usability. Users will continue to see "Need Help?" links have been added or modified to direct them to specific content created in SES for their use. The download permissions for IR and loan requests will now be available to all company participants on a SA, in addition to the company lead. Lastly, agency users will be able to enter the number of consumers who received monetary relief both on SAs and complaints. This data will be visible on the monetary relief reports in the system. SES has recently changed its formal hours of operation. Those hours can be found here on the SES Hours of Operation knowledge article. During hours of "Limited Availability", the intent is to keep the system available unless it is undergoing maintenance.

#	Title	Description	Context (User)	Feature
		Supervisory Activity		
SES-280244 (9.2)	Agency: Add Business activity filter to SA Library	A user with access to the agency library can filter by multiple Business Activities on the Information Request and Procedures tabs.	Agency, Policy & Global Support	Library
SES-280343 (9.1)	Agency: Bulk download SA documents on Closed SA	All agency participants on a SA can bulk download documents for a SA that has been closed and locked. After the first bulk download request has been submitted by a user on a SA, the bulk download action will be immediately available for additional download request both on the Summary tab and as a Related Action.	Agency	Document Management
SES-280143 (9.1)	Agency: Expand the permission to bulk download SA documents	All active participants on a SA will be able to bulk download SA documents for both open and closed SAs.	Agency	Document Management
SES-282345 (9.3)	Agency: SU adding participants to bulk download documents after SA is closed & locked or cancelled	The EIC of a SA or staff user from the lead agency can add or remove participants to individually or bulk download documents of a SA after it is closed and locked.	Agency	Document Management
SES-273643 (9.1)	Agency: Loan Type field, Additional Information field and LR uploads	In addition to the existing loan request fields a loan type field will be available for agency users to add. The loan request upload template will also include the loan type field and the comments field (previously known as Additional Information). This field is displayed on the details of the loan request and shared with the company.	Agency	Loan Requests
SES-227044 (.2)	Agency, company policy & SU: View of company's Attestation Audit	All users in the system with detail level access to a SA will be able to view the attestation audit marked by company users when associating IR responses from the QuickIR repository.	Agency	QuickIR
SES-280445 (9.3)	Agency: QuickIR: IR Insights	Users with access to the IR Insights tab on a SA will be able to view the number of IR responses the company associated from their QuickIR repository as a data metric.	Agency	QuickIR
SES-281345 (9.3)	Agency: Creator of finding can delete a finding	Previously, the EIC and staff user who was a participant on a SA could delete a finding on a SA. With this enhancement, an active participant who creates the finding can also delete the finding.	Agency	Findings

#	Title	Description	Context (User)	Feature
SES-279745 (9.3)	Agency: Add agency as a filter to the procedures grid (multi-state)	Users with detail level access to a SA will be able to filter by a specific agency on the procedures tab for a multi-state SA.	Agency	Procedures
SES-277245 (9.3)	Agency: Confirming if there is no report commentary on a SA	An active agency participant on a SA can confirm there is no report commentary if no report commentary is added when the user is logged in.	Agency	Report
SES-214245 (9.3)	Agency: Uploading documents for Time Entry (T&E)	Active or inactive participants on a SA will be able to upload documents corresponding to each time entry that they enter before the SA is closed & locked.	Agency	Time & Expense
SES-274343 (9.1)	Company: All Participants can export IRs and LRs	All active company participants on a SA will be able to export Information Requests and Loan Requests.	Company	Information & Loan Requests
Complaints				
SES-273545 (9.3)	Complaints: Agency Complaints POC and Supervisors receive notification when preliminary review complete	The agency complaints POC and supervisors will receive a notification if a consumer complaint was sent for preliminary review and the review was completed.	Agency	Preliminary Review
SES-218845 (9.3)	Complaints: Agency - Adding Resulted in Hearing as Closure Reason	The closure reason “Resulted in Hearing” will be available to agency complaints users when closing a complaint.	Agency	Closure
System wide Enhancement				
SES-183944 (9.2)	Update data source for depository data	The data source for depository companies demographic information will be the National Information Center (NIC) database and users will be able to search and initiate complaints on such companies.	All	Company Records
SES-281145 (9.3)	Alaska Release: Web Help Links	The Alaska Release will include several additional “Need Help?” links in the system directing users to specific training material and content.	All	Need Help Links
SES-280845 (9.3)	SA & Complaints: Agency-Including Number of Consumers at closure	An additional field will be available when closing a SA or consumer complaint where agency users can enter the number of consumers that have received monetary relief.	Agency	SA & Complaint Closure